

Office of Mitigation, Prevention & Resolution Offers New Services

The Office of Mitigation, Prevention & Resolution promotes training, restorative practices and mediation to state government agencies as an efficient way to improve workplace relationships, conserve state resources and save money. These free services are provided to all entities insured under the risk management insurance pool.

The bureau, formerly known as the ADR bureau, merged with the training side of Loss Prevention and overhauled how services are offered for state employees and agencies. The name change aligns with statute which emphasizes prevention and resolution.

The Office of Mitigation, Prevention & Resolution now offers agencies training focused on agency specific intervention as opposed to training a limited number of employees from different agencies. While mediation will always continue to be offered, they now provide preventative-based training and offer workgroups other options.

“We want to intervene early so that entities have a greater chance of success,” said Kimberly Ulibarri, Bureau Chief. “Historically, agencies called in crises with the focus on getting a mediation completed. We’re looking at getting agencies trained so that they don’t get to the point of mediation or the restorative piece.”

Ulibarri said that the nice thing about being agency specific is that they are now working with district and satellite offices across the state. “Our services are no longer limited to Santa Fe and Albuquerque because we have built a base that now has a greater reach,” she said.

The new training is designed to help employees through self-development and reflection, understanding that conflict may be preventing things from moving forward in workplace conflict.

Depending on an organization’s needs, the bureau now provides follow-up services which include additional training, mediation, or our new restorative practice.

“We don’t want to have a one and done training, leaving agencies to fend for themselves,” said Ulibarri. “We want to walk them through a process where they feel comfortable, and when issues arise, they can contact us for support.”

Mitigation, Prevention & Resolution also launched their “road show” in the Fall of 2024, going on the road to do outreach across the state to let agencies know they are here to help. That outreach has generated requests from different locations of the state that they had never received before.

“We’re also in the process of growing our bureau by filling new positions to give special attention to entities across the state to create solid working relationships with our staff,” said Ulibarri. “We combined loss prevention with the conflict resolution side and developed training designed to reach people who do not know about our bureau due to the nature of their work.

For example, we are now providing training for people who work out in the field, are not in an office all day, and don't have access to a computer. We're bringing our services to them, so they know they have resources."

Creating healthy environments in both conflict and physical space is important as we continue moving forward.