



July 1, 2024

Legislative Interim Committee Health and Human Services

Clay Bailey, Superintendent
New Mexico Regulation and Licensing Department

OUR PRIORITY IS YOUR PROTECTION



NMRLD

NEW MEXICO
REGULATION &
LICENSING DEPARTMENT

MISSION

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.



NMRLD

NEW MEXICO
REGULATION &
LICENSING DEPARTMENT

What We Do

We regulate more than 450,000 individuals and businesses in 35 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.

ALCOHOLIC BEVERAGE CONTROL DIVISION

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

The Boards and Commissions Division licenses and regulates 29 different professions and specialized trades, from accountants to funeral directors. This division establishes specialized standards on education and training to ensure New Mexicans receive quality care and services from qualified professionals.



CANNABIS CONTROL DIVISION

The Cannabis Control Division (CCD) 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

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

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 repossessioners, 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

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

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.





BOARDS AND COMMISSIONS DIVISION

MISSA SALAZAR, DIRECTOR

The Boards and Commissions Division (BCD) comprises more than a dozen professional and occupational licensing boards and commissions, divided between Health Licensing and Professional Regulation. 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

- providing support roles for the boards and commissions that promulgate rules governing the professions and that take disciplinary action against licensed and unlicensed individuals



Boards and Commissions Division

Health Licensing Bureau License Count as of June 26, 2024

- Board of Acupuncture and Oriental Medicine: **654**
- Athletic Trainer Practice Board: **197**
- Chiropractic Board: **477**
- Counseling and Therapy Practice Board: **5,613**
- Board of Dental Health Care: **5,881**
- Massage Therapy Board: **2,528**
- Nutrition and Dietetic Practice Board: **672**
- Board of Examiners for Occupational Therapy: **1,719**
- Board of Optometry: **280**
- Board of Pharmacy: **28,417**
- Physical Therapy Board: **3,107**
- Board of Psychologist Examiners: **994**
- Advisory Board of Respiratory Care: **1,492**
- Board of Social Work Examiners: **5,699**
- Speech-Language Pathology, Audiology, and Hearing Aid Dispensing Practices Board: **2,489**

Boards and Commissions Division Supporting Health-Related Licensees

NM-PLUS

New Mexico Professional
Licensing User System

- BCD was the first division at RLD to implement NM-PLUS, its automated licensing platform.
 - NM-PLUS streamlines the licensing procedure, simplifying the application and renewal process in New Mexico. This is achieved by eliminating the need for paper forms and money orders, and reducing the time staff spends on processing, reviewing, and approving applications and renewals.
 - The NM-PLUS licensing platform was launched on January 9, 2023, and fully implemented by December 16, 2023.
 - Offer instant renewal of licenses, providing licensees with their certificate immediately upon submission of their renewal.
 - All new licensure applications are processed within an average eight days of receipt.



Boards and Commissions Division Supporting Health-Related Licensees (Cont'd)

NM-PLUS

New Mexico Professional
Licensing User System

- **Establishes standardized requirements:** BCD has implemented consistent criteria across jurisdictions to simplify licensing processes and decrease complexity.
- **Digital Platform:** NM-PLUS enables electronic submission of applications, renewals, and communications to improve efficiency and accessibility.
- **Streamlined Expedited Licensing:** BCD has facilitated a review of interstate licensing requirements, enabling licensed professionals to easily transfer their credentials and practice across state boards.

Boards and Commissions Division

Supporting Health-Related Licensees (Cont'd)

NM-PLUS

New Mexico Professional
Licensing User System

- **Risk-Based Approach:** With the implementation of NM-PLUS, BCD has customized regulations according to the risk level associated with the specific occupations, aiming to prevent unnecessary barriers.
- **Transparency and Communication:** NM-PLUS implements an online application process that clearly outlines all licensure requirements for applicants. Additionally, NM-PLUS ensures that users cannot submit incomplete applications.
- BCD has eliminated fees entirely for processes that have been upgraded by NM-PLUS capabilities, such as official verification of licensure.
- Complaints are accepted online through NM-PLUS.
- Inspections reports are generated using NM-PLUS.

Outreach and Communications Division Community Involvement

BCD has had held three constituent days, offering licensees the chance to meet with staff in person to discuss licensing and compliance issues. These events have been highly successful, as every attendee with a concern had their issue resolved.

BCD hosted a constituent day at the University of New Mexico Health Sciences Center to offer outreach about the licensing services available to graduating students.

BCD is collaborating with the Human Services Department on the Medicaid management information system to create a consistent interface for verifying licensure during enrollment and at three-year, re-enrollment intervals.

BCD is collaborating with the New Mexico Behavioral Health Provider Association and Representative Little on HM 12, a task force study investigating the administrative challenges that hinder providers from expanding the behavioral health care workforce in New Mexico.



Boards and Commissions Division Future Legislative Ideas

- BCD is currently reviewing the statutes and rules of each board to align them with current industry standards and modern practices.



Questions?



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