

NEW MEXICO DIVISION
OF VOCATIONAL
REHABILITATION

ANNUAL REPORT

2014

*Vocational Rehabilitation...
Ripples of Change*





New Mexico Division of Vocational Rehabilitation

2014

State Fiscal Year July 1, 2013 to June 30 2014

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If opportunity doesn't knock, build a door.

Milton Berle



New Mexicans,

The New Mexico Division of Vocational Rehabilitation (NMDVR) provides employment outcome services to New Mexican's with disabilities. Through this annual report for state fiscal year 2014, NMDVR will show that the agency assisted 720 individuals with disabilities successfully achieve their vocational goals. Consequently, these successfully rehabilitated individuals reduced their dependence on public benefits or discontinued their dependence altogether. Their contributions as employees and taxpayers have benefitted them as individuals and have benefitted their local community and state.

Despite the number of people served, the NMDVR did experience significant turnover in staff, with a vacancy rate of up to 26%. I commend our staff for going the extra mile in serving our clients to the best of their abilities in order to assist the clients through the process and into competitive employment. Although NMDVR is still formally considered under an Order of Selection, there were no individuals on a waiting list for services. A more positive impact will be seen in the upcoming fiscal year due to improved staffing patterns, which will result in serving a greater number of individuals with disabilities, increasing agency spending, and increasing the number of individuals becoming employed.

With integrated and competitive employment, the lives of people with disabilities and their employers have been diversified and enriched. The economic benefit is that for every \$1.00 appropriated to the Division, \$3.08 is returned to the state treasury when a person served by our agency obtains employment.

In closing, this report provides an overview of the agency's accomplishments for state fiscal year 2014. The NMDVR team will remain committed to maintaining a professional environment to reduce barriers and improve the lives of New Mexicans with disabilities.

Sincerely,

A handwritten signature in black ink that reads "Veronica A. Deleon-Dowd". The signature is written in a cursive style.

Veronica Deleon-Dowd
Interim Director

STATISTICAL YEAR AT A GLANCE

STATISTICAL YEAR AT A GLANCE

9374 New Mexicans sought and received direct vocational rehabilitation services including

4422 New Mexicans received vocational rehabilitation services, including medical, guidance & counseling training and job seeking skills training

720 Successfully Rehabilitated

510 Job ready or employed but not yet closed

\$17,735 Average yearly employee wage

240% Percent wage increase after rehabilitation

32% Most Significantly Disabled

61% Significantly Disabled

\$12,769,136 Total wages for successfully rehabilitated individuals

\$3.08 Return on Investment to State for 1\$ Appropriations

"All truths are easy to understand once they are discovered; the point is to discover them. Galileo Galilei

THINK
OPPORTUNITIES!
POSSIBILITIES!
PROSPECTS!
CHANCES!
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

**"Keep your face to the sunshine and you
cannot see a shadow."**

Helen Keller

REHABILITATION

Ed Roberts, a post-polio quadriplegic in 1962 was the feature in last year's Annual Report. His inspiring story of success illustrated what vocational rehabilitation can do; and that is considerable. However, this article does not explain exactly the premises of how vocational rehabilitation works.

Modern vocational rehabilitation dates back to soldiers returning from Europe during and after WWI. These soldiers' needs to learn new skills and trades were recognized by Washington and in 1918; the Smith-Sears Soldiers Rehabilitation Act authorized services to soldiers. By 1920, Congress recognized the need for civilians and the Smith-Fess Act broadened rehabilitation to the nation. It is curious that the "War to End All Wars" violence lead to such caring and dignity.

The strength of vocational rehabilitation comes from the realization that individuals with disabilities often face barriers to work that cannot be eliminated without the help of professional rehabilitation counselors, and that this help is available throughout this land, mostly without expense to those in need. Eligibility for vocational rehabilitation is not exceedingly complex. It requires that a person have a disability that is a substantial barrier to employment, and that one can benefit from services. Often one of the most significant issues relates to an individual acceptance that his disabling condition(s) is beyond his capacity to overcome without assistance.

Acceptance is simply acknowledgement of the human condition. Acceptance allows a person to let go of the baggage of frustration, stress, regret, or unrealistic hopes; and realization of the limits of one's breadth of control. Acceptance is release or peace, but it is not in any way giving up. Acceptance is not about allowing one's circumstances that may be uncomfortable or even unhealthy to be the norm.

What we are talking about is control, and understanding this is slippery and unpredictable. It can easily get in the way of acceptance. There are no guarantees in life. One cannot control the past or the future, but live in today and try to control one's own thoughts, feelings, attitudes, expectations, and interpretations. Trying to control these beyond today may only lead to frustration, anger, and ultimately disappointment. Recognizing what is truly under your control, and using this in a positive way defines acceptance.

This first, and very important, step in the rehabilitation process is acceptance of yourself, and what you can control. With this in mind, one is truly open to the concept of vocational rehabilitation and the wonderful experience of change and progress that can lead to a new career.

"The greatest gift that you can give to others is the gift of unconditional love and acceptance." - Brian Tracey

SUCCESS

STEPHANIE MONTOYA



Stephanie Montoya is a 27 year-old from Espanola, NM and has mild to moderate congenital hearing loss that has progressed to moderate to severe hearing loss. She began to use hearing aids at an early age. “By the 3rd grade I used a FM and speaker system for the teacher and I. Teachers were not used to this technology so there was always a learning curve.”

“At first there was some concern that I would be able to keep up with my classmate, but I was determined to do so and succeeded. I would sit in the front of the class and I was usually treated just like any other person. The only time I got points marked off was during oral presentations when my voice was often too low.”

“I had a lot of speech therapy up through high school, and it was there that I met Wilma Espinoza (Rehab Tech) who explained the New Mexico Division of Vocational Rehabilitation (NMDVR) to me. I started at NMDVR after high school.”

Stephanie began to work with her vocational rehabilitation counselor and Stephanie knew that she wanted to pursue something in the medical related field. “By my freshman year I had decided to become a pharmacist, said Stephanie.”

“At first I was unsure of what to expect from NMDVR, but this became more clear as I worked with my counselor. My counselor helped me with new hearing aids, and assistance to attend the University of New Mexico. She helped me with a note taker and technology that would allow me to hear my classmates in addition to my teachers. Finally, I was provided things for the activities of daily living like an alarm clock a phone and a doorbell flasher.”

“I had high expectations for school, and first became a pharmacy technician where I gained valuable experience. Pharmacy school is very competitive and the experience was a definite advantage. In addition to taking the P-Cat entrance exam, my experience, GPA, essay, and an interview were necessary for admission. I am happy to say that I passed on my first attempt.”

“Pharmacy school is very competitive and takes an additional 4 years to graduate, but I am very happy with my career. I would recommend anyone with a disability that presents a barrier to employment to apply for NMDVR. They have made a difference in my life.”

“Optimism doesn't wait on facts. It deals with prospects. Pessimism is a waste of time.”

Norman Cousins

SUCCESS

MIGUEL CHAVEZ



Miguel Chavez is 34 and was referred to NMDVR by his caseworker. He was unsure exactly what to expect and thought that he would "...most likely get a list of employers that might hire me." He is currently working as a heating, ventilation, and air conditioning trainee (HVAC) for the past 6 months in Albuquerque.

Miguel proved to have excellent mechanical and eye-hand coordination skills, and a strong visual learner. "My boss recognized my ability to learn. I'm a problem solver. I'm given a job and I get the job done. I work with a journeyman HVAC foreman and I'm learning real good."

"My counselor was very helpful and getting things done. It seemed right away after I was found eligible for the program. NMDVR helped me with clothes and tools, and made me feel good about myself. In fact I

have more tools than a lot of people on the job, and they come to me to borrow tools. It makes me feel good.

It's part of my job to show-up on time with my tools and ready to go to work, and I take pride in that. "Miguel has proved to be an excellent worker, is never late, and always ready to learn something new," says his boss Aaron Soriano.

"My job is awesome and after two years I can study and take the test for a journeyman HVAC worker and earn "tons" of money. I work some overtime when it is needed."

"I would say that there are tons of ways that NMDVR can help people. I refer people to go and apply sometimes. It is awesome, they know my name and even introduce me to other people, and I feel like a part of NMDVR. Also, my family and my boss are real proud of me."

**"All men are by nature born equally free
and independent."**

George Mason

DISABILITY EMPLOYER AARON SORIANO



Aaron Soriano, who hired Miguel Chavez is the owner of A & D Heating and Air Conditioning, a faith-based company with 25 years of experience. “We perform HVAC, using our A & D Signature Series equipment in the greater Albuquerque area. We have phenomenal pricing, during these economic times, with the belief that comfort is not a luxury and we make it affordable.”

“A & D practices disability hiring practices for either physical, emotional – whatever; because we believe that everybody deserves the chance to have a job. We are a community partner not just a business. We have a program where we provide backpacks to the homeless, as anyone can be in a tough situation and warrant the help to succeed to whatever degree possible.”

“I believe that a person with a disability appreciates a job more, and they have proved to be an asset to my company. Other companies would be surprised how much a disabled employee can be a good investment. I believe that many companies do not understand people with disabilities. It has been my experience that a company gets a bigger return on your hiring dollar.

Hiring should be based on the person and not any societal thoughts. Companies should not worry about liability because the person is more ‘there’ and is looking to do a good job. It’s not a risk but a benefit and is a wise business decision. Miguel has been the best employee that I have, hands-down! I am extremely happy with him.”

“Miguel never has an excuse, he learns quickly, and appreciates his work. Miguel is a ‘safety guy’; he is safety conscious for other people that do not take safety as seriously. This is a definite plus for me. I would definitely recommend that other employers use NMDVR for hiring; it has been a definite positive experience for me.”

If you want to contact, A & D to use their services call 505-489-9342. Alternatively, you can e-mail Aaron Soriano at info@addhvac.com or visit the website at www.addhvac.com.

**“Individual commitment to group effort
that is what makes a team work..”**

Vince Lombardi

SUCCESS GUY SURDI



“I owned a roofing business in Colorado, fell off a roof, and was injured. Prior to that, the good thing about being a boss was that my dyslexia was less of a problem. Because of my injuries, I was on SSDI, and there just came a time to make a new life for myself. I had attempted to work and it was too physically demanding for me.”

“I was not sure how I found out about NMDVR. I really had no expectations of what kind of services or resources were available; I just took it as it unfolded, trying to figure out where to go with my life. I was very open and focused on getting a job.”

“My biggest first impression was how very positive it was to receive services; that there was support and a serious attitude toward assisting me in getting a job. It was comforting to get that support. In working with NMDVR skills training was a big plus to put on my resume. However, the real difference was on-the-job training, where I became a more desirable candidate. I was performing my job well and in the last week of my OJT I was offered a job!”

“After some time I was able to return to school and earn a masters’ degree in social work, becoming more interested in the elderly and the disabled and wanted to make more of a difference. School was an important part of my life.”

“With a lot of disability work experience, I began to work at the Governor’s Commission on the Disabilities. NMDVR gave me the opportunity to have a life – I could not have done this without the support I received. It was far better than I could have imagined.”

“I constantly recommend people to NMDVR as there are not services like these available. I don’t know anywhere where such are available, especially in one package. I was lucky enough to have a caseworker who was more interested in making a difference in my life than just doing their job, and that really comes through. There is no way of thanking my caseworker enough that has helped me on my life path.”

“Jobs are what give men a sense of fulfillment and self-reliance.”

Bob McDonnell



Karen Peterson, who supervises Guy Surdi, has 30 years of experiences in various aspects of disabilities rehabilitation, and currently works as Interim Director for The New Mexico Governor's Commission on Disability. In speaking with her staff Karen replied, "Approximately 75 percent of the staff at this particular agency have disabilities. These individuals have had to face periods of unemployment due to barriers from disabilities. Having had this experience, I believe, those employed demonstrate more motivation and devotion than those who take having a job for granted. Guy Surdi is a good example.

"Employers who are not experienced with disability hiring are in many cases, uninformed and make judgments that are not fact-based. As a result, many employers are less likely to consider hiring a person with a disability. Employers are not familiar with the services that may be available to them, reasonable accommodations, and rehabilitation technologies. So it's not uncommon for these employers to be reluctant."

"Working with employers toward placing a person with a disability requires a different approach – getting the parties together in a face-to-face meeting. Unlike job developers work, this allows a dialogue about skills and abilities, and perhaps, the disability in general. Together they share ideas for eliminating barriers, reasonable solutions for accommodations, and rehabilitation/assistive technology."

"Opportunities for a short placement of on-the-job training are an excellent way for trainee/employer interaction and learning. It gives the individual a chance to not only showcase their abilities, but their enthusiasm, dedication, and character. It is a great way to facilitate hiring and any necessary disability problem solving. With New Mexico ranking last in new job creation, competition for jobs becomes more intense. Individuals with disabilities will likely experience greater problems finding jobs during these times. Additionally, individuals with disabilities have always faced this problem."

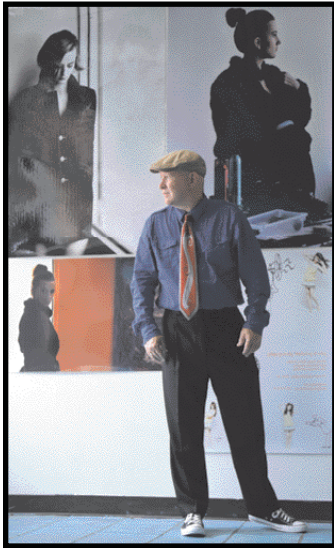
"The Governor's Commission on Disability complements the services that NMDVR provides and frequently refers people to NMDVR. The Commission serves as a resource for employers promoting disability hiring, problem solving through rehabilitation technology and other supports. The Commission is available to assist employers and welcomes them to visit their website at www.gcd.state.nm.us or call us at (505) 476-0412."

**"Happiness lies in the joy of achievement
and the thrill of creative effort."**

Winston Churchill

SUCCESS

JOHN PRITCHETT



“I have always been a creative kind of guy, working broadcasting, as a TV producer and photography. I began photography as a business in Hawaii and returned to Clovis where I was born. With my disability, I found myself unable to work and had to sell all my equipment.”

“I learned about NMDVR through a person who had been through the program himself, and I thought to apply. I considered some options of what I needed to do to return to work again, and hoped that NMDVR could give me some directions. I had considered returning to school, but I was really unsure which way to go.”

“My expectations for NMDVR were positive; I knew of my friends experience so I went in keeping my options open. I was initially really impressed with the staff and what I saw at the local NMDVR office in Clovis. There was a willingness to work and help me. I recall being impressed with the information that I was provided.”

“Most importantly we worked and defined a goal for myself, and it turned out not to be schooling. My counselor discussed the year of experience that I had. We defined a goal of self-employment and he helped me accomplish that goal, as a photographer. I needed and prepared a business proposal and worked with my counselor on that. I was able to get the equipment that I needed.”

The staff was very professional counselors and helped me define a direction for my life. I have been very successful and busy. I photographed a young woman who went to the Ford Agency, and competed on the TV show “America’s Top Model”.

“I would tell people that there was real professionalism and cohesiveness with my counselors in Clovis. People with disabilities should apply for services at NMDVR. I had a very positive experience where I got professional services. Due to their help, I have exceeded my projections for my business. By the third month, I was very busy and business was very good.”

If you want to contact John’s business, you can call him at 575-218-1308 or e-mail him at john.benjamin.pritchett@gmail.com. In addition, you may contact his photography website at johnbpritchett.com or his web design company at slickermonkey.com.

**“Hope is being able to see that there is light despite all of the darkness.” -
Desmond Tutu**

DISABILITY DETERMINATION



The Social Security Administration (SSA) contracts with all 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. The SSDI disability benefits help individuals who cannot work for 12 continuous months, or have conditions that may result in death. Title XVI or Supplemental Security Income (SSI) is a needs based coverage for adults and children in income eligible households. Applicants for SSI must meet the same definition of disability described above. Eligible children under age 18 are disabled if they can't function similarly to children of the same age group.

SSA contracts with New Mexico Disability Determination Services (NMDDS) through the parent agency, the New Mexico Division of Rehabilitation (NMDVR) to adjudicate cases. The SSA created nationwide measures to identify the most vulnerable SSA Disability applicants to expedite these claims. Those programs include:

1. Military Casualty / Wounded Warrior – Claims for any military service personnel injured October 1, 2001 or later if that the injury occurred while on active duty.
- 2.) Compassionate Allowances – Claims listed by SSA software, or manually by the DDS, as alleged diseases or medical conditions, by Listings of Impairments, with “minimal, but sufficient, objective medical information.”
- 3.) Quick Disability Determination cases – Claims identified electronically by the SSA using a Predictive Model (PM). The Predictive Model selects claims that have a high probability that the claimant is disabled based on the following factors: evidence of the claimant's allegations is readily available; the DDS can process the claim quickly;
- 4.) (TERI) cases – These claims are identified by a Teleservice Center employee, Field Office employee or DDS employee based on a claimant's allegation of terminal illness.

Prioritization occurs at each level expedite benefit approval. Identification by SSA to insure expedited processing increases, as lack of funds may lead to backlogs. Expedited processing ensures DDS focuses on most likely eligible, and who needs critical medical care. In FFY 2014 DDS placed two individuals to expedite critical claims.

The NMDDS in FFY 2014 hired thirty-nine more workers, more than in the last fifteen (15) years. They will increase processing of Continuing Disability Review (CDR) claims in FFY 2014 and FFY 2015. DDS Staff expects an increase in work from FFY 2014 to FFY 2015. An applicant's SSA Disability benefits are evaluated to remain on SSA benefits. When benefits are ceased, a hearing may occur. Proactive staffing resulted in promotional opportunities in FFY 2014, and prepared for future needs.

FFY 2014 was a success for the NMDDS. Processing time for Initial claims decreased from 98.9 days in FFY 2013 to 95.5 days in August 2014. While the NMDDS's current accuracy rate of 95.9% through the end of July 2014 is lower than we would like, it meets the national average. The NMDDS met all the SSA mandated targets for FFY 2014 (Initial claims, Reconsideration claims, and Continuing Disability claims). The NMDDS has a dedicated team of public servants at the NMDDS, and is proud of their FFY 2014 accomplishments.

“What you get by achieving your goals is not as important...as what you become..”

Henry David Thoreau

COMPLIMENTARY SERVICES

Benefits Advisement Centers

NMDVR was uniquely prepared when the Rehabilitation Services Administration (RSA) required benefit advisement or benefits counseling for all social security disability beneficiaries requesting services. This results from NMDVR already incorporating Benefits Advisement Services in rehabilitation services 1½ years prior to the RSA requirement. Benefits Advisement services provided a full array of services to beneficiaries including information and referral, intensive management services, and reporting of income.

Counselors write the services into each individual plan. Five benefits advisors are located statewide. Benefits Advisors contacted 1,090 NMDVR beneficiaries in the last fiscal year and moved 206 to intensive services due to participants' employment. The average participant worked 23 hours weekly and earned \$986 a month, a significant addition to their SSA benefits, and approaching Significant Gainful Employment. Advisors wrote 102 benefits reports documenting the beneficiaries' current situation. On average, Benefits advisors provided each beneficiary intensive individualized services during at least four contacts.

Self-reported "fear" about working while on Social Security benefits continues to drop, with an average reduction in "fear" about benefits and work dropping a dramatic 54%. Significantly, 62% of the beneficiaries said they would not have started work or continued work without the help of Benefits Advisors.

School to Work Transition

The School to Work Transition program helps students who have an Individual Educational Plan (IEP), or who have a 504 plan, train for a job, continue their education, and/or work after leaving high school. All students with disabilities are encouraged to apply for vocational rehabilitation services.

NMDVR counselors are here to help students in their transition from high school to the working world, whether it is to find a job directly after high school, or continue with secondary education to pursue a vocational goal. Services typically are initiated during the beginning of a student's senior year. The student, with a counselor, discusses what jobs or careers would be a good vocational fit.

The goal of transition is for an Individualized Plan of Employment IPE to be ready when the student exits school, and would be prepared to initiate vocational rehabilitation services. NMDVR will work toward identifying employment that is consistent with the student's abilities, aptitudes, skills, abilities, and interests, and provide services based on the employment goal.

"Be a yardstick of quality Some people aren't used to an environment where excellence is expected." Steve Jobs

COMPLIMENTARY SERVICES

Staff Development Unit

The Staff Development Unit (SDU) provides professional and paraprofessional development for all staff through a Comprehensive System of Personnel Development. The agency encourages all employees to continually update their skills and knowledge.

SDU offers training within the agency, and through institutions of higher education or professional training organizations. SDU provides and monitors a series of mandatory training that is available to all new employees.

SDU offers Rehabilitation Academy to new counselors and rehabilitation technicians over a three-week period. These trainings enhance job performance with particular emphasis on assessment, vocational counseling, job placement, and rehabilitation technology.

All counselors are required to maintain or have a masters' degree or to be working on its completion, and obtain licensure through the Public Education Department, which is commensurate with national standards.

In collaboration with the University of Arkansas TACE program, the agency developed a comprehensive career development and succession-planning program. This resulted in creation of the Leadership Institute for Tomorrow (LIFT). LIFT includes the following components: leadership foundations, supervisory academy, degree advancement, individual career development plans, mentoring, and job shadowing.

**"Correction does much, but encouragement
does more.**

Johann Wolfgang von Goethe

ADMINISTRATIVE SUPPORT

Administrative Services Unit

The Budget & Grants Unit processes daily federal draws, and reconciliations expenditures and revenue for each state fiscal year. This group, following state and federal regulations, also closes and finalizes federal grant reports.

Accounts Payable Unit (APU) staff processed up to 115,000 payment requests, making the agency the third largest processing agency in the state during FY14. The APU performs pre-auditing payment requests and warrant issuance. The APU is involved in an alignment project that addresses a re-designed reject process to increase efficiency and effectiveness.

The General Ledger Unit (GLU) team reconciles the agency's financial general ledger on a monthly basis. This encompasses all asset, liability, equity, revenue, and expenditure accounts. GLU complies with governmental accounting standards and is a vital part in any financial federal or independent audit. GLU is a reference to other state agencies for their reconciliation processes. GLU has successfully decreased and/or fully resolved audit findings related to reconciliations.

The Procurement & General Services Unit team is the contact for purchasing, W-9's, contracts, fixed assets, etc. This unit procures goods and services following all regulations. General Services assists employees with telecommunications, vehicles, and a safe work place.

The CFO and very strong and knowledgeable Staff Managers help make NMDVR a success!

"An organization, no matter how well designed, is only as good as the people who live and work in it. *Dee Hock*

REHABILITATION INCOME RELIANCE

FY 2014 PARTICIPANTS' INCOME RELIANCE BEFORE AND AFTER RETURN TO WORK		
PRIMARY SOURCE OF SUPPORT	AT	AT CLOSURE
All Other Public Sources	23	2
All Other Sources of Support	15	9
Annuity or Other Non-disability Insurance Benefits	3	3
Client Income/Employment earnings	127	505
Family and Friends	313	34
Private Relief Agency	1	0
Pub Assist, partly w/ Fed Funds(SSI, TANF/ AFDC)	124	78
Public Assistance without Federal Funds (GA Only)	9	2
Public Institution - Tax Supported	4	0
Social Security Disability Insurance (SSDI)	96	87
Worker's Compensation	5	0
TOTAL REHABILITATED CLOSURES	720	720

REHABILITATION BY OCCUPATIONS

FY 2014 REHABILITATED CLOSURES BY OCCUPATION	
CATEGORY DESCRIPTION	CLOSURES
Agricultural, Forestry, Fishing and Related	7
Clerical and Administrative Support	52
Community and Social Service Occupations	2
Computer and Mathematical Occupations	3
Construction and Extraction Occupations	1
Education, Training and Library Occupations	1
Managerial and Administrative	19
Prod, Const, Operating, Maint & Material Handling	108
Professional, Paraprofessional and Technical	154
Protective Service Occupations	1
RSA Special Occupations and Miscellaneous (Homemaker and Unpaid Family Worker)	16
Sales and Related Occupations	42
Service Occupations	314
TOTAL REHABILITATED CLOSURES	720

PARTICIPANTS BY DISABILITIES

FY 2014 Eligible Participants by Major Disabling Conditions	
PRIMARY DISABILITY	
Mental Illness	2491
Learning Disabled	1667
Orthopedic/Neurological Impairment	1336
Hearing Impairments	421
Alcohol and Substance Abuse	259
Developmentally Delayed/Mental Retardation	374
Deafness	286
Traumatic Brain Injury/Stroke	255
Cardiac and Circulatory Disorders	95
Epilepsy	95
Blindness and Visual Impairments	71
Spinal Cord Injury	51
Deaf-Blind	5
Other Categories	825
Total Eligible	8231

RECOGNITION

NMDVR Staff

As Jack Welch once wrote, “An organization’s ability to learn, and translate that learning into action rapidly, is the ultimate...” These staff have shown that they are similar in spirit to Welch. Ultimately these people have made this publication possible.

Individuals work extra case loads accepting the responsibility for assisting clients when there are counseling vacancies. Rehabilitation Techs and Secretaries go above and beyond their job duties to get the work done. Support staff work extra hours to assure that the field staff have the tools and the necessary paperwork completed to manage 64 case loads in 23 regional offices across the state.

Staff offers the knowledge, creativity, and professional skills in the effort to offer the best of vocational rehabilitation services. NMDVR leadership expresses their gratitude for the hard work it takes to offer and support vocational rehabilitation for individuals with disabilities in New Mexico.

“Unity is strength...when there is teamwork and collaboration, wonderful things can be achieved.” *Mattie Stepanek*

OFFICE LOCATIONS

CHECK A LOCAL OFFICE

Alamogordo 888-901-7868

Albuquerque Central 866-526-0863

Albuquerque Lomas 888-818-3529

Albuquerque South Valley 888-815-2981

Albuquerque Quail 888-818-3263

Anthony (Call First) 888-901-7866

Belen 888-901-7902

Carlsbad 800-645-0258

Clovis 800-645-2143

Edgewood 505-281-9947

Espanola 888-901-3647

Farmington 888-901-7901

Gallup 800-279-5681

Hobbs 888-201-5859

Las Cruces 888-901-7866

Las Vegas 888-901-7865

Raton (Call First) 888-901-7865

Rio Rancho 866-585-5446

Roswell 800-644-7732

Santa Fe 800-773-4072

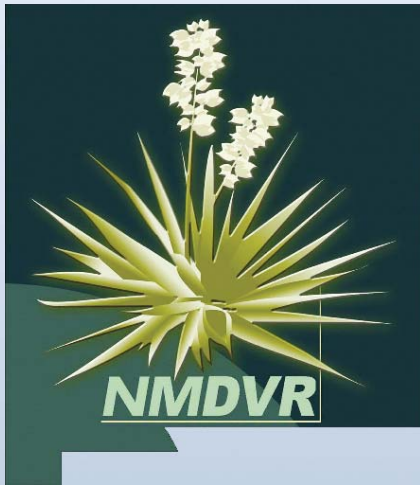
Silver City 888-901-7861

Socorro 888-901-7903

Taos 888-901-7869

State Administrative 800-224-7005

"A leader is one who knows the way, goes the way, and shows the way." *John C. Maxwell*



The New Mexico Division of Vocational Rehabilitation would like to thank the participants who allowed us to publish their stories and photos.

Each promotes the value of vocational rehabilitation services.

Finally, thanks to each participant who places their trust in the NMDVR staff to assist them in bettering their life. It is both humbling and rewarding.

