

New Mexico Department of Veterans' Services

Military and Veterans Affairs Committee Hearing

July 12, 2021

Bryan Osterhage, DVS Deputy Cabinet Secretary

Larry Campos, DVS Field Services Director



Veteran Service Officers

“The field services division shall assist veterans and their families with claims for federal veterans' administration compensation, pensions, education, medical care and death benefits. The field services division shall operate field offices throughout the state to provide services and disseminate information regarding all federal and state laws beneficial to veterans and their families.” **NMSA, 9-22-22**

VSOs are veteran advocates!



Field Offices

Current:

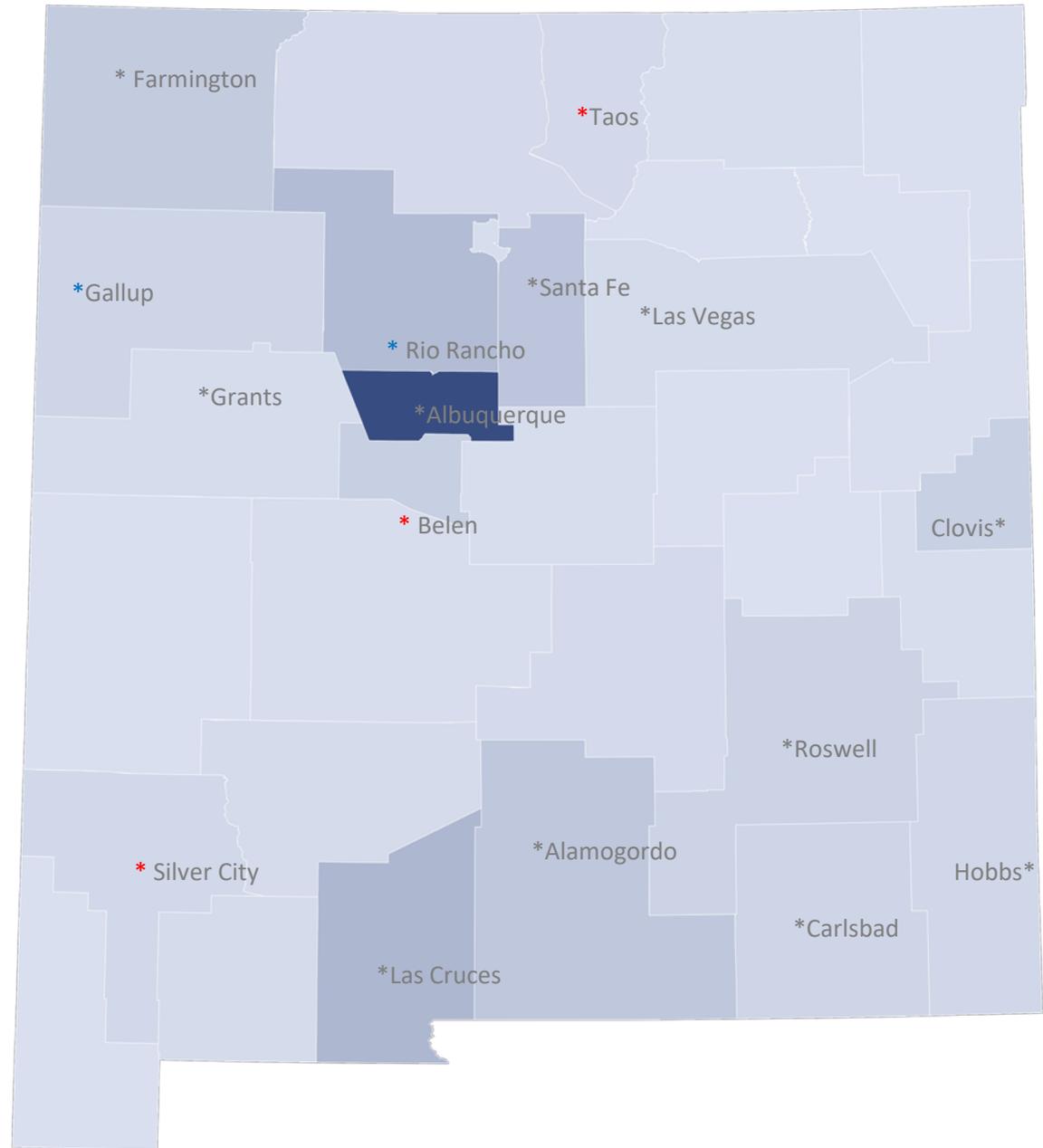
Albuquerque
Alamogordo
Carlsbad
Clovis
Farmington
Gallup*
Grants
Hobbs
Las Cruces
Las Vegas
Rio Rancho*
Roswell
Santa Fe

New in FY21:

Gallup*
Rio Rancho*

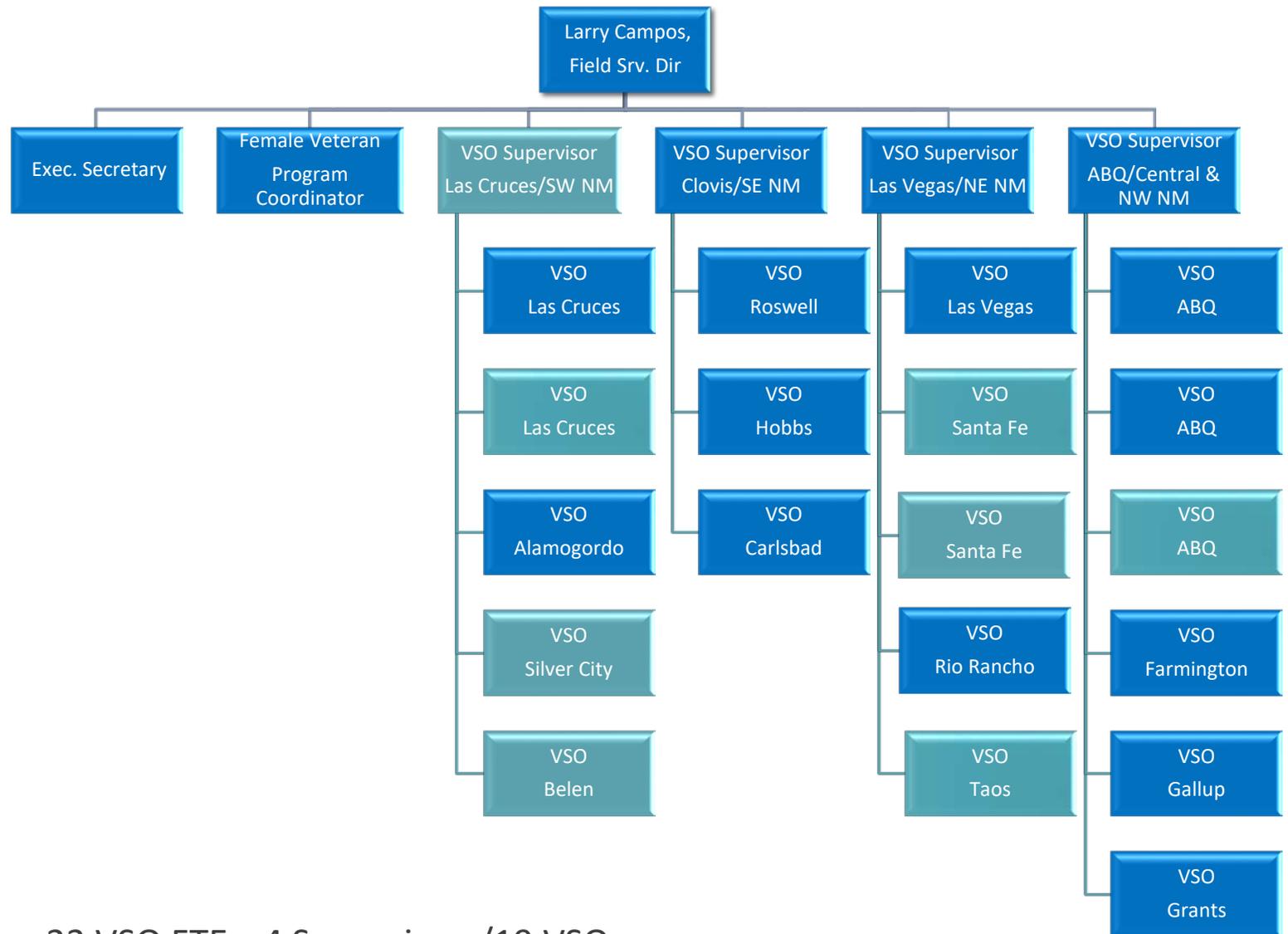
Planned:

Belen*
Silver City*
Taos*





Field Services Organization



23 VSO FTEs: 4 Supervisors/19 VSOs

* 8 vacancies



Successes During COVID-19

- Implemented new ways to assist veterans (e.g., curbside service, *see* <https://youtu.be/Q69VD0EnLMU>)
- Refined ways to reach and educate veteran
- COVID efforts
- Increase in veteran engagements by 50%



Challenges During COVID-19

- Decrease in claims and total veterans served
- Continued access issues

	FY 20	FY 21
Number of Veterans Served	7,400	6,050
Number of Claims	2,800	1,700
Number of Engagements	23,000	35,650



The Way Forward

- Get fully staffed
- Implement Remote Access Program
- Deploy mobile office unit
- Utilize Highly Rural Transportation Grant
- Leverage existing state/tribal partnerships



Questions/Comments? Our Veterans Thank You!



The New Mexico
Department of Veterans'
Services

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