



Veterans Resource Guide

Prepared by the New Mexico Dept. of Veterans Services
(DVS)

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During the ongoing COVID-19 pandemic, the New Mexico Department of Veterans Services (DVS) is offering remote assistance for New Mexico's veterans and their families. DVS Veterans Service Officers (VSOs) are providing full and prompt benefits assistance via email or phone.

Any veteran or their eligible dependents in New Mexico...no matter where they live...can contact any DVS VSO for assistance. Please call (505) 383-2400...or email us at dvs.info@state.nm.us...and you will promptly be put in touch with a VSO.

DVS VSOs can also be contacted directly. Below is the contact information for the agency's 16 national certified VSOs. Women veterans can also choose to contact the DVS Women Veterans Program for assistance.

Alamogordo

Larry Weatherwax
(575) 491-3127

larry.weatherwax@state.nm.us

Gallup

Durrell Tsosie
(505) 218-0348

durrell.tsosie@state.nm.us

Las Vegas, NM

Martín Márquez
(575) 520-5079

martinM.marquez@state.nm.us

Albuquerque

Victoria Bader
(505) 225-5253

victoria.bader@state.nm.us

Grants

George Garcia
(505) 287-8387

george.garcia2@state.nm.us

Arturo Marlow
(505) 331-8838

arturo.marlow@state.nm.us

Johnny Martinez
(505) 274-3609

johnW.martinez2@state.nm.us

Hobbs

Dalton Boyd
(575) 241-0714

dalton.boyd2@state.nm.us

Rio Rancho

Dustin Newsom
(505) 221-7190

dustin.newsom@state.nm.us

Carlsbad

Dagmar Youngberg
(575) 988-5900

dagmar.youngberg@state.nm.us

Las Cruces

George Vargas
(575) 520-2634

george.vargas@state.nm.us

Roswell

Danielle Thompson
(575) 416-2284

danielle.thompson@state.nm.us

Clovis

Matt Barela
(575) 825-9602

matthew.barela@state.nm.us

Rosa Bycenski
(505) 216-8782

rosa.bycenski@state.nm.us

Women Veterans Program

Robin Wilson
(505) 372-9106

robin.wilson@state.nm.us

Farmington

Beverly Charley
(505) 327-2861

beverly.charley@state.nm.us

Craig Chumley
(505) 870-1349

craig.chumley@state.nm.us

For Entrepreneurial-Minded Veterans: The New Mexico Veterans Business Outreach Center (VBOC)



The New Mexico Veterans Business Outreach Center (VBOC)—the veterans business development division of DVS—is also “open for business” during the COVID-19 pandemic. If you are an aspiring entrepreneur or small business owner seeking to start, purchase, or grow a business, the VBOC is your one-stop shop to provide remote assistance with:

Transition Assistance Programs

Boots to Business — the entrepreneurship track of the Department of Defense’s Transition Assistance Program offered on military installations worldwide for transitioning service members.

Boots to Business | Reboot — an extension of *Boots to Business*, delivering the same information and benefits to veterans, members of the National Guard and Reserves, and their spouses in more accessible off-base locations

Top Reasons to Contact the VBOC

- You are thinking about small business ownership as a post-service career
- Referrals to other partners and programs within the SBA Partner network to include the SBA New —Mexico District Office, Small Business Development Centers, SCORE, Procurement Technical Assistance Center, and the Department of Agriculture.
- Tailored business counseling and mentoring in-person—by phone, virtually, or online
- You could benefit from additional management expertise and access to capital and market opportunities—with access to in-depth market research tools
- You are preparing to apply for a Small Business Administration (SBA) backed loan or a federal contracting certification
- You need help creating your business plan
- Application assistance for federal contracting certification program
- Stay abreast of the ever changing COVID-19 financial assistance programs

Eligibility

- Transitioning or active duty service members
- Veteran of any era
- National Guard or Reserve members
- Spouses of the Above

Go to www.nmvboc.org to learn more and register today. You may also contact VBOC Director Rich Coffel at (505) 220-9932 or VBOC Business Advisor Jim Cassidy at (505) 228-3024.

COVID-19 Vaccine Update from the New Mexico VA Health Care System

The New Mexico Department of Veterans Services (DVS) is reminding veterans in New Mexico that they can also get their COVID-19 vaccine from the New Mexico VA Health Care System (NMVAHCS).

The NMVAHCS is expanding its COVID-19 vaccinations under the SAVE LIVES Act and dependent on the readily available COVID-19 vaccine supply. VA will continue to prioritize veterans who are eligible and enrolled in VA care. As with the DOH option, pre-registration is also required. “Walk-ins” are not allowed. No one will get a vaccine through the NMVAHCS without registering in advance for a vaccine appointment.



To register, VA-enrolled veterans can call the NMVAHCS at (505) 265-1711, and then using either of the following four extensions: 3915, 3916, 2910, or 2912. Once registered, the NMVAHCS will contact you when your vaccine is ready. The NMVAHCS will also contact you for your second dose or “booster” of the Moderna and Pfizer vaccines. (the Johnson & Johnson vaccine is a single dose vaccine)

For VA-enrolled and eligible veterans in the Albuquerque metro area, the vaccine will be given at a special drive-through clinic set up in the parking lot of the Albuquerque Raymond G. Murphy VA Medical Center’s main building. The following groups who are eligible for a COVID-19 vaccine at VA, as long as the vaccine supply is available are as follows:

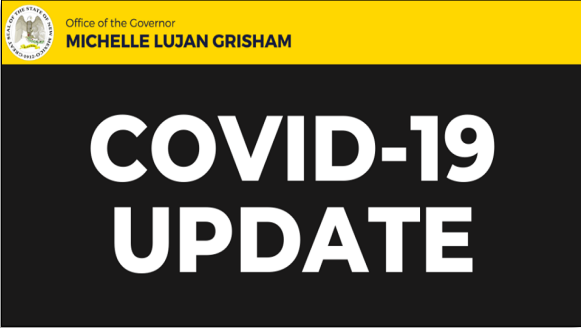
- Veterans of all ages
- Spouses of a Veteran
- Caregivers of a Veteran
- Widowers of a Veteran
- Recipients of Civilian Health and Medical Program of the Department of Veterans Affairs benefits (CHAMPVA)
- Anyone who served in the U.S. military - Reservists, National Guard and Coast Guard, who are retired or were never activated
- All veterans regardless of Character of Discharge

Vaccines are also available at the 13 Community-Based Outpatient Clinics (CBOCs) managed by the NMVAHCS: Alamogordo, Artesia, Española, Farmington, Gallup, Las Vegas, Raton, Rio Rancho, Santa Fe, Silver City, Taos, Truth or Consequences, and Durango (Colorado).

The following three CBOC’s are not managed by the NMVAHCS: Clovis (under the jurisdiction of the Amarillo, TX VA Medical Center), Hobbs (Big Spring, TX), and Las Cruces (El Paso VA Medical Center). Veterans who call the main NMVAHCS number will be referred to these VA health care systems.

Veterans who are not enrolled in VA health care can enroll ahead of registering for a vaccine by also calling the above phone number. For more information about VA health care eligibility—and for online registration:

https://www.va.gov/health-care/eligibility/?fbclid=IwAR1PDKybCEaJ_fDc6J28-4NklhY2ZzaL_ollbxwT-gpK9HvsVYOxGhkMyqk



COVID-19 Vaccine Update from the New Mexico Dept. of Health

The New Mexico Department of Health (DOH) is allowing registrants who are 16 years and older to now schedule your own COVID-19 vaccine appointments.

To do so, users log in to vaccineNM.org using their confirmation code and date of birth, choose their location, and then select from available appointments in their area. Event codes for New Mexicans 40 years and older are no longer required, though they are required for younger residents.

In the event that a user does not immediately find an available appointment, DOH encourages you to check back again. Providers are continually updating their appointment schedules. Seniors and those with disabilities can also call 1-(800) 432-2080 for support with registration and scheduling.

The New Mexico Department of Health (DOH) is also reporting that 100% of in-state Phase 1 registrants have received an invitation to a vaccine appointment.

- All New Mexicans 16 years and older are now eligible for the COVID-19 vaccine, but the state is prioritizing invitations for New Mexicans 75 years and older and New Mexicans 60 years and older with a chronic condition
- The Department of Health also encourages New Mexicans to update their profiles on www.vaccineNM.org if they registered through the state system but got vaccinated elsewhere (either out-of-state or with another provider).

COVID-Related Financial Assistance

Funeral Costs: Starting Monday, April 12, those who lost loved ones to COVID-19 will be able to apply to FEMA for retroactive reimbursements for burial costs. Applicants can receive up to \$9,000 per burial.

To apply, you must call (844) 684-6333. The call center will be open from 7am to 7pm ET, starting April 12. For more information: <https://www.fema.gov/disasters/coronavirus/economic/funeral-assistance>

Housing Costs: Applications for the COVID-19 Housing Cost Assistance Program, operated by the New Mexico Mortgage Finance Authority, must be completed by 5pm on April 15. Income-eligible recipients will receive as much as \$1,500 per month for up to three months for rental and mortgage-related payments. Details of all qualifying criteria can be found at housingnm.org. Applicants may also call (505) 308-4206 or toll free at 866-488-0498 for more information.

Utility Costs: New Mexico Gas Company has established \$1.2 million in COVID-19 relief funding to assist income-qualifying customers and small business owners who have fallen behind on their gas bills because of the pandemic. Qualified residential customers will receive a one-time payment of \$150 toward their bill, and small business owners who qualify will be eligible for a one-time credit of up to \$250.

Residential customers can apply for help through New Mexico Gas Company's HEAT New Mexico program. For customers seeking to learn more, please go to nmgco.com or reach out to 1-888-664-2726. Small business owners can apply online at www.nmgco.com/SmallBusiness/CovidRelief



Emergency Assistance Offered by Salvation Army Albuquerque

Salvation Army Albuquerque is offering the following assistance to veterans and non-veterans in the Albuquerque metro area.

Food Pantry: Monday – Friday 9am – 11:30 am and 1 pm – 3:30 pm
Salvation Army Corps Community Center – Family Services – 4301 Bryn Mawr Drive NE distributes food to those having difficulty purchasing enough to avoid hunger.

Food Boxes feed families for up to a week. Also, Homeless are provided bags of single serving foods and drinks as funding and food are available.

Criteria needed:

- ID's for everyone in household (so we make sure to provide enough food)
- Proof of residence (other than ID, like a bill or rental agreement)

Bus Passes – Low Cost:

Salvation Army Corps Community Center – Family Services – 4301 Bryn Mawr Drive NE
Monday – Friday 9am – 11:30am and 1:00 – 3:30 pm
provides Bus Passes at a discounted rate (\$10.00 monthly pass)

Criteria needed:

- ID
- \$10 (under ER conditions, a first-time pass may be given free of charge)

Rent and Mortgage Eviction Prevention Assistance:

(for as long as funding lasts)

- Monday – Friday 9am – 11:30 am and 1:00 pm – 3:30 pm
- Salvation Army Corps Community Center – Family Services – 4301 Bryn Mawr Drive NE helps provide
- Assistance in preventing Eviction. One-month Base Rent with a 3 day Pay or Quit notice.
- Assistance is paid directly to Landlord (NO deposits or fees may be paid) as funding permits.
One time annually with Emergency

Criteria Needed:

- ID's for everyone in Household.
- Proof of Residence
 - Current Rental or Lease Agreement; or last 2 Mortgage statements.
- 3 Day Pay or Quit Notice
 - Proof of Income for everyone in Household
 - Proof of Emergency – reason funding needed

(continued)

Utility Payment Assistance:

Monday – Friday: 9:00 am – 11:30 am and 1:pm – 3:30- pm

Salvation Army Corps Community Center – 4301 Bryn Mawr Dr. NE assists eligible households in paying for Gas, Propane, Electricity and Water. Available 1 time annually for each. No deposits or fees can be provided.

Criteria needed:

- ID's for everyone in Household
- LIHEAP letter of acceptance
- Proof of Residence (can be with bill)
- 2 months of current/previous bill
- Proof of Emergency need

Emotional Spiritual Care:

Provided by Ordained ministers of Salvation Army by appointment.

(505) 544-5832 or (505) 544-5833

Soup Kitchen / Free Meals:

Tuesday – Friday: 8:00 am – 3:00 pm

Salvation Army Temple Corps located at 501 Broadway Blvd SE 87102, offers on-site prepared meals to food-insecure individuals. Also, when available: snacks, water, Bibles, coffee, masks, clothing, shoes

Residential Substance Abuse Treatment: Adult (Male) Rehabilitation Program

Salvation Army Corps Community Center - 400 John St. SE, ABQ offers a 6-month residential treatment program for adult males. The program is a faith-based, work therapy program. Offered free for males with life-controlling addictions.

Phone number for Intake or information: (505) 242-3112

Silvercrest Low Income Senior Housing:

Salvation Army Silvercrest offers independent living community for low-income senior citizens. Located at 4400 Pan American FWY NE in ABQ, Silvercrest fills a critical need of Safe Housing for Senior.

- Application Process and Waiting List:

(505) 883-1068

Goodwill Industries of New Mexico Offering Critical Community Services for Homeless Veterans

New Mexico's veterans, family members and other state residents experiencing hardships during the ongoing COVID-19 pandemic can get help with numerous services online through Goodwill Industries of New Mexico.



Homeless Veterans Reintegration Program

Focuses on placing veterans that are experiencing homelessness, or who are at risk of becoming homeless, into long-term employment. Other social services are also available. <https://www.goodwillnm.org/veteran-employment.html>

Supportive Services for Veterans and Families

Helps stabilize housing for very low-income veterans and their families who are homeless or at risk of becoming homeless. <https://www.goodwillnm.org/veteran-housing.html>

Veteran Family Services Program

Provides job development services, job training, and comprehensive case management for veterans and their family members. <https://www.goodwillnm.org/veteran-family-services.html>

Other Agencies Offering Assistance for Veterans

New Mexico Veterans Integration Centers

The New Mexico Veterans Integration Center is a 501(c)3 non-profit organization founded in 2005. More than just a homeless shelter for veterans, "the VIC" provides a multitude of services including multiple housing assistance options, peer support, food and nutrition, and case management services to help veterans get back on their feet again and re-integrate into the community. <https://nmvic.org/>

New Mexico Department of Workforce Solutions

The New Mexico Department of Workforce Solutions strives to be a leader in improving employment and poverty rates through workforce development, enhanced services for employers, and ensuring fair labor practices and workforce protections for New Mexicans. <https://www.dws.state.nm.us/en-us/>

DWS can assist veterans with all aspects of looking for a job: Résumé preparation, interviewing skills, job-finding assistance, and many more helpful programs.

<https://www.dws.state.nm.us/Portals/0/DM/VC/Vets-Emp-Guide-Web.pdf>

The following two pages are for veterans/residents in the Albuquerque metro area



CDBG-CV Eviction Prevention Program

The CDBG-CV Eviction Prevention Program (CDBG-CV EPP) is funded through the U.S. Dept. of Housing & Urban Development (HUD) Community Development Block Grant (CDBG) Coronavirus Aid, Relief, and Economic Security (CARES). Recipients of HUD assistance may not simultaneously participate in one or more HUD programs; Affordable Housing Properties are permitted providing the rental unit is not HUD subsidized. In order to qualify for CDBG-CV assistance, client households must meet the following eligibility requirements:

Program Eligibility Requirements

- COVID-19: Applicant must self-certify that they, or members of their household, have been financially impacted as a result of the COVID-19 pandemic;
- Income Guidelines: Applicant’s household income must be at or below 80% of the area median income (AMI) for Albuquerque, Bernalillo County, New Mexico;

US Department of HUD	2020 Adjusted Home Income Limits
State: New Mexico	Area Median Income: \$69,100

Effective Date: July 1, 2020	Program %	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
Albuquerque, NM MSA	30%	\$14,550	\$16,600	\$18,700	\$20,750	\$22,450	\$24,100	\$25,750	\$27,400
	60%	\$29,040	\$33,180	\$37,320	\$41,460	\$44,820	\$48,120	\$51,420	\$54,780
	80%	\$38,750	\$44,250	\$49,800	\$55,300	\$59,750	\$64,150	\$68,600	\$73,000

- Proof of Income: Current or previous year (2020 or 2019) IRS Form 1040, U.S Individual Income Tax Return for each adult household member who receives income;
- Identification: Valid US Government Issued Picture ID;
- Service Specific Requirements:
 - Utility Assistance
 - Past-due or disconnected status - Account must be in a household member’s name who resides on the property and is a responsible party on the mortgage or rental contract. A recent bill and statement of account will be requested.
 - Proof of Address – Valid Rental Contract/Agreement/Mortgage Statement or other Ownership documentation - must contain applicant’s name and address.

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- Household member name must also be on the tax form(s), and on the rental contract, if applicable. Exception: Water accounts paid by tenant as stipulated in lease.

Rental Assistance:

- Valid Lease Agreement or Rental Contract– must contain applicant’s name and address;
- Current month eviction notice, notice of non-payment, Writ of Restitution, or account statement showing a past-due account. Document(s) must be in a household member’s name who resides on the property.
- Household member name must also be on the tax form(s), and on the rental contract;
- Ownership of property must be verifiable.



Frequently Asked Questions

In 2020, the U.S. Congress appropriated funding to the U.S. Department of Treasury to provide emergency rental assistance to households experiencing financial hardship as a result of the COVID-19 outbreak. Funding was allocated to states, Indian tribes or their Tribally Designated Housing Entities, and territories to provide Emergency Rental Assistance in the form of rental, utilities, and home energy costs assistance to eligible renters. The Department of Finance and Administration (DFA) will administer approximately \$170 million appropriated for the Emergency Rental Assistance program for both the State of New Mexico and the City of Albuquerque.

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What type of assistance is available?

This assistance is available for those in a lease agreement with a landlord or those who have entered into a lease-purchase agreement. Funding is also available for utility assistance and other expenses related to housing costs (i.e. hotel/motel costs) incurred directly or indirectly, due to the COVID-19 outbreak.

Am I eligible to apply for Rental Assistance?

To be eligible, a household must be obligated to pay rent on a residential dwelling; and

- Households paying rent under a lease agreement. This includes tenants making lease payments under a lease-purchase agreement;
- Households, where one or more individuals have either: a) qualified for unemployment benefits; or b) experienced a decrease in household income, incurred significant costs, or experienced other financial hardship due to the COVID-19 outbreak, which include:
 - Job loss;
 - Job furlough;
 - Closure of place of employment;
 - Reduction in self-employment compensation;
 - Job loss and/or wage reduction due to requirement to be quarantined based on a diagnosis of COVID-19; or
 - Other pertinent circumstances leading to financial hardship;
- Households where one or more individuals within the household can demonstrate a risk of experiencing homelessness or housing instability;
- A household income at or below 80% of area median income as defined by the Department of Housing and Urban Development provided in this link: http://housingnm.org/assets/content/Income_Limits.pdf;
- Have a current primary residence in a housing unit in New Mexico;
- Have documentation to demonstrate delinquency on rental housing costs, utilities and other costs; and
- Have made their housing cost payments through March 31, 2020.

Where do I apply for Rental Assistance?

You can apply at www.RentHelpNM.org beginning April 5th, 2021. Renters across the state are eligible for this program -- except for residents of Bernalillo County (outside of Albuquerque city limits), Dona Ana County, and those who live in a pueblo or tribal area. Those two counties, as well as tribal governments, will administer their own Rental Assistance Programs.

- [Bernalillo County Emergency Rental and Utility Assistance Program](#)
- [Dona Ana County Emergency Rental and Utility Assistance Program](#)



How do I apply for rental and or utility assistance?

You can apply through the following method beginning April 5th, 2021:

1. Web portal at www.RentHelpNM.org; or
2. Download and submit the application by mail to:

DFA Attention: ERAP
 407 Galisteo
 Santa Fe, NM 87501

3. You can also call 1-833-485-1334 to speak to a representative.

Is there a cap or maximum amount of Rental Assistance I can receive?

Rental Assistance is capped at 15 months of assistance, which is dependent on the individual's situation. Rental Assistance may be dispersed in 3-month increments and depending on the individual's situation, an opportunity to receive additional assistance after submission of updated documents and further review. Priority will be placed on paying past-due or rent in arrears before any other assistance. Restrictions are dependent on the individual's request and personal situation.

Payments will be made directly to the landlord.

What is Utility assistance?

Utility assistance is defined as assistance to renters to pay past-due bills for electricity, gas, water and sewer, trash removal, fuel oil, wood, and pellets.

Utility Assistance is capped at 15 months which is dependent on the individual's situation and rental past-due amounts. Utility Assistance is only available to renters, not homeowners.

Payments will be made directly to the utility provider.

What are the documents required to be submitted for Rental and/or Utility Assistance?

In order to validate eligibility and application information, supporting documentation is required to be submitted. Documentation may include but is not limited to:

- paycheck stubs, earning statements
- most recent filed federal income tax return
- profit and loss statement showing the net amount after business expenses
- bank statements
- utility invoices
- receipts for expenses such as wood, pellets, hotel/motel costs etc.
- attestations from landlords, employer, caseworkers, or others with knowledge of the household's circumstances
- IRS form 1099-G
- mortgage or deed or title to the property being rented for lease-purchase situations
- unemployment award letter
- any other documentation as requested by DFA.



Photocopies or digital photographs of documents can be mailed in along with the application, uploaded to the web application portal, or emailed to DFA.

When will the Rental Assistance Program be available?

The program will be open to applicants beginning April 5th, 2021

How long will the application process take?

Upon submission of the application and supporting documentation, DFA will conduct a review within 24 to 48 hours. If additional information is needed, a representative will contact you as soon as possible. After a review of the application, you will be notified of the decision via email or mail. If the application is approved, payment will be made within 10 business working days.

Will I receive the financial assistance payment?

The State of New Mexico will either pay the landlord and/or the utility provider directly depending on the financial assistance request. Requests for other financial assistance such as wood, pellets, hotel/motel costs etc., will be reimbursed directly to the applicant with evidence of receipts.

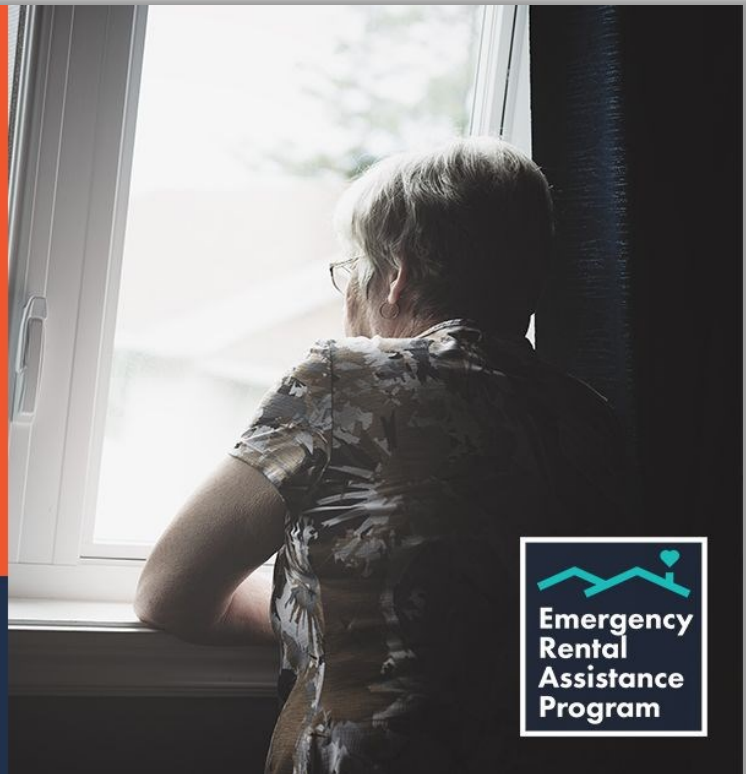


**NEW MEXICO,
DO YOU NEED HELP PAYING
YOUR UTILITY BILLS?**

WE CAN HELP.

LEARN MORE AT

RENTHelpNM.ORG



OPERATION RAPID RESPONSE

Helping All Veterans and their families leave homelessness regardless of where they live in New Mexico.

Eligible Veterans include:

1. Veterans that have served at least one day on active duty
2. Veterans who are or have served in the National Guard or Reserve Forces
3. Unremarried Surviving Spouses of a Veteran that would have been eligible if alive today



The program is designed to help any eligible Veteran or Surviving Spouse in the state by either providing direct assistance from one of our staff who will meet the Veteran where they live, OR, assisting another care coordinator already providing services to our Veterans with financial support to meet their needs.

- All discharges except DISHONORABLE will be considered for eligibility purposes
- Any Veteran or Surviving Spouse without a DD214 or NGB22 can still be supported if we can verify their Veteran status or that of their loved one (please talk to our team)
- Funds and services available anywhere in New Mexico
- Care Coordinators do not need to be licensed professionals

For more information please contact our Outreach Specialist, Alyssa Bond at: alysa.bond@nmvic.org or (505) 355-9869.

If You Know A Veteran In Need

Call us at 505-296-0800



www.nmvic.org

Social Security Administration Offering Telephone Assistance at all 11 Statewide Offices

The United States Social Security Administration (SSA) wants veterans to know that during the COVID-19 pandemic, it is also open for business. Though local offices nationwide are not open for in-service walk-in visitors, the SSA is also assisting with social security benefits and other vital services via phone or email.

New Mexicans needing assistance can call any of the 11 SSA offices in New Mexico below:

Albuquerque	1-(800) 772-1213
Carlsbad	1-(800) 772-1213
Clovis	1-(866) 931-9945
Farmington	1-(866) 931-7656
Gallup	1-(888) 810-3744
Hobbs	1-(866) 254-2611
Las Cruces	1-(866) 563-9294
Las Vegas	(505) 425-0066
Rio Rancho	1-(800) 772-1213
Roswell	1-(866) 563-9470
Santa Fe	1-(866) 571-8130