

New Mexico Division Of Vocational Rehabilitation

*What Phase Is
Your Life In?*



Annual Report 2013

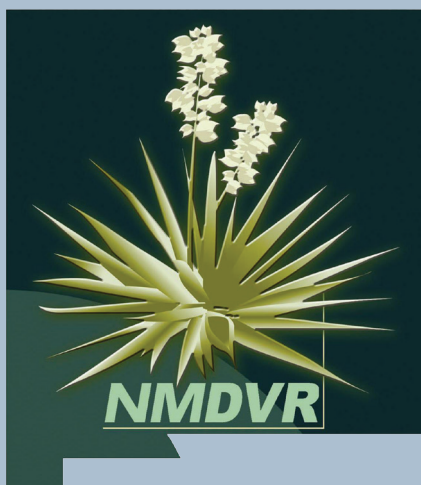


What Phase Is Your Life In?

*Being the first to cross
the finish line makes
you a winner in only
one phase of life it's
what you do after you
cross the line that really
counts.*

Ralph Boston





New Mexico Division of Vocational Rehabilitation

2013 Annual Report

State Fiscal Year
July 1, 2012 to June 30, 2013

To obtain additional information regarding this report
call NMDVR toll free at 800-224-7005

richard.smith@state.nm.us
Public Information Officer

New Mexico Division of Vocational Rehabilitation
435 St. Michael's Dr., Bldg. D
Santa Fe, New Mexico 87505

www.dvrgetsjobs.com



Table of Contents

The Director's Cut	1
Statistical Year At-A-Glance	2
NMDVR Services	3
Vocational Rehabilitation, Lesson One	4
National Viewpoints	5
Success Phase	6 - 7
Synergy = Success	8 - 9
NMDVR Closures by Occupation	10
NMDVR Closures by Income Reliance	11
Disability Determinations	12
20 / 20 Hindsight	13
Foresight	14
DVR Office Locations	Inside Cover

"Things turn out best for the people who
make the best of the way things turn
out." *John Wooden*



Greetings,

It's my honor to present the 2012 Annual Report for the New Mexico Division of Vocational Rehabilitation (NMDVR) "What Phase Is Your Life In?" During state fiscal year 2013, the Division assisted 706 individuals with disabilities successfully achieve their vocational goals. Staff celebrates that they reduce barriers to employment for these New Mexicans with disabilities who live more independently, with greater dignity and contribute to the economic prosperity of the state.

While the Division still operated under an order of selection, the Agency has turned the corner and served every eligible individual with a disability. The division decreased the gap in the number of vacant rehabilitation counselor positions. Concurrently there was an uptick in the number of applicants and the number of individuals being served.

This comes at a time when since 2009 to 2013, essential commodities rose 20% in price, median household income declined 9% and the number of individuals living in poverty in the U.S. rose by 30%. This occurred, as the recovery from the recession of 2008 was the worst since the Great Depression.

In retrospect, these years reflected many challenges and perseverance on the part of staff and the disabled population in New Mexico, given the state of the economy. I remain optimistic the New Mexico Division of Vocational Rehabilitation has made wise policy decisions, hired quality staff, and has a core of highly experienced staff to continue positive growth.

The value of vocational rehabilitation is more necessary than ever. For every \$1.00 appropriated to the Division, \$3.09 is returned to the state treasury when a person with a disability obtains employment. Rehabilitation is not just good social policy; finding employment for people with disabilities to work is a wise business decision.

I would be remiss not to acknowledge that a dedicated staff, a productive partnership with businesses, positive relationships with stakeholders, and the New Mexico State Rehabilitation Council make the backbone of the Division. The NMDVR team remains committed to maintaining a professional environment that aims to reduce barriers and improve the lives of New Mexicans with disabilities.

Sincerely,

Ralph Vigil
Acting Director



Statistical Year At-A-Glance

9674	New Mexicans sought and received direct vocational rehabilitation services
5452	New Mexicans received vocational rehabilitation services, including medical, guidance & counseling, training, and job seeking skills training
706	Successfully Rehabilitated
415	Job ready or employed but not yet closed
\$17,431	Average yearly employee wage
136%	Percent wage increase after rehabilitation
40%	Most Significantly Disabled
57%	Significantly Disabled
\$12,306,476	Total wages for successfully rehabilitated individuals
\$3.08	Return on Investment to State for 1\$ Appropriations

"The best way to find yourself is to lose yourself in the service of others."

Mahatma Gandhi



THINK
OPPORTUNITIES!
POSSIBILITIES!
PROSPECT!
CHANCE!
HOPE!
SUCCESS!
INDEPENDENCE!
SELF-RELIANCE!
ACHIEVEMENT!

The New Mexico Division of Vocational Rehabilitation (NMDVR) can provide employment and training services for individuals with a disability who find it hard to find or keep a job. The services you need are individualized and depend on your job goal and what you need to reach that goal.

- Career guidance and counseling
- Job search and placement assistance
- Information and referral Services
- Transition-to-work services for disabled high school students
- Supported employment services for persons with severe disabilities
- Rehabilitation technology
- Vocational and other training
- Disability and employment assessment
- Occupational licenses, tools and other equipment
- Assistance in small-business plan development
- Interpreter services
- Post-employment services
- Other services needed to reach your job goal

"Dream as if you'll live forever. Live as if you'll die today. James Dean



Vocational Rehabilitation, Lesson One

The breeze blew exceptionally warm that fall day in 1962 as Ed Roberts, a postpolio quadriplegic, was lifted out of his wheelchair, carried up a mountain of steps, and situated in Room 201 of a university. “It was a perfect day, a wonderful day, an exceptional day,” says Roberts.” “It was the first day of class, the first day of my freedom, and the first day of my life as a self-sufficient person.”

Nine years earlier, his doctor discussed the bleak future questioning who would want to live in an iron lung for the rest of his life. Clearly, he felt there was no reason for Ed to live. However, Roberts was of a different opinion. Ed arrived on campus and lived in a local hospital, spending much of a day in an iron lung. “Helpless Cripple Attends Classes . . .,” reported a local newspaper.

Roberts was found “infeasible” for work by vocational rehabilitation services. “Roberts saw school as one place where he could compete.” “I’m paralyzed from the neck down, not from the neck up,” he would say. Still, because few people with disabilities even tried to go to college, as Roberts points out, “there were very few role models.” Therefore, he became one.

Their efforts reflected, “...a revolution in the way people with disabilities were coming to see their lives. Roberts redefined independence as the quality of one’s life with accommodations...” After graduating in 1964, he earned a master’s degree and doctorate in political science. In the late 1970s, the governor of his state named Ed head of the Department of Vocational Rehabilitation—the first person with disabilities to hold that post.

To truly understand the impact of vocational rehabilitation, one needs the story. Mere numbers don’t work. Rehabilitation reflects the individual achievement, and enrichment of a person with a disability. There are no metrics for independence, quality of life, career decisions, independent choice for one’s ambitions, or life lessons to employers, and co-workers.

Individuals with disabilities improve New Mexico through the collaboration of the New Mexico Division of Vocational Rehabilitation (NMDVR) as they reach individualized goals for employment. The 2000 census documents that almost 1 in every 10 working person in New Mexico lives with a disability. The larger issue is that a majority of New Mexicans with disabilities still do not enjoy the benefits and dignity of working.

The Division is proud of its record of creativity and commitment to serving New Mexicans with Disabilities. NMDVR will continue to reach out to persons with disabilities, to employers, to our partners in the community, and to our community as a whole. Visit our web site at www.dvrgetsjobs.com or call us at 800-224-7005. We would like to hear from you as NMDVR staff strives to make a difference.

Thanks to excerpts and edits from article “THE NEW CIVIL RIGHTS” by Joseph P. Shapiro

He who knows best knows how little he knows. *Thomas Jefferson*

National Viewpoints



Senator Tom Udall

Mr. Udall of New Mexico. “Mr. President, I would like to speak today about an individual in my home State--a gentleman from Carlsbad named Ralph McGary.” Because as we work for solutions to our Nation’s challenges, I hope that we will always remember one basic thing. There are human beings behind these debates.”

“There are stories of struggle and hardship and of inspiration. What we do here in Washington, DC, has real impact on real lives. What happens here matters in profound ways to millions of Americans, matters to fellow citizens like Ralph McGary, who have sacrificed and worked hard, and who depend on a government that will be there for them in return.”

“It is impossible for any of us to fully realize what an ordeal that must have been for Ralph or what courage and determination it has required of him every single day just to keep going, just to find his way on a path that he never imagined he would be on. But move forward he did. Drawing upon his own valiant spirit and with the help of others, among his family and in his community. His is a classic American story of self-reliance and community support.”

“He found valuable allies at the Division of Vocational Rehabilitation in Carlsbad. Despite his severe physical impairment, Ralph still wanted to work, still wanted to be as productive as his condition would allow. DVR is a State-Federal organization. Its mission is to work with folks like Ralph to find employment, to help them overcome their disabilities, with dignity and purpose.”



Steve Wooderson, CSAVR

“The New Mexico Division of Vocational Rehabilitation has much to be proud of during a very challenging time in our country. For the past two federal fiscal years, the public vocational rehabilitation program has seen record-breaking losses in federal funds reaching the VR consumer. “

“Most of those losses are due to states inability to match the federal grant dollars available. Even with the provision of unmatched funds being reallocated to other states that have match dollars available, we have still lost funding at rate never seen before in the history of our program.”

“The business case is clear – the state/federal match rate of approximately 22/78 is a wise investment. The New Mexico return on investment rate of \$3.08 reduces the tax burden on the citizenry, and adds to the spendable income of consumers. When funding for the state vocational rehabilitation program is restricted, fewer persons can be served and staff resources are depleted. Often we find that the individuals with disabilities that have the greatest earning power are disproportionately negatively impacted when funding is cut.”

“Research shows that persons with significant disabilities are historically the first to lose jobs during a difficult economy; and the last to return to work when the market rebounds. This means our consumers are put in double jeopardy when service dollars are cut. The public vocational rehabilitation program serves more than one million persons with disabilities nationally each year. Last year, the New Mexico Division of Vocational Rehabilitation and its 79 sister programs placed over 180,000 individuals with significant disabilities in competitive, integrated employment. An investment in the public VR program is an investment in America’s economy.”



Success Phase

Dora McQuaid



Dora McQuaid treads steadfastly forward as if trepidation is but a word found in “Webster.” Don’t assume that Dora doesn’t have internal questions. She just has the will to find answers, and that strength glows on her face as does the afternoon sun to the right.

Dora’s strong yet peaceful voice does not jibe with a person who has struggled to overcome barriers. In fact it is that projection of a calm, strong woman that one feels immediately. Her warmth makes one feel at ease. It would be an experience to see her in action as she “owns” a room during a presentation. Her achievements are many. Dora’s an award-winning poet, activist, speaker and a teacher specializing in social justice, empowerment, communication and creativity. She achieved expert status with violence, offenders and

recovery creating a new paradigm regarding victimization and powerlessness.

“Cindy Branch (her VR Counselor) has been beyond helpful and supportive,” says Dora. She answered a question that explained rehabilitation succinctly. “Show up, explore your possibilities, realize there is hope, and take a step,” replied Dora. That is rehabilitation in a nutshell. Her philosophy says much about her as a person, and that is why she is in demand. Visit her website at www.doramcquaid.com and look for the release of her newest book “the scorched earth” in early 2014. You won’t be disappointed. Be warned as you may just find yourself touring her website and buying her books as well.

“I am easily impressed with the very best.”

Winston Churchill

Shayla Spolidoro



Shayla Spolidoro holds her license as an attorney, in addition to her Masters’ degree in accounting, which she found the money to complete on her own. She certainly lacks no drive in reaching her goal as an Estate Attorney. Her demeanor is as bright as is her mind. While she has worked for a year as an attorney, she faces demands that currently make work difficult. Therefore, she works part-time as an online tutor. Her positive attitude uplifts others.

Shayla works from her wheelchair that is able to hold her ventilator. Ergonomics and assistive technology make the world of work open to her. However, she still faces some barriers in reaching her final goal. Shayla has not let these keep her from moving forward. She has experimented and found assistive technology that works for her.

While she is fine-tuning her assistive technology, Shayla has used a Social Security PASS plan, Plan for Achieving Self-Support, to save for and acquire a van to meet her needs. She plans to leave the assistance of Social Security Disability behind completely as she grows economically. Success in her chosen field has taken work and imagination. After talking with Shayla, it is not a question of “if” she grabs onto success but “when.”

Success Phase



Lewis Read



There's something about Lewis Reid when one just meets him. Lewis is purposeful with a pinch of grit. As he begins to talk, Lewis' smile and warmth take over, and that combination is perfect.

Lewis wants to return to work and he's ready to do what it takes to succeed. Back in the day, he was studying pre-med at the University of South Alabama. There are times that a bright and fertile mind is just not enough to reach a goal, and Lewis had to make a different path for himself.

He is an expert in the construction trades, and has been self-employed for many years, but he could no longer do the required climbing. Lewis met NMDVR Manager Terri Douglass in Roswell whose energy, and support impressed Lewis.

He felt he had made the right decision with NMDVR as she pushed the message; "You are valuable."

"Terri helped me enroll in a 2 year class in Renewable Energy where I was number 1 in my class. Renewable energy is a fantastic technology, but the job market has not caught up with the technology, said Lewis. Having been an entrepreneur in the past, Lewis is considering a self-employment goal. Considering how Lewis has adapted before, it is not a stretch that he will do so again, and embrace success.

"By failing to prepare, you are preparing to fail." Benjamin Franklin

Nancy Iris



Nancy Iris is a multi-talented painter, sculptor and confectioner. She exudes positive vibes and her spirited personality. Nancy has been a painter and sculptor for some time and her canvases can be portraits that try to reach into a person and display their "...life; more than a mere physical depiction."

Walking into "The Chocolate Art Gallery" in Los Ranchos de Albuquerque is an experience in itself. Nancy displays art, sculpture, and jewelry that features her original works and those of other artists. The gallery itself is a reflection of her personality, unlike the cool feeling of some galleries.

Wandering deeper into The Chocolate Art Gallery, one reaches her kitchen that displays her delicious cakes, brownies, truffles and more. To the right, Nancy shows some of handmade truffles of the greatest quality. Partly it is because her "made to order" confections are always fresh, and partly, it is the finest ingredients. Her cooking epitomizes "You just can't eat one."

Her passion for her art, whether for display, wearing or consumption is immediately evident. A visit to her shop at 6902-B 4th ST. NW, Los Ranchos, from Wednesday through Saturday is a real treat. Saying that it is "tasteful" is an understatement. Further information is on her website at www.thechocolateartgallery.com. You will be glad!



Synergy = Success

Joshua Read



Joshua Read is a former School-to-Work participant with the need to succeed. While in school he earned a black belt in karate and played soccer.

He now works for a supermarket ensuring his customers get fresh and appealing produce and fruits. Joshua enjoys his job, and the customers and employees enjoy his kind and warm heart. He treats them all with respect.

"I'm never sick," says Josh, "and I never miss work." In addition to his work, Josh finds time to volunteer and give back to his community.

"They (NMDVR) have been real helpful to me. They help you to get and keep a job." His employer is well pleased with Josh's work and says, "Josh brings value to my business and fits in just fine with the thought that we do not have employees, but teammates." "I really like this," says Josh, "but I have been thinking about going to school sometime in the future." One expects he will choose well and succeed again. For a person who has but one other work experience, Josh appears to have a mature outlook on life that will stand him in good stead for the years to come.

"I'm not concerned with your liking or disliking me... All I ask is that you respect me as a human being."

Jackie Robinson

Alex Martinez



Alex Martinez has worked 28 years in the retail business, 19 of those with the family-owned Lowes. The simple motto Alex gives is, "We bring value to our customers, not as employees, but as teammates. We are a family who knows our customers. Our employees bring value to the business because they are good people."

One realizes the truth of this as four people ask if they can help before reaching the manager's booth. Alex talks about hiring NMDVR clients, which is something that he knows much about over the past years. "Each person who has worked for me from NMDVR has helped make me a better person. I have worked with them closely sometimes, and it gives me a chance to get close to my customers and employees. That is a win-win situation."

"I realize that each person wants to succeed at their own level. Sometimes it is going on to college, and sometimes it is their first entry-level job. Josh has been a good worker. Both customers and employees reach out to say something." That's just good business practice. I have enjoyed my relationship with NMDVR and I will continue to look to them for employees," replied Alex. As Albert Einstein once said, "Strive not to be a success, but rather to be of value." Alex Martinez represents Lowes quite well. He is an asset to his community, and a friend to NMDVR.

Synergy = Success



Ralph McGary

7/11/13

Congressional Record - 113th Congress (2013-2014) - THOMAS (Library of Congress)

The Library of Congress > THOMAS Home > Congressional Record > Search Results

Congressional Record 113th Congress (2013-2014)

Congressional Record article 1 of
442

Printer Friendly Display - 4,628 bytes. [Help]

TRIBUTE TO RALPH MCGARY -- (Senate - June 13, 2013)

Ralph McGary's story begins with a truck leaving and tumbling off a road near his home, but that is the first chapter. After much determined rehabilitation, the next chapter begins as Senator Tom Udall addresses the Senate floor, as recorded in the Congressional Record, extolling the courage of Ralph, and the need for the Public VR program.

Chapter three begins in the law office of Jeff Diamond where Ralph works. Ralph's a kind and laid back man used to tough physical work, who smiles and welcomes one to "Have a seat," from his wheelchair. "Everything was a new ballgame," replied Ralph, "as NMDVR helped me finish an Associates' Degree."

"I would call myself the 'Scheduler Guy' here," he says. "I guess everything hinged on my decision that I was going to make it." Ralph exemplifies what vocational rehabilitation is about. He works part-time now, but it would be hard to say how far he may go, as he has shown how far he has come. He's still tough, as the ad says "Ram Tough."

**"The best way to find out if you can
trust somebody is to trust them."**

Ernest Hemingway

Jeff Diamond



Jeff Diamond is the type of person who will make you ashamed to have ever told a "Lawyer" joke. He exudes a love of people and life that clings like Super Glue, and is frankly exhilaratingly refreshing. You've hear the term, "All Heart?" That's Jeff. And similar to his last name Jeff is "hard" as he fights for the rights of individuals with disabilities. That's his work you see. Jeff represents people who apply for Social Security Disability, and one has to have a passion for this work, maybe even decades worth like he. Jeff is very successful, possibly as he and his staff are "...always an open door for people who need us," as Jeff says simply. "You have to have a love of people to do this type of law," Jeff states with enthusiasm.

Jeff firmly defends the rights of his clients, but he also recommends that his clients seek assistance from NMDVR. "People can't live on SSDI alone," says Jeff. "I believe in the dignity of work and the impact it has on individuals and families, as work uplifts us and sometimes helps define who we are," states Jeff. "People like Ralph are hard working and they bring an extra value to a business that is sometime hard to define. Maybe it is success is inspiring as it infects an office." Visit Jeff's website www.jeffdiamond-lawfirm.com and get a feel for the man. "(NM)DVR is the best state agency around," says Jeff. "They truly try to make a difference." NMDVR is with you all the way Jeff! As one leaves the office, "I love my job" echos!



NMDVR Closures By Occupation

FY 2013 REHABILITATED CLOSURES BY OCCUPATION	
CATEGORY DESCRIPTION	CLOSURES
Agricultural, Forestry, Fishing and Related	4
Clerical and Administrative Support	52
Community and Social Service Occupations	1
Education, Training and Library Occupations	0
Healthcare Support Occupations	2
Managerial and Administrative	18
Prod, Const, Operating, Maint & Material Handling	111
Professional, Paraprofessional and Technical	169
RSA Special Occupations and Miscellaneous (Homemaker and Unpaid Family Worker)	15
Sales and Related Occupations	51
Service Occupations	283
TOTAL REHABILITATED CLOSURES	706

**"Change your life today. Don't gamble on
the future, act now, without delay.
*Simone de Beauvoir***

NMDVR Closures By Income Reliance



FY 2013 PARTICIPANTS' INCOME RELIANCE BEFORE AND AFTER RETURN TO WORK		
PRIMARY SOURCE OF SUPPORT	AT APPLICATION	AT CLOSURE
All Other Public Sources	24	8
All Other Sources of Support	22	7
Annuity or Other Non-disability Insurance Benefits	1	2
Client Income	125	526
Family and Friends	339	35
Private Relief Agency	0	0
Public Assist, partly Fed Funds (SSI, TANF/ AFDC)	99	61
Public General Assistance without Federal Funds	9	0
Public Institution - Tax Supported	3	0
Social Security Disability Insurance (SSDI)	77	67
Worker's Compensation	7	0
TOTAL REHABILITATED CLOSURES	706	706

"All our dreams can come true, if we
have the courage to pursue them."

Walt Disney



Disability Determinations



Nationally, the Social Security Administration (SSA) contracts with 54 individual States and territories to provide disability determination services for Title II (SSDI) and Title XVI (SSI) eligible recipients. Title II, or Social Security Disability Insurance (SSDI) is a monthly benefit paid to eligible individuals who cannot work due to a serious physical or mental disability. The SSDI program provides disability benefits to insured individuals who become unable to work because of illness or injury which is expected to last at least 12 continuous months or which may be expected to result in death.

Title -XVI or Supplemental Security Income (SSI) is a needs based program that provides coverage for adults and children in households whose income and resources are below a certain level. There is no requirement for prior employment. Applicants for SSI must meet the same definition of disability described above. Eligible children under age 18 are considered disabled if they are unable to function in a manner similar to children of the same age group.

In New Mexico, SSA has an agreement with the New Mexico Disability Determination Services (NMDDS) through the NMDDS's parent agency, the New Mexico Division of Rehabilitation (NMDVR) to adjudicate cases for the residents of New Mexico. Over the past decade, the Social Security Administration has implemented several nationwide measures aimed at identifying the most vulnerable of the SSA Disability applicants and ensuring their claims are processed in an expedited manner. Those programs include:

- Military Casualty (MC)/Wounded Warrior (WW) Cases(MC/WW Cases) – The cases consist of claims for any military service personnel injured October 1, 2001 or later regardless of where or how the disability occurred provided that the injury occurred while on active duty.
- Compassionate Allowances (CAL) – These claims are identified electronically by the Social Security Administration selection software, or manually by the DDS, as having alleged diseases or medical conditions that qualify under the Listings of Impairments with “minimal, but sufficient, objective medical information. ”
- Quick Disability Determination (QDD) cases – These claims are also identified electronically by the Social Security Administration using a Predictive Model. The Predictive Model selects claims that have a high probability that:
 - The claimant is disabled;
 - Evidence of the claimant's allegations is readily available; and
 - The DDS can process the claim quickly.
- Terminal Illness (TERI) cases – These claims are identified by Teleservice Center employees, Field Office employees or DDS employees based on a list of descriptors indicating that a claimant's illness is terminal.

Expedited processing occurs at each level of the process and priority is given to these claims to assure any benefits are approved as quickly as possible. The identification method established by SSA to insure expedited processing in these claims will continue to increase in importance as lack of budgetary funding may lead to backlogs in claims assignment. The measures for expedited processing will ensure that the time and attention of DDS employees is focused first on those applicants who are most likely eligible for benefits and who need benefits as soon as possible to receive critical medical care.



Terri Douglass



The year was 1990. George H. W. Bush was president, and Garrey Carruthers was the Governor of New Mexico. The place was the Petroleum Building in downtown Roswell (at eight stories, it was the original “skyscraper” in Roswell). The oil field had “busted”.

Two Field Operations Director (FOD) positions had just been created within the New Mexico Division of Vocational Rehabilitation, creating an additional level of supervision, management, and career opportunities in the field program. Bob Lipe, formerly the Program Manager in Southeastern New Mexico for “12ish years,” was the new FOD for Southern New Mexico, and he hired Nancy Crawford, VR Counselor in the Roswell office, as the new Program Manager for Area 4. Nancy Crawford hired me as the VR Counselor (VRC) to take her place on caseload 403.

I had a B.S. in Psychology. Larry Borrego was the other FOD, and Gary Beene was the Deputy Director of Rehabilitation Services. Our State Office was at 604 San Mateo, and the Area 1 office was at 435 St. Michael’s Drive, Suite B. Lee Martinez was the Manager for Area 6 on Coors, who had hired Ralph Vigil as a VRC in that office. At that time, the state was divided into six regions or areas. Area 4 covered Chaves, Eddy, Lea, Roosevelt, Curry, Quay, DeBaca and Lincoln Counties, and the Program Manager had 19 staff under her supervision.

*“Learn to say ‘no’ to the good so you
can say ‘yes’ to the best.”*

John C. Maxwell

Every VRC had a secretary instead of a Dell. The secretaries were their own “Office Suite,” calendaring and scheduling for the VR Counselors, word “processing” and spreadsheets. Casework and case notes were dictated by the Counselor and transcribed by the secretary on her Selectric typewriter. Initial interviews were often three typewritten pages depending on the verbosity of the counselor.

Everyone had a variety of colors of “White Out” for the various color-coded forms, along with a stash of carbon paper, as forms were done in triplicate. VRCs developed “IWRPs” (Individualized Written Rehabilitation Program) with their “clients”. Federal 911 data was reported by the secretaries on “bubble” forms (fill in the circle with a number 2 pencil).

President Bush signed the Americans with Disabilities Act (ADA) into law on July 26, 1990. The 1992 amendment to the Rehabilitation Act ended annual warning letters of furlough, enabling “carry over” of funds from one federal fiscal year to the next. It required a 60-day eligibility period and eliminated claiming successful closures in sheltered workshops. The 1998 amendment incorporated the Rehab Act as Title IV into the Workforce Investment Act and established presumptive eligibility for Social Security recipients/beneficiaries, informed choice, comprehensive system of personnel development, “IPE”, Trial Work periods and a minimum of 90 (from 60) days to close a case successfully rehabilitated. A new era began, and NMDVR clients received improved services.



Foresight

Adrian Apodaca



NMDVR has come a long way from the days of carbon copy paperwork and typewriters. Today, NMDVR uses an electronic case management system to maintain case records. As technology advances, so will the way NMDVR operates to serve people with disabilities in New Mexico. It is hard to foresee exactly what NMDVR will look like in the future, but what is certain is that change is inevitable as technological innovations bring new opportunities to improve the day-to-day operations of NMDVR.

One such advancement will be the case management software that NMDVR uses. In the future, case management software will be integrated to meet the complete needs of the agency. Software such as BHSD STAR, currently in use at the Behavioral Health Services Division, will seamlessly connect vendors, program staff, clients, and fiscal accountability

under one application. Such software will allow real time data collection so that NMDVR can account for every dollar spent throughout the fiscal year with no lag time. It will allow managers to see instantly how much was spent and what was procured for each client. It will provide for better data collection and analysis, improving how vocational rehabilitation is carried out in New Mexico.

Other advances will make it easier for clients to access services from NMDVR. In the future, the division may have online applications so that potential clients can start the process before even setting foot in a NMDVR office. NMDVR clients might be able to upload necessary support documentation so that our vocational counselors can start processing their cases immediately. This would permit clients to upload claim statements, medical records, and other pertinent documents to support their cases, which in turn, would let counselors receive the necessary documentation to approve eligibility before having the first face-to-face counseling session with the client.

"Every tomorrow has two handles. We can take hold of it with the handle of anxiety or the handle of faith."

Henry Ward Beecher

An online application system could streamline the application and eligibility determination process for NMDVR, allowing for more individuals to be served, thereby increasing the number of successfully rehabilitated back into the workforce. To further increase the quality of services NMDVR is providing to the citizens of New Mexico, a better phone system could be implemented so that current clients and potential clients can contact DVR staff directly for information involving their cases or the services offered by NMDVR.

NMDVR could also expand its website to offer instant chat services so that potential clients can communicate directly with a NMDVR staff member from their computers. These communication improvements would permit clients quicker access to information about the services NMDVR has to offer. All of these potential improvements in how NMDVR conducts business in New Mexico will help improve client access to services, improving not only the number of services rendered to New Mexico residents, but also the number of positive vocational rehabilitation outcomes.

NMDVR Offices



Alamogordo
2300 Indian Wells Rd.
Alamogordo, NM 88310
888-901-7868

Albuquerque Central
5301 Central NE, Ste
1600
Albuquerque, NM 87108
866-526-0863

Albuquerque Lomas
111 Lomas NW, Ste 422
Albuquerque, NM 87102
888-818-3259

Albuquerque Quail
5205 Quail Rd. NW
Albuquerque, NM 87120
818-3263

Albuquerque S. Valley
1710 Rio Bravo SW
Albuquerque, NM 87105
888-815-2981

Anthony (Call First)
888-901-7866

Belen
911 Castillo Ave.
888-901-7902

Carlsbad
3605 National Parks
Hwy.
Carlsbad, NM 88220
800-645-0258

Clovis
100 E. Manana Blvd. No. 17
Clovis, NM 88101
800-645-2143

Edgewood
3 George Court, Suite B
Edgewood, NM 87015
505-281-9900

Espanola
706-B La Joya St.
Espanola, NM 87532
800-901-3647

Farmington
2901 Hutton St.
Farmington, NM 87402
888-901-7901

Gallup
312 Nizhoni Blvd.
Gallup, NM 87301
800-279-5681

Hobbs
726 E. Michigan, Ste 160
Hobbs, NM 88240
888-201-5859

Las Cruces
3381 Del Rey Blvd.
Las Cruces, NM 88001
888-901-7866

Las Vegas
2532 Ridge Runner Rd.
Las Vegas, NM 87701
888-901-7865

Rio Rancho
3791 Southern SE, Ste 210
Rio Rancho, NM 87124
866-585-5446

Raton (Call first)
888-901-7865

Roswell
1014 S. Atkinson Ave.
Roswell, NM 88201
800-644-7732

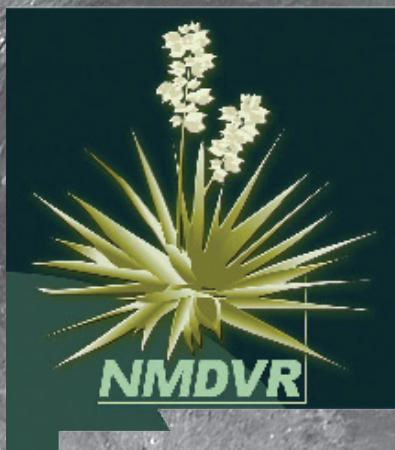
Santa Fe
2540 Camino Edward Ortiz St B
Santa Fe, NM 87507
800-773-4072

Silver City
1622 E. Pine St.
Silver City, NM 88061
888-901-7861

Socorro
1014 N. California St.
Socorro, NM 87801
888-901-7903

Taos (Call First)
888-901-7869

State Office Santa Fe
435 St. Michael's Office Bldg. D
Santa Fe, NM 87505
800-224-7005
505-954-8562 (Fax)



New Mexico Division of Vocational Rehabilitation

435 St. Michael's Dr. Bldg. D

Santa Fe, New Mexico 87507

Rich Smith, MS, CRC

Public Information Officer

800-224-7005

richard.smith@state.nm.us

www.dvrgetsjobs.com