



City of Santa Fe

Attn: Christa Hernandez / Human Services Committee

Dear Members of the Selection Committee,

I am writing to express my sincere interest in serving on the City of Santa Fe's Human Services Committee. As a lifelong Santa Fean, with deep family roots in this community going back generations, I am passionate about supporting the health and well-being of our residents, especially those facing barriers to accessing essential services.

During my high school and college summers, I had the privilege of working with the City of Santa Fe's Summer Youth Program. This early experience further deepened my connection to our community and inspired my dedication to public service.

I bring over a decade of experience in public service, most notably my eight years with the New Mexico Human Services Department (now the New Mexico Health Care Authority). My career began with processing Medicaid applications and training presumptive eligibility determiners across the state. I later served as a provider eligibility specialist, ensuring compliance with federal guidelines and state statutes. Ultimately, I became the Reporting and Intake Manager, working closely with managed care organizations administering Medicaid in New Mexico. These roles have given me a strong understanding of the systems that directly affect healthcare access for our most vulnerable populations.

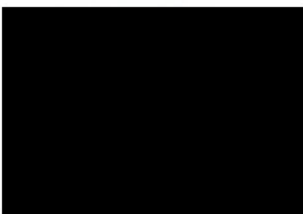
Currently, I serve as the Right of Way Operations Manager with the New Mexico Department of Transportation. My work at NMDOT has further deepened my commitment to public service and the infrastructure that supports the quality of life in our state.

Joining the Human Services Committee would allow me to leverage my experience and knowledge to advocate for improved healthcare access and health-related services in our city. I am particularly interested in addressing issues related to healthcare equity and service accessibility for underserved populations.

It would be an honor to give back to the city that has given so much to me and my family. I am confident that my professional background and personal commitment make me a strong candidate for this committee.

Thank you for your time and consideration. I welcome the opportunity to contribute to the important work of the Human Services Committee.

Sincerely,



JEFF VALDEZ



PROFESSIONAL SUMMARY

Experienced and detail-oriented public service manager with over 13 years of progressive leadership in state government, including 8 years in supervisory and managerial roles. Proven success in overseeing human services and transportation programs, managing multidisciplinary teams, coordinating inter-agency initiatives, ensuring regulatory compliance, and driving strategic improvements. Demonstrated ability to lead complex programs with a strong focus on public service, equity, and operational efficiency.

EDUCATION

New Mexico State University, Las Cruces, NM

Bachelor of Science: Hotel, Restaurant & Tourism Management

PROFESSIONAL EXPERIENCE

New Mexico Department of Transportation (NMDOT) – Right of Way Bureau, Santa Fe, NM
Right of Way Operations Manager | Nov 2024 – Present

- Direct operations of three key units: Acquisition, Specialty, and Lands Abstracting.
- Ensure compliance with federal and state regulations including the Uniform Act and CFR.
- Manage staff performance, evaluations, and hiring for all supervised units.
- Foster cross-unit collaboration to streamline right of way functions and improve project delivery.
- Monitor project status, milestones, and deadlines aligned with NMDOT production timelines.

Right of Way Acquisition Supervisor | Dec 2020 – Nov 2024

- Supervised acquisition activities for transportation projects, overseeing five agents.
- Approved right of way offer and payment packages, administrative settlements, and contracts.
- Collaborated with General Counsel and Risk Management for legal and policy alignment.
- Guided agents in stakeholder communication, conflict resolution, and federal compliance.
- Maintained real-time tracking of right of way status and certification progress.

New Mexico Human Services Department (HSD) – Medical Assistance Division, Santa Fe, NM
Staff Manager, Centennial Care Contract Bureau | Oct 2017 – Dec 2020

- Led the Report & Intake Unit for oversight of Managed Care Organization (MCO) submissions.
- Created and maintained workflows, data tracking systems, and compliance processes.
- Partnered with legislative and leadership offices to respond to audit and policy requests.
- Supported Medicaid transformation initiatives and led procedural updates for reporting.
- Managed hiring, training, and evaluation of unit staff.

Social and Community Services Outreach Coordinator – Advanced
Provider Enrollment Bureau | Apr 2015 – Oct 2017

- Conducted on-site inspections and compliance reviews of Medicaid provider facilities.
- Oversaw background check processes and ensured adherence to federal screening requirements.
- Participated in the development of policy, training, and cross-agency coordination strategies.
- Produced internal and external reports and supported system design and data quality initiatives.

Social and Community Services Outreach Coordinator
Marketing & Outreach Bureau | Nov 2013 – Apr 2015

- Led statewide training for Presumptive Eligibility Determiners (PEDs).
- Developed educational materials and collaborated with providers and agencies.
- Supported electronic Medicaid application processing via YESNM-PE systems.
- Served as liaison between the Department and healthcare administrators.

Management Analyst – Operational
Marketing & Outreach Bureau | Jul 2012 – Nov 2013

- Evaluated Medicaid eligibility applications and provided analytical support to division leadership.
- Assisted in data reporting, systems operations, and program documentation.
- Collaborated on policy communication and case management for applicants and support staff.

City of Santa Fe Summer Youth Program, Santa Fe, NM
Assistant Supervisor | Summers 2008 – 2010

- Oversaw youth aides and organized daily activities for children ages 6–12.
- Assisted with program enrollment, staff coordination, and parental communication.

American Hospitality Academy, Myrtle Beach, SC
Resort Activities Intern | Summer 2011

- Facilitated guest activities and day trips, focusing on customer service and hospitality operations

CORE SKILLS

- Government Program Management
- Staff Supervision & Development
- Regulatory Compliance (CFR, Uniform Act, NMAC)
- Medicaid & Managed Care Oversight
- Strategic Planning & Operational Efficiency
- Legislative Reporting & Stakeholder Communication
- Microsoft Office (Word, Excel, Teams, PowerPoint)

REFERENCES

Available upon request.