

2026 STRATEGIC PLAN 2025 ANNUAL REPORT



NMRD

NEW MEXICO
REGULATION &
LICENSING DEPARTMENT



Empowering the vitality of New Mexico enterprise

Mission

To promote public confidence in professional, occupational services, trades, and industries by finding innovative solutions for business in the interest of public safety and economic vitality.

Guiding Values

- Service
- Integrity
- Dedication

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Message from the Superintendent

I have been with the New Mexico Regulation and Licensing Department for 23 years, starting as an LP gas inspector in the Construction Industries Division and working up to Superintendent. I believe in doing everything it takes to get the job done, and I continue to be proud of the work this department does, and am honored to serve New Mexico and the people who depend on us.

The 2026 strategic plan and 2025 annual report highlights the department's accomplishments over the past year, and what we aim to achieve in the year ahead. We made real progress in gaining key legislative support for new laws critical to public safety. We also began a number of projects to improve our licensees' experience and provide better communication regarding changes in regulations, licensing protocols, and more. The department continues to recognize the great work our licensees do on a daily basis while also carrying out our regulatory duties to protect New Mexicans and ensure those who disregard consumer safety are dealt with appropriately and promptly.

A few of our accomplishments this year:

- Partnered with fellow state agencies and nonprofit associations to prepare and provide emergency kits to residents in disaster-affected areas.
- Worked with the governor and legislators to pass HB 10 which gives NMRD a new Enforcement Bureau to enforce criminal violations of the Cannabis Regulation Act
- Engaged with stakeholders to implement rules for the new Elevator Safety Act
- Attended career fairs and other community-based events to promote employment in the many trades we license and regulate
- Hosted seven Constituent Days to assist licensees in the Alcoholic Beverage Control Division and Boards and Commissions Division with various licensing and regulatory matters
- Worked collaboratively with multiple State- and local law enforcement agencies to stop an illegal cannabis farm in northwest New Mexico and destroy more than 100,000 pounds of illicit cannabis
- Conducted more than two dozen financial education or fraud prevention workshops, trainings, and presentations to audiences ranging from adolescence to 65 and older



I want to thank the dedicated employees at NMRD for recognizing that the work they do is important, and touches the lives of almost every New Mexican one way or another. I look forward to another year of serving New Mexico and making it a better place to live, work, build, and receive the quality professional services people expect.

Clay Bailey

Clay Bailey
Superintendent

What We Do

The New Mexico Regulation and Licensing Department licenses and regulates individuals and businesses in more than two dozen industries, professions, and trades across the state. Our goal is to assure that New Mexicans receive quality services from qualified individuals and businesses while also ensuring a fair and prompt administrative process.

Our priority is your protection.

Our Strategic Planning Focus & Goal Areas

Focus Area: **Budget/Fiscal**

Strengthen Financial Oversight and Accountability:

- Continue to develop, implement, and refine a comprehensive quality assurance framework for all online revenue transactions to ensure accuracy, transparency, and compliance with applicable statutes and regulations.

Enhance Interdepartmental Collaboration:

- Deepen coordination among NMRLD divisions, the Administrative Services Division (ASD), and the Office of the Superintendent to improve the effectiveness and efficiency of the budget development and accounts receivable processes.

Modernize Fiscal Policies and Procedures:

- Conduct a comprehensive review and revision of fiscal policies and procedures across all divisions to ensure consistency, compliance, and alignment with best practices.
- Promote agency-wide understanding and adherence through updated guidance and training.

Advance Budget Process Improvement in Coordination with Oversight Agencies:

- Collaborate proactively with the Department of Finance and Administration (DFA) and the Legislative Finance Committee (LFC) to strengthen NMRLD's budget formulation, execution, and reporting processes.
- Emphasize transparency, data-informed decision-making, and alignment with strategic priorities.

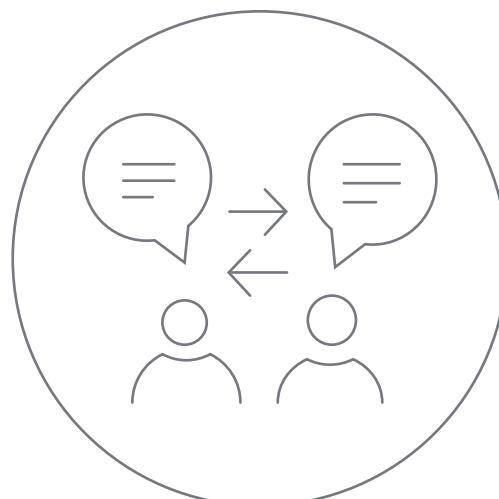
Focus Area: **Community Engagement**

Maintain Effective Communication:

- Present and maintain a cohesive narrative among all department representatives when discussing NMRLD's goals and mission to ensure consistency and effective communication to all constituents.
- Review all external communication to ensure information is presented clearly in a way that resonates with all audiences.

Engage in Stakeholder Connection and Conversations:

- Show NMRLD is a frequent connector of stakeholders in the professional and occupational industries, encouraging collaboration among all parties, and gaining and maintaining public trust through responsible stewardship and transparent processes.
- Communicate with internal and external constituencies to identify strategies to improve customer service and reduce regulatory barriers.



Provide Access to Digital Information:

- Continue to refine NMRLD's public-facing website to efficiently provide up-to-date information in a manner that is accessible and compliant with digital accessibility laws.
- Explore strategies to refine website content to ensure information is presented clearly and concisely.
- Build the department's social media following to encourage engagement and share critical public safety and/or regulatory information.

Focus Area: Consumer Education

Participate or Facilitate Consumer Education Events:

- Facilitate tailored trainings, workshops, or presentations for specific audiences to raise awareness in consumer protection.
- Maintain a presence at community events to raise the department's profile and share consumer protection information.
- Participate in career fairs and other hiring events to promote workforce in skilled trades and communicate the licensing and regulatory frameworks each of those trades must comply with.

Expand the Catalog of Printed and Digitally Accessible Resources:

- Continue to build NMRLD's printed materials and resources to ensure constituents are up to date and have access to critical public safety and consumer protection information.
- Create digitally accessible, ADA-compliant files to be shared on the department's website and via social media.

Focus Area: Human Resources

Enhance Talent Acquisition and Retention Strategies:

- Continue to refine and implement recruitment, onboarding, and retention strategies that attract and retain highly qualified professionals.
- Focus on building a diverse and inclusive workforce that reflects the populations we serve and supports the agency's long-term goals.

Strengthen Employee Development and Training:

- Expand professional development opportunities and establish structured training programs to build staff capacity, improve performance, and support career growth across all divisions.
- Emphasize leadership development, succession planning, and cross-functional competencies.

Foster a Culture of Engagement, Accountability, and Equity:

- Promote a positive and respectful workplace environment that values transparency, open communication, and employee well-being.
- Enhance performance management processes to align individual contributions with agency goals and reinforce accountability.

Modernize HR Policies and Procedures:

- Conduct a comprehensive review and update of NMRLD's human resources policies and procedures to ensure alignment with state regulations, best practices, and the evolving needs of the workforce.
- Standardize and streamline HR practices across all divisions to improve consistency, compliance, and operational efficiency.

Improve Onboarding and Offboarding Processes:

- Redesign onboarding procedures to ensure new employees are effectively integrated into the agency with clear expectations, resources, and support.
- Strengthen offboarding processes to capture institutional knowledge, ensure compliance, and facilitate smooth transitions.
- Develop consistent, department-wide protocols to support continuity and mitigate operational disruption.

Focus Area: Information Technology

Application processes:

- Complete the automation of application, inspection, and renewal processes for the Alcoholic Beverage Control Division, Boards & Commissions Division, Cannabis Control Division, Construction Industries Division, and Manufactured Housing Division.
- Expand the Salesforce platform to include the Securities Division and the newly established Elevator Bureau, ensuring these programs benefit from modern, integrated workflows.
- Enhance the efficiency, scalability, and user experience of the Salesforce platform to reduce manual workloads, improve accuracy, and support end-to-end digital service delivery.

Data:

- Improve the availability, integrity, and security of departmental data through enhanced data governance, regular backups, and robust access controls.
- Establish policies and tools that support real-time data access for decision-making while ensuring compliance with applicable privacy and security standards.

Interconnect:

- Implement and manage a data-sharing platform.
- Collect and share appropriate NMRLD data with team members, State of New Mexico agencies, and the public.

Infrastructure:

- Complete modernization of network infrastructure including establishment of hybrid-cloud solutions.
- Optimize voice communications with a focus on cost, functionality, and quality.

Cybersecurity:

- Strengthen the agency's cybersecurity posture by working closely with the New Mexico Department of Information Technology to align with statewide cybersecurity frameworks, incident response protocols, and threat intelligence initiatives.
- Conduct monthly vulnerability scans and quarterly penetration testing to proactively identify and mitigate potential risks.
- Implement a robust patch-management process to ensure timely updates to all systems and applications, reducing exposure to known vulnerabilities.
- Continue to provide regular cybersecurity awareness and phishing resistance training to NMRLD staff to promote a culture of security and resilience.

Focus Area: **Licensing**

Modernize Licensing Through Technology:

- NMRLD has transitioned the majority of its licensing programs to the Salesforce platform to improve efficiency, consistency, and accessibility. This modernization has streamlined application, renewal, and compliance processes, making it easier for applicants and licensees to interact with the agency through a secure, user-friendly digital environment.

Simplify and Streamline Licensing Processes:

- Continue to remove unnecessary barriers to licensure by simplifying requirements, standardizing documentation, and expanding online capabilities for application submission, payments, continuing education tracking, and communication.
- Emphasize transparency and responsiveness to reduce delays and improve customer experience.



Ensure Equitable Access to Licensing Services:

- Promote equity by ensuring that individuals with limited English proficiency can access licensing information and services.
- Expand multilingual resources, improve website accessibility, and offer culturally appropriate support to ensure that all applicants can successfully navigate the licensing process.

Engage Stakeholders to Support Workforce Access:

- Strengthen collaboration with professional boards, educational institutions, industry partners, and community organizations to identify and address licensing challenges.
- Use stakeholder input to guide policy updates, identify emerging workforce needs, and support efficient pathways to licensure.

Pursue Legislative and Regulatory Improvements:

- Identify and implement necessary legislative and regulatory changes to modernize outdated licensing statutes, eliminate unnecessary requirements, and align NMRLD's regulatory approach with evolving industry standards and workforce demands.
- Collaborate with lawmakers and stakeholders to ensure changes are practical, effective, and grounded in public interest.

Our Organization

Administrative Services Division (ASD)

The Administrative Services Division encompasses Financial Services, Information Technology Services, and Human Resources. ASD serves as a resource and provides support to the divisions in coordination with other state agencies. Financial Services provides fiscal support and oversight, financial advice, accounting, budget preparation and management, procurement, and fleet/telecommunication services.

Alcoholic Beverage Control Division (ABC)

The Alcoholic Beverage Control Division focuses on protecting the health, safety, and welfare of all New Mexicans and visitors to the state by responsibly regulating the sale, service, and public consumption of alcohol, tobacco, and/or tobacco products. The division takes seriously every complaint alleging potential violations of liquor control laws and works closely with the Special Investigations Unit of the Department of Public Safety in investigating and prosecuting such violations.

Boards and Commissions Division (BCD)

The Boards and Commissions Division comprises more than two dozen professional and occupational licensing boards and commissions, divided between the Health Licensing and Professional Licensing Bureaus. The division is responsible for licensing individuals qualified to practice in the state, protecting public health and safety, and serving support roles for boards and commissions that create the rules governing these professions.

Cannabis Control Division (CCD)

The Cannabis Control Division regulates and licenses cannabis producers, producer microbusinesses, manufacturers, retailers, couriers, cannabis consumption areas, testing laboratories, and research laboratories operating in the medical- and adult-use markets to ensure public health and safety

in cannabis and cannabis products. To achieve this, the division establishes rules pertaining to licensing, promoting social equity, compliance, and enforcement.

Construction Industries Division (CID)

The Construction Industries Division collaborates with the general public, trade organizations, municipalities, local code officials, contractors, subcontractors, architects, design professionals, LP gas distributors, and homeowners to assist economic growth in New Mexico, protect life and property, and ensure safety of all citizens.

Financial Institutions Division (FID)

The Financial Institutions Division works to protect public interest, preserve public trust, and promote economic vitality by licensing and regulating independent trust companies, mortgage loan companies and originators, money service businesses, small loan companies, collection agencies and reposessors, escrow companies, motor vehicle sales finance companies, endowed care cemetery trusts operating in New Mexico, and state-chartered banks, savings and loan associations, and credit unions.

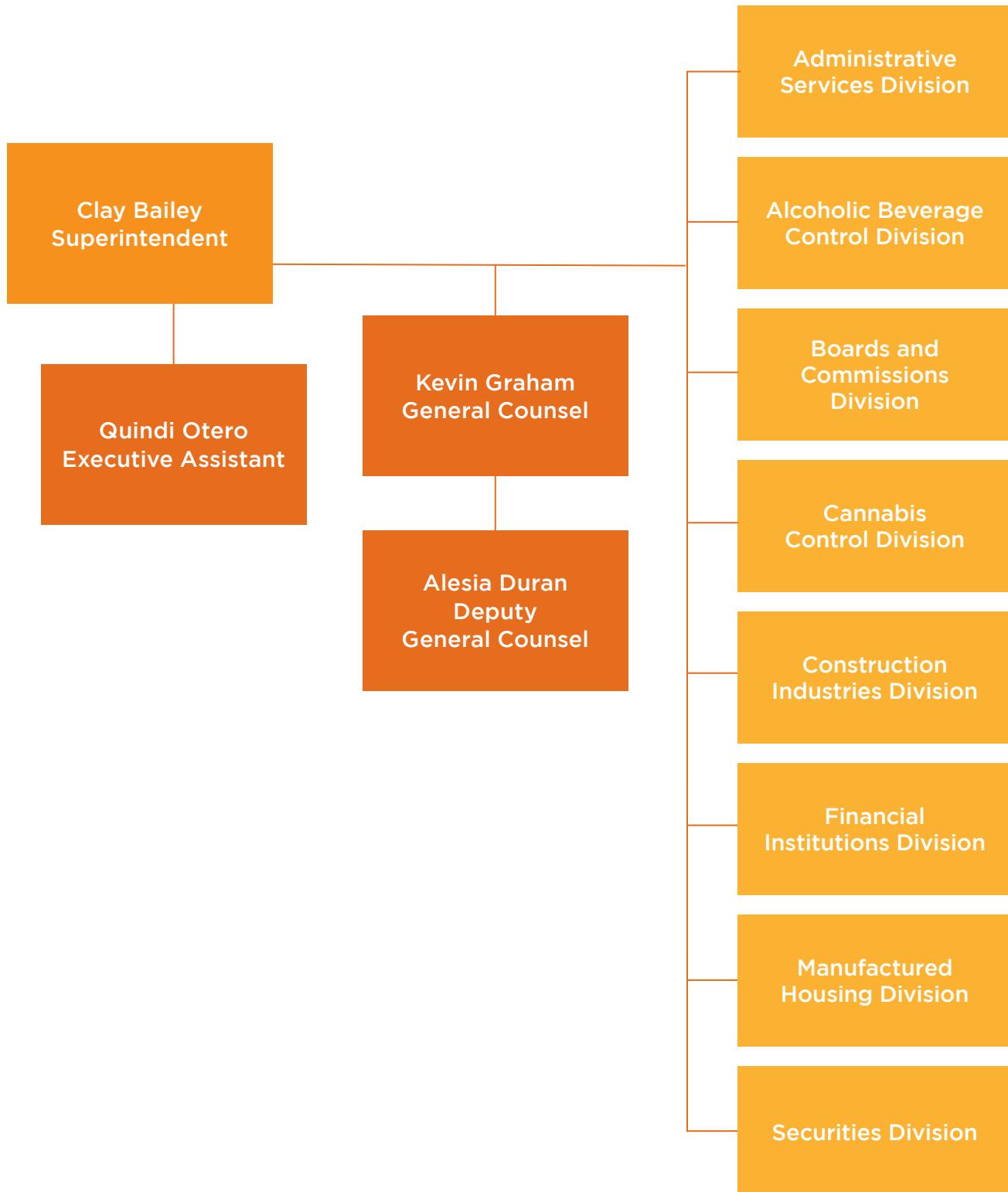
Manufactured Housing Division (MHD)

The Manufactured Housing Division regulates manufacturers, dealers, brokers, salespersons, installers, and repair technicians to ensure compliance of federal and state law in the manufacture and installation of manufactured homes.

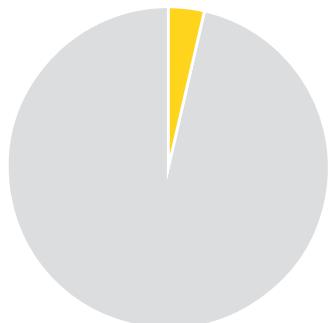
Securities Division (Securities)

The Securities Division protects investors and maintains public confidence in the securities markets. The division seeks to preserve and strengthen a free and competitive securities market for New Mexico, increase investor confidence and thereby encourage the formation of capital, and promote integrity, fairness, and full disclosure of financial services.

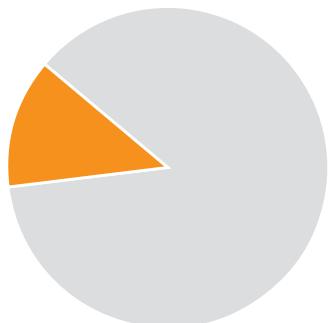
Organizational Structure



Annual Total Budget: \$62,349,334



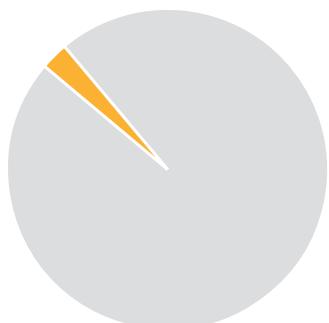
Alcoholic Beverage Control Division
\$2,262,700



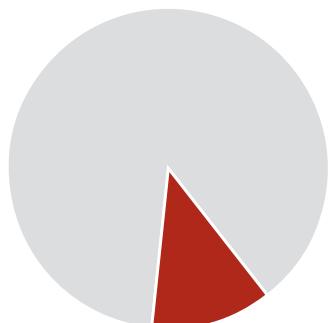
Financial Institutions Division
\$8,207,200



Boards and Commissions Division
\$22,422,234



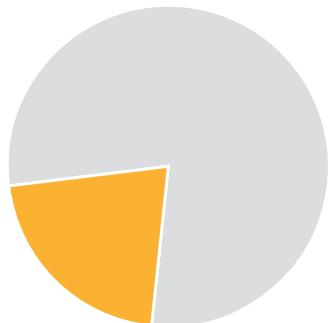
Manufactured Housing Division
\$1,654,600



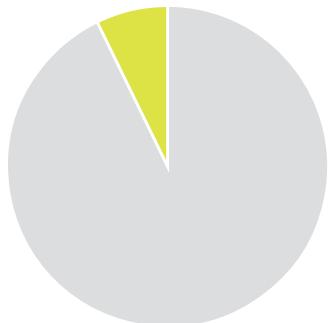
Cannabis Control Division
\$7,650,000



Securities Division
\$2,438,000



Construction Industries Division
\$13,349,300



Program Support
\$4,365,300

Alcoholic Beverage Control Division



FTE: 17

BUDGET: \$2,262,700

The Alcoholic Beverage Control Division (ABC) is responsible for regulating the manufacture, transportation, distribution, sale, service, and public consumption of alcoholic beverages by licensing establishments and servers who sell or serve alcohol to the public. The division's primary goal is to protect the health, safety, and welfare of New Mexico's residents and visitors while allowing for responsible economic growth. The division is also responsible for adjudication of citations issued by the Department of Public Safety's Special Investigations Unit (SIU) for violations of the Liquor Control Act. Division staff answers questions from both in-state and out-of-state industry members who are operating in New Mexico, as well as those who wish to become licensed in the state.

Description of Services

The Alcoholic Beverage Control Division issues and regulates 37 different license types. Before issuing a license, the division staff review liquor and tobacco license applications to ensure they are complete and correct, conduct preliminary hearings, work with the SIU to post public notice signs at the proposed liquor location, work with local governing bodies for public hearings, ensure that applicants are qualified to hold a license, collect all fees, and ensure that the license requested by the applicant is, in fact, the appropriate license type for the proposed business model.

In addition to issuing liquor and tobacco products licenses, ABC also issues permits for public and private celebrations, such as the Albuquerque International Balloon Fiesta, the Wine and Chile Festival, as well as weddings and graduation parties. The division processes more than 5,000 applications annually.

ABC also issues or renews approximately 25,000 Alcohol Server Permits annually to individuals who sell or serve alcohol in

establishments such as grocery stores, convenience stores, bars, or restaurants. Every server is required to take an approved class that covers the alcohol-related laws of New Mexico, as well as responsible serving practices. A primary focus is the requirement that servers must ensure that they do not sell or serve alcohol to minors or intoxicated persons. Class schedules are maintained on the division website.

The division works closely with SIU to ensure that license holders operate responsibly. In the event citations are issued, ABC reviews the citations to determine if fines and penalties are warranted. Fines are assessed in accordance with the established fine schedule, while taking mitigating and aggravating circumstance into consideration, and can be as high as \$10,000 per offense and possible revocation of the license. A suspension of alcohol sales may also be imposed for a violation. The division makes every effort to work with our license holders to prevent violations from occurring, but receives between 300 and 400 citations annually.

PERFORMANCE MEASURES	FY25 ACTUAL	FY26 TARGET	FY27 RECOMMENDATION
Number of days to process a dispenser license	162	116	130
Number of days to resolve an administrative citation that does not require a hearing	127	75	160
Number of days to issue a restaurant beer and wine liquor license	160	100	130
Number of days to process a craft distiller's license	150	116	130

Program Goals and Objectives

- Provide timely and efficient licensing processes to customers and clients.
- Provide accurate and reliable information in person, through correspondence, and through the ABC website.
- Process citations in a fair and impartial manner.
- Continue to stay fully staffed and with as little turnover as possible.
- Create career paths for employees to encourage stability and institutional memory and expertise.

Strategic Actions

- Continually upgrade the internal processes and requirements to break down unnecessary barriers to licensure.
- Continue to provide best practices to ensure liquor consumption is performed safely and responsibly.
- Meet regularly with all members of the New Mexico alcohol and tobacco industries to ensure compliance and to encourage a free flow of information between ABC and each industry.
- Continue coordination with SIU to ensure fair enforcement of the Liquor Control Act and the Tobacco Products Act.
- Continue to encourage local option districts to plan for liquor control within their jurisdiction to meet the needs and concerns of their communities.

Recent Highlights and Major Accomplishments

- Successfully launched NM-PLUS, an online licensing and permitting platform, making it so that applicants and licensees may submit applications, renewals, and payments to ABC online.
- Worked with key members of the New Mexico Wine Growers Association and SIU to ensure safe practices while conducting large-scale wine festivals throughout the state.
- Presented at the New Mexico Brewers Guild annual tech conference on navigating the Small Brewers License statutory and regulatory requirements.
- ABC staff served as panelists during multiple national conferences presenting information and guidance to members of the liquor industry located throughout the country who participate in the liquor industry in New Mexico.
- ABC staff continues to remain available to licensees, applicants, potential applicants, and members of the public to assist in navigating the Liquor Control Act and the Tobacco Products Act.

Liquor Licenses*

Total: 71,998

3rd Party Delivery Permit	4	Public Service	11
Bed & Breakfast	4	Rectifier	3
Canopy	87	Restaurant A	549
Club	135	Restaurant A + NM Spirits	103
Common Carrier	257	Restaurant B	142
Craft Distiller	40	Retailer	71
Craft Distiller Off-Site	20	Rural Dispenser	26
Delivery Permit	7	Rural Retailer	4
Direct Shipment Permit	963	Server Certification	approx 67,000
Dispenser	786	Small Brewer	101
Governmental	74	Small Brewer Limited Wholesaler	3
Instructor Certification	6	Small Brewer Off-Site	45
Inter-Local Dispenser	414	Wholesaler	63
Lottery	18	Wine Bottler	0
Manufacturer (Distiller)	1	Wine Grower	89
Nonresident	909	Wine Grower Off-Site	35
Provider Certification	5	Wine Wholesaler	23

Tobacco Licenses*

Total: 1,591

Distributor	40
Manufacturer	4
Retailer	1,547

Boards and Commissions Division



FTE: 92.4

BUDGET: \$22,422,234

The Boards and Commissions Division (BCD) consists of 29 administratively attached professional and occupational licensing boards and commissions. Our primary objectives are to safeguard the health and safety of all New Mexicans and ensure they receive services from qualified, competent professionals. Achieving these goals would be impossible without our team of committed public servants. Every day, our employees conduct inspections, enforce regulations, offer specialized expertise, process licensing applications, provide exceptional customer service, and develop best practices to enhance operational efficiency throughout the division. BCD's predominant goal is to leave every constituent with a positive impression by always providing exemplary customer service.

The division consists of three units divided between the Health Licensing and Professional Licensing Bureaus and the Compliance/Inspection Team. The Boards and Commissions Division establishes specialized standards on education and training to ensure New Mexicans receive quality care and services from qualified professionals. The division is responsible for:

- Day-to-day operations of licensing individuals qualified to practice in the state
- Protecting health and public safety through monitoring complaints and related investigations
- Serving support roles for the boards and commissions that promulgate rules governing these professions and that take disciplinary action against licensed and unlicensed individuals

Description of Services

Each professional and occupational licensing board and commission operates under the authority of a distinct enabling statute, referred to as a practice act, which provides regulation of certain professions to protect public health and safety and help ensure consumer trust of those licensed professionals. These boards and commissions – except for the division's three advisory boards – are granted authority under each respective practice act to promulgate rules and issue discipline against licensed and unlicensed individuals who violate provisions of the law.

Staff within the two bureaus process initial and renewal licensure applications for qualified individuals and establishments in compliance with statutory and regulatory requirements. In addition, they coordinate and efficiently manage board meetings, rule meetings, and rule hearings.

Our customer support team is typically the first point of contact with our division. They address constituent concerns and aid in person, virtually, or over the phone, offering guidance on our licensing process, whether for initial applications or renewals. They also help troubleshoot log-in and technical issues and direct constituents to relevant rules and statutes. In fiscal year 2025, the customer support team handled approximately 37,373 calls and scheduled 11,954 appointments.

The Compliance/Inspection team handles the processing, investigation, and resolution of complaints against licensees, working closely with the individual boards and commissions to ensure complaints are managed fairly throughout the enforcement process. The team also conducts fair and thorough inspections to protect public health and safety while educating licensees to ensure that regulated industries operate in a safe and ethical manner.

The boards and commissions under each of the division's bureaus include:

Health Licensing Bureau

- Advisory Board of Respiratory Care Practitioners
- Athletic Trainer Practice Board
- Board of Acupuncture and Oriental Medicine
- Board of Dental Health Care & Dental Hygienist Committee
- Board of Examiners for Occupational Therapy
- Board of Optometry
- Board of Pharmacy
- Board of Psychologist Examiners
- Board of Social Work Examiners
- Chiropractic Board
- Counseling and Therapy Practice Board
- Massage Therapy Board
- Nutrition and Dietetics Practice Board
- Physical Therapy Board
- Speech-Language Pathology, Audiology & Hearing Aid Dispensing Practices Board

Professional Licensing Bureau

- Athletic Commission
- Board of Barbers and Cosmetologists
- Board of Body Art Practitioners
- Board of Funeral Services
- Board of Landscape Architects
- Board of Nursing Home Administrators
- Home Inspectors Board
- Interior Design
- Private Investigations Advisory Board
- Public Accountancy Board
- Real Estate Appraisers Board
- Real Estate Commission
- Signed Language Interpreting Practices Board

Boards & Commissions Licenses

Total: 111,401

Accountancy	2,884
Acupuncture & Oriental Medicine	661
Athletic Commission	1,168
Athletic Trainers	220
Barbers & Cosmetologists	18,881
Body Art Practitioners	1,356
Chiropractic	440
Counseling & Therapy	5,818
Dental	5,554
Funeral Services	532
Home Inspectors	174
Interior Design	58
Landscape Architects	194
Massage Therapy	2,489
Nursing Home Admins	141
Nutrition & Dietetics	802
Occupational Therapy	1,792
Optometry	270
Pharmacy	29,115
Physical Therapy	3,146
Private Investigations	9,291
Psychologist Examiners	968
Real Estate Appraisers	832
Real Estate Commission	14,222
Respiratory Care	1,742
Signed Language Interpreters	270
Social Work Examiners	5,764
Speech/Lang/Hearing	2,617



Program Goals and Objectives

Strengthen Public Protection

- Timely enforce compliance with applicable laws, rules, and ethical standards.
- Improve complaint resolution and disciplinary processes.
- Work with each board/commission/council to regularly review and update licensure requirements to reflect current best practices.

Enhance Operational Efficiency and Transparency

- Implement the creation of standard operating procedures for each position within the division to ensure that every staff member has the training they need to effectively perform their job duties.

Continue to Foster Innovation and Modernization

- Expand and enhance the NM-PLUS system to digitize all certification processes, continuing education applications, and related submissions for boards, commissions, and councils, eliminating reliance on paper-based workflows.

Strategic Actions

Continue to improve operational efficiency

- Streamline internal workflows and licensing processes to reduce turnaround times.
- Standardize procedures and communication templates across all boards.
- Integrate the remaining applications and documentation required for specialty or educational programs into NM-PLUS to fully transition from paper-based submissions to a digital process.

Ensure that all boards operate within statutory and regulatory requirements

- Conduct regular reviews of board rules and statutes and recommend updates to reflect best practices and evolving needs.
- Strengthen enforcement and investigation procedures to ensure timely and fair outcomes.

Improve Customer Service Excellence

- Improve response times to licensee and public inquiries.
- Implement call center software to better track customer appointments, issues, and resolution to identify areas for improvement.

Cultivate transparency and accountability with all boards, board members, board communities, associations, and related stakeholders to build trust through open dialogue and collaboration

Recent Highlights and Major Accomplishments

- The constituent call center handles approximately 2,875 calls and schedules roughly 996 appointments per month. The call center allows the division to effectively track constituents' issues from start to resolution.



- Worked collaboratively with the governor's office to fill membership vacancies in boards and commissions. Twelve boards and commissions have an entirely complete membership, while nine others are only lacking one member to be fully complete. Ensuring complete membership is critical to the regulatory work these boards and commissions perform.
- Collected approximately \$302,750 in fines and penalties across all boards directly related to compliance and inspection matters.
- To streamline inspections and improve communication between licensees and board inspectors, the Board of Barbers and Cosmetologists and the Board of Body Art

Practitioners created inspection notices to effectively communicate inspection guidelines, health and safety standards, and best practices. In addition to publishing the notices permanently on NMRD's website, they were also emailed to each of the board's licensees.

- In FY25, the division organized six NMRD Constituent Days in Santa Fe, Albuquerque, and Las Cruces where staff assisted individuals with various matters related to initial licensure and license renewals. Constituents needing help with renewals or initial licensure were able to leave with their license in hand on the same day. These successful events will continue into FY26.

PERFORMANCE MEASURES	FY25 ACTUAL	FY26 TARGET	FY27 RECOMMENDATION
Percent of initial applications and renewals processed within three days of receipt of completed application	83%	97%	95%
Percentage of Barbers & Cosmetologists establishments inspected for infection control and safety standards	79%	85%	75%
Percentage of Body Art establishments inspected for infection control and safety standards	61%	90%	90%
Percentage of Board of Pharmacy-licensed facilities inspected annually	47%	60%	50%

Health Licensing Bureau

Board of Acupuncture and Oriental Medicine

Number of Active Licenses

661

PURPOSE: In the interest of public health, safety, and welfare, and to protect the public from the unprofessional, improper, incompetent, and unlawful practice of acupuncture and oriental medicine, it is necessary to provide laws and regulations to govern the practice. The primary responsibility and obligation of the Board of Acupuncture and Oriental Medicine is to protect the public. Section 61-14A-2, NMSA 1978

Professional Members

No. 1 - Mavrick Lobe
No. 2 - Vacant
No. 3 - Brandon Taylor
No. 4 - Nityamo Prem Lian

Public Members

No. 1 - Robbie R. Tafoya
No. 2 - Vacant
No. 3 - Vacant

Type of Licenses

- Doctor of Oriental Medicine
- Certified Auricular Detox Specialist
- Externship Supervisor
- Temporary License
- Limited Temporary License

Athletic Trainer Practice Board

Number of Active Licenses

220

PURPOSE: In the interest of public health, safety, and welfare, and to protect the public from unprofessional, improper, incompetent, and unlawful practice of athletic training, it is necessary to provide laws and regulations to govern the granting of the privilege to practice as an athletic trainer. The primary responsibility and obligation of the athletic trainer practice board is to protect the public. Section 61-14D-2, NMSA 1978

Professional Members

No. 1 - Chad Jones
No. 2 - David Maldonado
No. 3 - Roberta Lucero

Public Members

No. 1 - Vacant
No. 2 - Sara Garcia

Type of License

- Athletic Trainer Practitioner

Chiropractic Board

Number of Active Licenses

440

PURPOSE: The Chiropractic Board regulates the practice of licensed chiropractors in New Mexico. All practitioners of this profession must graduate from accredited chiropractic colleges and successfully complete all portions of the test delivered by the National Board of Chiropractic Examiners (NBCE). The board monitors and approves continuing education, and disciplines licensees who have violated the Chiropractic Physicians Practice Act or board rules. Section 61-4-3 NMSA 1978

Professional Members

No. 1 - Dominique Taylor, DC, RN
No. 2 - Bradley Fackrell, DC
No. 3 - Darcy Pope Wyatt,
DC & APC
No. 4 - Robert O. Perea, Jr.,
DC & APC

Public Members

No. 1 - Telletha Valenski
No. 2 - Kathy Fresquez-Chavez

Type of Licenses

- Chiropractic Physician
- Advanced Practice Chiropractic Certification

Counseling and Therapy Practice Board

Number of Active Licenses

5,818

PURPOSE: In the interest of public health, safety, and welfare, and to protect the public from unprofessional, improper, incompetent, and unlawful counseling and therapy practice, it is necessary to provide laws and regulations to govern the practice of counseling and therapy. The primary responsibility and obligation of the Counseling and Therapy Practice Board is to protect the public. Section 61-9A-2, NMSA 1978

Professional Members

No. 1 - Lesley L. McKinney
No. 2 - Vacant
No. 3 - David Noel Van der Goes
No. 4 - Laura L. Lansrud-Lopez
No. 5 - Kourtney T. Vaillancourt

Type of Licenses

- Alcohol Abuse Counselor
- Alcohol and Drug Counselor
- Art Therapist, LPCC Clinical Mental Health Counselor
- Drug Abuse Counselor
- Substance Abuse Associate
- Marriage and Family Therapist
- Registered Mental Health Counselor
- Registered Independent Counselor

Type of Licenses

- Professional Mental Health Counselor
- Licensed Mental Health Counselor
- Associate Marriage and Family Therapist
- Temporary License
- CEU Provider Certificate

Public Members

No. 1 - Vacant
No. 2 - Robert L. Chavez

Board of Dental Health Care

Number of Active Licenses

5,554

PURPOSE: The Board of Dental Health Care in conjunction with the Dental Hygienist Committee oversees the practice of dentistry, dental hygiene, dental assisting, expanded function dental auxiliary, and community dental health coordinator in New Mexico. The board sets professional and educational standards to obtain and maintain licenses for dentist, dental hygiene, dental assistants, expanded function dental auxiliary, and community dental health coordinator practicing in New Mexico. Section 61-5A-8 NMSA 1978

Professional Members

No. 1 - Jennifer L. Thompson, DDS
No. 2 - Jeffery B. Wheaton, DDS
No. 3 - Marc A. Pacheco, DDS
No. 4 - Lauren K. Cunningham, DDS
No. 5 - Sarah R. Usher, DDS

Public Members

No. 1 - Holly Ann Beaumont
No. 2 - Kevin A. McMahon

Type of Licenses

- Dentist
- Dental Resident
- Sedations (Nitrous Oxide included)
- Anesthesia
- Community Dental Health Coordinator
- Dental Therapist
- Expanded Function Dental Auxiliary
- Dental Assistant
- Non-Dentist Owner

Professional RDH Member

No. 1 - Ani Marie Humberson
No. 2 - Valerie Althoff

Dental Hygienist Committee

Professional Members

No. 1 - Valoree Althoff
No. 2 - Ani Marie Humberson
No. 3 - Maya L. Mascarenaz
No. 4 - Natalie McMillan
No. 5 - Denise Leann Myrick

Type of Licenses

- Dental Hygienist
- Local Anesthesia
- Local Anesthesia under General Supervision
- Hygienist Collaborative

Professional Dentist Member

No. 1 - Jeffrey B. Wheaton, DDS
No. 2 - Jennifer L. Thompson, DDS

Public Members

No. 1 - Holly Ann Beaumont
No. 2 - Kevin A. McMahon



Massage Therapy Board

Number of
Active Licenses

2,489

PURPOSE: The Massage Therapy Board oversees the practice of individuals who use the title of Massage Therapist or otherwise represent themselves to be a massage therapist, and massage therapy schools. Massage therapy is a health care service that treats soft body tissue for therapeutic purposes, primarily for comfort and relief of pain. Massage therapy does not include the diagnosis or treatment of illness or disease. The board ensures professionals in this industry are qualified by setting educational and continued educational standards. Section 61-12C-7 NMSA 1978

Professional Members

No. 1 - Dawn E.R. Kirby, LMT
No. 2 - Susan M. Hedges Myers
No. 3 - Star Amber Risdale

Public Members

No. 1 - Michele Lynn Lemolo
No. 2 - Vacant

Type of Licenses

- Massage Therapist
- Provisional Massage Therapist
- Massage Therapy School

Nutrition and Dietetics Practice

Number of
Active Licenses

802

PURPOSE: The purpose of the Nutrition and Dietetics Practice Act is to safeguard life and health and to promote the public welfare by providing for the licensure and regulation of the persons engaged in the practice of nutrition and dietetics in the state and by providing the consumer a means of identifying those qualified to practice nutrition or dietetics. Section 61-7A-2(B), NMSA 1978

Professional Members

No. 1 - Rachel Leung
No. 2 - Mary Ann Martinez
No. 3 - Craig Klein

Type of Licenses

- Licensed Dietitian
- Licensed Nutritionist
- Licensed Nutritionist Associates
- Nutrition Associate

Public Members

No. 1 - Rita Montaño
No. 2 - Yuri D. Findlay

Board of Examiners for Occupational Therapy

Number of
Active Licenses

1,792

PURPOSE: It is the purpose of the Occupational Therapy Act to provide for the regulation of persons offering occupational therapy services to the public in order to safeguard the public health, safety, and welfare; protect the public from being misled by incompetent and unauthorized persons; assure the highest degree of professional conduct on the part of occupational therapists and occupational therapy assistants; and assure the availability of occupational therapy services of high quality to persons in need of such services.
Section 61-17-B-2, NMSA 1978

Professional Members

No. 1 - Sharon Peterson

No. 2 - Margaret Porte

No. 3 - Kelly Lorraine Gurule

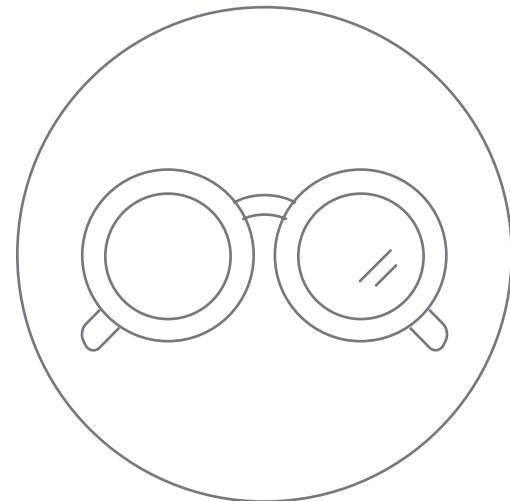
Type of Licenses

- Occupational Therapist
- Occupational Therapist Assistant

Public Members

No. 1 - Carmel Martinez

No. 2 - Maria Flores



Board of Optometry

Number of
Active Licenses

270

PURPOSE: The primary purpose and obligation of the Board of Optometry is to protect the health, safety, and welfare of the public by providing laws and regulations to govern the practice of optometry, and to safeguard against any unprofessional, improper, incompetent, and unlawful practice of the profession, the most significant of which could result in blindness or loss of life. Section 61-2-5 NMSA 1978

Professional Members

No. 1 - Dwight Thibodeaux, O.D.

No. 2 - Lynn Annette Davis, O.D.

No. 3 - Thomas J. Kunz, O.D.

No. 4 - [James] Daniel Mayes, O.D.

Public Members

No. 1 - Diane P. Vaughn

No. 2 - Vacant

Type of Licenses

- Optometrist

Board of Pharmacy

Total License Count

29,115

PURPOSE: The purpose of the Pharmacy Act is to promote, preserve, and protect the public health, safety, and welfare by and through the effective control and regulation of the practice of pharmacy, including the licensure of pharmacists and pharmacist interns and registration of pharmacy technicians; the licensure, control, and regulation of all sites or persons, in or out of state, who distribute, manufacture, or sell drugs or devices used in the dispensing and administration of drugs in New Mexico; and the regulation and control of such other materials as may be used in the diagnosis, treatment, and prevention of injury, illness, or disease of a patient or other person. Section 61-11-1 NMSA 1978

Professional Members

No. 1 - Jennifer L. Kelly
No. 2 - Teri Rolan
No. 3 - Angela Gonzales Jaber
No. 4 - Jeffrey Stewart
No. 5 - Johnny Volpato, Jr.
No. 6 - William S. Lord, Jr.

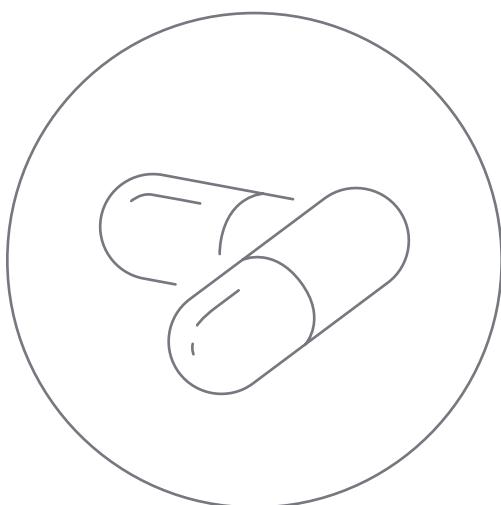
Public Members

No. 1 - Timothy J. Watland-Baker
No. 2 - Mandelyn Cordova
No. 3 - Cathy L. Drake

Type of Licenses

- Animal Control Clinic
- Class A,B,C, and E Clinic
- School Based Emergency Medicine Class D Clinic
- Custodial Care Facility (boarding home or nursing home)
- Emergency Medical Service
- Home Care Service
- Contact Lens Distributor
- Drug Warehouse
- In-State Hospital Pharmacy
- In-State Limited Veterinary Drug Retail or Wholesale
- In-State Retail Pharmacy
- In-State Sterile Pharmacy
- In-State Telepharmacy
- Limited Drug Researcher

- Nonresident Pharmacy
- Nonresident Pharmacy-Sterile
- Outsourcing Facility
- Manufacturer
- Repackager
- Third-Party Logistics Provider
- Virtual Manufacture
- Virtual Wholesale Distributor
- Wholesale Drug
- Distributor
- Pharmacist
- Pharmacist Clinician
- Pharmacist Intern
- Pharmacy Technician
- Controlled Substance Registrant, (practitioner)
- Controlled Substance Registrant (facility)



Physical Therapy Board

Number of
Active Licenses

3,146

PURPOSE: The purpose of the Physical Therapy Act is to protect the public health, safety, and welfare and provide for control, supervision, licensure, and regulation of the practice of physical therapy. To carry out those purposes, only individuals who meet and maintain minimum standards of competence and conduct may engage in the practice of physical therapy. The practice of physical therapy is declared to affect the public interest and that act shall be liberally construed so as to accomplish the purpose stated in that act. Section 61-12D-2, NMSA 1978

Professional Members

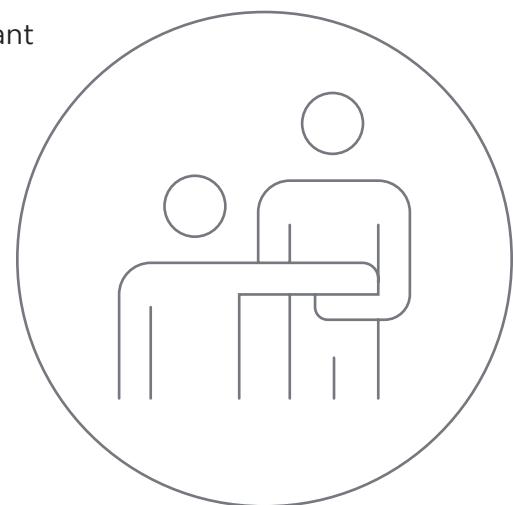
No. 1 - Mayra Denisse Santiago
No. 2 - Russell W. Lees
No. 3 - Bettina Brown

Type of Licenses

- Physical Therapist
- Physical Therapist Assistant

Public Members

No. 1 - Christina Chavarria
No. 2 - Vacant



Board of Psychologist Examiners

Number of
Active Licenses

968

PURPOSE: The function of the Board of Psychologists Examiners is to regulate the practice of psychology in a manner that assures public safety by ensuring appropriate licensure requirements for psychologists, psychologist associates, and prescribing psychologists; establishing and enforcing the laws, regulations, and the code of professional conduct governing the practice of psychology; requiring that any person practice or offering psychological services is licensed and providing effective means for resolving consumer complaints. Section 61-9-6 NMSA 1978

Professional Members

No. 1 - Leslie Dozzo, Ph.D.
No. 2 - Merranda R. Marin, Ph.D.
No. 3 - Nicole C. Ebberhart
Duranceaux, Ph.D.
No. 4 - David J. Ley, Jr., Ph.D.
No. 5 - Robert C. Rinald, Ph.D.

Public Members

No. 1 - Mizel A. Garcia
No. 2 - Mario Pacheco
No. 3 - Ann Marie Luna

Type of Licenses

- Psychologist
- Temporary Psychologist
- RXP Initial Conditional Prescription
- RXP Prescription Cert.
- Psychologist Associate

Advisory Board of Respiratory Care Practitioners

Number of Active Licenses

1,742

PURPOSE: In the interest of public health, safety, and welfare, and to protect the public from unprofessional, improper, incompetent, and unlawful care, it is necessary to provide laws and rules to govern the practice of respiratory care. The primary purpose of the Respiratory Care Act is to safeguard life and health, and to promote public welfare by licensing and regulating the practice of respiratory care in the state. Section 61-12B-2, NMSA 1978

Professional Members

No. 1 - Lee K. Brown
No. 2 - Gina Buldra
No. 3 - Elaine Allen

Public Members

No. 1 - Sandra Peace
No. 2 - Berrin Basak-Vener

Type of Licenses

- Respiratory Care Practitioner License
- Student Extern
- Graduate Temporary Permit

Board of Social Work Examiners

Number of Active Licenses

5,764

PURPOSE: The Board of Social Work Examiners regulates the practice of social work through the licensure of three different levels to practice. The board assures continued professional competence by requiring all licensed social workers to obtain 15 hours of continuing education annually. The board also investigates complaints from the public about unprofessional or unethical conduct and takes disciplinary action when required. Section 61-31-7 NMSA 1978

Professional Members

No. 1 - Deanna De Vore, LMSW
No. 2 - Antoinette (Toni) M. Sanchez-Romero
No. 3 - John Michael Tourangeau
No. 4 - Susan J. McFeeters, Ph.D.
LCSW-C

Type of Licenses

- Provisional Licensed Baccalaureate Social Worker
- Provisional Licensed Master Social Worker
- Provisional Licensed Clinical Social Worker
- Provisional Independent Social Worker
- Licensed Baccalaureate Social Worker
- Licensed Master Social Worker
- Licensed Clinical Social Worker
- Licensed Independent Social Worker

Public Members

No. 1 - Belen Vigil, FNP
No. 2 - Vanessa al Rashida, MD
No. 3 - Vacant

Speech-Language Pathology, Audiology, and Hearing Aid Dispensing Practices

Number of Active Licenses

2,617

PURPOSE: The purpose of the Speech-Language Pathology, Audiology, and Hearing Aid Dispensing Practices Board is to adopt and establish policy necessary to carry out the Speech-Language Pathology, Audiology, and Hearing Aid Dispensing Practices Act; adopt rules for continuing education; adopt a code of ethics that includes rules requiring audiologists and hearing aid dispensers, at the time of the initial examination for possible sale and fitting of a hearing aid if a hearing loss is determined, to inform each prospective purchaser about hearing aid options that can provide a direct connection between the hearing aid and assistive listening systems. Section 61-14B-9 NMSA 1978

Professional Members

Audiologists:

No. 1 - Dr. James M. Decker
No. 2 - Allison Money Penny Paige

Licensed Speech Language Pathologists:

No. 1 - Linde Ann Schuster
No. 2 - Michael Kaplan
No. 2 - Alicia Ellen Roberts

Licensed Hearing Aid Dispensers:

No. 1 - Richard W. Earnest
No. 2 - Heather Lovato

Licensed Otolaryngologists:

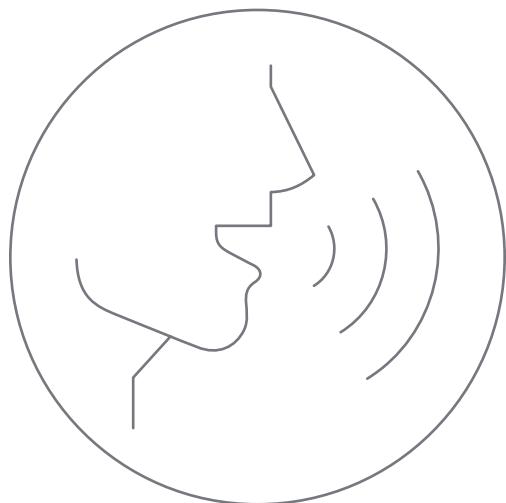
No. 1 - Vacant

Public Members

No. 1 - Mary M. Clark
No. 2 - Damian T. Romero
No. 3 - Norman N. Dawson, Sr.

Type of Licenses

- Speech-Language Pathologist
- Audiologist
- Hearing and Dispenser
- HAD Trainee
- Clinical Fellow
- ASL (apprentice)
- Bilingual Multicultural Endorsement



Professional Licensing Bureau

Public Accountancy Board

Number of Active Licenses	PURPOSE: The purpose of the 1999 Public Accountancy Act is to protect the public interest by regulating the practice of public accountancy. Section 61-28B-1 NMSA 1978
2,884	

Professional Members

- No. 1 - Sanjay Bhakta
- No. 2 - Suzanne Bruckner
- No. 3 - Alise Mignardot
- No. 4 - Daniel Trujillo

Public Members

- No. 1 - Margaret Campos
- No. 2 - Bruce Bradford
- No. 3 - Barbara Salas

Type of Licenses

- Certified Public Accountants and Firm Permits

Athletic Commission

Total Licenses Issued	PURPOSE: The Athletic Commission licenses and regulates the amateur and professional athletes who participate in competitive combative sports in New Mexico. The commission has been given the authority to enforce the rules and statutes as published in the New Mexico Athletic Commission Chapter 6, Boxing, Wrestling, and Martial Arts. Section 60-2A-3 NMSA 1978
1,168	

Professional Members

- No. 1 - Monica Lovato
- No. 2 - Vacant
- No. 3 - Stephanie Jaramillo

Type of Licenses

- Amateur Mixed Martial Arts
- Announcer
- Boxing Referee
- Foreign Co-Promoter
- Judge Trainee
- Manager
- Matchmaker
- Mixed Martial Arts Federal ID

Mixed Martial Arts Judge

- Mixed Martial Arts Referee
- Professional Boxing
- Professional Boxing Judge
- Professional Mixed Martial Arts
- Professional Wrestler
- Promoter
- Second
- Timekeeper
- Trainer

Public Members

- No. 1 - Mauricio Cordova
- No. 2 - Ed Manzanares

Board of Barbers and Cosmetologists

Number of
Active Licenses

18,881

PURPOSE: The Board of Barbers and Cosmetologists sets standards for licensure and renewals to ensure licensed professionals and establishments meet the required standards of education, competency, and practice so customers receive quality services. Section 61-17A-6, NMSA 1978

Professional Members

No. 1 - *Cosmetologist:*
Andrew Madvin

No. 2 - *Cosmetologist:*
Tammy Ojeda

No. 3 - *Barber:*
Vacant

No. 4 - *School Representative:*
Mary Ann Luevano

No. 5 - *Hairstylist:*
Vacant

Public Members

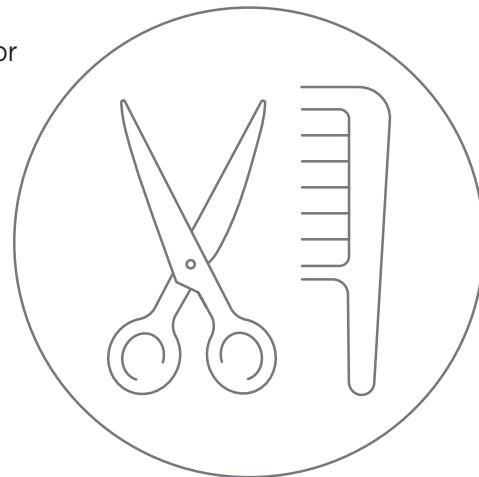
No. 1 - Vacant

No. 2 - Vacant

Type of Licenses

- Barber
- Barber Instructor
- Cosmetologist
- Cosmetologist Instructor
- Barber/Cosmetologist
- Barber/Cosmetologist Instructor
- Manicurist/Pedicurist
- Esthetician
- Manicurist/Esthetician
- Electrologist

- Hairstylist
- Establishment
- School Establishment
- Student Permit
- Barber Apprentice
- Provisional Instructor
- Special Event Permit



Board of Body Art Practitioners

Number of
Active Licenses

1,356

PURPOSE: The purpose of the Body Art Safe Practices Act is to provide a safe and healthy environment for the administration of body art. Section 61-17-B-2, NMSA 1978

Professional Members

No. 1 - *Artist:*
James Flores

No. 2 - *Operator:*
Dao Pham

Public Members

No. 1 - Vacant

No. 2 - Allen Dominguez

No. 3 - Vacant

Type of Licenses

- Apprentice
- Apprentice Sponsor
- Tattoo Artist

- Body Piercing-Scarification
- Practitioner Permanent Cosmetic
- Practitioner
- Body Art Establishment
- Guest Artist
- Body Art Special Event
- Mobile Establishment

Board of Funeral Services

Number of Active Licenses

532

PURPOSE: In the interest of public health, safety, and welfare, and to protect the public from the unprofessional, improper, incompetent, and unlawful practice of the care and disposition of the dead human body, it is necessary to provide laws and regulations to govern the handling and care of the dead and the sensitivities of those who survive, whether they wish or do not wish rites or ceremonies. The primary responsibility and obligation of the Board of Funeral Services is to protect the public. Section 61-32-2, NMSA 1978

Professional Members

No. 1 - Roderick A. Berardinelli
No. 2 - Joshua Jon McManigal
No. 3 - Thomas Antram
No. 4 - Robert Kent House
(Disposer)

Public Members

No. 1 - Ann Swanson
No. 2 - Jane Braithwaite

Type of Licenses

- Funeral Service Intern
(General or Direct)
- Licensed Funeral Arranger

• Licensed Funeral Embalmer

• Funeral Service Practitioner

• Direct Disposer

• Funeral Establishment

• Commercial Establishment

• Direct Disposer Establishment

• Crematory

Home Inspectors Board

Number of Active Licenses

174

PURPOSE: The Home Inspectors Board sets the standards for licensure and renewals to ensure licensed professionals follow the Home Inspector Licensing Act. Section 61-24D-3 NMSA 1978

Professional Members

No. 1 - Alan Moya
No. 2 - Korea C. Buffardi
No. 3 - Vacant
No. 4 - C. Earl Green
(Real Estate Broker)

Public Members

No. 1 - W.A. Major, Jr.

Type of Licenses

- Home Inspector



Interior Design Board

Number of Active Licenses

58

PURPOSE: The function of the Board of Interior Design is to license interior designers working in New Mexico. The Interior Design Act provides that no person may use or be identified by the title Licensed Interior Designer unless they are licensed with the State of New Mexico. Section 61-24C-4 NMSA 1978

Professional Members

No. 1 - Margaret Favour
No. 2 - Anna K. Lewis
No. 3 - Ronnie F. Dicappo

Public Members

No. 1 - Helen Pacheco
No. 2 - Helen Wakefield

Type of Licenses

- Interior Designer

Board of Landscape Architects

Number of Active Licenses

194

PURPOSE: The purpose of the Landscape Architects Act is to ensure public safety and to promote quality performance by registration of landscape architects. Section 61-24-B-2, NMSA 1978

Professional Members

No. 1 - Courtney McKelvey
No. 2 - Will Moses
No. 3 - Robert Donald Loftis

Public Members

No. 1 - Misa Krissy Bloom
No. 2 - Andrew P. Lisignoli

Type of Licenses

- Landscape Architect
- Landscape Architect in Training

Board of Nursing Home Administrators

Number of Active Licenses

141

PURPOSE: The Nursing Home Administrator Board is created to protect the health, safety, and welfare of the public by providing laws and regulations to govern the practice of nursing home administration and protect the citizens of New Mexico from unprofessional, unscrupulous, or incompetent nursing home facility administrators. Section 61-13-5, NMSA 1978

Professional Members

No. 1 - Paul J. Reid
No. 2 - Jennifer Roach
No. 3 - Jolene Greene
No. 4 - Thomas W. Wulf, MD

Public Members

No. 1 - Laura Miller
No. 2 - Vacant
No. 3 - Vacant

Type of Licenses

- Nursing Home Administrator

Private Investigations Advisory Board

Number of Active Licenses

9,291

PURPOSE: The Regulation and Licensing Department administers the provisions of the Private Investigations Act and, with advice from the Private Investigations Advisory Board, adopts and enforces the rules necessary to carry out the provisions of the Private Investigations Act, including establishing professional and ethical standards.

Section 61-27B-6 NMSA 1978

Professional Members

No. 1 - *Private Investigator/ Private Patrol:*
John Hughes

No. 2 - *Polygraph Examiner:*
Peter Pierangeli

No. 3 - *Private Investigator:*
Hilary Rodela

No. 4 - *Private Investigator:*
Michael Mackewich

Public Members

No. 1 - Nicholas Karns

No. 2 - Vacant

Type of Licenses

- Security Guard Level 1
- Security Guard Level 2
- Security Guard Level 3
- Polygraph Examiner
- Private Investigator

- Private Investigator Company
- Private Investigations Employee
- Registration
- Private Investigations Manager
- Private Patrol Company
- Private Patrol Operator
- Private Patrol Operations Manager

Real Estate Appraisers Board

Number of Active Licenses

832

PURPOSE: The purpose of the Real Estate Appraisers Act is to provide a comprehensive body of law for the effective regulation and active supervision of the business of developing and communicating real estate appraisals in response to the federal Financial Institutions Examination Council Act of 1978, 12 U.S.C. 3301, et seq., as amended by Title XI, Real Estate Appraisal Reform Amendments, 12 U.S.C. 3331 through 3351. Section 61-30-2(A), NMSA 1978

Professional Members

No. 1 - *Residential Certified Appraiser, Congressional District 1:*
Larry Kirkman

No. 2 - *General Certified Appraiser, Congressional District 2:*
Ricardo Armijo

No. 3 - *Residential Certified Appraiser, Congressional District 2:*
Charles Trego

No. 4 - *Licensed Residential Appraiser, Congressional District 3:*
Jeanette Spriggs

No. 5 - *Professional Lender Member:*
Mark John Vanderlinden

Public Members

No. 1 - Vacant

No. 2 - James D. Libbin

Type of Licenses

- Temporary Practice Permit
- Trainee Appraiser
- General Certified Appraiser
- Licensed Residential Appraiser
- Residential Certified Appraiser
- Appraisal Management Company

Real Estate Commission

Number of Active Licenses

14,222

PURPOSE: The mission of the Real Estate Commission is to protect the public and enhance the professional competence of real estate brokers. The Real Estate Commission was created by state law in 1959 and charged with enforcing the Real Estate License Law and the Real Estate Commission rules. Section 61-29-4 NMSA 1978

Professional Members

No. 1 - *Qualifying Broker:*
Alina C. Catanach

No. 2 - *Qualifying Broker:*
C. Earl Greer

No. 3 - *Qualifying Broker:*
Vacant

No. 4 - *Associate Broker:*
Kelly Fajardo

Public Members

No. 1 - Vacant

Type of Licenses

- Associate Broker
- Qualifying Broker
- Trade Name (business permit – physical license not issued)
- Education Sponsors (like Trade Name)

• Education Instructor

• Education Course (not a license type but tracked and should be associated with the instructor and sponsor)

Signed Language Interpreting Practices Board

Number of Active Licenses

270

PURPOSE: The purpose of the New Mexico Signed Language Interpreting Practices Board is to adopt minimum standards and qualifications pertaining to the licensure of interpreters for the deaf and to ensure that members of the interpreting profession perform with a high degree of competency. Section 61-34-7 NMSA 1978



Professional Members

No. 1 - *Community Interpreter:*
Dana Rhae Murrah

No. 2 - *Community Interpreter:*
Joslene D. Gomez

No. 3 - *Licensed Educational Interpreter:*
Vacant

No. 4 - *Licensed Educational Interpreter:*
Michelle Gray

Consumer Members

No. 1 - Trevor Brennan
No. 2 - Vacant

Public Members

No. 1 - Frankie McQuerry

Type of Licenses

- Community Signed Language Interpreter
- Educational Signed Language Interpreter
- Provisional Signed Language Interpreter

Cannabis Control Division



FTE: 30

BUDGET: \$7,650,000

The Cannabis Control Division (CCD) strives to ensure consumer protection, promote responsible storage, and encourage safe consumption through the licensing and regulation of cannabis producers, producer microbusinesses, manufacturers, retailers, couriers, cannabis consumption areas, testing laboratories, and research laboratories operating in the medical- and adult-use markets.

The division's objective is to provide quality customer service, serve as a resource for local governments and the public, thoroughly investigate allegations of misconduct, and act swiftly on incidences found to be out of compliance with state laws and division rules.

Description of Services

The Cannabis Control Division regulates and licenses cannabis producers, manufacturers, retailers, couriers, and testing and research laboratories operating in the medical- and adult-use markets to ensure public health and safety. To achieve this, the division establishes policies and rules pertaining to licensing, promoting social equity, compliance, and enforcement.

Policy

The division works to establish rules for the cannabis industry based on best practices through a process that invites input from the public and industry stakeholders in order to make informed decisions. The Cannabis Regulatory Advisory Committee assists in this process by examining issues and making recommendations to the division. The division imposes emergency rules when appropriate and follows the state process for rule making by publishing and conducting public hearings on proposed laws.

Licensing

The Cannabis Control Division issues 10 different license types to business owners across New Mexico. The division works in concert with the Department of Public Safety, Office of the State Engineer, Environment Department, other state agencies, tribes, and Pueblos to assist applicants in getting licensed.

Social Equity

New Mexico continues to offer the lowest barrier of entry of any state that regulates an adult-use cannabis market. New Mexico either leads or is among the leaders in minority and women ownership within the cannabis industry nationally. This statistic, along with the state's affordable microbusiness license type, gives prospective business owners an opportunity to enter into the industry without

having to invest largely in the cost of a license, and scale or upgrade to a larger licensing model if they want to expand their footprint in New Mexico.

Compliance

The Cannabis Control Division works to ensure compliance with the Cannabis Regulation Act and CCD rules by monitoring cannabis transactions, conducting site inspections, working with local governments, and responding to consumer complaints. Division compliance officers are trained on requirements for cannabis establishments, advertising and marketing, recording sales, fire safety, security, occupational health and safety standards, and laws pertaining to display, packaging, and labeling. When a violation is discovered, CCD staff works with the licensee to get them into compliance with legal requirements, unless the alleged violation is illegal activity or a threat to public health and safety.

Enforcement

The Cannabis Control Division investigates reports of violations of the Cannabis Regulation Act. If a violation is discovered, CCD staff will either work with the violating party to correct the issue, notify local law enforcement, or work together with law enforcement officials to prepare for possible prosecution.

Cannabis Regulatory Advisory Committee (C-RAC) Members

- **Debbi Moore (Chair)**
Doña Ana County: Expertise in Small Business Development
- **Esther Lopez (Vice-Chair)**
Bernalillo County: Labor Organization
- **Nathaniel Paolinelli**
Bernalillo County: Qualified Patient
- **Phillip Sanchez**
Santa Fe County: State or Local Agency with Relevant Expertise as the Director and the Superintendent Deem Appropriate
- **Dr. Steven Jenison**
Rio Arriba County: Expertise in Public Health
- **Lou Ann Branch**
Bernalillo County: Expertise Regulating Commercial Activity for Adult-Use Intoxicating Substances
- **Ginger Baker**
Bernalillo County: Expertise and Experience in Cannabis Laboratory Science
- **Nina Wells**
Santa Fe County: Experience in Environmental Science
- **Debbi Moore**
Doña Ana County: Expertise in Small Business Development-Chair
- **David McDermid**
Roosevelt County: Expertise in Small Business Development
- **Harold Trujillo**
Mora County: Expertise in Water Resources
- **Bart Faris**
Bernalillo County: Expertise in Water Resources
- **Chris Duvall**
Bernalillo County: Expertise in Other Relevant Areas as the Director and the Superintendent Deem Appropriate
- **Rachael McLaughlin**
Bernalillo County: Previous Experience as a Cannabis Retailer, Cannabis Producer, or Cannabis Manufacturer, and Who is a Non-Voting Member
- **Bennett Baur**
Santa Fe County: Chief Public Defender
- **Mary Carmack-Altwies**
Santa Fe County: First Judicial District Attorney
- **Christopher Williams**
City of Portales, Roosevelt County: Municipal Police Chief
- **Kim Stewart**
Doña Ana County: County Sheriff
- **Vacant:**
Cannabis Policy Advocacy Organization
- **Vacant:**
A person of a Native American Nation, Tribe, or Pueblo with Relevant Experience as the Director and the Superintendent Deem Appropriate

Program Goals and Objectives

The Cannabis Control Division strives to ensure the public's health and safety are protected as New Mexico continues to mature its adult-use cannabis program. It is the objective of the division to provide quality customer service to licensees, serve as a resource for local governments and the public, thoroughly investigate allegations of misconduct, and swiftly act on incidences found to be out of compliance with state laws and division rules.

To meet these objectives, it is the goal of the division to streamline the application process to make it easily understood and user friendly. This includes:

- Providing timely and professional responses to questions and concerns.
- Maintaining an informative and educational website that serves the public, applicants, and licensees, while also functioning as a central hub for licensing and compliance.
- Maintaining a modern, innovative, and continually evolving online licensing platform, NM-PLUS, that is accessible and easy to navigate for both applicants and licensees as a comprehensive, all-in-one solution.
- Educating current licensees to ensure ongoing compliance with state laws and CCD rules through pre-inspection, initial- and follow-up inspections.
- Educating applicants, licensees, and the public about cannabis and the laws governing its legal use in New Mexico by launching public awareness campaigns such as the Cannabis Yes and Knows. These initiatives emphasize the importance of understanding the rules and best practices for safe cannabis use, including how to purchase cannabis legally, where it can

be consumed, appropriate consumption amounts, safe storage, and which activities remain restricted under the law.

- Serving as a resource for local governments on licensing cannabis establishments and adopting ordinances to ensure proper application of cannabis laws, while fostering open communication, collaboration, and bridging gaps between state and local efforts.

Additionally, to meet these goals we have updated our compliance inspection checklist and integrated them into our new online licensing system, NM-PLUS. This includes:

- Creating a fully digital online inspection checklist that will be uploaded and linked to NM-PLUS.
- Refining and optimizing our inspection scheduling process through geospatial mapping and lessons learned from previous years.
- Inspecting every licensed facility at least twice annually, in addition to pre-licensing and follow-up inspections.
- Digitizing and leveraging NM-PLUS to enable licensees to easily navigate their compliance status, including violations identified through inspections or investigations, disciplinary actions, and payment of fines, all in one centralized location.
- Using NM-PLUS to increase transparency around violations and to collect data on industry trends related to compliance issues.

Strategic Actions

- Continuously improve and upgrade internal processes for licensing and compliance inspections of cannabis establishments to enhance efficiency, accuracy, and regulatory adherence.
- Promptly and thoroughly investigate potential incidents of noncompliance identified through facility inspections or reported allegations. To support this effort, we have added additional compliance officers and will expand inspection hubs throughout the state to ensure more efficient and timely inspections.
- Incorporate input from the Cannabis Regulatory Advisory Committee, industry stakeholders, and the public to inform amendments to laws and the adoption of rules governing the cannabis industry.
- Continue to promulgate rules that ensure the adult-use cannabis market is regulated with the same rigor and standards as other industries overseen by NMRLD.
- Provide investigative training for licensing specialists to conduct more thorough reviews of potential licensees, ensuring applicants are properly vetted and meet all qualifications. This training will focus on identifying anomalies, red flags, and other irregularities that may indicate potential issues such as falsified information or questionable financial records, and will equip staff with skills in background checks, document analysis, and regulatory compliance. The goal is to support the licensing of qualified applicants who intend to operate in good faith and in full compliance with the law.

Principal Licenses

Total: **1,108**

Vertically Integrated	131
Micro Integrated	208
Producer	166
Micro Producer	118
Manufacturer	223
Retail	212
Courier	15
Consumption Lounge	29
Testing Laboratory	6
Research Laboratory	0

- Continue to provide compliance officers with CLEAR (Council on Licensure, Enforcement, and Regulation) training and certification in both basic and advanced investigative programs, as well as other relevant training opportunities that cover key areas such as administrative law, investigative processes, evidence handling, interviewing techniques, report writing, inspections, investigator safety, and testifying. This type of training enhances the officer's investigative skills and ensures thorough, effective inspections. It equips officers with the knowledge and tools to produce accurate findings, clearly document cases, and support enforcement actions, strengthening their ability to uphold industry standards and protect public safety.
- Implement a streamlined process for the timely collection of fines from cannabis licensees across all regulated establishments. This will be integrated into the existing online licensing system, enabling licensees to easily view and pay fines while ensuring transparent communication about penalties and appeals. By establishing clear payment deadlines and consequences for nonpayment, and training staff to manage fine collection consistently, we aim to deter violations, promote fairness, and uphold the integrity of the cannabis market, enhancing public trust and supporting effective regulation.
- Regularly update and enhance NM-PLUS to improve functionality, user experience, and regulatory efficiency.

Approved Licensed Premises

Total: **1,591**

Vertically Integrated	421
Micro Integrated	242
Producer	172
Micro Producer	118
Manufacturer	280
Retailer	307
Consumption Lounge	29
Courier	15
Testing Laboratory	7
Research Laboratory	0

- Establish the necessary procedures to effectively implement the expanded enforcement authority granted to NMRLD by the Legislature in criminal matters, including the power to embargo, seize, and destroy illicit, adulterated, or dangerous cannabis within the adult-use market.
- Expedite the processing of Notices of Contemplated Action to improve efficiency and timeliness.
- Review and evaluate licensed cannabis laboratories and applicants to identify and eliminate potential sources of pollutants, adulterants, or hazards affecting public health and safety. Additionally, assess standard operating procedures and testing methodologies, including mycotoxins, terpenes, residual solvents, potency, heavy metals, pesticides, and microbiological testing, and produce reports with recommendations for administrative actions as needed.

Recent Highlights and Accomplishments

- The Cannabis Control Division successfully launched NM-PLUS, a comprehensive, one-stop digital platform designed to streamline and modernize all aspects of cannabis regulation in New Mexico. NM-PLUS

integrates key functions such as licensing information, compliance tools, inspection scheduling, Notices of Contemplated Action (NCAs), fine collection, and real-time communication with licensees. The platform also includes a robust portal for licensees, providing them with access to past inspection reports, official correspondence from the CCD, and ease of access for new license applications, amendments, and renewals with no need to visit the CCD in person. NM-PLUS enhances transparency, improves operational efficiency, and empowers licensees by centralizing critical information and services in a user-friendly digital environment.

- Following the successful revocation of four licenses for illicit cannabis operations, the Cannabis Control Division partnered with the Department of Public Safety and other law enforcement agencies to ensure that illegal activity at those locations ceased entirely. This coordinated effort not only resulted in the physical shutdown of unlicensed operations, but also led to the presentation of criminal charges. These actions demonstrate the CCD's ongoing commitment to upholding the integrity of New Mexico's regulated cannabis market and protecting public safety through targeted enforcement and strategic interagency collaboration.
- During the 2025 legislative session, NMRLD and the CCD worked with legislators to pass House Bill 10. This landmark legislation establishes a dedicated enforcement bureau within the Regulation and Licensing Department. The newly created bureau will include a bureau chief and certified peace officers empowered to carry out arrests, serve warrants, seize illicit cannabis products, and initiate criminal proceedings against violators. This new legislation also authorizes the CCD to embargo or recall noncompliant products.



- In FY25, the Cannabis Control Division inspected each licensed cannabis testing laboratory in New Mexico to ensure compliance with regulatory standards and reinforce the integrity of product testing in New Mexico. Additionally, the CCD refined its laboratory application, renewal, and inspection processes to promote consistency and transparency.

- The Cannabis Control Division conducted 3,120 inspections in FY25 compared to 2,544 inspections in FY24. These inspections covered all license types, including retail, production, manufacturing, testing labs, consumption, and courier operations.

PERFORMANCE MEASURES	FY25 ACTUAL	FY26 TARGET	FY27 RECOMMENDATION
Number of days to process a manufacturer license	3	15	30
Number of days to process a producer license on receipt of a completed application	3	15	30
Number of days to process a retailer license on receipt of a completed application	3	15	30
Percent of operational manufacturer licenses inspected per quarter	40.3%	10%	25%
Percent of operational producer licenses inspected per quarter	37.5%	18%	25%
Percent of operational retailer locations inspected per quarter	31.1%	24%	25%
Total number of fines and revocations by each license type	Fines: \$1,748,500.00 Revocations: 31	50	30

Construction Industries Division



FTE: 120

BUDGET: \$13,349,300

NMRLD's Construction Industries Division (CID) enforces building codes throughout the state to ensure that all structures are safe for public utilization and personal habitation. CID is comprised of five trade bureaus: the Electrical Bureau, the Elevator Bureau, the General Construction Bureau, the LP Gas Bureau, and the Mechanical Plumbing Bureau. The division licenses roughly 17,433 contracting businesses and 44,495 certificate holders in 78 different licensing classifications.

CID works with the Construction Industries Commission to update building codes, set continuing education standards for licensees and inspectors, and address complaints filed against licensees for alleged code violations. CID also operates New Mexico's statewide Recycled Metals Program and the Carnival Ride Insurance Program. The Recycled Metals Program was legislatively instituted to ensure compliance within the areas of restricted and regulated metals and can be credited with reducing metal thefts, including catalytic converters, across New Mexico. The Carnival Ride Insurance Program registers all carnival rides to ensure the rides and their operators are operating in accordance with the National Association of Amusement Ride Safety Officials standards and maintaining proper insurance to protect patrons in the event of an accident. This program encompasses many types of carnival rides including mechanical rides, aquatic devices, bungee jumping rides, and all inflatable or bounce house operations.

Description of Services

CID licenses contractors and certifies qualifying parties of contractors, journeymen, and inspectors throughout the state, as well as conducts plan reviews, issues permits, and provides inspection services for contractors, homeowners, and for all public building projects, including public schools.

With an emphasis on fulfilling its mandate and mission, CID's customers include the general public, with CID interacting with trade organizations, municipalities, local code officials, contractors, subcontractors, architects, design professionals, Liquefied Petroleum (LP) Gas distributors, and homeowners building or remodeling their

own homes. The LP Gas Bureau provides inspection services for construction as well as New Mexico's film and concert industries, seasonal chile roasters, transportation vehicles ranging from large transports to bobtails, bulk storage facilities, special events such as the Albuquerque International Balloon Fiesta and the New Mexico State Fair, as well as anywhere an LP gas cylinder is exchanged or filled throughout the entire state.

The Recycled Metals Program enforces the Sale of Recycled Metals Act to combat metal theft. CID and its trade bureaus travel all 120,000 square miles of the state.

33,377 Permits Issued

88,016 Inspections

Construction Industries Commissioners

Billy Romero (Chair), representing Liquefied Petroleum Gas Industry

Philip Ramirez (Vice Chair), representing Practicing General Contractors

James Borrego (Commissioner), representing the Residential Construction Industry

Isaiah Zemke (Commissioner), representing Organized Labor

Pamela Freund (Commissioner), representing Practicing Architects

Tim Nisly (Commissioner), representing the Public

John Stroud (Commissioner), representing Subcontracting Industries

Dale Armstrong (Commissioner), representing Licensed Mechanical Contractors

John McKinstry (Commissioner), representing Practicing Electrical Contractors

Type of Licenses

- Contractor
- LPG Company Licenses

Type of Certificates

- Qualifying Party
- Electrical Journeyman
- Mechanical-Plumbing Journeyman
- Wholesale sale or delivery of LP gas
- Retail sale of LP gas
- Installation, service, and repair
- Station for dispensing LP gas
- LP gas carburetion sales, service, and installation, including repair
- CNG carburetion sale, service, and installation
- Inspectors

Program Goals and Objectives

Our goal is to maintain the highest degree of professionalism with not only the contractors but also with the public we serve on a daily basis.

- **Continue with Streamlined Permitting Process:**

Process: Develop and implement streamlined permitting and plan-review processes that reduce delays and provide clear guidelines for construction projects. This objective aims to improve the overall experience for contractors and developers, encouraging economic growth and investment in New Mexico.

- **Inspection Process:** Conduct all inspections

within a timely manner. Inspectors are trained to identify issues quickly while maintaining a high standard of quality and safety, ensuring projects progress without unnecessary delays. Inspections are scheduled at convenient times for contractors and stakeholders, ensuring minimal disruption to ongoing work. Contractors can expect clear communication regarding inspection schedules and results, enabling them to make informed decisions and adjustments as needed.

- **Collaboration and Communication:**

CID has established stronger collaboration and communication channels between the General Construction Bureau, Plumbing and Mechanical Bureau, Electrical Bureau, contractors, developers, and other relevant stakeholders. This objective aims to facilitate a more transparent and cooperative environment, enhancing project coordination and problem-solving.

- **Promote Sustainable Construction**

Practices: CID encourages the adoption of sustainable construction practices throughout the state. This objective seeks to minimize the environmental impact of construction activities and promote energy efficiency in new construction projects.

- **Continuous Professional Development:**

CID provides opportunities for professional development and training for the staff of the General Construction, Plumbing and Mechanical, Electrical, and LP Gas Bureaus. This objective aims to ensure that the team remains updated with the latest industry practices, regulations, and technologies, enabling them to provide quality service to the construction community.

CID Licensees

Total: **61,986**

Qualifying Parties	24,854
Qualifying Parties LP	2,617
J journeyman Licenses	17,024
Licensee - Companies	16,769
Licensee - LP	664
Secondhand Metal Dealers	58

Strategic Actions

- Foster a culture of safety in all construction activities by establishing a comprehensive safety program, providing regular safety training, and enforcing strict adherence to safety protocols to help minimize accidents, ensure the well-being of employees, and maintain a positive image for the Construction Industries Division.
- Maintain high-quality control standards by implementing rigorous quality control measures, conducting regular inspections, and encouraging continuous improvement will help deliver projects that meet or exceed client expectations.
- Provide code training for CID and municipal inspectors and develop programs to help provide consistency throughout the state with code compliance and understanding of code interpretation. Work with associations to provide training to contractors and journeymen, working together to facilitate code-compliant projects.
- Deliver the importance of safety on all jobsites. It is important to always know the dangers of being on a jobsite. From wearing the proper personal protective equipment to observing the jobsite before entering, safety is one of the most important components while conducting inspections.



Recent Highlights and Accomplishments

- The Construction Industries Division attended five Contractor Connects events hosted by the New Mexico Department of Homeland Security and Emergency Management's Disaster Case Management Team in FY25. These events connect homeowners who are trying to rebuild after natural disasters with licensed, law-abiding builders and contractors. Ensuring homeowners work with licensed professionals and obtain proper permitting for projects continues to be a priority for CID.
- CID has developed successful partnerships and collaboration with local communities, government agencies, and industry professionals. These partnerships not only facilitate knowledge sharing and innovation, but have paved the way for future growth and development opportunities.
- The **General Construction Bureau** has assisted with the successful completion of several high-profile construction projects. This includes state-of-the-art commercial buildings, residential complexes, and infrastructure facilities that enhance the urban landscape, provide employment opportunities, and improve the quality of life for the residents of our state.
- The **Carnival Ride Insurance Program** continues to promote safety and accountability for inflatable/bounce operators. Safety messages are shared on the department's social media accounts with information about hiring a bounce house operator who is properly registered with the Carnival Ride Insurance Program.

- The **Mechanical Bureau** conducted inspections on several high-profile construction projects. From the continued inspections at Meta and the UNMH expansion to the SunZia project in Corona, several projects on all college campuses throughout the state, public school projects, and hundreds of inspections in residential communities, the Mechanical Bureau provides inspections in a timely manner and works together as a team to get the job done.
- The **Electrical Bureau** attended a meeting with The Village of Ruidoso officials and PNM in an effort to help facilitate/streamline the permitting and inspection process for residents of the village impacted by the recent fires and flooding.
- The **Recycled Metals Program** continues to work with various law enforcement agencies to mitigate an increase in copper theft. Using the LeadsOnline database, program staff are able to generate reports and provide law enforcement with the necessary information to make arrests and level charges against individuals accused of stealing copper. Through coordinated action and intelligence sharing, the program aims to reduce copper theft, protect assets, and maintain uninterrupted service to the communities we serve. Recycled Metals currently oversees 58 dealers statewide.
- CID established the **Elevator Bureau** in FY25 to oversee the implementation and regulation of the Elevator Safety Act. This included hiring an Elevator Bureau Chief with extensive experience in conveyance equipment, technology, and repair, and adopting rules to successfully implement the provisions of the act.

PERFORMANCE MEASURES	FY25 ACTUAL	FY26 TARGET	FY27 RECOMMENDATION
Percent of commercial plans reviewed within 10 working days	88%	90%	90%
Percent of residential plans reviewed within five working days	94%	97%	95%
Time to final criminal action, referral, or dismissal of complaint, in months	7	7	7
Percent of all construction inspections performed within three days of inspection request	82%	85%	85%
Time to final civil action, referral, or dismissal of complaint, in months	6	7	7

Manufactured Housing Division



FTE: 16

BUDGET: \$1,654,600

The Manufactured Housing Division (MHD), under the Manufactured Housing Act and Administrative Code, is the inspection authority for manufactured housing in New Mexico. MHD's mission is to foster a strong manufactured housing industry and provide consumer protection for manufactured housing owners in New Mexico.

MHD regulates 1,447 active contractors, and 179 salespersons through its offices located in Santa Fe, Albuquerque, and Las Cruces, while also providing licensing, plan review, and permitting services online.

MHD works with the Manufactured Housing Committee to update building codes, set continuing education standards for licensees and inspectors, and address complaints filed against licensees for alleged code violations.

Description of Services

MHD licenses contractors, installers, manufacturers, dealers, and salespersons to ensure the New Mexico Manufactured Housing Act, its regulations, codes, and HUD standards are met. MHD monitors the production plants where manufactured homes are constructed, and provides plan review, permitting, and inspection services for individual manufactured homes.

7,196 Permits Issued 9,199 Inspections

Manufactured Housing Committee Members

Scott Christensen, Chair
Vance McMillan, Vice Chair
Kandice Cochrane, Member
Thomase Kuehn, Member
Nikki Sandoval-Belt, Member

Type of Licenses

- Manufacturer
- Dealer
- Salesperson
- Installer
- Crossovers

MHD Licensees

Total: **1,880**

Crossover	1,447
Dealers	96
Installers	122
Manufacturers	36
Salespersons	179

Program Goals and Objectives

- Ensure that licensees receive top-tier services delivered in a professional and friendly manner.
- Ensure federal and state laws are enforced.
- Update and improve processes for reviewing and identifying outdated or obsolete rules, thereby maintaining a compliance scheme consistent with evolving laws and regulations.
- Maximize efficient timeliness of services to consumers, including conducting home inspections no later than 7 days from the date of a request, quickly responding to inquiries regarding permits, inspections, and consumer issues.
- Grow and maintain sufficient staffing levels so that consumers and licensees are served in a professional and timely manner. MHD staff will be encouraged to take advantage of specialized training to enhance skills and knowledge while providing inspectors with an opportunity to stay informed and up to date on new products, revised codes, industry standards, and HUD requirements.
- Implement a competitive salary schedule designed to obtain and retain top talent.

Strategic Actions

- Improve application-processing times and maintain records for licensees by employing a vendor.

- Review the Manufactured Housing Act and its regulations and work to update provisions in line with current industry best practices focused on protecting life and property.
- Create additional positions for inspectors and administrators throughout New Mexico to ensure that services are delivered at a level that meets demand.
- Increase training opportunities for MHD employees in the new database system and assist consumers and licensees in using the updated technology as a means to modernize and maximize economic growth for the industry.
- Assist communities around New Mexico as they rebuild in the wake of wildfires and flooding.

Recent Highlights and Accomplishments

- Presented a continuing education workshop for Manufactured Housing Installers at the 2025 New Mexico Manufactured Housing Association's Annual Conference.
- Updated the permitting portal to account for recent rule changes that require the licensee who performs work resulting in a code violation to be the correcting and responsible party rather than the permit holder.
- Performed inspections and served as a resource for local governments whose communities are recovering from natural disasters.

PERFORMANCE MEASURES	FY25 ACTUAL	FY26 TARGET	FY27 RECOMMENDATION
Percent of all installation of manufactured home inspections performed within seven days of request	89%	90%	90%

Financial Institutions Division



FTE: 55

BUDGET: \$8,207,200

NMRLD's Financial Institutions Division (FID) is responsible for licensing and oversight of many of the financial services providers operating within New Mexico. FID's primary focus is to effectively regulate the financial industries within its jurisdiction to ensure the safety and soundness of the financial sector in New Mexico. A stable financial sector, overseen through stable regulation, supports economic development while protecting consumers who utilize the services of the state's licensed and chartered financial institutions.



Description of Services

FID, in partnership with its federal regulatory counterparts, serves New Mexico consumers and regulated financial services industries. New Mexicans and their ability to access to reliable financial products and services are the division's priority. FID works diligently to safeguard consumer rights through education and training, assisting in mediation when applicable, and instituting enforcement actions against providers, if necessary.

FID regulates 15,571 financial services entities. These entities receive prompt licensing and timely examinations with swift complaint resolution. All depository institutions are closely supervised and examined to assure the safety and soundness of the public's deposits and the healthy growth and performance of the state's economy.

Program Goals and Objectives

- Augment examination and support personnel
- Advance examination staff through continued training
- Review and modernize related statutes and administrative rules
- Develop knowledge, skills, and abilities of staff through cross-training for more diverse employee opportunities and succession-planning purposes

Strategic Actions

1. Augment examination and support personnel to meet the increasing need for effective supervision due to growth in the number of licensees, growth of regulated financial institutions and their increase in risk assets and product offerings, evolving

cybersecurity concerns, and the need to meet regulatory performance objectives and maintain a stable financial system for New Mexico consumers.

Strategies:

- Continued development of a shared resource examination model to conduct effective examinations across all industries
- Develop a hybrid model to implement a cybersecurity examination program across all industries
- Meet with regulated entities and conduct discussions to identify and communicate current concerns and suggestions
- Work with IT to obtain a secure file transfer program for non-depository entities not in NMLS to reduce the risk of customer data lost in transit

2. Further the advancement of our examination staff through continued training.

Strategies:

- Continue sending the depository examination staff to all levels of the FDIC, NCUA, Cannon Trust School, Federal Financial Institutions Examination Council (FFIEC), and Conference of State Bank Supervisors (CSBS) training programs
- Obtain examiner and licensing certifications as available through the above-mentioned programs
- Send the small loan examination staff to available examination schools provided by National Association of Consumer Credit Administrators
- Maintain certification, skills, abilities, and up-to-date knowledge through continuing education

Licensees

Total: **15,571**

State-Chartered Banks	25
State-Chartered Trust Companies	12
State-Chartered Credit Unions	18
State-Chartered Mortgage Companies	525
Mortgage Branch Offices	1,089
Mortgage Loan Originators	7,330
State-Chartered Escrow Companies	28
Endowed Care Cemeteries	15
Collection Agencies	512
Collection Branches	338
Collection Managers	14
Repossessor	21
Motor Vehicle Finance Companies	159
Small Loan Companies	271

Money Service Businesses:

Check Cashers	10
Currency Exchangers	1
Money Transmitters	190
Money Transfer Delegates	5,013

- Expand the internal training programs provided by each of the industry managers and chief examiner

- Continually improve the training manuals and processes for each sector within the division to ensure that a proper training program is followed

3. Continue reviewing current state statutes and rules under the division's jurisdiction for uniformity with federal laws, technological advances, and increasing risk and complexity of financial institutions as they pertain to the statutes of industries under the division's supervision.

Strategies:

- Conduct roundtable discussions with industry representatives to identify and communicate current concerns and suggestions
- Begin to draft language to introduce bill proposals that address necessary issues identified; conflicts exist with federal law as well as several of the acts under the division's purview
- Continue the working group within the division inclusive of legal counsel, industry managers, and examiners who review the current administrative code
- Establish timely deadlines and benchmarks to effectively manage ongoing revisions to the code
- Follow proper procedures for rule writing to ensure accuracy and effectiveness
- Continue to pursue approval for the Money Transmission Modernization Act in the 2026 legislative session
- This will be a multiyear process with a 5-year horizon goal

4. Rebuild strong-candidates-for-succession plan due to significant loss of institutional knowledge over the last few years.

Strategies:

- Look at alternative means to fill gaps in the interim to include possibility of contract labor/other state assistance
- Continue discussions with NMRLD Superintendent, ASD Director, HR Administrator, and State Personnel Office to expand staffing levels and institute increased pay-bands to be more commensurate with the knowledge, skills, and abilities required by FID's statutory mandates, varied disciplines, and increasingly complex products and services available in the financial market
- Cross-train staff in the examinations and oversight of related fields to ensure coverage (e.g., bank and credit union cross-train/non-depository areas cross-train)

Recent Highlights and Accomplishments

- FID and 52 other U.S. jurisdictions took a \$20 million coordinated action against mortgage company Bayview Asset Management and three of its affiliates for deficient cybersecurity practices and failing to comply with their examination authority following a data breach that impacted 5.8 million customers, including 39,000 customers in New Mexico
- FID and 47 other state financial regulatory agencies took an \$80 million coordinated action against Block, Inc. and its mobile pay service, CashApp, for violations of the Bank Secrecy Act (BSA) and anti-money laundering (AML) laws that safeguard the financial system from illicit use

PERFORMANCE MEASURES	FY25 ACTUAL	FY26 TARGET	FY27 RECOMMENDATION
Percent of completed applications processed within 90 days by type of application	99%	100%	100%
Percent of state-chartered banks, state-chartered credit unions, independent trust companies, small loan companies, mortgage loan companies, mortgage loan branches, and escrow companies examined	83%	96%	95%
Number of financial literacy outreach sessions conducted on a quarterly basis, targeting vulnerable populations	12	10	8

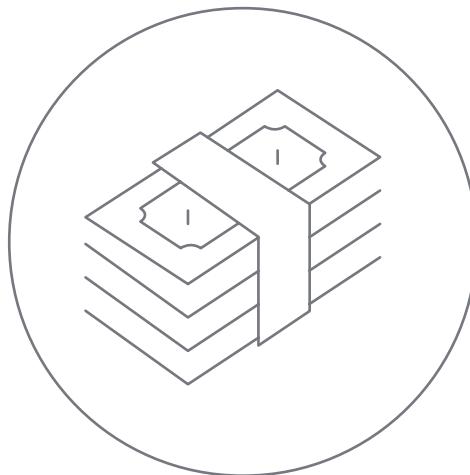
Securities Division



FTE: 21

BUDGET: \$2,438,000

The Securities Division (Securities) seeks to enable a safe and reliable capital market within New Mexico by registering professionals, regulating sales and offers to sell securities, investigating and prosecuting fraud and market misconduct, and educating New Mexicans about raising capital, investing, and the dangers of fraud. The division seeks to preserve and strengthen a free and competitive securities market for New Mexico, increase investor confidence and thereby encourage the formation of capital, and promote integrity, fairness, and full disclosure of financial services.



Description of Services

The Securities Division regulates and licenses individuals and companies whose businesses involve the offering, selling, and purchasing of securities within the state, as well as other professionals who seek to provide investment advice to New Mexico residents. In FY25, the division generated \$23,749,225.00 in revenue for registration-related filings, fees, and penalties.

The Securities Division is comprised of the following units:

Compliance

The Securities Division is responsible for reviewing all public, non-traded offerings of securities to determine whether offerings conform to applicable legal requirements.

The division conducts routine and for-cause examinations of industry participants to ensure compliance with state requirements and industry standards.

Consumer Protection and Investor Education

One of the most effective forms of investor protection is investor outreach and education. The division develops and implements educational programs, creates and publishes informative presentations, and participates in

outreach events across the state to help New Mexicans learn about investing strategies and how to avoid falling victim to fraud.

Enforcement

Securities investigates and prosecutes administrative, civil, and criminal actions against individuals and entities for violating state securities laws. The division employs certified law enforcement officers, forensic accountants, and attorneys to identify and address white-collar criminal activity in New Mexico. It takes allegations of investor fraud seriously and investigates such allegations and complaints made by the public. Securities often works collaboratively with state and federal agencies to investigate and litigate instances of unlawful interstate conduct.

Program Goals and Objectives

The Securities Division seeks to minimize the risk of investment fraud through enforcement actions and through public outreach and education. The division must continually plan and evolve to address the technologically advanced investment scams harming New Mexicans.

Securities Division Registrants

Total: **181,583**

Broker-Dealer Firms	1,350
Broker-Dealer Representatives	175,675
Investment Adviser Firms	81
Investment Adviser Representatives	3,116
Investment Adviser Notice Files	1,361

Strategic Actions

- Continue to develop investor education programs aimed at raising awareness and investment literacy for all New Mexicans.
- Maintain productive working relationship with industry participants.
- Conduct industry outreach to better detect, deter, and prevent financial exploitation of seniors.
- Conduct law enforcement outreach and education to better equip local police and sheriff departments to investigate and prevent possible securities fraud in the community.
- Implement information technology solutions to more efficiently and effectively manage registrations, industry examinations, and financial crime investigations.

Recent Highlights and Accomplishments

- Collected \$23,749,225.00 for registration-related filings, fees, and penalties in FY25.
- Completed 36 examinations of investment advisers registered in New Mexico.
- Concluded multiple enforcement actions in FY25 resulting in a total of \$330,754.72 in penalties and obtained a felony conviction for securities fraud resulting in \$54,500.00 in restitution payable to multiple victims.
- Conducted 15 investor education presentations across New Mexico on topics ranging from general investment fraud and financial exploitation prevention to more in-depth topics on emerging relationship scams known as Pig Butchering and cryptocurrency schemes.

PERFORMANCE MEASURES	FY25 ACTUAL	FY26 TARGET	FY27 RECOMMENDATION
Percent of complaints logged and assigned within two days of receipt	97%	99%	95%
Percent of investment adviser registrants examined annually	37.5%	95%	33%
Total revenue collected from licensing in millions	\$23.7	\$25	\$23.6
Number of investor education events focused on fraud protection	15	14	14
Monies awarded or recovered through criminal or administrative prosecutions or settlements (in thousands)	\$385.25	\$500	\$250

Statutory Authority

Alcoholic Beverage Control Division

- Section 60-3A-7 through 60-3A-11
NMSA 1978 Liquor Control Act, General Provisions
- Section 60-6A-1 through 60-6A-35
NMSA 1978 Liquor Control Act, State Licenses
- Section 60-6B-1 through 60-6B-21
NMSA 1978 Liquor Control Act, License Provisions
- Section 60-6C-1 through 60-6C-9
NMSA 1978 Liquor Control Act, Suspension and Revocation of Licenses
- Section 60-6E-1 through 60-6E-12
NMSA 1978 Liquor Control Act, Alcohol Server Education
- Section 60-7A-1 through 60-7A-25
NMSA 1978 Liquor Control Act, Offenses
- Section 60-7B-1 through 60-7B-13
NMSA 1978 Liquor Control Act, Regulation of Sales and Service of Minors
- Section 60-8A-1 through 60-8A-19
NMSA 1978 Liquor Control Act, Trade Practices
- Section 61-1-1 through 60-1-35
NMSA 1978 Tobacco Products Act

Boards and Commissions Division

- Public Accountancy Board
61-28B-1 through 29
- Board of Acupuncture and Oriental Medicine
61-14A-1 through 22
- Athletic Commission
60-2A-1 through 34
- Athletic Trainers Practice Board
61-14D-1 through 19
- Board of Barbers and Cosmetologists
61-17A-1 through 25
- Board of Body Art Practitioners
61-17B-1 through 18
- Counseling and Therapy Practice Board
61-9A-1 through 30
- Chiropractic Board
61-4-1 through 17
- Board of Dental Health Care
61-5A-1 through 61-5A-30 and 61-5B-1 through 11
- Employee Leasing Program
60-13A-1 through 14
- Board of Funeral Services
61-32-1 through 31
- Board of Interior Design
61-24C-1 through 17

- Board of Landscape Architects
61-24B-1 through 17
- Board of Massage Therapy
61-12C-1 through 28
- Board of Nursing Home Administrators
61-13-1 through 17
- Nutrition and Dietetics Practice Board
61-7A-1 through 15
- Board of Examiners for Occupational Therapy
61-12A-1 through 24
- Board of Optometry
61-2-1 through 18
- Board of Pharmacy
61-11-1 through 29
- Physical Therapy Board
61-12D-1 through 19
- Private Investigations Advisory Board
61-27B-1 through 36
- State Board of Psychologist Examiners
61-9-1 through 19
- Real Estate Appraisers Board
61-62-1.1 thru 14, 61-30-1 through 24, 47-14-1 through 23
- Real Estate Commission
61-29-1 through 29
- Advisory Board of Respiratory Care Practitioners
61-12B-1 through 17
- Signed Language Interpreting Practices Board
61-34-1 through 17
- Board of Social Work Examiners
61-31-1 through 25
- Speech-Language Pathology, Audiology & Hearing Aid Dispensing Practices Board
61-14B-1 through 25

Cannabis Control Division

- NMSA 1978, Section 26-2B-1, et seq.
Lynn and Erin Compassionate Use Act
- NMSA 1978, Section 26-2C-1, et seq.
Cannabis Regulation Act

Construction Industries Division

- NMSA 1978, Section 60-13-1 et seq.
Construction Industries Licensing Act
- NMSA 1978, Section 70-5-1 et seq.
Liquefied Petroleum Gas and Compressed Natural Gas Act
- NMSA 1978, Section 57-30-1et seq.
Sale of Recycled Metals Act

Financial Institutions Division

- Section 58-1-1 through 58-1-85
NMSA 1978 Banking Act
- Section 58-1A-1 through 58-1A-8
NMSA 1978, Consumer Credit Banking Act
- Section 58-1B-1 through 58-1B-11
NMSA 1978, Interstate Bank Acquisitions Act
- Section 58-1C-1 through 58-1C-13
NMSA 1978, Interstate Bank Branching Act
- Section 58-2-1 through 58-2-8
NMSA 1978, Insurance of Bank Deposits
- Section 58-3-1 through 58-3-4
NMSA 1978, Accounts
- Section 58-4-1 through 58-4-13
NMSA 1978, Merger and Consolidations of Banks
- Section 58-5-1 through 58-5-11
NMSA 1978, Organization and Management
- Section 58-6-1 through 58-6-5
NMSA 1978, Miscellaneous Loans
- Section 58-7-1 through 58-7-9
NMSA 1978, New Mexico Bank Installment Loan Act
- Section 58-8-1 through 58-8-3
NMSA 1978, National Housing Act
- Section 58-9-1 through 58-9-13
NMSA 1978, Trust Company Act
- Section 58-10-10 through 58-10-111
NMSA 1978, Savings and Loan Act
- Section 58-11-1 through 58-11-65
NMSA 1978, Credit Union Act
- Section 58-11A-1 through 58-11A-7
NMSA 1978, Leasing of Safe Deposit Facilities
- Section 58-15-1 through 58-15-39
NMSA 1978, Small Loan Business Act
- Section 58-16-1 through 58-16-18
NMSA 1978, Remote Financial Services Units
- Section 58-17-1 through 58-17-21
NMSA 1978, Endowed Care Cemetery Act
- Section 58-19-1 through 58-19-14
NMSA 1978, Motor Vehicle Sales Finance Act
- Section 58-21-1 through 58-21-32
NMSA 1978, Mortgage Loan Company Act

- Section 58-21B-1 through 58-21B-24
NMSA 1978, Mortgage Loan Originator Licensing Act
- Section 58-21A-1 through 58-21A-14
NMSA 1978, Home Loan Protection Act
- Section 58-22-1 through 58-22-23
NSMA 1978, Escrow Company Act
- Section 58-26-1 through 58-26-8
NMSA 1978, Interstate Depository Institutions
- Section 58-32-101 through 58-32-1004
NMSA 1978, Uniform Money Services Act
- Section 61-18A-1 through 61-18A-33
NMSA 1978, Collection Agency Regulatory Act

Manufactured Housing Division

- NMSA 1978, Section 60-13-1 et seq. Construction Industries Licensing Act

Securities Division

- NMSA 1978, § 58-13C-101 Through 58-13C-105
General Provisions
- NMSA 1978 § 58-13C-201 Through 58-13C-204
Exemptions from Registration
- NMSA 1978, § 58-13C-301 Through 58-13C-307
Registration of Securities and Notice Filing of Federally Covered Securities
- NMSA 1978, § 58-13C-401 Through 58-13C-412
Broker-Dealers, Agents, Investment Advisers, Investment Adviser Representatives, and Federal Covered Investment Advisers
- NMSA 1978, § 58-13C-501 Through 58-13C-510
Fraud and Liability
- NMSA 1978, § 58-13C-601 Through 58-13C-611
Administration and Securities Division
- NMSA 1978, § 58-13C-101 Through 58-13C-105
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