NEW MEXICO
DEPARTMENT OF VETERANS’ SERVICES

“We are not just the beneficiaries of their bravery….we are the stewards of their sacrifice…”  Sec Tim Hale
“At VA, we advocate for veterans—it is our overarching philosophy, and in time, it will become our culture. If anyone asks you what VA stands for, you tell them that VA advocates for veterans.”

Secretary Eric K. Shinseki
United States Dept of Veterans Affairs

“At NMDVS, veteran advocacy IS our culture!!”

Secretary Tim Hale
NM Dept of Veterans Services
Military and Veterans Affairs Focus Points: DVS Centric Issues

- HEALTH CARE
  - Military
  - Veterans
  - Rural
  - PTSD/TBI/Military Sexual Trauma

- Homelessness
- Education
- Long Term Care/Special Needs
- Veteran Burial Benefits/Cemeteries
2011 Interim Committee Synopsis--DVS

• New Mexico Military Heritage Unsurpassed
• Per CAPITA Veteran Population Among Nation’s Highest
  ▪ TREMENDOUS Fiscal Impact
  ▪ FY10: $1.5Billion
  ▪ VA Stats show overall decline since 2000 Census
    ▪ Reversal of Decline Should be Priority
  ▪ Declining Elderly Population (Near Term)
    ▪ WWII and Korea Vet Deaths declining in number
    ▪ Viet Nam Vets: Now highest death rates
  ▪ Small Elderly Increase Coming
    ▪ Reagan Era Buildup Vets begin turning 65 approximately 2020
    ▪ Next large spike/growth in aging care—time now to prepare
  ▪ Large Numbers of Gulf War I/Kosovo/GWOT Vets Returning
    ▪ Increase in PTSB, TBI, Military Sexual Trauma (MST) cases
      ▪ VA working hard to keep pace
      ▪ VA emphasis upon rural outreach in all areas
      ▪ Non-profit/community organizations stepping up to fill gaps
    ▪ Cause/Effect: Poor job market=increased unemployment=increased homelessness=increased manifestation of PTSD symptoms/severity (Social Issues)

• VA Programs Robust
  ▪ Major Communications Issues—DVS will assist
DVS Guiding Principles

**People Centric:** Veterans and their families are the centerpiece of our mission and everything we do.

**Results Driven:** We will be measured by our accomplishments, not by our promises.

**Tactically focused, strategically driven:** We will meet immediate needs with immediate urgency, and plan for the future with a strategic vision and goals.
STRATEGIC GOALS

• Improve awareness and access to benefits for all New Mexico Veterans
  • Make it easier for Veterans and their families to receive the right benefits, meeting their expectations for quality, timeliness, customer service and responsiveness
  • Educate and empower NM Veterans and their families through proactive outreach and effective advocacy

• Improve and build upon community and interagency partnerships to bridge verified gaps in VA benefits

• Become the most veteran friendly/accessible state
  • Truly earn the name/brand “Vet Friendly”: Business, Benefits, and Community Support

• Initial Data: NM Ranks in Bottom 20% of 50 states
  • Unweighted comparison of benefits by state
Strategic Overview

4 W’s

• Who we serve
• Where we serve
• What we do to serve
• Where we are going… To Serve
TOTAL VETERAN POPULATION BY COUNTY
IN NEW MEXICO: 176,566

* NMDVS FIELD OFFICE LOCATIONS
www.dvs.state.nm.us • toll free 1-866-433-8387
Constituents and Key Partners

• **NM State Agencies:**
  – New Mexico National Guard (Military Affairs)
  – Department of Health
    • State Veterans Home (Truth or Consequences)
    • Veterans Unit, Ft Bayard Health Facility
    • Behavioral Health Consortium
  – Aging and Long Term Services
  – Workforce Solutions
  – Economic Development
  – Dept of Higher Education
    • State Approving Agency
  – Cultural Affairs
  – DFA
  – Personnel
  – Taxation and Revenue
  – Indian Affairs
Constituents and Key Partners (2)

- Federal Agencies
  - US Dept of Veterans Affairs
    - Murphy VA Medical Center (ABQ)
      - Eleven Community Based Outpatient Clinics
    - Amarillo and Big Spring TX VAMC
      - Two Community Based Outpatient Clinics
    - Albuquerque Regional Benefits Office
    - Santa Fe and Ft Bayard (Ft Bliss) National Cemeteries
  - US Department Of Labor
  - US Small Business Administration (SBA)
  - US Dept of Defense
Constituents and Key Partners (3)
National Service Organizations and Service Foundations

• Disabled American Veterans (DAV)**
• Military Order of the Purple Heart**
• Veterans of Foreign Wars (VFW)**
• American Legion**
• Viet Nam Vets of America (VVA)
• Military Order of World Wars (MOOWW)
• AMVETS
• Military Officers Association of America (MOAA)
• Wounded Warrior Foundation
• Veterans Integration Center

• YWCA (Henderson House)
• Mesilla Valley of Hope
• Paralyzed Veterans of America
• Blinded Veterans Association

**NSOs contracted to hold POAs
Adjoining state Vet Centers

NM VA VET CENTERS

ALBUQUERQUE
1600 MOUNTAIN ROAD NW
ALBUQUERQUE, NM 87104
(505) 346-6562

LAS CRUCES
1300 WEST BROWN ROAD
LAS CRUCES, NM 88005
(575) 523-9826

FARMINGTON
4251 E. MAIN SUITE C
FARMINGTON, NM 87402
(505) 327-9684

SANTA FE
2209 BROTHERS ROAD SUITE 110
SANTA FE, NM 87505
(505) 988-6562
VA Community/Rural Health Facilities

NM VA COMMUNITY BASED OUTPATIENT CLINICS (CBOC'S)

Alamogordo
White Sands Mall
3196 N. White Sands Blvd., Ste. D10
Alamogordo, NM 88310
(575) 437-9196

Artesia
1700 W. Main St.,
Artesia, NM 88210-3712
(575) 746-3531

Durango (CO)
1970 East Third Avenue, Ste. 102
Durango, CO 81301
(970) 247-2214

Espanola
105 S. Coronado Ave.
Espanola, NM 87532
(505) 367-4213 or 367-4213

Farmington
1001 West Broadway, Suite C
Farmington, NM 87401-5638
(505) 326-4383

Gallup
520 Hwy 564
Gallup, NM 87301
(505) 722-2234

Las Vegas, NM
624 University Ave.,
Las Vegas, NM 87701
(505) 425-1910 or 425-1910

Raton
1275 South 2nd Street,
Raton, NM 87440-2234
(575) 445-2391

Santa Fe
2213 Brothers Road, Suite 600
Santa Fe, NM 87505
(505) 986-8645

Silver City
1302 32nd St.,
Silver City, NM 88061
(575) 538-2921

Truth or Consequences
1960 North Date Street
Truth or Consequences, NM 87001
(575) 894-7662

TX VAMC CBOCs

MAP: Durango, Hobbs, Clovis
STATE VETERANS' HOME

TRUTH OR CONSEQUENCES
992 SOUTH BROADWAY,
TRUTH OR CONSEQUENCES, NM 87901
(575) 894-4200

149 MILES FROM ALBUQUERQUE
“VA seeks to provide the service of a veterans cemetery within 75 miles of 90 percent of veterans across the country...”

VA State Cemetery Grants Program Guide
DVS-Specific Strategic Goals

• CORE Service Officer Functions: *Best in Nation*

• Jobs

• Homes

  *Stressors: Helping vets find a job helps keep families and vets in homes, and reduces inherent stress/PTSD symptoms*

• Develop/refine plans for aging Veteran Population
  - State Veterans Cemeteries
Putting Vets to Work

• Cooperative Effort: Jobs, Education, OJT, Business Development

  • JOBS
    • DoL
    • DWS
  
  • Education/OJT
    • Higher Ed
    • DoL
  
  • Business Development
    • DVS
    – Veteran Enterprise Training Program (VETPRO)
    • Veteran Business Outreach Center (VBOC)

  “Building Businesses One Veteran At A Time”
Partnerships

• Small Business Administration (SBA)
  - Small Business Development Centers (SBDC’s)
  - Procurement Technical Assistance Program

• Veterans Administration
• Chambers of Commerce
• Economic Development
• Non-Profit Organizations
• For-Profit Organizations
• Institutions of Higher Learning
DVS Conferences and Workshops

• Workshops since March 2011: 9
• Attendees: 175
• Conference attendees (2008-2010): 1600
• Outreach since March 2011: 346 contacts (non-conference)
• Projected Workshops thru February 2012: 4
• FOCUS GROUPS: Women, Unemployed, Native Americans, Homeless
Conference and Workshop Content

BASICS: Complements TAP and DWS information

• Entrepreneur Focus
  – Starting a business
  – Working within the federal marketplace
  – How to effectively prepare for credit
  – On-line resources

• Procurement Technical Assistance

• Small Business Development Centers (Business Plan Development and Loans)

• Matchmaking with federal/state/local governments and prime contractors
FY 2008-2010* Contracts Awarded

$39,589,000.00

(SBA does not track # of contracts)
Expansion Plans

• **Short Term:** 6 months to 1 year:
  – Expand into women, Native American, National Guard & college markets for entrepreneurs
  
  • Expand social-media presence (LinkedIn and FaceBook)
  • Secure additional federal grant funding

• **STRATEGIC:** 1-2 Years
  • Additional Veteran Business Advisor support locations
    • Las Cruces
    • Farmington
  • University/College campuses—Satellite Locations
FIELD OPERATIONS: The CORE of DVS

MISSION:
Provide information and assistance to veterans and eligible dependents to obtain State and VA benefits and services to which they are entitled.

MANNING:
• 17 Veteran Service Officers in 20 offices
  • 16 of the 33 Counties
• Currently Unfilled Positions:
  • Las Vegas
  • Las Cruces
    • Not filled due to the hiring freeze and budget restrictions
  • Clovis: Recently vacated due to VSO resignation
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Field Offices Workload Data (Fiscal 2009)

New Mexico State Population 2,009,671  
State Veteran Population 176,566  
Percent of State Population that are Veterans * 8.75%  

Field Station Workload Data (2009)  
Office visits by veterans 17,486  
Number of VA claims processed 18,258  
Number of claims referred to National Service Organizations 20,148  
  Service-connected 5,519  
  Non-service connected 2,032  
  Death Benefits 1,296  
  Non-Power of Attorney 975  
  Miscellaneous local, county and state benefits 5,445  
  Phone Calls 4,851  

* A Veteran - an individual who was discharged or released from active duty in the US Armed Forces under Honorable Conditions (honorable or general discharge).
VA Expenditures in New Mexico (FY2010)

- Compensation & Pensions: $574,985,000
- Medical Care: $398,839,000
- Education & Vocational Rehabilitation/Employment: $55,579,000
- General Operating Expenses: $13,862,000
- Insurance & Indemnities: $12,881,000
- VA Home Loan Guaranty: $500,000,000
- VA Construction: $25,000,000

- Total: $1,581,146,000
WRAP UP

“We will be measured by our accomplishments, not by our promises....”

• We will not promise what we cannot support
• We will not support what is not ethical, legal, and fiscally responsible
• We will not offer any promises which are not fully staffed and approved at all levels...
• We will always ...“Do the right thing”