

# New Mexico Department of Veterans Services



**Legislative Finance Committee (LFC) Budget Hearing**

**31 Oct 2019**

**Judy M. Griego**  
***DVS Cabinet Secretary***

# “Serving Those Who Served”

**Mission:** To provide the highest quality care, service and advocacy for the men and women—and their families—who have served as members of the United States Armed Forces.



# Key Leadership Staff

**Bryan Osterhage**

Deputy Secretary

**Vacant**

Administrative Services Division

**Monica Maestas**

CFO-ASD

● *Mandy Dykman*

*State Approving Agency Bureau Manager*

**Ed Mendez**

State Veterans Benefits, Memorial and  
Cemetery Division Director

**Larry Campos**

● *Tracie Brasier*

Field Services Division Director  
*Women Veterans Program Manager*

**Vacant**

Health Care Division Director

**Richard Coffel**

Veterans Business Outreach Center Director

# FTE Manpower

**FTE Authorized 59 (including the 5 below)**

**3 - Federal Funded - Veterans Business Outreach Centers**

**2 - Federal Funded - State Approval Agency**

**Current Vacancies 12**

**Vacancy Rate 20.3%**

**In Hiring Process 11 (1 exempt)**

# New Mexico's Veteran Population



156,595 Veterans (Percent of Population 7.5%)

53,919 Veterans over the age of 65 (34%)

21,779 Veterans are over the age of 80 (14%)

79,727 Live in the Albuquerque Metro Area (51%)

*(Valencia, Bernalillo, Sandoval, Santa Fe Counties)*

16,540 Are Women Veterans (10.6%)



# Benefits, Memorial & Cemeteries

## Major Accomplishments

- Gallup State Veterans Cemetery opened Memorial Day 2019
- Angel Fire State Veterans Cemetery construction is at 65% completion, estimate opening spring 2020.
- MOA Signed w/VMA Chapter 996 to bring a Vietnam Wall Replica to the Angel Fire Vietnam Memorial
- Carlsbad (pre-construction process finalized) Construction grant process to begin 2023 or 2024
- Veterans Outreach Collaboration with Taxation and Revenue Department
- Agency awarded a **Best Practices Award** (2019) from the New Mexico Infrastructure Conference in collaboration with the Economic Development Department.



# Benefits, Memorial & Cemeteries (Continued)

## Major Accomplishments



- **11,382** Veterans Serviced to date
- Property Tax Exemptions & Waivers Processed – **5,577**
- State Park Passes – **956**
- License Plate Application – **1,237**
- 100% Disabled – **3,612**

### • Events Conducted

- Purple Heart Ceremony
- Military Honors Burial Training Conference
- Angel Fire Brick Laying event
- Memorial Day Event – Gallup Cemetery
- Forgotten Heroes Ceremony





# Field Services Division

## Major Accomplishments

- Conducted the 1<sup>st</sup> VSO National Accreditation Training for Pueblos and Tribes; graduated 13 new VSOs
- Trained 3 VSOs for the Appeals Accreditation
- Implemented the new VetraSpec Software – instant upload for claims direct to VA
- 22,859 Veterans Serviced
- Hire of Women Veterans Program Manager





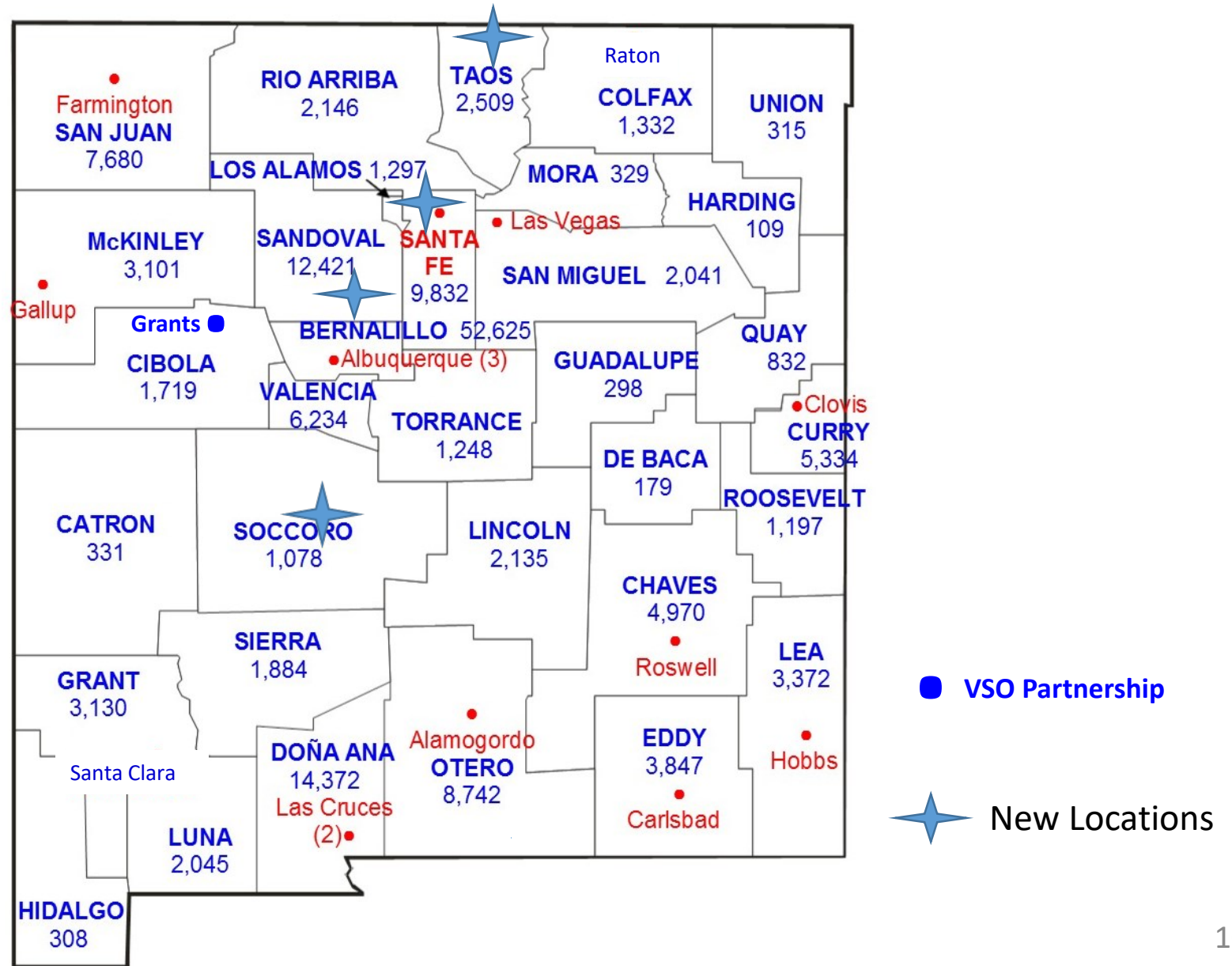
# Field Services Division (Continued)

## Major Accomplishments

- VSO Outreach – 2,214
- 131 Outreach Events Conducted
- MOA Laguna Tribe VSO – partnership
- MOA Navajo Nation VSO – partnership



# Location of Field Offices (12) & Veteran Population (156,595)



# Healthcare Division

## Major Accomplishments

- Health Constituent Outreach Events – 102
- Collaboration w/ALTSD – conference, Transportation Task Force and the VAHCS
- 652 Veterans Serviced (198 VA Healthcare Issues)
- Successful transition of the State Veterans Home to the Department of Health





# Veterans Business Outreach Centers

## Major Accomplishments



- Veterans Business Outreach Center (VBOC) was approved for a one (1) year extension, with three one-year extension options remaining
- In 2019, the VBOC:
  - Conducted 20 Boots to Business classes
  - Counseled 241 entrepreneurial-minded veterans
  - Attended 110 Outreach Events
  - Helped start 15 new business
  - Helped 9 veteran-owned businesses secure \$1,589,216 million in federal contracts
  - Jim Cassidy – NM SBA District Office Veteran Business Champion of the Year





# FY2021 Agency Budget Request

<b>SOURCES</b>			
	<b>Base</b>	<b>Expansion</b>	<b>Total</b>
GF	4,921.70	1,396.40	6,318.10
Federal	560.0	0	560.0
Other Revenue	120.0	0	120.0
<b>TOTAL</b>	<b>5,601.70</b>	<b>1,396.40</b>	<b>6,998.10</b>
<b>USES</b>			
200	4,136.50	679.00	4,815.50
300	609.50	337.40	946.90
400	855.70	380.00	1,235.70
<b>TOTAL</b>	<b>5,601.70</b>	<b>1,396.40</b>	<b>6,998.10</b>

# FTE Expansion Requests

Veterans Service Officers (VSO's)	4
Angel Fire Facility Manager	1
Internment Specialists	7
Healthcare Specialists	2
<b>TOTAL</b>	<b>14</b>

## Accountability in Government Act **FY21 Approved Performance Measures**

Measure Type	Measure	Target
Outcome	Percent of eligible deceased veterans and family members interred in a regional state veterans' cemetery	10%
Quality	Percent of veterans surveyed who rate the services provided by the agency as satisfactory or above	95%
Explanatory	Number of veterans and families of veterans served by the veterans services field offices	

# DVS Focus Initiatives

- Outreach Events – Rural Areas (Benefits Awareness, Service and Advocacy)
- Tribal and Pueblo Collaborations
- Healthcare – Behavioral Health/Suicide Prevention, Transportation Network, Homeless Veterans and Aging Veterans





## DVS Focus Initiatives *(continued)*

- Cemetery Program – Expansion & Operation (Honorable Resting Place)
- Vietnam Veterans Memorial – Tribute to Veterans and Economic Support
- Women Veterans – Advocate and deal with specific women veteran issues



# Questions/Comments???



**The New Mexico Department of Veterans Services**

**[www.nmdvs.org](http://www.nmdvs.org)**

***Toll-Free 1-(800) 866-433-8387***

**Our Veterans Thank You!**