




# New Mexico Human Services Department

Susana Martinez, Governor  
Sidonie Squier, Secretary

Income Support Division  
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INCOME SUPPORT DIVISION  
INTERDEPARTMENTAL  
MEMORANDUM  
ISD-GI 12 -36  
DATE: June 28, 2012

TO: All ISD Staff  
FROM:  Ted Roth, Director  
Income Support Division  
SUBJECT: Incapacity Review Unit (IRU) Changes

IRU has transitioned to the process model similar to that used in county offices. IRU now has an Intake Unit and a Processing Unit. All staff has been cross trained in both GA and TANF.

1. Client questions should be referred to the IRU toll free Customer Service Line:  
**1-877-573-2055**
2. County questions about GA disability or TANF limited participation requests should go through the county GA or TANF point of contact (POC). The POC can contact IRU either through the toll free number or the IRU email distribution list at:  
**hsd-- iru@state.nm.us**. (note: there is a space between the second dash and iru)

### IRU Contact Information

NM HSD/ISD IRU  
P O Box 12740  
3280 Bridge Blvd. NW  
Albuquerque NM 87195  
Toll Free Customer Service Line: **1-877-573-2055**  
Fax: 505-841-2092  
Fax: 505-452-9225  
IRU Email: **hsd-- iru@state.nm.us**

If you have any questions regarding this GI, please contact Debbie Black at [deborah.black@state.nm.us](mailto:deborah.black@state.nm.us).