

State of New Mexico CHILDREN, YOUTH and FAMILIES DEPARTMENT

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CYFD processes more than 900 back-payments to foster families and providers

May 4, 2023 -- In the last three weeks, the Children, Youth and Families Department reimbursed more than \$210,000 in 950 payments to foster families and providers, virtually eliminating a backlog that had some families waiting to be reimbursed for months. The issue was raised by multiple individuals at a CYFD roundtable in early April, prompting the changes.

“An immediate priority I identified upon coming into this role at CYFD is a need to rebuild and strengthen relationships and how the department works with foster families,” said **CYFD Acting Secretary Teresa Casados**. “Foster families are such a critical part of how a child welfare system functions, and we have to make sure they are getting the resources they need to be successful.”

The department is also currently revising the reimbursement process to make it more efficient and more user friendly, including an online portal for reimbursement requests for foster families, counseling and education services and other providers.

“Quick fixes and Band-Aid solutions cannot be acceptable at this agency, and I am also making sure that the reimbursement process works better in the long-term,” **Casados** said.

The department is also preparing to take additional steps to better support foster families by continuing to host Rebuilding Roundtables across the state, to hear directly from families what improvements will make the most impact.

Foster families who still have outstanding payments should contact:

togetherwethrive@cyfd.nm.gov