



Your partner for a safe, strong, and healthy community.

Frequently Asked Questions about La Frontera New Mexico

Who is La Frontera?

For more than 45 years, La Frontera has been committed to working collaboratively with public and private partners to solve community problems. We have the resources and expertise to address issues of behavioral health, housing, family and children's services, employment, crisis intervention, and community and cultural education.

We work hard to build personal responsibility, to stabilize families, and to assist individuals in achieving their recovery goals. And that makes all of our communities safer, stronger, and healthier.

What is the Mission of La Frontera New Mexico?

Providing innovative solutions to complex problems, we work with community partners to build a safe, strong, and healthy New Mexico.

What are the Values of La Frontera New Mexico?

- **Compassion**—Caring for our clients, our co-workers, and our community
- **Service Excellence**—Commitment to providing services in a respectful, timely, and courteous manner, with awareness of the richness of individual and cultural diversity.
- **Integrity**—We strive to do the right thing by creating an atmosphere of trust, openness, confidentiality, and accountability.
- **Optimal Care**—Care that is consistent, effective and efficient.
- **Creativity**—An approach toward continuous improvement that encourages open-mindedness, innovation, and a willingness
- **Positive Workplace**—An environment of cooperative teamwork where we are accessible, flexible, and listen to and acknowledge one another: where joyful effort is the rule, not the exception
- **Fiscal Management**—The responsibility of each employee to support the economic well-being of the organization.

**For additional information, visit our website at
www.lafronteranm.org**



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Should provider agency staff expect a change in their roles?

La Frontera New Mexico is committed to working with provider agency staff to ensure a provider- and community-driven system. Although we cannot assure that anyone's job position is secure at La Frontera, our goal is to attempt and not eliminate or replace any existing clinical or clinical support staff. Our objective is to make this transition as transparent and trouble-free on you, our clients and community. We value the work performed by provider agency staff in supporting the recovery journeys of persons receiving behavioral health services and look forward to getting to know and working with each staff member.

A La Frontera New Mexico team member will be meeting with each employee to discuss the steps in our hiring process. Our goal is to expedite on-boarding of staff so that there is no disruption in the service delivery system, and so that persons receiving services can continue to see the same staff members.

What should provider staff know about the hiring process?

A La Frontera New Mexico team member will be meeting with all provider staff who are interested in continuing employment. Prospective employees will be asked about their current job and role so that we can assure that people receiving services continue to see the same staff members whenever possible. Prospective employees will also complete an application in person or on-line. Information about each Prospective employee's driving record, criminal and educational background and employment history is required.

In order to expedite continuity of services, La Frontera New Mexico will offer positions at the time of the interview; however, continued employment will be contingent on the results of verification from information submitted on the application to assure it adheres to employment requirements.

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Does La Frontera offer employee benefits?



****Benefits are available on the first day of the month following an employee's first 30 days of service.**

- Health Benefits
- Dental Benefits
- Flexible Spending Accounts
 - Life Insurance
- Tuition Benefits (Applicable after 90 days)
 - Retirement
- Short & Long Term Disability
 - Holiday Schedule
- Vacation, Sick & Personal Time
- Extensive Additional Benefits