



2022 Annual Report

"BUILDING BRIDGES"





Our Vision:

Every New Mexican with a disability is empowered with the resources to contribute to their quality of life and the economic prosperity of the State.

Our Mission:

We are committed to ensuring that every New Mexican with a disability achieves their employment goals and thrives in their communities.

Our Values:

Inclusivity–Diversity–Empowerment–Collaboration–Innovation–Respect



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MICHELLE LUJAN GRISHAM,
Governor

KURT STEINHAUS, Ed.D.
Secretary of Education

CASEY STONE-ROMERO,
Director

Dear Honorable Governor Michelle Lujan Grisham, Secretary Kurt Steinhaus, Participants and Partners,

The theme of this year's Annual Report is "Building Bridges." We are working hard to fulfill our mission to build the bridge helping New Mexicans with disabilities achieve their employment goals. We are also proud to be building bridges for employers to find success by embracing diversity and inclusion. And we continue to be the architects building those necessary bridges of communication and partnerships between the various New Mexico state agencies, councils, commissions, and organizations that work to improve the quality of life of New Mexicans with disabilities.

I am pleased to share with you the New Mexico Division of Vocational Rehabilitation (NMDVR) Annual Report for fiscal year 2022. This year we were able to assist 487 individuals with gaining employment. These New Mexicans have increased their independence by earning wages, are contributing to their local communities, and returning dollars to the State Treasury as taxpayers. The total combined salary for FY22 of participants exiting the Vocational Rehabilitation (VR) program was close to \$11 million.

NMDVR has significantly reduced vacancy rates in the Rehabilitation Services Unit to approximately 15%. We have updated the New Mexico Administrative Code (NMAC) 6.63.11 regarding Counselor Licensure to follow federal regulation and are now able to accept vocational rehabilitation counselors with a bachelor's degree in a wider array of disciplines. This updated rule allows us a greater pool of qualified applicants for VR positions. The area of VR counseling includes a set of specialized skills and knowledge. To prepare staff for careers in the VR field, we have emphasized training and recreated the Staff Development Trainer position, which will oversee our Comprehensive System of Personnel Development (CSPD) program.

The COVID-19 Pandemic took a toll on all services, and we continue to learn new ways of doing business, including online services. COVID was a unique opportunity that allowed us to implement services in an online format, introduce digital signatures, and expand our reach to those who may have had barriers to accessing an office. NMDVR's work did not stop during COVID; we became creative and continued to provide valuable services. NMDVR's work continues in each of our 22 field offices across New Mexico and in all school districts in the state.

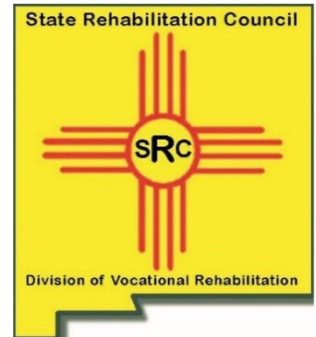
NMDVR also completed a Memorandum of Agreement with the Public Education Department (PED) and has renewed and strengthened its partnership with PED's Special Education Department. NMDVR and PED will continue to share valuable information about School to Work Transition and Pre-Employment Transition Services (Pre-ETS) to any interested student with a disability, and their family or guardian.

NMDVR has so much to celebrate at the end of FY22. Please enjoy this snapshot of the excellent work produced by all staff. NMDVR will continue to build bridges while remaining innovative and redoubling our commitment to serving New Mexicans with disabilities, enabling them to achieve their employment outcomes.

Casey Stone-Romero, MRC, CRC
Director, Division of Vocational Rehabilitation



October 2022



To Whom It May Concern:

It is my great pleasure to write this letter on behalf of the NMDVR State Rehabilitation Council (SRC) in support of this year's NMDVR Annual Report. The SRC is charged with partnering with the New Mexico Division of Vocational Rehabilitation (NMDVR) to ensure that the highest quality of services and supports are provided to individuals seeking assistance. Each year, the SRC works to represent the voice of the agency's consumers and provides input to NMDVR to help maintain and/or improve their services to best serve our communities.

To achieve this outcome, the SRC partners with the agency in a variety of ways including providing assistance with the establishment of a slate of Fair Hearing Officers to address concerns about NMDVR services, facilitating routine statewide Consumer Satisfaction Surveys, and providing ongoing input and approval for proposed changes to the NMDVR Manual of Operating Procedures.

We recognize the importance of building bridges with employers, educational agencies, and other disability service providers to meet the needs of people with disabilities within our state. This year's NMDVR Annual Report offers excellent examples of the work the agency has done to promote and provide services for people with disabilities statewide. The SRC is particularly pleased with the progress the agency has made clearing the Order of Selection waitlist, moving more New Mexicans with disabilities into employment and education service plans.

The Council is pleased to support the agency in sharing this summary of their successes with you. We look forward to continuing our partnership and building on these successes as we move forward into FY 2023.

Sincerely,

Sarah Michaud
Sarah Michaud
SRC Chair

LAS VEGAS TEAM WEATHERS HERMITS PEAK/CALF CANYON FIRE

New Mexico Division of Vocational Rehabilitation staff in Las Vegas went above-and-beyond in 2022, taking care of participants affected by the wildfires, while dealing with the uncertainty about their own homes and property.

By mid-April, as the Hermits Peak fire in the Santa Fe National Forest merged with the Calf Canyon wildfire, many residents of the Las Vegas area already knew someone affected by the continually expanding blaze.

On April 29, fire started to get close to Las Vegas, and areas north of the city were beginning to be evacuated. The next day, the incident response team anticipated the fire could reach Las Vegas within two more days. Recalls Field Operations Director Mario Lucero, "This was the first time the reality of this fire hit me, and I was genuinely concerned for the safety of myself, my family and everyone residing in Las Vegas."

NMDVR leadership made the call to close the Las Vegas Office beginning May 2. Vocational Rehabilitation Technician Angel Burch and Program Manager Casilda Gallegos continued to work, after taking two days to assess their own safety. Taos Office staffers Teena Trujillo and Patrick Western provided help in reaching out

to Area 9 participants. "Our primary goal that first week was to check on our participants and ensure they had resources to help them through this difficult time," says Gallegos.

Three NMDVR staff members had to evacuate their homes—two were displaced for about a week, and another for three weeks—and several others left their homes voluntarily due to concerns about the growing fire and the thick smoke conditions experienced in the area. Staff members were offered paid administrative leave the first week the office was closed and then teleworked after that.

Firefighters fought valiantly and were able to prevent fire from breaching the city itself, and the Las Vegas Office re-opened on May 17. That office also serves the Mora and Rociada areas, both heavily impacted by the fire. As staff transitioned back into the office, Gallegos said, "We are continuing to work the best we can and accommodate all our participants in light of the circumstances. We have had many participants who have lost their homes."



Hermits Peak/Calf Canyon Fire, as seen from home of Vocational Rehabilitation Technician Ralph Baca near Las Vegas, NM



Smoke conditions just outside the NMDVR Las Vegas Office on April 29, the last day of work before the office closed for more than two weeks.

BUILDING BRIDGES TO EMPLOYMENT BY PROVIDING SERVICES

The New Mexico Division of Vocational Rehabilitation (NMDVR) provides employment and training services for individuals with a disability who find it difficult to obtain or keep a job. Services are individualized and depend on each participant's job goal and what is needed to achieve that goal.

Some of the services we provide:

- Medical, psychological, and vocational evaluation and restoration
- Career guidance and counseling
- Resume development
- Job search and placement assistance
- Information and referral services
- Transition-to-work services for high school students with disabilities
- Supported employment services for persons with severe disabilities
- Assistive technology
- Vocational training
- Disability and employment assessment
- Occupational licensure, tools, and other equipment
- Assistance with developing small business plans
- Interpreter services
- Post-employment services



Stevens Amendment Notice

Pursuant to Public Law 101-166:

The services described in this report are funded, in part, with federal funds awarded by the U.S. Department of Education under the Vocational Rehabilitation and Supported Employment Services programs.

The Vocational Rehabilitation program receives 78.7% of its funding through a grant from the U.S. Department of Education. For federal fiscal year 2022, the total funds awarded was \$21,389,100. The remaining 21.3% (\$6,017,000) was funded by state appropriations and transfers from the Commission for the Blind and Commission for the Deaf and Hard of Hearing.

PROJECT SEARCH AND PRE-ETS – Award-Winning Bridges from School to Work

Project SEARCH in New Mexico Receives National Recognition

Two project search sites in the state—The Hilton Gallup Inn/Gallup-McKinley County School District and Embassy suites/Albuquerque Public Schools—were honored by the National Project Search for achieving 100% work placement for their interns during the 2020-'21 school year. They were presented their awards during the organizations national conference in Baltimore, Maryland on July 26, 2022.

Every intern was placed in an integrated setting, earning minimum wage or higher. Transition Coordinator Charlene Chavez says, "This accomplishment is special, as this was during high periods of COVID on the Navajo Nation, and in the Albuquerque metro." Chavez adds that both sites were on target to once again attain perfect placement for the 2021-'22 school year.



Charlene Chavez (in green print blouse) with Project SEARCH co-founders Susie Rutkowski (far left) and Erin Riehle (far right), and representatives of Gallup-McKinley County Schools and Albuquerque Public Schools at the Project SEARCH National Conference on July 26, 2022.

"NOT LIKE OTHER INTERNSHIP SITES": PROJECT SEARCH AT HOLLOMAN AFB



Five interns from Alamogordo and Tularosa comprised the first group to participate in Project SEARCH at Holloman Air Force Base in Otero County. Their three rotations over the course of the 2021-'22 school year included working in the lodging facility on the base—in housekeeping, reception, or maintenance—or at the fitness center, library, outdoor recreation department, or kitchen in the child development center.

Working on a military installation means the expectations are higher than with other Project SEARCH locations around the state and country, asserts Alexandria Rios of Partners for Employment at the University of New Mexico: "It's not like other internship sites."

"There's a built-in sense of community, orderliness, and discipline," says Alamogordo Schools Job Skills Developer Michael Valadez. "They're getting a sense of that. They're feeling the camaraderie. They're getting a dose of how to show respect."

During a presentation from Command Chief Tom Temple in February 2022, the interns realized the significance of participating in Project SEARCH at Holloman. Temple related the Air Force's core values of integrity, service before self, and excellence in all they do.

"In the Air Force, if you don't stand up for these values, someone's life is on the line," says Project SEARCH Instructor Lydia French. "Even on the job site, what one person does affects everybody." Recalling the core values, 19-year-old intern Alyssa Bailey says, "I'll take them wherever I decide to work. Putting others before self. And integrity is doing what's right when no one's watching."

Temple then gave the interns the Air Force's Challenge Coin, only bestowed to those who accomplish something exceptional. He commended the group after hearing lots of positive feedback from mentors. Receiving the coin told the participants they had become part of the Air Force family. The interns appreciated that not everyone gets a coin, and they were impressed by both the physical weight and weightiness of the meaning behind it, according to Valadez.

"I was honestly surprised," intern Adrian Alonso,

18, says. "I can just feel the importance."

"It meant that kids with disabilities can learn and can go on the right path," adds Bailey. "It meant a lot to me."

As with all Project SEARCH locations, participants at Holloman AFB have a safe place to make mistakes while acquiring job skills. At the same time, they learn the importance of punctuality and how to be both mentally and physically healthy so they can put in a full day's work.

French has seen remarkable growth in the maturity level of Holloman interns. "Some of them thought they could never work, that their disability would get in the way," she says. "Project SEARCH has really built their confidence in themselves."

"Before coming into this program, I didn't think I was capable of doing anything," says Alonso. "I'm more capable and have more confidence. The internships are like real jobs. They train you and work with you."

"With encouragement, I believe that I can do great things," Bailey assuredly declares.

The cohort graduated in May 2022.

PRE-EMPLOYMENT TRANSITION SERVICES

Per established federal law outlined in the Workforce Innovation and Opportunity Act (WIOA), NMDVR dedicates 15% of its federal grant funds towards providing Pre-Employment Transition Services (Pre-ETS) to students between the ages of 14 and 21 with disabilities. NMDVR staff works with local education agencies throughout New Mexico to provide Pre-ETS and School-to-Work Transition Services. Rehabilitation counselors are assigned to all 89 school districts, which includes all public and charter high schools. Since July 2021, DVR has seven transition counselors located across the state to provide pre-employment services to students with disabilities. Transition and vocational rehabilitation counselors attend Individualized Education Plans (IEPs), transition fairs, college fairs, and School-to-Work meetings, and work closely with Workforce Boards across New Mexico.

The Pre-ETS provided by NMDVR staff include:

- Guidance to Employment
- Self-Advocacy
- Work Readiness
- Guidance to Post-Secondary Education
- Work Experience

During the 2021-22 school year, NMDVR staff dedicated 14,462.33 hours to Pre-ETS, including 4,702 hours dedicated to IEPs.

In January 2022, NMDVR entered into contracts to collaborate with three school districts (Las Cruces, Taos, Rio Rancho) and four private vendors (Rocky Mountain Youth, Mandy's Farm, Best Buddies, UNM Center for Disabilities) supporting the mission of NMDVR to provide Pre-ETS to all eligible students in New Mexico. These contracts are an extension of the vocational rehabilitation program and, with NMDVR funds, they assist the program in reaching students across the state. These contractors help support the referral process while providing self-advocacy and pre-employment services.

SCHOOL-TO-WORK TRANSITION TEAMS

The development and ongoing facilitation of seven local School-to-Work Transition (SWT) teams made up of representatives from:

- NMDVR
- Department of Health's Developmental Disabilities Supports Division (DDSD)
- New Mexico Workforce Connection
- Local school districts
- Community organizations
- Local businesses
- Tribal Vocational Rehabilitation
- Youths with disabilities
- Their families

SWT teams have provided local interagency teams a forum for collaborating on students' IEP transition goals, facilitating job exploration and work-based learning experiences, providing linkages to opportunities for enrollment in postsecondary educational or internship programs, and enhancing the embrace of person-centered practices and student self-advocacy.

Over the next two years, Partners for Employment will develop and implement another SWT team in the northeast region of New Mexico.

2022 FISCAL YEAR BY THE NUMBERS

7,870 New Mexicans received direct vocational rehabilitation services, including medical, guidance & counseling training, and job-seeking skills training

437 New Mexicans with a disability who were successfully rehabilitated

\$24,618.48 average annual employee wage

\$10,930,604.36 total wages for successfully rehabilitated individuals with disabilities

1,521 Students received Pre-Employment Transition Services (Pre-ETS), including job exploration counseling, work-based learning experiences, counseling & enrollment opportunities, work readiness training and instruction in self-advocacy



More statistics from the 2021-22 fiscal year that illustrate the positive momentum of the Rehabilitation Services Unit (RSU):

613 more participants in application than in the previous fiscal year

211 more successful closures than last year

100% of those "closed rehabilitated" (maintained competitive integrated employment for at least 90 days) are competitively employed

RSU served **40%** of those on delayed status (off the waitlist), up from **28%** the previous fiscal year

5.4 months average time for a participant on delayed status, down from 8 months the previous fiscal year

30 days average time for RSU to determine eligibility

Average time in eligible status was decreased by a month; RSU was able to move participants into a plan within two months of determining eligibility

Order of selection waitlist at **163** as of September 30, 2022; between January 1 and September 30, there were **1,062** names released from the waitlist

SUCCESS STORIES

RESTORATION PIZZA: “WALKING INTO A HUG”

Restoration Pizza, a concept that opened in Albuquerque in 2019, has proven so successful that a second location—in Santa Fe’s Railyard District—is opening this fall. The restaurant’s motto is “Pizza that gives everyone a seat at the table.” An offshoot of the Albuquerque-based Bosque Brewing, “Resto” actively recruits and hires persons with disabilities for employment.

“It’s a place where anybody and everybody is welcome. We look at your abilities rather than disabilities, and do all that we can with your abilities,” Operations Manager Nathan Winham says. The idea sprouted from a non-work-related conversation Winham had with Bosque’s CEO Gabe Jensen. He had recently moved to Albuquerque from Arkansas and wanted to do something that would have a positive impact on his new hometown.

About 35 percent of the staff has a disability. “I feel like we accurately represent the public on every shift,” Winham says. “It’s not something we force. It’s just kind of how it all worked out.” “It feels like you’re walking into a hug,” says Audrey McCoy, Recruiting and Experiences Manager. “That’s the experience we’re trying to create for both guests and employees. And we’ve been successful at it.”

McCoy says the community already knew Bosque and its values, so Restoration was a natural extension of what they stand for. With a background in special education, she enjoys being able to combine the two parts of her work life.

Staff members with disabilities have meaningful, gainful employment and earn competitive wages. “They’re working and supporting themselves. That is a plus for the community as well,” says Winham. But it’s not just a feel-good effort. “We are a for-profit business, don’t get me wrong. If we didn’t feel as though this was a successful business, we wouldn’t be looking to expand.”

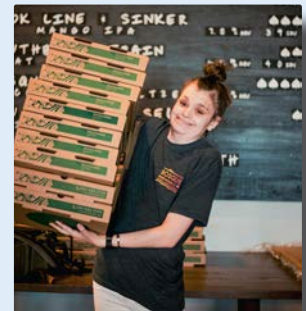
They could do things differently and make more money, Winham says. “But then we’d just become another pizza and beer place.” He adds the legacy for families of people who otherwise wouldn’t be working is more important than a bottom-line number. “This is an opportunity to impact the community—and our employee base—in a positive manner.”

Adds McCoy, “It’s also really good pizza!”

Training might take a little longer than with new employees at other restaurants. Recipes are picture-centric to make it easier for all staff to prepare food in a systematic way. In the dining room, table numbers are larger than average. “Those are things we can do to make learning easier for everyone,” Winham says. “We try to simplify things.”

This business plan is rare in the United States. Winham only knows of a coffee shop in South Carolina and a brewery in Colorado that have a similar staffing model. But he encourages others to take the step. “It is difficult; I don’t want to candy-coat it. But it is worth the investment,” he advises. “Be open to knowing you can do something a different way to get the same result.

“The relationships that have been built within Resto, between able-bodied and differently abled, are friendships that are going to last forever,” Winham concludes.



NEVER TOO OLD FOR NMDVR SERVICES

Many participants in New Mexico Division of Vocational Rehabilitation (NMDVR) programs are still in school or just on the cusp of beginning their careers. At age 81, **Dr. Kenneth Lindsey** is proof that you're never too old to need—and benefit from—NMDVR services.

Dr. Lindsey is a chiropractor and is now a board-certified hypnotherapist living in Clovis, NM. In early 2021, he tripped, hit his head on a table, and suffered a concussion and whiplash. With his concussion affecting his balance, he soon had a second fall. The resulting neck and back pain and spinal dysfunction meant he no longer had the force and torque in his body to effectively continue giving spinal adjustments to his patients.

Through his practice in California and Arizona earlier in his career, Kenneth had partnered with vocational rehabilitation agencies to assist his patients who had traumatic injuries. So, when he needed help himself, he knew where to turn.

"In Kayla (Damron), I found someone who was compassionate, but not an enabler," Dr. Lindsey says of the agency's Vocational Rehabilitation Counselor in Clovis. "We discussed several ways that I could do something different, with minimal movement."

Once his disability was confirmed, NMDVR helped fund his return to school: remote learning through the Hypnotherapy Academy of America in Albuquerque. In his earlier practice, he had been using old-style hypnotherapy. But, he says, the world has changed dramatically, and now he is trained in the advancements in his field.

"You've put me in a position where I now have the tools to implement what I've been trained to do," says Lindsey of the services NMDVR provided for him. "There are hundreds of other ways to do things. It's given me a completely different mindset. I personally considered it an answer from heaven."

Kenneth does "not do retirement well," and plans to work another 19 years—until his 100th birthday. "I'm forming a new business plan and reinventing myself to modern-day technology."

His new skill, gained with assistance from NMDVR, set allows him to continue to help others, but without having to bend over a table. "I went from someone who said they can't, to someone who can," he adds.

"Your first stop should be DVR," Dr. Lindsey advises anyone with a new or previously existing disability. "Those experts can determine the best way to assist you in returning to the workforce. DVR met every expectation I had and surpassed it—and continues to do so."



MOBILITY MEANS INDEPENDENCE FOR JERAMIAH GOUIN

Rodeo was in **Jeremiah Gouin's** blood. Generations of his family participated in it, and so did he from a young age until a catastrophic injury during a bull riding event as a junior in high school. His future changed in an instant. But thanks to support from his family, his community, and the New Mexico Division of Vocational Rehabilitation (NMDVR), the Sapello, NM resident now has plenty to look forward to.

The 2016 accident resulted in an ASIA A C5-C6 spinal cord injury. Not only was Gouin unable to walk, he had lost all motor movement in hands and fingers. He spent four months at Craig Hospital in Colorado—renowned for its specialization in spinal cord injury rehab—where he had to relearn basic skills, including how to eat.



When he returned home, he found that family, neighbors, friends, and lots of people he didn't know had come together to provide support. "The roping family and rodeo family put on a benefit to help pay for medical bills," Gouin recalls. "There was a lot of organization from the community to raise money. It was a blessing that the community came together as one to do something like that."

Casilda Gallegos, NMDVR Program Manager for the Las Vegas area, has two sons who went to school with Gouin. She reached out to provide assistance from the agency, including career counseling and paying for expenses like a temporary personal assistant, modifying his vehicle with hand controls so he could drive on his own, and college tuition not covered by other financial aid.

At first, his family needed convincing that NMDVR could help in his situation. He's glad they took Gallegos up on the offer. "For sure, I'd recommend it for anybody in any kind of need that DVR can help with," says Gouin.



He graduated from Robertson High School and then from Luna Community College with a degree in Computer Science/Information Technology (IT). Gouin is now back at Robertson as a staff member, working as an IT Help Desk Technician and basketball coach at Memorial Middle School. The 23-year-old is also staying involved in rodeo as a judge and chair of a youth rodeo series at the Mora/San Miguel Fairgrounds. He even has an Action Trackchair® that allows him to get around in the mud and dirt of rodeo arenas.

Through continuing physical rehabilitation and hard work, Gouin has gained motor movement in his arms and upper body and has strengthened his core to the point where he can hold himself up.

"I do see myself riding again. It's just a matter of patience," the ever-optimistic Gouin says. "I've gotten a lot more mobility than other people expected. The small things you do every day build up over time. It's just a matter of doing it."

In the meantime, Gouin looks forward to "doing as much as I can to advise and inspire people in my situation and to continue living life to the fullest as much as possible."

A DIFFERENT PERSON AROUND ANIMALS



When **Isabel “Izzy” Liljestrand** returns home from spending a day with horses, you can feel her sense of excitement. “She comes home from the barn, the gloominess fades away. She’s more talkative and joyful,” says her mom, Vera. “It’s like night and day!”

And what brings out this change in personality? “Horses are magical creatures,” Izzy says, smiling. “I feel great when I’m with animals.”

With help from the New Mexico Division of Vocational Rehabilitation (NMDVR), Izzy was able to get a job at Mandy’s Farm—a nonprofit that serves people with developmental disabilities, helping them participate in their community.

The 19-year-old senior at School on Wheels began working at Mandy’s Farm in early 2022. “I clean the barn. I exercise the horses. Sometimes we go on field trips to get more feed for the animals,” she says.

Izzy feels a special kinship to the horses, who don’t care that she has both emotional and learning disabilities, “I have to talk to somebody, and I don’t really get along with people—so it has to be animals,” she says. “Animals tell the truth.”

The Albuquerque native lived in Virginia for three years, where she took riding lessons and enjoyed caring for the horses. But upon returning home, she was having a difficult time finding a place where she could be with animals—until NMDVR made the connection. “It’s been a wonderful experience for her,” Vera says of her daughter’s time at Mandy’s Farm. “The skills she’s gaining will really help her moving forward for her dreams and her life.”

Izzy’s life dreams include one day owning an animal sanctuary.



HIRING PERSONS WITH DISABILITIES: WHAT'S IN IT FOR BUSINESSES?



New Mexico offers a strong, diverse workforce some businesses may not even know about. Many New Mexicans have a range of skills and abilities to help business grow. This huge untapped personnel resource offers employers the potential for **increased productivity, greater market share, and improved community relations.**

As the state's leading placement organization for people with disabilities, NMDVR is bridging talent and ability to help companies and employees succeed. NMDVR is committed to helping our employer partners find candidates who are skilled, loyal, and committed to their success.

We work with each potential employer, based on its unique business needs.

After placement, employers and employees continue to receive support from NMDVR's professional staff. Continued support includes, but is not limited to job training, guidance on the Americans with Disabilities Act (ADA) regulations, and information on disability and employment guidelines. We can also help with financial incentives and the facilitation of tax credits.

Benefits to employers:

- A larger pool of qualified applicants
- No cost for business services
- Reduced recruitment and training costs
- Reduced turnover costs with employees who tend to stay on the job longer
- Through the On-the-Job Training (OJT) program, employers can determine, without obligation, whether the job and business are a good fit with the potential employee

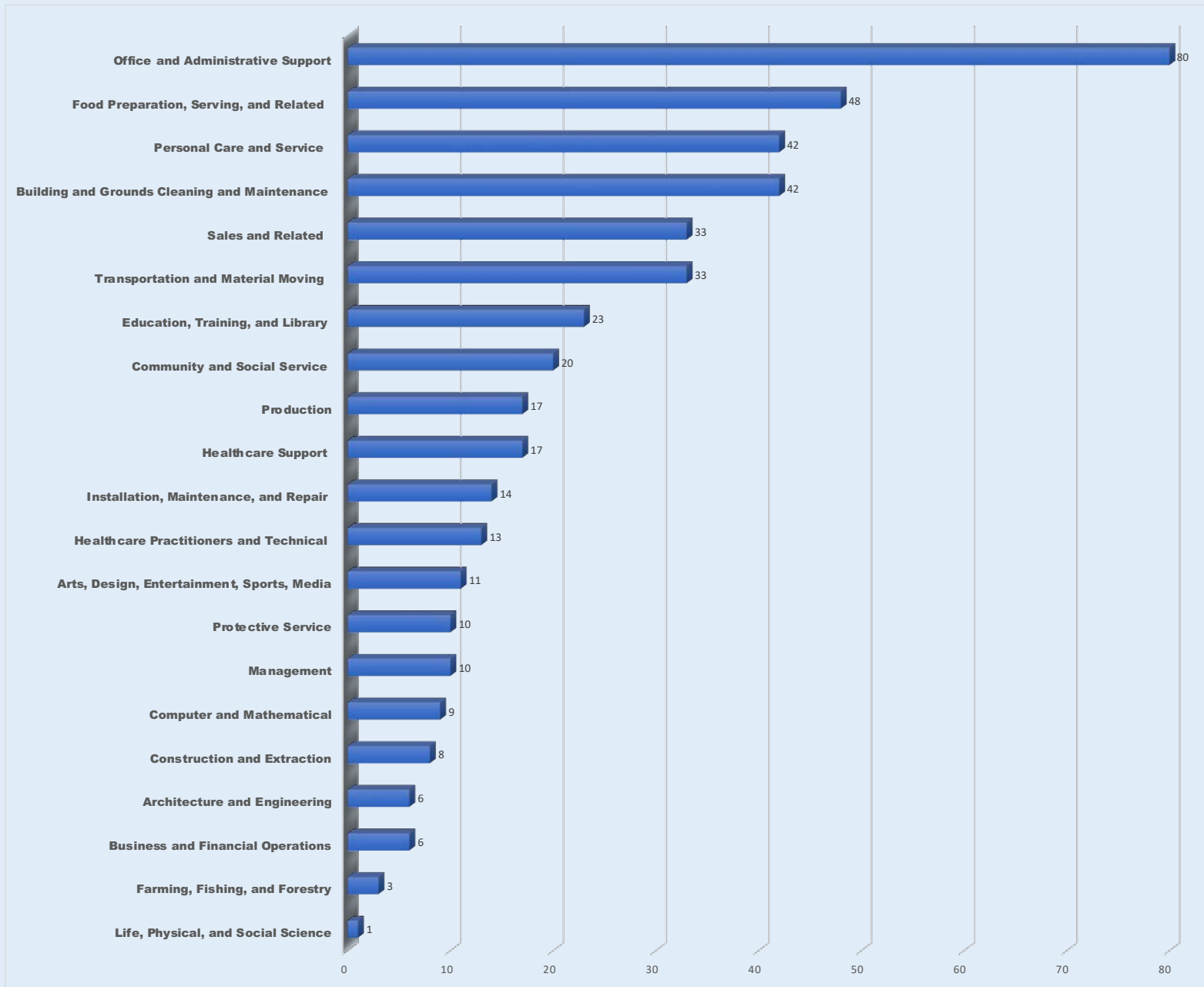
- Federal tax incentives, when available, for employers who hire individuals with disabilities into permanent positions
- Create more efficient work processes
- Increase revenues by having a workplace that reflects the customer base
- Employing people with disabilities helps generate revenues by allowing businesses to tap into the disability market, build brand trust and loyalty, and create new products and services

NMDVR assists employers who hire individuals with disabilities with:

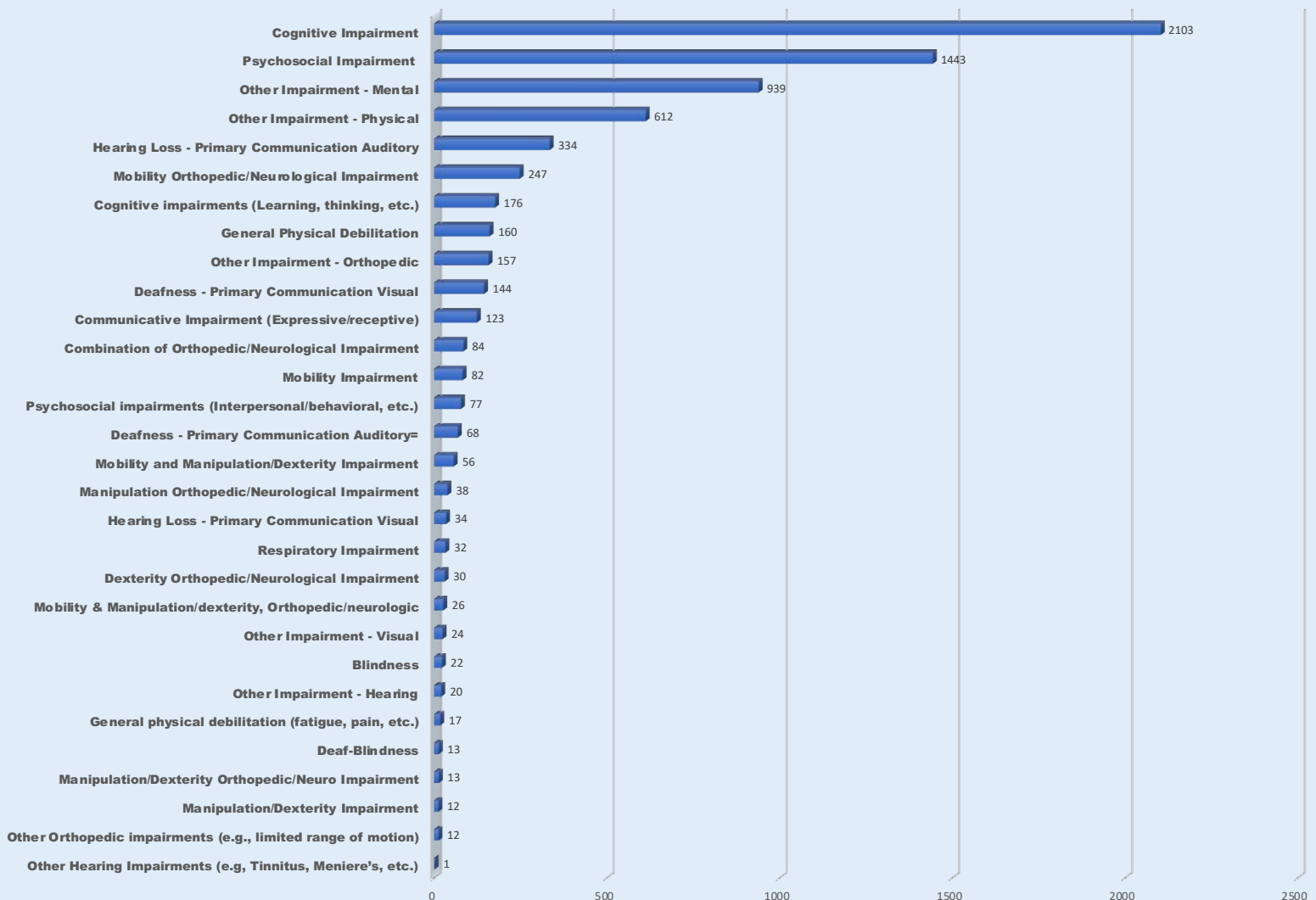
- Consultation, technical assistance, and guidance on how to access the ADA
- Reasonable accommodations, assistive technology, staff training, and information about available tax credits
- Support to the employee with a disability, including vocational rehabilitation guidance and counseling, and referral to resources for problem solving to maximize success
- Liaison services between an employee and the employer



FY 2022 REHABILITATED CLOSURES BY OCCUPATION



FY 2022 ELIGIBLE PARTICIPANTS BY MAJOR DISABLING CONDITIONS



DISABILITY DETERMINATION SERVICES

—Bridge to the Social Security Administration

Through Disability Determination Services (DDS), the federal Social Security Administration (SSA) administers the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) disability programs. SSA collaborates with—and provides 100 percent of the funding for—DDS to make disability determinations for the citizens of New Mexico.

The DDS Staff of 99 processes more than 26,000 SSA disability claims annually with one of the highest accuracy rates nationally.

DDS highlights for Federal Fiscal Year 2022:

- Processed more Initial Disability Applications than received
- Fulfilled 100% of our SSA hiring authority (20 positions)
- Reinstated an annual staff-lead training symposium after three-year hiatus
- Exceeded all SSA budgeted production workload targets
- Hosted 5th Annual SSA New Mexico Tribal Leadership and Advocate Summit, providing a forum for participants from the Native American healthcare community to comment regarding SSA and its programs
- Implemented new case processing system, Disability Case Process System (DCPS)—the first state in the Dallas Region to complete this transition

FISCAL YEAR 2022 BY THE NUMBERS:

Total Receipts – 26,624

Total Dispositions (all claim types) – 23,264

Initial Claims

Receipts—13,209

Dispositions—14,465

SSA Target Exceeded by 20.5%

Reconsideration Claims

Receipts—4,429

Dispositions—1,313

SSA Target Exceeded by 25.8%

Continuing Disability Review Claims (Workload Combined)

Receipts—9,226

Dispositions—5,377

SSA Target Exceeded by 13.7%

All Other Workloads

Receipts—1,935

Dispositions—2,109

SSA Target Exceeded

Production Per Work Year

NM DDS—214

SSA Target—227

Dallas Region—237.4

Nation—229.8

Mean Processing Time

NM DDS—244.8 days

SSA Target—185 days

Dallas Region—207.1 days

Nation—184.2 days

Accuracy—

Most recent SSA Data

NM DDS—98.3%

SSA Target—97%

SSA Target Exceeded

Dallas Region—96.1%

Nation—97%



SUPPORTING THE BRIDGES

Bridges can't remain standing without literally tons of support—much of which is hidden from those who use the bridges. Similarly, NMDVR and its participants are supported by several areas of the agency that those who use our services seldom see.

ADMINISTRATIVE SERVICES UNIT

Administration Services provides leadership, internal control development, financial analysis, budgetary control, and administrative support to NMDVR. Its function is to ensure the agency achieves the highest level of accountability and excellence in services provided to the people of New Mexico. The financial services area consists of: Budget and Grants Unit, General Ledger Unit, Building and Fleet Management Unit, Accounts Payable, and Procurement and Contracts Unit.

INFORMATION TECHNOLOGY (IT)

The IT systems and services provided by the NMDVR Information Systems Unit (ISU) supports and facilitates the agency's vision that "every New Mexican with a disability has the opportunity to contribute to the quality of life and economic prosperity of the state." ISU provides effective and efficient IT support to agency staff, directly resulting in more cost-effective, quality services to people with disabilities in New Mexico.

Ultimately, services provided by NMDVR have a positive impact on the quality of life for New Mexico's disabled population and the state's economic development and ISU ensures that IT initiatives are related to the direct or indirect improvement in service delivery to people with disabilities.

Direct IT strategies or initiatives immediately affect the client or constituent, such as improvements in the case management system, providing disability or program information and resources, and maximizing monetary resources. Indirect IT strategies or initiatives ultimately affect the delivery of services to people with disabilities, such as improving training, tools, resources, and infrastructure that facilitate the providing of those services. Lastly, ISU remains focused on utilizing existing technologies coupled with emerging innovative, cutting-edge technology.

Other areas of NMDVR that support the work of the field staff include HUMAN RESOURCES, the LEGAL TEAM, and a PUBLIC RELATIONS COORDINATOR.



NEW MEXICO DIVISION OF VOCATIONAL REHABILITATION LOCATIONS

ADMINISTRATIVE OFFICES

Santa Fe State Office

2935 Rodeo Park Drive East
Santa Fe, NM 87505
Phone: 505-954-8500
Toll-free: 800-224-7005

Albuquerque-Oakland Administration Office

5200 Oakland Ave NE
Albuquerque, NM 87113
Phone: 505-954-8500

Disability Determination Services

7421 Bartlett Dr. NE
Albuquerque, NM 87107
Phone: 505-841-5600
Toll-free: 800-432-5868

FIELD OFFICES

Alamogordo

2300 Indian Wells Rd
Alamogordo, NM 88310
Phone: 575-437-6550
Toll-free: 888-901-7868

Albuquerque-Gibson

Gibson Medical Center
5400 Gibson SE Box #6
Albuquerque, NM 87108
Phone: 505-841-6450
Toll-free: 866-526-0863

Albuquerque-Lomas

111 Lomas Blvd NW, Suite 422
Albuquerque, NM 87102
Phone: 505-383-2500
Toll-free: 888-818-3259

Albuquerque-Quail

5205 Quail NW
Albuquerque, NM 87120
Phone: 505-836-1774
Toll-free: 888-818-3263

Albuquerque-South Valley

1710 Rio Bravo SW
Albuquerque, NM 87105
Phone: 505-877-7673
Toll-free: 888-815-2981

Carlsbad

3605 National Parks Highway
Carlsbad, NM 88220-1448
Phone: 575-885-8821
Toll-free: 800-645-0258

Clovis

100 E. Manana Blvd. #17
Clovis, NM 88101
Phone: 575-763-3437
Toll-free: 800-645-2143

Edgewood

3 George Court, Suite B
Edgewood, NM 87015
Phone: 505-281-9946

Española

710 B La Joya St
Española, NM 87532
Phone: 505-753-2908
Toll-free: 888-901-3647

Farmington

3401 E. 30th St. Suite B
Farmington, NM 87402
Phone: 505-327-5123
Toll-free: 888-901-7901

Gallup

312 East Nizhoni Blvd
Gallup, NM 87301
Phone: 505-726-1429
Toll-free: 800-279-5681

Hobbs

2120 North Alto #109
Hobbs, NM 88240
Phone: 575-393-3330
Toll-free: 888-201-5859

Las Cruces

3381 Del Rey Blvd.
Las Cruces, NM 88012
Phone: 575-524-6135
Toll-free: 888-901-7866

Las Cruces

Loretto Towne Center
505 South Main Street, Suite 142
Las Cruces, NM 88001
Phone: 575-524-6135

Las Vegas

32 NM 65 Hot Springs Blvd.
Las Vegas, NM 87701
Phone: 505-425-9365
Toll-free: 888-901-7865

Los Lunas

445 Camino Del Rey SW, Suite D
Los Lunas, NM 87031
Phone: 505-864-1617
Toll-free: 888-901-7902

Rio Rancho

3791 Southern Blvd. SE, Suite 210 (Physical Address)
PO Box 15430 (Mailing Address)
Rio Rancho, NM 87174
Phone: 505-896-4500
Toll-free: 866-585-5446

Roswell

1014 S. Atkinson Ave.
Roswell, NM 88203
Phone: 575-624-6024
Toll-free: 800-644-7732

Santa Fe

525 Camino De Los Marquez, Ste 200
Santa Fe, NM 87505
Phone: 505-827-3526
Toll-free: 800-773-4072

Silver City

3088 32nd St. Bypass Suite A
Silver City, NM 88061
Phone: 575-538-5351
Toll-free: 888-901-7861

Socorro

1014 N. California
Socorro, NM 87801
Phone: 575-835-4243
Toll-free: 888-901-7903

Taos

145 Roy Road, Suite C
Taos, NM 87571
Phone: 575-758-4348
Toll-free: 888-901-7869