

The background of the slide is a stylized American flag, with the stars in the upper left corner and the stripes extending across the rest of the frame. 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*

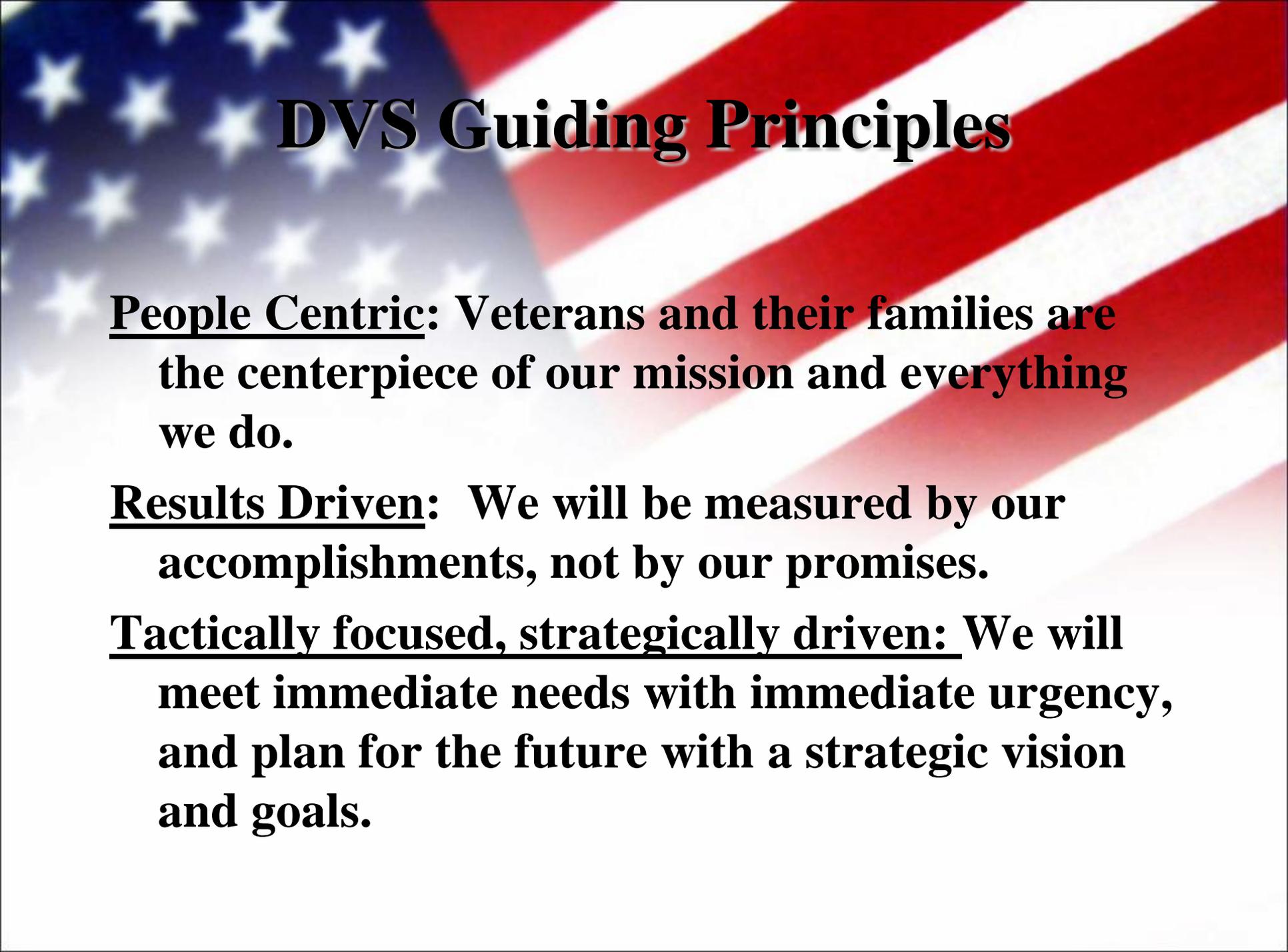
The background of the slide is a stylized American flag, with the stars and stripes visible. The text is centered and reads:

**NEW MEXICO  
DEPARTMENT OF VETERANS'  
SERVICES**

*Veterans and Military Affairs Committee*

*Interim Session #1*

*6 June 2013*

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# **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.**

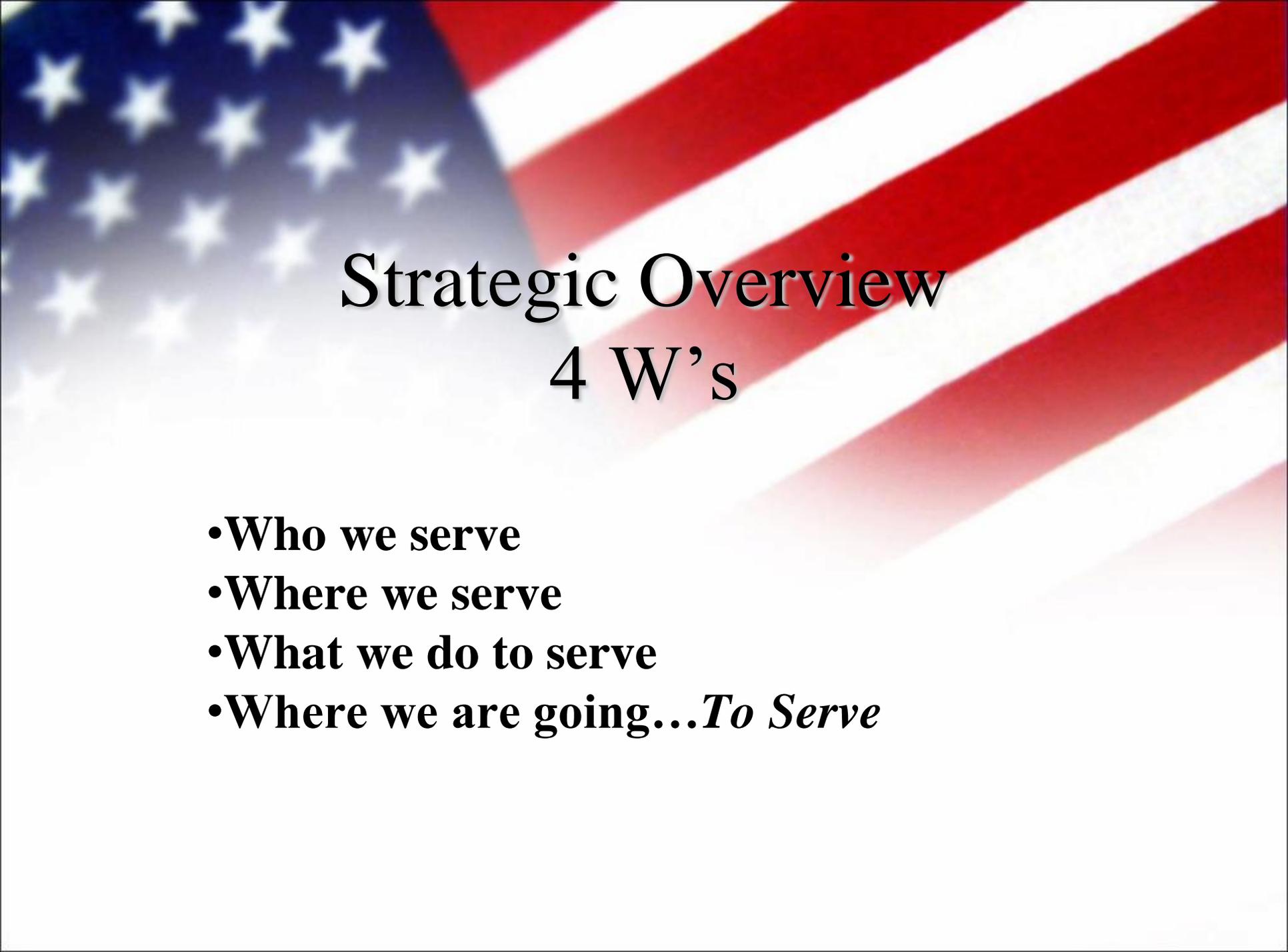
# BIG SIX: RULES FOR SUPPORTING SERVICE MEMBERS, VETERANS, MILITARY FAMILIES, AND FAMILIES OF THE FALLEN

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



# 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**

The background of the slide is a close-up, slightly blurred image of the American flag, showing the stars and stripes. The text is centered over the flag.

# Strategic Overview

## 4 W's

- **Who we serve**
- **Where we serve**
- **What we do to serve**
- **Where we are going...*To Serve***

# BLUF # 2: Key Issues

## •Short Term:

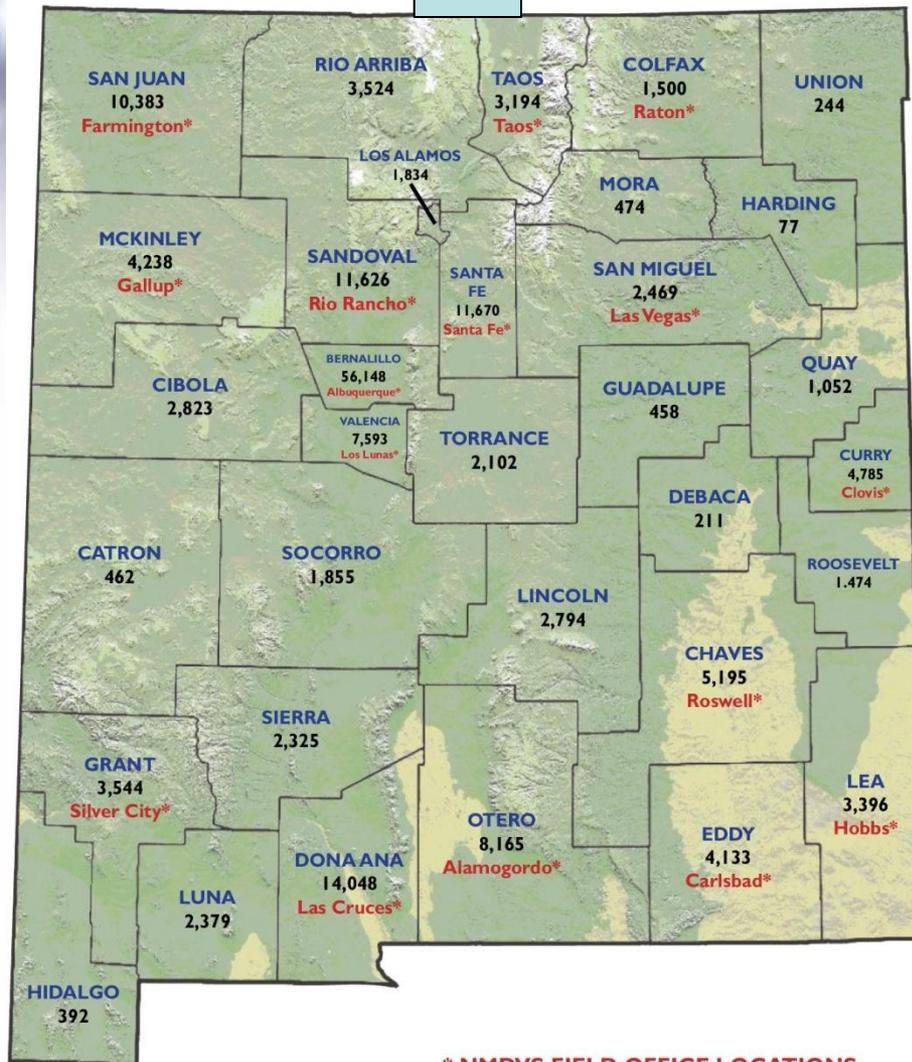
- Communication and Cooperation
  - Interagency
  - Partnerships
- Expectation management: Constituents and legislature(s)
  - DVS versus USDVA responsibilities
  - Past practices versus current fiscal reality

## •Long Term: Strategic Planning

- Homelessness
- PTSD Awareness and Treatment
- Veteran Joblessness
- Rural, Native American, and Women's Issues
- Aging Veteran Population
- Branding: "Veteran Friendly New Mexico"

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

2010



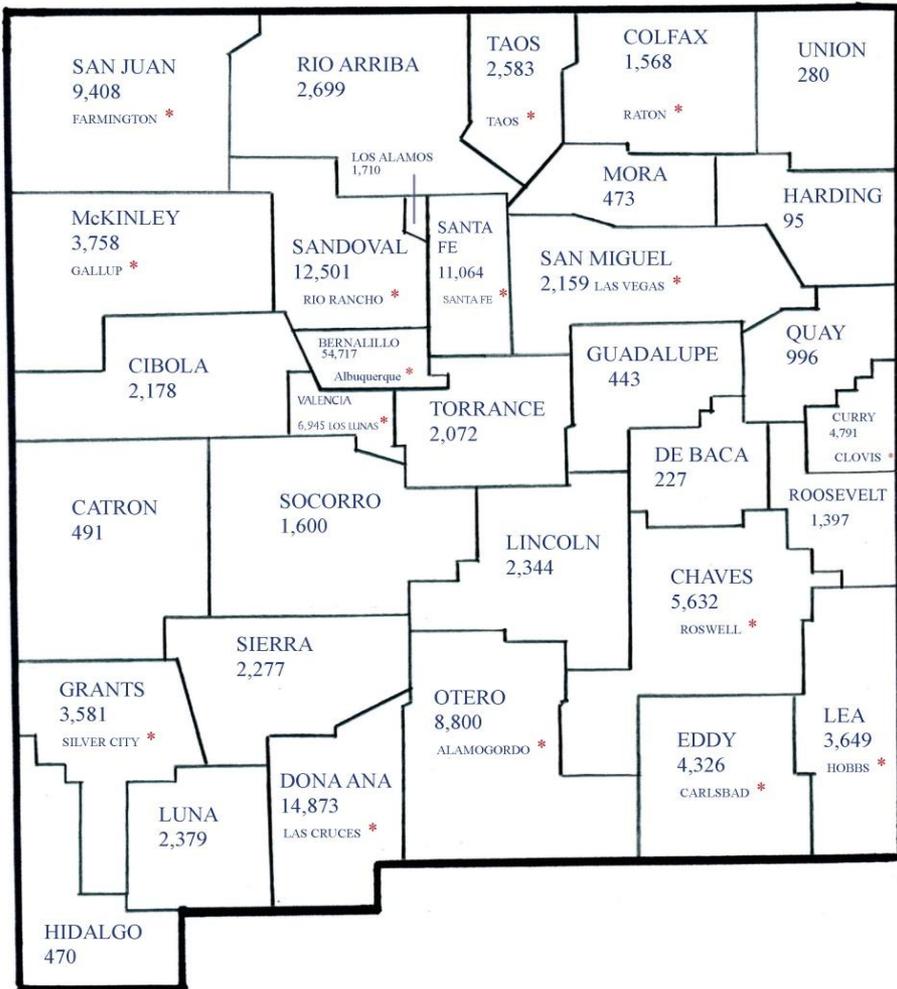
\* NMDVS FIELD OFFICE LOCATIONS  
[www.dvs.state.nm.us](http://www.dvs.state.nm.us) • toll free 1-866-433-8387

# 2012 Veteran Population of New Mexico

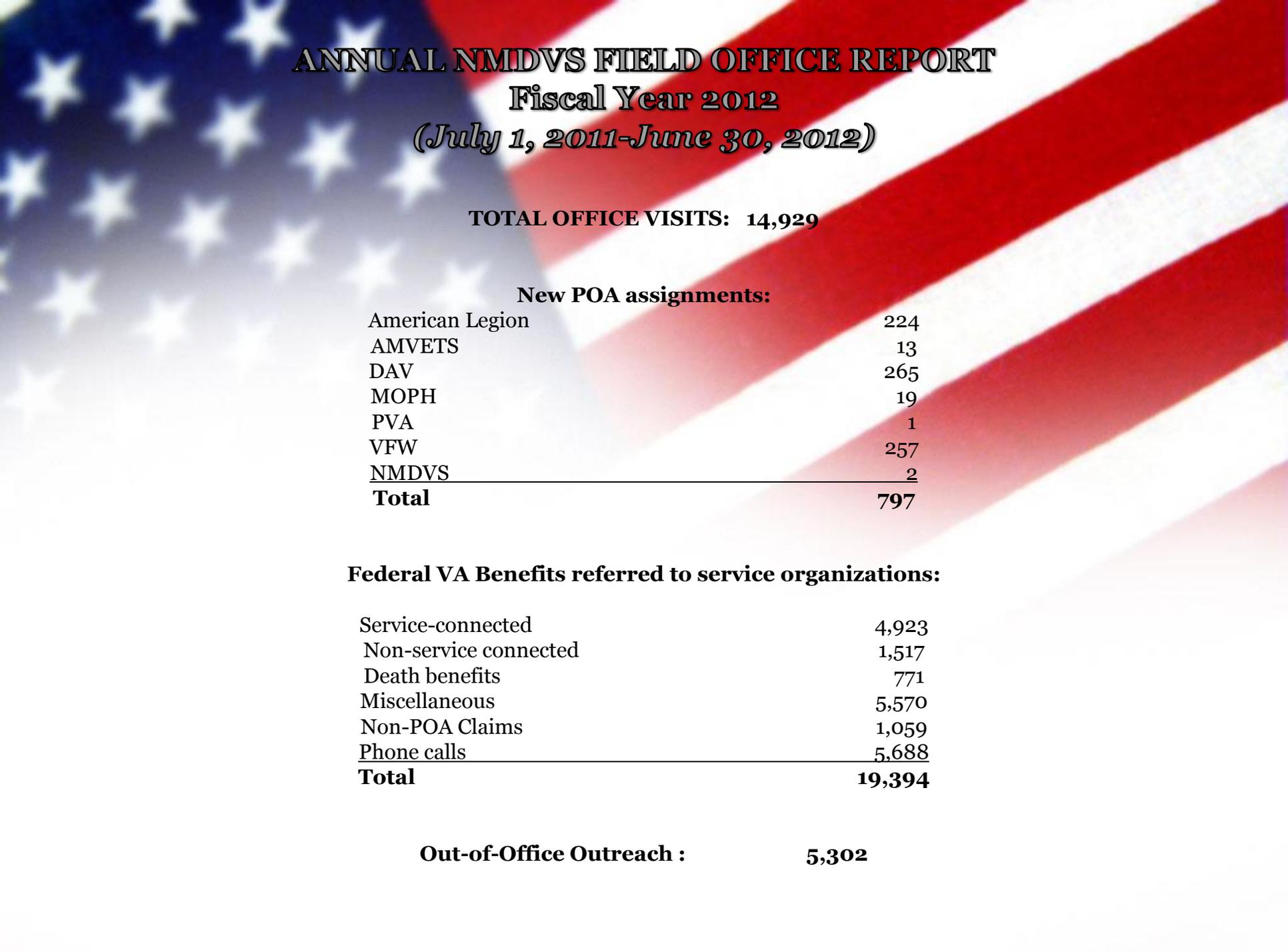
172,595

(including 21,324 Women Veterans)

## Ten Largest Veteran-Populated Counties



1. Bernalillo 54,717
2. Doña Ana 14,783
3. Sandoval 12,501
4. Santa Fe 11,064
5. San Juan 9,408
6. Otero 8,800
7. Valencia 6,945
8. Chaves 5,362
9. Curry 4,791
10. Eddy 4,326



**ANNUAL NMDVS FIELD OFFICE REPORT**  
**Fiscal Year 2012**  
***(July 1, 2011-June 30, 2012)***

**TOTAL OFFICE VISITS: 14,929**

**New POA assignments:**

American Legion	224
AMVETS	13
DAV	265
MOPH	19
PVA	1
VFW	257
<u>NMDVS</u>	<u>2</u>
<b>Total</b>	<b>797</b>

**Federal VA Benefits referred to service organizations:**

Service-connected	4,923
Non-service connected	1,517
Death benefits	771
Miscellaneous	5,570
Non-POA Claims	1,059
<u>Phone calls</u>	<u>5,688</u>
<b>Total</b>	<b>19,394</b>

**Out-of-Office Outreach : 5,302**



## **NMDVS Mental Health Care Efforts 500 Volunteers Statewide!!**

*The New Mexico Returning Veterans Counseling and Therapists Project* is a ground-breaking statewide initiative offering free mental health counseling for up to one year for all men and women who have served in Iraq, Afghanistan or any other global hot-spot since America's Global War on Terror commenced shortly after the September 11, 2001 Terror Attacks.

The program was launched on March 15, 2013 through a collaborative effort by the State Regulation and Licensing Department, State Board of Social Work Examiners, State Board of Psychologist Examiners Counseling and Therapy Practice Board, the New Mexico Human Services Department's Behavioral Health Services Division, the New Mexico Department of Veterans Services, Access to Recovery Network, and Presbyterian Medical Services.

At the launch date, nearly 500 licensed counselors and therapist had signed up for the program, which is the first collaborative effort between private and state agencies in the country to provide statewide pro-bono mental health counseling for Iraq and Afghanistan War-era veterans.

*The New Mexico Veterans Counseling and Therapy Project* allows OEF/OIF-era veterans anywhere in the state to use a website, [http://bhsdstar.org/Provider Websites](http://bhsdstar.org/Provider_Websites), which will direct the veteran to his or her nearest participating mental health professional. Help can also be found by calling 1-(888) 920-6333.

Interested counselors or therapists can also go to the website or call to register for participation in the project. Veterans from other war eras can go to the Presbyterian Medical Services website at <http://www.nmvets.com> for services and assistance.

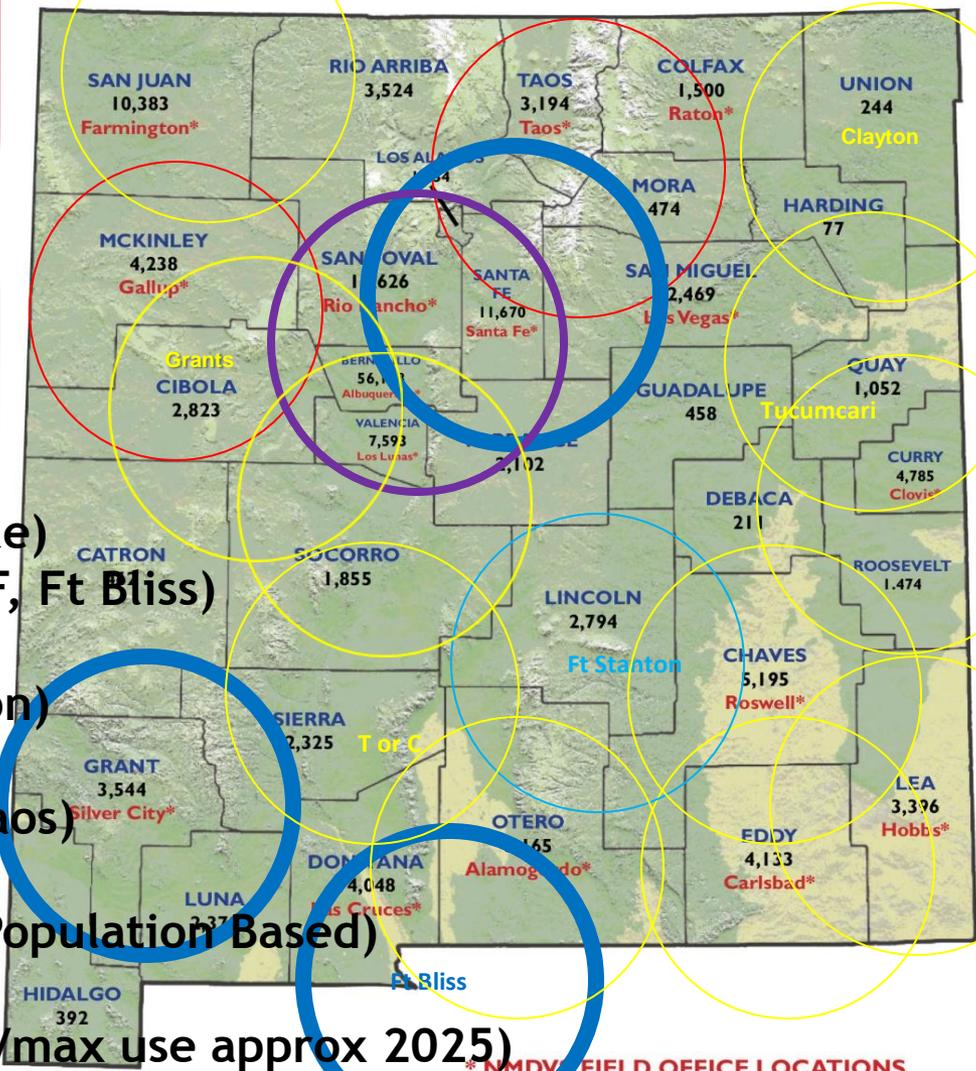
# RURAL CEMETERIES: A Needed PLAN for NM?

Approximately 45000 NM Veterans live within 75 miles of existing facilities  
Approximately 131,000 veterans live outside the 75 mile standard

**CASE STUDY:** *The Yellowstone County Veterans Cemetery, the nation's only locally financed veterans cemetery, is a \$1.5 million, eight-acre burial ground near Laurel. It was designed to meet national standards and was dedicated on Veterans Day in 2008. The first burial, a Purple Heart veteran, was in December 2008.*

Read more: [http://billingsgazette.com/news/local/va-approves-national-veterans-cemetery-for-laurel/article\\_83932fa9-83cc-5ed0-aa17-50e57eac31d8.html#ixzz2VBtfVMvY](http://billingsgazette.com/news/local/va-approves-national-veterans-cemetery-for-laurel/article_83932fa9-83cc-5ed0-aa17-50e57eac31d8.html#ixzz2VBtfVMvY)

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



### Present and Possible State

Cemetery Sites (Circles approx 75 mile)

- Existing federal (VA: Ft Bayard, SF, Ft Bliss)
- Current Proposed State (Ft Stanton)
- Possible Tribal (Eastern Navajo, Taos)
- Possible Future Rural Initiative (Population Based)
- Rio Rancho (Following SF closure/max use approx 2025)

# Key to DVS Strategic Vision:

## J-O-B-S

### Preventive Medicine

Veteran Employment States: “National Tragedy”

AVG Over 9% OEF/ OIF (“FY 11); 7% Vets overall

**Age 18-24: Up to 27%**

Veteran Homelessness: “National Travesty”

131,000 nightly (VA)

**20% -25% of all homeless**

**4% Female**

67% served in last 3 years

Veteran PTSD: “National Epidemic”

30% Viet Nam / 11-20% OEF / OIF / 10% Gulf War I

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# Strategic Partnerships

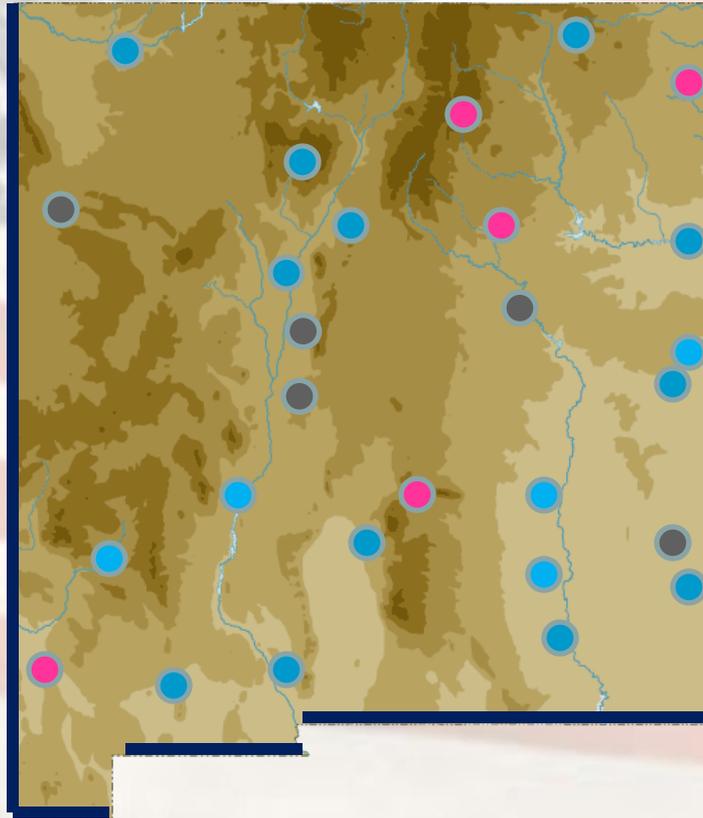
- Small Business Administration (SBA)
  - Small Business Development Centers (SBDC's)
  - Procurement Technical Assistance Program
- Veterans Administration
- Chambers of Commerce
- Economic Development
- Non-Profit Organizations
- For-Profit Organizations
- Institutions of Higher Learning

# “VBOC on the Road” Target Municipalities

● Completed or Planned

● In the Planning Process

Alamogordo  
Artesia  
Carlsbad  
Clayton  
Clovis  
Deming  
Farmington  
Gallup  
Hobbs  
Las Cruces  
Las Lunas/Belen  
Las Vegas  
Lordsburg  
Los Alamos



Lovington  
Portales  
Raton  
Rio Rancho  
Roswell  
Ruidoso  
Santa Fe  
Santa Rosa  
Silver City  
Socorro  
Taos  
T or C  
Tucumcari

# **VBOC on the Road Report Card**

**Concept: Partner with local Chamber of Commerce and Wells Fargo for a 1½ hour program followed by individual counseling**

**10 July 2012 to 4 June 2013**

- 15 Events**
- 515 Attendees**
- 76 Individual counselees**

# Conference and Workshop Content

- Starting a business
- Working within the federal marketplace
- How to effectively prepare for credit
- On-line resources
- Procurement Technical Assistance
- Small Business Development Centers
- Matchmaking with federal/state/local governments and prime contractors



# Areas of Assistance

**Advocacy**

Business Plan

Benefits

Bonding

Franchise

Grants

Expanding

Joint Ventures/Teaming

Purchase/Start-Up

Federal and Prime

Research

Database Registration

Financing

State Use Act



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# VA Expenditures in New Mexico (FY 2012)

Compensation & Pension	\$596,324,000
Medical Care	433,359,000
Education & Vocational Rehab	63,130,000
General Operating Expenses	16,279,000
Insurance & Indemnity	12,451,000
Construction	7,512,000

***TOTAL***

***1,129,055,000***



# 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	<b>\$ 1,581,146,000</b>

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# 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...and we will always**

*“Do the right thing”*