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/HR 9
   P O Box 12740
   3280 Bridge Blvd SW
   Albuquerque NM 87195
   Toll Free Customer Service Line: 1-877-573-2055
   Fax: 505-841-2092
   Fax: 505-432-9225
   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.