

2019

New Mexico Division of Vocational Rehabilitation

Annual Report



NEW MEXICO DIVISION OF
VOCATIONAL REHABILITATION

PUBLIC EDUCATION DEPARTMENT

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Letter from Director

Dear Participants and Partners,

I am pleased to present the 2019 Division of Vocational Rehabilitation (DVR) Annual Report! The past year was eventful for DVR in that many successes were achieved:

- Nearly **10,000 New Mexicans** sought and received direct vocational rehabilitation (VR) services;
- **789 New Mexicans** successfully achieved employment outcomes;
- The average annual wage for individuals was **\$19,891 – an increase of 1557%** after VR services and employment goals were achieved; and
- **\$15.8 million** in total wages earned by successfully rehabilitated individuals with disabilities.

NMDVR has 26 locations throughout the state and in every county. We provide services and specialized programs for people with disabilities who want to gain, maintain or advance in employment to improve the quality of their lives. My vision for NMDVR is to provide improved, quality services for all people with disabilities in New Mexico who are seeking employment; and to be responsive and proactive while working in collaboration with the disability community.

Since joining NMDVR in June, I have traveled throughout the state interacting with staff in our field offices and participating in state-wide partnership meetings. I am honored to work in partnership with the State Rehabilitation Council (SRC) and the Statewide Independent Living Council

(SILC). These mandated alliances help DVR evaluate and improve the effectiveness of vocational rehabilitation services for individuals with



disabilities living in New Mexico. For my vision to be realized, I need the support and commitment from our constituency. This includes state and local governments, schools, colleges and universities, advocates and partners. DVR is open to all opportunities for continued and renewed partnerships, public forums for discussion, and addressing issues that may still need to be resolved. With partners like the SRC, SILC, the Commission for the Blind, Disability Rights New Mexico, and many, many others, NMDVR *can and will fulfill its goals*.

Finally, in this time of great uncertainty about what tomorrow holds for all Americans, the ability to continue to provide services to VR customers so that they maintain some sense of normalcy in their lives, is our top priority. We will continue providing VR services to customers to the greatest extent possible and in the most expedient ways to meet their needs. Innovative and creative services are critical to keeping VR customers healthy and safe so they may continue pursuing their vocational goals during this global health crisis.

Yours in partnership,

Diane

Diane Mourning Brown
Executive Director

Mission

The mission of the New Mexico Division of Vocational Rehabilitation (NMDVR) is to encourage and assist the efforts of New Mexicans with disabilities to reach their goals for working and living in their communities.

Vision

Every New Mexican with a disability has the opportunity to contribute to their quality of life and the economic prosperity of the state.

Overview

New Mexico Division of Vocational Rehabilitation

Services Provided

DVR services are based on the unique needs identified in the Individualized Plan for Employment (IPE). Listed below are examples of services provided:

What is Vocational Rehabilitation?

- Vocational Counseling and Guidance to individuals with disabilities seeking employment; and
- Provide, arrange and negotiate services to support participants which enables an individual to participate in work.

Who does DVR Server?

- Individuals with disabilities who face substantial barriers to employment.

How does DVR Provide Services?

- Development of Individualized Plans for Employment (IPEs) identify employment goals and the individual, necessary for rehabilitative services. The IPE outlines the services, and once established, the participant with the support of the Counselor, work together to reach employment goals.

WHERE IS DVR LOCATED?

- DVR has field offices throughout New Mexico to serve all New Mexicans with Disabilities.

Medical, psychological, and vocational evaluation and treatment

Transition-to-work services for high school students with disabilities

Counseling and guidance

Interpreter services

Help with certain expenses

Rehabilitation/assistive technology

Job search and placement assistance

Disability and employment assessment

Pre-Employment Transition Services for students with disabilities

Occupational licenses, tools and other equipment

Assistance with small-business plan development

Supported employment for persons with severe disabilities

Help to maintain work

Post-Employment Services

Special modifications to vehicles

Resume development

Outcomes

798

Successfully Employed
Individuals

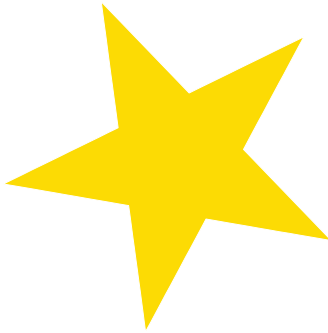


9558

Individuals sought
DVR services

8813

Individuals received
DVR Services



1080

Job Ready
Individuals



\$19,891

- Average Annual Salary of Rehabilitated Participants

157%

- 157% Wage increase after Rehabilitation

\$15,780,912

- Total Wages for Successfully Rehabilitated Individuals

VR Annual Performance

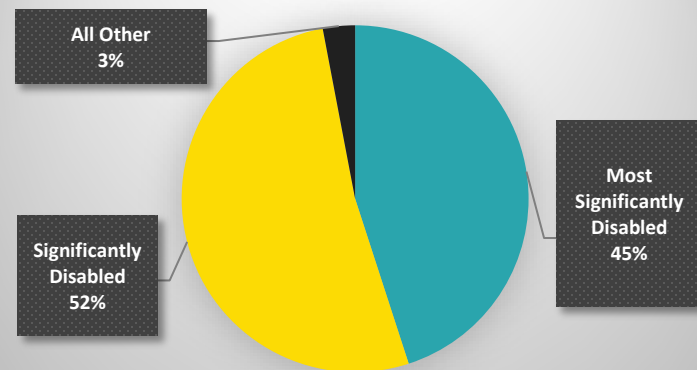
Job Placements by Category



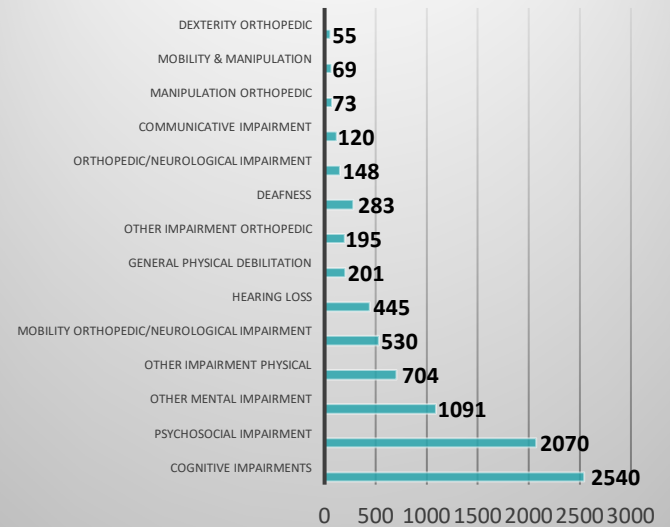
2019 Top Career Field for Placement



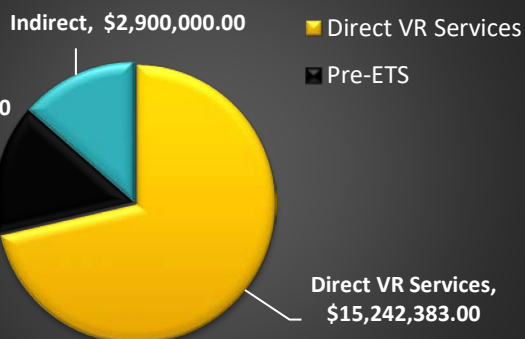
Disability Priority



Primary Disability Reported



The New Mexico Division of Vocational Rehabilitation receives 78.7% of its funding from the Federal Government with a 21.3% match from the State of New Mexico. Federal grant provides \$21,343,980 to the program with a state match of \$5,776,706.



Partnerships



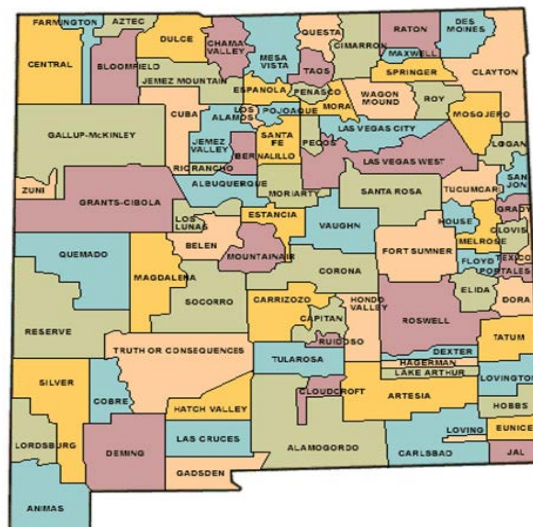
The New Mexico **State Rehabilitation Council (SRC)** was established under Section 105 of the Rehabilitation Act of 1973 and authorized in accordance with the Rehabilitation Act Amendments of 1998. Tasked with partnering with the New Mexico Division of Vocational Rehabilitation (NMDVR) to ensure the highest quality services are made available to those seeking support and services, the SRC acts as the external, community-oriented voice in the consideration and development of NM DVR policy. To achieve this goal, the SRC works closely with the NMDVR to remain informed on those issues most pertinent to the provision of services to the disability community within New Mexico and to express concerns or support regarding those issues and initiatives.

The New Mexico **Commission for the Blind** provides vocational rehabilitation and independent living services designed to enable persons who are blind to become more participating and contributing members of society. The program serves persons who are legally blind, and certain qualifying individuals with significant visual impairments. It helps persons to become employed in ways that are appropriate to each individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. The Commission ranks at or near the top in the nation for the quality of employment outcomes achieved by our consumers. The Commission works diligently to provide transition services for blind children and young adults, with the goal of enhancing the quantity and quality of their employment outcomes. The Commission has Memoranda of Understanding with the New Mexico School for the Blind and Visually Impaired, the Public Education Department, and the Department of Health, all of which are designed to enhance transition services. NMDVR is proud to support and partner with the Commission in all areas of vocational rehabilitation.

The **Statewide Independent Living Council (SILC)** is an independent planning body working with the Centers for Independent Living (CILs) and Department of Vocational Rehabilitation to increase the impact of Independent Living (IL) services in New Mexico. The SILC is composed of gubernatorial appointees who represent people with significant disabilities across the state, the interests of CILs, and Independent Living programs and services. The SILC is responsible for the development and implementation of the Statewide Plan for Independent Living (SPIL) as well as the annual PPR (Program Performance Report). The SPIL, which is required by Section 704 of the federal Rehabilitation Act, is updated on a triennial basis and delineates specific objectives and timelines for ensuring that the State is providing the appropriate planning, financial support and coordination, and other assistance to appropriately address the needs of our citizens with disabilities for independent living services. The DVR Independent Living Program Manager monitors general fund and the federal funds under Title VII, Part B of the Act which are granted to Centers under the State Plan for Independent Living. The Plan, which is jointly developed and signed by the Statewide Independent Living Council, Center for Independent Living Executive Directors, and the New Mexico Department of Vocational Rehabilitation, Executive Director. The PPR captures the CIL's progress toward achieving the goals and objectives within the SPIL. The purpose of the PPR is to document disabilities results and outcomes that occurred during the previous federal fiscal year for government reporting purposes.

Pre-Employment Transition Services

Per established federal law outlined in the Workforce Innovation and Opportunity Act, DVR dedicates 15% federal grant funds towards providing Pre-Employment Transition Services to Students with Disabilities 14-21 across the State of New Mexico. DVR staff works with local education agencies throughout New Mexico to provide School-to-Work Transition Services and Pre-Employment Transition Services (Pre-ETS). Rehabilitation counselors are assigned to all 89 school districts which includes all state public/charter high schools throughout the state. DVR counselors attend Individualized Education Plans (IEP's), Transition Fairs, College fairs, School-to-Work meetings. In addition, NMDVR staff are providing PRE-ETS services throughout the state. These services include: Guidance to Employment, Self-Advocacy, Work Readiness, Guidance to Post-Secondary Education and Work Experience. DVR staff dedicated 4,975 hours to Pre-ETS in the 18-19 school year. In addition, DVR connected with 504 potentially eligible students and provided caseload services to 1,743 students.



CREC

For the past several years the NMDVR has utilized a contract in collaboration with **Central Regional Education Cooperative (CREC)** to support the mission and goals of DVR to provide Pre-Employment Transition Services to all eligible students in New Mexico. CREC is an extension of the VR program and with DVR funds they assist the program in reaching students across the state. Vocational Transition Specialists help support the referral process, provide self-advocacy and pre-employment services.

CREC SY 18-19 Totals	Totals
Total # of IEP's attended	3135
Job Exploration Counseling	2762
Self-Advocacy	3275
Counseling on enrollment opportunities	912
Workforce Readiness	1857
Work Experience	350
# of DVR Referrals	384
# of 504 Students served	16
# of Students Served	6,096

Jemez Project Hope

DVR, in collaboration with Jemez VR, is providing Pre-Employment Transition Services to 12 - 15 Students with Disabilities. The unique program targets students who live in Pueblos of Jemez, Zia, Santa Ana, Sandia, Santo Domingo and Cochiti. They also work with students from Jemez Valley, Walatowa Charter, and Bernalillo School districts. This work-based learning program provides opportunities to Students with Disabilities to integrate within their communities to develop work skills.

Mandy's Farms

This work-based learning program is on its second year working with DVR in conjunction with Albuquerque, Los Lunas, Belen, Bernalillo, and Rio Rancho Schools. This program has provided paid work experiences while incorporating Pre-Employment Transition Services to over 45 Students with Disabilities who are eligible for Supported Employment services. Each intern has intensive training. In addition, the program offers support to families in understanding available community resources, including the DDW and Work Force Solutions programs and DVR services.

Project Search

The High School Transition Program is a one-year internship program for Students with disabilities in their last year of high school. It is targeted for students whose goal is competitive employment. The program takes place in a healthcare, government or business setting where total immersion in the workplace facilitates the teaching and learning process as well as the acquisition of employability and marketable work skills. Students participate in three internships to explore a variety of career paths. The students work with a team that includes their family, a special



Project SEARCH

education teacher and Rehabilitation Services Administration to create an employment goal and support the student during this important transition from school to work. New Mexico currently has 6 Project SEARCH sites.

All participants have the potential for successful placement in a suitable, competitive job upon completion. Over the past 6 years all cohorts and locations have received over 99% placement rates for youth.

New Mexico has active Project Search sites in Albuquerque, Rio Rancho, Farmington, Pueblo of



Pojoaque, Las Cruces and Gallup. There are efforts underway to consider expansion of this model to other areas of the state. Embassy Suites in Albuquerque and Presbyterian Rust Medical Center in Rio Rancho have received awards from Cincinnati Children's Hospital Project Search National in recognition of their 100% placement rate.

Rocky Mountain Youth – Assisted Dogs of the West

This program is in the third year working in collaboration with Taos School District, New Mexico School for the Deaf and Hard of Hearing, (NMSD), Assisted Dogs of the West, and DVR. This program has provided paid work-based learning experiences for 60 interns. The Canine Assisted Leadership crew works with animals and human services by using therapy dog visitation in hospitals, schools, and youth homeless shelters. This crew coordinates and assists the youth in completing the NM Department of Workforce Solutions FIT assessment. Each crew member is provided Pre-Employment Transition Services. Through this process students can identify interests, abilities, talents and examine learning styles to identify achievable employment goals.

Rehabilitation Supportive Services



Benefits Advisement

Benefits Advisement Services serve beneficiaries who are current and past DVR participants. Benefits Advisors also serve Jackson lawsuit participants and transition students from age 14. These are current NMDVR participants or have not used benefits advisement for at least 3 years and are working. During this time, paperwork to verify SSDB benefits and/or basic education on work and benefits are done. In SFY 2019, 866 people were provided initial services. Benefits Counselors are required to provide intensive services, which can include; analyzing a participants' situation, help with reporting, but only once per year, unless using a work incentive or reporting a major change, wage history work up, filling out SSA paper work, explaining and assisting with work incentive.

In SFY 19, 543 intensive services were provided, of which 485 participants had their cases analyzed and a plan was developed. Surveys were collected on 220 people showing a 2-point decrease in fear about working while on SSDB. 72% of people said they would not have started work or continued working without work incentive counseling. Customer satisfaction was rated at 99.75% and people reported they had 100% of their questions answered.

Benefits Advisement Services also help other VR staff with Ticket to Work, and doing training and answering questions. They check assignability of the Ticket, so VR staff knows the participant is receiving Social Security Disability Benefits for presumptive eligibility. They also answer questions from Ticket holders who may want to use their Ticket to NMDVR.



Benefits Advisement

New Mexico Division of Vocational Rehabilitation (DVR) and Developmental Disabilities Supports Division (DDSD) have entered a Memorandum of Understanding (MOU) to accomplish joint implementation of services for individuals requiring Supported Employment services who are served by both agencies. The MOU addresses everything from referral to closure and methods to address individual and systemic issues. The MOU will facilitate the coordinated planning of the services towards employment for the participants.

Section 511 of the revised Rehabilitation Act of 1973 under Workforce Innovation and Opportunity Act (WIOA) section 458 under Section 511 of the revised Rehabilitation Act of 1973 focuses on individuals who are earning subminimum wage. DVR's goal is assist as many individuals with disabilities to earn at least minimum wage and work in the community.

DVR meets annually with individuals who are earning sub-minimum wage and offer them the opportunity to open a DVR case to look for competitive employment within the community. There are 3 sheltered workshops in New Mexico that hold the 14c Subminimum wage certificates. In FY 2019 there were 202 individuals working below minimum wage. 11 days of meetings were held to reach out to each individual. We had 11 individuals requesting assistance to locate new employment and they were referred to their local DVR office. There were 4 individuals who successfully transitioned from sheltered workshop employment into competitive employment and were closed successfully.



Staff Development

Staff Development Unit at DVR supports staff professional developments to ensure the agency provides top quality employees to serve Individuals with Disabilities in New Mexico. The driving force of the unit's efforts is the Comprehensive System of Personnel Development. DVR recognizes the need for continuous learning and skill development in providing excellent services to our consumers. SDU provides and monitors mandatory training for all new employees, specialized training for field staff through Rehabilitation Academy and Financials Academy as well as an array of Vocational Rehabilitation topics.

All Counselors, Program Managers and Field Operations Directors are required to maintain a Rehabilitation Counselor license issued by the State of New Mexico Public Education Department, which is a commensurate with national standards.

In this past year, DVR has supported over 30 new VR professionals through ACRE training, a nationally credentialed certificate, providing focus to improve the quality of employment services for people with disabilities.

NMDVR continues to work in collaboration with the Center for Development and Disability toward the implementation and sustainability of Supported Employment programs across the state through various trainings. Services that are provided at Center for Development and Disability include education, advocacy, and outreach in the field of Supported Employment. These training efforts are available community providers, job developers, job coaches, employers, as well as, Local Educational (LE) agencies.

Highlighted Successes



“Hold a short leash,” said Denise Dumesnil, a social worker with Assistance Dogs of the West, whose suggestion was relayed to seven students in sign language by interpreter Melanie Welborn. The teenagers worked five days a week for six weeks this summer training six Labradors to be service dogs. For most of the seven high school students, the experience was their first job. By teaching the dogs to open a door or retreat into a crate, the students tested communication and leadership skills needed to function in future workplaces. “This has been a good experience because this is a hearing world,” rising senior Monica Chavez signed as Welborn interpreted. “When we’re out of high school, we have to try to be successful in a hearing-dominated world. We have to learn how to

communicate with different people who can’t sign, in different situations, and this is a really good experience for that.” The students earned \$11.80 an hour, working about 26 hours a week in the program sponsored by the Rocky Mountain Youth Corps. Students practiced preparing résumés and job interview skills. The dogs, owned by Assistance Dogs of the West, will eventually work for people who are disabled but not deaf. Three days a week, the New Mexico School for the Deaf students trained the dogs alongside eight students in Taos who have hearing. “We had to be patient and give each other a chance to learn how to communicate,” New Mexico School for the Deaf rising freshman Bria Vigil signed through Welborn. “This is my first job. I’m just about to start high school, but I really do think that this job has prepared me to be confident.”

Joe Flores, general manager at Freddy's Frozen Custard & Steakburgers, is giving the opportunity to do an internship for participants in Project SEARCH. Participants Alex Lemke and Kassandra Silva are currently part of Project SEARCH through the Gadsden Independent School District. They are learning work skills such as customer service, multitasking, and teamwork to name a few. Project SEARCH is a one-year school-to-work internship program for youth with disabilities who are between the ages of 18 and 22.



Veronica Valcourt from A-List Party, bounce house rentals for the Las Cruces area, and her staff employed Derrek Hamilton, an intern from Project SEARCH. The program is a school-to-work internship program for youth with disabilities who are between the ages of 18 and 22. The entire program takes place at a host business.

Steve Long applied to NMDVR while a transition student. He successfully transitioned to New Mexico State University and obtained a Bachelor of Science Degree in Mechanical Engineering. Currently Steve is employed with Wanzek Construction as a Mechanical Engineer, earning over \$30 an hour.



Disability Determination Services

The information contained in this report covers the work generated and the issues affecting the New Mexico Disability Determination Services (NMDDS) from September 29, 2018 through September 27, 2019.

Production:

As an agency, we completed the following claims by claim type:

- Initial claims: 13,976
 - 102.7% of budgeted SSA workload target.
- CDRs: 2,084
 - 103.6% of budgeted SSA workload target.
- Reconsideration claims: 1,464
 - 100% of budgeted SSA workload target.
- Pre-Hearing: 757
 - 108.1% of budgeted SSA workload target.
- DHU: 630
 - Assisted the Dallas Region in meeting the budgeted SSA workload target.
- ODAR: 620
- Assistance Requests: 5,569
- Total Clearance: 25,100

Work completed by agency units:

Fiscal

- 52,638 MER/CE Payments;
- NMDDS had the highest volume of payments processed within the State; and
- 1,437 New MER/CE vendors added.

Accuracy

- Initial Accuracy (10/18-8/19): 96.0%;
- Highest in the regional rate of 93.3%;
- Higher than the national rate of 94%;
- CDR Accuracy 97.1%;
- 2nd in the region;
- Higher than the national rate of 96.6%;
- Reconsideration Accuracy 88.5%; and
- Lower than both the region and nation. This will be an area of focus of FFY20.

Quality Assurance Unit

- 3772 QA reviews completed; and
- 345 claims processed

Disability Hearings Unit	Consultative Examination Unit	Professional Relations	Medical Consultants
<ul style="list-style-type: none"> • 630 DH claims completed; and • 193 Non-DH claims. 	<ul style="list-style-type: none"> • 21,632 CE's ordered (through August 2019). 	<ul style="list-style-type: none"> • PRO Caseloads: Completed 542 claims; • Assisted Disability Hearing Unit (DHU) with 42 hearings; • Assigned to work several Work queues to handle various matters/issues with vendors and/or providers totaling 783 work queues; • 7 local NM SSA Field Offices and/or DVR offices visits; • 92 Consultative Exam provider visits; • 290 MER Provider visits; • 72 Consultative Exam provider recruitment attempts; and • Continued adding/registering vendors to Electronic Records Express (ERE) throughout the year. Approximately 42 vendors added to provide records to DDS via ERE. 	<ul style="list-style-type: none"> • MCs completed 28,878 claims for review and/or signature by our MCs and the MCs in the Dallas Regional Office, LA DDS, and the TX DDS; • 25,020 completed by NM DDS MCs, approx. 87% of total; • 3,858 completed by out-of-state MCs, approx. 13% of total; • NM DDS Pediatricians provided assistance to out-of-state agencies; • NM DDS Mental MCs provided assistance to out-of-state agencies; • All MCs involved in providing MC consult hours with adjudicative staff; and • Added one (1) new physical MC in October 2018.

Cooperative Disability Investigations (CDI) Unit

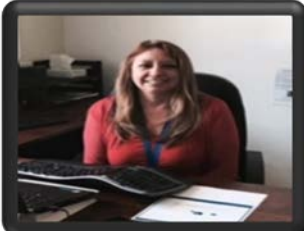
- In FFY19, the NMDDS helped establish a Cooperative Disability Investigations (CDI) unit in NM. Their mission is to “obtain evidence of material fact sufficient to resolve questions of fraud in SSA disability programs.” This is accomplished through the combined skills and specialized knowledge of SSA OIG, SSA, State Disability Determination Services (DDS), and State or local law enforcement review and combating disability fraud in their respective areas. CDI Units investigate individual disability beneficiaries and claimants, and lawyers, doctors, translators, or other third parties who facilitate disability fraud. The results of these investigations are presented to Federal and State prosecutors for consideration of prosecution and to SSA or the State DDS for their use in making timely and accurate disability determinations.”
- The NMDDS has one full time employee dedicated to this unit, Donald Conrad. This individual is supervised by the NMDDS Hearing Officer Supervisor/Interim Policy Manager, Michelle Sanchez

From October 1, 2018 to August 31, 2019, the NM CDI Unit has opened 25 cases and closed 13. Total SSA savings over this time period were \$500,409 and non-SSA savings have totaled \$451,268.

Executive Team

Rehabilitation Services Unit

The Rehabilitation Services Unit is the largest of the program and provides direct service delivery to Individuals with Disabilities in the State of New Mexico. RSU staff provide guidance, counseling, job placement, training and a multitude of services designed to support the unique set of strengths of our participants to realize competitive integrated employment. RSU has Field Operations Directors, Program Managers, Vocational Rehabilitation Counselors, Rehabilitation Technicians, Secretaries and Administrative Support staff in 22 offices located throughout the State of New Mexico. RSU also extends collaborations with mandated partners throughout the state to impact the overall workforce system in the State. RSU values the importance of the unique set of skills, knowledge and professionalism necessary in the staff positions to offer the highest quality of professionals Individuals with Disabilities in the State of New Mexico.



Lucinda Garcia
RSU Deputy Director

Administrative Services Unit

The Administration Services (FSU) provides leadership, policy development, financial analysis, budgetary control, and administrative support to the New Mexico Division of Vocational Rehabilitation (NMDVR). The FSU's function is to ensure that DVR achieves the highest level of accountability and excellence in services provided to the people of New Mexico. The FSU consists of the following units Budget and Grants Unit, General Ledger Unit, General Services Unit, Accounts Payable, and Ticket to Work Program.



Eileen Marrujo
ASU Deputy Director

Disability Determination Services



Charles Hamlin
DDS Deputy Director

The Social Security Administration (SSA) administers the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) disability programs. The Social Security Administration (SSA) collaborates with and provides 100 percent of the funding for the New Mexico Disability Determination Services (DDS) to make disability determinations for the citizens of New Mexico. At current staffing levels, the combined DDS Staff of 88 processes over 25,000 SSA disability claims annually with one of the highest accuracy rates nationally.

Legal Services Department

The DVR legal team consists of three legal staff, Michelle Bowdon, Jennifer Salazar and Leslie Garcia. Our goal is to advance the mission and objectives of DVR by assisting in legal matters concerning the Division. This is accomplished by managing all legal affairs of DVR including but not limited to; assisting Human Resources in all personnel and labor relation matters, managing litigation, providing contract/lease review, representing DVR in administrative hearings, ensuring compliance with state and federal laws and regulations, policy and program development and serving as liaison to the New Mexico Public Education Department's Office of General Counsel and the State of New Mexico's Risk Management Division.



Human Resources Department



Tina Tawater
HR Director

Mission: The mission of the Human Resources department is to provide the Division of Vocational Rehabilitation effective, engaging and innovative leadership, direction, guidance and services fostering a culture of high performance, respect and excellence to retain a talented and diverse workforce in order to maximize the agency's ability to better serve its employees, partners and customers.

Vision: The Human Resources Department will be recognized as a trusted resource, partner, leader and innovator in support of (DVR) in recruitment, retention, training, benefits, professional development, policies, procedures along with excellence in communication and supporting our employees, partners and customers. We aspire to build partnerships at all levels of the organization with employees, partners and customers to create a diverse culture that values all.

Values: In support of our Departments principles, values, vision and mission, it is the mission of human resources to support the total operation in meeting its goals through its most valuable resource – its PEOPLE.

Our Values are:

- Develop an attitude of teamwork and quality in our day-to-day operations;
- Develop an atmosphere that fosters challenges, fun, safety and flexibility;
- Commit to doing and to acting openly, equitably and consistently in our pursuit of uncompromising quality;
- Respect team member values that may be different from our own;
- Accept responsibility for promoting ethical and legal conduct in personal and business practices; and
- Communicate and respect others in a candid and fair manner from whom our Department derives its strength.

Information Services Department

The IT systems and services provided by the DVR Information Systems Unit (ISU), supports and facilitates the agency's vision that "every New Mexican with a disability has the opportunity to contribute to the quality of life and economic prosperity of the state."

The role of the DVR ISU is to provide effective and efficient IT support to agency staff directly resulting in more cost effective, quality services to people with disabilities in New Mexico. Ultimately, services provided by the DVR is a noteworthy impact on the quality of life for New Mexico's disabled population and the state's economic development by ensuring IT initiatives are related to the direct or indirect improvement in service delivery to people with disabilities.



Robert Alirez
*Chief Information
Officer*

Direct IT improvements in service delivery are those strategies or initiatives that most directly and immediately affect the client or constituent such as improvements in the case management system, providing disability or program information and resources, as well as maximizing monetary resources.

Indirect IT improvements in service delivery are those strategies or initiatives that ultimately affect the service delivery to people with disabilities such as improving training, tools, resources, and infrastructure that facilitate service provision.

Lastly, ISU remains focused on utilizing existing technologies coupled with emerging innovative cutting-edge technology.

Office Locations

Alamogordo 2300 Indian Wells Rd NM 88310 Fax: 575-434-1582 Phone: 575-437-6550 Toll-free: 888-901-7868	Belen 911 Castillo Avenue Belen, NM 87002 Fax: 505-864-6292 Phone: 505-864-1617 Toll-free: 888-901-7902
Albuquerque Lomas Office 111 Lomas Blvd NW, Suite 422 Albuquerque, NM 87102 Fax: 505-383-2529 Phone: 505-383-2500 Toll-free: 888-818-3259	Albuquerque Mountain Office 501 Mountain Rd. NE Albuquerque, NM 87102 Phone: 505-843-1900
Albuquerque Gibson Office Gibson Medical Center 5400 Gibson SE Box #6 Albuquerque, NM 87108 Fax: 505-841-6451 Phone: 505-841-6450	Albuquerque Oakland Administration Office 5200 Oakland Ave NE Albuquerque, NM 87113
Albuquerque Quail Office 5205 Quail NW Albuquerque, NM 87120 Fax: 505-836-5674 Phone: 505-836-1774 Toll-free: 888-818-3263	Albuquerque South Valley Office 1710 Rio Bravo SW Albuquerque, NM 87105 Fax: 505-877-0961 Phone: 505-877-7673 Toll-free: 888-815-2981
Carlsbad 3605 National Parks Highway Carlsbad, NM 88220-1448 Fax: 575-887-7312 Phone: 575-885-8821 Toll-free: 800-645-0258	Clovis 100 E. Manana Blvd. #17 Clovis, NM 88101 Fax: 575-769-2794 Phone: 575-763-3437 Toll-free: 800-645-2143
Edgewood 3 George Court, Suite B Edgewood, NM 87015 Fax: 505-281-9400 Phone: 505-281-9946 Phone: 505-281-9947	Espanola 706-B La Joya St. Espanola, NM 87532 Fax: 505-753-7303 Phone: 505-753-2908 Toll-free: 888-901-3647
Farmington 2901 Hutton Farmington, NM 87402 Fax: 505-599-9720 Phone: 505-327-5123 Toll-free: 888-901-7901	Gallup 312 East Nizhoni Blvd Gallup, NM 87301 Fax: 505-726-1431 Phone: 505-726-1429 Toll-free: 800-279-5681

<p>Hobbs 2120 North Alto #109 Hobbs, NM 88240 Fax: 575-393-3630 Phone: 575-393-3330 Toll-free: 888-201-5859</p>	<p>Las Cruces 3381 Del Rey Blvd. Las Cruces, NM 88012 Fax: 575-524-6139 Phone: 575-524-6135 Toll-free: 888-901-7866</p>
<p>Las Vegas 32 NM 65 Hot Springs Blvd. Las Vegas, NM 87701 Fax: 505-454-6120 Phone: 505-425-9365 Toll-free: 888-901-7865</p>	<p>Rio Rancho 3791 Southern Blvd. SE, Suite 210 PO Box 15430 (Mailing Address) Rio Rancho, NM 87174 Fax: 505-896-4501 Phone: 505-896-4500 Toll-free: 866-585-5446</p>
<p>Roswell 1014 S. Atkinson Ave. Roswell, NM 88203 Fax: 575-624-6198 Phone: 575-624-6024 Toll-free: 800-644-7732</p>	<p>Santa Fe 2540 Camino Edward Ortiz, Ste B Santa Fe, NM 87507 Fax: 505-827-3564 Phone: 505-827-3526 Toll-free: 800-773-4072</p>
<p>Santa Fe – Administration Office 2935 Rodeo Park Drive East Santa Fe, NM 87505 Fax: 505-954-8562 Phone: 505-954-8500 Toll-free: 800-224-7005</p>	<p>Silver City 3088 32nd St. Bypass Suite A Silver City, NM 88061 Fax: 575-538-5537 Phone: 575-538-5351 Toll-free: 888-901-7861</p>
<p>Socorro 1014 N. California Socorro, NM 87801 Fax: 575-835-4468 Phone: 575-835-4243 Toll-free: 888-901-7903</p>	<p>Taos 145 Roy Road, Suite C Taos, NM 87571 Fax: 575-758-7485 Phone: 575-758-4348 Toll-free: 888-901-7869</p>
<p>Disability Determination Services 7421 Bartlett Dr. NE Albuquerque, NM 87107 Fax: 505-841-5724 Phone: 505-841-5600 Toll-free: 800-432-5868</p>	