

New Mexico Department of Veterans Services



Military & Veterans Affairs Committee

10 Aug 2020

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 (exempt)

Monica Maestas

CFO and Acting ASD

● *Mandy Dykman*

State Approving Agency Bureau Manager

Ed Mendez

State Veterans Benefits, Memorial and
Cemetery Division Director

Larry Campos

Field Services Division Director

● *Vacant*

Women Veterans Program Manager

Jemia Warner

HealthCare Coordination 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**

FY21 FTE Auth Increase 67 (includes the 8 below)

- 5 Veterans Service Officers (pending budget review)**
- 3 Cemetery Specialist for Angel Fire**

New Mexico's Veteran Population (Source: VA Projections)



154,172 Veterans (Percent of Population 7.4%)

74,890 Veterans over the age of 65 (48% of veteran population)

21,621 Veterans are over the age of 80 (14%)

79,143 Live in the Albuquerque Metro Area (51%)

(Valencia, Bernalillo, Sandoval, Santa Fe Counties)

16,710 Are Women Veterans (10.9%)

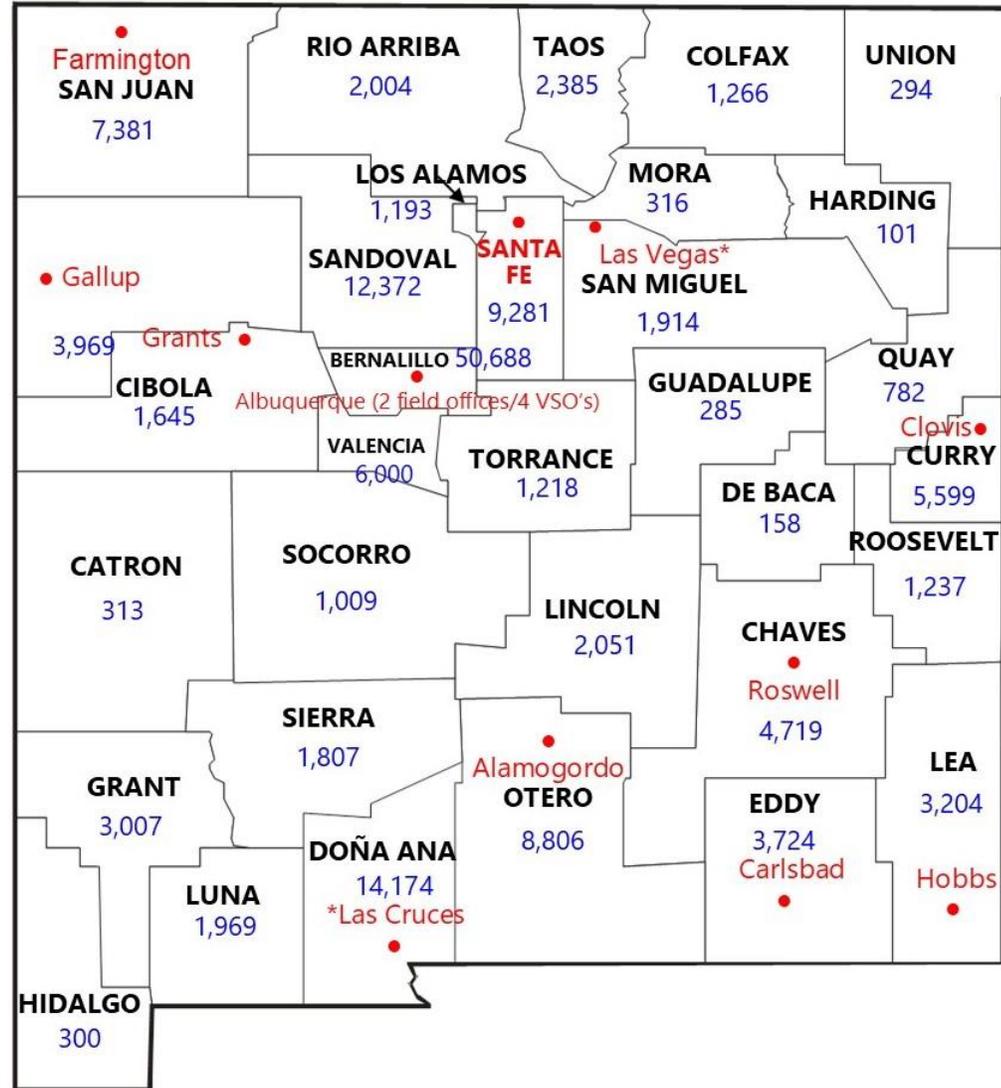
Veteran Population Map

COUNTY IN CAPITAL LETTERS

Blue=Veteran Population

Red=13 DVS Field Offices/18 VSO's

*indicates two VSO's at the office



Administrative Services Division

Major Accomplishments

- FY21 Operating Budget \$5,227.0 GF
- FY22 Appropriation Request preparation
- FY2021 ICIP Request Approved for \$2M for Vietnam Veterans Memorial in Angel Fire
- Agency HR – Hired new HR Analyst
- SAA – Federal Fiscal Year 2020
 - Conducted (some remote) 14/15 compliance surveys during COVID-19; on track to complete by VA deadline of 8/15
 - Over 1,800 programs approved with no kickbacks from VA



Benefits, Memorial & Cemeteries

Major Accomplishments

- Angel Fire State Veterans Cemetery construction is completed, and a soft opening was held July 23, 2020
- Ft Stanton and Gallup State Veterans Cemeteries are fully operational and currently have 106 and 65 respectively veterans and dependents interned
- Carlsbad State Veterans Cemetery construction grant process to begin 2023
- Plans are still underway to bring a half scale Vietnam Wall Replica to the Angel Fire Vietnam Memorial in collaboration with VVA Chapter 996.
- Agency awarded the **2019 Pillars of Excellences** award from the Veterans Administration for our work on the States Forgotten Heroes program.



Benefits, Memorial & Cemeteries (Continued)

Major Accomplishments

- **18,563** Veterans State Benefits Serviced to date
- Property Tax Exemptions & Waivers Processed – **8,689**
- State Park Passes – **1,356**
- License Plate Application – **1,983**
- Hunting and Fishing – **6,535**

Events

- 50TH Vietnam Veterans Ceremonies conducted
- Korean War Veterans Peace Medal Presentations
- Memorial Day tributes at all state veterans' cemeteries
- Cabinet Secretaries in the community Albuquerque and Roswell
- Welcome Home WWII Honor flight veterans
- Purple Heart Wreath laying ceremony and the Forgotten Hero's Ceremony closed to the public



Field Operations Division

Major Accomplishments



- Received funding for Grants VSO position
- VSO's attended NM Corrections Dept Vendor Training
- Direct Submit (D2D) MOU with the Veterans Administration
- New software "VetraSpec" can process Federal and State applications
- Maintained seven Native American VSO Accreditation with the NACVSO
- 3 VSO's trained to issue Tax Certificates. (Best Practice)
- NMDVS & NMDWS MOA for pilot Half Time VSO/DVOP
- Larry Campos Nominated by NACVSO to attend Native American Conference at the White House in D.C. Nov 2019
- Collaboration with the NM Indian Affairs Department and the Navajo Nation for training and outreach

Field Operations Division

Major Accomplishments (Continued)

- **TOTAL OFFICE VISITS: 9795 (Prior to COVID)**
- **PHONE CALLS: 4211**
- **EMAILS: 2996**
- **New POA assignments: 690**
- **Federal Benefits:**
 - Intent to File: **602**
 - Service Connected (S/C) Claims **2444**
 - Non-S/C Pension **350**
 - Health Care **362**
- **VA Awards for claims and pensions brought in over 6m in revenue to New Mexico.**



Field Operations Division

Major Accomplishments (**Continued**)

Women Veterans Program Manager



- Women Veteran Program Manager hired through the DoD's Military "Bridge" program
- Collaboration with the VA Center for Native American Women Veterans
- Participation in the Veterans Administration Center for Women Veterans committee
- Member of the National Association of State Women Veteran Coordinators

Healthcare Division

Major Accomplishments

- Applied to VA- Highly Rural Transportation grant to support 9 highly rural counties for veteran transportation to medical appointments
- Collaboration with CYFD, a local Girl Scout troop and a veterans to provide masks for individuals in need.
- 136 Veterans Serviced (Including COVID related issues)



Veterans Business Outreach Centers

Major Accomplishments



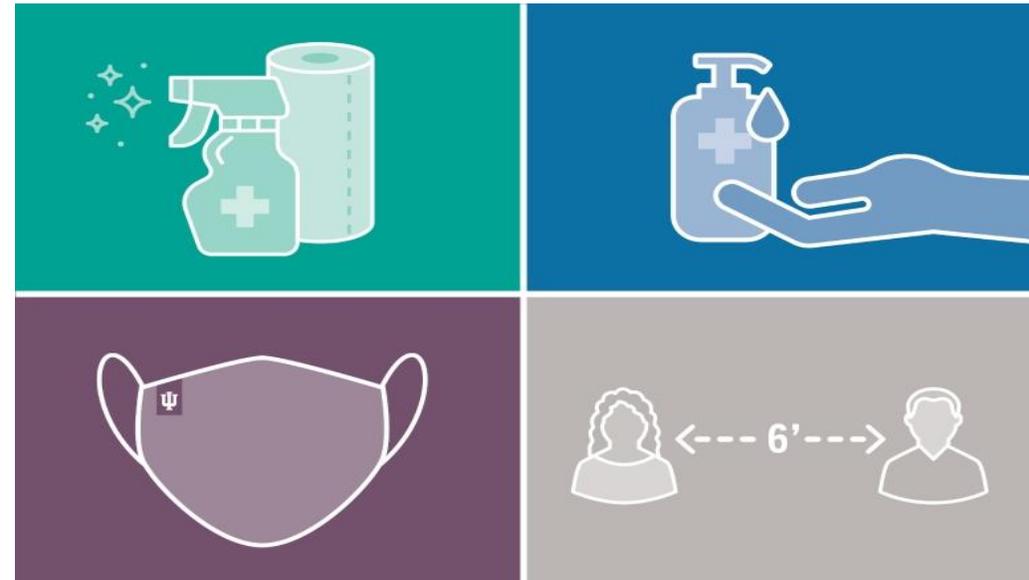
- Veterans Business Outreach Center (VBOC) was approved for a one (1) year extension, with three one-year extension options remaining
- In 2019, the VBOC:
 - Conducted 20 Boots to Business classes
 - Counseled 241 entrepreneurial-minded veterans
 - Attended 110 Outreach Events
 - Helped start 15 new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



COVID-19



- Majority of DVS Staff Teleworking – Per Governor’s Public Health Order
- Continue to service veterans and their families – telephone, email, regular mail, etc..
- Cemetery Services – deemed essential and on-going IAW VA NCA guidelines
- Events and Outreach temporarily suspended - safety of our veterans & staff
- Post COVID-19 Return – Pending State Guidance
 - PPE requisition
 - Phase Approach
 - By Appointments



2020 Census Initiatives



- Developed Veteran specific flyer, script, inserts etc for campaign
- Briefed at Quarterly Veterans Community Call (QVCC)
- Monthly Newsletter
- Continued outreach calls to Veterans - 150-200 per week
- Weekly mail outs w/Benefits & Field Services correspondence
- Independence Day (4th of Jul) – 1000 mass mail out inserts,
E-mailed 1,300 Veterans
- my2020census.gov

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DVS Focus Initiatives FY 21-22

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



DVS Focus Initiatives FY 21-22 *(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
- Support to Veteran own small businesses



Questions/Comments???



The New Mexico Department of Veterans Services

www.nmdvs.org

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

Our Veterans Thank You!