



We have some great news to share with you all regarding the status of the Support Service Provider (SSP) Program here in New Mexico. Through a procurement process initiated by the New Mexico Commission for Deaf and Hard of Hearing we were able to secure the services of the vendor Vancro for the next four years.

Last year Vancro took over the SSP program for the first time. The program serves our DeafBlind, Deaf with additional disabilities, and Deaf Senior community with services that allow for transportation, case management, and more. Over the course of that first year, Vancro increased the number of people receiving services by 33% and the number of requests for services per month also grew by 130%.

As a result of this growth and in order to ensure that everyone can receive the services provided by Vancro across the state, Vancro recently introduced a monthly cap on requests per person. The cap is to ensure every person has equal access to the services and was determined based on the data collected by Vancro which shows the average number of hours each person utilizes. We encourage anyone with questions to reach out to Vancro to see how this will work.