

The background of the slide is a stylized American flag with red and white stripes and a blue field with white stars. The text is centered over this background.

NEW MEXICO  
DEPARTMENT OF VETERANS'  
SERVICES

*“Serving those who served”*

*“We are not just the beneficiaries of their  
bravery....we are the stewards of their  
sacrifice...” Sec Tim Hale*

The background of the slide is a stylized American flag, with the stars and stripes visible. The text is overlaid on this background.

*“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.”*

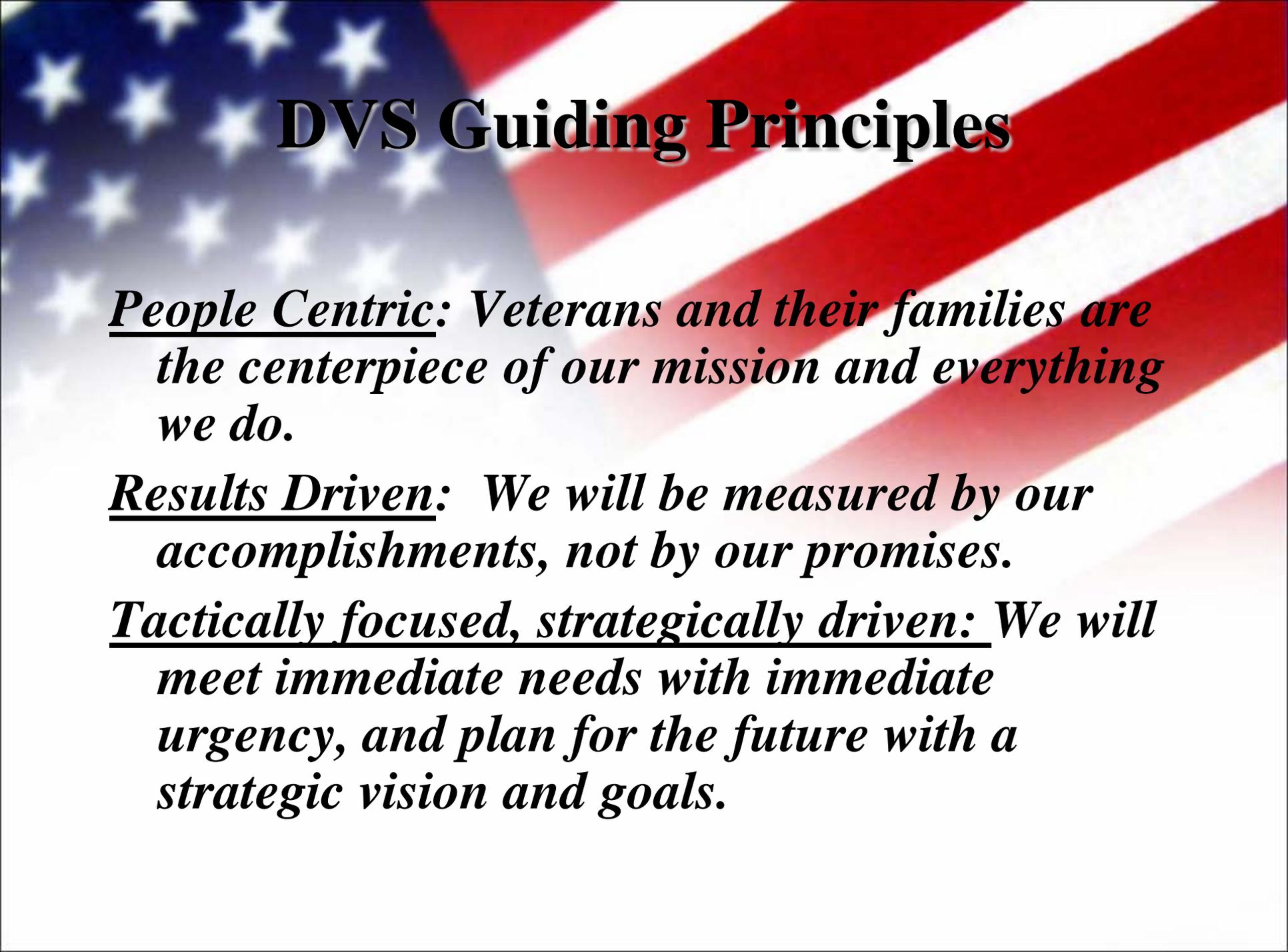
*Secretary Eric K. Shinseki*

*United States Dept of Veterans Affairs*

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

*Secretary Tim Hale*

*NM Dept of Veterans Services*

The background of the slide is a stylized American flag, with the stars and stripes visible. The text is overlaid on this background.

# 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**

# BIG SIX: RULES FOR SUPPORTING SERVICE MEMBERS, VETERANS, MILITARY FAMILIES, AND FAMILIES OF THE FALLEN

1. Actions and discussions are about **THEIR** needs, never about what you do
2. Realize that each individual is unique and therefore has unique needs
3. If you think you're doing it better than anyone else or the only one doing it, someone else is doing it and doing it better
4. Never make a commitment you cannot, do not, or will not keep
5. Build for the long run and have a meaningful and personal impact
6. If you start to think it's about you, that's when it's time to get out



The background of the slide is a stylized American flag with a blue field of white stars in the upper left and red and white stripes in the rest of the frame.

# Acronym Lesson #1: BLUF

## Bottom Line Up Front:

- Small Agency
- Highly Effective
- Current Budget Environment will affect services/further cuts will reduce service
- Strategic Plans to improve services

# BLUF # 2: Key Issues

## •Short Term:

- Communication and Cooperation
  - Interagency
  - Partnerships
- Expectation management: Constituents and legislature(s)
  - DVS versus USDVA responsibilities
  - Past practices versus current fiscal reality

## •Long Term: Strategic Planning

- Homelessness
- PTSD Awareness and Treatment
- Veteran Joblessness
- Rural, Native American, and Women's Issues
- Aging Veteran Population

# 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)

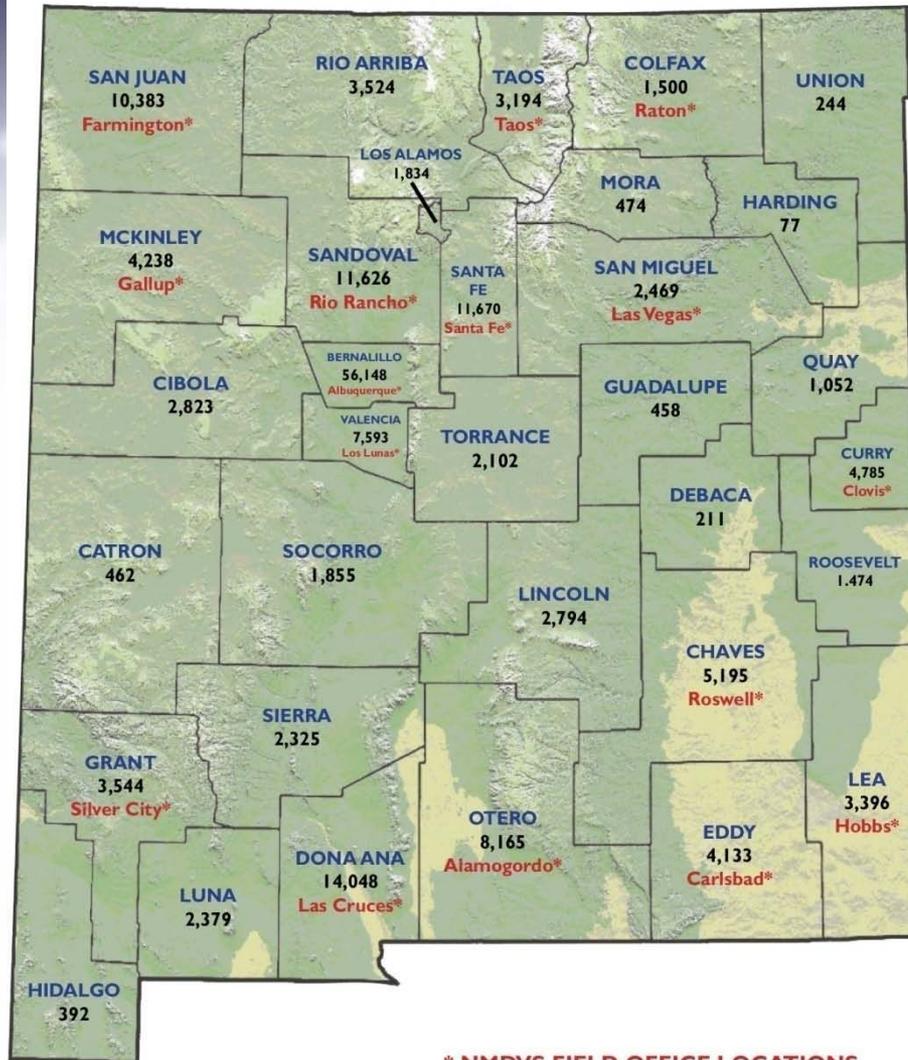
- US Dept of Defense

# 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**

## TOTAL VETERAN POPULATION BY COUNTY IN NEW MEXICO: 176,566



\* NMDVS FIELD OFFICE LOCATIONS  
[www.dvs.state.nm.us](http://www.dvs.state.nm.us) • toll free 1-866-433-8387





★  
Tucson VAMC

★  
Amarillo VAMC

★  
Big Spring VAMC

★ El Paso VAMC

★ Adjoining Regional VA Medical Centers



**VA ABQ REGIONAL MEDICAL CENTER**

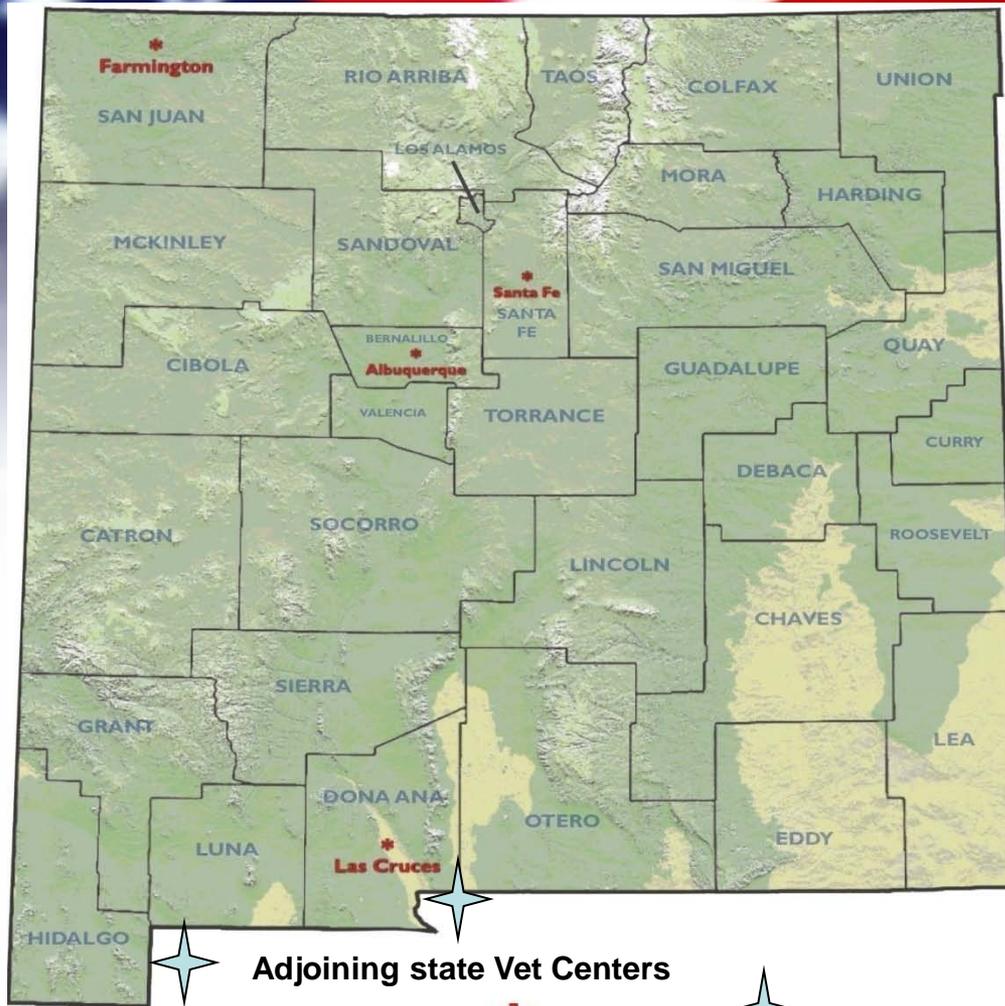
ALBUQUERQUE  
1501 SAN PEDRO SE  
ALBUQUERQUE, NM 87108  
(505) 265-1711



**VA ABQ REGIONAL OFFICE**

ALBUQUERQUE  
500 GOLD ST. SE  
ALBUQUERQUE, NM 87103  
(800) 827-1000





Adjoining state Vet Centers

**NMVA VET CENTERS**

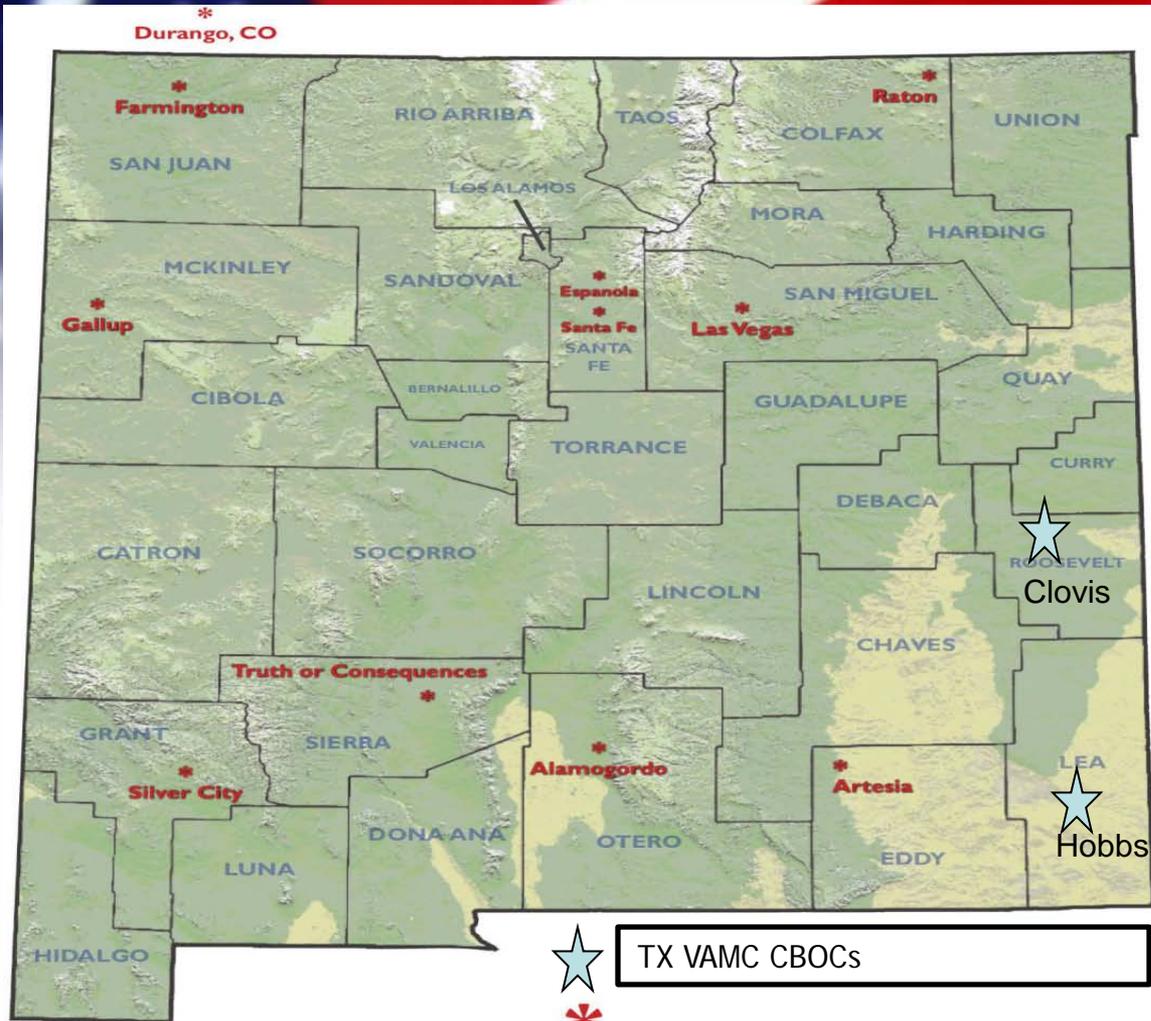
**ALBUQUERQUE**  
 1600 MOUNTAIN ROAD NW  
 ALBUQUERQUE, NM 87104  
 (505) 346-6562

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

**LAS CRUCES**  
 1300 WEST BROWN ROAD  
 LAS CRUCES, NM 8805  
 (575) 523-9826

**SANTA FE**  
 2209 BROTHERS ROAD SUITE 110  
 SANTA FE, NM 87505  
 (505) 988-6562





## NMVA COMMUNITY BASED OUTPATIENT CLINICS (CBOC'S)

**Alamogordo**  
 White Sands Mall  
 3199 N. White Sands Blvd., Ste. D10  
 Alamogordo, NM 88310  
 (575) 437-9195

**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) 722-7234

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

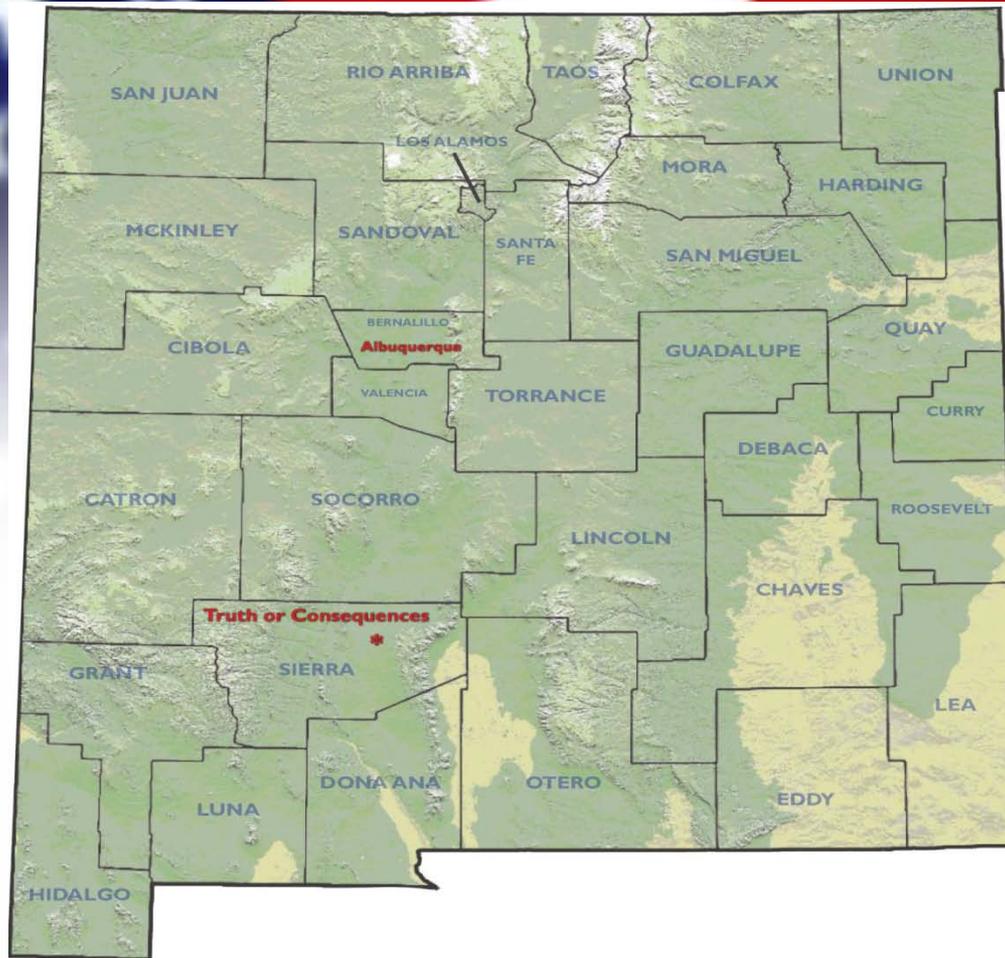
**Raton**  
 1275 South 2nd Street,  
 Raton, NM 87440-2234  
 (575) 445-2391

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

**Silver City**  
 1302 32nd St.,  
 Silver City, NM 88601  
 (575) 538-2921

**Truth or Consequences**  
 1960 North Date Street  
 Truth or Consequences, NM 87901  
 (575) 894-7662



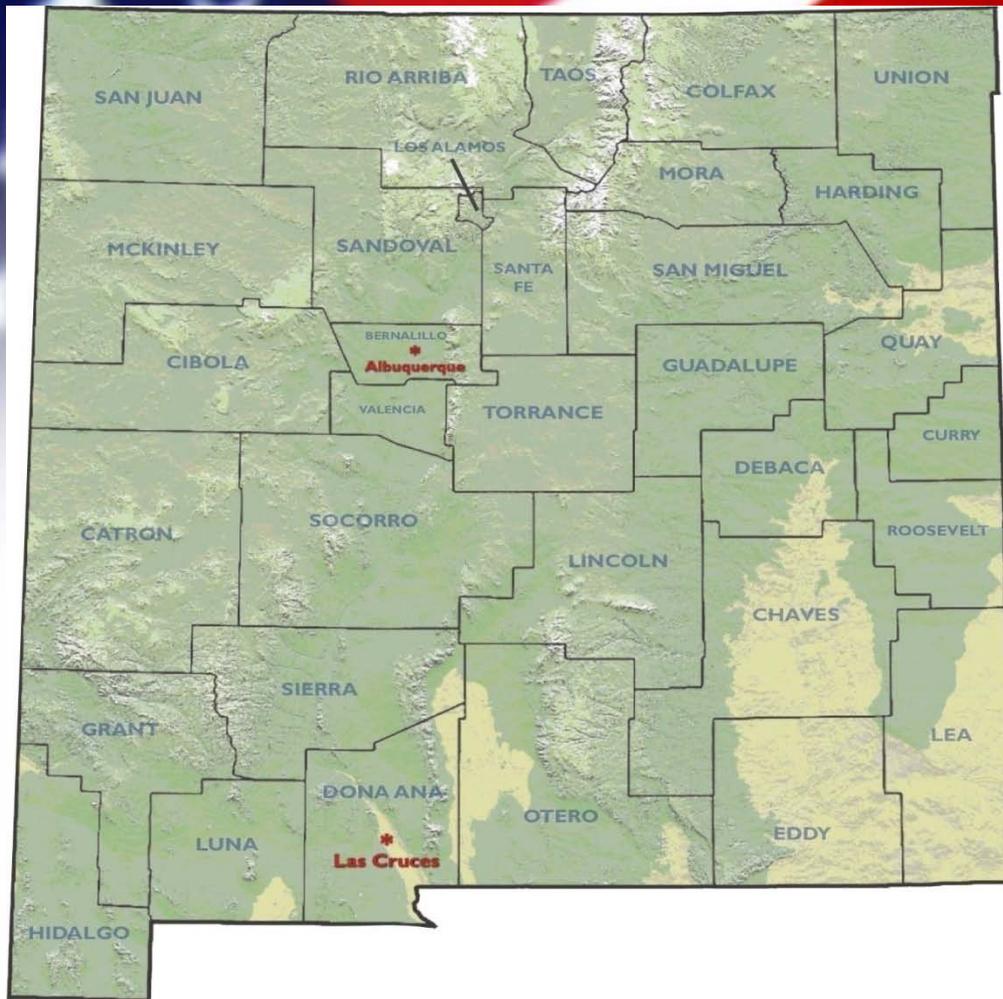


**STATE VETERANS' HOME**

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

**149 MILES FROM ALBUQUERQUE**



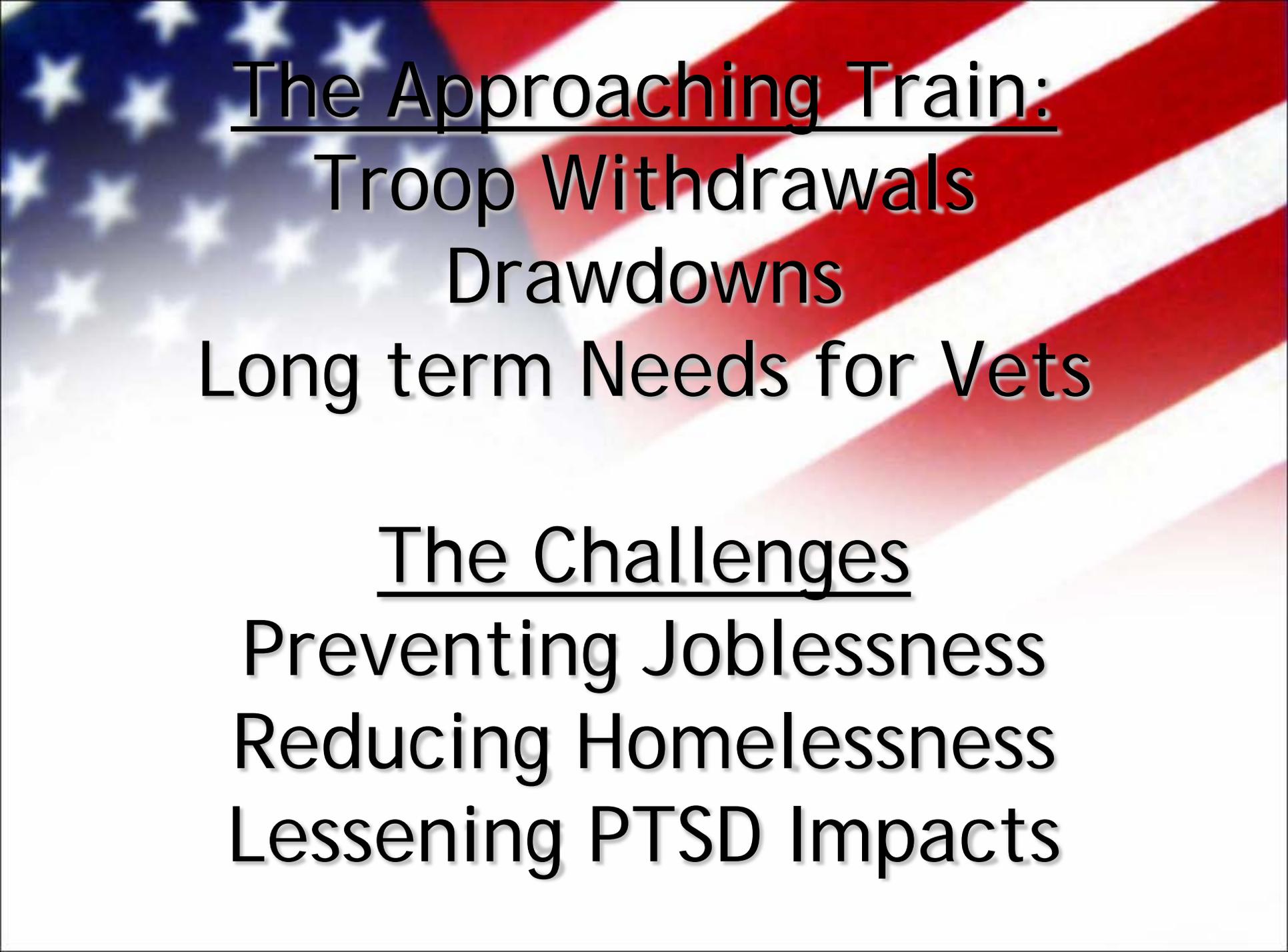


### HOMELESS/INTEGRATION CENTERS

**ALBUQUERQUE**  
NEW MEXICO  
VETERANS' INTEGRATION CENTER  
3032 CENTRAL AVE SE  
ALBUQUERQUE, NM 87123  
(505) 265-0512

**LAS CRUCES**  
MESILLA VALLEY OF HOPE  
999 WEST AMADOR AVENUE  
LAS CRUCES, NM 88005-2739  
(575) 523-2219

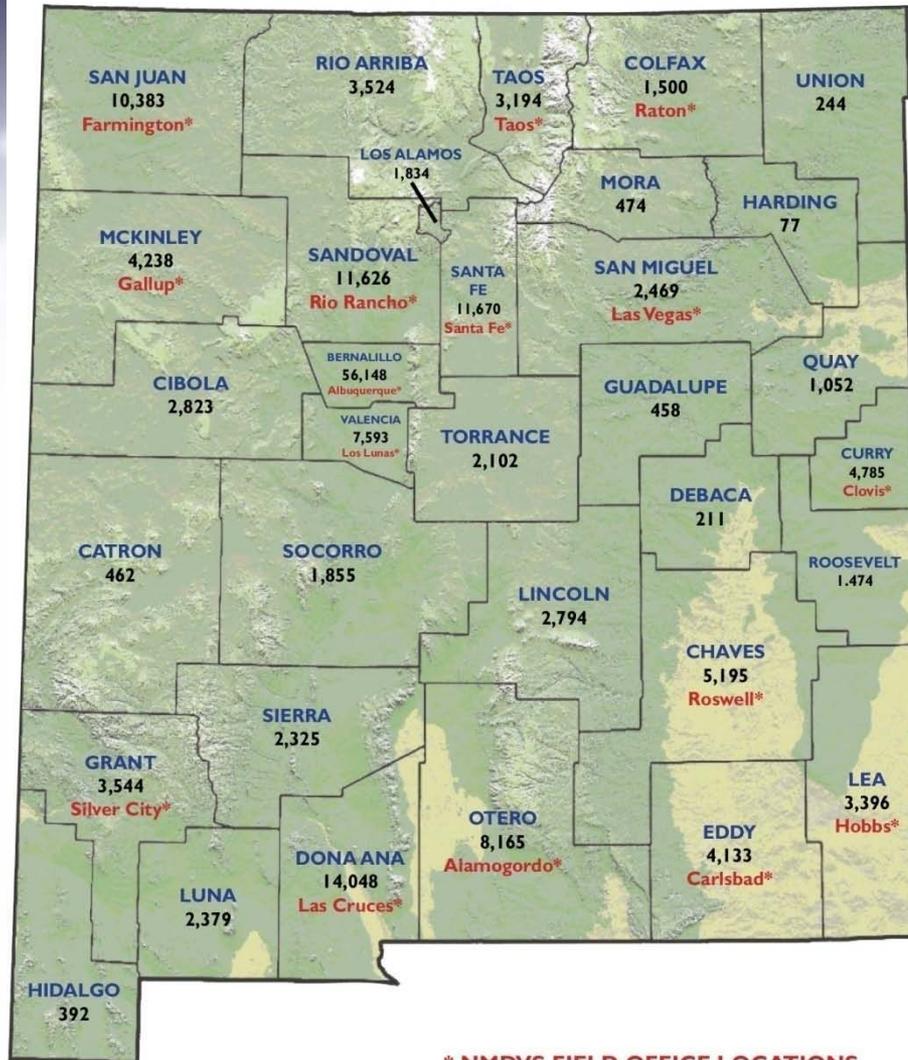


The background of the slide is a stylized American flag with red and white stripes and a blue field with white stars. The text is overlaid on this background.

The Approaching Train:  
Troop Withdrawals  
Drawdowns  
Long term Needs for Vets

The Challenges  
Preventing Joblessness  
Reducing Homelessness  
Lessening PTSD Impacts

## TOTAL VETERAN POPULATION BY COUNTY IN NEW MEXICO: 176,566



\* NMDVS FIELD OFFICE LOCATIONS  
[www.dvs.state.nm.us](http://www.dvs.state.nm.us) • toll free 1-866-433-8387





# 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

The background of the slide is a stylized American flag, with the stars and stripes visible. The text is overlaid on this background.

# 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...except we will always**

*“Do the right thing”*

The background of the slide is a large, stylized American flag. The stars and stripes are rendered in a soft, slightly blurred manner, creating a patriotic atmosphere. The flag is positioned diagonally, with the top-left corner showing the blue field with white stars and the rest of the image showing the red and white stripes.

**QUESTIONS?**

