



# **New Mexico Division of Vocational Rehabilitation**

# Mission

The mission of the New Mexico Division of Vocational Rehabilitation is to encourage and assist the efforts of New Mexicans with disabilities to reach their goals for working and living in their communities.

## NM DVR 2020-2021 Report

- 268- competitively employed New Mexico Participants
- Agency served 6,685 participants
- Average Annual Salary of participants \$22,926.
- Total Wages for successfully Rehabilitation Individuals \$6,213,209.

# Vision:

Every New Mexican with a disability has the opportunity to contribute to their quality of life and the economic prosperity of the state.

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# Public Education Department

Division of Vocational  
Rehabilitation is a division of  
the Public Education Dept.

## More about DVR

DVR is provided federal grant funding for the operation of the State Vocational Rehabilitation program.

78.7% Federal Funding

21.3% NM State Match

### Economic Impact of NMDVR:

- ✓ Appropriated dollars
- ✓ Reduced dependence on public resources
- ✓ Increased income earnings for Disabled New Mexicans

## Organization Structure

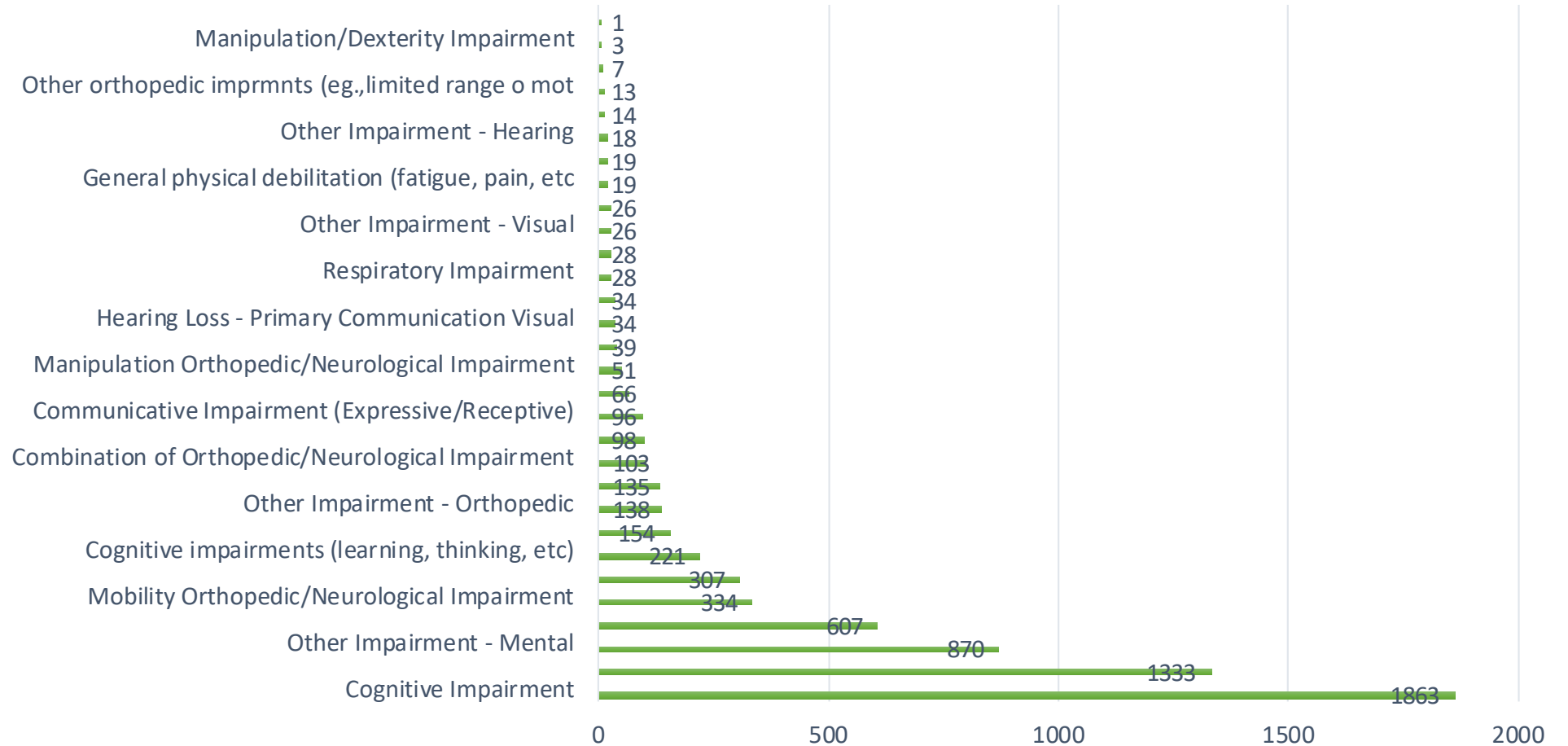
- DVR does have a Governor appointed Director position.
- Administrator of Rehabilitation Services Unit
- Deputy Director of Administrative Service/ CFO
- Director Disability Determination Services
- CIO
- 3 Statewide Coordinators
- 26 field offices throughout New Mexico
- 11- Program Managers
- 74 – Vocational Rehabilitation Counselors when fully staffed.

# NMDVR Services

- **Disability Determination Services**
- **Job Placement Services**
- **Job Support Services**
- **Mediation Services**
- **Advocacy Service**
- **Working Incentive Counseling**
- **Other services**
  - **Vocational Guidance and Counseling (G&C)**
  - **School to Work Transition Services**
  - **Vocational and Other Training**
  - **Job Search and Placement Assistance**
  - **Diagnostic/Treatment of Impairments**
  - **Accommodations/Assistive Technology**

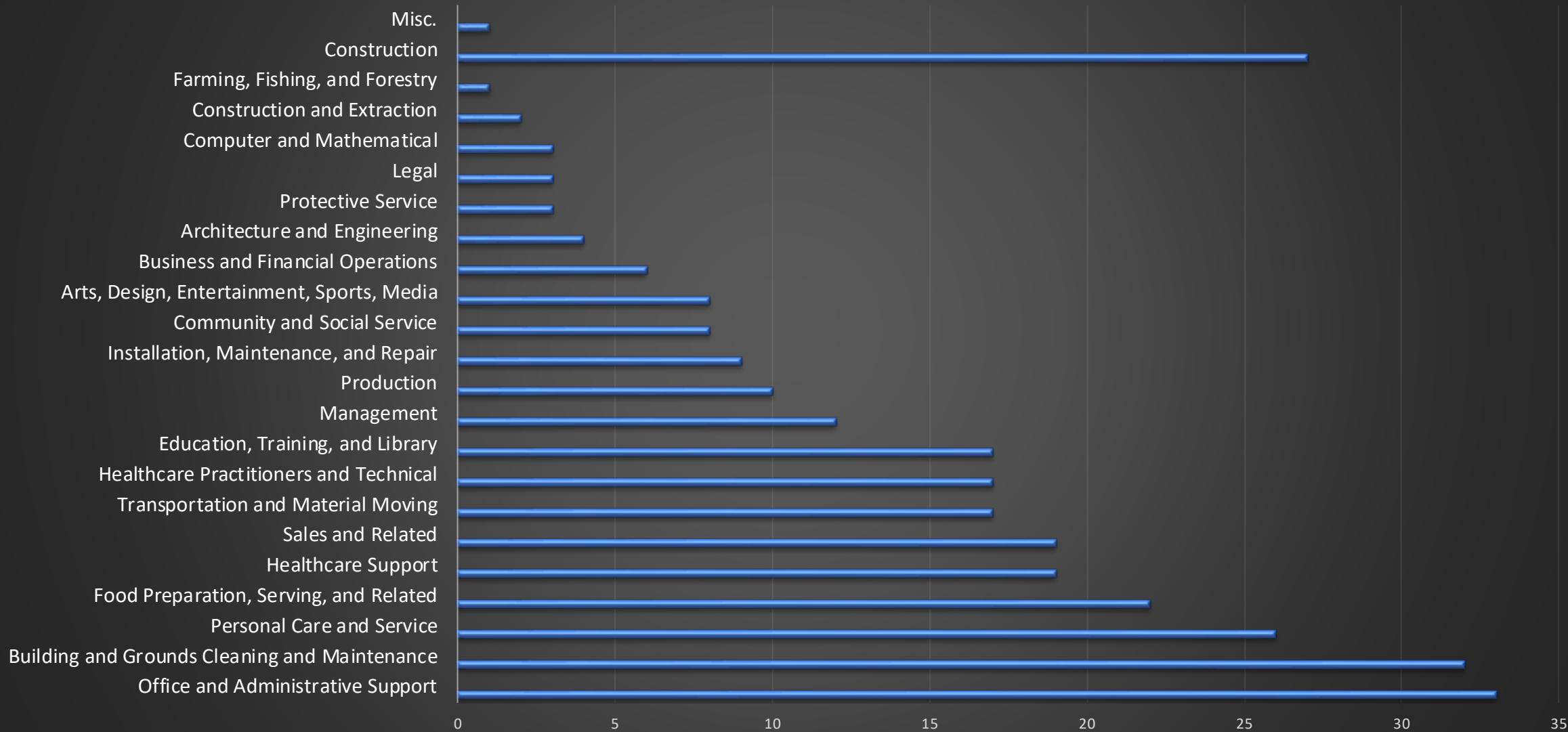
# 2020 Annual Data

## Primary Disability Reported



# 2020 Annual Data

## Job Placements by Category



## Eligibility:

*VRC has reviewed documentation provided with diagnosis(MSD, SD & Priority Levels*



## Service:

*Participant develops Individualized plan for employment with VRC.*



## Application:

*Participant has met with a VRC and opened a case.*



## Employed:

*Participant has obtained employment. Job retention services provided.*



## Referral:

*Individual has expressed interest with NMDVR and has entered referral*



## Closure:

*Client has received DVR Services and secured employment. After 90 days of employment case is closed.*



# VR Process overview

# Order of Selection @ NMDVR

The agency is currently in an active Order of Selection. Individuals may have to wait for DVR services.

Current Waitlist standings: 860

## **Categorized by:**

- Most Significant Disabled
- Significant Disabled
- Non-Significant



# Pre-Employment Transition Services

In July of 2014, the reauthorization of the Workforce Investment Act took place. The new act is now called the Workforce Innovation and Opportunity Act and includes many changes focused on students with disabilities. Under the new Act the NMDVR program has added a new service category, Pre-Employment Transition Services. Pre-employment transition services serves youth ages 14-21 years old.

Below is an explanation of the components with the Pre-employment Transition Services and how our agency may assist your efforts with students' transition needs.

- Job exploration counseling
- Work-Based Learning Experiences
- Counseling on Opportunities for Enrollment in Post-Secondary Education
- Instruction in Self-Advocacy
- Workplace Readiness Training

# The Buying Power of Persons w/ Disabilities

- Over one billion people across the globe had some form of disability - 15% of the global population.
- 80% of disabilities are acquired later in life
- Aging population means an increase in disabilities
- While working-age people with disabilities have, on average, a lower annual income than people without disabilities, the report finds they still have significant spending power:
  - The total disposable income for U.S. adults with disabilities is about \$490 billion, which is comparable to other significant market segments, such as African Americans (\$501 billion) and Hispanics (\$582 billion). (Disposable income is what is left after taxes are paid.); and
  - Discretionary income for working-age people with disabilities is about \$21 billion, which is greater than that of the African-American (\$3 billion) and Hispanic (\$16 billion) market segments, combined. (Discretionary income is the money remaining after deducting taxes, other mandatory charges, and spending on necessities, such as food and housing.)

(The Buying Power of People with Disabilities | A Diversity & Inclusion Disability Magazine ([diverseabilitymagazine.com](http://diverseabilitymagazine.com)))

# NMDVR Highlights

## **Project Search:**

During the past eight months Project Search sites through out the state (Albuquerque, UNM hospital & Embassy Suites Rio Rancho/ Rust Presbyterian, Gallup/Hilton Garden Inn, Gadsden Schools/Las Cruces Good Samaritan Las Cruces, Farmington/ City of Farmington, Santa Fe/Pueblo of Pojoaque, Alamogordo/ Holloman Air Force Base) have adjusted to working remotely and were able to conduct a virtual graduation for 43 interns. National Project Search shared that they are developing an extensive unit on technology training for PS interns during restrictions.

## **Tapability Now @ NMDVR:**

Tapability is a Talent Acquisition Portal supported by the NET (National Employment Team). Tapability has relationships with businesses throughout the country; through these relationships, companies post open job opportunities with Tapability.

By working with Tapability, NMDVR now has ease of access to thousands of employers seeking to hire Individuals with Disabilities. Companies are utilizing Tapability as a direct pool of talent to fill positions.

## **SRC Awards:**

The State Rehabilitation Council (SRC) congratulates Kayla Damron (Vocational Rehab. Counselor), Patricia Sainz (Vocational Rehab Technician) and business partner Michael “Mike” Lujan & Staff from the Pecos/Las Vegas Ranger District Santa Fe National Forest for their hard work and dedication to serve our participants.

# NMDVR Highlights

## **Western New Mexico University Collaboration:**

In May 2021, partnered with WNMU to provided a specialized Rehabilitation Counselors program. In which 14 NMDVR vocational counselors participated in. The goal of this training program was to provide educational and technical training to unlicensed Vocational Counselors. The program was composed of 15-credit hours over 8 weeks, equivalent to attending a full-time semester. NMDVR proudly congratulates these staff on their successful completion , of a C or better (per class), and the successful obtainment of the NMPED Licensure obtainment.

## **Positive Organizational Climate Committee (POCC)**

In collaboration with DVR Leadership, the NM DVR has re-organized our agency Positive Organizational Climate Committee (POCC), in a completely virtual environment.

This summer, the POCC started a staff driven peer to peer recognition program, DVR Spotlight Award(s), as a way to recognize significant above and beyond staff accomplishments agency wide. In August 2021, the first recipients of this recognition award were shared.

In an effort in increase staff communication from leadership, through the hard work and support of our DVR Public Information Officer, a monthly internal staff newsletter was created and distributed to all agency staff.

# Disability Determination Service

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# Program Description

- The Social Security Administration (SSA) administers the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) disability programs.
- SSA and their state partners, the Disability Determination Services agency (DDS), make disability and blindness determinations on behalf of the Commissioner of Social Security for citizens of the State of New Mexico.
- Federal Regulations which govern this Federal - State relationship between SSA and the DDS and the requirements of the State DDS are found in Title 20, Code of Federal Regulations (CFR), Chapter III, Part 404, Subpart Q (Sections 404.1601 through 404.1694 and Part 416, Subpart J (Sections 416.1001 through 416.1094).
- SSA provides 100% of the funding for the Disability Determination Services (DDS) to make disability determinations for the citizens of New Mexico. Because of the 100% funding, SSA maintains extensive control over the day-to-day operations at the DDS. Those controls include federal ownership of the majority of hardware and software; data entry and data proprietorship; approval/disapproval over ability to replace or hire additional FTE's; training requirements for staff; performance measures for the DDS; and staffing patterns.

## Federal Fiscal Year Success in Federal Fiscal Year 2020 (FY20)

- In FY20, the NM DDS met and/or exceeded all of our SSA performance measures.
- The NM DDS successfully implemented a new SSA caseload management system, Disability Case Processing System or DCPS. The NM DDS was a Regional and National leader in implementation of this process.
- In FY20, the NM DDS received a total hiring authority of 36 positions from SSA.
  - Throughout FY20, we worked to reduce our vacancy rate from roughly 44% down to a low of 17%, through the help and support of DVR Leadership and HR.
  - The NM DDS was successfully able to hire and train all these position in a completely virtual environment.
- The NM DDS was immediately able to successfully transition the majority of staff and contractors to a virtual work environment in March 2020.
- The NM DDS was successfully able to maintain some limited critical business need skeleton crew positions at the NM DDS for non-portable workloads.

# Federal Fiscal Year Success in Federal Fiscal Year 2021 (FY21) Year to Date

- In FY21, the NM DDS was successfully able to advocate with SSA for significant additional hiring authority from SSA. SSA approved 53 positions for the NM DDS.
- With this large volume of hiring authority along with the wonderful support and partnership of DVR Leadership and specifically the DVR HR Team, we were able to complete a reorganization of the agency and create 23 additional FTEs for the agency.
- Through this re-organization, multiple internal career growth opportunities were created, aimed at long-term development and retention of agency staff throughout their career.
- Despite the many challenges of recruiting staff for positions within the NM DDS, the NM DDS has on-boarded 36 total positions as of 09/01/21.
- The NM DDS, with the support of DVR HR implemented and completed an In Person Rapid Hire event, July 28-30<sup>th</sup>. Through this event, we were able to recruit and onboard critical staffing hires.



## Federal Fiscal Year Performance, Year to Date

- As of 08/27/21, with 92.3% of Federal Fiscal Year Completed
  - The NM DDS has met and exceeded our Continuing Disability Review (CDR) SSA workload target, completing 108% of our budgeted goal
  - The NM DDS is performing above par on our Reconsideration (appeal level) SSA workload target with 95.9% of goal completed.
  - The NM DDS is working to be on pace with our Initial level disability determination claims. It should be noted that Regionally and Nationally, SSA is slightly under par on this goal. The NM DDS is performing better than the Regional average on this workload.



# National Level Recognition for the NM DDS

- Charles “Alan” Hamlin, NM DDS Administrator, received a national SSA Commissioners Citation Award for outstanding public service.
  - Debra Martin, NM DDS Fiscal Manager, received a national SSA Deputy Commissioners Citation Award for outstanding public service in fiscal management.
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# Presenting NMDVR Staff:

Dan Drury, Interim Executive Director  
[Dan.Drury@state.nm.us](mailto:Dan.Drury@state.nm.us)

Nash Sisneros, Interim RSU Administrator  
[Nash.Sisneros@state.nm.us](mailto:Nash.Sisneros@state.nm.us)

Therese Trujillo, Deputy Director ASU  
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Alan Hamlin, DDS Administrator  
[Charles.Hamlin@ssa.gov](mailto:Charles.Hamlin@ssa.gov)

Robert Alirez, Chief Information Officer  
[Robert.Alirez@state.nm.us](mailto:Robert.Alirez@state.nm.us)



## Website Resources

<http://www.dvr.state.nm.us/>

- Online Referral link
- Clients rights & responsibilities
- Manual of Operating Procedures
- Annual Reports/State Rehab. Council
- Locations & Contact information
- And much more!