

Updated as of 3/24/20 7 AM

NEW MEXICO CHILD CARE

IMPORTANT RESOURCES AND FREQUENTLY ASKED QUESTIONS FOR CHILD CARE PROVIDERS

As a child care provider in the State of New Mexico, we want you to do everything possible to stay open and provide services to families and young children. Child care is incredibly valuable and of vital importance. Our communities have voiced how important you are. At this time, the State is asking child care providers to support our first responders, health care staff and other essential employees.

Important Websites:

New Mexico Child Care Resource and Referral: www.newmexico.gov

New Mexico Department of Health: <http://cv.nmhealth.org/>

New Mexico Children Youth and Families Department: <https://cyfd.org/child-care-services>

Important Phone Numbers (Information Provided in English and Spanish):

New Mexico Department of Health Hotline: 1-855-600-3453 (Available 24/7)

State of New Mexico Resource Hotline - 1-833-551-0518

FREQUENTLY ASKED QUESTIONS ON CONTINUING OPERATIONS

- 1. I would like to offer care to children of first responder's and health care providers at this time. Currently we'll have room as other families are keeping their children home. What do we do after this is over and we're trying to get back to ratio and group sizes?**

A. Thank you for your willingness to provide care for first responders and health care providers. This care will be temporary. After the public health emergency, you will have to return to your licensed and FOCUS ratios and group sizes.

- 2. How are federally-funded Head Start facilities managing this emergency?**

A. From the Office of Head Start: "In response to COVID-19, the Office of Head Start is advising grantees to coordinate with local health authorities and implement their existing policies and procedures related to closure of Head Start centers during infectious disease outbreaks. Closure of centers in areas heavily impacted by COVID-19 is an important element of containing and limiting its spread.

“In recognition of the unique circumstances associated with COVID-19, OHS is directing programs to continue to pay wages and provide benefits for staff unable to report to work during center closures necessary to address COVID-19. During center closures, employees should continue to engage families and to deliver services to the extent possible, remotely.

This additional emergency response flexibility is important to ensure critical grants management activities can continue during closures. It will help ensure staff are ready and able to return to work as soon as it is possible to resume operations. This flexibility remains in effect through April 30, 2020 unless further extended by OHS.”

3. Are CYFD offices going to remain open during this time, and are reimbursements to providers going to be processed on time?

A. Yes. CYFD operations will continue. Reimbursements will be processed on time.

4. There was mention of Centers potentially looking to open additional locations to support this effort. Is there any support offered to help expedite this effort?

A. The New Mexico Emergency Preparedness and Response Plan for Child Care allows licensed centers that are 3 STAR or above, and in good standing, to request a waiver to open satellite sites to support families. Please contact your local licensing office (see Child Care Bureau phone listing below). All staff must have a background check and staff will be required to complete the online health and safety training at www.newmexicokids.org, as well as online First Aid/CPR training.

5. We are facing shortages of important supplies.

A. The state recognizes that suppliers are running short. We are currently assessing the situation and gathering information on which suppliers can support programs. Please fill out the COVID-19 Support in locating Supplies and Food Form at www.newmexicokids.org and email child.care@state.nm.us.

6. What kind of relief program can be put in place to support both providers and families?

A. The state submitted a waiver to the federal government to waive copayments for families during the health emergency declaration. Additionally, we will pay licensed providers who stay open a differential of \$250 for all children enrolled in child care assistance per month during the health emergency declaration. We will also provide waivers to programs licensed at 3 STAR or above who want to open additional sites during the health emergency declaration.

7. The Lions are willing to let us set up temporarily in their community room. Is there any assistance with building use fees. They are willing to let us use the space for \$50/hour while our sites are closed. Would the state be able to pick up some or all of that fee. We currently have not been charged a building use fee and I think it is going to be too much for us to absorb.

A. At this time, the state is providing an additional \$250 for all children enrolled in child care assistance who are served during the health emergency. Payments for children enrolled in the child care assistance program will continue through the emergency period regardless of their attendance.

8. If we provide full-time care for before & after school children will our part-time CYFD contracts be amended to reimburse for full-time care?

A. Contracts will be amended to full-time care and full-time payments. Please ask families to contact their eligibility specialist at CYFD via phone, or email, to let them know they are now receiving full-time care. Our team across the state will amend the contracts.

9. Will the state provide ECEC programs with access to cleaning, preventative materials and supplies? Due to the shortage we are running out of these items.

A. We are working to provide food and supplies to providers. Please complete the COVID-19 Support in locating Supplies and Food Form Request on www.newmexikids.org

10. If employees don't feel safe in the current work environment (child care) what kind of support are there for employees, especially those that don't qualify for unemployment? This particular question was done by an employee of a child care center that doesn't have the best hygiene and she fears for her own well-being and of the children.

A. All Health and safety concerns should be reported immediately to your local Child Care Licensing office (see phone listing below) or call 1-855-333-SAFE. All early childhood education and care providers are responsible for following prevention practices: (1) wash hands frequently; (2) use hand sanitizer; and (3) clean surfaces and toys with 1/3 cup of bleach in a gallon of water.

11. Will the state be paying for the cleaning of all licensed childcare centers?

A. No; however, for all children enrolled in the child care assistance program, the state will pay a differential for programs that remain open of \$250 per child per month during the health emergency declaration if the licensed provider continues to operate. Please call 1-833-551-0518 if you need support in having your center professionally cleaned.

12. How does the state provide support for programs who are not verified with the state, where can these programs obtain resources?

A. All licensed and registered home child care providers are eligible to receive resources and support. Please go to NewMexicoKids.Org and complete the survey. Online training will continue for programs participating in FOCUS. Verification visits will resume once the health emergency is lifted.

13. Will there be adjustments in contracts?

A. Yes, we will adjust child care contracts for families that need additional services. If a family needs full-time care and has a part-time contract, please have them contact the CYFD County Field Office (see Child Care Bureau phone listing below). We ask businesses and providers to keep track of each case to ensure we can fully reconcile our records after the emergency declaration has ended.

14. Will there be support (technical or financial) to set up remote technology to support families? we need to make sure centers and families are able to engage.

A. The state is currently compiling a list of electronic resources for families that will be available on www.newmexicokids.org. For families that do not have access we will be providing some written material resources at meal drop sites for families.

15. Will providers be paid if children are absent for more than 5 days a month?

A. Yes. If a center remains open during the emergency health declaration period, they will be paid in full for all children enrolled during the emergency period, even if the child is absent for more than five days. If a licensed child care provider continues to provide service they will be paid a differential for all children enrolled in child care assistance of \$250 per child per month.

16. As a before and after care program provider. Can I serve school-aged children during school closures? How does this affect me?

A. If you are licensed by CYFD and utilize a public school building, we encourage you to stay open. Our communities need to work together to support child care as you all are supporting children and families in our state. If you need assistance working with a local school district, please call 1-833-551-0518.

If you are able to secure another site, please work with your licensing surveyor in your region to apply for a waiver to operate at a temporary location. Employees must have background checks and meet minimum requirements. Please see the Child Care Bureau phone listing below.

17. Will the state help child care centers open satellite sites to support families?

A. The New Mexico Emergency Preparedness and Response Plan for Child Care allows licensed centers that are 3 STAR or above to request a waiver to open satellite sites to support families. Please contact your local licensing office (see Child Care Bureau phone

listing below). All staff must have a background check and staff will be required to complete the online health and safety training at www.newmexicokids.org, as well as online CPR training.

18. We have families asking if we can accept older elementary siblings in our child care centers. Is this possible if our school is not licensed for this age group?

A. You can contact your local licensing office to see if your facility is able to amend its license to serve school age children. All licensed facilities must maintain the ratios and group size outlined in the licensing regulations..

19. What TA or support will be provided for those that stay open?

A. Providers may call the New Mexico Child Care Resource and Referral line at 1-800-691-9067 or e-mail questions or concerns to child.care@state.nm.us. Frequent updates will be provided on the New Mexico Department of Health website: <https://nmhealth.org/>

20. Does the 5-person “mass gathering” rule apply to child care centers or after school programs?

A. No, child care centers are exempt because they are considered essential businesses; however providers are strongly encouraged to maintain group sizes that support social distancing measures.

21. As a center that chooses to stay open, can I go over capacity temporarily to serve my community?

A. No. While we applaud your desire to support your community, all centers must stay within the ratios and group sizes outlined in the licensing regulations and cannot run over capacity due to health and safety concerns. We are asking that you have conversations with families who have child care assistance contracts; it is important that they know that they will NOT lose benefits if they choose to stay home. If some choose to stay home, this will free up space for other children.

22. Will the state provide ECEC programs with access to cleaning, preventative materials and supplies? Due to the shortage we are running out of these items.

A. We are committed to making sure that child care providers have needed supplies. Please complete the form on www.newmexicokids.org to let us know what supplies you need. We will connect child care providers with suppliers.

23. I am experiencing a staffing shortage as a provider. How can the state help?

A. During the emergency health declaration, the state will accept the online health and safety training located at www.newmexicokids.org as well as ONLINE CPR certifications; the Department of Public Safety has agreed to expedite background checks.

24. I have a public school employee who would like to help during the emergency health declaration. Will the background check work for CYFD?

A. Staff will have to adhere to the CYFD background check. DPS has offered to expedite background checks during this time.

25. Are FOCUS verifications continuing during the health emergency?

A. At this time we are suspending FOCUS verifications. Verifications will resume when the declaration is lifted. Onsite FOCUS consultation and face to face training has been suspended as well. Online training is still available through www.newmexicokids.org.

26. Is there any specific information programs should share with families during the school shutdown?

A. Each provider / community will make a decision based on their individual circumstances. If your program closes temporarily, please notify licensing. When informing parents, please let them know when you plan to reopen.

27. The state recognizes that small centers often use Sam's Club for food, janitorial, and office supplies. Sam's is notifying providers they cannot fulfill their standing orders. Can the state require districts to prepare USDA meals for child care centers?

A. The state is currently working with PED and suppliers. For janitorial and office supplies we are gathering information on when supplies are being delivered in our state to help providers. We will have more information soon. PED is working with districts to support programs and providers during this emergency.

28. Can providers turn families away if they have Child Care Assistance?

A. If your program is open during the emergency health declaration and a family has to work AND is eligible for child care assistance, please prioritize those families.

29. Can you clarify absolutely that we will not be legally liable if we continue to operate and students or staff contract COVID-19? (Assuming that we are following universal precautions)

A. We cannot provide legal advice and recommend you seek the advice of your counsel if you are concerned about your liability. We also recommend you review your insurance policies to see if they address matters like this as well.

FREQUENTLY ASKED QUESTIONS ABOUT CHILD CARE/CYFD NM PREK CLOSURE

1. For child care programs that are set in schools, do they also have to remain closed if the schools are not being used?

A. If you are licensed by CYFD and utilize a public school building, we encourage you to stay open. Our communities need to work together to support child care as you all are supporting children and families in our state. If you need assistance working with a local school district, please call 1-833-551-0518.

2. Will the state direct licensed child care providers to close, as with K-12 schools?

A. No. At this time, the State is NOT directing child care providers (either home- or center-based) to close. We are encouraging programs to stay open if possible so that essential staff that are still required to work have access to healthy and safe child care programs. If possible, families are encouraged to stay home with their children. These families will not lose their child care benefits and the program will still be paid for their enrolled children

3. Home care providers are worried and asking if they also must close in response to public school closures?

A. At this time, home providers are NOT required to close. First responders, health care professionals and other essential workers still need access to child care.

4. Will you allow community-based providers to stay open and let parents choose for themselves?

A. Yes. At this time, community-based providers (both homes and centers) are allowed to remain open and continue serving children and families. If your program or center makes the decision to close you will be paid for the children enrolled in the child care assistance program.

5. Are CYFD NM PreK providers (that follow public school schedules) to close as well?

A. The State is not requiring CYFD-funded NM PreK sites to close. However, all CYFD NM PreK providers are authorized to suspend instructional time during this health emergency. If your program makes the decision to close you will continue to receive payments and the required hours will be waived for the weeks during the emergency health declaration. Please make sure you submit your billing based on the previous month's enrollment so that you can get paid. This is also the process if you decide to stay open to meet the needs of your families and have fewer children than those enrolled; your billing should be based on the last reported enrollment.

6. As providers, do we still have to report to case workers when and if families that decided not to attend for closures?

A. No, payments for children enrolled in the child care assistance program will continue through the emergency period

7. In the event of closure, will CYFD and NM PreK funding continue? Is there any emergency funding (state or federal) to help centers maintain operations during closures?

A. Yes. Child care assistance funding and CYFD NM PreK funding will continue. New Mexico has applied for waivers through the Federal Government to continue supporting programs during this health emergency period.

8. Should we close our PreK or Early PreK program?

A. We are not requiring CYFD programs to close. We are encouraging centers and programs to continue to provide services to families. However, if your community program makes the decision to close, providers will continue to receive payment (including subsidy and PreK payments).

9. Should I close my child care center?

A. That is a business decision. If you choose a temporary closure, please notify your licensing surveyor of this closure.

10. If a center has to close, will the staff and programs get reimbursed for the time off?

A. If a child care center has to close, please notify your local licensing office. Payments for children enrolled in the child care assistance program will continue through the public health emergency.

11. If parents choose to keep their child home for the following 3 weeks, do they have to report the absence to my caseworker?

A: No, payments will be made based on enrollment. Please report changes in enrollment to your caseworker.

FREQUENTLY ASKED QUESTIONS ABOUT PAYMENTS AND DIFFERENTIAL

1. Is the \$250 differential for all children or only CYFD children?

A. At this time, the differential only applies to children enrolled in the child care assistance program in a licensed facility that remains open during the health emergency declaration.

2. Will home providers receive the \$250 differential for part-time kids too?

A. Yes. If a licensed home provider continues to provide service during the health emergency they will be paid a differential of \$250 per month for the children enrolled in the child care assistance program.

3. If CYFD is paying co-pays, is that included in the \$250.00 or additional?

A. No, the co-pays are not included in the \$250.00 differential. The state will reimburse providers for the full rate of service for all children enrolled in the child care assistance program.

4. Will the \$250 be paid for PreK?

A. No. The \$250 differential will not be paid for children only enrolled in NM PreK.

5. Will the \$250 paid for every child with a contract be prorated if we are not open all of March or do we receive it for the whole month?

A. The \$250 differential per child will be paid to programs that are open the entire month.

6. Does the \$250 apply to part-time kids also?

A. Yes, part-time children will also receive the \$250 differential if the center remains open during the health emergency.

7. If programs will receive temporary differential payments for the delivery of services and staying open during these times, are they required to compensate employees at higher wages? How will the state ensure that employees will be paid accordingly and that employer's don't take advantage of employee's?

A. The \$250 differential is not earmarked for specific expenses. We encourage all licensed facilities to prioritize the health and well-being of its employees. Additionally we encourage all employees who feel they are being taken advantage of by an employer to call the child care complaint hotline. All complaints will be investigated.

FREQUENTLY ASKED QUESTIONS ABOUT UNEMPLOYMENT

1. Do the temporary rules work the same way for self-employed people?

A. Unfortunately, self-employed people don't qualify for unemployment. That said, New Mexico is asking President Trump to declare a "major disaster," in which case they could.

2. The staff that do not want to work because of the risk; can they apply for unemployment without penalizing the unemployment account of the center?

A. According to the New Mexico Department of Workforce Solutions, individuals whose work status is affected by COVID-19 will likely be eligible for unemployment.

Tax rates will not be adjusted until at least July, and no tax changes will be implemented until at least Jan. 2021. The New Mexico Department of Workforce Solutions is committed to working with the business community, including child care professionals, once we get a better picture of what the situation will be.

3. What support will be put in place so that providers can still pay their staff?

A. Information provided by the New Mexico Department of Workforce Solutions:

- Starting Monday, March 16, 2020, work search requirements for anyone whose job is affected by COVID-19 will be waived for unemployment. This will last for an initial period of 4 weeks. There is a built-in one week waiting period in the system, but people can get \$461 per week after that for the rest of the time.
- Businesses who want to reduce hours rather than lay people off can have employees apply for unemployment to help offset those costs up to \$461 per week.
- Workers are highly encouraged to apply for benefits online at <https://www.jobs.state.nm.us/>. There's a helpful how-to video here: <https://www.youtube.com/watch?v=ckVseXSDNCA> There is an 800 number available as well (877-664-6984) but online is optimal.
- The unemployment trust fund is currently at about \$490 million, a very healthy level. Furthermore, we are closely monitoring the bill that Congressional Democrats passed last night to see what federal resources will be available and when they might be disbursed. We are ready and able to distribute them.

In addition, providers will continue to receive payment if the program closes due to the current public health emergency.

5. We have some teachers with pre-existing medical conditions that we are not allowing to come to work. Are they able to apply for unemployment without penalizing the center unemployment account?

A. According to the Department of Workforce Solutions this teacher would be eligible to apply for unemployment. Tax rates will not be adjusted until at least July and no tax changes will be implemented until at least January 2021. The New Mexico Department of Workforce Solutions is committed to working with the business community, including child care professionals, once we get a better picture of what the situation will be.

FREQUENTLY ASKED QUESTIONS ABOUT MEAL SITES AND CACFP:

1. On Friday, March 13 the city was out of milk. Will we still receive reimbursement for meals as a participant of CACFP?

A. Yes, please claim all the meals you served to children, we are obtaining a waiver from the USDA for meal patterns so we will not need to disallow meals through CACFP. Please notify your Food Sponsor or your CYFD CACFP Compliance Officer about this issue.

2. How will the state support families with meals if the licensed child care provider is closed?

- A. If you have questions about food access, please call 1-833-551-0518 or email nutrition.program@state.nm.us

In addition, New Mexico was granted a waiver to provide summer food meals to the children across the state. The meal sites can be found at <https://summerfoodnm.org/meal-sites>

3. Is it a good idea to stop family style dining during this crisis to minimize spread?

A. Yes, eliminate family style meals or have employees (not children) handle utensils and serve food to reduce spread of germs. Continue supporting children's social interactions and emotional needs at all times.

4. If we provide meals for children and families, should we continue to do so? I asked CACFP and they were unsure. Are we able to provide meals for children that are choosing to stay home?

A. We have received a waiver from the Federal Government that allows CACFP, CACFP At Risk and Summer Food Programs to provide meals in a non-congregate manner. This includes child care, Head Start and other programs currently receiving CACFP and Summer Food funds. Contact us at nutrition.program@state.nm.us if you are planning on accessing this waiver.

5. Will CACFP be reimbursing for all meals that we are providing to healthcare personnel?

A. CACFP will continue reimbursing programs in a Free, Reduced, Paid basis. Even though Child Care has waivers for income-related eligibility, CACFP does not as it is a different Federal Entity. As per CACFP requirements, Programs participating in CACFP are not authorized to charge families for meals.

6. What is the contact information if you are willing/interested in becoming a meal distribution site for the community?

A. Please contact us at: nutrition.program@state.nm.us

7. For CACFP, any new families (First Responders) when completing the IEA will they automatically qualify for FREE meals?

A. CACFP will continue reimbursing programs on a Free, Reduced, Paid basis. Even though Child Care has waivers for income-related eligibility, CACFP does not as it is a different Federal Entity. As per CACFP requirements, programs participating in CACFP are not authorized to charge families for meals.

8. Are all public schools providing meals to their community even if they are on spring break?

A. CYFD and PED have been working together to ensure that meals are provided in every community. For more information about the location of meal sites, visit: <https://summerfoodnm.org/meal-sites>

FREQUENTLY ASKED QUESTIONS ABOUT HEALTH AND SANITATION:

1. How often should we be sanitizing our toys? Every day?

- A. Yes, sanitize the children's toys everyday. Increase the frequency with which you clean toys, equipment, and surfaces, especially doorknobs, check-in counters, and restrooms. Use alcohol wipes to clean keyboards and electronics and wash hands after use. Minimize the potential for the spread of germs in the program space by temporarily removing toys that are not easily cleanable (such as stuffed animals and pillows) and rotate the toys that are out at any one time so that they can be adequately cleaned and sanitized.

2. How do we handle families that have been out of state?

- A. Follow the Guidance on the New Mexico Department of Health website <https://cv.nmhealth.org/>

3. Should staff interacting with children wear masks or gloves?

A: No. Follow the Centers for Disease Control's prevention principles:

- Wash your hands often with soap and water for at least 20 seconds
- Use hand sanitizer that contains at least 60 percent alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

FREQUENTLY ASKED QUESTIONS ABOUT PARENT COPAYMENTS:

Please note that providers must reimburse or provide a credit for families who paid their March co-payment.

1. Is the state paying the parent copay?

A: Yes, the state will be waiving copays for all parents/guardians receiving child care assistance through the emergency period. CYFD will pay providers the full rate for services (including the parent co-pay). Providers must not charge parents a co-pay in March or April. The state will continue to pay the full rate through the health emergency.

2. Is the copay waived for all families? Or families that report affected?

A: The state is waiving co-pays for all parents/guardians receiving child care assistance beginning March 1, 2020 through the health emergency period.

3. What if the parent has already paid the March copay?

A. The state will be providing the co-payment amount beginning with the March payment. This co-payment will reflect the entire month of March. Each provider must provide a credit towards a future month or provide a reimbursement to the families who paid their copays during this timeframe.

4. Does the copay get automatically waived or does the parents have to call the CYFD office to request it?

A: The co-pay will automatically be waived.

5. Does every parent qualify for waived copay regardless if they are employed or not?

A: The co-pay will be waived for every family enrolled in the child care assistance program for March and April.

FREQUENTLY ASKED QUESTIONS ABOUT EMERGENCY LOANS/GRANTS AND PRIVATE PAY TUITION SUPPORT:

1. Can you share Information regarding Small Business Administration (SBA) emergency loans?

A: On March 12th the Small Business Administration (SBA) announced up to \$2 million in disaster assistance loans. These are low interest loans that may be used to pay fixed debts, payroll, accounts payable and other bills that can't be paid because of the disaster's impact. The SBA disaster assistance customer service center can be reached at 1.800.659.2955 (TTY: 1.800.877.8339) or email disastercustomerservice@sba.gov.

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The New Mexico Department of Economic Development has a list of resources for businesses negatively impacted by the COVID-19 health emergency:

<https://gonm.biz/about-us/covid-19-response>

2. We have already been encouraging families who can stay home to do so. However, many are complaining that they will bring the kids as long as they have to pay or won't pay tuition if they have to keep their kids at home. This is putting us in a real bind as to what to do. What advice do you have?

A. The Governor's order states that all individuals who are able to stay home should stay home with their children. If you have payment policies that require a parent to pay regardless if the child attends, you can remind them of their responsibility to ensure payments are made regardless of their child attending.

FREQUENTLY ASKED QUESTIONS - MISCELLANEOUS

1. To clarify, are Albuquerque centers being mandated to close?

A: At this time, the Mayor of Albuquerque has not mandated the closure of child care centers in Albuquerque. All non-essential workers are encouraged to stay home with their children to prevent the spread of COVID-19. The need for child care is focused on first responders, health care professionals and other essential employees who are not able to telework.

2. Will these supports extend to FIT providers as well? We are working via telehealth as much as possible, but revenue is decreasing rapidly and we need to continue to consider our staff as well.

A. See Frequently Asked Questions on the DOH website for the FIT program providers - <http://cdd.unm.edu/early-childhood-programs/early-childhood-learning-network/family-infant-toddler-program-training/covid19.html>

3. FIT providers run into several issues that home visiting does such as lack of technology and or adequate wi fi for Telehealth. As we shift to virtual visits, it is anticipated that there will be a drop off in services due to family choice. Are there any subsidies or financial assistance being discussed to keep FIT agencies healthy during this emergency?

A. The Telehealth Rate has changed to the Home & Community rate. Collaborative Consultation has been changed to allow telephonic collaboration. Please Frequently Asked Questions on the DOH website for the FIT program providers - <http://cdd.unm.edu/early-childhood-programs/early-childhood-learning-network/family-infant-toddler-program-training/covid19.html>

4. Maybe we can start a list of centers that are in need of help or areas that are in need of employees to pull together to help.

A: All child care providers are asked to log onto Newmexicokids.org and complete the emergency childcare provider availability survey. The responses of the surveys are compiled so that we can have a complete list of providers that are open and can provide help to those child care providers who need it.

5. Can you define essential personnel? We have parents working in hourly jobs and to their view their attending their jobs is essential.

A. On March 23, 2020 Governor Michelle Lujan Grisham announced a [Public Health Emergency Order Closing All Businesses and Non-Profit Entities Except for those Deemed Essential and Providing Additional Restrictions on Mass Gatherings Due to COVID-19](#). For a full listing of essential go to NewMexico.Gov.

Child Care Services Bureau Offices

| County | Field Office | Phone Number |
|---------------------------------|--------------|-------------------------------------|
| Bernalillo | Albuquerque | (505) 841-4801 |
| Sandoval | Rio Rancho | (505) 771-5900 |
| Socorro | Albuquerque | (505) 866-2314 |
| Valencia | Albuquerque | (505) 866-2314 or (505) 866-2315 |
| Torrance | Los Lunas | (505) 866-2315 |
| Cibola | Grants | (505) 285-6673 x1116 |
| Colfax/Harding/Union | Raton | (505) 425-2832 x1301 |
| McKinley | Gallup | (505) 726-8449 |
| Rio Arriba/Los Alamos | Espanola | (505) 753-0222 |
| San Juan | Farmington | (505) 325-0820 |
| San Miguel/Mora | Las Vegas | (505) 425-2832 x1301 |
| Sant/a Fe | Santa Fe | (505) 476-5440 |
| Taos | Taos | (575) 751-9631 |
| Catron/Grant/Hidalgo | Silver City | (575) 538-0259 |
| Luna | Deming | (575) 546-6557 x1207 |
| Dona Ana Northern Region | Las Cruces | (575) 373-6640 |
| Dona Ana Southern Region | Anthony | (575) 882-7871 |
| Sierra | Anthony | (575) 882-7871 |
| Lincoln/Otero | Alamogordo | (575) 439-1730 |
| Chaves | Roswell | (575) 625-1078 |
| Curry/De Baca/Guadalupe/Quay | Clovis | (575) 742-3950 |
| Eddy | Carlsbad | (575) 628-6141 |
| Lea/Roosevelt | Hobbs | (575) 391-3500 |