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## General Information Memorandum

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**ISD-GI 13-49**

**TO:** ISD Employees  
**FROM:**  Marilyn Martinez, Acting Director, Income Support Division  
**RE:** CASA Staff Manager  
**DATE:** September 27, 2013

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This memorandum is to announce the selection of Refugia “Cuca” Balamondo as the new Staff Manager at the Income Support Division’s new Central Scanning facility in Bernalillo. We are pleased to have Cuca fill this position as she brings with her a wealth of experience, dedication and professionalism.

Cuca has a Bachelor’s Degree in Psychology. Prior to accepting the position, Cuca acted as the track lead for Implementation and Training track for the ASPEN project. She assisted in the development of the interim business processes, coordinating training, travel projections, and various other aspects regarding each wave of training and implementation. She has worked closely with contractors, IT staff and ISD management, to develop the way ISD is enrolling and training staff in ASPEN.

Cuca was hired in the Income Support Division with HSD in January of 1993 as a Family Assistance Analyst in the Otero County ISD office. In 1998, she was promoted to a Family Assistance Analyst Advanced. She moved to NE Bernalillo office as an FFA Advanced in 2006, she was promoted in 2007 to Line Manager II in the North SCI Unit. In 2009 she transferred to SW Bernalillo. She worked there until her more recent involvement in the ASPEN project in June of 2012.

Cuca began her new duties effective September 14, 2013.

Please join me in congratulating and welcoming Cuca to her new position as Central Scanning Staff Manager.