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EC-25-522

CITY OF ALBUQUERQUE

Albuquerque, New Mexico

Office of the Mayor

Mayor Timothy M. Keller

INTER-OFFICE MEMORANDUM 09/09/2025

TO: Brook Bassan, President, City Council

FROM: Timothy M. Keller, Mayor

SUBJECT: Mayors Recommendation of Award for Victims of Domestic Violence Advocacy Program, RFP-2025-689-POL-DZ

The Department of Finance and Administrative Services, Purchasing Division, issued the subject solicitation in conjunction with the Albuquerque Police Department and developed the RFP for Victims of Domestic Violence Advocacy Program.

The solicitation was posted on the Purchasing website on June 13, 2025 and advertised on Social Media. The number of responses received for evaluation was one (1).

The Ad Hoc Evaluation Committee evaluated and scored the responses in accordance with the evaluation criteria published in the RFP and recommends award of the contract to DVRC Inc.

I concur with this recommendation. The Department that will be managing this contract is the Albuquerque Police Department

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Mayors Recommendation of Award for Victims of Domestic Violence Advocacy Program, RFP-2025-689-POL-DZ

Initial TA DS BR

Approved:

Samantha Sengel 10/10/25

Samantha Sengel, EdD Date
Chief Administrative Officer

Approved as to Legal Form:

DocuSigned by: Lauren Keefe 1A21D96D32C74EE...

10/9/2025 | 3:34 PM MDT

Date
City Attorney

Recommended:

DocuSigned by: A9B4463A33234EA...

10/9/2025 | 10:04 AM MDT

Date
Director

Cover Analysis

1. What is it?

This Executive Communication is to approve an agreement with DVRC Inc.

2. What will this piece of legislation do?

This legislation will authorize the City of Albuquerque Police Department to enter into a four-year agreement with DVRC Inc. The purpose of this agreement is to develop and maintain policies and training programs that support the Albuquerque Police Department's domestic violence advocacy program.

3. Why is this project needed?

The contract is necessary to ensure the provision of high-quality services to victims of domestic violence.

4. How much will it cost and what is the funding source?

This request seeks approval for funding in the amount of $679,920.00 for a four-year contract with DVRC Inc., equating to $169,980.00 per fiscal year. Funds for the first year are available in the FY2026 General Fund budget. Funding for subsequent years is contingent upon approval of the General Fund budget for those fiscal years.

5. Is there a revenue source associated with this contract? If so, what level of income is projected?

No.

6. What will happen if the project is not approved?

Without this agreement, the City of Albuquerque will not have a program within the Albuquerque Police Department to develop and maintain policies and training necessary to sustain a domestic violence advocacy program, which provides comprehensive law enforcement services to victims of domestic violence, sexual assault, and stalking.

7. Is this service already provided by another entity?

Currently, the Albuquerque Police Department is the only City Department that has a contract with DVRC Inc.

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FISCAL IMPACT ANALYSIS

TITLE: Victims of Domestic Violence Advocacy Program

R: O:
FUND: 110

DEPT: 5112100

[X] No measurable fiscal impact is anticipated, i.e., no impact on fund balance over and above existing appropriations.

[ ] (If Applicable) The estimated fiscal impact (defined as impact over and above existing appropriations) of this legislation is as follows:

	Fiscal Years 2026	2027	2028	Total
Base Salary/Wages				-
Fringe Benefits at				-
Subtotal Personnel	-	-	-	-
Operating Expenses	170,000	170,000	170,000	510,000
Property		-	-	-
Indirect Costs	-	-	-	-
Total Expenses	$ 170,000	$ 170,000	$ 170,000	$ 510,000
[ ] Estimated revenues not affected				
[ ] Estimated revenue impact				
Revenue from program				0
Amount of Grant				
City Cash Match				
City Inkind Match				
City IDOH	-	-	-	-
Total Revenue	$ -	$ -	$ -	$ -

These estimates do not include any adjustment for inflation.

* Range if not easily quantifiable.

Number of Positions created

COMMENTS: APD's reocurring budget is $170,000 and available in FY/26 General Fund. Funding for subsequent years is contingent upon approval of the General Fund Budget for those fiscal years. To support the Violance Intervention Program.

COMMENTS ON NON-MONETARY IMPACTS TO COMMUNITY/CITY GOVERNMENT:

PREPARED BY: Bridgette Long/Fiscal Manager

APPROVED:

DocuSigned by: Bridgette Long
FISCAL ANALYST

DocuSigned by:
DIRECTOR 10/9/2025 | 10:04 AM MDT

REVIEWED BY:

DocuSigned by: Emma Romero
EXECUTIVE BUDGET ANALYST

Signed by: Donna Sandoval 10/9/2025 | 1:38 PM MDT
BUDGET OFFICER

Signed by: Christie Boerner
CITY ECONOMIST

Docusign Envelope ID: 6EF991D8-9C33-465F-874A-F329FA95952A

City of Albuquerque

Department of Finance and Administrative Services

Timothy M. Keller, Mayor

Interoffice Memorandum

Date

TO: Dr. Samantha Sengel, Chief Administrative Officer

FROM: Harold Medina, Chief of Police, Albuquerque Police Department

SUBJECT: **Recommendation of Award –**
RFP Number: RFP-2025-689-POL-DZ
RFP Name: Victims of Domestic Violence Advocacy Program

The Department of Finance and Administrative Services, Purchasing Division, issued the subject solicitation in conjunction with the Albuquerque Police Department and developed the RFP for Victims of Domestic Violence Advocacy Program.

The solicitation was posted on the Purchasing website on June 13, 2025 and advertised on Social Media. The number of responses received for evaluation was one (1).

The Ad Hoc Evaluation Committee evaluated and scored the responses in accordance with the evaluation criteria published in the RFP and recommends award of the contract to DVRC Inc.

I concur with this recommendation. Listed below is the composite score for the response received:

COMPANY NAME	SCORE
DVRC Inc.	904

The Department that will be managing this contract is the Albuquerque Police Department

Approved:

Deputy COO	Charley Ramos-Salas
Title	Name
DocuSigned by: Charley Ramos-Salas 78700310DD604D5...	8/29/2025 | 9:27 AM MDT
Signature	(Date)

Attachment: Scoring Summary

Docusign Envelope ID: 6EF991D8-9C33-465F-874A-F329FA95952A

RFP-2025-687-POL-DZ - Victims of Domestic Violence Advocacy Program

Scoring Summary

Active Submissions

	Total	I acknowledge receipt of Adendum #1	I acknowledge receipt of Adendum #2	I agree to the required City of Albuquerque Terms and conditions	If awarded a contract I agree to provide the required insurances as stated in the RFP.	Signed/ Completed Pay Equity Form	Cost Proposal	Technical Proposal	I acknowledge receipt of Adendum #3	A - Technical Proposal Only	A-1 - Detailed approuch	A-2 - Experience and qualifications	A-3 - Demonstrated Performance	A-4 - Overall ability	B - Cost Proposal Only	B-1 - Cost proposal
Supplier	/ 1,000.00 pts	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail	/ 900 pts	/ 200 pts	/ 300 pts	/ 100 pts	/ 300 pts	/ 100 pts	/ 100 pts
DVRC Inc.	904	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass	804	185	265	88	266	100	100

City of Albuquerque

Request for Proposals

Solicitation Number RFP-2025-687-POL-DZ

Victims of Domestic Violence Advocacy Program

June 13, 2025

Deadline for Receipt of Proposals: July 14, 2025, 4:00 p.m. (Mountain Time)
The City eProcurement System will not allow Proposals to be submitted after this date and time.

Non-Mandatory Pre-Proposal Conference: June 23, 2025, 2:00 p.m. (Mountain Time)

City of Albuquerque
Department of Finance and Administrative Services
Purchasing Division
V2024.07.10 JLB

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INTRODUCTION

The purpose of this solicitation is to ensure victims of domestic violence have access to necessary and immediate support services to help cope with the trauma they have experienced.

Support services may include emotional support, counseling, education, and awareness initiatives, along with other forms of assistance that empower survivors and work toward the prevention of domestic violence.

Furthermore, domestic violence programs are essential in assisting victims in securing resources for long-term safety and recovery, including legal aid and housing assistance.

The program serves a minimum of approximately two hundred (200) victims each month, with an estimated annual expenditure of $170,000.

The City intends to award a single contract under this RFP.

PART 1

INSTRUCTIONS TO OFFERORS

1.1 RFP Number and Title: RFP-2025-687-POL-DZ, "Victims of Domestic Violence Advocacy Program"

1.2 Proposal Due Date: July 14, 2025 - NLT 4:00 p.m. (Local Time)

The time and date Proposals are due shall be strictly observed.

1.2.1 Non-Mandatory Pre-Proposal Conference: This is not a mandatory pre-Proposal conference, but highly recommended. Those vendors who choose not to attend shall be solely responsible for obtaining any additional information, clarifications, or addenda resulting from this meeting.

When: June 23. 2025, 2:00 p.m-3:00 p.m. (Mountain Time)

Where: Virtual via zoom

Link: https://cabq.zoom.us/j/88262732496

1.2.2 Questions: All questions shall be submitted in written format in the City's eProcurement system prior to the close date for questions and answers.

1.3 Purchasing Division: This Request for Proposals ("RFP") is issued on behalf of the City of Albuquerque by its Purchasing Division, which is the sole point of contact during the entire procurement process.

1.4 Authority: Chapter 5, Article 5 of the Revised Ordinances of the City of Albuquerque, 1994 ("Public Purchases Ordinance"). The City Council, pursuant to Article 1 of the Charter of the City of Albuquerque and Article X, Section 6 of the Constitution of New Mexico, has enacted this Public Purchases Ordinance as authorized by such provisions and for the purpose of providing maximum local self-government. To that end, it is intended that this Public Purchases Ordinance shall govern all purchasing transactions of the City and shall serve to exempt the City from all provisions of the New Mexico Procurement Code, as provided in Section 13-1-98K, NMSA 1978.

1.5 Acceptance of Proposal: Acceptance of Proposal is contingent upon the Offeror's certification and agreement by submittal of its Proposal to comply and act in accordance with all provisions of the following:

1.5.1 City Public Purchases Ordinance

1.5.2 City Purchasing Rules and Regulations: These Rules and Regulations ("Regulations") are written to clarify and implement the provisions of the Public Purchases Ordinance. These Regulations establish policies, procedures, and guidelines relating to the procurement, management, control, and disposal of goods, services, and construction, as applicable, under the authority of the Ordinance.

1.5.3 Civil Rights Compliance: Acceptance of Proposal is contingent upon the Offeror's certification and agreement by submittal of its Proposal, to comply and act in accordance with all provisions of the Albuquerque Human Rights Ordinance, the New Mexico Human Rights Act, Title VII of the U.S. Civil Rights Act of 1964, as amended, and all federal statutes and executive orders, New Mexico statutes and City of Albuquerque ordinances and resolutions relating to the enforcement of civil rights and affirmative action. Questions regarding civil rights or affirmative action compliance requirements should be directed to the City of Albuquerque Human Rights Office.

1.5.4 Americans with Disabilities Act Compliance: The Offeror certifies and agrees, by submittal of its Proposal, to comply and act in accordance with all applicable provisions of the Americans with Disabilities Act of 1990 and federal regulations promulgated thereunder.

1.5.5 Insurance and Bonding Compliance: Acceptance of the Proposal is contingent upon the Offeror's ability to comply with the insurance requirements as stated herein. Please include a certificate or statement of compliance in your Proposal and bonds as required.

1.5.6 Ethics:

1.5.6.1 Fair Dealing. The Offeror warrants that its Proposal is submitted and entered into without collusion on the part of the Offeror with any person or firm, without fraud, and in good faith. Offeror also warrants that no gratuities, in the form of entertainment, gifts or otherwise, were, or will be offered or given by the Offeror, or any agent or representative of the Offeror to any officer or employee of the City with a view toward securing a recommendation of award or subsequent contract or for securing more favorable treatment with respect to making a recommendation of award.

1.5.6.2 Conflict of Interest. The Offeror warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under the contract resulting from this RFP. The Offeror also warrants that, to the best of its knowledge, no officer, agent, or employee of the City who shall participate in any decision relating to this RFP and the resulting contract currently has, or will have in the future, a personal or pecuniary interest in the Offeror’s business.

1.5.7 Participation/Offeror Preparation: The Offeror may not use the consultation or assistance of any person, firm company who has participated in whole or in part in the writing of these specifications or the Scope of Services, for the preparation of its Proposal or in the management of its business if awarded the contract resulting from this RFP.

1.5.8 Debarment or Ineligibility Compliance: By submitting its Proposal in response to this RFP, the Offeror certifies that (i) it has not been debarred or otherwise found ineligible to receive funds by any agency of the federal government, the State of New Mexico, any local public body of the State, or any state of the United States; and (ii) should any notice of debarment, suspension, ineligibility or exclusion be received by the Offeror, the Offeror will notify the City immediately.

Any Proposal received from an Offeror that is, at the time of submitting its Proposal or prior to receipt of award of a contract, debarred by or otherwise ineligible to receive funds from any agency of the federal government, the State of New Mexico, any local public body of the State, or any state of the United States, shall be rejected.

Upon receipt of notice of debarment of an Offeror awarded a contract as a result of this RFP ("Contractor"), or other ineligibility of the Contractor to receive funds from any agency of the federal government, the State of New Mexico, any local public body of the State, or any state of the United States, the City shall have the right to cancel the contract with the Contractor resulting from this RFP for cause in accordance with the terms of said contract.

1.5.9 Goods Produced Under Decent Working Conditions: It is the policy of the City not to purchase, lease, or rent goods for use or for resale at City-owned enterprises that were produced under sweatshop conditions. The Offeror certifies, by submittal of its Proposal in response to this solicitation, that the goods offered to the City were produced under decent working conditions. The City defines "under decent working conditions" as production in a factory in which child labor and forced labor are not employed; in which adequate wages and benefits are paid to workers; in which workers are not required to work more than 48 hours per week (or less if a shorter workweek applies); in which employees are free from physical, sexual or verbal harassment; and in which employees can speak freely about working conditions and can participate in and form unions. [*Council Bill No. M-8, Enactment No. 9-1998*]

1.5.10 Graffiti Free: When required, the Contractor will be required to furnish equipment, facilities, or other items required to complete these services that are graffiti-free. Failure of the Contractor to comply with this requirement may result in cancellation of the contract resulting from this RFP.

1.6 City Contact: The sole point of contact for this RFP is the City of Albuquerque Purchasing Division. Questions regarding this RFP should be directed to the following Purchasing representative unless otherwise specified in the solicitation. The City Contact will communicate with Offerors through its e-procurement system, Bonfire. Offerors will receive e-mail notifications from Bonfire to the e-mail that the Offeror included in its Bonfire registration. Offerors are responsible for monitoring any communications sent through

Bonfire and responding to any requests for information or directives within stated deadlines. Offerors who fail to abide by this instruction may be deemed nonresponsive.

- David Zamora, Senior Buyer, Department of Finance and Administrative Services, Purchasing Division
- Phone: (505) 768-3866 or E-Mail: david@cabq.gov
- Post Office Box 1293, Albuquerque, New Mexico 87103

1.7 Contract Management: The contract resulting from this RFP will be managed by the Albuquerque Police Department, Criminal Investigations Division.

1.8 Clarification: Any explanation desired by an Offeror regarding the meaning or interpretation of this RFP must be requested in writing not less than ten (10) working days prior to the deadline for the receipt of Proposals to allow sufficient time for a reply to reach all Offerors before the submission of their Proposals. No extension of time will be granted based on the submission of inquiries subsequent to the required date, nor will such inquiries be answered. All inquiries must be directed to the Purchasing Division as stated herein and must be submitted through the City's eProcurement system, Bonfire. **The City will not respond to questions that are submitted by any means other than electronically through the City's eProcurement system**. Oral explanations or instructions given before the award of the contract or at any time will not be binding. Purchasing shall prepare answers to questions in the form of Addenda to this RFP and shall post all such Addenda to the online eProcurement System.

1. 9 Submission of Proposals. The Offeror's Proposal must be submitted **electronically** through the eProcurement system pursuant to the following requirements:

1.9.1 Electronic Copy. Submit your complete Proposal, including all forms, attachments, exhibits, Technical Proposal, Cost Proposal, etc., using the eProcurement System at https://cabq.bonfirehub.com/portal/?tab=openOpportunities. Please allow a minimum of two (2) business days to submit your proposal. If you do not have a username and password, please register, as this is the only method to submit electronically on the Bonfire portal. Please make sure to register on the system in order to receive notices and submit a response to a solicitation. For assistance, please contact support@gobonfire.com or 1-800-354-8010. **Failure to submit your proposal electronically through the City's eProcurement system shall result in your proposal being deemed nonresponsive.**

1.9.2 Format. Each file uploaded to the eProcurement System shall be in a single PDF format unless otherwise indicated. The City's preferred format is Optical Character Recognition (OCR) searchable PDF format. Do not encrypt files, and do not password protect the documents submitted.

1.9.3 ALL PROPOSALS MUST BE RECEIVED BY THE CITY PURCHASING DIVISION AS SPECIFIED HEREIN. IF YOU FAIL TO COMPLY WITH THE SUBMISSION REQUIREMENTS IN THIS SECTION 1.9, THE CITY SHALL DEEM YOUR PROPOSAL

NONRESPONSIVE.

1.9.4 No other methods of Proposal delivery. Neither telephone, facsimile, nor telegraphic Proposals shall be accepted.

1.9.5 Modification. Proposals may be modified or withdrawn only by written notice, provided such notice is received prior to the Proposal Due Date.

1.9.6 Receipt of Proposals. The only acceptable evidence to establish the time of receipt of Proposals by the City Purchasing Office is the time-date stamp of the eProcurement System.

1.9.7 Acknowledgment of Addenda to the Request for Proposals. Receipt of Addenda to this RFP by an Offeror must be acknowledged in the City's eProcurement system. Failure to acknowledge an Addendum may result in your response being deemed non-responsive.

1.10 Modifications to Scope of Services: In the event that sufficient funds do not become available to complete each task in the Scope of Services, the Scope of Services may be amended, based upon the cost breakdown required in the Cost Proposal.

1.11 Required Contract Terms: The Required Contract Terms can be accessed at this link https://www.cabq.gov/dfa/purchasing-division/vendor-services/terms-and-conditions, click on "Request for Proposals Required Contract Terms". The Offeror certifies that it accepts the Required Contract Terms, or has uploaded its exceptions to the Required Contract Terms in the City's e-Procurement system, under "Requested Information" "Exceptions to Section 1.11 Required Contract Terms." Any exceptions shall be identified by the RFP Section, Subsection, and must state the specific exception the Offeror has, as well as any alternative language. The City's receipt of exceptions in a response is not an acceptance of any requested changes to the Required Contract Terms. The Required Contact Terms may differ from the terms in the final contract awarded under this RFP.

1.12 Contract Term: The initial term of the contract resulting from this solicitation is anticipated to have a term of four (4) years with options to renew for up to two (2) renewal periods of two (2) years each. In no event shall the total duration of the contract exceed eight (8) years.

1.13 Evaluation Period: The City reserves the right to analyze, examine, and interpret any Proposal for a period of ninety (90) days after the hour and date specified for the receipt of Proposals. The City reserves the right to extend the evaluation period if it feels, in its sole discretion, that such an extension would be in the best interest of the City.

1.14 Evaluation Assistance: The City, in evaluating Proposals, reserves the right to use any assistance deemed advisable, including City contractors and consultants.

1.15 Rejection and Waiver: The City reserves the right to reject any or all Proposals and to waive informalities and minor irregularities in Proposals received.

1.16 Award of Contract:

1.16.1 When Award Occurs: Award of contract occurs when a Purchase Order is issued or other evidence of acceptance by the City is provided to the Offeror. A Recommendation of Award does not constitute an award of contract.

1.16.2 Award: If a contract is awarded, it shall be awarded to the responsive and responsible Offeror whose Proposal conforming to this RFP will be most advantageous to the City as set forth in the Evaluation Criteria.

1.17 Cancellation: This RFP may be canceled for any reason, and any and all Proposals may be rejected in whole or in part when it is in the best interests of the City.

1.18 Negotiations: Negotiations may be conducted with the Offeror(s) recommended for award of contract.

1.19 City-Furnished Property: No material, labor, or facilities will be furnished by the City unless otherwise provided for in this RFP.

1.20 Public Records:

1.20.1 The Purchasing Division's procurement file and any documents relating to this RFP, including the Proposals submitted by Offerors, shall be open to public inspection in accordance with applicable law after the recommendation of award of a contract has been approved by the Mayor or the Mayor's designee.

1.20.2 An Offeror who chooses to submit material they consider a "Trade Secret" must do so in a segregated file clearly designated as containing trade secrets both in the file name and within the contents of the file itself. These segregated files are to be used by the City for reference only. An Offeror's failure to segregate such materials constitutes a failure to reasonably, under the circumstances, maintain the materials' secrecy, and the Offeror indemnifies and holds the City harmless for any and all liability resulting from the disclosure of any materials not segregated as described above.

1.20.3 If an Offeror submits with a proposal material required by law to be kept confidential, the Offeror must segregate such material in a separate file. Such a file should be clearly designated as "Legally Confidential" in both the file name and within the contents of the file. The contents of the file must include a description and citation to the legal basis for why the material must be kept confidential. Failure to segregate the material and describe the legal basis for why it is to be kept confidential may result in the information being disclosed. Designating the entire proposal confidential is not acceptable without providing the legal basis, and may result in the information being disclosed. Offeror indemnifies and holds the City harmless for any and all liability resulting from such disclosure, resulting from information not segregated as described above.

1.20.4 Pricing, makes and models, or catalog numbers of items offered, delivery terms, and terms of payment shall not be designated as trade secrets or required to be kept confidential by law.

1.20.5 The City will endeavor to restrict the release of material segregated and designated as "Trade Secret" or "Legally Confidential to only those individuals involved in the review and analysis of the Proposals, and to any other party as required by law or court order. Under the New Mexico Inspection of Public Records Act (Sections 14-2-1 et seq, NMSA 1978) ("Act"), the City may redact trade secrets and other material required to be kept confidential by law, but may not redact proprietary or confidential information. Any Proprietary or Confidential Data provided as part of a Proposal is subject to public inspection under the Act. **Notwithstanding any provision of this RFP, the City shall not be responsible or liable to the Offeror for any disclosure of records required by the Act or an order of a court or other tribunal with jurisdiction over the City.**

1.21 Procurement Preferences: A Pay Equity Preference as provided in Section 5-5-31 R.O.A. 1994 (as amended by C/S O-17-33) and the State Preferences as provided in 13-1-21 NMSA 1978 are applicable to this solicitation. To request the application of a preference, as applicable, the Offeror shall submit with its Proposal a City Pay Equity Preference Form or the New Mexico State Certification for the requested preference.

1.22 Request for Proposals Protest Process:

1.22.1 RFP Documents: If the protest concerns the specifications for the RFP or other matters pertaining to the solicitation documents, the protest must be filed with the Chief Procurement Officer no later than 5:00 p.m., ten (10) business days prior to the deadline for the receipt of Proposals.

1.22.2 Recommendation of Award: If the protest concerns the Recommendation of Award, the protest must be filed with the Chief Procurement Officer no later than 5:00 p.m. of the tenth (10^{th}) business day after the receipt of notice of the Recommendation of Award.

1.22.3 Timely Protests: Protests must be received by the Chief Procurement Officer prior to the appropriate deadline as set out herein, or they will be rejected. The Chief Procurement Officer may waive the deadline for good cause, including a delay caused by the fault of the City. Late delivery by the U.S. Postal Service or other carrier shall not be considered good cause.

1.22.4 How to File a Protest: Any Offeror who is aggrieved in connection with a competitive solicitation or recommendation of award of a contract may protest to the City Chief Procurement Officer. The protest shall be addressed to the Chief Procurement Officer, must be submitted in written form, and must be legible. Protests may be electronically delivered via email or mailed. Facsimile, telephonic, telegraphic, or any other type of electronic protests will not be accepted.

1.22.5 Required Information: The protest shall contain at a minimum the following:

1.22.5.1 The name and address of the protesting party;

1.22.5.2 The number of the competitive solicitation;

1.22.5.3 A clear statement of the reason(s) for the protest detailing the provisions believed to have been violated;

1.22.5.4 Details concerning the facts which support the protest;

1.22.5.5 Attachments of any written evidence available to substantiate the claims of the protest; and

1.22.5.6 A statement specifying the ruling requested.

1.22.6 Delivery of Protests:

1.22.6.1 By Mail: Protests may be mailed in an envelope marked "PROTEST" with the solicitation number. Protests which are mailed should be addressed as follows:

Chief Procurement Officer
City of Albuquerque, Purchasing Division
P.O. Box 1293
Albuquerque, NM 87103
PROTEST, RFP Number

1.22.6.2 By Electronic Mail: Protests may be emailed to:

Kathleen Oney, Chief Procurement Officer
koney@cabq.gov

The message should clearly indicate "PROTEST" and the RFP number in the subject line.

1.22.7 Protest Response by Chief Procurement Officer: The Chief Procurement Officer will, after evaluation of a protest, issue a response. Only the issues outlined in the written protest will be considered by the Chief Procurement Officer.

1.22.8 Protest Hearing: If a hearing is requested, the request must be included in the protest and received within the time limit. Only the issues outlined in the protest will be considered by the Chief Procurement Officer, or may be raised at a protest hearing. The granting of a hearing shall be at the discretion of the Chief Procurement Officer following review of the request.

1.23 Insurance

1.23.1 General Conditions: The City will require the successful Offeror, referred to as the Contractor, to procure and maintain at its expense during the term of the contract resulting from the RFP, insurance in the kinds and amounts hereinafter provided with insurance companies authorized to do business in the State of New Mexico, covering all operations of the Contractor under the contract. Upon execution of the contract and on the renewal of all coverages, the Contractor shall

furnish to the City a certificate or certificates in form satisfactory to the City, as well as the rider or endorsement showing that it has complied with these insurance requirements. All certificates of insurance shall provide that thirty (30) days of written notice be given to the Risk Manager, Department of Finance and Administrative Services, City of Albuquerque, P.O. Box 470, Albuquerque, New Mexico, 87103, before a policy is canceled, materially changed, or not renewed. Various types of required insurance may be written in one or more policies. With respect to all coverages required other than professional liability or workers' compensation, the City shall be named an additional insured. All coverages afforded shall be primary with respect to operations provided.

1.23.2 Approval of Insurance: Even though the Contractor may have been given notice to proceed, it shall not begin any work under the contract resulting from this RFP until the required insurance has been obtained and the proper certificates (or policies) are filed with the City. Neither approval nor failure to disapprove certificates, policies, or insurance by the City shall relieve the Contractor of full responsibility to maintain the required insurance in full force and effect. If part of the contract is sublet, the Contractor shall include any or all subcontractors in its insurance policies or require the subcontractor to secure insurance to protect itself against all hazards enumerated herein, which are not covered by the Contractor's insurance policies.

1.23.3 Coverage Required: The kinds and amounts of insurance required are as follows:

1.23.3.1 Commercial General Liability Insurance. A commercial general liability insurance policy with combined limits of liability for bodily injury or property damage as follows:

$2,000,000	Per Occurrence
$2,000,000	Policy Aggregate
$1,000,000	Products Liability/Completed Operations
$1,000,000	Personal and Advertising Injury
$ 5,000	Medical Payments

Said policy of insurance must include coverage for all operations performed for the City by the Contractor, and contractual liability coverage shall specifically insure the hold harmless provisions of the contract resulting from this RFP.

1.23.3.2 Automobile Liability Insurance. A comprehensive automobile liability insurance policy with liability limits in amounts not less than $1,000,000 combined single limit of liability for bodily injury, including death, and property damage in any one occurrence. The policy must include

coverage for the use of all owned, non-owned, hired automobiles, vehicles, and other equipment both on and off work.

1.23.3.3 Workers' Compensation Insurance. Workers' compensation insurance policy for the Contractor's employees, in accordance with the provisions of the Workers' Compensation Act of the State of New Mexico (the "Act"). If the Contractor employs fewer than three employees and has determined that it is not subject to the Act, it will certify, in a signed statement, that it is not subject to the Act. The Contractor will notify the City and comply with the Act should it employ three or more persons during the term of the contract resulting from this RFP.

1.23.3.4 Professional Liability (Errors and Omissions) Insurance. Professional liability (errors and omissions) insurance in an amount not less than $1,000,000 combined single limit of liability per occurrence with a general aggregate of $1,000,000.

1.23.4 Increased Limits: During the life of the contract, the City may require the Contractor to increase the maximum limits of any insurance required herein. In the event that the Contractor is so required to increase the limits of such insurance, an appropriate adjustment in the contract amount will be made.

1.23.5 Additional Insurance: The City may, as a condition of award of a contract, require a successful Offeror to carry additional types of insurance. The type and limit of additional insurance are dependent upon the type of services provided via the contract by the successful Offeror.

1.24 Pay Equity Documentation. All Proposals shall include a Pay Equity Reporting Form that can be accessed at https://www.cabq.gov/gender-pay-equity-initiative. Offerors who believe they are exempt because they are an out-of-state contractor (meaning that you have no facilities and no employees working in New Mexico) are not required to report data, but must still submit a Pay Equity Reporting Form with the box verifying the exempt status checked. **Any Proposal that does not include a Pay Equity Reporting Form shall be deemed nonresponsive, as stated in the Public Purchases Ordinance, 5-5-31.** A Pay Equity Reporting Form will be automatically issued within two (2) business days of completing your information at the link above. To ensure you have your form before the deadline for solicitation closes, please access the link at least three (3) business days prior to the solicitation deadline. Please contact the “City Contact” identified above in Section 1.6 with any questions about the Pay Equity Reporting Form.

PART 2

PROPOSAL FORMAT

A "Proposal" consists of two distinct sections—a "Technical Proposal" and a "Cost Proposal"—that are submitted separately in Bonfire. Failure to submit the Technical Proposal and Cost proposal separately shall result in the City deeming your submission non-responsive.

2.1 Technical Proposal Format, Section One

The Offeror shall submit its Technical Proposal in the City's e-procurement system, Bonfire, identifying the Sections below in the order requested. The sections will clearly identify the information that Offerors are required to provide in order for their proposals to be deemed responsive.

2.1.1 Offeror Identification: State the name and address of your organization or office and the nature of the organization (individual, partnership, or corporation, private or public, profit or non-profit). Subcontractors, if any, must be identified similarly. Include the name, email address, and telephone number of the person(s) in your organization authorized to execute the contract resulting from this RFP. Submit a statement of compliance with all laws stated herein. Submit a statement of agreement to the Required Contract Terms; state exceptions as directed in Section 1.11. Show receipt of Addenda if applicable. Provide a statement or show the ability to carry the insurance specified.

2.1.2 Experience:

2.1.2.1 Current Experience. Describe the Offeror's organizational experience in delivering domestic violence advocacy, trauma-informed care, or related victim services. Include qualifications and experience of key staff and any subcontractors. Submit résumés for all individuals who will provide direct services or oversee the contract.

2.1.2.2 Past Experience. Provide at least two (2) examples of comparable programs or contracts carried out in the past three to five (3–5) years. Include the name of the contracting entity, a brief description of services provided, the year(s) services were performed, and a reference letter or contact person for each. DO NOT use City employees or any City elected officials as a reference. The City will not contact and will not assign any evaluation points for references from City employees or elected officials. State relevant experience with other municipalities or government entities.

2.1.3 Proposed Approach to Tasks: Discuss in detail your proposed approach to providing the services described in Part 3, Scope of Services. Include a narrative that explains how staff will be allocated to support key service components such as crisis response, legal advocacy, court accompaniment, and walk-in support. If applicable, Offerors may include a staffing plan or schedule to demonstrate capacity to meet response time requirements and service volume.

2.1.4 Management Summary: Describe the roles and responsibilities of individual staff and any subcontractors, including lines of supervision and coordination with the City of Albuquerque and the Albuquerque Police Department. Clearly identify who will oversee day-to-day operations, who will serve as the primary point of contact for the City, and how the organization will ensure continuity of services. Include a description of organizational resources and infrastructure that will support successful contract performance.

Cost Proposal Format, Section Two

2.2.1 Total Cost: Offerors shall submit a Task-Based Cost Proposal using the structure provided in Appendix A. Proposals must include estimated quantities, unit rates, and extended totals for each identified service area based on the initial four (4) year term of the contract. The cost proposal must be submitted separately from the Technical Proposal via the City's eProcurement system (upload Appendix A in the City's eProcurement system). Failure to submit your cost separately from your Technical Proposal shall result in your proposal being deemed non-responsive.

Note: The City may renew the contract for up to four (4) years beyond the initial term. However, pricing submitted at this time should only reflect the initial four (4) year contract period. The City reserves the right to request revised pricing for any renewal periods.

2.2.2 The Cost Proposal shall, at a minimum, contain the following information:

2.2.2.1 Task or service description

2.2.2.2 Unit of measure (e.g., hour session, call).

2.2.2.3 Estimated annual quantity

2.2.2.4 Unit Rate

2.2.2.5 Annual total and four (4) year total

2.2.3 All Costs: All costs to be incurred and billed to the City should be described by the Offeror for each item, to allow for a clear evaluation and comparison, relative to other Proposals received. All costs should include any applicable gross receipts taxes. The Offeror should understand that the City will not pay for any amounts not included in the cost Proposal -- for example, insurance or taxes -- and that liability for items not included remains with the Offeror.

2.2.5 An example of the preferred format is attached to this RFP, Appendix A. Your response to this section will be used in performing a cost/price analysis.

PART 3
SCOPE OF SERVICES

The awarded Proposer ("Contractor") shall perform the following services ("Services") in a satisfactory and proper manner, subject to the City's sole discretion and determination:

3.1 The Contractor is the first point of contact for victims, regardless of the offense level in a domestic violence case. The Contractor shall provide adequate staffing to accommodate all Domestic Violence victims who enter the Family Advocacy Center (FAC) facility, requiring services to include all scheduled appointments and walk-ins. Counseling therapists shall also be available on staff. Individuals seeking assistance shall be seen within sixty (60) minutes of arrival. If unable to meet this requirement, the delay shall be reported to the Commander of the FAC and/or their Designee. The facility's service hours are 8:00 AM to 5:00 PM MT, Monday through Friday.

3.2 In the role of domestic violence victim advocates ("Victim Advocates"), the Contractor shall work in close coordination with Albuquerque Police Department (APD) Officers to provide comprehensive law enforcement services to victims of domestic violence, sexual assault, and stalking. Victim Advocates shall assist APD Officers in the investigation of stalking and felony domestic violence cases to ensure a consistent and high-quality continuum of care to the victims of crime.

3.3 The Contractor shall strengthen legal advocacy service programs for domestic violence victims by responding to crime scenes with APD officers and providing immediate, on-the-spot crisis prevention services. This includes an explanation of their legal rights and providing information and referrals. The Contractor shall respond within sixty (60) minutes of being dispatched. If the sixty (60) minute response time cannot be met, the delay shall be reported to the Commander of the FAC and/or their Designee. On-call services shall be available twenty-four (24) hours a day, seven (7) days a week.

3.4 The Contractor shall assist in preparing Petitions for Orders of Protection and Emergency Orders of Protection; support the service of these Orders; provide advocacy for victims throughout the court hearing process; and monitor compliance with issued Court Orders.

3.5 The Contractor shall provide the City monthly written reports by the 15th of each month. The reports shall include details of the services provided, demographic information for the victims served, and the outcomes of those services.

3.6 The Contractor shall advise and conduct training for Officers and Civilians who work with and counsel victims of domestic violence and/or abuse. The Contractor shall also advise on all current information and trends in reference to law enforcement practices related to domestic violence and shall meet annually with the APD Academy staff.

3.7 Policies and Procedures on Maintaining Drug-Free Facilities. The Contractor shall maintain a formally adopted, board-approved set of policies and procedures for drug-free facilities. A copy of these Policies and Procedures shall be submitted in Bonfire..

3.8 Assurance of Drug-Free Facilities. The Contractor shall require all providers of Services under this Agreement to comply with its drug-free facilities policies and procedures and shall provide the City with written assurances of this commitment in Bonfire.

3.9 City Responsibilities. The City shall provide the following to assist the Contractor in providing services in a satisfactory manner:

3.9.1 Office space- The City shall make available office space within an Albuquerque Police Department office located at the Family Advocacy Center, 625 Silver SW, Albuquerque, NM

3.9.2 Vehicles and Maintenance- The City shall provide two (2) vehicles and one (1) van or SUV (collectively, the "Vehicles"), along with regular maintenance for use by Victim Advocates in performing the Services. The Vehicles will be appropriately sized to transport families and some of their personal belongings. Each Vehicle shall be equipped with a flashlight and a child car seat. Victim Advocates may use the Vehicles to transport Victims to court, shelters, and hospitals.

The Contractor shall be liable for any damage to the Vehicles that occurs while they are in use by the Contractor, its employees, or agents. The Contractor shall also ensure that all personnel operating the Vehicles obtain and maintain valid City Operator Permits through the City's Risk Management Division after award.

3.10 The Contractor shall submit copies of each Therapist's credentials in Bonfire.

3.11 Invoicing shall be submitted on a monthly basis

PART 4

EVALUATION OF PROPOSALS

4.1 Selection Process. The Mayor of Albuquerque shall name, for the purpose of evaluating the Proposals, an Ad Hoc Advisory Committee. On the basis of the evaluation criteria established in this RFP, the committee shall submit to the Mayor a list of qualified firms in the order in which they are recommended. Proposal documentation requirements set forth in this RFP are designed to provide guidance to the Offeror concerning the type of documentation that will be used by the Ad Hoc Advisory Committee. Offerors should be prepared to respond to requests by the Purchasing Office on behalf of the Ad Hoc Advisory Committee for oral presentations, facility surveys, demonstrations or other areas deemed necessary to assist in the detailed evaluation process. Offerors are advised that the City, at its option, may award this request on the basis of the initial Proposals.

4.1.1 Selection of Finalist Offerors (If Applicable). The Ad Hoc Advisory Committee may select Finalist Offerors (also known as the "short list"). The Purchasing Office will notify the Finalist Offerors. Only Finalist Offerors will be invited to participate in the subsequent steps of the procurement if this Finalist process is used.

4.1. 2. Oral Presentation or Demonstrations by Finalists (If Applicable). Finalist Offerors may be required to present their proposals to the Ad Hoc Advisory Committee ("Oral Presentation"). The Purchasing Office will schedule the time for each Finalist Offeror's presentation. All Finalist Offeror Oral Presentations will be held remotely via Zoom unless notified otherwise. Each Oral Presentation will be limited to one (1) hour in duration unless notified otherwise. NOTE: The scores from the initial proposal evaluation will only carry over to the Oral Presentation evaluation in the case of a tie score after Oral Presentations.

4.2 Evaluation Criteria. The following general criteria, not listed in order of significance, will be used by the Ad Hoc Advisory Committee in recommending contract award to the Mayor. The Proposal factors will be rated on a scale of **0-1000** with weight relationships as stated below.

4.2.1 Evaluation Factors:

200 --The Offeror's detailed approach to meet the objectives of each task, activity, etc. as outlined in the scope of work.

300 -- Experience and qualifications of the Offeror and personnel as shown on staff resumes to perform tasks described in Part 3, Scope of Services.

100 --The Offeror's demonstrated performance on similar victim advocacy or social service programs, including past success in meeting service delivery goals, responsiveness to client needs, and collaboration with public sector partners

300 -- The overall ability of the Offeror, as judged by the evaluation committee, to successfully complete the project. This judgment will be based upon factors such as the project management plan and availability of staff and resources.

100 -- Cost Proposal – The costs proposed by the Contractor as described in Section 2.2 of this RFP to perform the tasks listed in Part 3, Scope of Services. The evaluation of this section will occur after the technical evaluation, based on a cost/price analysis.

4.2.2 Cost/Price Factors: The evaluation of cost factors in the selection will be determined by a cost/price analysis using your proposed figures. Please note that the lowest cost is not the sole criterion for recommending contract award.

4.2.3 Cost Evaluation. The cost/price evaluation will be performed by the City Purchasing Division or designee. A preliminary cost review will ensure that each Offeror has complied with all cost instructions and requirements. In addition, Proposals will be examined to ensure that all proposed elements are priced and clearly presented. Cost Proposals that are incomplete or reflect significant inconsistencies or inaccuracies will be scored accordingly or may be rejected by the Ad Hoc Advisory Committee if lacking in information to determine the value/price/cost relative to the services proposed.

Cost Proposal Format

Below is an example of the format to be used. Fillable copies of the form shall be available in Bonfire in “Public Files”.

Appendix A					
Task/Service Description	**Unit**	**Est. Annual Qty**	**Unit Rate**	**Annual Total**	**4-Year Total**
In-person victim advocacy	Hour			$0.00	$0.00
On-call 24/7 crisis response	Call			$0.00	$0.00
Counseling/therapy sessions	Session			$0.00	$0.00
Legal advocacy & court accompaniment	Hour			$0.00	$0.00
Monthly report preparation/Administrative	Month			$0.00	$0.00
TOTAL ESTIMATED COSTS				$0.00	$0.00

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2.1.1. Offeror Identification

State the name and address of your organization or office and the nature of the organization (individual, partnership, or corporation, private or public, profit or non-profit). Subcontractors, if any, must be identified similarly. Include the name, email address, and telephone number of the person(s) in your organization authorized to execute the contract resulting from this RFP. Submit a statement of compliance with all laws stated herein. Submit a statement of agreement to the Required Contract Terms; state exceptions as directed in Section 1.11. Show receipt of Addenda if applicable. Provide a statement or show the ability to carry the insurance specified.

The Domestic Violence Resource Center (DVRC, Inc.) is a 501c3 non-profit organization (EIN #85-0439226) located at 625 Silver Ave SW #326, Albuquerque, NM 87102. Glenn St. Onge, Executive Director, is the authorized person to execute the contract resulting from this RFP and can be reached at glenn@dvrcnm.org or via phone at (505) 263-2136.

DVRC does not currently work with subcontractors who will be used to execute this contract. If additional support is needed to maintain 24 hours, 7 day a week response though, we will work with private individual contractors to maintain our crisis helpline and will provide the name and address of these supports to the City of Albuquerque if utilized.

DVRC complies with all laws stated herein.

DVRC agrees to the Required Contract Terms without exceptions.

We have received the following RFP Addenda: Addendum #1, Addendum #2, and Addendum #3.

DVRC meets the insurance requirements detailed in the RFP.

2.1.2 Experience

2.1.2.1 Current Experience: *Describe the Offeror's organizational experience in delivering domestic violence advocacy, trauma-informed care, or related victim services. Include qualifications and experience of key staff and any subcontractors. Submit résumés for all individuals who will provide direct services or oversee the contract.*

DVRC is a registered 501c3 nonprofit which was founded in 1996 to provide free, holistic support for those facing domestic violence across the greater Albuquerque area. In the nearly 30 years since, DVRC has continued to intervene when interpersonal violence occurs; ultimately providing a healthier future for tens of thousands of survivors. Our mission is *"to empower victims to become survivors and thrivers by ending the cycle of domestic violence, sexual assault and stalking permanently by intervening where abuse occurs, advocating and providing resources for protection and safety, restoring self-esteem and strengthening the human spirit."*

DVRC is unique in our approach, offering an end-to-end service model that supports survivors and their dependents from the moment of crisis and beyond through comprehensive victim advocacy, case

management, education, and support groups on their paths to safety and self-sustainability. We have experience providing the following:

- **Field Advocacy:** As the only organization in the region that deploys civil responders to active domestic violence disputes, DVRC's Advocates ensure that victims receive immediate, trauma-informed care at the scene of a crisis. Available 24 hours a day, 7 days per week, Advocates accompany the Albuquerque Police Department and Bernalillo County Sheriff's Office to calls, where they focus solely on helping the victim. During these highly emotional situations, Advocates provide crucial services, including emotional support, safety planning, and access to confidential mobile phones provided by DVRC. They can help victims work with our office to obtain emergency protective orders, secure safe shelter with a partner site, and more.
- **Crisis Helpline:** DVRC staffs a crisis helpline 24 hours, 7 days per week. Through this helpline, we can dispatch field advocates, set up appointments, contact emergency services, and more.
- **In-Person Advocacy:** By appointment and through walk-ins, DVRC Advocates provide one-on-one advocacy, including access to basic needs, help obtaining protective orders, and support navigating the often-complex legal system. These advocates will, when requested, accompany clients to legal hearings.
- **Case Management:** After receiving in-person advocacy, clients take part in confidential interviews and then work with their assigned Advocate for an additional three to six months to meet long-term needs and goals, including securing legal aid, employment assistance, housing, public assistance applications, medical care, and more.
- **Support Groups/Education:** Support groups foster a sense of community and belonging, while education programs, such as our financial empowerment and literacy training, provide survivors with the essential tools they need to not just survive, but to thrive.
- **Community Outreach:** Staff speak publicly, table at events, and provide community workshops/trainings that aim to prevent future domestic violence by raising awareness of what it is, how to identify it, and what local resources are available.

Surveys from our clients in 2024 showed the impact of our work:

- **100%** shared that support groups have met or exceeded all expectations.
- **100%** shared they would strongly recommend DVRC if a friend needed support.
- **89%** agreed that, because of DVRC's services, they are more hopeful about the future.

Our leadership team includes:

- **Glenn St. Onge, Executive Director:** Glenn joined DVRC in April 2024. He retired from the Albuquerque Police Department as a Lieutenant with 21+ years of experience and has extensive field and investigatory experience as a supervisor for Sex Crimes, Crimes Against Children, Child Exploitation, Crisis Intervention, and Violent Crimes. He also is a Navy veteran, having received numerous awards across many overseas deployments, and has nearly a decade of experience in the security industry. Glenn oversees the staff of DVRC, guides the organization's growth and is committed to providing the highest quality of service to the citizens of Albuquerque.
- **María Cahueñas, Director of Victim Services:** Maria was born and raised in Quito, Ecuador, where she completed her studies in Clinical Psychology at Universidad de San Francisco de

Quinto. In 2016 she moved to Albuquerque and began working with child victims of trauma. She realized that most of the children she supported lived in homes where domestic violence was a daily reality. This realization brought her to DVRC, where she works daily with those in need, aiding in the mission to break the cycle of domestic violence. She oversees the Victim Services Department, including field advocate response, office-based crisis advocacy, and the crisis phone line.

- **Donnie Moosher, Executive Administrator:** Originally from West Texas, Donnie brings many years of experience in administrative support to DVRC. She loves the role she plays within the organization—supporting a team that works for an amazing cause.

Resumes for all individuals who will provide direct services, including our Victim Advocates, through this contract have been attached to the end of this Technical Proposal.

2.1.2.2 Past Experience: *Provide at least two (2) examples of comparable programs or contracts carried out in the past three to five (3–5) years. Include the name of the contracting entity, a brief description of services provided, the year(s) services were performed, and a reference letter or contact person for each. DO NOT use City employees or any City elected officials as a reference. The City will not contact and will not assign any evaluation points for references from City employees or elected officials. State relevant experience with other municipalities or government entities.*

1. Crime Victims Reparations Commission: DVRC has held contracts with the Crime Victims Reparations Commission (CVRC) for many years to provide services—Victim Advocacy, Legal Advocacy, Case Management, Referrals, Education, Support Groups, and more—for survivors of domestic violence and their families. Contracts held in recent years include federal passthrough and state funds:

- **Victims of Crime Act (VOCA):** DVRC has worked with CVRC to execute VOCA contracts in FY23, FY24, FY25, and now FY26. Our deliverable activities have included providing field advocates to accompany APD to domestic violence calls, providing victim advocacy via phone and in-person, and offering case management including medical services, housing, job opportunities, etc.
- **S.T.O.P. Violence Against Women Act (VAWA):** DVRC is began working with CVRC on a FY26 VAWA contract in July, expanding our Victim Advocacy capacity, enrolling clients in our Financial Empowerment and Literacy Services, increasing Case Management, and expanding our volunteer program.
- **State Domestic Violence Services:** DVRC just executed our State Domestic Violence Services contract with CVRC for FY26 and will provide wraparound services to 114 victims directly through these funds.

For more information, please contact our reference: Kristin Wood-Hegner, CVRC Grant Administrator, at kristin.wood-hegner@cvrcnm.gov.

2. New Mexico Children, Youth, and Families Department: DVRC has held contracts with the Children, Youth, and Families Department (CYFD) since at least 2019, providing our services to survivors and their children to help them maintain independent lives away from their abusers. We currently hold a 3-year

contract (2025 – 2027) to provide Domestic Violence Services and Family Violence and Prevention Services. Deliverables include providing in-person survivor services to 6,600 survivors and their children, answering 12,000 helpline calls, and providing community education to 900+ community members across the 36-month grant period.

For more information, please contact our reference: Corine Martinez at corine.martinez@cyfd.nm.gov

2.1.3. Proposal Approach to Tasks

Discuss in detail your proposed approach to providing the services described in Part 3, Scope of Services. Include a narrative that explains how staff will be allocated to support key service components such as crisis response, legal advocacy, court accompaniment, and walk-in support. If applicable, Offerors may include a staffing plan or schedule to demonstrate capacity to meet response time requirements and service volume.

In line with Part 3, *Scope of Services*, DVRC will allocate staff and execute work in the following ways:

- 3.1 — DVRC currently works with eleven Victim Advocates (ten full-time, one part-time) on site at the Family Advocacy Center who are in-office between 8:00 AM and 5:00 PM Monday through Friday. Each Advocate has a case load of approximately 10 clients at a time, who they work with from intake and advocacy through case management and discharge, with the availability for walk-ins to be seen within an hour as needed. While we do not have counseling therapists on staff, allowed as per Addendum #3, we do refer clients to three counseling partners (detailed more in the Therapist Credential Explanation Bonfire attachment). DVRC has recently restructured our staffing to best provide Victim Advocacy and Case Management, combining these two departments into one. Now, when a client is assigned to an Advocate, they build trust with that one individual who provides both short-term advocacy and long-term case management; allowing for a seamless connection to long term safety planning and services.
- 3.2 — DVRC has a long history of working with APD, supporting their investigation of stalking and felony domestic violence cases to ensure a consistent and high-quality continuum of care to the victims of crime. Our Advocates work with APD to provide field advocacy when called to the scene of a dispute, file orders of protection for clients from their abusers, coordinate services, and provide trainings to APD officers on working with victims of domestic violence.
- 3.3 — DVRC strengthens legal advocacy services as the only provider that accompanies APD to the scene of domestic violence disputes, providing on-the-spot crisis prevention services. This includes providing information, referrals, prepaid cell phones, and transportation to safe shelter. These survivors are also scheduled for follow up appointments with Victim Advocates. During our 8:00 AM to 5:00PM office hours, DVRC's eleven Victim Advocates will rotate who is available to respond to the scene of a crime when called. This will be done by keeping one day a week per Advocate free from scheduled meetings, leaving them available for walk-ins or field response. We will respond within the 60-minute required time and will report to the Commander of the FAC if there are delays. During non-office hours, on-call Victim Advocates will respond to calls from APD and report to the scene of the crime. These on-call Victim Advocate positions are currently held by part-time staff members, but if additional coverage is needed DVRC will either increase the number of positions or bring in subcontractors to ensure 24/7 coverage.

- 3.4 — Victim Advocates help clients prepare Petitions for Orders of Protection and Emergency Orders of Protection through appointments or walk-ins. Then, we support the service of these Orders, monitor compliance, and can provide advocacy for victims throughout the court hearing process; with their assigned Victim Advocate available to attend and assist with transportation as requested. Finally, we refer clients to our partner New Mexico Legal Aid for additional legal advice as needed.
- 3.5 — Our Victim Advocates utilize the CAP60 case management and client service database to input notes, track services, monitor referrals, and more. Using this platform, DVRC's Director of Victim Services will pull monthly details of services provided, demographic information of victims served, and service outcomes. These will then be compiled for the City's monthly written reports.
- 3.6 — DVRC's Executive Director and Victim Advocates can provide comprehensive training for Officers and Civilians who work with victims, using our deep knowledge and experience providing services to this population. Our Executive Director is a former APD officer himself and provides trainings throughout the year to new and existing officers using domestic violence best practices. If awarded, he will advise on current information/trends and meet annually with the APD Academy staff.
- 3.7 — DVRC maintains formally adopted, board-approved policies and procedures. We included the portion of our employee/volunteer handbook detailing the drug-free facilities rules in Bonfire.
- 3.8 — DVRC ensures that all providers of Services under this agreement will comply with the drug-free facilities policy detailed above, and we have additionally attached this assurance in Bonfire.
- 3.9 — DVRC would work with the City to continue utilizing Family Advocacy Center office space if awarded and, if available, City vehicles.
- 3.10 — We have submitted an explanation of our plan to provide counseling to clients using approved language detailed in Addendum #3, listing our three partner providers' information, in place of the Therapist's credentials attachment in Bonfire.
- 3.11 — DVRC's Executive Director and Accountant will work to submit monthly invoices to the City.

Staffing Plan:

- Monday – Friday, 8am – 5pm: Eleven Victim Advocates staff DVRC's office at the Family Advocacy Center, providing advocacy and case management. Each Advocate spends one day each week free of meetings, leaving availability for field response, helpline support, and walk-in victims (approximately two advocates available for this per weekday).
- Monday – Friday, 5pm – 8am, and Weekends: DVRC's three on-call Victim Advocates rotate coverage, responding to all field response needs and crisis hotline calls. If additional support is needed to cover these hours, DVRC will hire additional on-call staff and/or work with private individual contractors.

2.1.4. Management Summary

Describe the roles and responsibilities of individual staff and any subcontractors, including lines of supervision and coordination with the City of Albuquerque and the Albuquerque Police Department.

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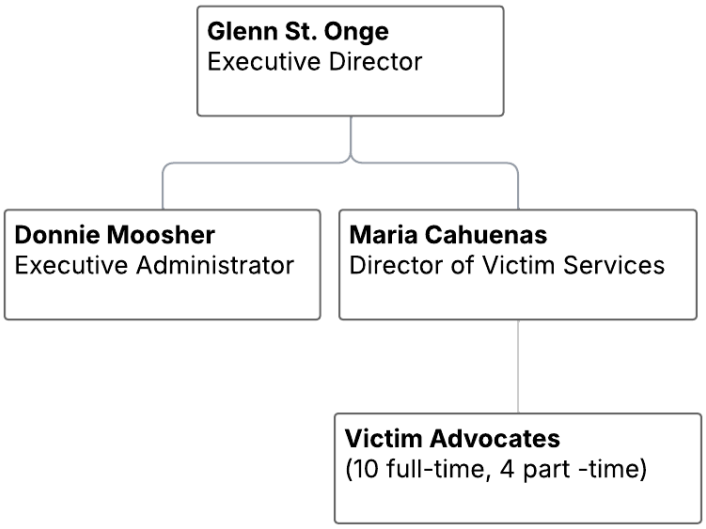
Clearly identify who will oversee day-to-day operations, who will serve as the primary point of contact for the City, and how the organization will ensure continuity of services. Include a description of organizational resources and infrastructure that will support successful contract performance.

DVRC currently operates with a staff of seventeen, including thirteen full-time and four part-time employees. The below organizational chart shows the lines of supervision for our staff roles:



Staff in the following roles will execute this contract, ensuring continuity of services for survivors throughout the contract period:

- **Executive Director (Primary Point of Contact for City):** Oversees DVRC's overall operations, contract compliance, community education, and fundraising activities. Will be responsible for maintaining lines of supervision and coordination with the City of Albuquerque and Albuquerque Police Department to execute the work outlined in this proposal and ensure continuity of services.
- **Executive Administrator**: Oversees the administrative responsibilities of DVRC, including direct support for our Executive Director and Director of Victim Services.
- **Director of Victim Services (Oversees day-to-day operations):** Manages direct services including Victim Advocacy, Case Management, and Legal Accompaniment.
- **Victim Advocates:** Eleven Victim Advocates provide field advocacy, answer helpline calls, offer in-person advocacy appointments, and administer case management. Additionally, some of DVRC's advocates run support groups and continuing education for clients.
- **On-Call Victim Advocates:** Three Victim Advocates are available on-call during non-office hours (between 5pm and 7am on weekdays, and 24 hours on Saturday and Sunday), and able to provide services as needed.

Through this staffing model, DVRC will provide services 24/7 and ensure that clients receive professional, trauma-informed, compassionate care.

Organizational Resources/Infrastructure:

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With nearly thirty years of operational history, DVRC has the resources and infrastructure to execute this contract and provide high-quality services to survivors and their families. We have honed our processes, procedures, and services into an efficient and compassionate model, working end-to-end to support community members as they gain the resources and support needed to thrive.

In April 2024, we welcomed a new Executive Director, Glenn St. Onge, who has built upon these historical successes by streamlining workflows, increasing capacity, expanding our board, and honing focus on additional fundraising. For example, we updated our technological suite, including switching to the robust case management software CAP60, which has streamlined intakes (now taking less than half the time they did with our previous system). By improving efficiency on the backend, we allow our staff to be more present and effective in providing direct survivor services to those in need.

DVRC is proud to play a leading role in a network of organizations dedicated to supporting survivors of domestic violence in our state. Through partnerships and strategic collaboration, we enhance the effectiveness of our programs and ensure survivors receive comprehensive, trauma-informed care. Our offices are located at the Family Advocacy Center in Albuquerque, and DVRC if the first point of contact for over 60% of those seeking assistance. After providing an intake and setting survivors up with DVRC's services, our Victim Advocates can then directly connect survivors to a range of specialized service providers, if necessary, both on site at the Center and off-site in the community.

Additionally, while we serve survivors of all backgrounds, we focus on reaching underserved populations. We employ English/Spanish bilingual victim service staff and utilize language services to accommodate clients of all linguistic backgrounds. Many staff members are survivors of Domestic Violence themselves with the ability to offer peer support. All staff receive extensive training in cultural competency and population-specific services. Upon hiring, advocates complete 40 hours of training through the New Mexico Coalition to End Domestic Violence, followed by annual continuing education to maintain and expand their expertise. Additionally, the entire staff engages in team-building activities and attends local trainings and conferences when available, ensuring they are prepared to respond to domestic violence crises safely, effectively, and compassionately.

ADA LUZ GARAY

[redacted]

Skills: Bilingual (Spanish and English), MSWord, QuickBooks, 10-key by sight, OSHA10 and OSHA30, GED

Certification; CPSW Training, CPSW Test for credentials, CPSW Credential, AIA Training, Core Advocacy, ODARA, CVRC Training VI-SPADAT Training First Aid /CPR/AED Vehicle/Equipment Operator Permit

DVRC-Albuquerque NM

Victim advocate - December 2019-Present

- Clients Intakes
- Safety Planning with Clients
- Assist clients to file restraining orders
- Help clients with evidence to submit to courts
- Assist clients with resources, referrals, and Court hearing dates
- Answer Helpline
- Emotional support
- Data Entry in Osnium
- Data Entry in CAPS60
- Spreadsheet
- Assist Client with Emergency Funds and CVRC Application

DVRC-Albuquerque NM

Administrative Assistant-August 2018-December 2019

- *Answer Phones*
- *Schedule appointments in Apptoto*
- *QuickBooks, processing outgoing invoices,*
- *Payroll*
- *Data Entry in Epics, Osniom and Donor Perfect*
- *Assist Clients with Resources*

Fathers Building Futures – Albuquerque NM

Mentor & Office Manager – *March 2016- July 2018*

- Co-Manage daily operations
- Co-Lead groups and provide individual mentorship
- Responsible for all bookkeeping, accounts payable/receivable, petty cash and payroll Quickbooks

Receptionist- *March 2014- March 2016*

- Answer phones & schedule appointments
- Cash register, customer relations, cash control/preparing daily deposit
- In 2016 trained in QuickBooks, processing outgoing invoices

Ariana Skelton-Delich

[redacted]

Work Experience

Domestic Violence Field Manager **July 2024 to Present**

Domestic Violence Resource Center

- Maintain positive working relationships with APD, BCSO, and other local law enforcement agencies
- Collaborate with APD, BCSO, CABQ, AFAC, and District Court supervisors to improve communication between local justice systems and DVRC
- Identify, track, and work to reduce gaps in services between DVRC and law enforcement partners
- Ensure field advocates feel physically safe at work, are respected by clients, coworkers, and officers, and are empowered to draw boundaries in their work
- Scheduling, data management, hiring, and outreach as needed

Domestic Violence Field Advocate **August 2023 to July 2024**

Domestic Violence Resource Center

- Responded to police on the field to assist survivors of domestic violence immediately
- Assisted survivors of domestic violence with completing restraining orders and legal documents
- Advocated for survivors of domestic violence rights under VAWA
- Helped survivors of domestic violence gain independence from their abusers by assisting with housing, childcare, employment, and other resources and referrals
- Answered our hotline compassionately to answer questions about each survivor's unique situation, and listen to survivors' experiences

Reproductive Health Counselor and Medical Assistant **November 2022 to April 2023**

Southwestern Women's Options: Dr. Boyd LLC

- Counseled patients on reproductive health topics about abortion, rape, fertility, depression, and birth control before patients receiving an abortion procedure
- Assessed patient's ability to consent to services
- Advocated for a person's right to choose and navigate a post vs. wade world
- Advocated for patient's comfort and safety during surgical procedures including checking vitals, distracting patients through conversation, helping patients through pain and discomfort with breathing exercises, and assessing patients for onboarding more medication
- Disinfected surgery rooms using proper sanitation and OSHA guidelines between procedures, including wiping down beds, disposing of bodily fluids, and mopping

Housing Stabilization Services Professional **November 2021 to October 2022**

Independent Living Placement

- Helped people with disabilities who were at high risk of becoming homeless find stable independent housing by finding and arranging housing resources for them.
- Drove clients to tours, appointments, and other housing-related errands

- Advocated for clients in a landlord discrimination lawsuit and other landlord-related disagreements to help keep clients in their homes and improve their state of living
- Kept up-to-date case notes and stayed in communication with supervisors about clients

Evening and Weekend Receptionist (Internship and Job) **March 2020 to May 2021**

Epiphany Assisted Living

- Responded to all resident and family inquiries and scheduled appointments promptly
- Taught staff about new COVID safety measures and screened staff and residents for COVID
- Informed families of the constantly changing visitor rules, including the cancellation of visits
- Assisted the activities director as needed and designed covid safe activities for seniors
- Assisted nursing staff in creating a comprehensive Spanish-to-English guide for Spanish-speaking residents

BLAIR CANNON

[redacted]

PROFESSIONAL PROFILE

Dedicated professional with a diverse background in healthcare and crisis management. Experienced counselor and medical assistant with a strong commitment to patient advocacy. Proven expertise as an intake and triage worker adept at assessing and responding to the needs of vulnerable children and families. Dynamic leadership as a supervisor of a crisis hotline, ensuring quality care, and driving community outreach. Passionate about making a positive impact on individuals' lives.

EDUCATION

Bachelor of Science | Psychology & Biology | University of New Mexico

WORK EXPERIENCE

Victim Advocate
Domestic Violence Resource Center — September 2024 – Current

- On-call with law enforcement and hospitals to provide trauma-informed crisis intervention to survivors of domestic violence ensuring safety and emotional support immediately after incidents occur.
- Assisted clients with obtaining emergency and temporary protective orders, safety planning, and emergency shelter or relocation services.
- Educated survivors on their rights under the Family Violence Protection Act and guided them through the civil and criminal justice processes.
- Provided case management services to develop long-term safety plans with clients for their independence.

Counselor, Medical Assistant, Doula
Southwestern Women's Options — July 2022 – April 2024

- Gave patients the opportunity to discuss their feelings, fears, and concerns about the pregnancy and abortion in an individual and confidential counseling session.
- Assisted patients in decision making by helping them face the task of choosing, encouraging the careful examination of all options, and supporting their right to choose.
- Ensured informed consent by ascertaining that the patient had read and understood information about the procedure, possible risks, and complications.
- Supported patients through procedures, utilizing various relaxation, anxiety control, and breathing techniques.
- Accurately documented patient medical histories, vital signs, procedure details, and post-operative assessments.

Statewide Central Intake Worker
Children, Youth, and Families Department — October 2020 – May 2022

- Efficiently answered and managed a high volume of incoming calls, faxes, and mail from people regarding suspected child abuse and neglect.
- Skilled in conducting thorough and empathic assessments of callers' concerns.
- Utilized established protocols and guidelines to determine the urgency of each call and prioritized accordingly.
- Produced high quality legal documents while maintaining organized call logs and records to ensure proper documentation.
- Screened abuse and neglect referrals for validity in accordance with NM state policies.

Supervisor
Agora Crisis Center March 2017 – May 2020

- Supervised a team of 100+ volunteers, providing guidance, support, and training to ensure effective crisis intervention and emotional support services.
- Collaborated with local organizations, schools, and community groups to raise awareness of the hotline's services and promote suicide prevention.
- Successfully managed high-stress situations, coordinated emergency responses, and delivered immediate support to callers of different ages and backgrounds.
- Supported Director in ensuring compliance with relevant regulations, confidentiality standards, meeting deadlines, and organizing volunteer recognition events.

DONNELLE MOOSHER

[redacted]

I have worked in the office admin field for 24 years. I am a quick learner and proficient in Office Suite and accounting in QuickBooks. I have 13 years of experience with payroll policies and procedures and human resources policies and procedures.

EXPERIENCE

APRIL 2009-NOV 2016

OFFICE MANAGER, DIRECTV/AT&T

Managed front office and admin assistance to General Manager for Albuquerque and Alamogordo. Duties included fleet tracking and management of fleet documents, expense reporting for GM and Supervisor team, oversee and process payroll files for 70 techs. Helped train payroll admins and Office Managers within the company.

JANUARY 2017-SEPTEMBER 2020

OFFICE MANAGER, KRL ENTERPRISES INC

Managed front office and warehouse. Duties included product management for Micro Markets via various online software inventory applications. Daily counts of monies collected from vending machine routes and markets. Reporting on sales and product usage for markets. Monthly processing of commissions and payments for accounts via QuickBooks.

SEPTEMBER 2020-PRESENT

EXECUTIVE ADMINISTRATOR, DVRC INC

Maintain financial office files, spreadsheets and other documentation systems. Maintain administrative office files, spreadsheets and documentation for staff. Inventory, maintain and purchase office supplies and equipment. Maintain and update website and email media for fundraising. Provide customer service to clients and other business guests. Maintain and update organizations databases. Provide direct administrative support and assistance to organization Directors and Board Members. Attend meetings and training to further develop professional knowledge and/or skills. Performs other duties as requested by Executive Director and DVRC Board Executive Committee.

EDUCATION

JUNE 1991

HIGH SCHOOL DIPLOMA, PERMIAN HIGH, ODESSA, TX

SKILLS

- Proficient with Excel especially for reporting and tracking.
- Proficient with Word and PowerPoint
- Very creative with art and craft supplies
- 3 years of experience with accounting features in QuickBooks
- Familiar with payroll timekeeping policies
- Proficient with several web based product tracking and reporting systems very quick learner

Elizabeth Ford

Education

West Virginia University, Morgantown, WV — May 2018
B.S., cum laude, Sport and Exercise Psychology
- Overall GPA: 3.397/4.0, Major GPA: 3.510/4.0

6th Annual CPASS Research Day, Morgantown, WV — May 2018
Undergraduate Applied Poster Award - 2nd Place

National Honor Society Inductee, Sidney OH — 2014

Work Experience

Domestic Violence Resource Center Albuquerque, NM
Victim Field Advocate — Jan 2025 - Current
- Provided clients crisis intervention and case management services
- Network and collaborate with community organizations to raise awareness
- Assist in the coordination of client referrals ensuring timely access to specialized services

Southwestern Women's Options, Albuquerque, NM
Staff Counselor, Surgical Assistant, Medical Receptionist — April 2022 - March 2024
- Prepared patient files and paperwork for counseling
- Assisted with medical procedures
- Performed clerical and administrative duties
- Responsible for handling transactions and end of day reports

Chipotle, Colorado Springs, CO — September 2018 - September 2019
Crew, Cashier, Customer Service and Shift Preparation
- Successfully trained new hires in health protocols and production on the line
- Responsible for handling transactions and counting drawer before and after shift

West Virginia University, Morgantown, WV — August 2016 - May 2017
Peer Mentor
- Worked as a peer mentor for students in Math 112 and 122
- Organized material for weekly meetings
- Provided a support system for students to resolve problems outside of school work

The Shack Neighborhood House, Pursglove, WV — Summers 2014 - 2016
Camp Counselor
- Prepared meals and worked in the kitchen every morning
- Managed afternoon concession stand, including money management, bookkeeping, and supervising junior volunteers

Ford Management Group, LLC., Terre Haute, OH — December 2014 - May 2015
Medical Billing Clerk
- Entered sensitive information for patient registration
- Completed charge entries for patient accounts

Certifications

Zumba Instructor Course, Online September, 2024

First Aid and CPR, Albuquerque**,** NM November, 2023

Volunteer Highlights

Mary Rutan Hospital, Bellefontaine, OH August 2021 - March 2022
Student Volunteer

- Assisted clients with exercise regimens
- Performed office tasks such as copying and printing materials for clients

Princeton Community Hospital, Princeton, WV February 2020 - March 2020
Student Volunteer

- Assisted clients with exercise regimens
- Performed office tasks such as copying and printing materials for clients

Orthopedic & Sports Physical Therapy Associates, Morgantown, WV January 2017 - March 2017
Student Volunteer

- Assisted clients with exercise regimens
- Performed office tasks such as copying and printing materials for clients

Morgantown Dance Studio, Morgantown, WV August 2015- May 2016
Student Teaching Assistant

- Prepared classrooms and assisted children with the material during class
- Substitute for head teacher when necessary

Gaetane Pierre-Louis

Behavioral Health Professional

[redacted]

Education

Bachelors of Art in Psychology and French (University of New Mexico, Class of 2015)
CPR certified
Sounds sensibles certified
Spire certified
CES & VI-ASPDAT trained
Financial Coaching trained
NM CVRC trained
Suicide Awareness Trained

Work Experience

Translator at Small Steps (English>Haitian Creole) May 2014-Present

- Read through and listen to material in English, ascertain understanding of meaning and context of the material and converts it into Haitian creole
- Conduct and Facilitate culturally sensitive Workshops
- Consult with subject matter experts for accuracy and authentication of the material

Mental Health Worker at Arbour HRI Hospital Sep 2015-Feb 2016

- Conduct safety checks, monitor vital signs and assist patients with daily living habits
- Lead groups as well as other therapeutic and recreational activities
- Prepare the appropriate paperwork and follow step by step process for patients Admit and discharge patients
- Work in an interdisciplinary team with nurses, and psychiatrists

Applied Behavioral Analysis therapist June 2019-August 2021

- Effectively communicate positive feedback to patients and know how to respond to negative behaviors appropriately
- Teach parents how to apply ABA principles
- Follow treatment plan and adapt to different situations and developmental challenges
- Collect data and provide objective written documentation on each client

Service Coordinator at LifeROOTS (January 2021- August 2021)

- Assess the service needs of clients and connect them with the correct provider
- Create and maintain a directory of service providers and resources
- Create and maintain a database of clients and client needs
- Assess client issues and provide recommendations to fix problems
- Ensure each client is given the necessary services and follow up to fill ongoing service needs
- Maintain good relationships with service providers and clients to keep customer base
- Expand the list of resources and providers to assure there are no gaps in services
- Answer telephones and respond to email inquiries in the office

8Th Grade Math Teacher at Mission Achievement and Success (August 2021- November 2022)

- Create lesson plans
- Review student data and plan lessons to close educational gaps
- Schedule and lead parent teacher conferences and meetings to address growth and/or gaps
- Adopt different teaching strategies based on student's learning style
- Write reports for IEPs and make necessary recommendations for future services

Substitute teacher Kelly Services (APS-All Grades-Special Education) January 2020- December 2024)

- Adhere to the curriculum and lesson plans assigned by the regular teacher
- Comply with all school regulations and policies
- Take attendance and document daily notes
- Compile a report for the teacher and ensure classroom cleanliness

Case Manager at DVRC (December 2024- Present)

- Assess various reports of Domestic Violence
- Meet with clients regularly
- Document each visit and ensure Client's profile and notes are up to date
- Write client's service plan and support client in completing their goals
- Facilitate support group
- Plan support group activities
- Attend trainings for continuing professional development
- Complete referrals
- Meet with partner organizations to facilitate referrals
- Attend outreach events and create community connections
- Train incoming staff on case management services at DVRC
- Advocate for clients
- Provide legal advice
- Help client file court document submission
- IDA program implementation within DVRC

Skills

Time management, Cultural humility, Active listening, Record keeping, Empathy, Adaptability, Organisation, Reliable, Leadership, Problem solving, Advocacy

Glenn St. Onge

Domestic Violence Resource Center

Executive Director

I am a retired law enforcement career professional dedicated to making Bernalillo County a safer place for all residents to include the most vulnerable victims of domestic violence.

Experience

April 2024-Present
Executive Director-Domestic Violence Resource Center
I am the key management leader of DVRC. I am responsible for overseeing all facets of the agency, including the administration, finances, programs, grant compliance and strategic plan of the organization. Other key duties include fundraising, marketing, and community outreach. I work closely with departmental directors to ensure high quality services. The position reports directly to the Board of Directors ("Board").

March 2021-2023
LEAD Program Manager-Bernalillo County
Law Enforcement Assisted Diversion
The key staff position in any LEAD initiative is the project manager. I coordinated all aspects of the initiative and managed its day-to-day activities. I am a trusted partner of all partners. I also serve as a resource and liaison to both the Policy Coordinating Group and the Operational Workgroup. LEAD is a consortium of politically independent actors; I am primarily loyal to the initiative itself, independent from all political and operational stakeholders.

2017-2024
Training Manager
The Diamond Group/Diversified Protection Corporation
Oversaw/coordinated/implemented training for 150 Protective Service Officers working Federal contract to provide physical security for ALL Federal buildings in New Mexico. This included training new hires, and maintenance training for firearms, CPR, Use of Force, National Weapons Detection Training Program and all training required by the Federal Protective Service.

1997-2017
Albuquerque Police Department (Lieutenant)
Served 20 years with the Albuquerque Police Department. 10 years as a Patrolman, 7 years as a Sergeant, and 3 as a Lieutenant before retirement. Leadership roles included being a field training officer for new officers, sergeant for the Crisis Intervention Unit and Sex Crimes. Lieutenant for Crisis Intervention Unit, Crimes Against Children and Child Exploitation Detail. Collateral duties included being a violent crimes supervisor for homicides and officer involved shooting callouts.

Education

2004-2008
BSOE Criminal Justice
Wayland Baptist University

Skills

- Creativity
- Leadership
- Organization
- Problem solving
- Teamwork

Contact

[redacted]

Certifications:

NRA Law Enforcement Division Firearms Instructor
American Red Cross CPR/AED/First Aid Instructor
New Mexico Security Guard 1-2-3 Instructor (Firearms)
New Mexico Concealed Carry Firearms Instructor
Use of Force Baton/OC Instructor
National Weapons Detection Training

1993-2012

Operations Specialist 1st Class (Surface Warfare)

United States Navy

Advised on shipboard warfare operations and navigation; maintain Combat Information Center (CIC)/Combat Direction Center (CDC) displays and provide strategic plotting for warfare areas, weapons control and navigation; operate surveillance radars, identification equipment, communications equipment, and associated Command and Control (C2) equipment; interpret and evaluate radar presentations and tactical situations and make recommendations to senior leadership

Program Instructor

Crisis Intervention Subject Matter Expert

Heather M. Griego

Objective

Seeking a challenging yet rewarding role where I can use my listening, communication, and detail-oriented skills. Also, to provide accurate and empathetic support to a wide range of customers.

SKILLS

- Problem-solving.
- Communication
- Creativity
- Customer Service
- Time Management
- Computer Skills
- Critical Thinking
- Teamwork
- Leadership Skills
- Group Counseling/Notes
- Treatment Planning
- Case Management
- Detail oriented

EXPERIENCE

Domestic Violence Resource Center

-Victim Advocate

April 2024- present

- Provide resources to clients regarding food, housing, shelter, and financial assistance
- Assist clients by filling out restraining orders and going to their hearings for support.
- Advocate for clients who need assistance.

Open Skies Healthcare

-Albuquerque Community Support Worker

August 2023- January 2024

- Provide resources to clients regarding food, transportation, housing, financial assistance, etc.
- Advocate for patients who need assistance
- Find resources for patients and work with resources to assist patients with meeting needs.
- Document resources and conversations with patients through patient charts.
- Provide support to clients who are practicing coping skills and communication skills.
- Schedule appointments with clients.

First Choice Community Healthcare-

-Albuquerque-Community Health Worker

October 2022- August 2023

- Provide resources to patients regarding food, transportation, housing, financial assistance, etc.
- Advocate for patients who need assistance.
- Find resources for patients and work with resources to assist patients with meeting needs.
- Document resources and conversations with patients through patient charts.
- Went to outreach events by passing out flyers about First Choice and other resources to get them out there in the community.

Children's Choice- *Albuquerque- Counselor/Consultant*

October 2021-October 2022

- Providing counseling services to youth students
- Coordinate and implement educational activities
- Support the monitoring of program activities and policies in accordance with district, state, and federal guidelines and requirements
- Prepare and maintain accurate records and reports
- Collaborate and network with school personnel to identify and support students.

Personal/Private Caregiver- Albuquerque-July 2014-March 2021

- Provide emotional support to the elderly
- Provide basic needs to the elderly, such as cooking, feeding and bathing
- Provided family with emotional support and counseling.

Perfectly Imperfect-Albuquerque- August 2020-May 2021

- Provided group psychotherapy to adults, adolescents and formerly incarcerated individuals and their families
- Shadowed group therapy and domestic violence groups
- Assisted in Case Management and counseling referrals to clients when appropriate and or directed

Movies 8 - Albuquerque-March 2019-June 2019

- Worked with a cash register and upselling concession stand items.
- I was an usher, checked tickets and let customers know where to go.
- I cleaned theaters after every movie, swept, mopped and picked up any trash in seats.

New Mexico Head Start- Albuquerque-March 2017-May 2017

- Provide childcare resources to families
- Assisted in Case Management and counseling services for families
- Shadowed Case Managers and assisted when necessary

EDUCATION

New Mexico Highlands University, Las Vegas, NM -
Bachelor of Social Work Degree, Class of 2021

August 2019-May 2021

Graduated with Honors Cum Laude

Central New Mexico Community College- Albuquerque- August 2017-May 2019

Associates of Arts in Human Services

Graduated with Honors-Dean's List

Eldorado High School- Albuquerque- August 2013-May 2017

High School Graduate Diploma

AWARDS

2014-2017 Three-year letterman in Cross Country and in Track and Field

2017-2018-Assistant Cross Country Coach- State Championship

KAYLEE TRAINUM

SKILLS

Detail oriented professional with experience in the field of communication, including public relations, copy editing, media relations, marketing, and writing. Identified as a strategic and critical thinker, with the ability to problem solve.

Education

Bachelor of Arts, University of New Mexico

Liberal Arts, with a concentration in multimedia journalism.

Experience

Domestic Violence Resource Center

Victim Advocate | January 2022 to current

- Work with survivors of domestic violence to assess needs
- Provide information and support surrounding Domestic Violence Orders of Protection
- Provide resources for survivors of domestic violence, such as shelter information, housing programs, food bank information, childcare, legal resources and more
- Refer survivors to appropriate agencies
- Create safety plans and exit plans with survivors
- Document efforts and provide demographic information for reports

Rio Grande Educational Collaborative

Site Supervisor | August 2021 to January 2022

- Responsible for daily operations in before & afterschool programs

• Work closely with Program Director & Program Coordinator in all aspects of the program planning, implementation, and evaluations
• Work closely with school staff and administration to oversee all program activities at various schools
• Lead partnership team composed of parents, faculty, staff, and children
• Organize activities and projects that promote positive youth development and

James Korenchen Public Relations

Associate Account Executive | August 2018 to January 2021

- Write and edit press material including press releases, media alerts, and pitch letters.
- Write and edit content including bylines, social media posts and website articles.
- Work with local, regional, and national news media to generate stories for both local and national clients
- Conduct extensive media relations efforts on behalf of clients.
- Strategize and create key messaging and talking points for interviews with media
- Generate weekly and monthly reports and coverage documents.
- Work daily with clients to encourage timely and effective media coverage.
- Managed various budgets for events and services.
- Interview, hire, train and manage interns.

New Mexico PBS
Outreach Coordinator Assistant | January 2018 to December 2018

- Provide educational programs to children and families in high-need communities.
- Write and edit blog and social media posts concerning outreach efforts.
- Utilize digital platforms to engage and grow connections within educational communities.
- Help develop and expand collaborations with other organizations.
- Identify new areas of opportunity for sharing resources and programs.
- Create informational flyers.

Behavior Change Institute
Community Liaison | May 2015 to July 2017

- Plan, coordinate, and host events for community and company.
- Host and lead meetings for potential and existing partners.
- Identify and create opportunities for community engagement.
- Develop and maintain company handbook.
- Develop and maintain parent/guardian resource guide.
- Help to research and create new marketing techniques.
- Provide mentorship to new employees.
- Work to instill company's core values in new employees.
- Form positive and productive relationships with new employees.

City of Albuquerque, Therapeutic Recreation
ARTS & CRAFTS PROGRAMMER | May 2013 - May 2015

- Develop, plan, and implement programs and activities for arts and crafts portion of daily and monthly Schedule that is all inclusive for participants of various ages with different disabilities.
- Ensure that planned curriculum is aligned with set monthly budget
- Delegate tasks to staff members to help participants achieve highest degree of success
- Participate in team building and provide instruction to other staff when necessary

Awards and Recognitions

New Mexico Public Relations Society of America | *2019 Cumbre Award*

Received gold and silver annual Cumbre awards for media relations for TripAdvisor and Dragon Lights Albuquerque Returns to New Mexico.

New Mexico Public Relations Society of America | *2020 Cumbre Award*

Received silver annual Cumbre award for media relations for the novel *Screamer* by author Frank Vizard.

References

RACHAEL MWADI

[redacted]

OBJECTIVE

Bringing a wealth of experience in domestic violence advocacy, community outreach, and crisis management, including work with APD, BCSO at DVRC, and SAFE House. With a focus on newcomer mental health at UNM and three years of service at UVNR, I excel in coordinating youth programs and supporting survivors. I hold a Bachelor's in Psychology and am pursuing a Master's in Social Work to further enhance my impact.

EXPERIENCE

All season's daycare- Child care attendant

September 2017 - February 2018

Tina - Employer

- Managed classrooms for over 15 kids from the age of 1-13 years old.
- Successfully worked without any issues and was loved by both the kids and their parents.

La Vida Llena Retirement home- Waitstaff

February 2018 – October 2019

Stephanie Kramer - Manager

- Work as a waitstaff and host sometimes. And received a lot of good comments from the residents and co-workers.
- Successfully finished all the requirements needed at work.

Autism behavior services- Behavior technician

December 2019 –November 2020

Allusions DiGregorio- supervisor

- Worked with individuals with ADHD and related disorders by giving therapy sessions.
- Took daily data for insurance purposes and to watch the progress of each person.
- Worked with people between the age 2-21

The University of New Mexico -Work Study (Mentor)

August 2020- 2021

African American Student Services

- Worked with new students as well as helping them know the right places to receive the services they wanted.
- Worked at the front desk and answered phones, completed assignments given to me by the boss.
- Greeted and welcomed people into the office and directed them to the desired office.
- Helped in creating events, brainstorming ideas that would get more student involvement on campus and online.

Bright Horizons – Direct Support

- January 2021- June 2021

- Assisted with medication and I was able get medication certified.
- Helped in collecting data like daily events, problems behaviors and what should be implemented in case a certain behavior was being developed.
- Transportation of patients and providing one on one interaction with each of them.

United Voices for Newcomer Rights - Youth empowerment coordinator

September 2021- October 2024

- Program Development and Implementation: Assisted in creating and launching new youth programs, particularly focusing on the needs of newcomer youths.
- Needs Assessment: Conducted surveys within the community and organization to identify and prioritize the needs of newcomer youths.
- Educational and Career Support: Provided guidance to youth in job applications, higher education enrollment, navigating school systems, and offering interpretation services when needed.
- Community Collaboration: Participated in meetings with partner community organizations to promote and enhance available resources for youth.
- Mental Health Advocacy: Participated in the SAMHSA federal grant initiative to promote mental well-being among youth and families through circles and meetings focused on mental health discussions.
- Policy Advocacy: Engaged in policy change efforts, especially regarding language access in APS, and participated in significant lawsuits like Yazzie-Martinez to advocate for equitable education.
- Medical Interpretation: Served as a trained medical interpreter with UNMH, assisting in communication between healthcare providers and non-English-speaking patients.
- Community Outreach and Engagement: Conducted outreach efforts, especially targeting newcomer families, regarding COVID-19 updates, policy changes, and recruitment for various programs and services.
- Event Participation and Coordination: Engaged in community events, particularly with the City of Albuquerque's Office of Equity and Inclusion, focusing on the equitable distribution of resources.
- Partnership Development: Collaborated with organizations like Explora to develop and support youth programs.
- Team Coordination: Organized and led meetings with staff members to discuss and plan youth-related programs and initiatives.

S.A.F.E House NM- Resource & Service Specialist

December 2021- March 2022

- Answer crisis calls for domestic violence victims.
- Review paperwork for new intakes and discharged residents.
- Review all the paperwork at the office including correcting mis-documented information.
- Provide medication to residents and ensure sobriety.
- Provide referrals to non-eligible callers.
- Provide rides to residents.
- Provide resources to in-shelter residents as well as emotional support to distressed residents.
- Maintain the sanitation of the office.

Domestic Violence Resource Center - Field Advocate

August 2023 - Present

- Crisis Intervention: Provide immediate support and intervention for victims in crisis situations, ensuring their safety and emotional well-being.

- Safety Planning: Assist victims in developing personalized safety plans, including strategies for leaving abusive situations and protecting themselves and their children.
- Support Services Coordination: Connect victims with necessary resources, such as emergency shelter, legal assistance, counseling, and medical care.
- Legal Advocacy: Accompany victims to court proceedings, help them understand legal options, and assist with filing protection orders.
- Emotional Support: Offer empathetic listening, encouragement, and validation to help victims navigate the emotional challenges of their situation.
- Education and Empowerment: Educate victims on their rights, the cycle of abuse, and available resources, empowering them to make informed decisions.
- Collaboration with Law Enforcement: Work closely with police, such as APD and BCSO, to ensure victim safety and provide necessary information for ongoing investigations.
- Documentation and Reporting: Maintain accurate records of interactions with clients, incidents, and the services provided, ensuring confidentiality and compliance with legal requirements.
- Follow-Up Support: Provide ongoing support and check-ins with victims to ensure they continue to receive the necessary assistance and remain safe.

Skills

Communication, Respectful, sales, cleaning, Time management, sewing, computer skills, and quick learner. Social work, interpretation, Microsoft word, Microsoft office, presentation, Translation, documentation, answer crisis calls, recruitment.

EDUCATION

Highland High School - Diploma 2018

The University of New Mexico - BA in Psychology 2021

Grand Canyon University - Master's in social work - On-going

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AWARDS AND ACKNOWLEDGEMENTS

High School Diploma, CPR certificate, UNM Health Program Certificate, UNM Dean's list certificate.

I interned at the Roundhouse in Santa Fe NM with senators and representatives for four days and managed to participate in an introduction of a bill.

I attended a conference in Washington DC advocating for refugee children who have obstacles in attending colleges and wanted to figure issues are facing the refugees and

immigrants.

I attended the PATH program where I was able to shadow a pediatrician and see how doctors spend their days with patients.

I gave a speech on pollution and global warming to a group of students from different schools and campuses.

I attended a conference where I was able to talk to different social workers across New Mexico about the difficulties non-English speaker residents can face living in America.

LANGUAGES

I speak five languages English, Swahili, French, Lingala and Luganda.

VOLUNTEER

I have volunteered in the African community in Albuquerque New Mexico, helping families to apply for social services like food stamps, Medicaid's, jobs, school, etc. I also help in the African community by commuting people back and forth to their appointments.

CLUBS.

ENLACE, Upward Bound, Black Student Union and MeCHA

RAQUEL **GONZÁLEZ**

[redacted]

OBJETIVE

To become an integral member of a team, unit or department. I want to be able to use my abilities and skills to assist in the welfare of families in my community.

EXPERIENCE

11/2022 – PRESENT

VICTIM ADVOCATE, DOMESTIC VIOLENCE RESOURCES CENTER INC.

As a bilingual VA I help clients on a walk-in or appointment basis with domestic violence resources in both English and Spanish languages. I am trained to assist clients with a strict confidentiality policy for safety purposes. I provide information and assistance filling out Domestic Violence Temporary Orders of Protection, intake all new incidents and safety plan accordingly with each individual client. I also assist with sending out referrals to NMLA for free legal guidance/representation, I fill out applications for temporary living expenses, lost wages, reimbursement, etc. through the Crime Victims Reparation Commission. I work alongside Albuquerque SANE, Rape Crisis Center of Central NM, CYFD and APD with appropriate release of information approval. I arrange and provide transportation to and from DV shelters in NM, or to hotel stays which are also booked by VA in an emergency case. In other emergency cases I also request emergency funds through several outside agencies for clients who need immediate help. I am also available to refer clients to case management, counseling, support groups and to provide support during hearings for their TOP's and during DV exams with SANE. I also advocate for clients in high stress situations and to bridge the communication gap between law enforcement and clients when requested. I also search for resources that clients may need that are not offered by DVRC, inc.

12/2021 – 11/2022

ADMINISTRATIVE ASSISTANT, CRIMES AGAINST CHILDREN UNIT – APD – CID

I read and evaluate Statewide Central Intake reports, categorize and assign them accordingly. Correspond and work with law enforcement departments in and outside of New Mexico. Schedule safe house interviews for detectives. Establish networks with the Family Advocacy Center agencies and employees including Para Los Niños, Albuquerque SANE, Rape Crisis Center, CYFD, Domestic Violence Resource Center, and New Mexico Legal Aid. Keep records confidential and organized. I delicately communicate with families about their cases and assist in any way I can help their situation. I help provide resources and connect them with the appropriate agency, advocate or detective. I stay up to date with trainings and SOP's per department regulations. I also assist in duties not pertaining directly to my job assignment by covering for the office manager and the front reception lobby when needed. I greet all visitors and staff, answer all calls directed to APD Criminal Investigations Division & the Family

Advocacy Center. I keep monthly data records of FAC agencies, update daily appointment calendars, guide walk-in clients to correct agency, provide assistance or information to visitors. I update the CID, CIT and FAC line-ups weekly. I create and organize informational data spreadsheets. I send and pick up mail, communicate and work with building staff when maintenance is needed on the 2nd floor. I train staff members and interns on front lobby protocols. I also assist with Spanish interpretation.

01/2020 – 12/2021

OFFICE ASSISTANT, APD – CRIMINAL INVESTIGATIONS DIVISION

I welcomed all visitors and staff, answer all calls directed to APD Criminal Investigations Division & the Family Advocacy Center. I keep monthly data records of FAC agencies, file daily reports, update daily appointment calendars, guide clients to correct agency, provide assistance or information to visitors. I maintain office copiers, supply area and inventory supplies. I update the CID, CIT and FAC line-ups weekly. I also update office spaces and keep an office key inventory. I create and organize informational data spreadsheets. I send and pick up mail, communicate and work with building staff when maintenance is needed on the 2nd and 3rd floor. I train staff members and interns on front lobby protocols. I also assist with Spanish interpretation.

05/2017 – 10/2019

OFFICE CLERK, LAVALAND ELEMENTARY

I greeted everyone that enters the school, kept track of student's attendance, made sure all student information was up to date and uploaded into Synergy, keep files/documents organized, assisted parents/visitors in person and on the phone. I worked one on one with the principal on new school protocols pertaining to safety and record keeping. I maintained communication with CYFD personnel and law enforcement officers during student and/or parent interviews. Schedule and document fire drills/lock downs. Send and receive student records, set up parent teacher conferences, schedule interpreters for meetings and also manage office machines i.e. Copiers, fax, PA system.

09/2014 – 12/2016

SUPERVISOR, EL MERCADO DEL SOL

Customer service, supervise cashiers, open and close stores, audit registers/make deposits, take phone orders and ship purchased items, make and log Native American jewelry and pottery sales and stock/inventory store products.

01/2014 – 05/2014

EDUCATIONAL ASSISTANT, ADOBE ACRES ELEMENTARY

Worked with children ages 3-5, planned and organized weekly homework packets, helped organize and run different themed parent workshops, substituted for teacher when needed and I also accompanied teacher during home visits.

09/2012 – 07/2014

RECREATION LEADER, BERNALILLO COUNTY YOUTH AND SENIOR SERVICES

I worked with children ages 5-11, supervised large groups of children, helped children with homework, organized arts and crafts/games and helped with lunch/snacks. I also translated for parents and I was trained in CPR.

06/2008 – 08/2012

ASSISTANT OFFICE MANAGER, PROS RANCH MARKET

I supervised office clerks and cahiers, customer service, opened and closed the store, verify and make deposits, ordered currency from bank, audit cash registers and cash checks, I processed Western Union money transfers and money orders. I made and verified all cash deposits to the bank.

EDUCATION

MAY 2007

NEW MEXICO HIGHLANDS UNIVERSITY

MAY 2006

DIPLOMA, SCHOOL ON WHEELS

SKILLS

- Speak, read and write English and Spanish fluently.
- Well experienced with computers/technology
- I am very patient and calm in high stress situations.
- I take initiative when necessary.
- Strong work ethic and organized
- Dependable and understanding
- Certified in DV trainings through multiple agencies
- Have worked closely with APD, Albuquerque SANE, Para Los Niños, CYFD & NMLA for over 4 years.

REFERENCES

- References upon request.

Arthur Malone

Service Focused Social Services Worker/Case Manager

[redacted]

Professional Summary

Service-focused Social Services Worker/Counselor with a strong commitment to serving the needs of disadvantaged youth and adults, including those youths that are in Foster Care and special-needs populations.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Behavioral Health Tribal Coordinator

Children, Youth & Families Department-Albuquerque, NM

February 2023 to Present

I work for the Office of Tribal Affairs as a Subject Matter Expert when it comes to ICWA- Indian Child Welfare Act and IFPA- Indian Families Protection Act. I provided recommendations to staff seeking cultural resources, residential and therapeutic treatment. I provide support to frontline staff when there are questions about active efforts to keep the Indian Family together. I'm a Subject Matter Expert /Consultant on cases involving Native American Children and Families in the area of ICWA and IFPA- Indian Families Protecting Act

Domestic Violence Field Advocate

DVRC-Albuquerque, NM

March 2022 to Present

I answer domestic crisis calls and go out with law enforcement to DV calls to wherever location the victim is located. I assist the victim in completing the application for a temporary restraining order, assist in getting the victim an emergency restraining order. I provide services and resources to the victim and their children by way of placing them in a non-disclosed safe place. I complete intakes and assist law enforcement with getting the offender served with court documents.

Foster Parent Coordinator/ ICWA Specialist

Pueblo of Pojoaque Tribe-Santa Fe, NM

July 2015 to January 2023

I Conduct case management services for children, families, and foster parents of the Pueblo of Pojoaque Native American Tribe and assist in abuse and neglect case and supervised visitation. I provide Indian Child Welfare services to abused and/or neglected Pueblo of Pojoaque children and their families. I conduct full assessments of all abuse/neglect cases involving Tribal Community families; develops and implements successful intervention techniques; interacts with child protection agencies and/or investigators regarding abuse/neglect cases; and provides counseling during crisis intervention and stabilization for families with a child or children at imminent risk of harm. I also act as Assistant Director of Social Services. I assign cases to staff and handle some daily administrative duties

Program Contributions:

* Conducted investigation on allegation of child abuse and neglect to determine if evidence exists to warrant filing a petition for hearing in the Pueblo of Pojoaque Tribal Court.

* Conducted comprehensive assessments for homes seeking foster care licensing from the Pueblo of Pojoaque. Includes drug testing and criminal background checks.

* Provided comprehensive services for foster care cases assigned.

* Monitored foster case cases within the time frames established by Social Services "Foster Care Standards".

* Developed case plans for all children in foster care, which are updated at three and six month intervals.

* Participated in Child Protection Team Meetings.

* Participated in case staffing of all open foster case cases.

* Provided educational presentations to tribal community.

* Conducted home visits as based on schedule established by Social Service.

* Coordinated treatment for offending parent(s) and develops reunification plans.

* Enforced all court orders as issued by the Pueblo of Pojoaque Tribal Court.

Shelter Advocate

Haven House-Rio Rancho, NM

October 2020 to April 2021

• Serve as an advocate to all shelter clients by helping them understand their responsibilities in the shelter and helping them fulfill their individual goals.

• Support the Shelter Director by completing assigned tasks in a timely manner, being alert to shelter needs including repairs and maintenance, and communicating shelter and client needs. * Be On Call as scheduled for client transportation into shelter, backup in the shelter in case of crisis or emergency, or other critical shelter need.

Assistant Director

Dismas Charities-Albuquerque, NM

October 2018 to November 2020

I assist the Director in the overall direction, coordination, and evaluation of the facility and in carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws. This includes supervision over staff and programs. Programs operate with the understanding that the Federal or State Contracting Authority and/or Executive management has the right to modify their operating standards. I assist with Support Program Initiatives ensuring that contract compliance is being met. I Provide daily Operations and Personnel management. Initiates, Develops and Maintain Cooperative Community Liaison Relationships. Maintains a Working Knowledge of all Procedures and Policies.

Santa Fe County Navigator/Outreach Worker

The Life Link-Santa Fe, NM

March 2019 to March 2020

I provide a list of services to our homeless population. I assist the homeless with birth certificates, social security cards, applying for SSI/SSDI. I also assist with the application for health insurance and housing services. I got out into the community to provide outreach to those who are homeless and speak to them about services. I provide case management services to those who i have connected with and those who are newly homeless. This includes singles, couples and families.

Family Preservation Counselor/ Dependency Case Manager

Seminole Tribe of Florida-Clewiston, FL

April 2010 to June 2015

I provided Indian Child Welfare services to abused and/or neglected Seminole Tribe of Florida's children and their families. I conducted full assessments of all abuse/neglect cases involving Tribal Community families; developed and implemented successful intervention techniques; interacts with child protection agencies and/or investigators regarding abuse/neglect cases; and provides counseling during crisis intervention and stabilization for families with a child or children at imminent risk of harm.

Program Contributions:

* Demonstrated outstanding case management (caseload of up to 25) and dedication to clients, as evidenced by excellent annual reviews throughout tenure. Worked closely with Department of children and Families as it applied to ICWA cases.

* Act as liaison for Family Services Dept. between Dept. of Children and Families and the court systems.

* Participate in the planning and promotion of departmental outreach events within the community.

* Work closely with Education Dept. and Fanechka School to assist in student truancy issues and maintain support to tribal families.

* Advocate for tribal families in dependency court proceedings and incidents of abuse/neglect investigations.

* Conduct risk assessments, psychosocial assessments of children and adults who suffer from child/ domestic abuse.

* Interviewed victims, offenders, children and family members regarding allegations of abuse and neglect.

* Participate in monthly treatment team meetings and CPT (Child Protection Team) meetings.

Child Protection Investigator

Department of Children and Families-West Palm Beach, FL

August 2006 to September 2009

Investigated the abuse, neglect, abandonment, and exploitation of children. This included providing referrals to community base care agencies for services for families, and assessing the overall safety of children in family's home and in foster care.

Program Contributions:

* Maintained strong community alliances with county/state agencies, police departments and youth-service programs.

* Provided daily case management with a working knowledge of dependency court systems and proceedings.

* Facilitated supportive services/counseling for client family members to address special concerns and ease the transition during visits.

* Collaborated closely with interdisciplinary team members on development of appropriate case plans for individual family needs.

Dual Diagnosis Counselor

Henderson Mental Health Center-Fort Lauderdale, FL

April 2006 to August 2006

Provided counseling services to clients with substance abuse and mental health problems. This included facilitating group/individual counseling sessions, developing individual case plans and assessments.

Substance Abuse Counselor

South Bay Correctional Facility-South Bay, FL

April 2001 to January 2006

Counseled chemically dependent inmates residing in a therapeutic setting about their addictions and behavior. Counseling was in a group/individual setting. Provided case management services and providing behavioral information on inmates during staffing's for possible behavioral assessments. Completed psychosocial assessments and individual treatment planning.

Security/ Order Puller

Cocoa Cola Bottling Company-Hollywood, FL

April 2001 to August 2001

Drive power pallet jack to picking area and build pallet/load according to load sheet. Mark load ticket for out of stock items, wrap pallet when pallet/load is finished. Turn in paper work with order for check before loading and have truck checked. Stage pallet and/or load into truck when ready, and complete partial pallets and put away mixed pallets Maintain proper housekeeping standards in work area.

Education

Masters of Social Work in (MSW)-Obtaining
Capella University
September 2018 to Present

B.A. in Communications in Communications
Miles College Birmingham
August 1983 to May 1989

Skills

- Google Suite
- CPR Certified (5 years)
- Social Work
- Working with people with disabilities
- Customer service
- Management
- Crisis Intervention (8 years)
- Motivational Interviewing
- Microsoft Office
- Driving
- Early Childhood
- Supervising experience
- Intake Experience (7 years)
- Communication skills
- Behavioral therapy
- Behavioral Therapy
- Microsoft Word
- Case Management
- Microsoft Outlook
- Individual / Group Counseling
- English
- Tribal law & regulations
- Meeting Facilitation (8 years)
- Addiction Counseling
- Program Development
- Behavioral health
- Microsoft Excel
- Powerpoint
- Mental Health Counseling

- Child & family counseling
- Child protective services
- Documentation
- Presentation Skills
- Child Protective Services
- Presentation skills
- Warehouse experience
- Working with people with developmental disabilities
- Child & Family Counseling (6 years)

Certifications and Licenses

Driver's License

First Aid Certification

CPR Certification

Driver's License
March 2017 to May 2027

Gabriela Marquez

[redacted]

Objective

Secure a challenging position in a reputable organization to expand my learning, knowledge and skills. Maintain a responsible career opportunity so that I can fully utilize my training and skills and grow within any organization.

Work Experience

Domestic Violence Resource Center- Victim advocate
April 18, 2025- Present
625 Silver Ave SW #326
Albuquerque, NM 87102

- Complete intake and screenings for clients who have experienced domestic violence.
- Engaged clients in discussion about domestic violence providing emotional support and guidance.
- Accompany clients to legal proceedings and medical examinations, ensuring their safety and comfort.
- Assist clients in accessing necessary resources.
- Utilize strong listening and communication skills to collaborate with law enforcement and healthcare providers.
- Document services in a database to maintain accurate records of client interactions.
- Provide services to intimate partner and family violence, such as legal advocacy, domestic violence education, crisis intervention and safety planning.
- Refer clients to partner agencies relevant to client needs, cultural backgrounds, and geographic location.
- Assist in applying for financial support for victims reparation commission and other community programs.
- Guide clients through filing documents and help with submission of documents.

New Mexico Donor Service – Family care coordinator
01/04/2022- present
1609 University Blvd NE Albuquerque, NM 87106

- Respond on-site independently or with assigned staff to all appropriate hospital referrals within designated time frames to ascertain information to assess family readiness to pursue a family donation conversation.

- Partner with all hospital personnel, physicians, and Organ Recovery Coordinators to create an appropriate plan to meet with families and convey information about organ donation and obtain authorization, while supporting families.
- Determine family dynamics and assess family's understanding of the patient's prognosis to initiate donation discussion.
- Initiate donation discussion and authorization process for potential organ and tissue donor families before, during and after death declaration.
- Provide families with detailed information required to give legal informed authorization for anatomical donation.
- Support registered donor families through organ donation process. Answer question and facilitate any religious/cultural needs that need to be met.
- Working on an on-call basis to facilitate the authorization process with potential organ and tissue donor families
- Consistent communication and show empathy for both the donor family and potential transplant recipient
- Maintain communication with hospital staff regarding authorization, family care process, and donation process.

New Mexico Donor Services- Referral Responder
01-04-2022- Present (when needed)

- Facilitates the donation process through coordination and communication of referral information and logistics.
- Maintains accurate documentation of the medical screening process via data entry and follows established referral intake procedures.
- Evaluates medical suitability of potential organ and tissue donors by utilizing information from medical records, personal histories, physical examination, and current health status. Transcribes health information into electronic medical records.
- Collaborates with hospital personnel and clinical teams to develop an action plan that supports the option of donation is maintained and activation of the appropriate DCIDS team members.
- Participates in training, process improvement, departmental QA/QC activities and special projects as directed.
- Performs other related duties as assigned.

Children Youth and Families Department-Investigator
02/2020-12-2021
1031 Lamberton PL NE
Albuquerque, NM 87107

[redacted]

- Investigate suspected child abuse/neglect suspects, interview abuse/neglect victims and potential witnesses.
- Attempt to locate evidence and prepare reports about the reported or found child abuse/neglect.
- Prevent harm to children by investigating claims of child neglect and abuse. Assess the risk and safety of the child and take appropriate action, including referring parents and caregivers to safety related services, safety planning with families, preparing cases for transfer to Permanency Planning and legal action.
- Working under stress and frequent time constraints.
- Provide information to families about the investigation process, explain victims/family services. Refer families to needed services
- Document all referrals/complaints with specificity as to type, recorded all relevant and appropriate information obtained, and completed all required forms and/or referrals and to review as appropriate to ensure completeness of all documents and records.
- Immediately reviewed with the supervisor all immediate and urgent cases of alleged child abuse and/or neglect and alleged institutional child abuse arid/or neglect, as well as such cases reported by health care professionals and/or hospitals.
- Conducted investigations in areas where dangerous situations may be encountered.
- Assist Law Enforcement to serve victims and families who are directly affected by violent child abuse/neglect
- Conducted thorough investigations to locate persons who are alleged child abusers, this would include the interviewing of all individuals who might have knowledge as to the whereabouts of the alleged child auser. Utilizing social media/internet sources to contact/locate possible alleged suspect.
- Assist with victims and families on Children, youth and Families policy and procedure and giving families their direct rights as a perpetrator during an investigation and/or case filing.
- Provide crisis mediation through emotional support, guide treatment and offer additional information to clients and families.
- Implement and maintain all policies, procedures and standards for case management

Santa Fe Sheriff's Office- Deputy II
01/2018-08/2019
35 Camino Justicia
Santa Fe, New Mexico 87507
505-986-2400

- Achieved a current Law Enforcement Certification from the State of New Mexico

- Achieved a Federal Law Enforcement Certification from the Federal Law Enforcement Training Center.
- Conducted preliminary investigations of events, related to homicide, rape, robbery, burglaries, fatal traffic accidents, vehicle collisions and death/bodies found.
- Interrogate suspects, interview complainants, witnesses and victims. Summarize in writing the statements witnesses, victims and complainants.
- Conducted raids and searches (warrant round ups).
- Monitored and investigated suspicious persons, situations and unusual activities.
- Instructed suspects to field sobriety tests and conducted thorough investigations in inclement weather.
- Decreases and prevents Crime by Patrolling county areas, roads and Indian territory
- Achieved extensive knowledge of firearms and police vehicles
- Conducts thorough searches of suspects who will be booked into a detention center.
- Utilize dispatch by informing other deputies of important information during certain investigations.
- Receive/Transferring and adding of information through New Mexico LEADS computerized dispatch system
- Well Versed in report manager and Easy Street diagram scenes and computer aided drafting
- Operate, Record and download in-dash surveillance system
- Utilize National Crime Information Center (NCIC) to enter stolen property, missing people, and gain access to warrants.
- Appropriately submit evidence that can be dire to a crime.
- Offer crisis intervention to families who have been affected or victimized by a serious crime.
- Offer crisis mediation to individuals who are struggling with a mental health crisis.

Ohkay Owingeh Police Department- Police Officer
08/2015-12/2017
220 Po Pay Ave
Ohkay Owingeh
New Mexico 87566

- Maintaining law and order within Indian country, enforcing tribal laws and making arrests.
- Patrol Designated Locations to deter Criminal activities
- Answer calls for service and respond to vehicle crashes

Gabriela Marquez

[redacted]

- Conduct traffic stops and enforce criminal and traffic laws
- Locate, interview and determine enforcement action while corresponding with Indian laws
- Understand and enforce State, Federal and laws of the land for the Indian Reservation

Education

Bachelors in Criminology University of New Mexico-Main Campus - Albuquerque, NM
August 2012 to December 2015

Skills

Microsoft Office (10+ years), PC and Mac computer systems (10+ years), Computer aided Dispatch systems and law enforcement communications (3 years), Communications Relations (10+ years), Analytical thinking (10+ years), Multi-tasking (10+ years), Bilingual Fluent in Spanish (30+ years)Tactical medical (8 years) Itransplant (3 years) Problem solving Attention to detail

References

[redacted]

MARÍA ROSA CAHUEÑAS ALBORNOZ

[redacted]

CONTACT INFORMATION

[redacted]

EXPERIENCE

DIRECTOR OF VICTIM SERVICES, Domestic Violence Resource Center
August 2021 – Present

- Led a team of 12, managing schedules, time off, and timesheets. Fostered professional growth through workshops and training and identified and recruited talented individuals to enhance team skills.
- Developed and implemented community-based programs, monitored their effectiveness, and ensured project requirements. Collaborated with team members to deliver solutions and meet deadlines.
- Partnered with similar organizations and government entities to optimize resource use, prevent service duplication, and address client needs. Worked with law enforcement and victim service agencies to resolve gap in services.
- Prepared detailed agency reports for grantors and resolved billing issues by improving standard operating procedures for accuracy.
- Supported grant writing efforts and participated in fundraising activities to secure financial support for the agency.

CASE MANAGER, Domestic Violence Resource Center
August 2019 – August 2021

- Assessed and addressed individual client needs, providing referrals for housing, transportation, and other services.

BEHAVIORAL HEALTH SPECIALIST, Desert Hills of New Mexico
May 2017 – April 2019

- Provided support and guidance to developmentally delayed, at-risk youth, and emotionally unstable teenagers.
- Support them to develop coping skills for reintegration into society.
- Utilize Dialectical Behavior Therapy, acute crisis intervention and de-escalation techniques.

COUNSELOR, Amaranta Psicología (Ecuador)
June 2015 – December 2022

- Provide individual counseling for cases related to depression, anxiety, and other mood disorders.

EDUCATION

UNIVERSIDAD SAN FRANCISCO DE QUITO
Bachelor's in Clinical Psychology – June 2015

COLEGIO INTERNACIONAL SEK – ECUADOR
High School Diploma – May 2007

DEVELOPMENT DIRECTOR CERTIFICATION

LANGUAGES

Spanish – Native
English – Excellent

REFERENCES

Available upon request

Stephanie Archuleta

Objective
Seeking a challenging position where I can utilize my strengths, knowledge, and experience to work with a team that provides quality services.

Professional Experience

New Mexico Division of Vocational Rehabilitation **Jan7, 2023 - Present**
Field Operations Supervisor *Rio Rancho, NM 87124*
Responsible for oversight of Field Operations Specialist Unit. Oversight of field operations across the state ensuring State and Federal Laws, policy and procedures compliance. Develop and implement field procedures to streamline financial workflows. Supervise and coordinate field activities to maintain efficient budget maintenance. Monitor and track federal and state grant expenditures. Point of contact between field teams and management ensures transparent communication and issue resolution. Monitor and update budget reports for senior leadership. Conduct routine site visits and financial case load audits. Analyze performance data to identify inefficiencies and develop improvement protocols. Track key performance indicators to measure team performance. Provides guidance and training on corrections for deficiencies identified to staff including support staff, rehabilitation counselors, supervisors, and program managers and operations directors. Utilize AWARE client database to conduct caseload audits, monitor fiscal expenditures, and voucher payments. Business outreach including instruction and guidance on becoming a NM state vendor, securing W9s, providing information and training to external service providers on fiscal process, and agency's policies and procedures. Acts as liaison to vendors providing fiscal support. Conduct onboarding of field operations unit. Conduct employee performance evaluations. . .

Domestic Violence Resource Center **Aug 2021 – Present**
Field Victim Advocate *Albuquerque, NM 87102*
Responsible for responding to law enforcement field calls related to domestic violence. Serve as a liaison between victims and law enforcement. Provides immediate support and resources to victims. Assist clients with coping strategies in the aftermath of victimization ensuring a trauma informed approach. Offer community resources based on individual need. Provide victims guidance with ERO, TRO petitions. Assists Law Enforcement with TRO serves and notifications to victims. Responsible for answering 24 hour helpline. Develops personalized safety planning with victims.

New Mexico Division of Vocational Rehabilitation **Feb 24, 2015 – Jan 7, 2023**
Field Operations Specialist *Rio Rancho, NM 87124*
Responsible for oversight of caseload and area budgets providing services to individuals with disabilities ensuring services provided are within federal and state regulations and agency policies and procedures. Conduct area office site visits to monitor fiscal activities and provide technical assistance and provided training as necessary. Conduct casefile audits for quality assurance ensuring program complies with Rehabilitation Services Administration and New Mexico Dept. of Finance Administration budget constraints. Document all findings of non-compliance of federal and state regulations, and DVR policies and procedures. Analyze data to compile monthly and quarterly reports to assist with planning, implementing, and evaluating programs, policies and procedures. Conduct daily review of financial authorizations and Individual Plans for Employment for accuracy and compliance within State and Federal guidelines, DVR's financial policies and procedures, and Manual of Operations. Provides guidance and training on corrections for deficiencies identified to staff including support staff, rehabilitation counselors, supervisors, and program managers and operations directors. Utilize AWARE client data base to conduct caseload audits, monitor fiscal expenditures, and voucher payments. Business outreach including instruction and guidance on becoming a NM state vendor, securing W9s, provide information and training to external service providers on fiscal process,

and agency's policies and procedures. Acts as liaison to vendors providing fiscal support. Assists Field Operations Specialist Supervisor with development and implementation of fiscal training to agency staff as necessary. .

New Mexico Division of Vocational Rehabilitation **June 1, 2012- Feb 24, 2015**
Rehabilitation Technician *Rio Rancho, NM 87124*
Responsible for accurately authorizing and vouchering services and goods for individuals with disabilities ensuring services are within federal and state regulations and agency policy and procedures. Responsible for management of assigned caseload budgets ensuring services are rendered and payments are processed according to fiscal policies. Ensure services authorized are documented accurately in Individual Plans for Employment and are in compliance with Dept. of Finance fiscal policies and procedures, RSA, federal and state regulations and adhere to the Manual of Operations. Ensure timely processing of payments. Document, review and track financials using AWARE client data base. Utilize AWARE to run case management and financial reports to maintain participant case file as per the Manual of Operations and RSA Federal Guidelines. Conduct file audits for financial documents ensuring receipts are reconciled and documented accurately. Provide information and training to external service providers and DVR participants regarding fiscal processes. Conduct orientation and initial intakes with individual interested in applying for services. Provide employment readiness and job placement services. Planning and development of job club, assigned career assessments, and securing On the Job Training Sites. Coordinated Vocational Rehab Services to include scheduling assessments, interpreters, appointments for case updates and plan development. Assist with supervision of front desk operations to include development of training program for oncoming reception staff. Knowledge of community resources and comparable benefits.

Haven House, Inc. **February 1, 2008 – June 20, 2020**
Billing Supervisor/ Case Manager *Rio Rancho, NM 87124*
Responsible for oversight of billing of federal and state grants. Ensure services provided and billed by agency are in compliance with terms of federal and state grant funds. Assist Executive team with strategic planning, development, and implementation of grant awards. Utilize various databases to collect and analyze financial data for monthly, quarterly and yearly state and federal reporting deadlines. Conduct electronic file audits for quality assurance. Issue deficiencies found in billing and discrepancies case management documentation. Notify staff on corrections and provide guidance on how to correct errors. Provide training to staff on agency policies and procedures and grant funding requirements. Provide staff training on multiple databases to gain proficiency. Interview clients, provide training and guidance regarding eligibility determinations; compose narratives; create and update case records and billing. Develop and manage staff schedules, track leave requests to ensure 24 hour staff coverage. 1:1 case management, job searching skills, build resumes, assist with budget planning, setting up bank accounts, aid client's directing them to community resources to empower and gain independence to help clients achieve goals. Provide crisis intervention and crisis counseling through 24 hour hotline. Responsible for screening and interviewing current and potential clients to determine if they qualify for services. Perform service assessments on clients to establish measurable attainable goals. Assist clients in setting daily, weekly, and monthly goals to assist clients in reestablishing themselves into a life that is free from domestic violence. Create files making sure necessary paperwork is complete and accurate. Responsible for documenting daily, weekly, monthly progress of each client on caseload.

NM Dept. of Health/ (SATC) **August 1, 2007 - June 1, 2012**

HIM/Incident Management Supervisor *Albuquerque, NM 87102*

Responsible for fiscal transactions of department including procurement and services rendered for department. Medical billing and coding for medical services provided to residents. Maintained accurate financial records and conducted audits for department ensuring services rendered were in compliance with state and federal guidelines. Responsible for maintaining Protected Health Information for all current as well as previous clients. Audit records ensuring records maintained in compliance with state and federal laws. Track and file all legal orders, probation agreements, holds, follow court dates, etc. Process all releases of information in accordance with federal and state standard policies and procedures. Maintain numerous databases ensuring all information is accurate and up to date. Responsible for tracking numerous assessments and reports following state and federal guidelines. Responsible for presenting and training HIPAA and Incident Management to new hire employees, volunteers, interns, etc. Supervise Incident Management to review all incidents of locked seclusion, personal and mechanical restraints making sure all policies and procedures are adhered to. Responsible for internal investigations of non-compliance of federal, state and facility policies and procedures. Liaison for Licensing & Certification inquiries and audits as well as monitoring corrective actions.

Lovelace Health Systems **January 10, 2005 – June 30, 2007**

Medical Records Specialist/Shift Supervisor *Albuquerque, NM 87108*

Compile and record medical charts, reports, and correspondence within federal law and agency policies and procedures. Prepare itemized statements and invoices and accurately record amounts due for services rendered. Transmit correspondence or medical records by mail, e-mail, and fax and bill appropriately. Review/audit records for completeness, accuracy, and compliance with federal regulations. Retrieve patient medical records for physicians, technicians, or other medical personnel. Process patient admission and discharge documents. Enter billing data, and verify accuracy of billing data and revise any errors. Establish work schedules and daily assignments for staff. Prepare monthly production reports for individual staff as well as department.

Abrahams's Construction, Inc. **December 21, 2001– December 24, 2004**

Bookkeeper/Field Supervisor *Albuquerque, NM 87108*

Responsibilities included all financial transactions of Construction Company including accounts payable, receivable and payroll. Responsible for auditing and tracking all financial records. Compile statistical, financial, accounting or auditing reports and tables pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses. Classify, record, and summarize numerical and financial data to compile and keep financial records. Review contracts ensuring correct entry, mathematical accuracy, and proper codes. Coordinated daily work schedule and assignments for 20-25 employees. Arranged delivery of all building supplies needed daily/weekly to various worksites. Ensured all new employee completed proper paperwork and maintained accurate employee files. Responsible for sorting and classifying contracts. Ordered permits, building inspections, line locators, etc. Comply with federal, state, and company policies, procedures, and regulations.

Sunland, Inc. **May 16, 1998 – December 21, 2001**

Retail Manager/Accounting Rep *Portales, NM 88130*

Responsible for financial operations of retail store and peanut production company including supervision of 10-12 employees. Conduct recruitment and new hire activities including human resource employment forms, new hire orientation and other necessary trainings. Conduct annual employee evaluations. Accounting duties included accounts payable, accounts receivable and weekly payroll. Responsible for conducting internal audits of personnel and financial records to maintain compliance with both state and federal rules and regulations. Statistical, financial, accounting reports monthly for Board of Directors. Processed forms necessary to export goods to various countries. Responsible for running retail store which included inventory, purchasing and distribution. Responsible for greeting customers in a friendly courteous manner. Operated cash register in during sale of products. Reconciled cash drawer/receipts and prepared deposits daily. Basic bookkeeping including payroll, AR/ AP, filing, ordered supplies, inventory, etc. Responsible for international/ national sales and billing. Processed retail order and wholesale orders over the phone and in person.

Responsible for packaging and shipping small orders. Cleaned and maintained sales floor. Answered multiple phone lines.

Education:

Central NM Community College
Albuquerque, NM
2007-2009

Eastern New Mexico University
Portales, NM
1998-2000

References

Available upon request

VANESSA FERNANDEZ

VICTIM SERVICES COORDINATOR

CONTACT

PROFILE SUMMARY

I have many years of experience in customer service. Throughout my work, I have gained many valuable skills and enhanced skills I already had; The most important being time management, knowing the importance of confidentiality, active listening, problem-solving and management.

EDUCATION

University of New Mexico

Bachelor of Arts in Criminology and Spanish

West Mesa High School

High School Diploma with APS Bilingual Seal

SKILLS

- Customer Service
- Bilingual
- Management
- Time Management
- Data Collection
- Effective Communication
- Critical Thinking

LANGUAGES

- English: Fluent
- Spanish: Fluent

WORK EXPERIENCE

Domestic Violence Resource Center (DVRC, Inc.) September 30th, 2024 - Present

Victim Services Coordinator

- As a Victim Services Coordinator, my duties include the following: Answer the helpline to assist in answering questions or concerns, triaging possible clients to see if they qualify for our services, assigning each client to a Victim Advocate, schedule appointments, and most importantly make sure to be there to support our client or victims during this difficult chapter in their lives.

Car Crafters Collision / Open Road Collision December 2019 - August 2024

Front Desk Receptionist / Scheduler

- I was a receptionist until October of 2023. After reception, I moved over to the scheduling department. As a receptionist, I would do a wide variety of tasks which included: answering the phone, create work files, record keeping, checking vehicles in/out, taking payments, talking to insurance companies, scheduling estimates and more.
- As a scheduler, my tasks were to: dispatch tasks to the body shops, schedule estimates, make sure vehicles were going to the correct location, achieving compliancy regulations for our contractors, answering customer's questions or concerns, follow up with clients to ensure customer satisfaction and to overall, ensure a positive first interaction for the clients.

NORC at the University of Chicago March 2017 - November 2019

Telephone Interviewer

- At NORC, I would conduct social science research around the United States and its territories via telephone surveys. The projects I was working on were a technology survey for Comscore, and a children immunization survey for the CDC. I learned many skills which included, gaining cooperation methods, the importance of confidentiality and data keeping, accurate data collection, active listening and completing deadlines for our contractors.

Twisters March 2015 - March 2017

Shift Manager

- I started off as a cashier and quickly moved up to a shift manager. My key responsibilities were to make sure the restaurant was running smoothly. This included tasks such as, making sure all employees were doing their tasks, making work schedules, ordering inventory, making sure we were following health regulations, making bank deposits, helping the front or then kitchen when needed, and overall ensuring customer satisfaction.

DVRC Inc. / Section 3.7- The Contractor shall maintain a formally adopted, board-approved set of policies and procedures for drug-free facilities. A copy of these Policies and Procedures shall be submitted in Bonfire / DVRC Drug Free Workplace Policy.pdf

DVRC's Drug Free Workplace Policy

From Full DVRC Employee/Volunteer Handbook

DVRC is a drug-free workplace and complies with the Drug Free Workplace Act as required by Federal regulations. While on DVRC property, while conducting DVRC business, or attending a DVRC social function, volunteers and staff are absolutely prohibited from:

- Use, possession, sale, distribution, or manufacture of illegal drugs
- Use, possession, sale, distribution, or manufacture of alcohol
- Being under the influence of alcohol, legal or illegal drugs
- Use of alcohol or any legal or illegal substance that negatively affects work performance or places staff and/or clients in jeopardy.
- Any volunteer/staff member violating this policy will be released from their assignment for the first offense. Any conviction for a criminal drug offense after becoming a DVRC volunteer must be reported to your supervisor or the organization's ED immediately.

DVRC Inc. / Section 3.8- The Contractor shall require all providers of Services under this Agreement to comply with its drug-free facilities policies and procedures and shall provide the City with written assurances of this commitment in Bonfire / DVRC Drug Free Workplace Commitment.pdf

DVRC shall require all providers of Services under this Agreement to comply with our drug-free facilities policies and procedures (attached above) as per our approved organization employee/volunteer handbook.

Appendix A

Vendor Name: **Domestic Violence Resource Center (DVRC, Inc.)**

Task/Service Description	Unit	Est. Annual Qty	Unit Rate	Annual Total	4-Year Total
In-person victim advocacy	Hour	2706	$30	$81,180.00	$324,720.00
On-call 24/7 crisis response	Call	300	30	$9,000.00	$36,000.00
Counseling/therapy sessions	Session			$0.00	$0.00
Legal advocacy & court accompaniment	Hour	30	30	$900.00	$3,600.00
Monthly report preparation/Administrative	Month	12	6575	$78,900.00	$315,600.00
TOTAL ESTIMATED COSTS				$169,980.00	$679,920.00

DVRC Therapist Credentials Explanation

As per our Technical Proposal and approved through the Question and Answers detailed in RFP Addendum #3, DVRC does not offer in-house counseling due to budgeting restrictions. We instead work with three outside providers to deliver counseling through warm handoffs for any client in need of services. There is no cost associated with these agreements, they are billed through insurance or CVRC, but DVRC will cover any copays associated with these services when the client cannot afford them.

The three outside providers we provide warm handoffs to are—

1. **Ellie Mental Health**: Ellie Mental Health is an accessible mental health provider with over 250 clinics across the country. There are currently two locations in Albuquerque, and their therapists specialize in trauma-informed therapy. More details can be found at their website: https://elliementalhealth.com/locations/albuquerque-nm/

2. **Discovering Greatness, LLC:** Discovering Greatness is a therapy provider with an office in Albuquerque. They offer EMDR for PTSD or Trauma, Dialectical Behavior Therapy, Emotion-Focused Therapy, and more. More details can be found at their website: http://discoveringgreatnessllc.org/nm-office.html

3. **StandTALL Healing Therapies, LLC:** StandTALL is run by a former DVRC intern, and offers therapy focused on those who have significant trauma/PTSD through Reconsolidation of Traumatic Memories (RTM) therapy. More details can be found at their website: https://standtallhealing.com/about-me

All therapy practices where clients are referred by DVRC have credentialed, fully licensed therapists.

AGREEMENT

THIS AGREEMENT is made and entered into by and between the City of Albuquerque, New Mexico, a municipal corporation ("City"), and DVRC, Inc. d/b/a Domestic Violence Resource Center, a New Mexico domestic nonprofit corporation principally located at 625 Silver Avenue SW, Suite 185, Albuquerque, NM 87102 ("Contractor"). The City and Contractor may each be referred to herein as a "Party" or collectively as the "Parties".

RECITALS

WHEREAS, the City requires assistance with the Albuquerque Police Department's ("APD") domestic violence program and has a need for Domestic Violence Victim Advocates ("Victim Advocates") to bridge the gap between law enforcement and the community, with the aim of empowering victims to become survivors, fostering trust, improving communication, and enhancing public safety;

WHEREAS, the Contractor has the experience and the capacity necessary to carry out advocating and providing resources for protection and safety; and

WHEREAS, the City desires to engage the Contractor to render certain services in connection therewith, and the Contractor is willing to provide such services,

NOW, THEREFORE, in consideration of the premises and mutual obligations herein, the parties hereto mutually agree as follows:

1. **Scope of Services.** The Contractor shall perform the following services ("Services") in a satisfactory and proper manner, as determined by the City:

   A. The Contractor shall provide adequate staffing to accommodate all Domestic Violence victims who enter the Family Advocacy Center ("FAC") facility, requiring services to include all scheduled appointments and walk-ins. Counseling therapists shall also be available on staff. Individuals seeking assistance shall be seen within sixty (60) minutes of arrival. If unable to meet this requirement, the delay shall be reported to the PD Commander of the FAC and/or their Designee. The facility's service hours are 8:00 AM to 5:00 PM MT, Monday through Friday.

   B. In the role of domestic violence victim advocates ("Victim Advocates"), the Contractor shall work in close coordination with the Albuquerque Police Department ("APD") Officers to provide comprehensive law enforcement services to victims of domestic violence, sexual assault, and stalking. Victim Advocates shall assist APD Officers in the investigation of stalking and felony domestic violence cases to ensure a consistent and high-quality continuum of care to the victims of crime.

   C. The Contractor shall strengthen legal advocacy service programs for domestic violence victims by responding to crime scenes with APD Officers and providing immediate, on-the-spot crisis prevention services. This includes an explanation of their legal rights

and providing information and referrals. The Contractor shall respond within sixty (60) minutes of being dispatched. If the sixty (60) minute response time cannot be met, the delay shall be reported to the Commander of the FAC and/or their Designee. On-call services shall be available twenty-four (24) hours a day, seven (7) days a week.

D. The Contractor shall assist in preparing Petitions for Orders of Protection and Emergency Orders of Protection; support the service of these Orders; provide advocacy for victims throughout the court hearing process; and monitor compliance with issued Court Orders.

E. The Contractor shall provide the Commander of the FAC and/or their Designee monthly written reports by the 15th day of each month. The reports shall include details of the services provided, demographic information for the victims served, and the outcomes of those services.

F. The Contractor shall advise and conduct training for the APD Officers and Civilians who work with and counsel victims of domestic violence and/or abuse. The Contractor shall also advise on all current information and trends regarding law enforcement practices related to domestic violence and shall meet annually with the APD Academy staff.

G. The Contractor shall maintain a formally adopted, board-approved set of policies and procedures for drug-free facilities. Such a document shall be made available for inspection and determination by the City as to its acceptability. The Contractor shall require all providers of Services under this Agreement to comply with its drug-free facilities policies and procedures and shall provide the City with written assurances of this commitment to do so.

H. The Contractor shall have available on hand copies of each Therapist's credentials.

I. The City shall provide the following to assist the Contractor in providing services in a satisfactory manner:

    a. Office Space. The City shall make available office space within an APD office located at the Family Advocacy Center (FAC), 625 Silver SW, Albuquerque, NM.

    b. Vehicles and Maintenance. When they are available, the City shall provide two (2) vehicles and one (1) van or SUV (collectively, the "Vehicles"), along with regular maintenance, for use by the Victim Advocates in performing the Services. The vehicles will be appropriately sized to transport families and some of their personal belongings. Each Vehicle shall be equipped with a flashlight and a child car seat. Victim Advocates may use the Vehicles to transport Victims to court, shelters, and hospitals. The Contractor shall be liable for any damage to the Vehicles that occurs while they are in use by the

Contractor, its employees, or agents. The Contractor shall also ensure that all personnel operating the Vehicles obtain and maintain valid City Operator Permits through the City's Risk Management Division after award.

2. **Term of Agreement.** The term of this Agreement shall start on the date of final execution of this Agreement for a four (4) year term and shall end on June 30, 2029, with options to renew for up to two (2) renewal periods of two (2) years each. In no event shall the total duration of the contract exceed eight (8) years.

3. **Compensation and Method of Payment.**

A. **Compensation.** For performing the Services specified in Section 1, the City agrees to pay the Contractor up to the amount of Six Hundred Seventy-Nine Thousand, Nine Hundred Twenty and No/100 Dollars ($679,920.00), which amount includes any applicable gross receipts tax. This amount shall constitute complete compensation for the Contractor's Services, including all expenditures made and expenses incurred by the Contractor in performing the Services.

B. **Method of Payment.** The aggregate amount provided in Section 3.A. shall be payable at the rates set forth in Appendix A, which is attached to and incorporated in this Agreement. Compensation and reimbursement for expenses pre-approved by the City shall be paid to the Contractor upon receipt by the APD of a properly documented invoice for payment. Payments shall be paid as determined by the budgetary and fiscal guidelines of the City on the condition that the Contractor has accomplished the services to the satisfaction of the City.

C. **Appropriations.** Notwithstanding any other provision in this Agreement, the terms of this Agreement are contingent upon the City Council of the City of Albuquerque making the appropriations necessary for the performance of this Agreement. If sufficient appropriations and authorizations are not made by the City Council, or if the City Council un-appropriates or deauthorizes funds during a fiscal year, this Agreement may be terminated upon thirty (30) days' written notice given by the City to all other parties to this Agreement. Such event shall not constitute an event of default. All payment obligations of the City and all of its interest in this Agreement will cease upon the date of termination. The City's determination as to whether sufficient appropriations are available or have been made shall be accepted by all parties and shall be final.

D. **Responsibility to Monitor Contract.** The Contractor is responsible for ensuring that the Contractor does not bill for Services in an amount that exceeds the total contract amount. With each invoice submitted to the City, the Contractor shall include a ledger report that identifies the total amount the Contractor has billed for Services under this Agreement and any Supplements to this Agreement. If at any time the Contractor determines that payment for Services may or will exceed the total amount provided in

this Agreement and any Supplements to this Agreement, the Contractor shall notify the City in writing, as soon as possible after making that determination. If the Contractor's billing exceeds the amount of this Agreement and any Supplements, the City may stop or delay payment, or the Services may be ceased or delayed at the City's request.

4. **Independent Contractor.** Neither the Contractor nor its employees are considered to be employees of the City of Albuquerque for any purpose whatsoever. The Contractor is considered as an independent contractor at all times in the performance of the Services described in Section 1. The Contractor further agrees that neither it nor its employees are entitled to any benefits from the City under the provisions of the Workers' Compensation Act of the State of New Mexico, or to any of the benefits granted to employees of the City under the provisions of the Merit System Ordinance as now enacted or hereafter amended.

5. **Liability.** Any liability incurred in connection with this Agreement is subject to the immunities and limitations of the New Mexico Tort Claims Act, Section 41-4-1 et seq., NMSA 1978, as amended.

6. **Personnel.**

A. The Contractor represents that it has, or will secure at its own expense, all personnel required in performing all of the Services required under this Agreement. Such personnel shall not be employees of or have any contractual relationships with the City.

B. All the Services required hereunder will be performed by the Contractor or under its supervision and all personnel engaged in the work shall be fully qualified and shall be authorized or permitted under state and local law to perform such Services.

C. None of the work or the Services covered by this Agreement shall be subcontracted without the prior written approval of the City. Any work or Services subcontracted hereunder shall be specified by written contract or Agreement and shall be subject to each provision of this Agreement.

7. **Indemnity.** The Contractor agrees to defend, indemnify, and hold harmless the City and its officials, agents, and employees from and against any and all claims, suits, demands, actions, or proceedings of any kind brought against any of those persons because of any injury or damage received or sustained by any person, persons, or property, which injury is arising out of or resulting from the Contractor's provision of goods or Services under this Agreement, or by reason of any asserted act or omission, neglect, or misconduct of the Contractor or Contractor's agents, employees or subcontractors, or the agents or employees of any subcontractor of Contractor, whether direct or indirect. The defense and indemnity required hereunder shall not be limited by reason of the specification of any particular insurance coverage in this Agreement.

8. **Insurance.** The Contractor shall procure and maintain at its expense until final payment by the City for Services covered by this Agreement, insurance policies in the kinds and amounts provided below, written with insurance companies authorized to do business in the State of New

Mexico, which policies cover all operations under this Agreement, whether Services or operations are performed by Contractor or its agents. Before commencing the Services, and upon renewal of all coverages, the Contractor shall furnish to the City a certificate or certificates of insurance, in form satisfactory to the City, showing that Contractor has complied with this Section. All certificates of insurance shall be provided upon execution of this Agreement and upon any cancellation or change in the policy, and the certificates shall provide that thirty (30) days' prior written notice of any cancellation, material change to, or non-renewal of a policy be given to:

Risk Manager

Department of Finance and Administrative Services

City of Albuquerque

P.O. Box 470

Albuquerque, New Mexico 87103

Various types of required insurance may be written in one or more policies. With respect to all applicable coverages, the City shall be named an additional insured by endorsement onto the policy. Proof of this additional insured relationship shall be evidenced on the Certificate of Insurance (COI) and on the insurance endorsement. All coverages afforded shall be primary with respect to operations provided. If, during the term of this Agreement, the City requires the Contractor to increase the maximum limits of any insurance required herein, an appropriate adjustment in the Contractor's compensation will be made. Kinds and amounts of insurance required are as follows:

A. Commercial General Liability Insurance. A commercial general liability insurance policy with combined limits of liability for bodily injury or property damage as follows:

$2,000,000.00	Per Occurrence
$2,000,000.00	Policy Aggregate
$1,000,000.00	Products Liability/Completed Operations
$1,000,000.00	Personal and Advertising Injury
$ 5,000.00	Medical Payments

The policy of insurance must include coverage for all operations performed for the City by the Contractor, and contractual liability coverage shall specifically insure the hold harmless provisions of this Agreement.

B. Commercial Automobile Liability Insurance ("CAL"): A CAL policy with not less than a $1,000,000.00 combined single limit of liability for bodily injury, including death, and property damage in any one occurrence. The CAL policy must include coverage for the use of all owned, non-owned, and hired automobiles, vehicles and other equipment both on and off work. This CAL policy cannot be a personal

automobile liability insurance policy as most personal automobile liability policies exclude coverage for work related losses.

C. **Workers' Compensation Insurance:** Workers' Compensation Insurance for the Contractor's employees when required by, and in accordance with, the provisions of the Workers' Compensation Act of the State of New Mexico ("Act"). The Contractor acknowledges that it is responsible for complying and agrees to comply with the Act and related rules in performing under this Agreement. The Contractor agrees to provide proof to the City of any Workers' Compensation coverage the Contractor is required to carry at any point during the term of this Agreement. The City may terminate this Agreement if the Contractor fails to comply with this provision.

D. **Professional Liability (Errors and Omissions) Insurance:** Professional liability (errors and omissions) insurance with policy limits in an amount not less than One Million and No/100 Dollars ($1,000,000.00) combined single limit of liability per occurrence with a general aggregate of One Million and No/100 Dollars ($1,000,000.00).

E. **Increased Limits.** If, during the term of this Agreement, the City requires the Contractor to increase the maximum limits of any insurance required herein, an appropriate adjustment in the Contractor's compensation will be made.

9. **Confidentiality.** All records referenced herein shall be maintained as confidential, except for those subject to disclosure by law. The Contractor shall ensure that it does not cause or allow confidential information gathered directly or indirectly via this Agreement to be published or otherwise disseminated. Contractor shall utilize industry-standard encryption protocols when conveying reports to the Commander and/or Designee. A breach of this provision is grounds for the Contractor's suspension, debarment, and other disciplinary actions.

10. **Discrimination Prohibited, Civil Rights Compliance.** In performing the Services required hereunder, the parties hereto shall not discriminate against any person on the basis of race, color, religion, sex, gender, gender identity, sexual orientation, pregnancy, childbirth or condition related to pregnancy or childbirth, spousal affiliation, national origin, ancestry, age, physical or mental handicap or serious medical condition, or disability as defined in the Americans With Disabilities Act of 1990, as now enacted or hereafter amended, and as defined in the New Mexico Human Rights Act. The Contractor agrees to comply and act in accordance with all provisions of the Albuquerque Human Rights Ordinance, the New Mexico Human Rights Act, the New Mexico Equal Pay for Women Act, Titles VI and VII of the U.S. Civil Rights Act of 1964, as amended, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973, the Pregnant Workers Fairness Act, and all federal, New Mexico and City laws and rules related to the enforcement of civil rights. Questions regarding civil rights or affirmative action compliance requirements should be directed to the City's Office of Civil Rights.

11. **ADA Compliance**. In performing the Services required under the Agreement, the Contractor agrees to meet all the requirements of the Americans With Disabilities Act of 1990, the Pregnant Workers Fairness Act, the New Mexico Human Rights Act, and all applicable rules and regulations (the "ADA") that are imposed directly on the Contractor or that would be imposed on the City as a public entity. The Contractor agrees to be responsible for knowing all applicable requirements of the ADA and to defend, indemnify, and hold harmless the City, its officials, agents, and employees from and against any and all claims, actions, suits, or proceedings of any kind brought against any of those parties as a result of any act or omission of the Contractor or its agents in violation of the ADA.

12. **Conflict of Interest.** No officer, agent or employee of the City will participate in any decision relating to this Agreement which affects that person's financial interest, the financial interest of his or her spouse or minor child or the financial interest of any business in which he or she has a direct or indirect financial interest.

13. **Interest of Contractor.** The Contractor agrees that it presently does not have, and shall acquire no direct or indirect interest which conflicts in any manner or degree with the performance of the terms of this Agreement. The Contractor will not employ any person who has any such conflict of interest to assist the Contractor in performing the Services.

14. **No Collusion.** The Contractor represents that this Agreement is entered into by the Contractor without collusion on the part of the Contractor with any person or firm, without fraud, and in good faith. The Contractor also represents that no gratuities, in the form of entertainment, gifts or otherwise, were, or will be, offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City for the purpose or with the intention of securing: this Agreement; a subsequent Agreement; more favorable treatment with respect to this Agreement; or more favorable treatment with respect to making any determinations regarding performance under this Agreement.

15. **Debarment, Suspension, Ineligibility and Exclusion Compliance.** The Contractor certifies that it has not been debarred, suspended or otherwise found ineligible to receive funds by any agency of the executive branch of the federal government, the State of New Mexico, any local public body of the State, or any state of the United States. The Contractor agrees that should any notice of debarment, suspension, ineligibility or exclusion be received by the Contractor, the Contractor will notify the City immediately.

16. **Reports and Information.** At such times and in such forms as the City may require, there shall be furnished to the City such statements, records, reports, data and information, as the City may request pertaining to matters covered by this Agreement. Unless otherwise authorized by the City, the Contractor will not release any information concerning the work product including any reports or other documents prepared pursuant to this Agreement until the final product is submitted to the City.

17. **Open Meetings Requirements.** Any nonprofit organization in the City which receives funds appropriated by the City, or which has as a member of its governing body an elected official, or appointed administrative official, as a representative of the City, is subject to the requirements of § 2-5-1 et seq., R.O.A. 1994, Public Interest Organizations. The Contractor agrees to comply with all such requirements, if applicable.

18. **Public Records.** The parties acknowledge that the City is a government entity subject to the New Mexico Inspection of Public Records Act (Sections 14-2-1 et seq., NMSA 1978). Notwithstanding any other provision of this Agreement, the City shall not be responsible to Contractor for any disclosure of Confidential Information pursuant to that Act or pursuant to the City's public records act laws, rules, regulations, instructions or any other legal requirement.

19. **Establishment and Maintenance of Records.** Records shall be maintained by the Contractor in accordance with applicable laws and requirements prescribed by the City with respect to all matters covered by this Agreement. Except as otherwise authorized by the City, such records shall be maintained for a period of four (4) years after receipt of final payment under this Agreement.

20. **Audits and Inspections.** At any time during normal business hours and as often as the City may deem necessary, Contractor shall make all of the Contractor's records with respect to all matters covered by this Agreement available to the City for examination. The Contractor shall allow the City to audit, examine, and make excerpts or transcripts from such records, and to make audits of all contracts, invoices, materials, payrolls, records of personnel, conditions of employment, and other data related to all matters covered by this Agreement. The Contractor understands and will comply with the City's Accountability in Government Ordinance, §2-10-1 et seq. and Inspector General Ordinance, §2-17-1 et seq. R.O.A. 1994, and also agrees to provide requested information and records and to appear as a witness in hearings for the City's Board of Ethics and Campaign Practices pursuant to Article XII, Section 9 of the Albuquerque City Charter.

21. **Ownership, Publication, Reproduction and Use of Material.** No material produced in whole or in part under this Agreement shall be subject to copyright in the United States or in any other country. The City shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data or other materials prepared under this Agreement.

22. **Compliance With Laws.** In performing the Services required hereunder, the Contractor shall comply with all applicable laws, ordinances, and codes of the federal, state and local governments.

23. **Changes.** The City may, from time to time, request changes in the Services to be performed hereunder. Such changes, including any increase or decrease in the amount of the Contractor's compensation, which are mutually agreed upon by and between the City and the Contractor, shall be incorporated in written amendments to this Agreement.

24. **Amendments or Modifications.** No amendment or modification to this Agreement shall be valid or enforceable unless such amendment or modification is executed in writing with the consent and signatures of the parties hereto.

25. **Assignability.** The Contractor shall not assign or transfer any interest in this Agreement, whether by assignment or novation, without the prior written consent of the City.

26. **Termination for Cause.** If, for any reason, the Contractor fails to fulfill its obligations under this Agreement in a timely and proper manner, or if the Contractor violates any provision of this Agreement, the City has the right to terminate this Agreement by giving written notice of the termination to the Contractor and specifying a termination effective date at least five (5) days after notice is provided. In such event, all finished or unfinished documents, data, maps, studies, surveys, drawings, models, photographs, and reports prepared by the Contractor under this Agreement shall, at the option of the City, become the City's property, and the Contractor shall be entitled to receive just and equitable compensation for any work satisfactorily completed under the Agreement. Notwithstanding any other provision of this section, the Contractor shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of this Agreement by the Contractor, and the City may withhold any payments to the Contractor for the purposes of set-off until such time as the exact amount of damages due the City from the Contractor is determined.

27. **Termination for Convenience of City.** The City may terminate this Agreement at any time by giving at least fifteen (15) days' notice of the termination in writing to the Contractor. If the Contract is terminated as provided herein, the Contractor will be paid an amount that bears the same ratio to the total compensation provided for under the Agreement as the Services actually performed bear to the total Services required under the Agreement, less payments of compensation previously made. If this Agreement is terminated due to the fault of the Contractor, the Termination for Cause provision shall apply.

28. **Construction and Severability.** If any part of this Agreement is held to be invalid or unenforceable, such holding will not affect the validity or enforceability of any other part of this Agreement so long as the remainder of the Agreement is reasonably capable of completion.

29. **Headings and Captions.** Headings and captions of sections and paragraphs are for convenience, not limitation, and are not to be construed as modifying text.

30. **Enforcement.** The Contractor agrees to pay to the City all costs and expenses, including reasonable attorneys' fees, incurred by the City in exercising any of its rights or remedies in connection with the enforcement of this Agreement.

31. **Representation.** Each party hereto acknowledges that it has been represented or has had ample opportunity to obtain representation of counsel, with respect to this Agreement. Accordingly, each party hereto represents to the other that it has read and understood the terms of this Agreement, and the consequences of executing this Agreement, and that except as expressly

set forth herein, no representations have been made to induce the other party to execute this Agreement.

32. **Entire Agreement**. This Agreement, including any explicitly stated and attached exhibits, constitutes the full, final, and entire agreement of the parties and incorporates all of the conditions, agreements, understandings and negotiations between the parties concerning the subject matter of this contract, and all such agreements, conditions, understandings and negotiations have been merged into this written Agreement. No prior condition, agreement, understanding, or negotiation, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in writing in this Agreement.

33. **Applicable Law and Venue.** This Agreement is governed by and construed and enforced in accordance with the laws of the State of New Mexico and the City of Albuquerque. The venue for actions arising in connection with this Agreement is Bernalillo County, New Mexico.

34. **Force Majeure.** The City shall not be liable for failure to perform its obligations under this Agreement, for any loss or damage of any kind, or for any consequences resulting from delay or inability to perform, due to causes beyond the reasonable control and without the fault or negligence of the City. Such causes ("Force Majeure Events") include, but are not restricted to: acts of God or the public enemy; acts of State, Federal or local governments; shortage or inability to obtain materials; breakdowns or delays of carriers, manufacturers, or suppliers; freight embargoes; theft; fire; flood; epidemics or pandemics; quarantine restrictions; strikes; lockouts; unusually severe weather; and defaults of subcontractors due to any of the above. If a Force Majeure Event causes any failure to perform, the City shall promptly inform the Contractor in writing of such event, indicating the expected duration thereof and the period for which suspension in performance is requested. The parties shall consult with each other in good faith with respect to modification of this Agreement to reflect such suspension or other changes (if any) desired by the City as a result thereof. The rights and remedies of the City provided in this paragraph shall not be exclusive and are in addition to any other rights now being provided by law or under this Agreement.

35. **Multiple Counterparts.** This Agreement may be signed in multiple counterparts or with detachable signature pages, but either or both circumstances shall constitute one instrument, binding upon all parties to the Agreement as if all parties signed the same document. If so executed, each counterpart of this Agreement is deemed an original for all purposes and all such counterparts will collectively constitute one Agreement, but in making proof of this Agreement, it will not be necessary to produce or account for more than one such counterpart.

36. **Electronic Signatures.** Authenticated electronic signatures are legally acceptable pursuant to Section 14-16-7 NMSA 1978. The parties agree that this Agreement may be electronically signed and that the electronic signatures appearing on this Agreement are the same as handwritten signatures for the purposes of validity, enforceability, and admissibility.

37. **Approval Required.** This Agreement shall not become binding upon the City until approved by the highest required City approval authority.

[SIGNATURES ON NEXT PAGE]

IN WITNESS WHEREOF, the City and the Contractor have executed this Agreement upon the date of the last signature below.

CONTRACTOR:

Company: DVRC INC.

Approved By: _____ Date: _____

Name: _____ Title: _____

CITY OF ALBUQUERQUE:

Approved By: _____ Date: _____

Name: _____ Title: _____

Approved By: _____ Date: _____

Name: _____ Title: _____

Approved By: _____ Date: _____