



New Mexico State Rehabilitation Council

Annual Report 2013

Collaboration





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“Don't judge each day by the harvest you reap but by the seeds that you plant.”

Robert Louis Stevenson



Bernadine Chavez

December 1, 2014

Honorable Governor Martinez and Secretary Skandera,

The State Rehabilitation Council (SRC) of the New Mexico Division of Vocational Rehabilitation (NMDVR) is pleased to present to you and all stakeholders our Annual Report for Federal Fiscal Year (FFY) 2013 (October 1, 2012 - September 30, 2013). The SRC is proud of the successful outcomes made possible through its ongoing collaborative efforts with the NMDVR.

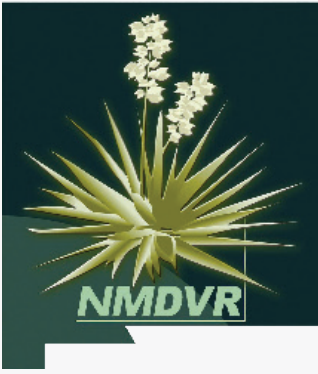
The primary focus of this partnership is to provide effective employment preparation, access, and opportunities for New Mexicans with disabilities, served by the NMDVR. This report summarizes the shared efforts of the SRC and the NMDVR over the past year, and exemplifies how a true collaboration with stakeholders can lead to exciting and rewarding employment outcomes for New Mexicans with disabilities.

This year, much like last year, presented all of us with continuing fiscal challenges. Yet, as a result of creativity, persistence, and dedication, the SRC, NMDVR, and community partners have continued to create new paths to employment aimed at meeting the emerging needs of individuals with disabilities.

Having the pleasure and honor of serving as a member of the SRC for the past two years, I am proud of the efforts of the SRC and NMDVR to carry out its mission to serve New Mexicans with disabilities. I believe our continuing joint efforts to overcome barriers to employment for individuals with disabilities will serve to enhance the lives of all New Mexicans and their families.

Sincerely,

Bernadine Chavez
Chair – NMDVR SRC



Ralph Vigil

December 31, 2013

Greetings:

It has been an honor to work in partnership with the State Rehabilitation Council (SRC). Our collaborative efforts have been important to the work of the New Mexico Division of Vocational Rehabilitation (NMDVR) and to the disability community at large. With membership from all parts of the state representing many different stakeholders, the SRC has been instrumental in helping to shape Division priorities and practices.

While the agency has experienced numerous challenges during the past year including operating under an Order of Selection, I'm happy to report that the Division has been able to serve all eligible participants and does not currently have a waiting list. It is anticipated that this will be the case into the foreseeable future.

During the past year, NMDVR staff worked with SRC members in planning, policy review, and legislative activities. This along with the valuable input that NMDVR has received from the Council has been very beneficial to agency activities including completion of the State Plan.

NMDVR, in partnership with the SRC, remains committed to providing the highest quality of vocational rehabilitation services, in spite of the challenging economic times and uncertainty with the federal budget. This collaborative effort will continue to benefit New Mexicans with disabilities, the business community, and the overall economy.

I thank the SRC for its continued support, and I look forward to our joint efforts in moving the agency forward in a positive and meaningful direction.

Sincerely,

Ralph Vigil
Acting Director for Vocational Rehabilitation



SRC AT-A-GLANCE

The State Rehabilitation Council (SRC) is responsible for assisting with the operation of the New Mexico Division of Vocational Rehabilitation (NMDVR) program through advisement, evaluation and partnering to support access to employment and promoting a diverse workforce statewide.

Vision

To ensure the highest quality services are made available to New Mexico citizens with disabilities seeking support and services.

Operating Principles

- Provide guidance for the development and expansion of vocational rehabilitation (VR) services, programs and concepts on a statewide basis to maximize employability, independence and integration of persons with disabilities into the workforce and the community.
- Provide guidance to state agencies and local planning and administrative entities that affect or potentially affect the ability of individuals with disabilities to achieve rehabilitation goals and objectives.
- Advocate for the promotion and expansion of VR services within the State of New Mexico.

Goals

1. Request and receive continued updates from NMDVR regarding Order of Selection (OOS) and the number of participants being served.
2. Ongoing collaboration with NMDVR to look at revisions for the Manual of Operating Procedures (MOP).
3. Ongoing training for all SRC members to ensure the council remains aware of their responsibilities and works together to establish and pursue a common goal in keeping with the vision and responsibilities of the group.
4. Restructuring of the SRC by revising by-laws, recruiting new members, and restructuring SRC committees for better consumer representation.
5. Ongoing training for all NMDVR incoming staff through the Rehab Academy and training for participants in the LIFT program, which prepare existing staff to assume leadership roles within NMDVR.
6. Recognizing NMDVR staff that go above and beyond their day-to-day duties and responsibilities.

7. Assist the NMDVR agency administration to educate legislators regarding the services NMDVR provides to New Mexicans with disabilities and to endorse requests for maintenance of funding levels.

Functions

The SRC working in partnership with NMDVR strives to accomplish the following:

- A. Review, analyze and advise NMDVR's responsibilities as listed below:
 1. Eligibility;
 2. Monitor Order of Selection and its waiting list; and,
 3. Functions performed by NMDVR that effect potentially or potentially effect the ability of individuals with disabilities in achieving employment outcomes:
 - a. In 2013, NMDVR conducted public hearings to receive public input for the State Plan. The SRC assisted with the outreach efforts in notifying the public about the public hearings. Members of the SRC also attended the public hearings.
 - b. In 2013, the SRC received regular updates from NMDVR regarding the status of OOS within the State of New Mexico. The SRC continues to encourage NMDVR to clear all waiting lists if fiscally feasible to do so. To date the agency has been able to serve all applicants in every category. NMDVR keeps the SRC apprised of the waiting list status at every meeting. The SRC also continues to encourage the agency to work towards the elimination of the OOS when and if funding is available.
 - c. The SRC Chair, Vice Chair, and ex-officio Counselor provided training about the role of the SRC to new staff that participated in training at the Rehabilitation Academy in order to facilitate a better understanding of the partnership.
 - d. The Chair and Vice Chair provided training to the participants of the "LIFT" program, which is the leadership training program for NMDVR.
- B. In partnership with NMDVR:
 1. Develop, review and provide input to NMDVR goals and priorities.
 2. Evaluate the effectiveness of the vocational rehabilitation program and submit annual reports to the Secretary and the Governor's office:
 - a. In 2013, SRC members assisted with planning and attendance at public hearings to gather community feedback regarding the implementation of OOS, changes to the NMDVR Manual of Operating Procedures (MOP), and public hearings to gather comments for the NMDVR State Plan to RSA. In addition, the SRC will begin planning public hearings for the State Plan in the next fiscal year.

- b. In 2013, SRC members attended Legislative Finance Committee (LFC) meetings to support NMDVR efforts to secure funding needed to maintain service levels, fill vacant positions, and minimize the impact of OOS on consumer service delivery. NMDVR provided the SRC with regular updates regarding evaluative efforts and worked with the SRC to plan and implement the process of completing the SRC annual report.
 - C. Advise the NMDVR regarding activities carried out to assist in the preparation of the State plan and amendments to the plan, applications, reports, needs assessments, and evaluations:
 1. In 2013, SRC members completed a strategic planning meeting to gain training on the responsibilities of the membership in regards to state plan development and the charge of the SRC per the code of federal regulations.
 - D. Conduct a review and analysis of the effectiveness of, and consumer satisfaction.
 - E. The Chair and Vice Chair attended the National SRC Forum sponsored by RSA.
 - F. Prepare and submit to the Office of the Governor and to the Secretary an annual report on the status of NMDVR and make the report available to the public through appropriate modes of communication:
 1. In 2013, the SRC's newly created State Plan Committee, which also has responsibility for the annual report, began collecting input from all committees and from NMDVR for the development of the annual report. This has been an ongoing charge of the SRC, and it is our intent to make this effort an ongoing one throughout the year – ensuring that the council remains aware of its charge, goals and steps taken to achieve them.
 - G. Avoid duplication of efforts and enhance the number of individuals served, coordinate activities with other councils in the state, including State Independent Living Council, IDEA Advisory Council, Developmental Disabilities Planning Council, State Mental Health Planning Council, and State Workforce Investment Board:
 1. In 2013, the SRC Membership Committee worked to build committed members for the council itself to ensure representation from other state councils and disability service agencies. Membership has been slow to build, but the SRC is working with NMDVR and the Governor's office to ensure that applicants are assessed in a timely manner to ensure ongoing coordination of effort.
 - H. Perform other comparable functions as the Council determines to be appropriate, that are comparable to the other functions performed by the Council:
 1. In 2013, the SRC completed a review of the council bylaws and responsibilities as part of its strategic planning process. The Council completed and compared a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis to prior ones for future planning and goal setting to assist NMDVR in prioritizing service provision.



DEDICATION = JOBS

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.

Shayla Spolidoro



Shayla Spolidoro holds her license as an attorney, in addition to her Masters’ degree in accounting. 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. However, she will not let these keep her from moving forward.

Currently, she is fine-tuning her assistive technology and is planning to acquire a van to meet her needs. She plans to leave the assistance of Social Security Disability behind. Success in her chosen field has taken work and imagination. After talking with Shayla, it is not a question of “if” but “when.”



DEDICATION = JOBS

George Ferry



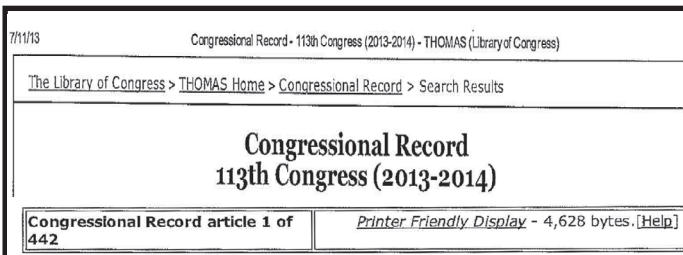
George Ferry, hands blur as he quickly works at a restaurant. Many people succumb to a single disability; somehow, the barriers seem too high or too broad for them to find a path to work. Not George.

Despite hearing and sight impairments George has a hunger and need to work. He has more balls to juggle in the work world than many, but he is a good-natured person and it is a pleasure to talk with George. He is open about enjoying his part-time job and he takes pride in his work.

Asking George if he has experienced any problems, he breaks into an easy warm grin. He would like more hours to earn more money.

George needs work and is not shy in asking for assistance. He will accomplish more goals in the future. This, like other things, is in his DNA.

Ralph McGary



Ralph McGary's story begins with a truck leaving and tumbling off a road near his home. But that is the beginning. 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 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.



NMDVR AT-A-GLANCE

NMDVR 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



NMDVR AT-A-GLANCE

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 Assistance, 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



SRC ACCOMPLISHMENTS

1. Participant success in the process of removing barriers for work.
2. Education and advocacy for NMDVR to key decision makers.
3. SRC Training and on-going professional development in relation to the State Plan requirements.
4. Prioritizing SRC recommendations not already addressed by NMDVR.
5. Transition planning with local education agency (LEA) individuals and others to better use resources and provide services.
6. Recognition that individuals become reluctant to work for fear of losing Social Security Administration (SSA) benefits. More benefits advisement staff helps individuals plan for work and become increasingly independent resulting in benefits savings.
7. Greater encouragement and advertising for public participation at quarterly meetings.
8. Planning for participation at legislative meetings to educate legislatures of the \$3.08 return on investment for each state dollar allocated to NMDVR.
9. Participation in planning of meetings to review MOP changes.
10. Planning, development, and approval of new SRC Bylaws.
11. Participation in a Rehabilitation Services Administration (RSA) instructive webinar.
12. Monitoring of NMDVR progress with order of selection and release of individuals for services.
13. Review and discussion of the RSA monitoring report for NMDVR.
14. Continued review and discussion of any Fair Hearings scheduled for NMDVR, and the need for additional Hearing Officers. A Request For Proposals for new Hearing Officers was submitted.
15. Presentation of the history and challenges of the Tribal VR 121 programs, developed in accordance with Section 121 of the Rehabilitation Act as amended, to provide services specifically to Native Americans with disabilities. Navajo Tribal VR was first – it paved the way for 82 others.
16. Performing other comparable functions and the tasks consistent with what the Council determines appropriate with their Mission, Vision, Goals, and Functions.
17. Prepared and submitted the annual report to the Governor, the Secretary of State, and RSA.



SRC RECOMMENDATIONS

1. In 2013, the SRC provided feedback to NMDVR regarding issues relating to the financial needs assessment used to determine participant financial contributions to their plan. The SRC strongly recommended that this policy and practice be reviewed by NMDVR and the adverse effect that it can have on consumers.
2. In 2013, the SRC established criteria for an award honoring NMDVR Staff. Nominations were solicited from all state offices, and three (3) VR Counselors were selected to be honored for their work serving participants with disabilities. The award ceremony was held at the SRC summer meeting. The SRC looks forward to this being an annual event, and is looking to include an employer award.
3. The SRC will encourage DVR to initiate a public relations campaign to promote this activity as a method for enhancing the image of NMDVR and increasing awareness of disabilities services in New Mexico.
4. Establish on-going committee meetings for SRC members that are held outside quarterly meetings in order to further SRC work.
5. Clearance of wait list for OOS for NMDVR, along with regular updates on this process.
6. SRC involvement in selection and training of hearing officers for New Mexico.
7. Facilitation of public forums to collect feedback regarding DVR services.
8. Continue planning for State Plan activities in 2014.
9. Exploration of public hearings in conjunction with other boards and disability service agencies.
10. Review of SRC bylaws and responsibilities to ensure council members are fully aware of federal regulations.
11. Create a training program to ensure that SRC members are fully versed and aware of services throughout the state.

“You are never too old to set another goal or to dream a new dream.”

C. S. Lewis



NMDVR RESPONSE TO SRC

1. In 2013, the SRC provided feedback to NMDVR regarding issues relating to the financial needs assessment used to determine participant financial contributions to their plan. The SRC strongly recommended this policy and practice be reviewed by NMDVR and the adverse affect that it can have on consumers.

Agency Response: Division staff agrees to review the policy in order to determine if it should be revised. The financial needs test was designed to create consistency and to ensure that participants contribute to their program as appropriate; however, staff wants to ensure that the criteria for requiring participants financial contribution does not create an undue hardship or prevent participants from receiving necessary services.

2. In 2013, the SRC established criteria for an award honoring NMDVR staff. Nominations were solicited from all state offices, and three (3) VR counselors were selected to be honored for their work serving participants with disabilities. The award ceremony was held at the SRC summer meeting. The SRC looks forward to this being an annual event, and is looking to include an employer award.

Agency Response: The Division welcomes the opportunity to recognize staff for their contributions. This should help to promote the hiring of people with disabilities and to reinforcing employers for this practice.

3. The SRC will encourage NMDVR to initiate a public relations campaign to promote this activity as a method for enhancing the image of NMDVR and increasing awareness of disabilities services in New Mexico.

Agency Response: Division staff will look at ways to promote staff nominations and employer nominations. They will also identify ways to disseminate this information through internal publications and through external venues such as the as the State Employees newspaper – Round the Roundhouse, and possibly through other newspaper and/or other publications.

4. Establish committee meetings for SRC Working Committees that are held outside quarterly meetings in order to further SRC work.

Agency Response: The agency does not have the authority to establish SRC meetings, but will support any meetings that are scheduled. Staff will be designated to ensure that meetings are coordinated and will assist with any follow up as appropriate.

5. Clearance of wait list for OOS for NMDVR, along with regular updates on this process.

Agency Response: OOS updates will continue to be provided at SRC meetings. The agency will continue to strive to prevent having to create a waiting list. This will be contingent on having the necessary budget and staff to serve all eligible participants. Currently this is the case. It is expected that this will be the case into the next fiscal year as well.

6. SRC involvement in selection and training of hearing officers for New Mexico.

Agency Response: The agency is open to having SRC involvement in the selection and training of hearing officers for the NMDVR; however, the agency must also comply with state procurement requirements when selecting and contracting with hearing officers. NMDVR has also traditionally included the Client Assistance Program (CAP) in this process.

7. Facilitation of public forums to collect feedback regarding DVR services.

Agency Response: The Division holds a series of annual public hearings to review the State Plan. This practice will continue. Other public hearings are held with policy revisions. Currently, none are planned, but the agency will hold hearings when anticipating any proposed policy changes.

8. Continue planning for State Plan activities in 2014.

Agency Response: NMDVR agrees with this recommendation. It is also an annual requirement. Activities will commence during the late winter/early spring months.

9. Exploration of public hearings in conjunction with other boards and disability service agencies.

Agency Response: Division staff is open to exploring the possibility of holding public hearings with other boards and agencies such as the State Independent Living Council (SILC), the Commission for the Blind SRC, and other disability service agencies such as the Commission for the Deaf/Hard of Hearing, the Governor's Commission on Disability and the Developmental Disabilities Planning Council (DDPC). Currently, plans are underway to jointly hold a public hearing with the Commission for the Deaf/Hard of Hearing.

10. Review of SRC bylaws and responsibilities to ensure council members are fully aware of federal regulations.

Agency Response: Division staff will provide technical assistance with regard to SRC functions as related to the federal regulations as appropriate. The agency can also contact the Rehabilitation Services Administration (RSA) as necessary to gather relevant information.

11. Create a training program to ensure that SRC members are fully versed and aware of services throughout the state.

Agency Response: The agency agrees to this in principle; however, there would have to be some dialogue to explore what sort of content would be included in this training. The services offered by the agency and in the field of vocational rehabilitation are quite comprehensive and complex. Normally, it takes a VR counselor at least a year to become comfortable with their understanding of VR. Drilling down to specifics would be necessary.



SRC AND THE REHABILITATION ACT

The Rehabilitation Act of 1973 (as amended) dictates that NMDVR develop a strong partnership with the SRC to improve vocational rehabilitation practices and outcomes as promulgated by Section 105 of the Vocational Rehabilitation Act. Together they partner in a mutually beneficial manner on behalf of people with disabilities, to jointly conduct business.

The challenge of the law is to blend responsibilities and share responsibility for the development of certain tasks, policies and advocate for individuals with disabilities. The SRC, composed of professional and skilled volunteers from many aspects of the community, collaborates with NMDVR with the primary focus of successful employment outcomes for people with disabilities. This partnership includes several key required activities, but is not limited to these tasks below:

1. Developing, agreeing to, and reviewing an annual NMDVR State Plan;
2. Evaluating the effectiveness of NMDVR programs and services for people with all disabilities;
3. Reviewing and analyzing consumer satisfaction with NMDVR services;
4. Writing an SRC annual report;
5. Examining agency policy, procedures, and performance; and,
6. Selecting impartial hearing officers and mediators.

“Coming together is a beginning; keeping together is progress; working together is success.”

Henry Ford



SRC MEMBERSHIP

Statewide Independent Living Council (SILC)

Larry Rodriguez, Rio Rancho

Business Industry and Labor

Jeffrey B. Diamond, Carlsbad

Alex Martinez, Santa Fe

Parent Training and Information Center

Andrew MacRae, Chapparral

Section 121 or American Indian Vocational Rehabilitation Services

Sarah Michaud, Director, Pueblo of Jemez Vocational Rehabilitation (SRC Vice Chairperson)

State Educational Agency (IDEA)

Vacant

Disability Advocacy Groups (physical, cognitive, sensory, or mental disabilities)

Peter Shams-Avari, Albuquerque

Representatives of Individuals with Disabilities (difficulty/unable to represent themselves)

Ron Garcia, Santa Fe

Current or Former NMDVR Participants

Richard Dennis Jiron, Albuquerque

Community Rehabilitation Program Service Provider

Melinda Garcia, Albuquerque

Vocational Rehabilitation Counselor (ex-officio, non-voting member)

Chandra Majumdar VRC NMDVR, Socorro

Client Assistance Program (CAP) Disability Rights New Mexico

Bernadine Chavez, Director (SRC Chairperson), Albuquerque

State Workforce Investment Board

Vacant

Director of New Mexico Division of Vocational Rehabilitation (ex-officio, non-voting member)

Ralph Vigil, Acting Director of NMDVR, Santa Fe

Employees of New Mexico Division of Vocational Rehabilitation (non-voting members)

Richard Smith, Public Information Officer, Santa Fe

Tracy Alcaraz, Administrator, Santa Fe



NMDVR OFFICE LOCATIONS

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)

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

Belen

911 Castillo Ave.
Belen, NM 87002
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
505-281-9946

Espanola

706-B La Joya St.
Espanola, NM 87532
888-901-3647

Farmington

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

Gallup

312 East 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 88012
888-901-7866

Las Vegas

301 Mills Ave
Las Vegas, NM 87701
888-901-7865

Rio Rancho

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

Raton (Call first)

2532 Ridge Runner Rd.
Las Vegas, NM 87701
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

145 Roy Road, Suite C
Taos, NM 87571
888-901-7869

State Rehabilitation Council



Division of Vocational Rehabilitation

435 St. Michael's Drive, Bldg. "D"

Santa Fe, New Mexico 87505

1-800-224-7005

www.dvrgetsjobs.com