



"The Public rehabilitation program continues to be the primary source of support for individuals with disabilities who seek to join or rejoin the nation's workforce. Each year this national program serves approximately one million individuals with significant disabilities in their quest to become productive and contributing members of their communities. New Mexico has long been a leader in vocational rehabilitation services and is well positioned to continue to meet the unique needs of persons with significant disabilities."

Carl Suter, Executive Director, Council of State Administrators of  
Vocational Rehabilitation



New Mexico Public Education  
Department  
Division of Vocational  
Rehabilitation

*2008 Annual Report*

State Fiscal Year  
July 1, 2007 to June 30, 2008

To obtain additional information  
call NMDVR toll free at  
1-800-224-7005.

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[www.NMDVRgetsjobs.com](http://www.NMDVRgetsjobs.com)

# NEW MEXICO DIVISION OF VOCATIONAL REHABILITATION

## Strategic Planning Framework for 2004-2010

*The Core Beliefs, Values, Vision, Mission, Goal Areas and Key Strategies together comprise the Strategic Planning Framework of our Agency. The Framework is considered one whole, not separate parts. The commonly shared Core Beliefs represent the driving force of Agency purpose, coupled with the Values that mold the context of our work. The Vision is how our organization sees the possibilities for our participants. The Mission sets the roadmap for attaining the vision, while the Goals are what we expect to attain in three to five years. Key Strategies are how the work is organized to ensure that Goals are reached.*

### Core Beliefs:

- Service Excellence
- Improved Quality Of Life For Participants
- Individuality In Case Management
- Flexibility Of Decision-Making
- Informed Choice
- Quality Outcomes

### Values:

- Teamwork
- Innovation
- Continuous Improvement
- Respectful, Professional Environment
- Commitment to Employees
- Effective Leadership
- Partnering with Participants

### Vision:

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

### Mission:

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

### Goal Areas:

- Successful Participant Outcomes
- Comprehensive Employment Networks
- Positive Organizational Climate
- Effective Use of Resources
- Participant and Stakeholder Satisfaction

### Key Strategies:

- Expand Business Connections and Partnerships
- Emphasize Highly Skilled Professional Staff
- Engage Participants and Stakeholders
- Align Resources
- Develop Communication Systems
- Stream line Business Processes



NEW MEXICO  
DIVISION OF  
VOCATIONAL  
REHABILITATION

Public Education Department

Ralph Vigil  
Assistant Secretary for Vocational Rehabilitation



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## *QUICK FACTS*

### *RETURN TO WORK - INCREASE PRIDE AND INDEPENDENCE*

Toward that end 1,687 New Mexicans with Disabilities achieved their employment goals in 2008.

Rehabilitated participants' annual income increased 161% and contributed \$20,258,842 in new monies to their families and New Mexico communities.

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DR. VERONICA C. GARCÍA  
SECRETARY OF EDUCATION

BILL RICHARDSON  
Governor

The Honorable Bill Richardson  
Governor of New Mexico  
490 Old Santa Fe Trail  
Room 400  
Santa Fe, NM 87501

Dear Governor Richardson:

As always, I am privileged to present the New Mexico Division of Vocational Rehabilitation (NMDVR) Annual Report. During the 2008 fiscal year the division continued to assist New Mexicans with disabilities reach their goals to work and reach their dreams for employment. All NMDVR staff deserves recognition for their service to individuals with disabilities, their communities and the state.

The Public Education Department remains committed to excellence in education, support and training. The New Mexico Division of Vocational commits to individual service appropriate to their unique strengths, resources, priorities, concerns, abilities and capabilities.

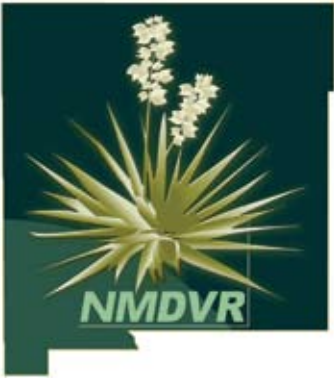
The NMDVR vision that "Every New Mexican with a disability has the opportunity to contribute to the quality of life and economic prosperity of the state" is not just a slogan. Rather, it reflects the teamwork of state and federal partners, employers, the State Rehabilitation Council, State Independent Living Council, our dedicated state legislators and your leadership and commitment to assisting individuals with disabilities. Collectively we empower individuals to reach their goals for working and living in their communities.

Truly,

A handwritten signature in dark ink, reading "Veronica C. García".

Veronica C. García, Ed.D.  
Secretary of Education





Citizens of New Mexico,

It is my honor to present this Annual Report. In fiscal year 2008, the New Mexico Division of Vocational Rehabilitation assisted 1,687 individuals with disabilities successfully achieve their vocational goals. NMDVR Disability Determination Services made 26,783 decisions for claims for Social Security Benefits. These accomplishments add value to the lives of New Mexicans with disabilities. Placing people into employment also contributes to the economic prosperity of the state.

When persons with disabilities obtain employment, the result is a more inclusive and integrated workforce that enriches the lives of all New Mexicans. It also benefits the economy as it expands the tax base and in many instances reduces the benefits paid to persons with jobs.

The success of the Division is directly attributable to the quality, dedication and efforts of the staff in all offices and in all units throughout the state. I am very proud to be a part of this team. Our commitment remains focused on maintaining a professional and encouraging environment, based on the passion of its staff, and one that aims to reduce barriers and improve the lives of New Mexicans with disabilities.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ralph Vigil'. The signature is fluid and cursive, with a large, stylized 'V' at the end.

Ralph Vigil  
Director for Vocational Rehabilitation

# INTRODUCTION

## QUICK FACTS

11,256	<b>N</b> ew Mexicans sought and received direct vocational rehabilitation services, including post-employment services.
8,893	<b>N</b> ew Mexicans received vocational rehabilitation services including, medical treatment, guidance and counseling, training and job seeking skills training.
5,840	<b>P</b> articipants continue to receive ongoing, individualized services based on their strengths, skills, abilities, informed choice and desired vocational goal.
1,687	<b>N</b> ew Mexicans found and retained jobs consistent with their career goals that contribute to their quality of life and the economic prosperity of the state.
1,951	<b>N</b> ew Mexicans continue to attend formal school training in an effort to attain careers that offer greater potential and lifetime earnings.
95%	<b>P</b> ercentage of rehabilitated people had significant physical or mental disabilities (that prevent the performance of at least one major life function, such as walking or hearing).
97%	<b>P</b> ercentage of rehabilitated people entered work in competitive or self employment.  Competitive employment was based on the initial minimum wage of \$5.85 which later increased, a positive result.

## THE HUMAN ELEMENT

Industrialized societies deal with what's termed the "Third Wave." Alvin Toffler's, words to describe our technological revolution. Historically it may have more impact than the changes of the Industrial Revolution. While the "Information Age" has suggestions of society moving apart, Toffler's views are far different.

"Society needs people who take care of the elderly and who know how to be compassionate and honest. Society needs all kinds of skills that are not just cognitive; they're emotional, they're affectional. You can't run the society on data and computers alone."

**"Turning to vocational rehabilitation services was the most important and valuable step I took in my quest for a better life."** Nelson Lauer, The American Storyteller Radio Journal

While NMDVR certainly benefits from technology, its focus remains on the Human Element. That is to say that our vision; "Every New Mexican with a disability has the opportunity to contribute to the quality of life and the economic prosperity of the state," remains the focus of all we do.

Helping each individual realize their vocational goals remains a constant challenge; how do you teach caring and empathy? What does hope look like? Where does the strength to become less discouraged and more determined come from? When may someone believe it's a journey and not a destination? Neither facts nor figures represent what a counselor tries to give; possibly the message is one of imagination, determination and empowerment.

"Quality" certainly is the cornerstone of NMDVR efforts. Technology is merely a tool. NMDVR needs creative, caring, empathetic, counselors. It's the "Human Element", as each client embarks on a new vocational journey that allows NMDVR to deliver service excellence.

During this year, the Division faced the challenge of significant counselor turnover, with a 7% increase in "most significantly disabled" participants, 7% more new cases, and yet had 20% more individuals that were "Job Ready" at the end of the year. NMDVR counselors indeed provided service excellence!



# SERVICE DELIVERY

## THE HUMAN ELEMENT

Staffing 24 offices across the state;

Supporting the efforts of the Statewide Independent Living Council and State Rehabilitation Council;

Providing special programs for underserved populations;

Engaging participants and stakeholders;

Studies of participant satisfaction and the economic impact of NMDVR services; and

Collaborating with the Client Assistance Program.

**"Every society is judged by how it treats its least fortunate amongst them."**

A Wise Man

Vocational rehabilitation is a set of services for people whose mental or physical disabilities create a barrier to work. Counseling with them helps to attain skills, resources, attitudes, and experiences needed to get and keep a job. People may retrain for work after an injury or mental disorder has disrupted previous employment. NMDVR prepares New Mexicans to achieve a lifestyle of independence and integration within their workplace, family and local community. This transition begins with an open mind and the attitude that one person can make all the difference in empowering another. Services may include.

- Evaluations, e.g., medical, psychological, vocational exams
- School-To-Work Transition planning
- Counseling and Guidance
- Medical and psychological treatment
- Rehabilitation engineering and assistive technology
- Evaluation of financial needs
- Job training
- Job coaching
- Job placement
- Supported employment
- Help obtaining job required equipment and services
- On-the-job help to assure satisfactory placement
- Post-employment Services

RECEIVE  
PARTICIPANT'S  
APPLICATION



CONDUCT  
PRELIMINARY  
ASSESSMENT



DETERMINE  
ELIGIBILITY



CONDUCT  
COMPREHENSIVE  
ASSESSMENT



DEVELOP PROGRAM OF  
SERVICES



PROVIDE SERVICES



JOB PLACEMENT AND  
PLACEMENT SUPPORT



**PARTICIPANT IS  
REHABILITATED:  
CLOSE CASE**



PROVIDE  
POST-EMPLOYMENT  
SERVICES, IF NEEDED

# MISSION ACCOMPLISHED



Meko Concho needed assistance to continue his artwork. With the help of the Native American Liason Program and a NMDVR counselor, a plan was put into place for his own business.

He is pictured working in his shop in the Taos Pueblo. Meko is a talented artist and micaceous clay potter from the south-side of the village. While he makes decorative items and beautiful cookware, most notably Meko is know for his signature bears. Meko was served in a collaborative effort between two NMDVR programs.

Diana Radford, is one skilled and determined lady that NMDVR met again after last year's interview. Her career as a skilled Interior Decorator ended due to injury. Not one to rest, she became a licensed Realtor.

Counselor Elizabeth Dunlap assisted her, and Diana was almost immediately successful. She continues her real estate career. While the market is tough she relies on faith, a "positive attitude" and a sincere personal touch. Diana works in Albuquerque and one can reach her at (505) 264-1619 of RadNMHomes@yahoo.com. She won't disappoint.



"There are two ways to live your life. One is as though nothing is a miracle. The other is as though everything is a miracle."

Albert Einstein



Cody Unser (yes from the famous racing Unser family) is a remarkable and vibrant woman who founded the "Cody Unser First Step Foundation." Despite her disability nothing seems to keep her from making a difference,

in New Mexico and across the U.S. Established in '99 the foundation raises research funds (and much more) for all forms of spinal cord-related paralysis in addition to a cure for transverse myelitis.

NMDVR's helps to provide adaptive scuba training for individuals with disabilities. Pictured is one of the scuba divers as she provides training to an individual with a disability. Interested parties can reach the foundation at (505) 792-9551 or on the internet at [www.codysfirststep.org](http://www.codysfirststep.org).

Jennifer Reynolds came to NMDVR as the result of an injury that left her with multiple challenges. She now operates her own business a "*Piece of Cake*."

Located on Highway 180 in the Arenas Valley near Silver City, her shop is filled with lucioius delights. She had always wanted to open a bakery, but an injury put that on hold. Customers are now greeted with a cheerful smile and delightful odors.



She needed extensive professional equipment and her NMDVR counselor made that happen, with her participation. "Working in here is my own physical therapy, If you have a dream you have to go to NMDVR and they will help you!"

# MISSION ACCOMPLISHED



Dora Ochoa has experienced difficulty in finding and retaining work as a result of her disability. Despite that, her enthusiasm and desire to work remains undiminished however. Thus she came to NMDVR looking for a

new work experience. A job search began, and shortly thereafter she was successful.

For the past 10 months she has worked for Sonic as a customer service representative. "I won \$50 selling gift certificates and I love my job. My counselor was very helpful and nice to me."

Benadillo Carillo has experienced challenges with his disability since 1997. He came to NMDVR and began to work at "Gotcha Covered" as an upholsterer. "I never dreamed that I would have a job like this."

His employer Billy Cisneros is very happy with Bernadillo's work. "He is a self-starter and a fast learner and does anything I ask." With 30 years of experience, Billy knows business. "I would tell other employers to give NMDVR clients a chance to work and develop new skills." It seemed good practical advice to Mr. Cisneros.



"They have always treated me with the utmost respect and have helped me through some rough times. I am grateful for the Interest they have taken in me and the time they have spent working for my future."

Clay Burchard



Nat Dean is thankful to her NMDVR counselor for supporting her business plan, and for her Benefits Counselor who guided her through the Social Security work process. A natural optimist and former advertising

executive, she now operates *Ruta Zinc Handmade* selling beautifully crafted fashion wear.

While her disability prevented her former work, She has a beautiful eye for fashion and the finished products are exquisite. Her personal note of gratitude for NMDVR's help was touching. For evidence of her caring and detailed fashions one should call (505) 474-6257 or visit her website at [www.rutazinchandmade.com](http://www.rutazinchandmade.com).

Bobby Holroyd has a degree in Art, but his work experience was in the construction field. With injuries and the wear and tear of hard physical work, Bobby needed help. He wanted a career change.



Bobby came to NMDVR and considered engineering, but there was no local program so he earned a degree in Special Education. "I was unsure at first," said Bobby. it took him 2 1/2 years. "David and Sonia (counselor and rehab tech) have always been here for me both emotionally and with the services I needed." Bobby looks forward to his new career and to giving back to his community.



# MISSION ACCOMPLISHED



Rose Ann is old enough for AARP, has real barriers to work, but is a delight to meet. She required an electric wheelchair and had to find new work, that allowed her to maintain SSDI benefits. Multiple NMDVR programs came to her rescue, Ticket-To-

Work, Medico, Benefits Counseling and VR services. She is training to work as a telephone operator, and her personality is a perfect fit.

Regarding her NMDVR counselor, Jan Davis, Rose Ann was brief. With a big smile she leaned back and said, "She's just wonderful!"

Vaden McCaul is warm and has a positive attitude. As a result of his disability, Vaden experienced difficulty maintaining work. He came to NMDVR looking for part-time work. The opportunity came from Pastor Richard Mansfield at New Beginnings Church.



Vaden sells newspapers there and is doing quite well. He has excellent customer service skills and the parishioners have embraced him and his service. "I am really happy with my job and my counselor. He was always happy to help me."

"It is important...to be able to return to a normal life, and a very important part of that is employment and the self-worth and personal satisfaction that comes with it."

Randy Pleva Sr., President Paralyzed Veterans of America



Gabe Taylor began writing while attending Theatre Studies in North Carolina. He began to prepare for a writing career by interning with a local newspaper.

"When I moved back to Santa Fe in 2003, I needed a new motorized scooter and NMDVR helped me find that scooter." His goal was to work as a reporter. Currently Gabe is working as a regular columnist for the Santa Fe New Reporter. He writes about disability issues for which he has particular insights and his craft is a real service to the community. "I am still in touch with my counselor Alan Graham. This continued contact is as important and helpful to NMDVR as it has been for me."

Sherrin Stewart came to NMDVR for help with a physical condition that limited her job potential. "I had computer skills but not the right skills to bring me to a potential career at 61 years of age."



Sherrin now works as a Project Controls Engineer at the National Lab in Los Alamos. "I investigated what fields were recession-proof to some extent plus what they paid and the requirements for the job." It was then that she was ready to put a plan into place.

"Do not choose a career because you are comfortable with it; choose one that will carry you through any economy. The educational benefits of NMDVR were the most important to me."



# MISSION ACCOMPLISHED



James Perry's case has been closed for about 2 ½ years now, and his business, "*J & S Machine Shop*" prospers in Clovis. He had explored the idea of his own business, and had first consulted with the Small Business Administration to

complete his business plan with NMDVR. James contributed start-up money and received help from his counselor, George Ortiz. As James began to work, he planned for and experienced growth. "*J & S*" is the only place who works whenever needed. "I have nothing but praise for everybody here (NMDVR). They do a real service to the citizens of Clovis."

Kathy Morales is a former client, and first NMDVR referral to "*SITEL*," a global customer service center. Kathy, who has worked for "*SITEL*" for almost 2 years as a Customer Service Rep and enjoys her work there. Her



work station accommodates an electric wheelchair without any problem. Help with assistive technology, a van lift along with support from her Counselor Marjorie Hinton, have proved to be effective. Kathy expressed her appreciation for the help she has received through NMDVR. "They have been great." Kathy is very upbeat and positive about working at

"You know they don't see disabilities. They see our performance. As long as we perform to the best of our abilities, that's all they ask."

An employee on employer relations



Lois Conway, a 52-year-old student just completed her last semester of student teaching. "Since I was 12, I knew I wanted to be a teacher." But she worked as a waitress until it was no longer possible for her

physically. She then Came to NMDVR. "I was referred to Larry Melendez and I knew we could work together immediately," she said.

Lois worked hard and earned special education and reading endorsements to enhance her teaching degree. Enthusiasm oozes from her. Reflecting, Lois reveals, "Larry brought me hope like no other person in my life has. He was my lifeline." Meet Lois, and one will be assured that she will be a great teacher.

Vilis Silva operates "*Dragon Star Studio*" in Los Lunas. Since his childhood he difficulties interacting and work was hard. Self-employment seemed a perfect option. He came to NMDVR with a business plan to work

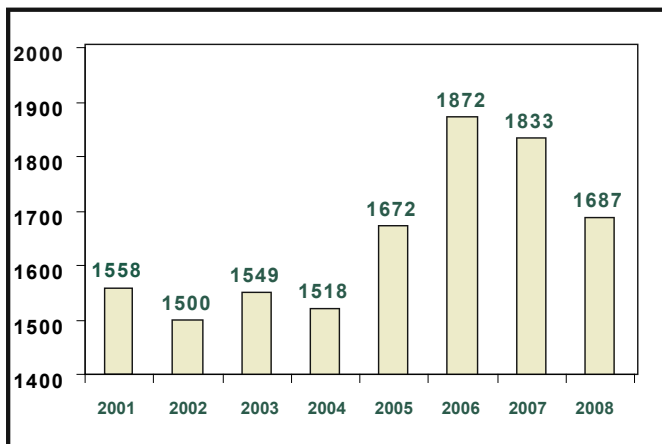


as a potter. His passion is micacious pottery that is as beautiful as it is practical.

His studio is a success due to his skills and the equipment NMDVR provided. "I would like to impress on people how important NMDVR is especially to small communities. One can reach "*Dragon Star Studio*" by calling (505) 866-4050 or visiting his web site at [www.DragonStarStudio.com](http://www.DragonStarStudio.com). Vilis' wares are elegant and the cookbook is great!

# BOTTOM LINE

PARTICIPANTS SUCCESSFULLY REHABILITATED BY YEAR



**NMDVR HELPED 1,687 PEOPLE  
FIND OR RETAIN JOBS.**

**ANNUAL PAYCHECKS  
SKYROCKETED 161% FOR  
THESE PEOPLE.**

**AS A WHOLE THEIR INCOME  
BALLOONED FROM \$12,553,000  
to \$33,812,000 BENEFITTING  
FAMILIES AND THE STATE.**

**1,951 REMAIN IN FORMAL  
SCHOOL PROGRAMS AT THE  
END OF FY 08.**

"To accomplish great things, we must not only act, but also dream, not only plan, but also believe."

Anatole France

## OCCUPATIONS

### REHABILITATED PARTICIPANTS 2008

OCCUPATIONS	COUNT
Service Occupations	525
Professional, Paraprofessional and Technical	439
Prod., Const., Operating, Maintenance and Material Handling	312
Clerical and Administrative	155
Sales and Related Occupations	135
Managerial and Administrative Support	82
Agricultural, Forestry, Fishing and Related	20
RSA Special Occupations and Miscellaneous	19

**TOTAL 1687**

# PARTICIPANT STATISTICS

## MAJOR DISABLING CONDITIONS

Disabling Condition	Count	%
Orthopedic / neurotic Impairment	1618	18.0%
Mental Illness	2043	22.7%
Learning Disabled	1747	19.4%
Alcohol/ Substance Abuse	466	5.2%
Developmental Delayed	440	4.9%
TBI	248	2.8%
Spinal Cord Injury	74	0.8%
Deafness	348	3.9%
Hearing Impairments	586	6.5%
Epilepsy	78	0.9%
Cardiac/ Circulatory Disorders	86	1.0%
Blindness/ Visual Impairments	66	0.7%
Deaf-Blind	5	0.1%
Other	1088	12.1%
All persons determined eligible and receiving services (minor rounding errors <100%)	<b>Total 8893</b>	<b>100%</b>

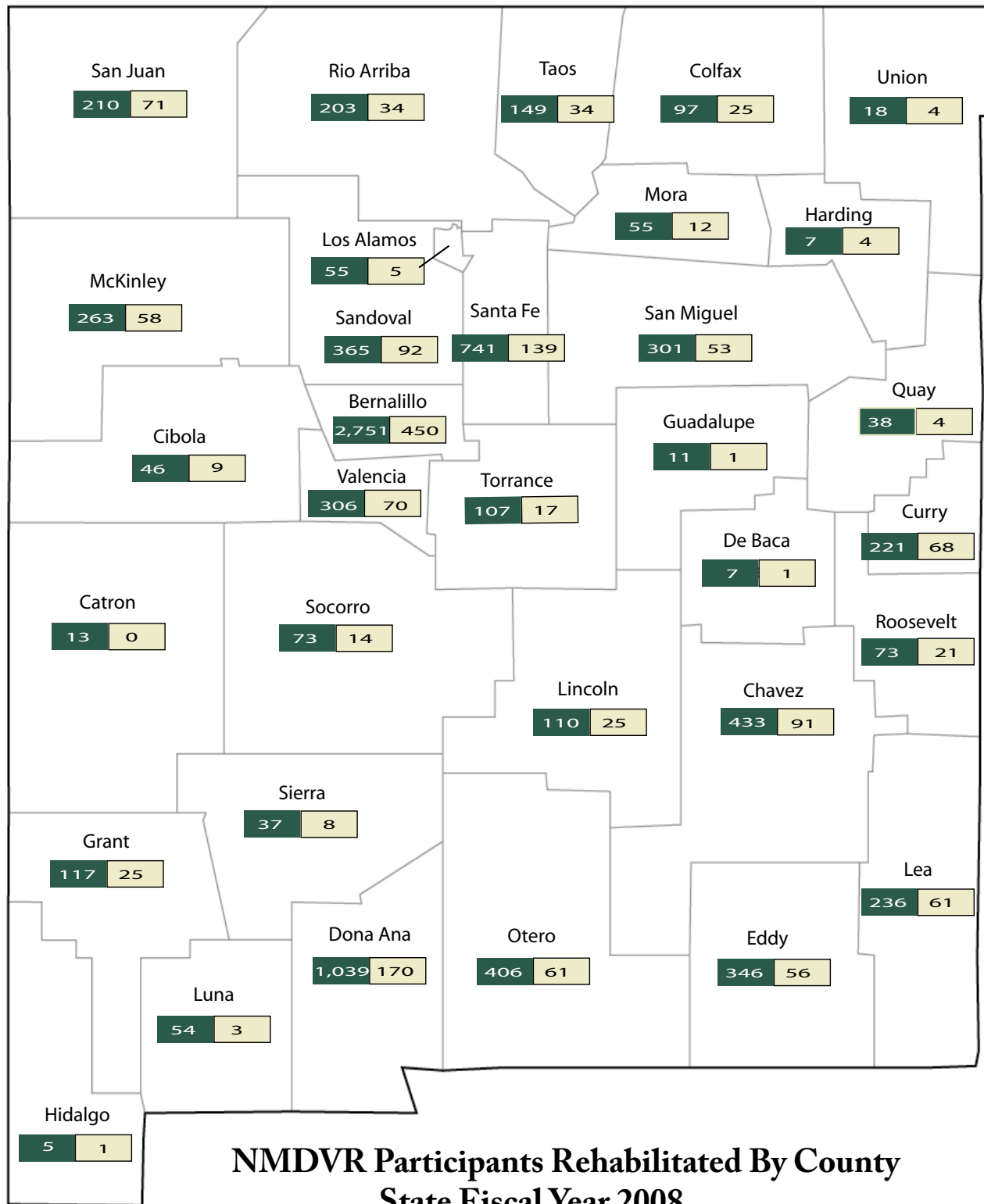
"I'd like to express that NMDVR has gone far and beyond my expectations and has helped change my life for the better. Thank you again for my new career and all that NMDVR has done for me."  
Anthony Apodaca

## INCOME RELIANCE BEFORE and AFTER FINDING WORK

SOURCES of PARTICIPANT INCOME	Number of Participants At Eligibility Closure	
Earnings, Interest, Dividends, Rent (Client Income)	+	454 1343
Family and Friends		682 73
Public Assistance including General Assistance, SSI and AFDC (Public Assistance, without Federal Funds (GA Only); Public Assistance, partly w/Federal Funds (SSI, TANF, AFDC))	-	248 130
Social Security Disability Insurance Benefits	-	144 106
Workers Compensation	-	30 0
Other Sources, including but not limited to Private Relief Agency (All Other Public Sources; All Other Sources of Support; Public Institution – Tax Supported; Annuity or other non-disability insurance Benefits; Private Relief Agency)	-	129 35
<b>Total Participant</b>		<b>1687 1687</b>

***Note Trend to Independence and Away From Supports***

# COUNTY STATISTICS



Number Eligible   Number Rehabilitated



# STATE OFFICE DISTRIBUTION



## AREA 5

Lomas Field Office, Albuquerque Central  
Supervisor: Reyes Gonzales  
505-383-2500  
888-818-3259

## AREA 6

Quail Field Office, Albuquerque West  
Supervisor: Lee Martinez  
505-836-1774  
888-818-3263

### Satellite Office:

- Gallup 800-279-5681

## AREA 7

South Valley Office  
Supervisor: Luanne Templeton  
888-815-2981

### Satellite Offices:

- Alamogordo 888-901-7868
- Belen 888-901-7902
- Socorro 888-901-7903

## AREA 8

Central Field Office, Albuquerque East  
Supervisor: Nancy Schneider  
505-841-6450  
866-524-6598

### Satellite Office:

- Moriarity 888-901-7864

## AREA 9

Las Vegas Office  
Supervisor: Vacant  
888-901-7865

### Satellite Offices:

- Clovis 800-645-2143
- Raton 888-901-7863
- Taos 888-901-7869

## AREA 1

Santa Fe Field Office  
Supervisor: Phil Perkins  
505-827-3526  
800-773-4072

### Satellite office:

- Espanola 888-901-3647

## AREA 2

Rio Rancho Field Office  
Supervisor: John Fullinwider  
505-869-4500  
866-877-3216

### Satellite Office:

- Farmington 888-901-7901

## AREA 3

Las Cruces Field Office  
Supervisor: Shirley Gonzales  
505-524-6135  
888-901-7866

### Satellite Offices:

- Anthony 866-883-8693
- Silver City 888-901-7861

## AREA 4

Roswell Field Office  
Supervisor: Terri Douglass  
505-624-6024  
800-644-7732

### Satellite Offices:

- Hobbs 888-201-5859
- Carlsbad 800-654-0258
- Hobbs 888-201-5859

# DISABILITY DETERMINATION SERVICES

## DISABILITY DETERMINATION PROCESS

Claimant interviewed by Social Security Claims Representative at Social Security Office



Case file sent to DDS



DDS begins claimant medical/educational/work information assessment



Claimant may see an independent medical specialist for updated information, but not decisions.



Medical/educational/work information assessment completed by the adjudication team



Allowed case file sent to Payment Center to begin payments



Disallowed case file sent to Social Security office



Claimant may request Social Security Office to reconsider disallowed case

At New Mexico Disability Determination Services (NMDDS), a skilled team of adjudicators and support staff adjudicated 26,783 cases for Social Security disability benefits in federal fiscal year 2008. The Social Security Administration (SSA) currently pays \$819 million annually in New Mexico for disability benefits.

Nationally, the Social Security Administration contracts to provide disability determination services. In New Mexico, SSA contracts with NMDVR to adjudicate cases for the residents of New Mexico.

**"With Pride in our Past, Vision for the Future, and an Unwavering Focus on Public Service." SSA Region VI Motto,**  
Ramona Schuenemeyer, SSA Regional Commissioner

SSA pays all NMDDS services including administrative overhead to the NMDVR. As a result of 100% funding, SSA maintains extensive control over the day to day operation at the NMDDS.

Those controls include: federal ownership of data, the ability to replace or hire additional staff, continuing education, and performance measures, etc. NMDDS employs approximately 80 staff and contracts with 15 medical consultants.

NMDDS consistently ranks among the highest in the nation, and is currently 11th in the nation for productivity. SSA places a priority on the accuracy, timeliness and making the right decision in the process as early as possible.

## Performance Measures

### Initial Claims:

The disability determination process consists of an objective assessment of the claimant's physical and mental impairments that restricts a claimant's ability to perform substantial gainful employment.

The adjudication team consists of a DDS adjudicator and a staff medical consultant. The team evaluates the claimant's records according to Social Security regulations as mandated by the United States Congress.

Claimant Benefits, if awarded:

### *Social Security Recipient and Dependents*

1. Monthly Social Security payments
2. Medicare, after two years of disability

### *Supplemental Security Recipients*

1. Supplemental Security payments
2. Medicaid



# DISABILITY DETERMINATION SERVICES

## Benefits To New Mexicans

NMDDS adjudicated 26,783 cases in federal fiscal year 2008. In New Mexico, Disability beneficiaries received average monthly SSI payments of \$425 and in most cases, immediately qualified for Medicaid benefits. The Social Security Administration currently pays disabled workers as average of Social Security payment of \$ 938 per month.

## Case Production and Clearances

SSA controls and monitors workloads for all DDS across the country. In Federal Fiscal Year (FFY) 08 the NMDDS adjudicated a total of 26,783 cases up 8.8% from last year despite less staff.

SSA establishes stringent goals for initial cases pending at the end of the fiscal year. NMDDS had only 3,576 initial cases pending at the end of the fiscal year, 9.7% less than their projected goal. The workload adjudicators must meet to reach this standard is extraordinary.

## Productivity Per Work Year

SSA monitors productivity per work year (PPWY) via a formula. The formula accounts for number of cases disposed, cost per case, mean procession time along with other key performance measures. Essentially it is a measure of staff efficiency. In FFY 08, PPWY was 309.9 compared with 280.6 for the region and a PPWY of 265.8 for the nation. New Mexico currently ranks 4th in the nation in PPWY, up from 11th last year!

## Mean Processing Time

One of SSA's priorities is to assure that claims are processed in an

**"Each claim is a person with a story, an illness or a life changing event and their claim is afforded respect, timeliness, and a good decision - so that they can move forward."**

Roxanne Garcia NMDDS Adjudicator

accurate and timely manner. Toward that end, SSA actively tracks processing time for claims and the NMDDS' (MPT) was 78.6 (more timely) compared to 82.8 nationally for Title II claims and Title XVI claims combined.

## Accuracy of Adjudication

SSA measures and considers Accuracy Rate a key quality measure. The NM DDS has an internal quality assurance program mandated by SSA that reviews a percentage of the cases adjudicated. In addition, the SSA regional office Disability Quality Branch and the central SSA office reviews a statistical sample of all adjudicated.

Findings are closely tracked and monitored with very specific performance expectations. During FFY 08, the initial accuracy rate was 95.4% which compares with the national accuracy rate of 94.4%. Despite staff shortages in the NMDDS.

## ALLOWANCE RATE

There is a general perception that initial claims are routinely denied. In fact, allowance rates are an important to the SSA and with respect to this goal of providing high quality services with an emphasis on making the "right decision in the disability process as soon as possible" During FY 08, the NMDDS's allowance rate is 36.4%, compared to 36.1% nationally and 40.3 regionally. The NMDDS' accomplishments have been sustained over an extended period of time and reflect the decision and commitment of the NMDDS staff to the New Mexicans. Reflecting on program numbers, the New Mexico Disability Determination Services as among the best in the nation!



Mile High Winners (back row l - r) Harry Smail, Clint Newman, Stacie Wilk, Tracie Hill, Derek Lucero, Donald Conrad - (front row) C. J. August, Ellie Valdez, Jeanie Gatti, Carlos Archuleta, Roxanne Garcia, Dana Lucero, Ken Trujillo.

# PROGRAM DEVELOPMENT AND SUPPORTS

## PROGRAM DEVELOPMENT AND SUPPORTS UNIT

NMDVR's Program Development and Supports Unit (PDS) assumes a leadership role, in partnership with RSA, in the development and supervision of federally funded grant projects and partnerships that expand opportunities for people with disabilities.

## SOCIAL SECURITY REIMBURSEMENT

The Social Security Reimbursement program is designed to support persons with disabilities who want to become employed. Social security payment activities support NMDVR by providing a systematic review of NMDVR's open and closed



Veronica DeleonDowd manages SSR & Medicaid

Social Security Recipient client cases resulting in the recovery of a portion of the rehabilitation costs. SSA's Ticket to Work program is incorporated into the reimbursement program and encourages beneficiaries to seek services that will allow them to work. During 2008, increased case review activities resulted in

increased payments to the agency

## MEDICAID ADJUDICATION SERVICES

Through an agreement with the Human Services Department, NMDVR provides disability determination services for Medicaid. Referrals are made by ISD workers whose clients apply for medical assistance. One category of medical assistance, Working Disabled Individuals (WDI) program, assists people who work to obtain Medicaid. During FY 08 NMDVR conducted 898 disability adjudications for the Human Services Department's Medicaid programs.

"When we talk about safety and security of the American people, politics falls aside pretty quickly."

Bill Frist

## BENEFITS INFORMATION CENTERS

The Benefits Information Centers (BIC), funded jointly by grants from the Social Security Administration and the Centers for Medicare and Medicaid, through the Human Service Department, Medical Assistance Division continued serving people on Social Security Disability Benefits.

The grants called New Mexico Work Incentive Project (NMWIP) and Focusing on Abilities (FOA) served 693 additional individuals in FY'08. Seventy-nine point two percent (79.2%) of these individuals have been or currently were NMDVR clients. Of these 549 people, 18% were employed or closed successfully,

1.5% ready, and



Karen Wiley BIC Manager

job the

remainder continued working with NMDVR.

Additionally, 298 people obtained or regained employment, or 54% of the People that worked with Community Work Incentive Coordinators. People demonstrated an 86% information

retention rate . Ninety-two (92%) of the people who quit working began actively looking

for work again. The average working individual earned \$8.80 per hour, working 23 hours per week. Ten (10) individuals were self-employed.

The BIC also provided outreach for Working Disabled Individuals (WDI), or those receiving Medicaid. In all, BIC conducted 773 presentations or contacted 4,410 to individuals, family members, service providers, and NMDVR staff.

## SECOND CHANCE PROGRAM

Well-meaning individuals may give computers to schools or nonprofit agencies that are ill-equipped or don't have the budget to upgrade and recycle a computer. Donating a computer to a Microsoft Authorized Refurbisher gives a computer a



# PROGRAM DEVELOPMENT AND SUPPORTS

“second chance” to serve someone else.

NMDVR currently accepts Pentium III or newer computers in Santa Fe and Albuquerque. Don't forget the keyboard, mouse and other items that came with the computer! We don't accept printers and fax machines due to low demand.

NMDVR technicians assures everyone that sensitive data on the hard drive is erased. A Technician “wipes clean” the hard drive and replaces parts that don't work. Through an agreement with Microsoft, a technician installs Windows 2000.

Included is “Open Office” a software package similar to, and compatible with MS Word, Excel and PowerPoint.

After testing, a computer has completed “rehab” and is ready for a proud new owner. Interested in participating? Ask for Julie Martinez in Santa Fe at 954-8500 or 800-224-7005; Julie will be glad to help you.

## NM SEEDLOANS PROGRAM

The NM SeedLoans Program is a unique project for persons with disabilities who are looking for equipment loans to help them with a home-based business or self-employment. It provides loan guarantees and interest rate subsidies to help people with disabilities work independently. Terms of the loan are from 12 months to 60 months and can range from \$1,000 to \$30,000.

The rates of the loans vary and will be whatever the going business loan rate is at time of application. If the loan needs to be guaranteed by the NMTLP, the rate will be the current CD rate +2%.

## NEW MEXICO TECHNOLOGY ASSISTANCE PROGRAM

The New Mexico Assistive Technology Program (NMTAP) of the Division of Vocational Rehabilitation, Public Education Department is the lead agency and the entity responsible for implementing the Assistive Technology Act of 2004 in New Mexico.

**“Education technology and school construction go together. Modernization, updating education facilities, and making a capital investment in education are all included.”**

**Major Owens**

For 15 years NMTAP has increased access to and funding for assistive technology and enhanced the quality of life for persons with disabilities. NMTAP serves all schools districts, NMDVR offices and Workforce Connection One Stop Career Centers with its ABLE equipment loan program. Among the items available are accessible software, such as screen readers and voice output software.

## LEVERAGED INTEGRATED NETWORKS OF CONSUMER SUPPORTS

LINCS provided motivational workshops, non-paid work experiences and job placement services for disabled individuals who received

public assistance. Staff evaluated services relative to the quality and duration of employment achieved, and identified and promoted needed changes in service delivery.

LINCS served Bernalillo, Sandoval and Valencia counties and worked with individuals that received NMDVR services, TANF Welfare benefits and referrals from other sources within the community. The following statistics are a brief overview of NMDVR referrals and total program success.

LINCS included the New Mexico Workforce Solutions Department, the Human Services Department, the Department of Health, the NM Commission for the Blind, and NMDVR. the LINCS

Employment Services program grant ended with great success.

LINCS had a total of 72 individuals referred to the program for the Fiscal Year 07-08 from NMDVR. Thirty-two (43%) of NMDVR recipients referred went to work due to working with LINCS Employment Services.

Remarkably the cost was held to \$1563/client placed in jobs and the average wage earned was \$9.33. In FY '08 LINCS placed 211 individuals (including NMDVR referrals) who averaged \$9.44/hour. Seventy-three percent (73%) of those who completed the Work Assessment/Work Experience step of LINCS were placed into employment.

# PROGRAM DEVELOPMENT AND SUPPORTS

## NATIVE AMERICAN LIAISON PROGRAM

The primary mission of the Native American Liaison Program (NALP) is to provide vocational rehabilitation liaison services to the 19 Pueblos and the two Apache nations. Improved access to vocational rehabilitation services to Native Americans in their communities remains the goal. NMDVR contracts with New Vistas Independent Living Center. New Vistas Native American liaisons serve the Pueblos to provide increased access to services.

NMDVR counselors want to remove barriers such as limited transportation, access to community services, high unemployment, cultural differences and language barriers. The use of Native liaisons has helped.



Steve Juanico and JoAnn Track of New Vistas Independent Living at Taos Pueblo

Liaisons serve Native Americans and help NMDVR counselors provide culturally appropriate services. NALP liaisons currently work with 15 NMDVR counselors in 8 offices across the state. Meetings with tribal Governors, the two Apache Presidents and the NALP Manager help maintain relationships.

## NEW MEXICO REUTILIZATION AND ACQUISITION PROGRAM

The New Mexico Reutilization and Acquisition Model Program



Lori Pacheco NMDVR Manager trying not to be in Annual Report

(NMDVR) is a three year grant (October 2006 – October 2009) whose priority is to establish an

assistive technology recycling program for all New Mexicans with disabilities. New technologies for individuals are more available than ever, but can be quite expensive.

Finding used assistive technology can be difficult. There is a need to address the technology needs and issues for people who leave nursing homes, hospitals, transfer to in-home supports or when students leave high school to post secondary and employment settings. NMDVR plans to expand the reutilization of assistive technology devices for home access, recreation, durable medical equipment and transportation by locating and advertising the available technology to New Mexicans of all ages who have a disability.

The Rehabilitation Services Administration, U. S. Department of Education awarded the grant to NMDVR. NMDVR, along with Adelante Development Center Inc., will establish an interactive website ([www.backinuse.com](http://www.backinuse.com)) that will allow individuals to transfer, sell, and purchase available assistive technology on-line. This website will be up and running soon.

## Cultivando Habilidades/ Cultivating Abilities (CHCA) Program

The Migrant Assistance Program came to an end as of June 30th of 2008. In October of 2007 the new

Migrant Program Cultivando Habilidades/Cultivating Abilities (CHCA) Program was awarded to continue

serving migrant and seasonal farm workers with Disabilities and their family members throughout the State of New Mexico. An advantage with CHCA is that the program is based on a student model rather than a peer model. University students



Olga Avara, MAP Manager

from around the State who have a disability and come from migrant and

**"A person with a new idea is a crank until the idea succeeds.."**  
Mark Twain

# PROGRAM DEVELOPMENT AND SUPPORTS

seasonal farm worker backgrounds will now provide outreach, tutoring and referral services. Additionally this program collaborates with other service givers in the state to offer intensive computer and English as a Second Language training for program participants. Thus far the program has served 122 migrant and seasonal farm workers with disabilities. In collaboration with NMDVR staff the program has served 25 participants with 8 participants in employed status.

## NMDVR/African American Affairs Community Outreach

The NMDVR Community Outreach Coordinator received forty (40) referrals from various sources during FY08; of which fifteen (15) were referred to NMDVR and twenty-seven (27) were referred to other agencies, as deemed necessary by the coordinator.

It should be noted that the coordinator receives not only youth referrals, but also community referrals for resources.

The coordinator facilitated twenty-five (25) new partnerships during FY08. These provided a venue to promote both NMDVR and OAAA and continues to be a valuable resource to the community.

in areas of employment opportunities, scholarships, housing, legal assistance, dental assistance and dissemination of information statewide the program has proved to be valuable.

## SCHOOL-TO-WORK TRANSITION

School-to-Work Transition provides services to high school students with disabilities. NMDVR remains committed to serving transition students with general and transition caseloads. Counselors assigned to serving this population are making a positive impact and this trend continues.

A member of the Statewide Transition Coordinating Council, NMDVR participates in efforts to transition students successfully from high school into the workplace or into specialized or advanced

education programs. Emphasis is placed on early identification and referral of high school seniors.

In an effort to focus on the needs of this population, NMDVR assigned an individual specifically to coordinate School to work Transition efforts.

Counselors strive to work with assigned high schools to determine eligibility for services and to implement Individualized Plans for Employment (IPEs).

IPEs are developed for these students during their senior year or prior to exiting the education system.

Counselor efforts include education of families, school personnel, service providers and students. Counselors review and modify Cooperative Agreements with each school as needed.

## TICKET TO WORK

The Social Security Administration's Ticket to Work Program is designed to provide a choice of providers for Social Security beneficiaries to obtain employment outcome services. NMDVR is an Employment Network under the Ticket to Work Program .

## MENTORING DIVERSE ABILITIES

The final two years of the project will focus on increasing the number of students who receive paid work experience during high school and on providing mentoring services.

Staff will also work toward increasing the number of students involved in Youth Leadership Trainings.

Recent satisfaction surveys indicate that students, parents, teachers and mentors at each site are happy with project services. Thus far the project has served 113 students at four (4) sites. During FY 08, there were a number of challenges that included turnover of public school staff at two schools.

Forty-six (46) additional students were recruited to the program, 62 students participated in paid work experience, 21 students were placed into permanent employment and eight (8) students attend postsecondary schools. The for goal for the 2007-2008 school year is to recruit 100 more students into the Project.

During the past two years 14 students have completed Youth Leadership Training at Highlands University in Las Vegas, New Mexico and two (2) at

**"Mentoring is a brain to pick, an ear to listen, and a push in the right direction."**

**John C. Crosby**

# PROGRAM DEVELOPMENT AND SUPPORTS

the Institute of American Indian Arts in Santa Fe. Eight (8) students have completed Peer Mentor Training to assist other students as they complete high school or post secondary courses.

The MDA Project started with 3 sites; Bernalillo High School, Tohajiilee Community School and Gadsden Independent School District. The Project started operations in October, 2004. Staff was hired and started working directly with students in the summer of 2005. A fourth site in Las Vegas was included in the project in the fall of 2006.

## DISABILITY NAVIGATORS

As NMDVR employees, Navigators work with the field staff to effectively provide information about services to consumers and, in addition, refer individuals that would be eligible for Title I services.



Mary Modrow, Manager

WIA services and NMDVR services together greatly benefit the community. Navigators provide the bridge between services, service

providers and consumers.

The project strengthens connections between persons with disabilities, disability resources, community, partners, NMDVR and the New

Mexico Workforce Connection Centers. Navigators assist people with disabilities/barriers to employment and to access & navigate the complex provisions of various programs that impact their ability to gain, obtain or retain employment. Navigators develop linkages and collaborate on an on-going basis with employers to facilitate job placements for persons with disabilities.

Navigators work to promote employment and careers; train staff, and others on disability issues. They work with employers to help understand ADA and reasonable accommodations; provide information about

**"I have in mind no one can be debarred because of age, physical disability, lack of opportunity, or for any other reason."**

**William L. King**

Social Security, TANF, Housing and other community resources that may be affected by earnings. Often individuals with the most need to utilize the services and resources of state programs have limited knowledge of how to access these services.

Navigators are able to assist these and other individuals to utilize services and obtain employment or the services necessary to meet their career goal.

By working jointly with partners in the community, Navigators are able to find resources for individuals to help them achieve their vocational goals.

Navigators bring individuals and resources together by creating Integrated Resource Teams. Contact your local Navigator or call 1-866-524-6598 and ask for Mary Modrow, Program Manager.

## WHATEVER IT TAKES

The Division of Vocational Rehabilitation's Whatever It Takes Transportation program (WIT) is in the final months of a special demonstration grant funded by a United States Department of Education Rehabilitation Services Administration federal grant.

The goals of this program were to assist people with disabilities with to attend job training and to seek/retain employment. The WIT program collaborated with vocational rehabilitation counselors, businesses, postsecondary training schools, Middle Rio

Grande Council of Governments, Project Access, and high schools.

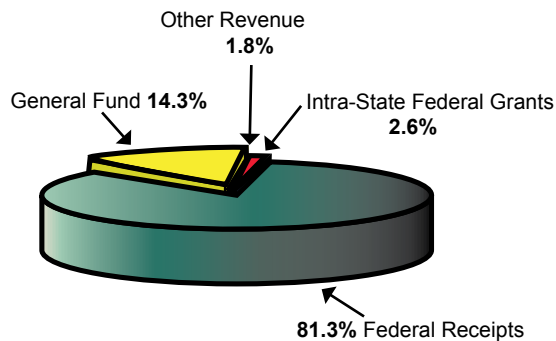
Objectives of this program are accomplished through a variety of means. The following services were provided in the final year.

Transportation through a wide array of means or financial assistance with established public transportation. Assistance with automotive repairs, specialized vehicle modifications, and short term automotive insurance and collaboration with transportation providers throughout the state to purchase transportation services.

Over the life on the grant the WIT Program assisted 836 (as of July 6th, 2007) individuals with transportation assistance, some fully funded by WIT and others with VR and client cost sharing.



# FUNDING SOURCES & EXPENDITURES



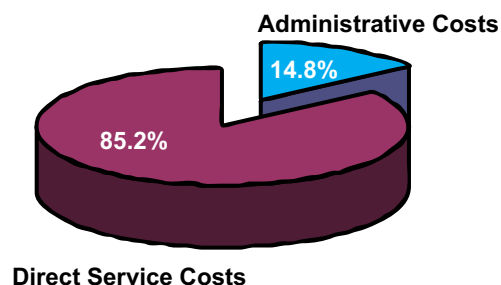
## Revenues by Source

NMDVR Federal Receipts . . . . .	\$ 24,217,012
DDS Federal Receipts . . . . .	10,030,904
	<u>34,247,916</u>
NMDVR General Fund . . . . .	6,033,500
DDS General Fund . . . . .	0
	<u>6,033,500</u>
NMDVR Intra-State Federal Grants . . . . .	\$ 1,088,801
DDS Intra-State Federal Grants . . . . .	0
	<u>1,088,801</u>
NMDVR other Revenue . . . . .	738,419
DDS other revenue . . . . .	221
	<u>738,640</u>
<b>TOTAL REVENUES . . .</b>	<b>\$ 42,108,857</b>

"Mediocre men work at their best; men seeking excellence strive to do better."

Edwin Louis Cole

## Expenditures



### TOP FIVE CASE SERVICE EXPENDITURES FY 2008

SERVICE CATEGORY	SERVICE COST
Training	\$3,132,066
Rehabilitation Technology	\$1,142,085
Other Goods and Services	\$1,066,398
Job Support Services	\$ 944,413
Diagnostics	\$ 853,135
	<b>\$ 7,138,097</b>

# CREATING OPPORTUNITY

*"Eighteen years have passed since Congress enacted landmark legislation 'The Americans with Disabilities Act' (ADA). It was a revolutionary piece of legislation for people with disabilities intended to provide clear and comprehensive national standards to eliminate discrimination against individuals with disabilities. The New Mexico Division of Vocational Rehabilitation embraces this vision and works hard so that each person we serve may share the promise of the ADA."*

**Ralph Vigil, Director  
Vocational Rehabilitation.**

As an agency and with its partners, NMDVR works to meet employers' needs and provide qualified applicants. Expanding business connections and partnerships is vital.



NMHU Rehabilitation Counseling Program Director Mike O'Brien program is first certified

as a vocational rehabilitation counselor. Finding qualified job candidates presents a challenge. NMDVR works with New Mexico Highlands University (NMHU), and has taken proactive steps to recruit qualified counselors nationally.

NMDVR works with Dr. Michael O'Brien, the Program Director for the vocational rehabilitation department at NMHU. The NMDVR continues to accept and benefit from NMHU interns who gain valuable, practical experience. Recruiting people with disabilities for the master's program is a priority for NMHU.

## New Mexico NMDVR and Behavioral Health Services

NMDVR is a member of New Mexico's Behavioral Health Collaborative. During the 2007 fiscal year, the interagency collaborative. At the heart of the Collaborative's vision

**"Opportunity is missed by most people because it is dressed in overalls and looks like work."**

**Mark Twain**

is the expectation that the lives of individuals with mental illness and substance abuse disorders will improve. Family members will have an equal voice in the decisions that affect them and their loved ones. Those most affected by mental illness and substance abuse can recover to lead full, meaningful lives within their communities. Coordination of services among the regional and local members can increase NMDVR's successful employment outcomes for individuals with disabilities.

## State Plan

Federal law, specifically the Rehabilitation Act of 1973, as amended, mandates that NMDVR submit a State Plan each year. Rehabilitation

Services Administration provides guidelines for the plan. It serves as an opportunity to report results of the rehabilitation program, qualifications of agency staff and the training needs of agency staff. Consequently the State Plan includes the methods to address any needed quality improvements.

The submission of the State Plan to the Rehabilitation Services Administration includes required certificates of assurances at the federal and state level. The State Rehabilitation Council is required by law to "review, analyze, and advise the designated State unit regarding the performance of the State unit's responsibilities."

Critical to the State Plan, Coordination with the SRC is vital to the updated State Plan. Federal law

requires that NMDVR report implemented changes to basic rehabilitation programs.

The NMDVR must assure changes to the basic rehabilitation programs conforms to the law and are reported in the State Plan. Prior to submission of any changes to the State Plan, the NMDVR conducts public hearings in various parts of the state.

The public hearings provide a means for the public to provide comments on the State Plan. For many, the public hearings serve as an introduction to the framework of the activities and responsibilities of the NMDVR. Public comments are welcome at any time

# INDEPENDENT LIVING

## INDEPENDENT LIVING SERVICES

Independent living services provides opportunities for New Mexicans with disabilities. Centers for Independent Living (CILs) are private, nonprofit corporations work to maximize the independence of individuals with disabilities and access to services where they live.

Helping people with significant disabilities live independently where they choose in the priority. The New Mexico Statewide Independent Living Council (SILC) advocates to reinforce that goal. Efforts include systemic change, peer support, and consumer equality.

CILs are funded in part by the Department of Education, Rehabilitation Administration Services. The centers provide several core services:

**Advocacy,**  
**Independent Living Skills,**  
**Training,**  
**Information and Referral and**  
**Peer Counseling.**

NMDVR shares responsibility for the development and implementation of the State Plan for Independent Living (SILC), and the New Mexico Commission for the Blind.

This Plan details how federal and

state dollars are used to help assist participants to access and benefit from the services of the CILs.

NMDVR administers the service contracts that fund three of the state's five consumer-controlled Centers: The Independent Living Resource Center in Albuquerque (and satellites); CHOICES in Roswell and San Juan Center for Independence and satellite in Gallup.

The SILC plays an important role in planning and overseeing independent living service delivery and improving working relation-

**"It is not wealth one asks for, but just enough to preserve one's dignity, to work unhampered, to be generous, frank and independent.**

W. Somerset Maugham

ships. The SILC advocates for independent living services to include, access to housing, employment, transportation, communities, recreational facilities and health and social services.

The Native American Independent Living Committee works with consumers to seek federal funds to remove architectural barriers and to provide assistive technology.

## SILC MEMBERS

Gil Yildez, Chair and Director,  
Independent Living Resource Center

Mark Cornet, Executive Director  
Albuquerque

Suzanne Anderson-Ruble, Vice Chair  
Rio Rancho, NM

## New Mexico Independent Living Centers

**Choices Center for Independent Living**  
Roswell

**Independent Living Resource Center**  
Albuquerque with satellite offices in  
Alamogordo, Moriarity and Socorro

**New Vistas**  
Santa Fe with a satellite  
office in Las Vegas

**San Juan Center for Independence**  
Farmington with a satellite  
office in Gallup

**The Ability Center For Independent Living**  
Las Cruces

Rebecca Holland  
Rio Rancho, NM

Gilbert John  
Gamerco, NM

Susan Lewis  
Albuquerque, NM

Michael Murphy  
Alamogordo, NM

Cesar Rodriguez  
Las Cruces, NM

Juanna Valencia  
San Felipe Pueblo, NM

H. Felix Vigil  
Villanueva, NM

Greg Trapp (ex-officio), Director  
NM Commission for the Blind,  
Albuquerque, NM

Ralph Vigil (ex-officio)  
Director for NMDVR, Santa Fe, NM

## NEW MEXICO BUSINESS LEADERSHIP

The Employers' Disability Resource/ NM Business Leadership Network (EDR/NMBLN) establishes collaborative relationships to increase employment opportunities for people with disabilities. They do this by expanding the concept of workplace diversity to be one of true inclusion.

The EDR/NM BLN provides free consultations, referrals and ongoing education and awareness training for employers and their employees. Connecting to the business community occurs through developing and maintaining relationships with regional Chambers of Commerce, Offices of Economic Development, local chapters of the Human Resource Managers Association (HRMA) and the Department of Workforce Solutions.

In partnership with NMDVR, EDR/ NMBLN held the inaugural training event this year for approximately 100 NMDVR counselors, HR professionals and employers by JAN (Job Accommodation Network). returning to NM on an annual basis.

EDR/NMBLN's annual Disability Employment Awareness Month celebration was held at the Indian Pueblo Cultural Center and featured Fred Mondragon, Cabinet Secretary of the NM Economic Development Department, as keynote speaker. YesWeCanNewMexico, Cooperative for Entrepreneurs with Disabilities, was formally launched at the event, and artist Lisa Page's work was commissioned for one-of-a-kind

business recognitions honoring the following employers:

Manpower  
Verizon Wireless  
Wal-Mart  
Comcast Spotlight  
Albuquerque Economic Development  
Moody & Warner Law Firm  
UNM Science & Technology Park  
Jobing.com  
PNM Resources  
Albuquerque Hispano Chamber of Commerce  
Indian Pueblo Cultural Center

Explore the EDR/NM BLN's website: [www.newmexicoblbn.com](http://www.newmexicoblbn.com) for pertinent resources about and for employers in your community, useful tools for service providers and up-to-date information for job seekers and aspiring entrepreneurs.

**"Effective leadership is putting first things first. Effective management is discipline, carrying it out.**

**Stephen Covey**

## STATE REHABILITATION COUNCIL

The State Rehabilitation Council began the year with only three appointments approved through the Governor's Office and currently there are eight (8) members authorized of twenty-five positions. This profoundly impacted the mandate of the Council. A few committed members of the SRC assisted in development of the State Plan. The SRC will continue to advocate for completing the council appointments. Continuity in the function of the Council is predicated on having the capability to do so. The Division looks forward to completing the membership of the council soon. October 2008 will bring new leadership to the council, when elections are completed.

The support of a council representative of persons with disabilities, providers of services for this population, advocates and others as outlined in the Rehabilitation Act.

### SRC MEMBERS

Larry Alflen, Chair  
Zuni Vocational Rehabilitation, Zuni

Larry Rodriguez, VR Participant, Espanola

Bernadine Chavez  
Client Assistance Program, Albuquerque

Ron Garcia, Program Service Provider, Santa Fe

Gilberto Romero, VR Participant, Santa Cruz

Treva Roanhorse, Navajo VR

Ava Gutierrez, NMDVR Counselor, Rio Rancho

Sarah Michaud, Jemez Vocational Rehabilitation

Heather Williams Business, Industry, Rep.

Mark Cornett, VR Participant, Albuquerque

Richard Jiron, NMDVR, (ad hoc), Rio Rancho

Joseph E. Misquez  
Business, Industry, Rep, Mesilla Park

Dr. Veronica Garcia  
Cabinet Secretary, PED (ad hoc), Santa Fe

Ralph Vigil  
Director, NMDVR (ad hoc), Santa Fe



