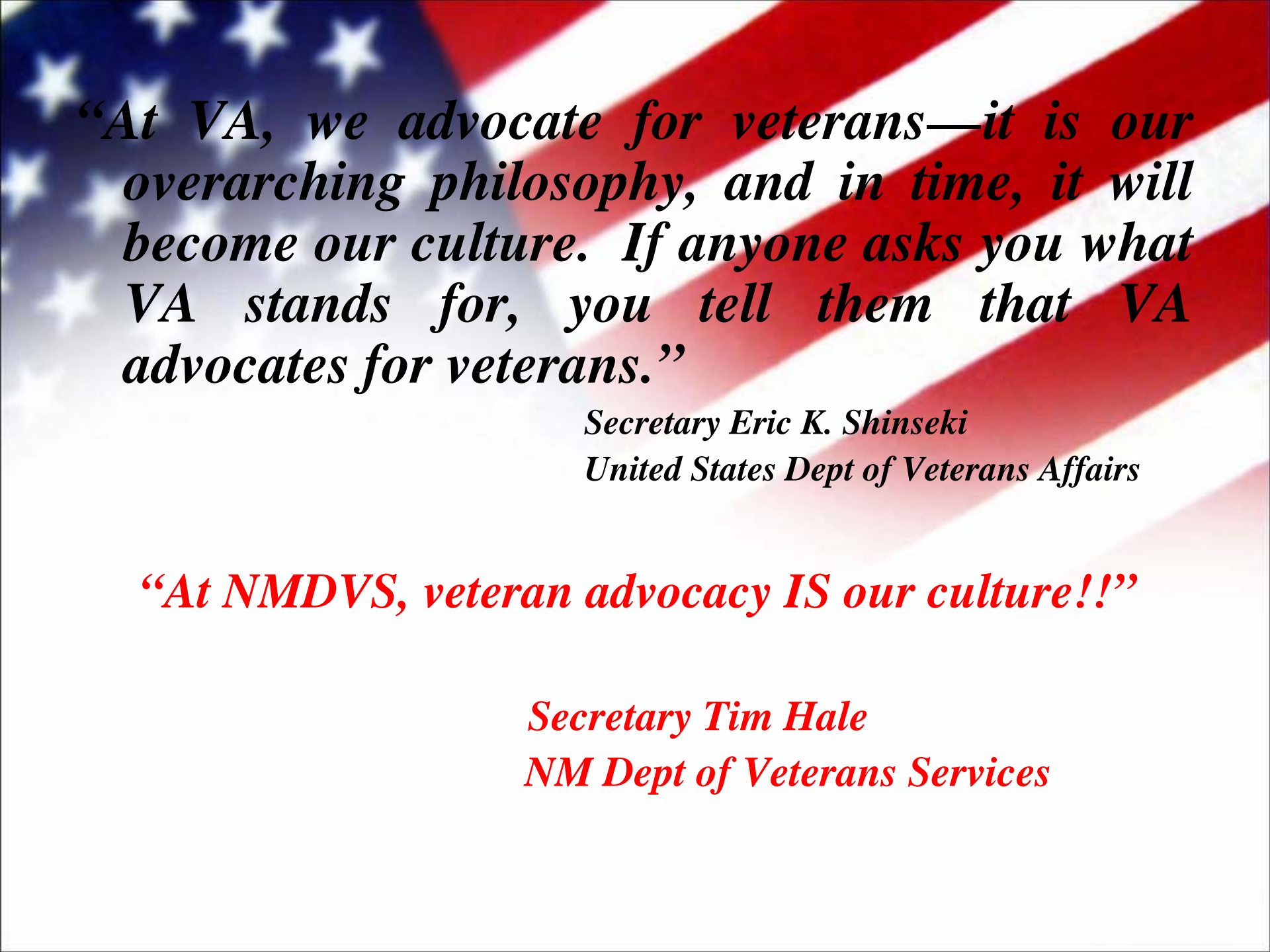


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NEW MEXICO
DEPARTMENT OF VETERANS'
SERVICES

“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 red and white stripes and a blue field with white stars. The text is overlaid on this background.

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

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
- **Initial Data: NM Ranks in Bottom 20% of 50 states**
 - **Unweighted comparison of benefits by state**

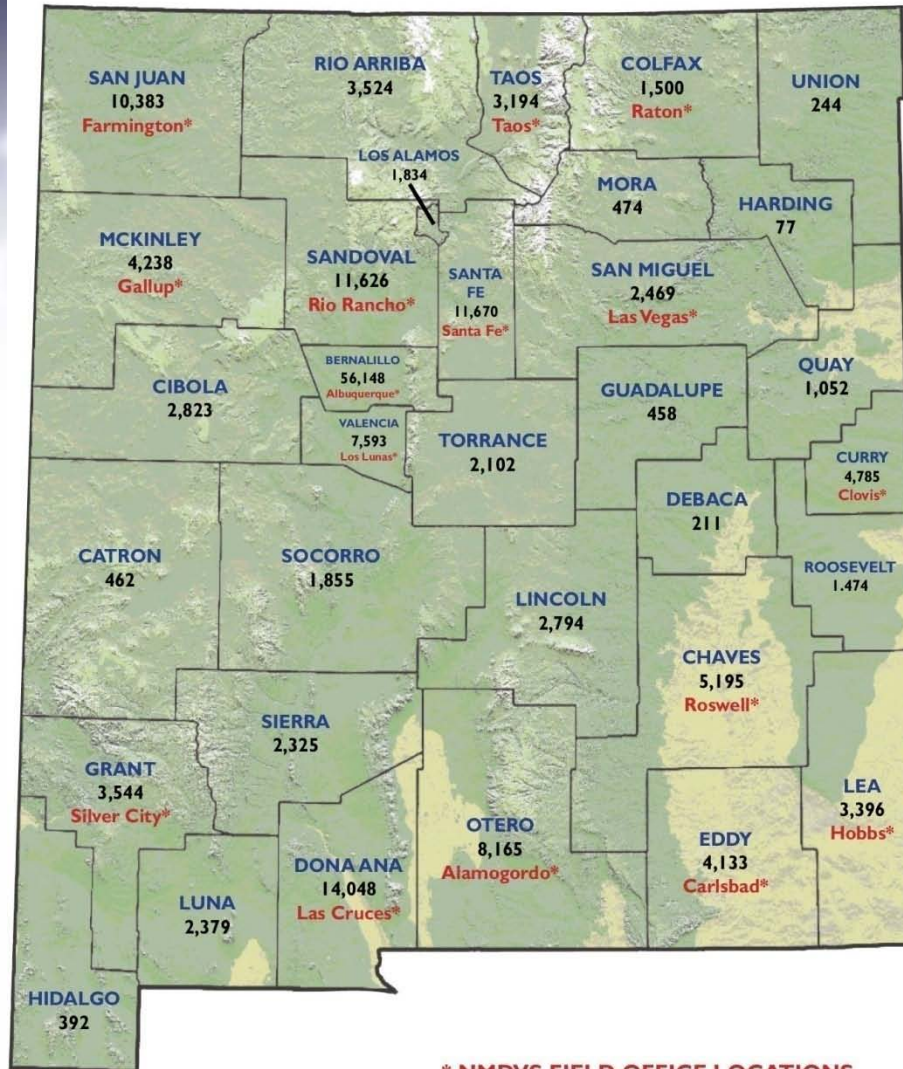
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Strategic Overview

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)

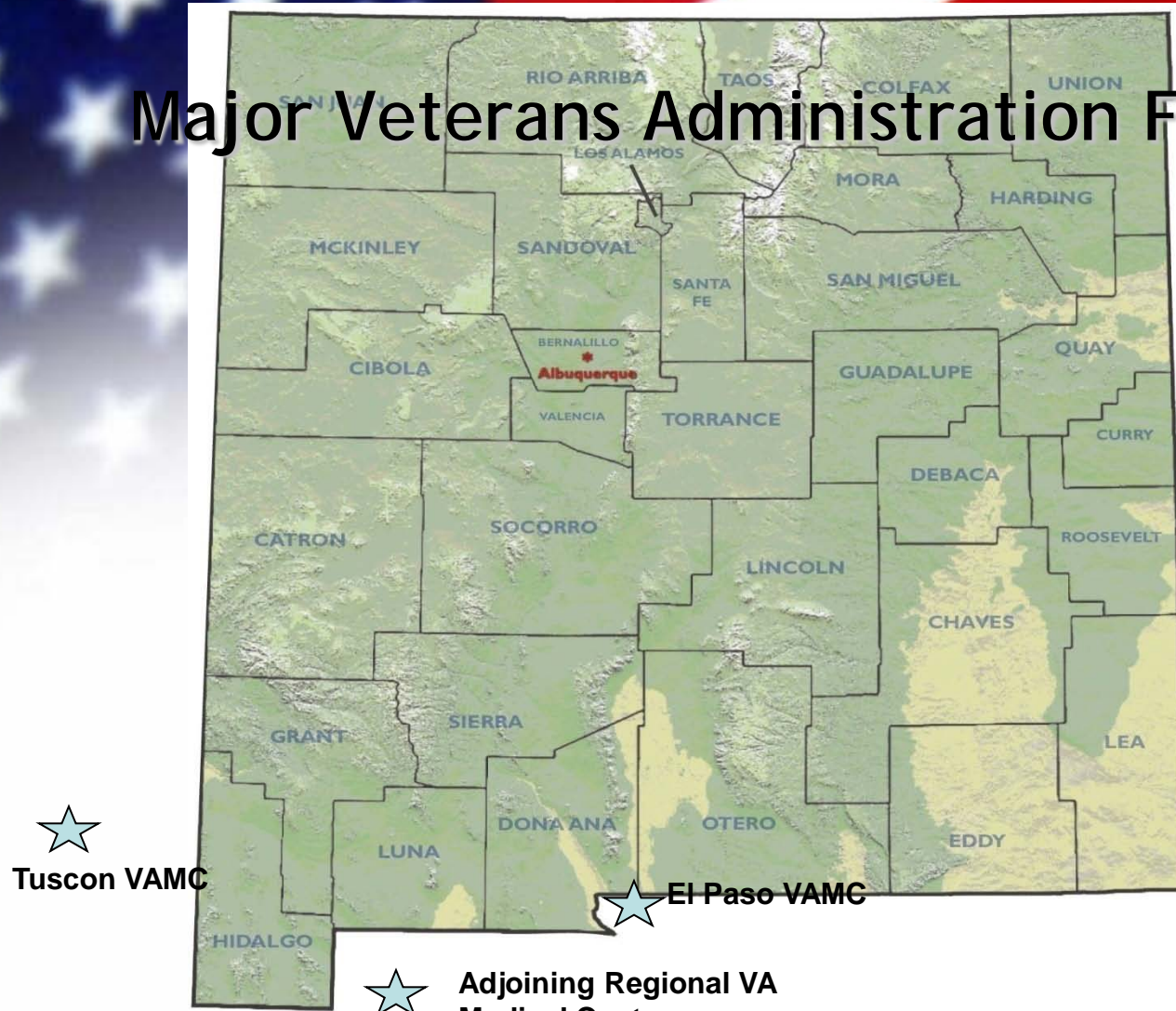
- US Dept of Defense

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**

Major Veterans Administration Facilities



★
Amarillo VAMC

★
Big Spring VAMC

★
Tuscon VAMC

★ El Paso VAMC

★ Adjoining Regional VA Medical Centers

✱
VA ABQ REGIONAL MEDICAL CENTER

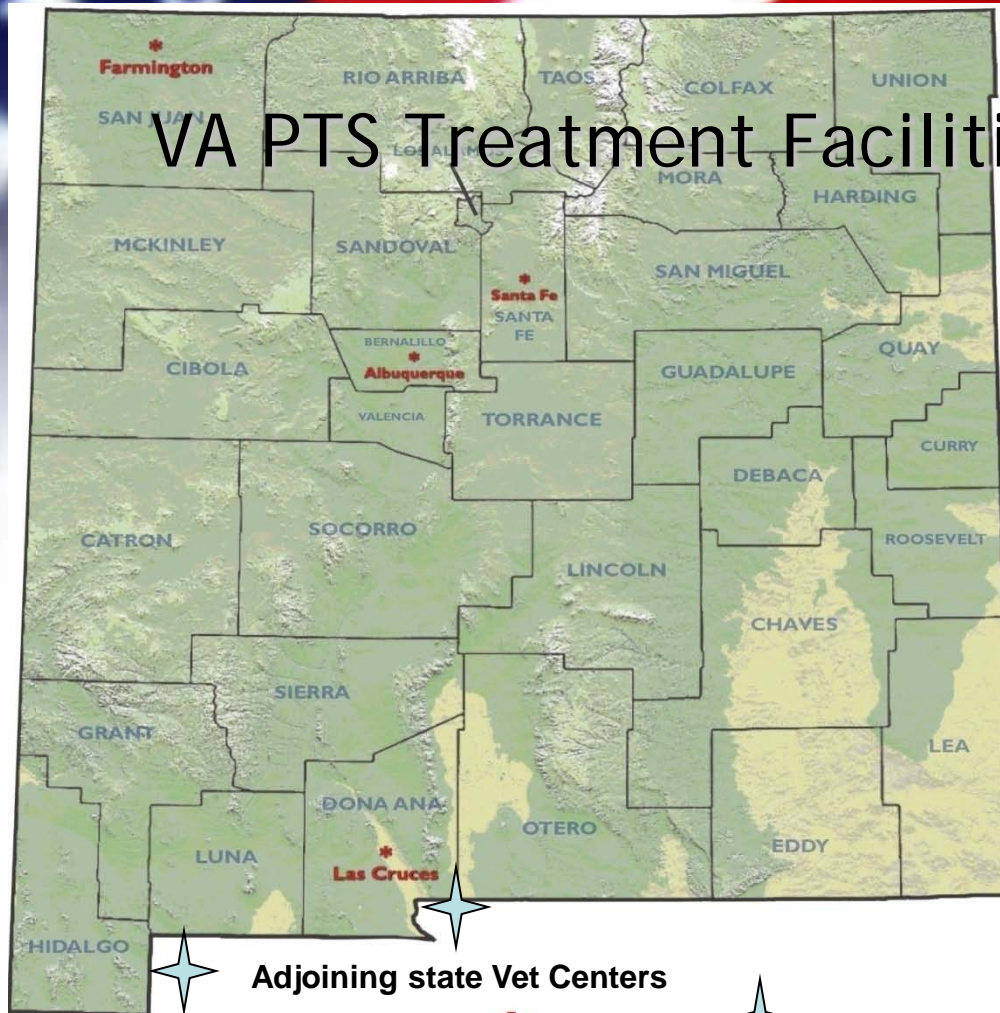
ALBUQUERQUE
1501 SAN PEDRO SE
ALBUQUERQUE, NM 87108
(505) 265-1711

✱
VA ABQ REGIONAL OFFICE

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



VA PTS Treatment Facilities



Adjoining state Vet Centers

NMVA VET CENTERS

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

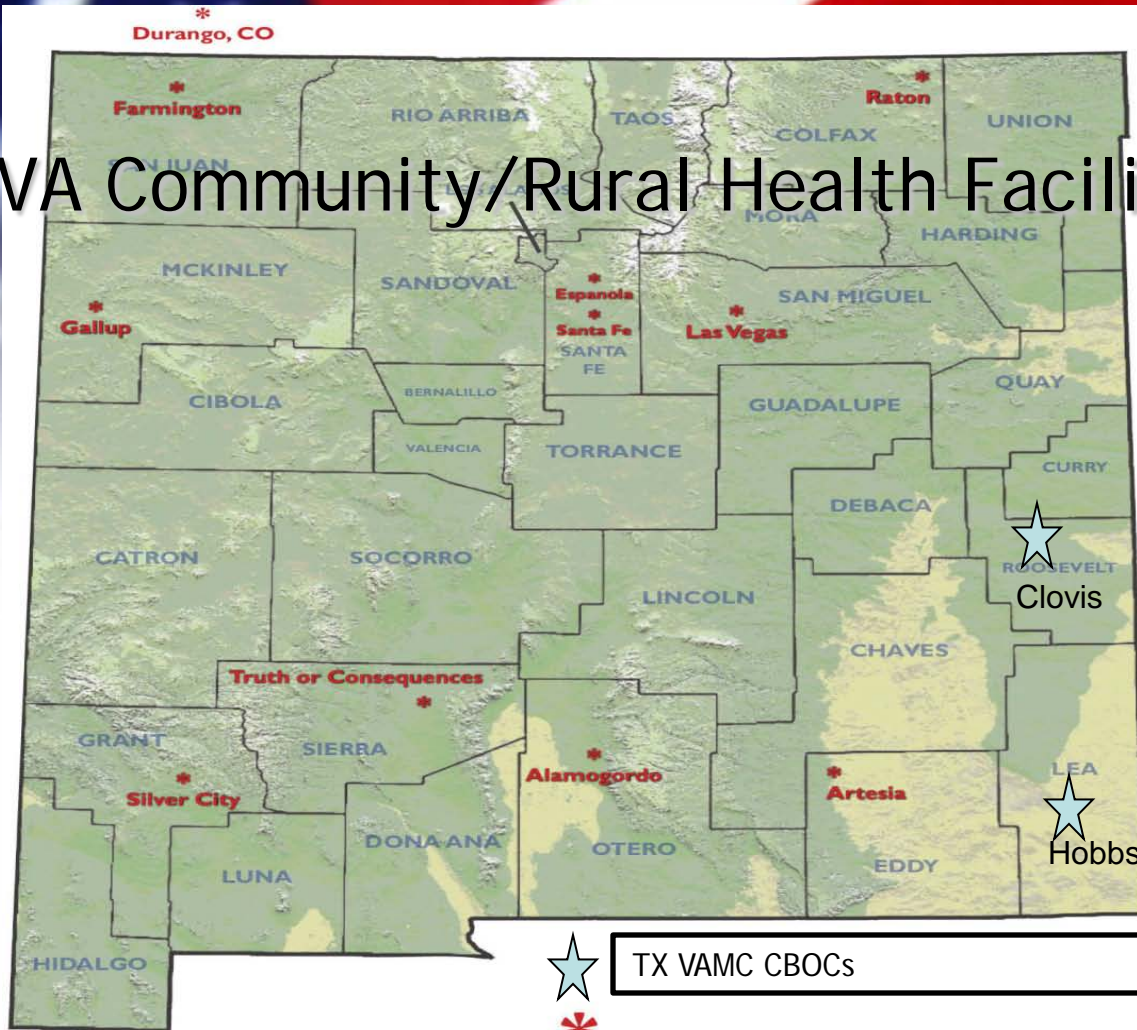
FARMINGTON
4251 E. MAIN SUITE C
FARMINGTON, NM 87402
(505) 327-9684

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



VA Community/Rural Health Facilities



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

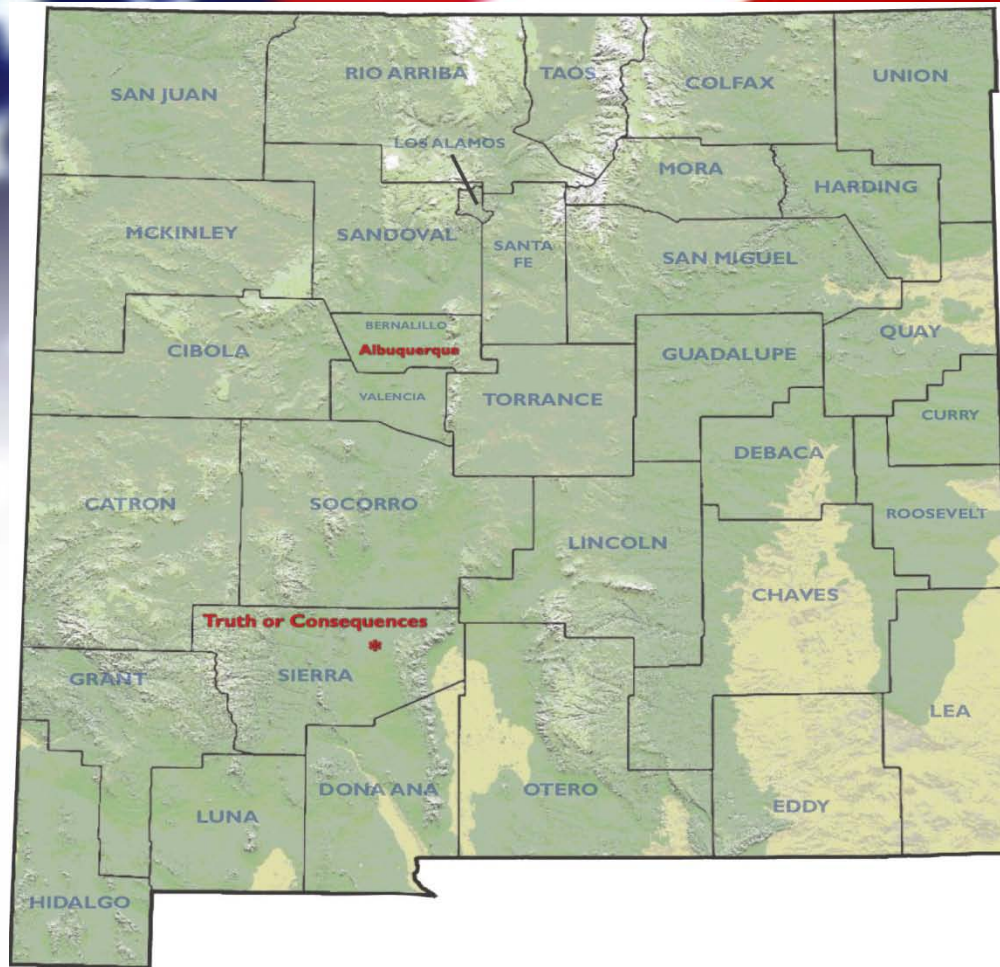
Raton
1275 South 2nd Street,
Raton, NM 87440-2234
(575) 445-2391

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





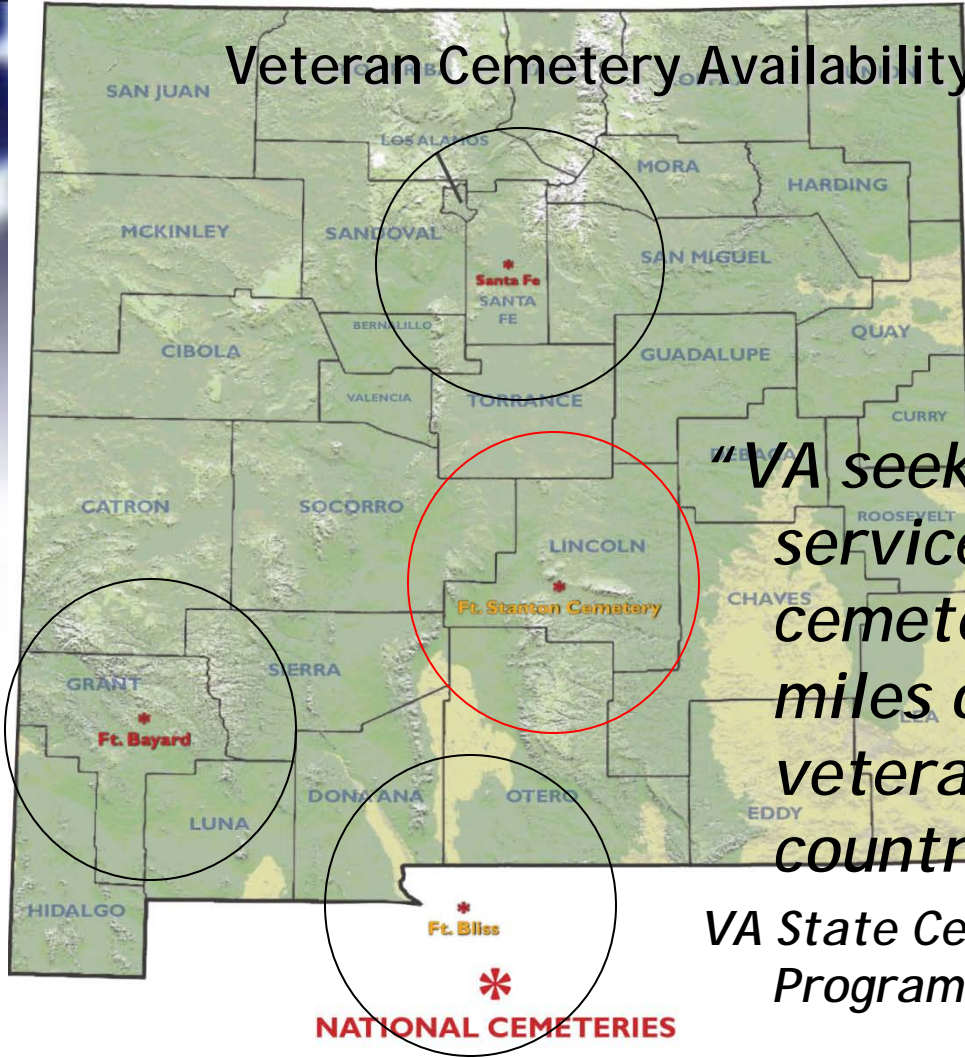
STATE VETERANS' HOME

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

149 MILES FROM ALBUQUERQUE



Veteran Cemetery Availability



• Note: Range rings/scale approximate

“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

NATIONAL CEMETERIES

SANTA FE
SANTA FE NATIONAL CEMETERY
501 NORTH GUADALUPE STREET
SANTA FE, NM 87501
(505) 988-6400

FT. BAYARD
200 CAMINO DE PAZ
FORT BAYARD, NM 88036
(915) 564-0201

FT. STANTON CEMETERY
(NEAR RUIDOSO)

FT. BLISS
EL PASO, TX



The background of the slide is a stylized American flag, with the stars and stripes visible. The stars are white on a blue field, and the stripes are red and white.

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”**



The background of the slide is a stylized American flag, with the stars and stripes visible. The stars are in the upper left corner, and the stripes run diagonally across the rest of the slide.

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



(SBA does not track # of contracts)

FY 2008-2010* Contracts Awarded
\$39,589,000.00



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

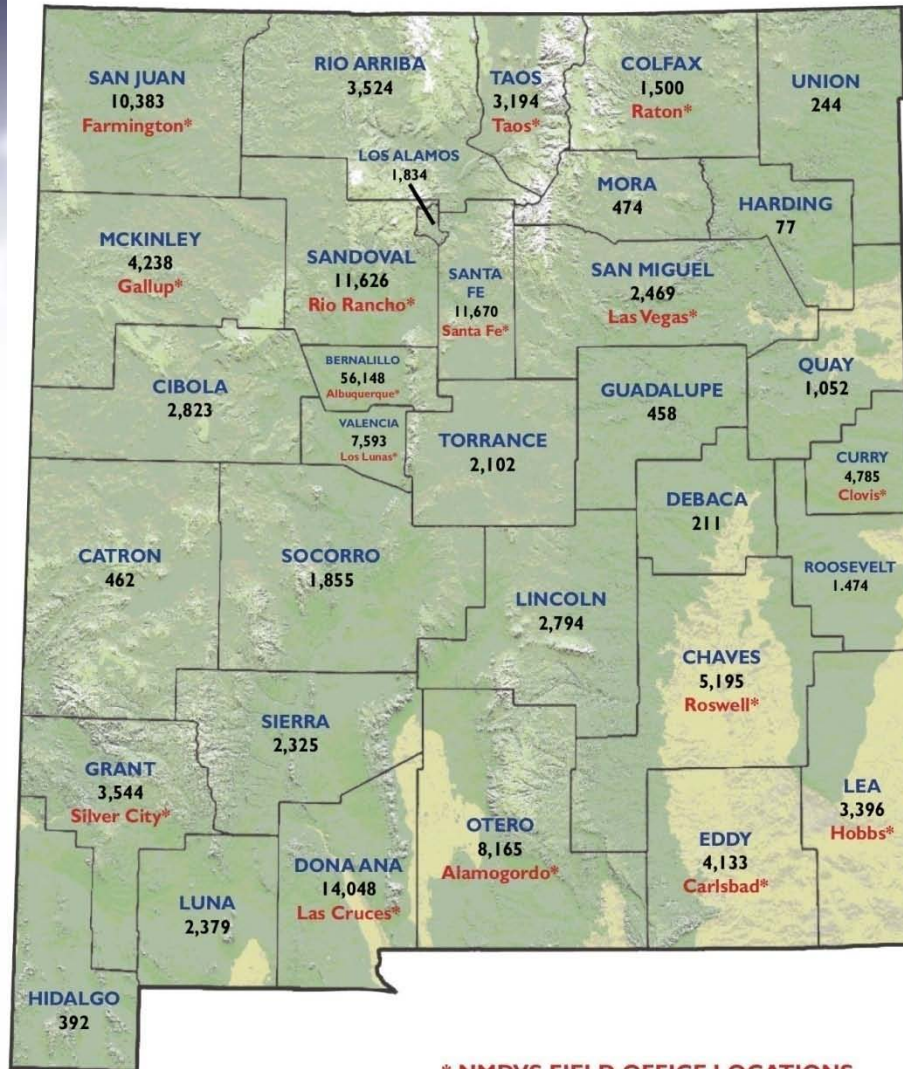
MISSION:

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

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



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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

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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...**
- **We will always ...*“Do the right thing”***