

# **VETERANS'CONFERENCE 2025**

HONORING SERVICE: NM VETERANS & TRIBAL VETERANS GATHERING



# **WELCOME**

TO

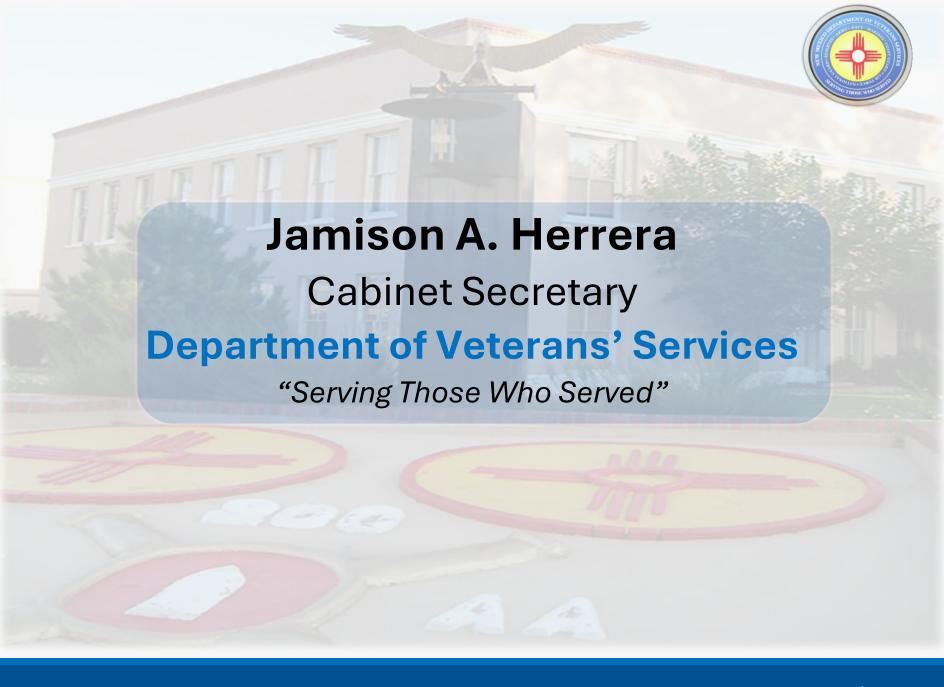
Hilton Santa Fe Buffalo Thunder Resort & Casino



# "Every day is Veterans' Day"

Mission: Build healthier communities by connecting all Veterans and their families to the highest quality care, services, and eligible benefits through advocacy and collaboration.

Vision: All Veterans and their families in this state will be educated about and the have an opportunity to attain all earned benefits through collaborative and synchronized efforts of all community service organizations.





# New Mexico Department of Veterans' Services

# Benefits Division Briefing State Benefits, Cemetery and Memorial Programs

Jeff George Bureau Chief, State Benefits Division

(505) 827 - 6302

(505) 699 - 4087

jeff.george@dvs.nm.gov

#### STATE BENEFITS DIVISION

(505) 827-6300 / (505) 383-2400 / (866) 433-8387



## **VETERAN SERVICES STATE BENEFITS**

- 1. VETERAN & ACTIVE-DUTY MILITARY DISCOUNTED HUNTING & FISHING LICENSE
- 2. DISABLED VETERAN HUNTING & FISHING LICENSE (593 FY25)
- 3. NM PARKS PASSES (939 FY25)
- 4. VETERAN PROPERTY TAX EXEMPTION (2942 FY25)
- 5. 100% DISABLED VETERANS' PROPERTY TAX WAIVER (1651 FY25)
- 6. 10% 90% DISABLED VETERANS' PROPERTY TAX WAIVER (EFFECTIVE 2026) (260 FY25)
- 7. VETERANS LICENSE PLATES (698 FY25)
- 8. EDUCATION SCHOLARSHIPS (89 FY25)

#### To show proof of Veterans status or disability, bring one of the following:

- DD-214
- National Oceanic & Atmospheric Administration (NOAA) Form 56-16
- US Public Health Service (PHS) form 1867
- If filing for the disabled property tax waiver: Letter from the VA declaring service-connected disabled rating

#### To show proof of NM residency, bring one of the following:

- Valid NM driver's license
- Voter registration card
- Latest NM income tax return

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### **VETERAN SERVICES STATE BENEFITS**

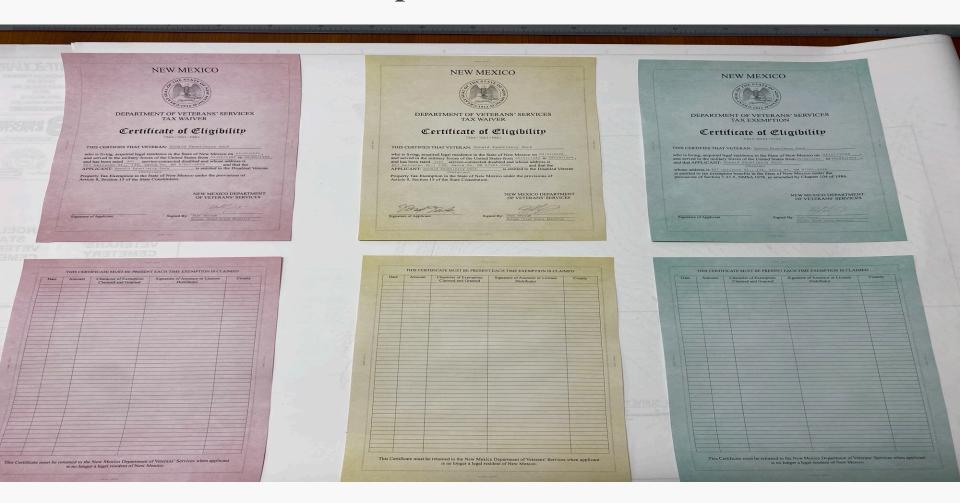
**HB 47** was an amendment of property taxation owned by a veteran. The constitutional change increased the property tax exemption veterans will receive. The amount has increased from \$4,000 to \$10,000 in 2026.

The property of a disabled veteran is exempt from property tax in the amount that shall be based on the **percentage of the veteran's disability rating as determined by federal law**, provided that the disabled veteran occupies the property as their principal residence.

HB 161 The bill has extended the Veterans Park Pass benefit to all Veterans and not limit to 50% and higher disabled Veterans. It also extend the usage for the camping pass, changing it from one 3-day pass per year to unlimited use pass for all veterans. DVS is currently working with EMNRD/New Mexico Parks division to review the rules and develop a new placards for veterans.

# New Veteran Property Tax Exemption Sample Certificates







# New Mexico Department of Veterans' Services

# Benefits Division Briefing State Benefits, Cemetery and Memorial Programs

David Walker, Bureau Chief State Cemeteries & Memorials Division

(505) 670 - 5824

david.walker@dvs.nm.gov



# STATE VETERAN CEMETERIES AND MEMORIAL PROGRAMS



PROVIDING AN HONORABLE
RESTING PLACE
CLOSE TO HOME

#### **NEW MEXICO STATE VETERAN CEMETERIES**



FT. STANTON STATE VETERAN CEMETERY(505) 205-6707)

GALLUP STATE VETERAN CEMETERY (505) 905-9771

ANGEL FIRE STATE VETERAN CEMETERY (505) 225-4341



MERCHANT MARINE HISTORICAL CEMETERY(505) 205-6707)

TAOS STATE VETERANS' CEMETERY (TBD FY26)

CARLSBAD STATE VETERANS' CEMETERY (CONSTRUCTION TBD)









# State Veteran Honors Programs Military Honors / Honor Guard Burial Program









DVS ensures that all eligible discharged veterans receive proper Honors during burial ceremonies

Statewide there are 40 all-volunteer trained and uniformed Honor Guard Teams who provide a Final Salute, 31 of them have active PO with the state: Completed 635 services at an expended amount \$129,400.00

- Uncovering of the American Flag over casket or urn (Flag Fold)
- Ceremonial Rifle Volley Salute
- Sounding of Taps
- Presentation of American Flag to Next of Kin
- DVS provides financial stipend for these honors

NMDVS holds a bi-annual training conference and competition for all honor guard teams across the state / April 25, 2025, Las Cruces NM

# Veterans Burial Allowance and Transportation Benefits



VA burial allowance for burial and funeral costs

VA plot or interment allowance for the cost of the plot (gravesite) or interment

VA transportation reimbursement for the cost of transporting the Veteran's remains to the final resting place

Claims must be submitted within **2 years** after the veteran's burial Burial allowance can be up to **\$2000** 

VA provides a headstone or marker allowance for private headstones in private cemeteries, or a government headstone or marker

https://www.va.gov/burials-memorials/veterans-burial-allowance/ If you need assistance in completing these forms, NMDVS can provide assistance from a VSO at a local field offices through our VSO's near you.

# State Veteran Memorial Programs Forgotten Heroes Burial Program 2024 52 Veterans



 Each year NMDVS ensures that all unclaimed or indigent deceased veterans will not be alone and will receive the "Final Salute" befitting all who served to protect our freedoms.



- NMDVS becomes the "Family of Record' and partners with VA, local counties, and funeral homes to verify veteran eligibility.
- Annually, DVS conducts burial ceremonies at the Santa Fe VA National Cemetery with Full Honors.

## **NEW MEXICO VIETNAM VETERANS MEMORIAL**



The Vietnam Veterans Memorial Facility in Angel Fire is recognized by Congress as a "Memorial of National Significance." **FY24** we had **47,036** visitors to the facility. (505) 377-2293

NMDVS has completed work and opened a **Half (½) scale Vietnam Veterans Memorial Wall \$1.8M** on the facility grounds. Construction was completed June 2024 and was funding thorough our (ICIP Funding).



# **NMDVS EVENTS AND CEREMONIES**



Military and Veterans Day at the NM Legislature Memorial Day Ceremonies Across the State Military and Veterans Day New Mexico Expo (State Fair) Honor Guard Training Conferences and Competitions twice a year **Forgotten Heroes Burial Ceremony** Labor Day Brick laying at the Vietnam Veterans Memorial **Purple Heart Ceremony** Homeless Veterans Stand Downs **Veterans Day Events Across the State** Vietnam Veterans Recognition Ceremony Veterans Benefits Outreach events Across the State

BATAAN BUILDING BLDG. 407 Galisteo St., Rm 134 Santa Fe, NM 87501 (505) 827-6300 Questions/Comments? "Every Day Is Veterans Day"

PINETREE BLDG. 4801 Indian School Rd Albuquerque, NM 87110 (505) 383-2400



# MAJOR MARVIN PAULK

# New Mexico National Guard Funeral Honors Program



# New Mexico Department of Veterans' Services

Robin Wilson
Field Services Division

# **Field Services Division**



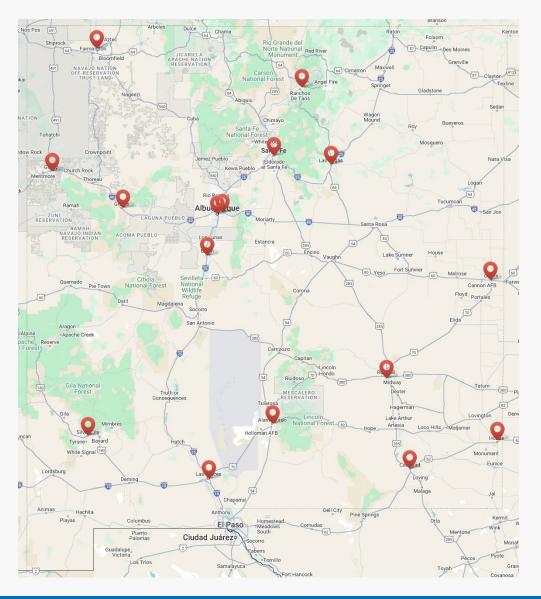
#### Mission of the Division

The Field Services Division provides direct support through VSOs, ensuring Veterans access all entitled federal and state benefits.

- **Direct Veteran Support:** VSOs assist Veterans and their dependents with filing VA claims and accessing both federal and state benefits.
- Resource Connection: We provide vital links to services like transitional housing, education, and behavioral health resources.
- Strategic Statewide Presence: Our division operates across New Mexico.

# Where Are Veteran Service Officers?





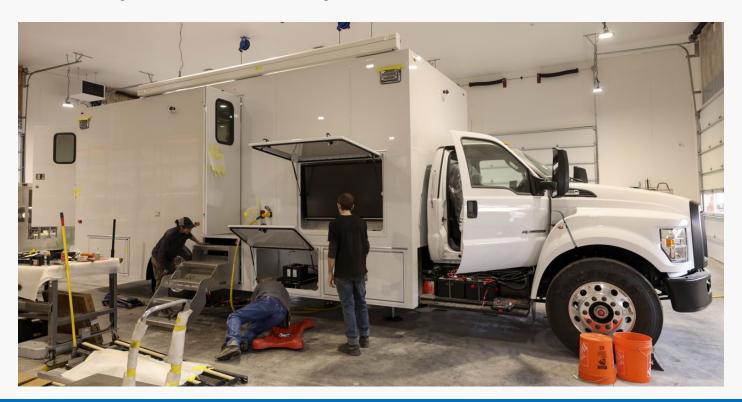
- Gallup
- Grants
- Farmington
- Rio Rancho
- Las Vegas
- Taos
- Santa Fe
- Albuquerque
- Pine Tree
- VA Hospital

- VARO
- Good Will
- Belen
- Clovis
- Roswell
- Hobbs
- Alamogordo
- **Las Cruces**
- Silver City

# **Mobile Unit**



- Currently being built
- Goal- Assist Veterans and their families living in rural and Tribal communities
- Ensure every Veteran, every where has access to their benefits



# Why VSOs

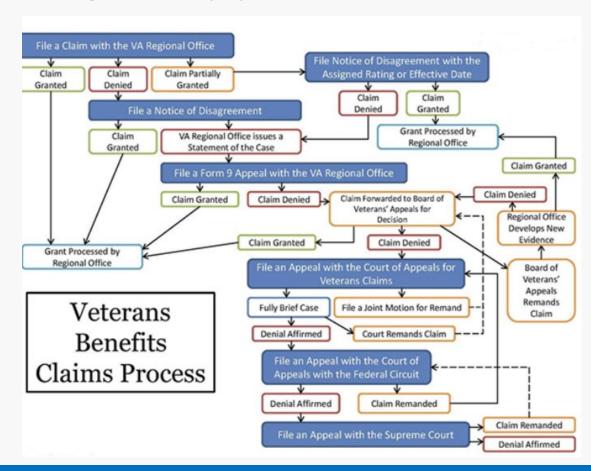


### **VSOs Help Navigate Complex VA Systems**

- VA benefits can be confusing and overwhelming.
- VSOs provide guidance on regulations, paperwork, and deadlines.

# Impact on Veterans and Families

- Ensuring access to healthcare, compensation, and education.
- Providing financial stability and peace of mind.





# **Questions about State or Federal Veteran Benefits???**

- **≻NMDVS.org**
- >505-383-2400
- >VSOs at the outreach tables









### **Program Agenda Overview**

- ✓ AARP's History of Supporting Veterans & Military Families
- √ Four Pillars of Focus
- ✓ Military Veteran Caregiving
- ✓ Fighting Fraud Thru Operation Protect Veterans
- ✓ AARP's Veterans & Military Spouses Job Center
- ✓ Additional Resources for Veterans & Military Families
- ✓ Contact Information





# AARP History of Supporting Veterans & Military Families 1960s:

- □ Identified Under-Utilized Tax Benefits for Veterans and Military Families During the Vietnam War
- Enter the control of the control of
  - Created FREE Tax Aide for low/moderate income and 50+
     Americans
  - Became the largest FREE, volunteer-based tax prep service
  - Served over one million filers and returned nearly \$700 million in federal refunds in 2021 alone

AARP.org/Veterans

Tax-Aide™



### **AARP's History of Supporting Veterans & Military Families**

#### 2000s:

- ☐ Launched *AARP.org/Veterans* in 2017
  - Timely information & FREE resources for Veterans & Military Families
- □ Conducting Public Outreach through AARP and Veteran/Military Support Networks since 2015
  - Host Virtual & In-Community Programming
  - Activate AARP's Nationwide State Network
- □ Leveraging AARP's Earned and Social Media,
   Other Communications Channels since 2018
  - Share Free Products & Resources

#AARPsalutesVets #OperationProtectVeterans





# History of Supporting Veterans & Military Families Mission Statement:

"Empower Veterans and Military Families to navigate the complexities of life's transitions by delivering tangible, actionable value; and delivering authentic and unwavering commitment to those who have served our country."



# **Strategic Focus**

**AARP Serves Nearly Six Million Current or Former Military Service Members** 

# **Four Pillars of Focus**

Military
Veteran
Caregiving
with Free
Programs &
Resources

Fighting
Fraud
through
Operation
Protect
Veterans

Boosting
Careers
through
Veterans &
Military
Spouses
Job Center

Connecting
Veterans &
Military
Families to
Service
Benefits &
Discounts



# **Growing Strategic Collaborations**

Named a Community & Strategic Partner by VA in 2021

- **U.S. Department of Veterans Affairs' Veterans Experience Office:** 
  - One of 28 corporate & nonprofit organizations "that allow Veterans and their families to access resources, care in the community, (and) improve the Veteran experience ..."







# **Growing Strategic Collaborations**

# National to Nationwide Focus: Creating Paths & Platforms to Share AARP Free Resources & Programs





























# **Growing Strategic Collaborations**

**AARP Sponsors Wheelchair Accessible Transport for Honor Flight Veterans and their Guardians** 



AARP.org/Veterans



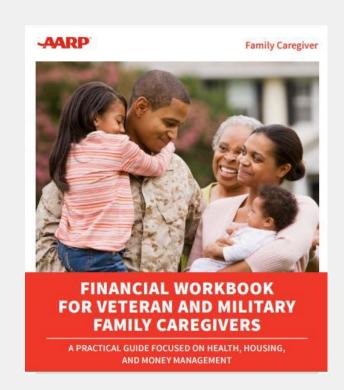




# **Supporting Veteran & Military Caregivers**

#### Fast Facts:

- About 5.5 Million Military & Veteran Caregivers in the U.S.
- \$14 Billion in Voluntary, Uncompensated Care Delivered Each Year
- Military Caregivers Face:
  - Worse Health Outcomes
  - Strained Family Relationships
  - More Workplace Challenges





# **Supporting Veteran & Military Caregivers**

- Every family caregiving situation is unique:
  - Health and wellness concerns
  - Care plans and care teams
  - Financial resources
  - Housing
  - Access to VA facilities and other medical providers





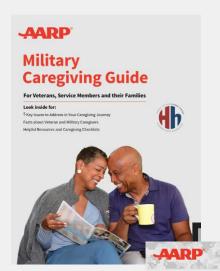


## **Supporting Veteran & Military Caregivers**

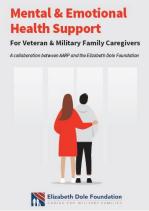
AARP, Elizabeth Dole Foundation teamed up to deliver free resources and timely programs

- FREE Military Caregiving Guides:
  - AARP.org/VetsCareGuide
  - AARP.org/VetsCareHandbook
  - AARP.org/CuidarVeteranos
- NEW Mental & Emotional Health Support Pocket Guide for VMF Caregivers
- FREE Respite Relief Program for Caregivers
  - HiddenHeroes.org/Respite







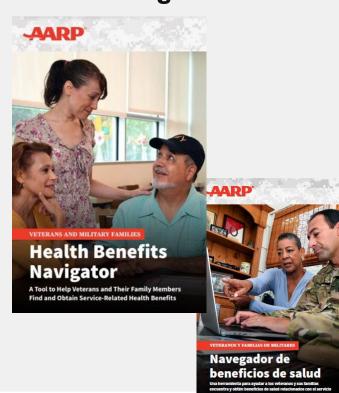




# AWARD WINNING: Veterans & Military Families Health Benefits Navigator

Vanity URL: <u>AARP.org/VetsHealthNavigator</u> <u>AARP.org/NavegadorSaludVeteranos</u>

- ✓ Info on Health Benefits from VA Health, DOD Tricare, Medicare, Private Market
- ✓ How qualify for and enroll in VA benefits
- ✓ Real-life examples of people seeking health care services and how they determined which steps to take





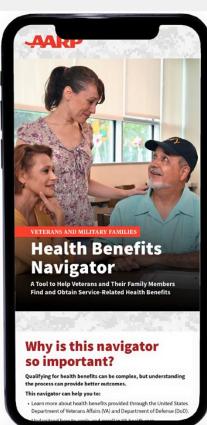
**NEW Mobile-friendly Veterans Health Benefits Navigator** 

**Vanity URL:** 

☐ AARP.org/VetsHealthNavigator

**NEW SECTIONS** for Accessing Veterans Specialty Care Programs/Services, including:

- VA Health Care Services
- Women Veterans Health Care Program
- Specialty Emotional & Mental Health Services
- > Specialty Dental, Oral, Hearing & Vision Services
- Family Caregivers Assistance Program





### **Connecting to Military Service Benefits**

Veterans Burial Benefits Guide at AARP.org/Veterans

#### What's Inside?

- ✓ Universal Benefits That Most Families Seek
- √ 4 Steps on Application Process
- ✓ 6 Tips on VA End-of-Life Benefits
- ✓ AARP & VA Resources & Contacts

#### Veterans Burial Benefits Guide

Tips for End-of-Life & Survivors' Benefits Eligibility

Available through the U.S. Department of Veterans Affairs' (VA) National Cemetery Administration





#### **Connecting to Military Service Benefits** Other Resources:

- **AARP's 43% Membership Discount** 
  - Another way to 'Salute Service & Sacrifice' of Veterans, Military & their Families and Spouses on the home front
  - AARP.org/Veterans
  - Check the top right corner of our website for the AARP Veterans & **Military Discount**

### AARP.org/Veterans

## **JAARP**

#### VETERAN'S DAY IS EVERY DAY 🖈



Membership for up to

#### **Key Benefits**

- Exclusive discounts
- Award-winning AARP The Magazine
- Important information on health, Medicare. and Social Security
- · Great value and much more!



## **Fighting Fraud with Operation Protect Veterans**

#### **Collaboration:**

**AARP Fraud Watch Network and U.S. Postal Inspection Service** 

- > GOAL:
- Raise Awareness that Con Artists Target Veterans and Service Members More Than Civilians
  - Launched Veterans Day 2017
- > KEY STEPS:
- Identifies Top Scams, Frauds and Identity Theft for Veterans
   & Military Families and Ways to Stay Protected
  - Top Tip: Don't give out personal information over telephone, online or on your doorstep





## **Fighting Fraud & Operation Protect Veterans**

Latest AARP Research: Scambush Survey

AARP.org/VetsFraudReport2021

November 2021

#### **Top Findings:**

- ❖ Veterans & Military Adults are 40% more likely to lose money to scams and fraud than civilians
- ❖ Nearly 80% of Veterans & Military Adults are targeted by scams related to their military service or veterans' benefits



Scambush: Military Veterans Battle Surprise Attacks from Scams & Fraud

Report Prepared by: Jennifer Sauer, AARP Research and Pete Jeffries, AARP Veterans and Military Families Initiative



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https://doi.org/10.26419/res.00502.001



AARP RESEARCH





#### **Fighting Fraud**

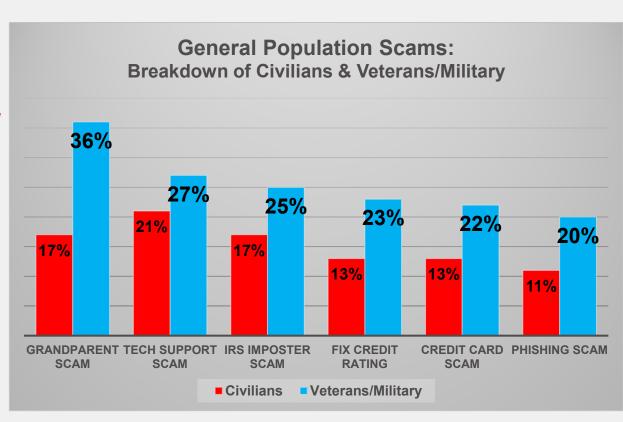
Latest AARP Research:

AARP.org/VetsFraudReport2021

**Protecting You & Your Family:** 

Fraud Watch Hotline:

1-800-908-3360



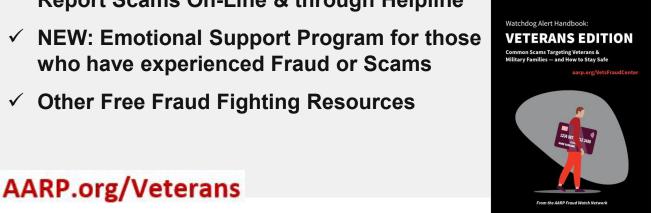




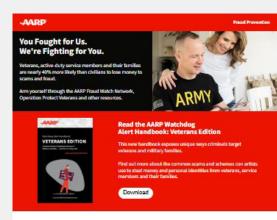
## Fighting Fraud: Veterans Fraud Center

**Key Features:** AARP.org/VetsFraudCenter

- ✓ AWARD WINNING Watchdog Alert Handbook: Veterans Edition
- ✓ Top Scams Targeting Veterans & Military **Families with Timely Prevention Tips**
- ✓ Operation Protect Veterans Helps Families Report Scams On-Line & through Helpline
- ✓ NEW: Emotional Support Program for those who have experienced Fraud or Scams
- ✓ Other Free Fraud Fighting Resources



AARP



Protect yourself and your loved ones from common scams targeting veterans.











If you suspect a scam or fraud, call the AARP Fraud Watch Network Helpline: 877-908-3360 M-F 8 a.m. - 8 p.m. ET



## **AARP's Veterans & Military Spouses Job Center**

One-Stop-Job-Hub: AARP.org/VetsJobCenter

- FREE, Digital Platform to combat unemployment and chronic and systemic underemployment facing veterans and active-duty military spouses
- More than 60% of veterans report that they are in jobs unequal to the skills and qualifications they learned in the military
- 67% of active-duty military spouses report that their employment does not match their education or experience





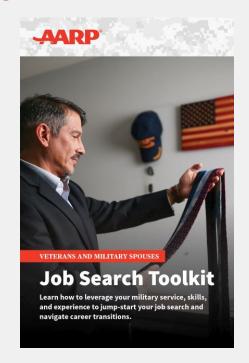
#### Veterans & Military Spouses Job Center: AARP.org/VetsJobCenter

- ✓ Veterans Career Advantage Free, Online Skills Builder Course
- ✓ Veterans & Military Spouses Job Search Toolkit
  - AARP.org/VetsJobToolkit
- √ Veterans Job Search Tips Video
- ✓ Connects: AARP's Free "Resume Advisor" Makes Job Submissions Civilian-Friendly



#### Veterans! Search "Veterans Wanted" Jobs

Start your search using the fields above, then filter your results on the next page.





### **Veterans & Military Families: Links to Resources**

One-stop-shop for all military issue areas, stories: AARP.org/Veterans

- Veteran Caregiving Guides and Caregiving Programs:
  - AARP.org/VetsCareGuide
  - AARP.org/NavegadorSaludVeteranos
  - Free Caregiver Respite Program: HiddenHeroes.org/Respite
- Veterans & Military Spouses Job Center: AARP.org/VetsJobCenter
- Veterans Fraud Center and Watchdog Alert Handbook: AARP.org/VetsFraudCenter
- Veterans Health Benefits Navigator:
  - AARP.org/VetsHealthNavigator
  - AARP.org/NavegadorSaludVeteranos







#### **Supporting Veterans & Military Families**

#### **Presenter's Contact Information:**

- NAME: Gary Williams
- TITLE: Associate State Director, Community Outreach
- OFFICE: New Mexico State Office 4400 Masthead St., NE Ste. 120, Albuquerque, NM 87109
- EMAIL: gdwilliams@aarp.org
- TELEPHONE: 505-946-3601





# YOUR TURN Questions & Answers If Time Allows

**AARP's Veterans & Military Families Initiative Overview Presentation** 



Breton Weintraub MD
Executive Director
VA New Mexico Healthcare System



# New Mexico Department of Veterans' Services

**Veronica Patterson** 

# HIGHLY RURAL TRANSPORTATION

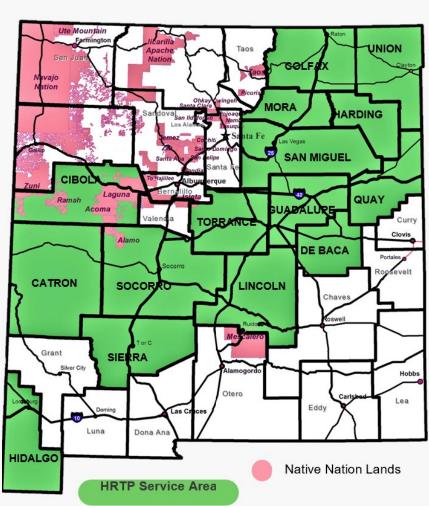
# **Highly Rural Transportation Program (HRTP)**



THE HIGHLY RURAL TRANSPORTATION PROGRAM PROVIDES FREE ROUND-TRIP NON-EMERGENCY MEDICAL TRANSPORTATION FOR VETERANS TO VA-AUTHORIZED APPOINTMENTS.

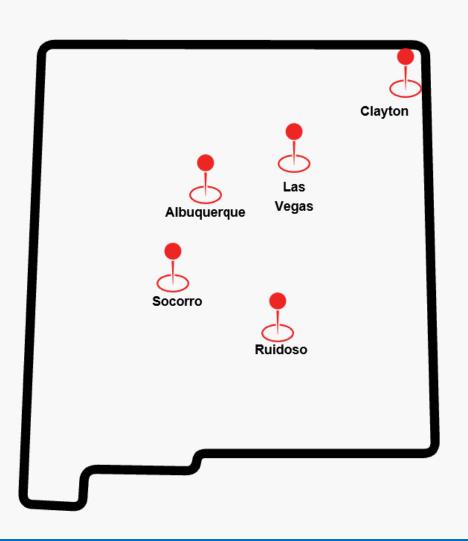
THE PROGRAM, FUNDED BY A U.S. DEPARTMENT OF VETERANS AFFAIRS GRANT, FOCUSES ON TRANSPORTATION IN 15 "HIGHLY RURAL" COUNTIES: CATRON, CIBOLA, COLFAX, DE BACA, GUADALUPE, HARDING, HIDALGO, LINCOLN, MORA, QUAY, SAN MIGUEL, SIERRA, SOCORRO, TORRANCE, AND UNION.

SERVICES ARE AVAILABLE TO ANY AREAS WITHIN NATIVE OR TRIBAL LANDS.



# DVS currently contracts with 5 transportation providers to support the highly rural program.





#### **HRTG Providers** Abq Express Cibola, Catron, Hidalgo, Sierra, Socorro, Torrance John Barfoot Blue Raven Catron, Sierra, Torrance, Socorro Cibola, Torrance James Robnett Chile Express San Miguel, De Baca, Quay, Guadalupe, Mora Union, Colfax Glenn & Pamela Marrujo Golden Spread Colfax, Union, Harding, Quay De Baca, Torrance, will travel to Amarillo TX & Colorado Jessica Guthrie Shuttle Ruidoso Lincoln, Quay, Debaca, Guadalupe Sierra David

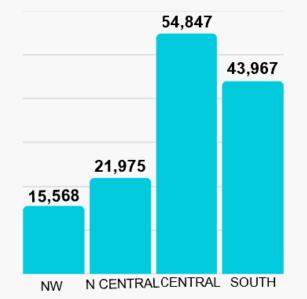


- HRTP accepts requests by phone,
   Monday-Friday from 8:30am-4:30pm.
- All appointments must be authorized by the VA to be eligible for transportation.
- To reserve a ride please call the NM DVS Highly Rural
   Transportation Program coordinator at (505) 429-5906
- All rides must be reserved at least 3 business days in advance



# The State of New Mexico & DVS recognize that even veterans not residing in rural areas may still need help getting to their medical appointments

# # VETERANS RESIDING IN AREAS NOT SERVICED BY HRTG



136,357

## North West

McKinley, Rio Arriba, San Juan, Taos

## **North Central**

Sandoval, Santa Fe, Los Alamos

# **Central**

Bernalillo, Valencia

# South/South East

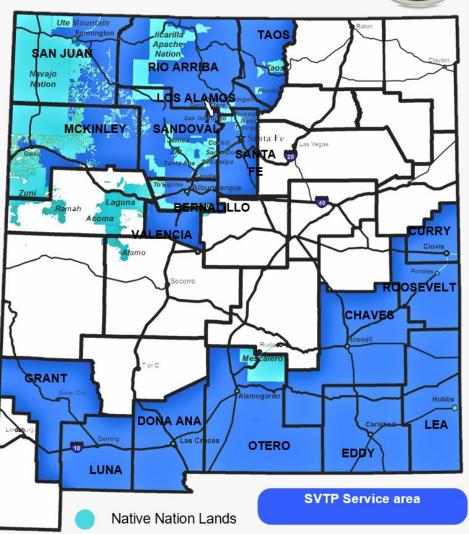
Chaves, Curry, Dona Ana, Eddy, Grant, Lea, Luna, Otero, Roosevelt

# STATEWIDE VETERANS' TRANSPORTATION PROGRAM



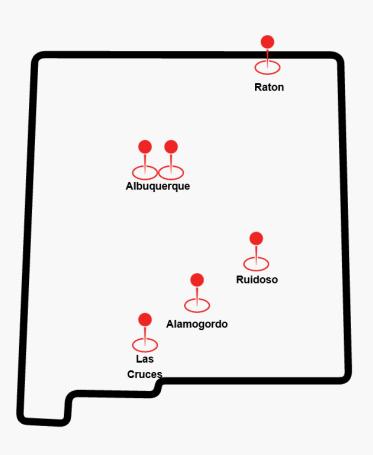
To ensure all NM veterans have access to their medical care, we now added 18 additional counties to our transportation program.

Bernalillo, San Juan, Rio Arriba, Taos, Mckinley, Sandoval, Santa Fe, Valencia, Curry, Roosevelt, Chaves, Lea, Eddy, Otero, Dona Ana, Luna, Grant, Los Alamos



# DVS has now contracted with 6 additional transportation providers to support this new statewide expansion.





| A u - d - C - u -  |  |                                 |
|--|--|---------------------------------|
| AccredoCare  |  |                                 |
| Dona Ana, Grant, Lu  | ına  |                                 |
| Otero  |  |                                 |
| Antonio Valenzuela   | 575-232-7460   | contact@accredocare.com         |
| BTS  |  |                                 |
| STATEWIDE  |  |                                 |
| STATEWIDE  |  |                                 |
| John Barfoot   | 505-850-3880   | budget.transport24@gmail.com    |
|  |  |                                 |
| Shuttle Ruidoso  | Equipment Leasin   | g                               |
| Eddy, Chavez, Lea,   | Roosevelt, Curry, Otero  |                                 |
| South Eastern NM a   | reas   |                                 |
| David Cason  | 575-257-1815   | Shuttle@shuttleruidoso.com      |
|  |  |                                 |
|  | _  |                                 |
| CTX Veteran Ric  |  |                                 |
| Catron, Cibola, Soc  |  | o, McKinley Sandoval, San Juan  |
| Catron, Cibola, Soc<br>STATEWIDE   |  | lo, McKinley Sandoval, San Juar |
| Catron, Cibola, Soc  |  | o, McKinley Sandoval, San Juan  |
| Catron, Cibola, Soc<br>STATEWIDE<br>John Barfoot   | orro, Torrance, Bernalili<br>505-850-3880  | ctx.vetrides@gmail.com          |
| Catron, Cibola, Soc<br>STATEWIDE<br>John Barfoot<br>Northern NM Me   | orro, Torrance, Bernalili  | ctx.vetrides@gmail.com          |
| Catron, Cibola, Soc<br>STATEWIDE<br>John Barfoot<br>Northern NM Me<br>Taos, Rio Arriba   | orro, Torrance, Bernalili<br>505-850-3880<br>edicaid Transportati                            | ctx.vetrides@gmail.com          |
| Catron, Cibola, Soc<br>STATEWIDE<br>John Barfoot<br>Northern NM Me<br>Taos, Rio Arriba<br>Colfax, Union, Mora                      | orro, Torrance, Bernalili<br>505-850-3880<br>edicaid Transportati                            | ctx.vetrides@gmail.com          |
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| Catron, Cibola, Soc<br>STATEWIDE<br>John Barfoot<br>Northern NM Me<br>Taos, Rio Arriba<br>Colfax, Union, Mora<br>Malissa Colangelo | orro, Torrance, Bernalill<br>505-850-3880<br>edicaid Transportation, Harding<br>575-447-1090 | on                              |



# 931 veterans get to their medical care 402 different veterans.

Estimated Mileage: 170,642.50 miles

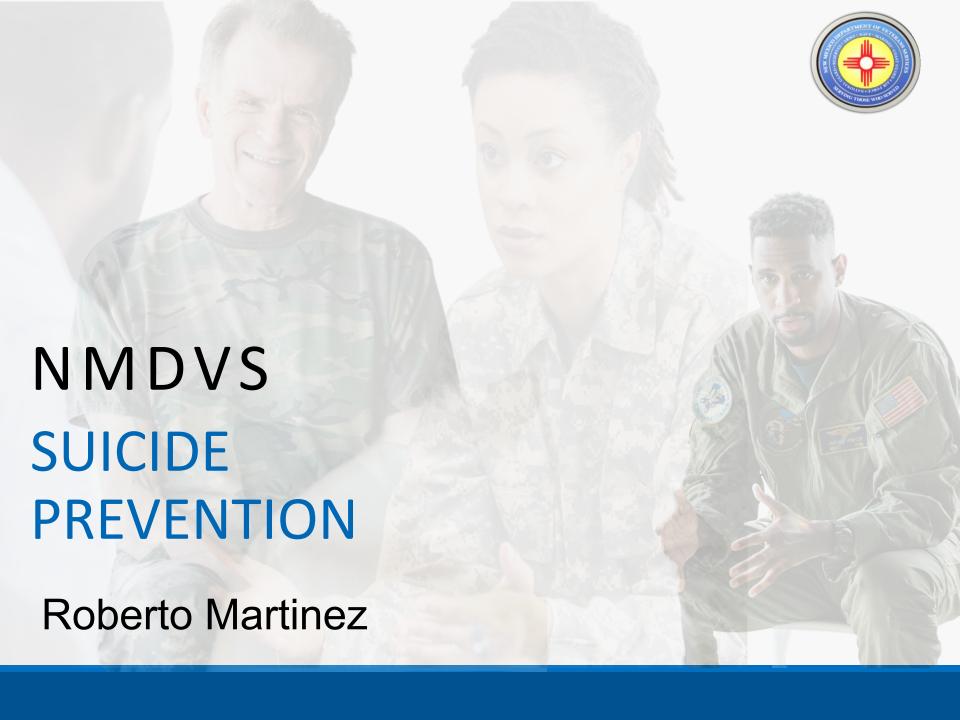
25.5% increase in just 10 months compared to all of FY24



# To schedule a ride, contact the DVS Transportation Coordinator at

505-429-5906







The U.S. Department of Veteran Affairs(VA) and the Substance Abuse and Mental Health Services Administration (SAMHSA) are working together to lower the suicide rates among Service Members, Veterans, and their Families (SMVF).



This initiative aims to strengthen collaboration among state agencies, community organizations, and behavioral health providers to apply evidence-based strategies for effective suicide prevention.

# Key Partners for the Suicide Prevention Initiative

- New Mexico Department of Veteran Services
- City of Albuquerque
- New Mexico Department of Health
- Faith-Based Organizations
- Community Behavioral Health Providers
- Crisis Services
- Paws and Stripes
- Breaking the Silence
- Santo Domingo Pueblo
- Veteran-Focused Organizations

































#### **HOUSE BILL 298**

#### **Key Objectives:**

- Raise awareness and reduce suicide deaths in the military and veteran community.
- Increase access to crisis services and remove community-level barriers.
- Connect at-risk individuals with appropriate mental health and community resources.
- Promote safe messaging and evidence-based behavioral health practices.
- Advocate for those at risk and raise public awareness about root causes.
- Community Collaboration:
- Ongoing support for local communities developing suicide prevention strategies.
- Engagement with stakeholders including local leaders, schools, nonprofits, providers, and grassroots coalitions.

# Governor's Challenge to Prevent Suicide Among Service Members, Veterans & their Families.



The VA estimates that 20 veterans die by suicide every day; of the 20, only 6 were connected with the VA for healthcare prior to their deaths. The use of a firearm is the lethal means in most veteran suicide deaths with 72% dying by firearm compared to approximately 50% for civilians.

DVS proudly participates in New Mexico's Governor's Challenge, a statewide initiative aimed at preventing suicide among service members, veterans, and their families (SMVF).

Through this collaboration, we:

- Support implementation of best practices in suicide prevention
- Promote access to behavioral health services and crisis resources
- Engage in community-based strategies tailored for rural and tribal populations
- Strengthen partnerships with local, state, and federal stakeholders
- Our ongoing commitment reflects our dedication to reducing suicide and improving the overall wellbeing of New Mexico's veteran and militaryconnected communities.

# Outreach to tribal Communities and Rural Communities



Our outreach efforts will focus on:

- Collaborating with tribal governments, IHS, and local health leaders to ensure culturally appropriate prevention strategies and services.
- Building trusted relationships with community elders, faithbased leaders, and grassroots organizations to enhance local engagement.
- Expanding mobile outreach and telehealth services to improve access to behavioral health care in remote areas.
- Listening to and uplifting voices from tribal and rural communities to tailor programming to real, communityidentified needs.



# NMDVS Suicide Prevention – Key Activities & Initiatives



- Resource Expansion & Data Review
  - Expand and maintain a comprehensive Veteran Resource Directory
  - Participate in the Veteran Suicide Mortality Review process
- Firearm Safety Initiative
  - Support and provide updates on firearm safety outreach in metro areas
  - Expand engagement with gun shops statewide across New Mexico
- Public Engagement & Awareness
  - Drive public participation through awareness campaigns and community relations
- Training & Community Engagement
  - Deliver targeted training and promote stakeholder involvement
- Strategic Planning & Policy Development
  - Continue policy development under the Veteran Suicide Prevention Act
  - Integrate VHA data into strategic planning
  - Strengthen collaboration with 988 and crisis response teams

#### **GD PSYCH SERVICES. LLC**

2200 Grande Blvd SE Suite B Rio Rancho NM 505-218-6383 gdpsychservices.com

#### **HEART & SOUL NM**

400 Gold Ave SW, Ste 301, Albuquerque, NM 87102 838 W. Didier Ave, Belen, NM 87002 1991 Calle de Santiago, #B, Mesilla, NM 88046 (505) 312-0040 heartsoulofnm.com

#### **MESILLA VALLEY COMMUNITY OF HOPE**

999 West Amador Avenue, Las Cruces 575-523-2219 mvcommunityofhope.org

#### **NATIONAL VETERANS' WELLNESS & HEALING CENTER**

58 Ash Mountain Loop, Angel Fire, NM 575-377-2536 veteranswellnessandhealing.org

#### **NEW MEXICO CRISIS COUNSELING**

Telehealth (505) 225 2996 NMCrisis.org

#### SYNERGY BEHAVIORAL HEALTH CENTER

211 W Mesa Ave # 4, Gallup, NM 505-862-9992 synergycentergallup.com

#### **PAWS & STRIPES**

617 Truman Street NE Albuquerque, NM 87110 505-999-1201 pawsandstripes.org

#### **VETERANS INTEGRATION CENTER**

13032 Central Ave SE, Albuquerque, NM 87123 505-296-0800

nmvic.org









**VA Medical Center** 

505-265-1711

Or dial

**9-8-8** and press 1





# NEW MEXICO DEPARTMENT OF VETERANS' SERVICES

# HEALTHCARE COORDINATION DIVISION

Therese Castillo

# BEHAVIORAL HEALTH SERVICES



- Act as a liaison for veterans in navigating VA healthcare enrollment and benefits.
- Coordinate access to VA and non-VA medical services.
- Advocate for veterans with complex medical or social needs.
- Support families and caregivers.
- Collaborate with federal, state, and local partners.



# VETERAN HOMELESSNESS

By participating in outreach events,

Point in Time Counts, and partnerships with service providers

DVS staff ensure that homeless veterans are connected with federal and state benefits, VA healthcare or other services to assist them in accomplishing their housing goals.



DVS supports registered nonprofit organizations throughout the state that specifically address veteran homelessness.

#### **HOMELESSNESS PARTNERS**



#### GOODWILL INDUSTRIES OF NM

1030 18th Street NW, Albuquerque, NM goodwillit.org (505) 881.6401 Provides housing stabilization assistance and Emergency Housing Assistance to veterans and their families to include help with Move-in costs, Rent and past due rent, Security deposits, Moving/storage, Utilities and past-due utilities, Utility deposits, Child care, Emergency supplies, Case management, Community referrals, Assistance with VA and other public benefits



#### MESILLA VALLEY COMMUNITY OF HOPE

999 West Amador Avenue, Las Cruces 575-523-2219 mvcommunityofhope.org The Community of Hope provides support through a myriad of services to help people get back on their feet and off the streets. In addition, our case managers provide people with referrals to other agencies where they can obtain help, such as the Veteran's Administration, the Social Security Administration, mental health care providers, and local income support centers.



#### FORGET ME NOT VETERANS PARK

P O Box 303, Socorro, NM, United States, 87832 760-900-

Forgetinenotveteranspark.com

Provides safe, affordable and sustainable housing, along with supportive services to help veterans transition to stable living conditions.



#### **VETERANS INTEGRATION CENTER**

13032 Central Ave SE, Albuquerque, NM 87123 505-296-0800 nmvic.org

Provides transitional housing and homeless prevention services to veterans and their families in the Albuquerque metro area.





## **Healthcare Coordination Division Staff**

## KRISTA LUNA - Division Director (505) 318-6273

**THERESE CASTILLO - Social Worker (505) 548-0585** 

**ROBERTO MARTINEZ - Suicide Prevention Coordinator (505) 967-9492** 

**VERONICA PATTERSON - Transportation Coordinator (505) 429-5906** 



### **Vincent DelSignore**

Director of Community Services
D'Aniello Institute for Veterans and Military
Families at Syracuse University

### **Upcoming Focus Group Sessions:**

| Area        | Date                | Time    | Location  |
|-------------|---------------------|---------|---|
| Albuquerque | May 5 <sup>th</sup> | 10:15am | International District Library  |
| Las Vegas   | May 5 <sup>th</sup> | 2pm     | New Mexico Highlands University   |
| Las Cruces  | May 6 <sup>th</sup> | 9am     | New Mexico State University   |
| Santa Fe    | May 6 <sup>th</sup> | 10:15am | Sana Fe Community College, Higher Education Center                              |
| Alamogordo  | May 6 <sup>th</sup> | 2pm     | SGT Willie Estrada Memorial Civic<br>Center                                     |
| Farmington  | May 7 <sup>th</sup> | 10am    | San Juan College  |
| Roswell     | May 7 <sup>th</sup> | 10am    | Eastern New Mexico University –<br>Roswell, Instructional Technology<br>Center  |
| Gallup      | May 8 <sup>th</sup> | 10am    | University of New Mexico – Gallup,<br>Student Services and Technology<br>Center |
| Clovis      | May 8 <sup>th</sup> | 10am    | Firehouse Workspace   |



Scan here for a shareable link to the project website



## **VETERANS' CONFERENCE 2025**

HONORING SERVICE: NM VETERANS & TRIBAL VETERANS GATHERING



Working Lunch "Lightning Boys"



## Energy Exercise Storyteller

### **Adelbert Quiver**

Tribal Youth Suicide Prevention and Early Intervention Program
San Felipe Pueblo Health and Wellness Department



Susan Jurica Nurse Executive, ADPCS VA New Mexico Healthcare System



### **Christy Loretto and Corey Dabney**

Local Veterans Employment Representatives (LVER)

**America's Job Center** 



## State of New Mexico Department of Veteran Services



#### **NEW MEXICO VETERANS BUSINESS OUTREACH CENTER**







2025 New Mexico Veterans Business Conference
Johnny Martinez, Director

New Mexico
Department of Veterans' Services
State

Approving Agency

For Veterans' Education & Training

2025 NMDVS Veterans Conference

**Buffalo Thunder Resort & Casino** 

Katherine (Kathy) Snyder, Director



**Serving Those Who Served** 

## About the State Approving Agency (SAA)...

#### **Responsible for:**

- Review
- Evaluation
- Approval
- Oversight



# Ensuring federal & state criteria are met at institutions

 So eligible Veterans and other GI Bill<sup>®</sup> beneficiaries may use their VA education benefits

# Program approval determination for VA education & training benefits at:

- Public and private degree-granting institutions
- Public and private non-degree granting (certificate) institutions
- On-the-job training (OJT) and Apprenticeship facilities
- Flight schools
- Licensing & Certification organizations
- GI Bill\* is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at <a href="https://www.benefits.va.gov/gibill">https://www.benefits.va.gov/gibill</a>.

## Educational Institution Search

## The GI Bill® Website provides a link to search for approved educational institutions at:

https://inquiry.vba.va.gov/weamspub/buildSearchInstitution Criteria.do

| Search Filters  | To Search by Cou |
|---|------------------|
| Institution Name  | click here.      |
| Program Type: Institution of Higher Learning  | Country          |
| Yellow Ribbon School  | Country          |
| (Yellow Ribbon is determined per academic year that spans from August 1 thru July 31) | Reset Filter     |
|   |                  |

Click on the state initials in the map or the link below the map to view facilities in that state.



# Apprenticeship & OJT Training Search

## The GI Bill® Website provides a link to search for approved training organizations at:

http://inquiry.vba.va.gov/weamspub/buildSearchInstitution Criteria.dohttp://inquiry.vba.va.gov/weamspub/buildSearc hInstitutionCriteria.do



AK AL AZ AR CA CO CT DE DC FL GA HI ID IL IN IA KS KY LA ME MD MA MI MN MS MO MT NE NV NH

## VA Education Benefits

#### **Remaining entitlement?**

- About GI Bill® benefits
- Gl Bill® Comparison Tool
- Apply for education benefits

### Beneficiaries' benefits questions should be directed to VA's Education Call Center at 888-442-4551 or www.ask.va.gov

- Otherwise, no recourse
- VA maintains transcripts of phone conversations
  - Track date/time of call and name of VA rep

#### May apply to VA via

- Online
- By Mail
- In Person

### **QUESTIONS?**



Because all of us believe and understand in the fabric of the common bond of why we call ourselves American is to care for the men and women who wear the uniform; and when they take off the uniform, we care for them when they are Veterans."

Steve Buyer



Katherine (Kathy) Snyder
Director, State Approving
Agency
505.280.1047
Katherine.Snyder@dvs.nm.gov



### **VETERANS IN INDIAN COUNTRY**

American Indians/Alaska Natives (AI/AN) serve in the Armed Forces at <u>five times</u> the national average with distinction in every major conflict for over 200 years.

As of 2023, the percentage of AI/AN veterans in New Mexico was 6%.

The U.S. Military is 1.7% Native American

Native American
Servicemembers are
20% Female



# **BEHAVIORAL HEALTH & SUICIDE PREVENTION**

Suicides occur at a rate of 31.7 per every 100,000 for AI/AN versus 24.8 per every 100,000 for all New Mexicans.

Among Veterans living in rural areas AI/AN veterans have twice the risk for suicidal ideation compared to other groups.



**CONTACT US** 



(505) 476-1600



www.iad.nm.gov

# New Mexico Dept. of Veterans' Services

## **Tribal Liaison**





## **New Mexico Dept. of Veteran Services**

## **Tribal Liaison**



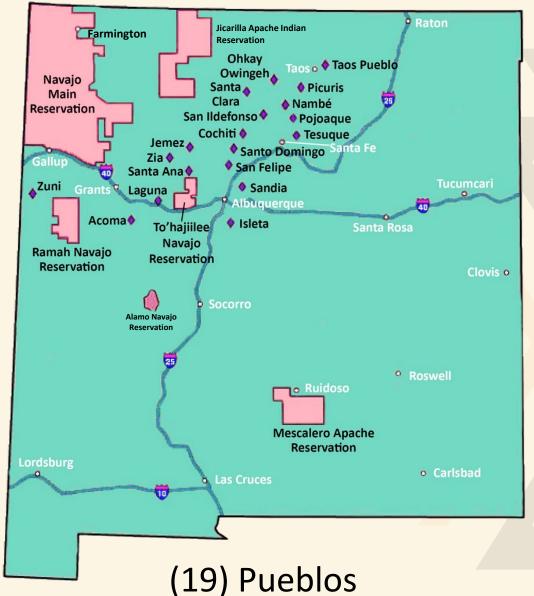
#### **Mission**

The NM Department of Veteran Services is dedicated to collaborating with and addressing any shared Veterans' issues and concerns for the State's Pueblos, Nations, and Tribes.



Recognizing the unique challenges and sacrifices made by our Native American Veterans, the NM Department of Veterans Services remains committed to fostering a strong partnership with the State's Pueblos, Nations, and Tribes. By working together, we can ensure that the voices and needs of our Native American Veterans are heard and respected.





(1) Navajo Nation

(3) Apache Tribes and Nations





- Monthly (Virtual) N.M. Native American Veteran
   Collaboration meetings / Quarterly (in person) Meetings
- Establish an MOU between NMDVS Departments and all Pueblos, Nations, and Tribes
- Advocate for involvement and training for Native American Tribal Veteran Service Officers (VSOs) to ensure effective representation and efficient claims processing
- Provide assistance to support major events on Pueblos, Nations, and Tribes
- Serve as Point of Contact with ongoing communication between State and affected Indian Pueblos, Nations, and Tribes
- Build relationships with each Pueblo, Nation, and Tribe

### **NM DVS RESOURCES**

**State Benefits** (505) 827-6300

State Cemeteries & Memorials (505) 670-5824

Veterans Business Outreach Center (505) 220-9932

Healthcare Coordination 505-383-2400

Transportation Program (505) 429-5906

Veteran Service Officers (505) 383-2400

Women Veteran Program (505) 372-9106



4801 Indian School Rd NE, Albuquerque NM, 87110

www.nmdvs.org

Vetdvs.Tribaliaison@dvs.nm.gov

(575) 241-3322



## Please Contact:



### **Beverly Charley**

4601 College Blvd. Room #1715B

Farmington, NM 87402



Phone: (575) 241-3322

Fax: (575) 244-9235

Email:

vetdvs.tribaliaison@dvs.nm.us beverly.charley@dvs.nm.gov



## Tribal Veteran Service Officer Program

Honoring Service, Respecting Sovereignty

Robin Wilson, Division Director, Field Services New Mexico Department of Veterans' Services



## What is a TVSO?

- Accredited Veteran Service Officer to assist Veterans and their eligible dependents file for VA benefits
- Cultural bridge between tribal members and VA
- Collaborate with Tribal Councils, BIA, VA and State Departments



## Why are TVSOs Essential

- Understand traditional values, language and customs
- Geographic access, they are in the community
- Trust and Relationships
- Holistic Support
  - TVSOs connect Veterans with Tribal resources as well as State and Federal resources

## TVSOs help overcome barriers

- Provide in person, culturally informed assistance on Tribal lands
- Use Tribal Language and customs
- Educate Veterans and families about VA benefits

**PACT Act** 

VA Health Enrollment

Compensation and Pension

**Burial and Survivor Benefits** 

Aid and Attendance assistance



## Role of DVS and VA

- NMDVS partners with Tribes to train and support TVSOs
  - DVS shares best practices
  - DVS offers initial training
  - DVS provides annual training
  - DVS coordinates lunch and learn training
  - DVS will assist and support TVSOs with Appeals to board of Veteran Appeals
- VA Accredits TVSOs at VA OGC



• "When we honor our Native veterans, we honor sovereignty, service, and sacrifice."

•Support the growth of the Tribal VSO network.

Commit to a future where no veteran is left behind



## Want to know more?

- Robin Wilson, Division Director 505-219-5564
- Beverly Charley, Tribal Liaison, 575-241-3322



# NEW MEXICO DEPARTMENT OF VETERANS SERVICES





## **Women Veterans Program**

Amberly Viner, Women Veterans Program Manager



### Women Veterans Program

#### **OUR MISSION:**

The Women Veterans Program (WVP) will be an advocate for women veterans throughout New Mexico. We will work to ensure women veterans, and their eligible dependents are knowledgeable of available state and federal benefits and that women veterans have equitable access to veteran programs and services.





# NEW MEXICO IS RANKED #35 IN TOTAL VETERAN POPULATION!

Veteran Population in NM as of November 2024 is 150,935. Women Veterans in NM- 17,056.

That means that Women Veterans represent <u>12.9%</u> of the veteran population in NM.

According to the VA population, there are only <u>7,609</u> utilizing their benefits.

Still around <u>10,000</u> Women Veterans in New Mexico that are hiding.

<sup>\*</sup>New Mexico ranks 18th in the country for gender diversity among veterans.



## Women Veterans Program Priorities

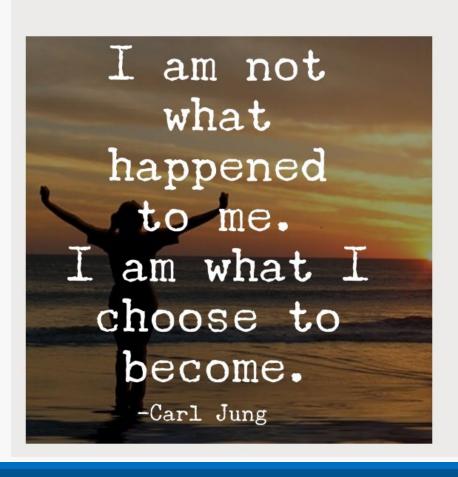
- Identify the needs, issues and concerns of women veterans throughout the state
- · Ensure needs and care are met.
- Perform outreach to educate women veterans of all state and federal benefits
- Provide resources, information, and assistance to all needs.
- Help in navigating through benefits and programs.



Advocate - Advocate - Advocate



### Issues around Women Veterans



- Equal access to all benefits and care
- Military Sexual Trauma
- PTSD
- Homelessness
- Suicide Prevention
- Substance Abuse
- Childcare
- Community Resources



### PTSD-MST

reviewed assault stress over post traumatic stress disorder neuroendocrinology lash backs veterans biochemical health problems ecupational from the post of the po

#### What is PTSD?

Post-traumatic stress disorder (PTSD) is a mental health condition that can develop after experiencing or witnessing a traumatic event. These events might include physical or sexual assault, war, natural disasters, serious accidents, or the loss of a loved one. PTSD can cause distressing symptoms such as flashbacks, nightmares, severe anxiety, and intrusive thoughts about the event.

#### What is MST?

Military Sexual Trauma (MST) refers to sexual assault or threatening sexual harassment experienced during military service. It can happen to anyone, regardless of gender, and can have lasting effects on mental and physical health.



## Self-Care

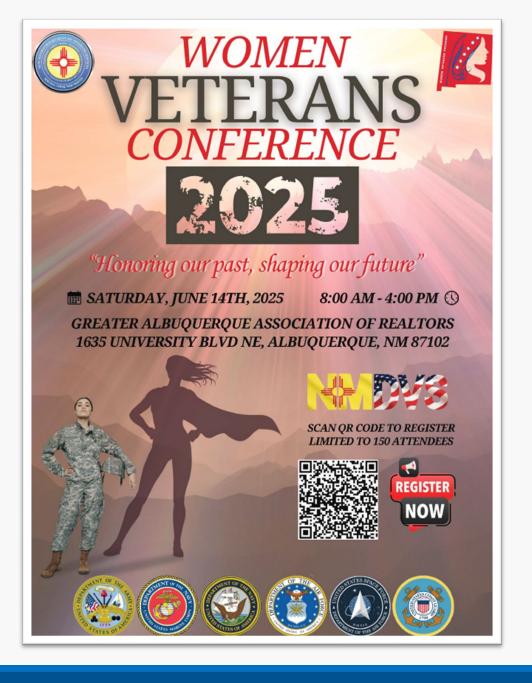
- What is self-care?
  - ➤ Self-care is the practice of taking care of your physical, mental, emotional, and spiritual well-being to promote overall health. It involves activities and habits that help maintain balance, reduce stress, and improve quality of life. Self-care can include things like getting enough sleep, eating nutritious foods, exercising, setting boundaries, engaging in hobbies, and seeking support when needed.
- Why is it important?
  - Women juggle many hats which increases risk for perpetual burnout
  - Women are so busy giving their best to others that they get pushed to the side.
  - Basic needs are put on hold and results in dissatisfaction, loneliness, irritability, and feeling unappreciated, haggard and unattractive
  - Insidious undercurrent of guilt when engaging in self-care



## Ideas & Techniques for Self-Care

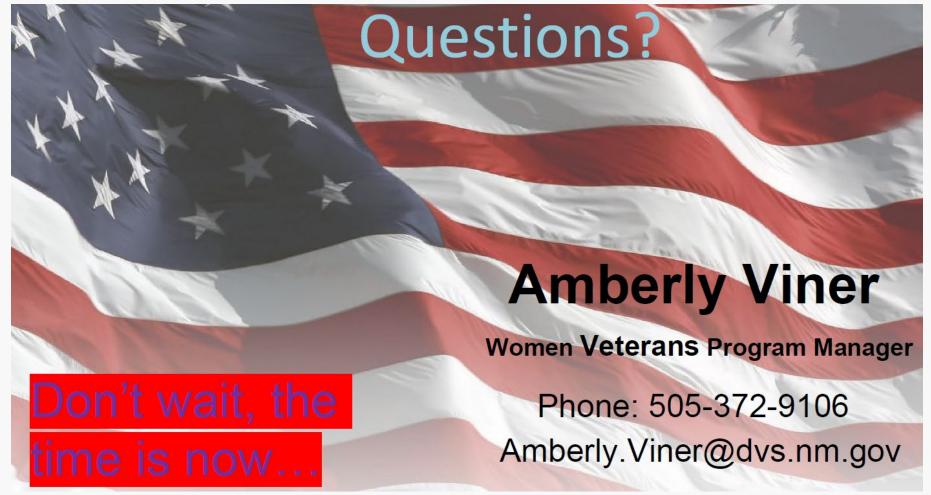


- Physical Self-Care:
  - Exercise, Healthy eating, Sleep Hygiene, Pampering.
- Mental & Emotional Self-Care:
  - Therapy or Counseling, Creative outlets, Journaling.
- Social & Personal Growth:
  - Spending time with loved ones, Setting Boundaries, Learning Something new, Solo Adventures.











Women Veteran's Call Center 1-855-VA-Women



Chelsea Casey, BSN, RN Women's Veterans Program Manager 505-265-1711 ext. 4615



Nadine Baldonado, MSN, APRN, FNP-C Breast Cancer Coordinator



**Vacant**Women's Health Medical
Director



Assistant Women's Veterans Program Manager

505-265-1711 ext. 3503



Jasmine Chavez, BSN, RN
Cervical Cancer
Coordinator



Mary Jaco, MSN, RN
Maternity Care
Coordinator
505-265-1711 ext. 1051

Women Veteran's Call Center 1-855-VA-Women



**Vacant**Women's Health Care
Coordinator



The New Mexico Department of Veterans' Services

www.nmdvs.org

nmdvs@dvs.nm.gov

(505) 383-2400



### **VETERANS'CONFERENCE 2025**

HONORING SERVICE: NM VETERANS & TRIBAL VETERANS GATHERING



On behalf of the NM Department of Veterans' Services, thank you for being part of today's conference.