

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

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Fiscal Year 2012

# Quarterly Report

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

# Fiscal Year 2012, Quarter 4

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STATE OF NEW MEXICO  
Commission for Deaf and Hard of Hearing Persons  
PUBLIC NOTICE



Pursuant to Section 10-15-1 NMSA 1978, notice is hereby given to the members of the New Mexico Commission for Deaf and Hard of Hearing Persons (NMCDHH) and to the general public that the New Mexico Commission for the Deaf and Hard of Hearing Persons will be holding a Board Meeting open to the public. The board may vote to go into executive session to discuss certain matters, as allowed by law, which will not be open to the public.

Posted: September 17, 2012

**COMMISSION MEETING**

Wednesday, October 24, 2012  
5:00 PM

NMCDHH Conference Room  
2500 Louisiana NE  
Albuquerque, NM 87110

**Susana Martinez**  
Governor

-Commissioners-

**Mr. Mark Apodaca**  
Chairperson  
Deaf Professional

**Dr. Ron Stern, Ed.D.**  
Superintendent of the  
New Mexico School for the Deaf

**Ms. Deb Hambel**  
Division of Vocational Rehabilitation

-Vacant-  
Parent

**Mr. James DeBee**  
President, New Mexico Assoc. for the Deaf

-Vacant-  
Deaf/Hard of Hearing Representative of  
Southern New Mexico

**Mr. David Romine**  
Deaf/Hard of Hearing Representative of  
Northern New Mexico

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**Ellen Roth**  
Executive Director

**AGENDA**

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes
- IV. Board Reports
- V. Agency Reports
- VI. Public Comments
- VII. Unfinished Business
- VIII. New Business
- IX. Executive Session
  - Executive Session pursuant to Section 10-1-15-H NMSA 1978-limited to personnel matters
- X. Adjournment

*Mark Apodaca*  
Chair

Persons with disabilities may request reasonable accommodations by contacting the New Mexico Commission for Deaf and Hard of Hearing Persons at 1-800-489-8536 with sufficient lead time to secure necessary services and equipment.



STATE OF NEW MEXICO  
COMMISSION FOR DEAF AND HARD OF HEARING PERSONS



**Saturday, June 16, 2012**  
Albuquerque Marriott  
2101 Louisiana Blvd. NE  
Albuquerque, NM 87110  
10:00 a.m.

**DRAFT – These minutes will be subject to another possible revision and approval by commissioners at the next commission meeting scheduled Saturday, February 11, 2012.**

**I. CALL TO ORDER AND ROLL CALL**

Chairman Mark Apodaca called the meeting to order at 10:10 a.m.

Present: Mark Apodaca, Chair James DeBee  
David Romine, Vice-Chair Deb Hambel  
Dr. Ronald Stern

Quorum was met.

Chair Apodaca took a moment to welcome Ellen Roth, the new Executive Director.

**II. APPROVAL OF AGENDA**

**12-11**

Commissioner Ronald Stern moved to approve agenda as presented.  
Commissioner James DeBee seconded.  
Motion passed unanimously.

**III. APPROVAL OF MINUTES**

Chair Apodaca asked if there were any revisions to the minutes.



**12-12**

Commissioner James DeBee made a motion to approve the minutes as presented.  
Vice-Chair David Romine seconded.  
Motion passed unanimously.

**IV. BOARD REPORTS**

Chair Apodaca stated that there were no board reports except recent happening regarding finances. Chair Apodaca was just appointed to another fiscal year as CFO of Commission for Deaf and Hard of Hearing (CDHH); approved by the Department of Finance and Administration (DFA). He received a letter from the DFA stating that there would be no increases in budgets.

Apodaca stated that he met with Senator Rodriguez on Thursday, along with Executive Director Ellen Roth and Interim Executive Director Shannon Smith. There was concern about the RFP process to get funding for Deaf/Blind issues. There was also concern regarding revenues, which are continuing to drop, and Chair Apodaca will once again meet with Tax and Revenue to discuss how to get revenue from phone companies.

Commissioner DeBee wanted to clarify that the revenue was decreasing due to not receiving revenues from cell phone companies and Chair Apodaca said yes. The plan was to go to the Financial Planning Committee in July to discuss this. Apodaca encouraged anyone who was interested to attend as well.

Chair Apodaca stated that the previous Executive Director, B. J. Wood, was working on a strategic plan, but there has been nothing from her since she moved and, therefore, the board and Executive Director Roth may have to start from scratch. It is important to focus on how CDHH and the commissioners can better serve the Deaf community of New Mexico, and it may take a meeting outside of a regular board meeting. Apodaca mentioned that Commissioner DeBee had recommended some retreats to come together and discuss the board's vision and Director Roth's vision for the deaf and hard of hearing in New Mexico.

**V. AGENCY REPORTS**

**Executive Summary**

Interim Director Smith announced that this would be her last board meeting as Interim Director, and that she was happy to hand over the reins to the new Executive Director. Ms. Smith wanted to applaud the staff of CDHH for going above and beyond, leading to the success of the last quarter.

Chair Apodaca added that the Board must thank one indispensable person, Shannon Smith herself, for stepping in as Interim Director.

Ms. Smith identified some accomplishments of the third quarter including the advertising and interviewing for the Executive Director position which ultimately led to hiring Ellen Roth. Additionally, the Training and Development Coordinator and Sign Language Interpreter contracts were awarded and CDHH maintained consistency in services, in spite of dealing with inclement weather delays and closures. The Albuquerque office was forced to close three times during the quarter due to no heat in the building, which resulted in temperatures inside the building in the

low 40's. This created an unsafe environment and by state law, CDHH could not serve clients in those conditions.

### **Possible Relocation**

A large project, which CDHH continues to work on, is the ADA violations of the Albuquerque office, attempts to break the lease, and a potential move. Lisa Dignan is the Project Manager on this, and any questions should be directed to her.

Commissioner DeBee, President of the New Mexico Association of the Deaf (NMAD), asked who made the decision to move to the west side and did CDHH survey the community about the location most easily accessible?

Lisa Dignan recognized Commissioner DeBee's question as an excellent one. The reality is that the process is an extremely difficult and complex. The state Property Control Division manages all the leases, relocations, purchases of buildings and/or building of a new property for the state of New Mexico. CDHH can only provide information regarding what the specific needs of the agency are, such as how many staff members, how many square feet each individual needs and even that is based strictly on a formula established by Property Control.

Ms. Dignan said that CDHH can provide Property Control with a geographic preference that will be included in the RFP. That preference is based specifically on transportation needs as well as some form of central location to serve our clientele and constituents in Albuquerque, Rio Rancho and Bernalillo. The preference established, which Property Control has the right to change, is Paseo del Norte on the north, Louisiana on the east, I-40 to the south and Coors on the west. The geographic preference is not specific to the west side, but does include areas considered west side largely because of public transportation. The Rapid-Ride busses are guaranteed wheelchair accessible, most regular ride buses are and many commuter buses are not. CDHH needs to carefully take into consideration transportation since many constituents use public transportation.

Included in the request to Property Control is the inclusion of a conference room. Ms. Dignan stated that the current budget includes \$6400 a year just for Board Meetings which could be better used elsewhere. A large conference room is needed that will hold a minimum of 25 people, space for Power Point presentations and CART services, sufficient data network connections, phone line connections and all the IT infrastructure needed to have meetings, trainings and workshops.

Chair Apodaca commented on a discussion from the previous meeting regarding liability. He asked if there was a way to solve this issue so that the community would be able to use the meeting space.

Ms. Dignan responded that it was a serious issue and information received is that state agencies are not intended to be an open community space, other than possibly during work hours when staff is present and can control entrance and exit. There was also much discussion about how there could be a way to work around this issue so that the Deaf and Hard of Hearing community could hold meetings other than 8 – 5, perhaps there could be an insurance rider for the liability issue. Ms. Smith added that the rules about using state agencies for anything other than state business were very strict. Members of the board suggested that perhaps Ms. Roth and the management team could educate property control regarding the needs of the Deaf and Hard of Hearing communities and the ability of the state to better serve them.

Commissioner Deb Hambel asked Ms. Dignan where CDHH was in the process. Ms. Dignan replied that a large amount of information regarding requirements has been handed to State

Property Control and they are in the process of putting it into a formal RFP, which hopefully will be released before the end of June. After that it is about a 45-day process to where a property would be selected and approved.

Ms. Dignan added that CDHH still has a lease with the current facility and breaking that lease has not been approved. The facility is almost 120 days past due since building management was put on official notice that they were in violation of the Americans with Disabilities Act (ADA), but only someone from Property Control can give CDHH the authority to break the lease. Ms. Dignan added that any place selected would most likely require some sort of remodeling to comply with information technology requirements, so it is possible it may be longer. The project began ten months ago, and Ms. Dignan was pleased with the recent progress.

Commissioner Hambel explained that as a long-time state employee, she had a sense that relocating would be a long drawn-out process. After hearing the concerns raised here, the process could possibly be longer than expected; maybe as long as two years, but she certainly hoped that would not be the case.

### **Procedural Changes**

Interim Director Shannon Smith continued the Executive Summary, announcing procedural changes for our offices. The prior Executive Director set office hours as 8:00 – 4:00 Monday through Friday, and CDHH stayed open through lunch. At the end of April, CDHH received notification that we were out of compliance with an initiative from the Governor's Office and needed to change office hours to 8:00 to 5:00 Monday through Friday and close from 12:00 to 1:00 for lunch. CDHH was not informed last fall as we should have been, possibly because it was distributed through the cabinets and CDHH is not part of one.

Ms. Smith continued that there was also discussion from the Governor's Office possibly mandating that state business be conducted within those 8:00 to 5:00 hours. If this should be mandated, this would tie into the previous conversation regarding community use of our office and another direct impact would be requiring our Commission Board Meetings be moved to those hours.

The understanding Ms. Smith had from the introductory conversations, was that this change would be because of budget. Every state employee is on an hourly wage. Anytime meetings occur outside business hours that leads to staff members needing to be compensated at time and a half or through a work-adjust schedule. An example would be this board meeting. Ms. Smith explained that because she worked approximately five hours on Saturday, by Friday she would need to take off that time which affects her ability to provide service. By having all business conducted 8:00 to 5:00, everyone remains on a 40 hour schedule and would avoid overtime and the negative impact on budget, or the negative impact on constituents caused by work-adjust. Ms. Smith will make sure the Board is fully aware if this policy is mandated.

Commissioner DeBee expressed some concern about calling the office and it seemed like staff weren't there. He called several times when the phone just rang or he had to leave a message. There was an emergency while he was in Las Cruces, he called the office and got the answering machine. He asked how that issue was being addressed.

Ms. Smith replied that it is a good question and CDHH is one of the smallest state agencies trying to cover a large state. Between the current vacancy rate and IT infrastructure issues, CDHH is spread thin and many times there are only a couple people in the office, but that means the staff are out serving clients. Also multiple staff members have changed video relay services so point to point messaging can occur.

### **Conference on Hearing Loss**

Commissioner Stern stated that he would like to better understand the development of the agenda for the Conference on Hearing Loss and if it was possible for entry into greater involvement in development of the agenda.

Interim Director Smith said that the recent Conference on Hearing Loss was the largest so far. She explained its beginning in 2008 with the "Hard of Hearing Training for Professionals" in which the agenda was borrowed from the Arizona Commission. It was successful, but CDHH did not want a future conference to be only about the Hard of Hearing, so in 2010 it was changed to the Conference on Hearing Loss to have it include Hard of Hearing, Deaf, Deaf-Blind, as well as professionals who work with individuals who are Deaf or Hard of Hearing. From the feedback from the 2010 conference, the Commission sent out applications for individuals to present proposals for 2012.

Dr. Stern asked for clarification on who provided the feedback for the 2010 Conference and Ms. Smith replied that the Commission staff as a whole had a feedback session to implement changes for the 2012 Conference. Feedback was also solicited from attendees, presenters, sponsors and exhibitors.

Commissioner Stern asked if the conference title could be changed to the Conference on Deaf and Hard of Hearing. Ms. Smith responded that the name of the conference was definitely discussed with the conference planning committee within CDHH staff. The planning committee tried to find the best solution, because the vision was to have something of a one-stop shop, to bring in Deaf, Hard of Hearing, social workers, and mental health counselors. What was discovered when we asked the professional groups if they would come to the conference if the name of the conference was changed to the Conference on Deaf and Hard of Hearing, and the overwhelming response was no, because it would seem like the conference was only for Deaf and Hard of Hearing. The Deaf and Hard of Hearing population said they would come if the name was changed because it would mean it was specifically for them. Ms. Smith said it was a struggle. Also the conference committee did not want to draw attention away from the NMAD Conference. Ms. Smith added that nothing about that conference is set in stone; it is changing and evolving.

Commissioner DeBee agreed with Dr. Stern that he was not comfortable with the title, "Conference on Hearing Loss." He felt that the community would perhaps confuse it with the Hearing Loss Association of America. He also stated that politically the words, "Hearing Loss" have a negative connotation. Chair Apodaca suggested that members of the Board could give advice on the name of the 2014 conference. Ms. Smith announced that the first conference planning committee meeting would be held in July. And she would make sure that this would be an agenda item and will keep the Board informed.

Executive Director Ellen Roth added that she was not sure if one group or another would not go if it was called something different, but she was thinking about something all-inclusive for both groups. This happens in other communities, too, for example in the Black community today, there are many people that are half black, but the rules would exclude them from something that was only for the Black community. Changing the wording to People of Color would be more inclusive. She suggested a new name could encourage full participation.

### **DVR Concerns**

Chair Apodaca moved on to concerns regarding DVR. Some Deaf people perceive DVR as not providing interpreters and Dr. Stern added that since a specific counselor left, service has gone downhill. They are saying that they have tried to get in contact with people there and have not received any response. Chair Apodaca said that CDHH invests \$466,000 in DVR annually, which

is matched on the federal level at a 3:1 ratio, and that perhaps there should be a separate meeting with the Commission involved and help improve the situation. He also asked if CDHH was receiving quarterly reports from DVR.

Interim Director Smith responded that the Memorandum of Understanding (MOU) requires that DVR submit reports every six months. The report was received at the end of the second quarter and the next report is due at the end of the fourth quarter.

Commissioner Stern was curious about what the \$466,000 given to DVR was for. Ms. Smith answered that the Legislature requires us to give DVR money for growth and improvement of VR services for Deaf and Hard of Hearing individuals. During the last fiscal year the focus was on launching a wireless pilot project with CDHH. An Invitation to Bid was released for that, but the difficulty was that the project did not bring the critical mass to the wireless companies to attract and interest them in launching a wireless pilot project. As for the FY13 MOU draft, Commissioner Deb Hambel and Ms. Smith will have Ms. Roth review it. Ms. Smith asked Commissioner Hambel if she wanted to expand on the MOU.

Commissioner Hambel continued by saying that the MOU draft was currently at the state office being reviewed by DVR Deputy Director Ralph Vigil. The focus is to launch a Video Remote Interpreting (VRI) service and Lisa Dignan has been heavily involved in helping DVR launch this service. She added that training has started, with one training completed, and units have been distributed across the state. Commissioner Hambel felt that this would increase VR services to Deaf and Hard of Hearing individuals and may address some of Dr. Stern's concerns.

Commissioner David Romine had a concern that this would be a conflict for DVR to have VRI equipment for the public. Commissioner Hambel explained that the equipment would not be for the public, but for the staff working with individuals that are served by DVR.

Commissioner DeBee expressed that he would be interested in seeing numbers and statistics of how the Deaf and Hard of Hearing are being helped by DVR, such as how many are going to college; how many are getting employed. Commissioner Hambel responded that the report does include a lot of those numbers. She explained that the report from the second quarter included, for the first time, an aggregate number of the individuals being served in secondary education. Her intent for the next report which will appear in the next board report is the numbers through the end of FY12.

Commissioner DeBee also wanted clarification of the rumors in the community about the order of selection, and that if someone is only Deaf they will be moved to the bottom of the list. He was thinking that didn't seem fair for anybody with a disability to be moved to the bottom of the list. Commissioner Hambel stated that that information was somewhat incorrect. The first factor for the order of selection is the level of disability, and how it impacts your activities of daily living. It would be incorrect to say a person would be moved to the bottom of the list just based on the fact that they were Deaf or Hard of Hearing. It is looked at from an employment perspective specifically, but everything is taken into consideration when determining where they would be on the list. Individuals with the most significant disabilities receive services as soon as they walk in the door and are not subject to a wait list.

Both Commissioners DeBee and Stern also had concerns about the clients of a VR counselor that had recently left her position. The vacancy left the Deaf and Hard of Hearing clients without a counselor who could communicate effectively with them. A number of the cases were time-sensitive. Commissioner Hambel agreed that Deaf and Hard of Hearing clients needed a counselor they could communicate with. DVR has regarded this vacancy as priority and it will be posted as soon as possible. Some individuals have been assigned to counselors in Albuquerque that have the skills to meet their needs. Ms. Hambel added that she was not aware that services have been stopped for any individual. Although communication is an issue, DVR is doing their

best to address needs as timely as possible. She encouraged anyone to contact her if there is an issue regarding this, and she will get them in contact with somebody that can communicate effectively with them so their needs can be met.

Executive Director Ellen Roth brought up the unemployment statistics for the Deaf and Hard of Hearing community nationwide. With 70% of the Deaf population and 35% of the Hard of Hearing population unemployed, the results should be jobs. Having worked in VR before, Ms. Roth said she had experience regarding their definition of order of selection; that the most severe cases are looked at first, but with a 70% unemployment rate among the Deaf community, it is important to see how that money is being used.

Commissioner Hambel stated that the transfer of money from CDHH to DVR is to increase outcomes in that population. DVR works with agencies such as COPD to provide vocational services to individuals also served by DVR. Employment is the ultimate goal, but there are other needs that need to be addressed before they can be successful in employment. Ms. Hambel also said she would be very interested in meeting with the Commission Board members around these concerns. She added that she was relatively new to the position, and did not know all the concerns from the community. But in meeting with everyone, they could further discuss the viable solutions. She also suggested taking it further up the chain of command, if necessary, to Ralph Vigil, the Acting Director of DVR.

There was much discussion of when and where a meeting would occur, and whether the community should be involved. Dr. Stern warned that if it turned into a complaint session the meeting would not be productive. He suggested a smaller meeting with the CDHH Executive Director, DVR Deputy Director Ralph Vigil and perhaps two or three others to make sure there is a clear understanding of the concerns.

### **Finance and Administration**

Ms. Deborah Romero, CDHH's Management Analyst, reported that the audit for FY11 was complete, signed and submitted to the DFA. CDHH continues to work with GSD, Property Control on the RFP and contracts for the feasibility study.

Copies of the FY11 Audit were requested by Chair Apodaca for all board members. He also asked Ms. Romero if CDHH would continue to work with the same CPA firm and she responded that they would.

For the end of FY12, Ms. Romero estimated that about \$250,000 would remain unspent because of vacancies. For FY13, the budget would remain the same; however, CDHH will still meet with Tax & Revenue to try to increase the revenue to provide more services for the Deaf and Hard of Hearing Community.

Interim Director Smith also clarified that CDHH does receive the surcharge from both land-line and wireless, but does not receive the surcharge for voice over internet or voice phone from Vonage, Comcast and Magic Jack. Ms. Smith added that the Management Team would meet with Ellen on Monday to discuss the FY13 spending plan. Because of the flat budget, programs like the mini-grant won't be available in FY13.

Commissioner DeBee commented that he would like to establish a financial committee to have more understanding of how to use the money if we can't rely on TRS and find other sources that were credible. However Ms. Smith explained that it is a state statute informing the Commission how it gets funding; that comes from the DFA. In the past, former Executive Director BJ Wood worked with Tom Dillon from Tax and Revenue to try to increase the revenue from TRS. However, each time CDHH has approached the legislature for appropriations, it has been denied.

Even if CDHH had a financial committee, the legislature's answer would be the same.

**Communication Access and Development**

Shannon Smith introduced Lisa Dignan to answer questions regarding Communication Access and Development. Commissioner DeBee was concerned about the lack of interpreters and VRI in Southern New Mexico. The constituents from Southern New Mexico don't like VRI because it isn't realistic. It was also his understanding that it was difficult to establish because there is not the appropriate technology available.

Ms. Dignan agreed that the situation in Southern New Mexico has been and continues to be a challenge. There is a new state-wide price agreement established through the state purchasing department for both on-site and VRI services. There are some VRI services out there, but she agreed it isn't the solution for everything. COPD plans to add VRI services, but they are in an old building and there are difficulties with the infrastructure. They are working on it. Ms. Dignan also reported that the company Communication Service for the Deaf (CSD) is included in the statewide price agreement, and that is the company working with DVR, and the testing indicates they are successful. Furthermore, Ms. Dignan was happy to report that the previous day was the very first use of the emergency pager service set up in Southern New Mexico by WIN. The situation required an on-site interpreter rather than VRI, and therefore the pager service was utilized. It was a huge success. Ms. Dignan emphasized that they were working hard on mentoring, increasing the skills of interpreters and focusing getting rural interpreters certified and getting a community or educational license.

Commissioner DeBee also asked about the RFP mentioned on page 22 of Ms. Dignan's report. Ms. Dignan clarified that RFP's are actually handled through State Purchasing, but they are not the contact expert for the types of contracts we use. CDHH and WIN currently have a contract for interpreter professional development, and the pager services in Albuquerque, Santa Fe, and Las Cruces, and a couple other things. CDHH is only able to renew contracts three times, and then they must go back to RFP for those services. Ms. Dignan explained that the contractors have been put on notice that CDHH needs to focus dollars as much as possible on interpreter professional development, to address the concern brought up by Mr. DeBee, and make sure we use all the funds available in her department to ensure we have qualified interpreters across the state of New Mexico. The Commission would continue to support services identified as necessary, but will need to ask agencies across the state to be more self-sufficient and less dependent on money from the Commission.

Commissioner DeBee stated he would like to see some numbers from the interpreting agencies that have statewide price agreements to see how they are being used. He also had concerns about a few of the interpreter referral and VRI agencies being from out of state, and felt it was important to encourage local agencies to use interpreters from New Mexico and keep New Mexico money from going out of state.

Ms. Dignan explained that the numbers reported are from the entities with which CDHH has a contract. CDHH uses COPD and WIN for interpreters when the staff interpreters are unavailable. The Commission does not have contracts with any of the other agencies on the statewide price agreement, so she only has the authority to require reporting from those we do business with. Ms. Dignan also clarified that a statewide price agreement is not a contract, does not guarantee revenue, but is simply a procurement tool. State agencies may purchase services on an agreement without having to go out each time and go through a three-quote process. She also stated that she agrees with Mr. DeBee that it is important to try to do all business with in-state companies. It is more cost effective and supports the tax base and economy here in New Mexico. However, the Commission has not control who decides to put in a bid when State Purchasing does an invitation to bid.

As for VRI, WIN is the only company within New Mexico providing those services. Also each company providing VRI utilizes a different platform. If DVR wanted to go to a hardware-based platform rather than a software-based platform due to internet security, they don't have the option because the platforms are not compatible.

Commissioner DeBee stated he understood, but in terms of interpreters it was important to focus on New Mexico. There is a lot of anger associated with doing business out of state. Although COPD is based in Arizona, the local New Mexico office hires deaf employees and local people. Chair Apodaca suggested that maybe policies could be changed to focus using companies in New Mexico. However companies on the list need to be checked first to avoid the bidding process.

### **Public Policy and Advocacy**

There were no questions for the Public Policy and Advocacy Department, however Shannon Smith took a moment to recognize the fact that Nathan Gomme had stepped up as the Interim Director for that department while maintaining a full case load of clients as service coordinator and transition expert. He was given no increase in pay, no additional benefits, and Mr. Gomme has gone above and beyond. Without his willingness to do this, Public Policy and Advocacy would not continue at the level it has.

### **Telecommunications and Technical Assistance**

There was a comment from Commissioner DeBee that the Telecommunications Equipment Distribution Program (TEDP) needs to be improved. Some of the equipment is somewhat antiquated. Shannon Smith, speaking as Director of Telecommunications and Technical Assistance, stated that they were looking into what they offer through TEDP and the reliability and durability of the equipment. She added that 2012 was a development year for new technology and the phone manufacturing company, Clarity, in partnership with Purple, will be introducing their own captioned telephone, and CDHH will receive a model. Ms. Smith is also working with the vendor, Teltex, to research different options. At the TEDP National Conference, there will be a two to three hour workshop on how to improve services to the Deaf, Deaf-Blind and Speech-Impaired clientele. The TEDP serves the Hard of Hearing community very well, but not the Deaf community.

Ms. Smith also expressed concerns about distributing something like the iPad. If the iPad is dropped on the floor and shatters it is worthless, and that is about \$800 worth of equipment. So she is hoping to find tablets that are more durable. CDHH also must control costs during the current budget crisis. A state with the same budget crisis that launched an iPad program was under harsh criticism from investigative reporters.

Commissioner DeBee also felt it was the responsibility of CDHH to provide education on how to use different technologies. He suggested the Commission should provide workshops on the weekends, working with companies like Sorenson, Purple, and ZVRS, which would provide information on how to set it up.

Ms. Smith mentioned that although TEDP distribution levels were dismal in the past, for FY12 CDHH exceeded goals. The goal was 800 and 1300 were distributed. The first step was getting the TEDPA Specialist, Jason Sergey, trained and the numbers up. For FY13 the goal is to get Mr. Sergey out into the community training on current technologies, newer technologies, creating partnerships with other entities to get high tech information out to the communities, especially rural areas. Furthermore, Nathan Gomme just attended an emergency planning meeting. They



plan to have weather alerts and other emergency information sent via text message. They also hope to utilize Facebook, Twitter, and post videos in ASL that are fully captioned to get the message out to the community.

Related to captioning, Commissioner DeBee said that CDHH needs to educate locally and in the government about captioning the websites. The government website isn't captioned. Ms. Smith stated she recently had a meeting with the company, Granicus, which hosts live webcasting and has a price agreement with the state. However with a minimum starting bill of \$1000, they made closed-captioning so cost-prohibitive that she could understand why some agency were averse to captioning. However, the Commission has created a plan on how to approach agencies to get online captioning without using that company for services. Furthermore, the Commission is working closely with the cabinet department for technology, to get information out to other state agencies on the importance of having everything on the website captioned. Fortunately, CDHH has a great ally in IT Secretary Darryl Ackley who is very supportive of getting websites captioned.

### **Ten Minute Break**

CART temporarily lost the connection. Chair Apodaca announced a ten minute break at 12:04 p.m. The meeting resumed at 12:14 p.m.

### **Las Cruces Office**

Commissioner DeBee visited the Las Cruces area in March and was amazed that the Las Cruces office is covering that area with their small staff. Although he was aware of limited funding, he saw a need for more staff there. They do a lot of traveling and are often not in the office.

## **VI. PUBLIC COMMENTS**

Nancy Bearce introduced herself as the Chief Operating Officer of New Mexico Abilities. She thanked Commissioner DeBee for inviting her to the meeting. She particularly enjoyed the discussion on employment and was happy to meet everyone.

## **VII. UNFINISHED BUSINESS**

*There was no unfinished business.*

## **VIII. NEW BUSINESS**

Chair Apodaca made clarifications regarding new business. When the commissioners are interested in proposing new business, there is a motion, after the motion it is open for a vote. For the agenda, the commissioners need to be a little more willing to expand on what the new business to be discussed is. That needs to be done ten days before the board meeting occurs so that the community is able to see it and know if they are interested in attending. It is important that the new business does not conflict with state policy and follows the Open Meetings Act.

## **IX. EXECUTIVE SESSION**

There were no items to be discussed in Executive Session.

Chair Apodaca called for a motion to adjourn.

**12-13**

Commissioner DeBee made a motion to adjourn.  
Commissioner Hambel seconded.  
Motion passed unanimously.

Meeting adjourned at 12:19 p.m.



## Executive Summary

*Shannon E. Smith, MBA/HRM is the Director of  
Telecommunications & Technical Assistance and Interim Director of  
NMCDHH*

June 30<sup>th</sup>, 2012

Mark Apodaca, MBA  
Chairman  
Commission for Deaf & Hard of Hearing  
1060 Cerrillos Road  
Santa Fe, NM 87505-1696

Dear Chairman Apodaca and Commissioners:

Please find enclosed the Fiscal Year 2012 Quarter 4 Board Report. I am pleased to report that due to the hard work and dedication of the Commission for Deaf and Hard of Hearing staff members, the agency continues to function at the highest level of service; and that even with our current position vacancies, constituents continue to receive timely and professional services.

On behalf of the NMCDHH team we thank the Board of Commissioners for their continued guidance and support throughout Fiscal Year 2012, and we welcome Ellen to the Commission team.

If you have any questions or require additional information please feel free to contact me.

Sincerely,



Shannon E. Smith, MBA/HRM  
Interim Executive Director

cc: Ron Stern, Ph.D.  
James DeBee  
David Romine  
Debbie Hambel



## **Administration & Finance**

*Mark Apodaca, NMCDHH CFO*

### **Fourth Quarter New Mexico Commission for Deaf and Hard of Hearing Financial Analysis**

**(on following page)**

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING  
FY 12, Q4**

NM Commission for the Deaf and HOH  
Financial Analysis  
June 30, 2012

	Budget	Total Budget	Actuals	Percent of Total Actuals	Percent Used	Budget vs. Actuals Variance	Encumbrances	Total Actuals and Encumbrances	Budget vs. A&E Variance	Percent Used
<b>Salaries &amp; Benefits (Category 200)</b>										
Personal Services and Employer Contributions	\$ 975,300		\$ 714,189	22.5%	73.2%	\$ (261,111)	\$ -	\$ 714,189	\$ (261,111)	73.2%
<b>Services (Category 300)</b>										
Professional Services	\$ 463,997	12.1%	\$ 335,006	10.6%	72.2%	\$ (128,991)	\$ 37,636	\$ 372,642	\$ (91,355)	80.3%
Other Services	1,525,703	39.9%	1,310,813	41.4%	85.9%	(214,890)	210,680	1,521,493	(4,210)	99.7%
Audit Services	15,700	0.4%	14,809	0.5%	94.3%	(891)	891	15,700	-	100.0%
Info Tech Services	5,000	0.1%	3,142	0.1%	62.8%	(1,858)	1,858	5,000	-	100.0%
Total Services	\$ 2,010,400	52.6%	\$ 1,663,770	52.5%	82.8%	\$ (346,630)	\$ 251,065	\$ 1,914,835	\$ (95,565)	95.2%
<b>Expenses (Category 400)</b>										
Mileage - In-state	\$ 3,500	0.1%	\$ 2,820	0.1%	80.6%	\$ (680)	\$ 645	\$ 3,465	\$ (35)	99.0%
Meals - In-state	8,021	0.2%	2,858	0.1%	35.6%	(5,163)	320	3,178	(4,843)	39.6%
Board and Commission Member - In-state	1,745	0.0%	1,745	0.1%	100.0%	-	-	1,745	-	100.0%
Transportation - Fuel	6,000	0.2%	4,166	0.1%	69.4%	(1,834)	1,834	6,000	-	100.0%
Transportation - Parts	500	0.0%	134	0.0%	26.8%	(366)	366	500	-	100.0%
Transportation - Insurance	900	0.0%	-	0.0%	(900)	(900)	-	-	(900)	0.0%
Transportation - Vehicle Leasing	10,500	0.3%	8,644	0.3%	82.3%	(1,856)	1,856	10,500	-	100.0%
Maintenance - Property Insurance	1,495	0.0%	1,495	0.0%	100.0%	-	-	1,495	-	100.0%
Maintenance - IT	2,371	0.1%	2,338	0.1%	98.6%	(33)	33	2,371	-	100.0%
Supplies Inventory (IT)	26,007	0.7%	25,112	0.8%	96.6%	(895)	895	26,007	-	100.0%
Supplies - Office	6,170	0.2%	5,958	0.2%	96.6%	(212)	212	6,170	-	100.0%
Field Supplies	293	0.0%	293	0.0%	100.0%	-	-	293	-	100.0%
Supplies Inventory Exempt	8,101	0.2%	995	0.0%	12.3%	(7,106)	7,106	8,101	-	100.0%
Reporting and Recording	20,676	0.5%	15,800	0.5%	76.4%	(4,876)	4,876	20,676	-	100.0%
Human Capital Management	3,750	0.1%	3,750	0.1%	100.0%	-	-	3,750	-	100.0%
Printing Services	3,674	0.1%	3,674	0.1%	100.0%	-	-	3,674	-	100.0%
Postage	5,012	0.1%	4,775	0.2%	95.3%	(237)	237	5,012	-	100.0%
Rent - Space	120,350	3.2%	120,048	3.8%	99.7%	(302)	302	120,350	-	100.0%
Rent - Equipment	18,596	0.5%	13,305	0.4%	71.5%	(5,291)	5,291	18,596	-	100.0%
Telecommunication	21,701	0.6%	20,095	0.6%	92.6%	(1,606)	1,006	21,101	(600)	97.2%
Telecommunication - GSD	49,707	1.3%	43,986	1.4%	88.5%	(5,721)	5,721	49,707	-	100.0%
Subscriptions and Dues	1,366	0.0%	1,186	0.0%	86.8%	(180)	180	1,366	-	100.0%
Training	9,135	0.2%	9,085	0.3%	99.5%	(50)	50	9,135	-	100.0%
Advertising	14,096	0.4%	8,248	0.3%	58.5%	(5,848)	5,848	14,096	-	100.0%
Prior Year Adjustments	13,575	0.4%	13,575	0.4%	100.0%	-	-	13,575	-	100.0%
Miscellaneous Expense	600	0.0%	530	0.0%	88.3%	(70)	70	600	-	100.0%
Out-of-State Mileage	4,268	0.1%	4,268	0.1%	100.0%	-	-	4,268	-	100.0%
Out-of-State Meals	5,491	0.1%	5,491	0.2%	100.0%	-	-	5,491	-	100.0%
Total Expenses	\$ 367,600	9.6%	\$ 324,374	10.2%	88.2%	\$ (43,226)	\$ 36,848	\$ 361,222	\$ (6,378)	98.3%
<b>Other Financial Uses (Category 500)</b>										
DVR	\$ 466,000	12.2%	\$ 466,000	14.7%	100.0%	\$ -	\$ -	\$ 466,000	\$ -	100.0%
<b>Total</b>	<b>\$ 3,819,300</b>	<b>100.0%</b>	<b>\$ 3,168,333</b>	<b>100.0%</b>	<b>83.0%</b>	<b>\$ (650,967)</b>	<b>\$ 287,913</b>	<b>\$ 3,456,246</b>	<b>\$ (363,054)</b>	<b>90.5%</b>

## Communication Access & Development

*Lisa Dignan, M.Ed., CI/CT, Director of Communication Access & Development*

### Communication Access and Development Activities

- Provided training in collaboration with DVR to train field office staff on use of VRI equipment.
- Continued to revise existing curriculum for New Mexico Mentoring.
- Provided training on April 28 to New Mexico Court Reporters Association members to develop additional resources for the provision of CART services.
- Successfully worked with contractors on end-of-year spending plans.
- Renewed contracts with several contractors.
- Collaborated with AOC contractor on coordination of statewide court assignments.
- Collaborated with contractors and NMRID to provide several interpreter professional development opportunities.
- Collaborated with AOC to develop and distribute registration materials for 2012 NM Interpreters' Conference.

### New Mexico Mentoring

The Spring 2012 session concluded with 9 of 10 mentees successfully completing the session. The Fall 2012 participants have been selected, with five mentor-mentee pairs working with three different curricula. Participants are from Albuquerque, Santa Fe, Mountainair, Clovis, Las Cruces, and Aztec.

### Signed Language Interpreter Licensure

The Signed Language Interpreting Practice Board (SLIPB) did not meet in the 4<sup>th</sup> quarter due to lack of agenda items. The next meeting will be July 24, 2012.

As of the end of the quarter, there are 242 valid licenses in New Mexico – an increase of 7 over last quarter:

- Community Licenses: 130 Active
- Educational Licenses: 2 Active
- Provisional Licenses: 110 Active



Complete information and the searchable database of licensed interpreters may be found at the SLIPB website:  
[www.rld.state.nm.us/boards/Signed\\_Language\\_Interpreting\\_Practices.aspx](http://www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices.aspx).

### First Quarter FY13 Plans

- Plans for the 1st Quarter for Fiscal Year 2013 include:
- Attend and provide a presentation at the RID Region IV Conference in Denver, Colorado.
  - Provide training in collaboration with DVR to train field office staff on use of VRI equipment throughout the state.
  - Participate in Court Interpreter Advisory Committee Pay Equity Subcommittee meetings.
  - Continue process to revise existing and develop additional curriculum for New Mexico Mentoring.
  - Legal Interpreting Task Force is working on ways to better meet the needs of consumers related to court interpreting and legal interpreting outside of court.
  - Prepare for RFP for interpreter professional development to be issued in early FY13.
  - Finalize all details for the New Mexico Interpreters' Conference.

### Communication Access Statistics

Interpreting Requests Filled 4 <sup>th</sup> Quarter FY 12			
	April	May	June
Number of Requests covered by COPD	2	2	3
Total Hours Interpreted by COPD	17	6.5	13.25
Number of Requests covered by WIN	0	1	1
Total Hours Interpreted by WIN	0	0	0
Number of Requests covered by CDHH Staff	20	21	28
Total Hours Interpreted by CDHH Staff	79.5	68	103

Interpreting Requests Filled in FY 12	
Number of Requests covered by COPD	43
Total Hours Interpreted by COPD	376
Number of Requests covered by WIN	51
Total Hours Interpreted by WIN	314
Number of Requests covered by CDHH Staff	180
Total Hours Interpreted by CDHH Staff	507

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING  
FY12, Q4**

CDHH staff members providing interpreting services: Lisa Dignan, Cheryl Padilla, Alexis Zarret, Timothy Farr, Michelle Rupanovic, and Rhiannon Sykes-Chavez.

In addition, 202.5 hours of interpreting services were provided by 17 interpreters for the 2012 Conference on Hearing Loss.

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## Public Policy & Advocacy

*Nathan Gomme, Interim Director of Public Policy & Advocacy*

### Individual/System Advocacy & Public Policy

The Public Policy & Advocacy department has continued with exemplary work. Members of the PP&A team continue to travel the state and provide various trainings and support on a both an individual and systemic level. In April alone the team traveled every region in the state for individual and systemic purposes. The month of April became one of the busiest months for the PP&A team which included work with the Bernalillo County Metropolitan Detention Center, New Mexico School for the Deaf and CASA, Disability Rights New Mexico, and various individuals.

Cheryl, Corina, and I went to the Metropolitan Detention Center to get a firsthand look at the system in place and how Deaf and Hard of Hearing individuals spend their time. We talked with the MDC's Chaplin and went through the required training in order to be able to enter the facility and interact with the individuals residing at the MDC. One of the primary focuses that the team has noticed was the lack of videophones in the facility. We have contacted and discussed this matter with several VRS agencies and have yet to find a viable solution. One of the primary conflicts is that the current system the detention center has is a Poly Com system which none of the current VRS providers use. Interoperability is a huge factor in this situation due to the fact that this Poly Com system is used for interaction with visitors. Purple Communications has come forward willing to work with the Poly Com system. Other VRS companies are worried that it won't work and have suggested using their hardware systems. The communication between the MDC and the NMCDHH remains open and we look forward to seeing a resolution to these barriers.

Nathan provided a Teen Casa Strand at the CASA Conference with a large amount of help from the Transition community including help from Susan Pepper-Jojola, Dan Timlen, Jesse Jones, Christine Fuller, Ellen Carpenter, and more. The strand focused on student transition into adulthood with the theme was Discover your Super Future which was a play on the current Pop Culture Superhero Trend. The groups of presenters each included elements of this theme which had discussions using modern allegories and metaphors to reinforce transition. The final element of the workshops had the students using information gathered from the workshops in sync with the virtual scavenger hunt. Some members went

to the location for CASA early and recorded a virtual guide and posted the guides online on interactive pages such as Facebook and Google+.

Cheryl and Corina went to the Advocacy in Action training in April and continued networking with various Domestic Violence and Advocacy groups. The information they bring back continues to be invaluable and the continued exposure of Deaf individuals continues to keep agencies considering Deaf and Hard of Hearing needs.

April was also the month that The NMCDHH had the Hearing Loss Conference. The conference utilized member's from the PP&A team to work in the many conference roles. The work done in April led to more individual and systemic work in May and June. Nathan's presentations at CASA led to work in the school districts in Portales and House with the NMSD Outreach staff. Cheryl continues to work with individuals in the MDC and with Domestic Violence agencies. Corina's work with self-advocacy led to a chance to train people in Puerto Rico and to become one of the leaders in the self-advocacy training provided by the National Consortium of Interpreter Education Centers. This was a huge honor and represents the large amount of work that Corina has put into educating people.

- The Service Coordinators continue to travel throughout the state on New Mexico working with individuals and agencies.
- Presented various workshops at a number of trainings and events including CASA and MDC.
- Worked with the members of MDC and their population to better resolve communication barriers. We are in the process of developing plans for VRS, VRI, Captioned Phone systems and developing a system for interpreting needs.

The Public Policy & Advocacy Department been working to reduce the number of barriers in various ways across the state of New Mexico and it has become increasingly apparent that the access to broadband speed internet is a priority. During the course of Fiscal Year 12 the PP&A team has done a number of workshops and worked with numerous people in their individual situations. The common theme that is seen with Deaf individuals is no access to services such as high speed internet and the technology necessary to give them access in their native language. The same can be said for Hard of Hearing individuals and deaf individuals who speak. There are a number of great devices and software programs that can help the community communicate on the same level as their hearing counterpart. The ability to access high speed internet is a factor for the state of New Mexico and has become an increasingly important issue across America insomuch as being called a right by some people equal to water and housing. America has pushing for Broadband inclusion for all in the National Broadband Plan. New Mexico has its own group that has been working on broadband for the state. This is not new and has been in the works for several years. Most individuals in the Deaf and Hard of Hearing community require high speed internet in order to function equivalently with the community. A lot of individuals in the rural areas of New Mexico do not have as fast an internet connection as the metropolitan areas.

This creates issue two ways one when applying for devices such as the nTouch or Z-20 they do not have internet fast enough for the video signal. For Hard of Hearing individuals this problem means that the captioning is not quick and can be delayed on the captioned phones. Most of New Mexico has access to DSL which uses the phone system to access the internet. DSL's speeds are about 128 Kbps to 3 Mbps and DSL is generally the cheapest. The speeds vary and often it cannot adequately support real time communication that deaf and hard of hearing people utilize. The next most available way to access the internet is through Cable. Cable's speeds are about 5 Mbps to 15 Mbps this is what most people say is adequate for real time communication. Cable is usually only found in dense areas such as cities such as Albuquerque and Santa Fe. What is a common thread though is that if you were to travel between Moriarty and Clovis you would not be able to access these speeds because there is no Cable network between the two cities. Fiber is the fastest available internet resource we have at this time. It is also expensive and not widely available at all in New Mexico. Fiber's speeds range from 12 Mbps to 50 Mbps. These speeds are more than enough for most current technology that is used. There is also Satellite which can be comparable to Cable and even Fiber depending on the day and weather which can be factors. The PP&A team thanks to Shannon will be going to a Broadband meeting in July to see firsthand what is being done to address the issues the team has worked with this fiscal year.

**C**ommunity Outreach for the Deaf-NM Deaf-Blind fourth quarter follows this report.

## **Fiscal Year 2013, 1<sup>st</sup> Quarter Planning**

- I. Increase service coordination among agencies utilizing local services available based on customer's residence.
- II. Increase customer's ability to self-advocate pertaining to system and individual advocacy
- III. Oversee the COPD Deaf-Blind contract
- IV. Continue working with the Bernalillo Metropolitan Detention Center.
- V. Provide supervision of all of the Service Coordinators;
- VI. Continue to provide workshops and trainings in coordination with the TT&A department.
- VII. Work on increasing the prevalence of Video Communication devices in the public setting with a focus on the ability for the Deaf and Hard of Hearing community to access the needed speeds for effective communication.
- VIII. Oversee the latest national and state concerns for Deaf, Hard of Hearing and Deaf-Blind.



## Telecommunications & Technical Assistance

*Shannon E. Smith, MBA/HRM is the Director of Telecommunications  
& Technical Assistance*

### Telecommunications Relay Service (TRS)

The Commission for Deaf & Hard of Hearing (CDHH) continues to experience stability in the number of minutes for Traditional Relay Service (TRS) and Captioned Telephone Service (CTS). The Performance Measure for Fiscal Year 2012 (FY12) is an average of 10,000 calls per month and 1 review and audit of the Telecommunications Relay Service.

The average number of relay calls for Fiscal Year 2012 was 12,772. The Commission for Deaf & Hard of Hearing met and exceeded the Performance Measure at 127%.

An audit of the Telecommunications Relay Service was conducted on June 25<sup>th</sup> and 26<sup>th</sup>, 2012 at the Relay New Mexico Call Center in Frostburg, Maryland. The below areas were audited for compliance with the deliverables as defined in the Telecommunications Relay Service contract:

- Answer Performance
- Reporting
- Staffing
- Technology and Redundancy
- Captioned Telephone Service
- Attrition

All areas were in 100% compliance. In addition, a tour of the call center was conducted, and allowed for observation of the Traditional Relay Service call floor, and the new Captioned Telephone Service call floor. Lastly, new Speech to Speech technology was demonstrated which uses Skype, allowing for Speech to Speech users to utilize visual cues and props in addition to the specialized Communication Assistant functions already in place. This technology will be available to New Mexicans after January 1<sup>st</sup>, 2013.

Fiscal Year 2013 is the fourth and final amendment to the original contract with Hamilton Relay for Traditional Relay Service, Captioned Telephone Service and Outreach. The Director of Telecommunications & Technical Assistance will draft the new Request for Proposals during the 1<sup>st</sup> Quarter of FY13, with the proposal evaluation set



for 2<sup>nd</sup> Quarter, and contract award set for 3<sup>rd</sup> Quarter. This time frame will allow for the 4<sup>th</sup> Quarter to be used as a transition period, if the next contract is not awarded to Hamilton Relay. The next TRS contract cycle will begin on July 1<sup>st</sup>, 2013.

## **Telecommunications Equipment Distribution Program (TEDP)**

**T**he Performance Measure for FY12 is 800. The Telecommunications Equipment Distribution Program distributed 1,609 pieces of equipment during FY12. The TEDP met and exceeded the Performance Measure at 201%.

While attending the 2012 Hearing Loss Association of America National Conference, it was found that many assistive technologies are moving away from hardware, and are becoming more software based and application based. To maintain the TEDP's commitment to the Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled of New Mexico, research into adding smartphones and tablets to the TEDP will begin in FY13.

In addition, in January 2013, the launch of TIA-4953, the new standard for amplification on specialized telecommunications equipment will take effect.

This standard is a benefit to our TEDP clients, as it now requires independent testing and analysis of all telecommunications equipment that is labeled "amplified" and a standard to analyze the results. Prior to TIA-4953, 3 different manufacturers could label a phone 50dB. But when independently tested, one phone may be 50dB, one phone may be 30dB and one phone may be 45dB. And there was no recourse to force manufacturers into compliance.

With TIA-4953, manufacturers will be given 2 years to bring all of their product lines into compliance.

Clarity, the manufacturer of the TEDP equipment plans to have 100% of their equipment in compliance by December 31<sup>st</sup>, 2012, and will be available for distribution after January 1<sup>st</sup>, 2013. Some equipment we currently distribute will be discontinued at the end of the year, and replaced with new devices, and some equipment will be upgraded. The TEDP will work on a notifying and education clients of the changes and make the new standardized equipment available.

## **Training & Development**

**T**he Performance Measure for FY12 is 60 workshops. The Training & Development Program provided 113 workshops during FY12. The Training & Development Program met and exceeded the Performance Measure at 188%.

## Outreach

The Performance Measure for FY12 is 36 outreach events coordinated. The Outreach Program coordinated 102 outreach events during FY12. The Outreach Program met and exceeded the Performance Measure at 283%. In addition, the outreach events had 5,510 booth visitors during FY12, which contributes to meeting the Number of Information Referrals and Outreach Contacts performance measure.

## Social Media

The Performance Measure for information referrals and outreach contacts for FY12 is 10,000. The Commission for Deaf and Hard of Hearing had 12,142 information referrals and outreach contacts. The NMCDHH met and exceeded the Performance Measure at 121%. In addition, but not counted towards the performance measure, the NMCDHH had 376,269 website hits, 80,582 website views, 301 Facebook likes and 1,105 Twitter tweets and 83 connections on LinkedIn during FY12. The Commission hopes to be able to count our social media data towards the performance measure in the future.

## Human Resources Management

Continuous monitoring of the Agency's Human Resources Management systems continue. The Performance Measure for Human Resources is 95% of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines. As we do not have an Executive Director, we cannot complete evaluations on the Managers, but evaluations are completed on staff members.

- A. Workers' Compensation
  - a. There were no Worker's Comp claims during the 4<sup>th</sup> Quarter.
- B. Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)
  - a. There were no COBRA claims filed during the 4<sup>th</sup> Quarter.
- C. Fair Labor Standards Act (FLSA)
  - a. There were no FLSA claims filed during the 4<sup>th</sup> Quarter.
- D. Family and Medical Leave Act (FMLA)
  - a. There were no approved FMLA leaves during the 4<sup>th</sup> Quarter.
- E. Turnover & Position Postings
  - a. There were no resignations during the 4<sup>th</sup> Quarter.
  - b. The NMCDHH has the below vacant positions:
    - i. Director of Public Policy & Advocacy
    - ii. Chief Financial Officer
    - iii. Training & Development Coordinator
- F. Personnel Actions

There are multiple personnel actions that have been pending processing until a new Executive Director was hired. Now that Ms. Roth has been hired, the below

personnel action items will be submitted to the State Personnel Office (SPO) in July 2012. Per current policy issued by the Governor's Office, once SPO completes review and approves or denies the requested actions, the packet will be sent to the Department of Finance Administration (DFA), once DFA completes review and approves or denies the requested actions, the packet will be sent to the Governor's Office, where it will be reviewed and approved or denied by the Chief of Staff, Keith Gardner. Once all review and approvals are received, the actions will take effect.

a. Upward Reclassification

i. Community & Social Service Specialist – A to Line Manager II

1. Pay Band 60 to Pay Band 70
2. Position #00080221

- a. The incumbent has been with the State of New Mexico Commission for Deaf and Hard of Hearing for over 7 years, and has accepted additional responsibilities and duties without being reclassified. This reclassification would correctly match the incumbent's role with their position description, and allow for the Supervisor Differential, Temporary Salary Increase and Recruitment and Retention Differential to be ended.

b. Upward Reclassification

i. Management Analyst – A to Budget Analyst – A

1. Pay Band 65 to Pay Band 65
2. Position # 00073501

- a. The incumbent has performed financial and Administrative Services Division duties and responsibilities since their date of hire with the CDHH. This reclassification will correctly match the incumbent's role with their position description, in addition to compensating them for duties performed.

c. Upward Reclassification

i. Community & Social Service Specialist – A to Social & Community Service Coordinator – O

1. Pay Band 60 to Pay Band 65
2. Position 00073500

- a. The incumbent has been with the State of New Mexico Commission for Deaf and Hard of Hearing for over 6 years, and has accepted additional responsibilities and duties without being reclassified. This reclassification would correctly match the incumbent's role with their position description.

d. Equal Reclassification

i. Social & Community Service Coordinator – A to Community & Social Service Specialist – A

1. Pay Band 70 to Pay Band 60
2. Position #00044470

- a. When this position was posted for recruitment, it was misclassified as a Social & Community Service Coordinator, though the incumbent performs the duties and responsibilities of a Community & Social Service Specialist.

This reclassification would correctly match the classification and the incumbent's role within the organization.

- e. Equal Reclassification
  - i. Office & Admin Support – A to Office & Admin Support – A
    - 1. Pay Band 45 to Pay Band 45
    - 2. Position #00029330
      - a. When this position was created, the classification reported to the Executive Director. Due to internal organizational structural change, the position now reports to the Director of Administrative Services (position #00073501). This reclassification would correct the position's reports to on the Organizational Listing.
- f. Upward Reclassification
  - i. Community & Social Service Specialist – O to Training & Development Specialist – A
    - 1. Pay Band 55 to Pay Band 65
    - 2. Position #00068405
      - a. The CDHH's mission and Legislative Performance Measures require the CDHH to provide 75 workshops during Fiscal Year 2013. For this position to be posted for recruitment, the classification must be reclassified to match the position's role with their position description, and allow for an individual to be recruited with the appropriate education and experience.
- g. Downward Reclassification
  - i. Administrative Officer II – O to Line Manager II
    - 1. Pay Band 85 to Pay Band 70
    - 2. Position #00034577
      - a. This reclassification would correctly match the incumbent's role with their position description, and allow for the Agency's management team to have the same classification.
- h. Recruit and Hire
  - i. Position #00068405
    - 1. Pay Band 65
    - 2. Training & Development Specialist – A
      - a. Once reclassified, the CDHH is requesting to recruit and hire a Training & Development Specialist – A. This position has been vacant since February 2011, and is part of the CDHH's Telecommunications and Technical Assistance Division. Responsible for 1) drafting curriculum ideas needed for community education, 2) making changes to existing curriculum to provide the most up-to-date and relevant for training and development, 3) schedules and obtains approval for all training and development from the Director of Telecommunications and Technical Assistance; 4) provides training and development.

- b. Position is a Perm status and funded by the Telecommunications Access Fund.
  - ii. Position #00034577
    1. Pay Band 70
    2. Line Manager II
      - a. Once reclassified, the CDHH is requesting to recruit and hire a Training & Development Specialist – A. This position has been vacant since February 2011, and is part of the CDHH’s Public Policy and Advocacy Division. Responsible for 1) develops and leads individual advocacy programs as required by State Statute 28-11B-2; 2) develops and leads systemic advocacy programs as required by State Statute 28-11B-2; 3) develops and leads Public Policy initiatives; 4) manages the \$300,000 annual Deaf-Blind services contract; 5) liaison to the Speech Language Pathology Audiology Hearing Aid Dispenser Practices (SLPAHADP) Board.
      - b. Position is a Perm status and funded by the Telecommunications Access Fund.
  - iii. Position #00024640
    1. Pay Band 65
    2. Financial Coordinator – O
      - a. With increased accountability and transparency, in addition to the CDHH now receiving funds from the Telecommunications Access Fund, but also General Fund (\$300K annually for Deaf-Blind Services and \$300K Capital Outlay for the Deaf Culture Center) the financial accountability for the Administrative Services Division has grown exponentially and requires a high level manager to for accountability purposes.

## 2012 Conference on Hearing Loss

**T**he 2012 Conference on Hearing Loss was a success. Held at the Albuquerque Marriott on April 25<sup>th</sup> & 26<sup>th</sup>, 2012, wrap up of the Conference includes:

- 225 People in Attendance
  - 2010 Conference = 157 attendees
  - 2008 Conference = 78 attendees
- 26 Plenary Sessions & Breakout Workshops
  - 2010 Conference = 32 Plenary Sessions & Breakout Workshops
  - 2008 Conference = 26 Workshops
- Continuing Education Credits Offered:
  - Signed Language Interpreters
  - Social Workers
  - Therapists & Counselors
  - Audiologists, Hearing Aid Dispensers, Speech Language Pathologists

- Vocational Rehabilitation Counselors
- Welcome Addresses, Plenary Speakers, Spotlight Presenters
  - Jeremiah Ritchie, Director of Boards & Commissions
  - Attorney General Gary King
  - Howard Rosenblum, Esq, Executive Director of the National Association of the Deaf
  - Dr. Sam Trychin, PhD, Psychologist
  - Lou Ferrigno
- 25 Sponsors
  - 2010 Conference = 18 Sponsors
  - 2008 Conference = 16 Sponsors
    - Teltex
    - ACS – Alternative Communication Services
    - Caption First
    - Clarity
    - Relay New Mexico
    - Amplicom
    - Purple
    - Sprint
    - Amerigroup
    - CaptionCall
    - Cochlear
    - Comfort Audio
    - COPD
    - DeBee Communications
    - Disability Rights New Mexico
    - GWC Looping
    - Hearing Loss Association of Albuquerque
    - HearingImpaired.net
    - New Mexico Department of Homeland Security & Emergency Management
    - New Mexico Division of Vocational Rehabilitation
    - New Mexico Registry of Interpreters for the Deaf
    - Silent Call Communications
    - Silver & Stones Designs
    - Sorenson Video Relay Service
    - Team Builders 8

## Fiscal Year 2013, 1<sup>st</sup> Quarter Planning

**P**lans for the 1<sup>st</sup> Quarter of Fiscal Year 2013 are:

- ❖ Training & Development
  - Review & revise existing curriculum
- ❖ Outreach

- Review & revision of the NMCDHH website
- Updates to the NMCDHH's Facebook, Twitter, YouTube, Wikipedia and LinkedIn pages
- Order marketing products for the NMCDHH exhibit booth
- ❖ Telecommunications Equipment Distribution Program
  - Meet with tablet and smartphone manufacturers to discuss addition of equipment to the TEDP
  - Plan rollout of new TIA-4953 equipment
  - Design an outreach plan specific to Veterans
- ❖ Telecommunications Relay Service
  - Plan TRS Procurement
- ❖ Human Resources
  - Submit personnel actions packet to SPO.
  - Prepare Human Resources systems for the FY12 Audit
  - Prepare and distribute the FY13 Q1 Employee Evaluations to Managers
  - Prepare and distribute the FY13 Q1 Manager Evaluations to the Executive Director
- ❖ Information Technology
  - Continue participation in the Department of Information Technology IT Working Group, and leading the IT Accessibility Sub-Committee to assist in making State of New Mexico IT more accessible to internal and external customers.
  - Continue working with the State of New Mexico E911 Director on the requirement of the CVAA to allow for Text to 911 service.

## Las Cruces Satellite Office

*Sandra Williams is the Las Cruces Satellite Office Coordinator*

Las Cruces Office staff is excited to report about our multiple successful outcomes with advocacy, consulting, educating, outreaching, providing presentations, hosting informational booths, collaborated with other agencies/service providers, including client-service coordination and system advocacy.

### Individual Advocacy and Service Coordination

Individual advocacy and service coordination to consumers with hearing loss, family members, and colleagues in addressing on improving quality of lives as well community/service providers to provide communication access to Deaf, Deaf-Blind and Hard of Hearing Consumers in their communities.

For this Quarter (and fiscal year), a total of 60 clients have been served. Services include advocacy, service coordination and TED application distribution.

Our clientele continues to increase because of our outreaching efforts. Bear in mind, this number does not include several individuals that we've provided information & referrals to. In one example, a hard of hearing lawyer who requested information/assistance from us to self-empower and accommodate him in a court room setting.

### Information & Referral and Outreach

To increase NMCDHH "visibility" and the availability of our services, Over **699** information/referral was passed out this quarter. For the Fiscal year, we have provided **2,606** Information and Referrals!

Next in providing direct services to our consumers in southern New Mexico, Alexis, Tim and I outreached to surrounding rural towns located in Catron, Grant Luna, Sierra Dona Ana, Otero, Lincoln, Eddy, Lea, Chavez, De Baca and Roosevelt counties and in result, we saw more requests for Telephone Equipment Applications, Information on Hearing Loss and Advocacy Resources.

We have provided **24** different presentations/workshops in various rural towns in Carlsbad, Truth or Consequences, Las Cruces, Roswell for example and in medical, mental health, senior centers and educational settings. Again, we were able to recruit consumers for our program.



## Informational/Exhibit Booths

For this year, the following list indicates our staff; especially Alexis and Tim have provided over 21 booths/exhibit Fairs in Southern New Mexico for this quarter. In result of these booths, not only we were able to educate and recruit consumers, their families, colleagues, for services, TED programs, but to enhance the quality of life of our Deaf, Hard of Hearing, Deaf-Blind citizens of New Mexico.

## Community Collaboration

In order to expand our "visibility" and the availability of our services, as evidenced, we found the importance of collaborating with other community agencies. Not only we collaborated, we educated, provided leadership, we are receiving more and more invitations to participate in group events such as celebrating ADA with the Las Cruces Mayor this upcoming summer and/or to invite us to speak on hearing loss at their conferences etc.

As Ms. Zarret reports:

*One of the standout events this quarter has been being selected to serve in a Member at Large capacity on the Executive Board of the Local Behavioral Collaborative 3. I also continued to work with the Otero County Behavioral Health Collaborative the Local Emergency Planning Committee and the Interagency Council. Meeting and collaborating with these groups allows people from many different agencies to hear about the NMCDHH, fosters a collaborative spirit that benefits our common clients and increases the number of referrals we get for services.*

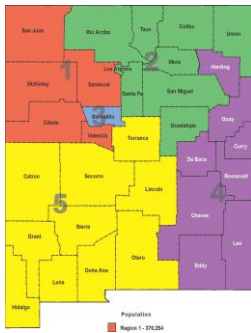
*During Fiscal Year 2011-2012, the Las Cruces office made special efforts to go into communities that are traditionally underserved including towns and villages with a high proportion of mono-lingual Spanish speakers, those with behavioral health issues and those who live in extremely rural places. We also made a big impact through our booths, with a total of 21 booths for the year and 1,641 attendees!!*

As Mr. Farr reports:

*The Las Cruces CDHH Staff is proud to be a part of the first annual Celebration of the signing of the American's with Disabilities Act; showcasing positive attitudes and perspectives while providing effective training and leadership by opening doors to Accessibility. This effort serves to break down barriers in communication amongst our population and gives us an opportunity to work closely with and develop strong working-ties with other Agencies and Organizations in our area. Through this process, we have enlisted the collaboration of numerous Agencies such as the Division of Vocational Rehabilitation, Disability Rights New Mexico, Tresco Incorporated, The Ability Center, Progressive Residential Services of New Mexico, Advocates in Action, and The City of Las Cruces. From this group, we have invited over 50 local Agencies and Organizations along with the general public to participate and celebrate what the ADA means to us. I*

*am very excited to be a part of this event which will take place on July 26th 2012 commemorating the date that the ADA was signed into law 22 years ago. SAGE (Service and Advocacy for Gay, Lesbian Bisexual, and Transgender Elders) Update: We now have official affiliation status with National SAGE which allows us to go forward with this project and start implementing services to older New Mexicans here in the South. Most of my involvement will focus on getting those folks over 50 years of age amplified telephones and alerting systems through our TED Program and providing effective communication, resources and social supports to ameliorate the process of growing older, being LGBTQ and having a hearing loss. We want to see LGBTQ Seniors become active and powerful allies in their communities and to be positive and be effective role models for the younger generation here in rural New Mexico. This endeavor will benefit people cross-culturally and span across the age ranges for all New Mexicans and I am proud to be a member of the SAGE Implementation Team working to improve the quality of life of our seniors with hearing loss.*

*I am happy to report that during this quarter I have continued to provide direct service provision to both Deaf and Hard of Hearing clients here in Region Four and Five. I also have been working diligently to increase awareness of the equipment available through our TED Program to those who struggle to communicate over the telephone. I have been particularly successful at getting folks free hearing aids through the HEAR NOW Program sponsored by The Starkey Foundation. I have attended monthly meetings of HLAA and have formed some interesting and unique partnerships there as well: I always learn a lot from their presentations and from the people who attend them. There are always several people who approach me interested in making an appointment to come into the office and learn more about what The Commission has to offer. I look forward to providing ongoing outreach and information referral services by increasing our presence at information booths and by offering more presentations in the coming fiscal year.*



## Community Collaboration (continued)

The following list indicates various agencies we have been working collaboratively (to include training, presentations and educating) in Southern New Mexico each month:

ADA City Council Board of Las Cruces  
Southern New Mexico Disability Coalition  
NMGLBTQ, S.A.G.E. Organization  
United Ways Directors  
Jewish Family Services of New Mexico  
New Mexico Adult Protective Services

Dona Ana County ADA Advisory Board  
Las Cruces Hearing Loss Association  
211 Information in Lea County  
American Association of Retired Persons  
New Mexico Department of Aging  
Senior Citizen's Law Office

Alma De Arte charter school  
NMRID/Sun City Interpreters for the Deaf  
Las Cruces Emergency Preparation Committee  
National Federation of the Blind  
Community Mental Health  
Independent Living Centers  
Las Cruces HLAA  
Las Cruces Emergency Preparation  
Las Cruces City Hall Employers  
Tresco  
NM Disability Rights  
Alzheimer's Association  
Desert Hills

Advanced Technology Services  
Lions Club  
Memorial Medical Hospital Language Advisory Board  
Las Cruces Interagency Council  
DVR  
Public and Private School Districts  
ADA Celebration with the Mayor Committee  
Dona Ana Behavioral Health Committee  
Ability Center  
Las Cruces Public Schools  
Mesilla Valley Hospice  
Optum Health  
La Pinion/La Casa

## Unmet Needs

As identified in our last FY reports, we had hoped to provide presentations and trainings at Police Academy and more law enforcement departments and First Responders. We did not have enough manpower to accomplish this however we are identifying this as a new goal for FY year 2013.

We did meet the goal of exploring the possibilities in developing a support group such as HLA Chapters but we did not have enough manpower to continue in other towns such as Roswell, Deming, and Hobbs. It is also agreed that HLA of New Mexico would need to play more of an active role to help these rural towns to set up Chapters throughout the state.

To explore the possibilities in organizing a support group for parents of children who are deaf however again, Hands and Voices are very active in this role and we are referring parents to contact this organization.

Again, as identified, our Deaf and Hard of Hearing Consumers has requested for workshops on Roadside Assistance, Leadership Training, Emergency Preparation, How to host a Fund Raising Event, How to contract Interpreter and How to use an Interpreter over Video Phones but I was unable to coordinate volunteers to come to present due to limited funding for interpreters as well lack of training/conference rooms. (Also staff time after work hours).

## Met Needs

As identified in our last FY reports, we had goals to hire an Administrative Assistant and a Service Coordinator for Individuals who are Hard of Hearing. Alexis Zarret and Tim Farr came on board in August of 2011. They were instrumental in providing the support to the Las Cruces Office in expanding our services from Lordsburg to Hobbs.

### We identified the last year's needs:

Need to collaborate with each Senior Citizens Centers:  
NM Disabled Vet Centers  
Provide System Advocacy  
Collaborate LC HLA Chapter  
Establish collaboration with other services providers

### Met/Completed

We outreached/provided I&R to 30 SC Centers  
Collaborated with Las Cruces Disabled Vet  
Provided System Advocacy (On-going)  
Collaborated with LC HLA Chapter (On-going)  
Collaborated with other services providers

## Fiscal Year 2013 Planning/Goals

I continue to look forward to a great year of providing effective leadership training, education, and advocacy programs to reduce barriers to our southern communities across the state and to improve the quality of lives among our consumers who are Deaf, Hard of Hearing and Deaf-Blind. Planning and goals for the FY 13 are identified as:

- To continue with advocacy and to increase service coordination to our consumers, their families and colleagues especially in rural towns.
- To provide training for First Responders and Law Enforcement
- To continue to collaborate and educate our agencies and service-providers to provide effective communication access to our New Mexicans who are Deaf, HH and DB.
- At the request of our consumers, we will provide more Workshops for our Deaf, HH and DB clients throughout the state.

Continue:

- To continue in outreaching through out the southern part of New Mexico as well the city and county ADA coordinators as needed to inform, educate and provide information about the availability of NMCDHH's services.
- More impact in outreaching Audiologists in each towns in Regions 4 and 5 for appropriate referrals to the Commission
- More focus on outreaching the Colonies
- To ensure our prisons and detention centers are in compliance with their telecommunications and communication access.
- To provide more presentations as evidenced, these presentations have more impact on improving services and/or removing communication barriers.
- To increase more exhibit/booths to help educate the community of our availability of services.
- To continue with System Advocacy among governmental and state agencies
- To explore the possibility of developing a Network/Support programs for adolescents and young individuals who are hard of hearing.
- To outreach each audiologist and hearing aids dispensers in Regions 4 and 5

### 2013 1<sup>st</sup> Quarter Goals:

- We will focus on outreaching in rural towns because I was informed that many consumers living statewide especially in Region 4 areas, thought they were not eligible for services because they do not live in Las Cruces or in Albuquerque. We must emphasize that we are available to any consumers with hearing loss living in the state of New Mexico.
- We will provide 3 workshops on Self Advocacy and 3 Presentations on NMCDHH's Overview and Hearing Loss/Communication Tip Sensitivity Training.

Las Cruces Supervisor's Goals (Sandra Williams)

- To continue supervising/coordinating activities of personnel engaged in carrying out departmental objective with this state agency.
- To continue to provide services to consumers, their families, friends and colleagues
- To continue in creating innovative and cost effective programs and services in communities.
- To continue in monitoring, reviewing and planning of personnel job duties, office hours, accomplishments and work progress.
- To continue to provide training to staff and conduct weekly staff meetings
- To ensure staff providing quality, productiveness and dependability of their services to our consumers
- To ensure effective working relationship with all co-workers and teamwork.
- To ensure on-going case records containing evidence of services.
- To continue in monitoring work process of support staff as evidenced by sampling of caseload support, services delivery and data collection to insure quality services are provided
- To continue with state car maintenances and documentations

Service Coordinator's (Tim Farr's) Goals:

- To continue to recruit consumers for services
- To continue to provide advocacy and services coordination
- To continue in providing presentations
- To continue in outreaching and host booths/exhibits
- To continue in collaboration with other organizations and agencies.
- To continue in providing Information and referrals
- May help with interpreting for Commission's staff

Administrative Assistant's (Alexis Zarret) Goals:

- To continue to provide administrative support to staff persons
- To continue to provide advocacy/coordinate support to clients and interpreters
- To continue outreach and host booths/exhibits
- To continue in answering phones, greeting clients, filing, edit documents
- Follow through with assigned projects
- To continue educate, provide I & R, to public and consumers pertaining to System Advocacy and Self-Empowerment
- To be readily interpret for staff and last minute walk-ins.

## Data & Statistics

*As required by Legislative Performance Measure*

### **Fiscal Year 2012**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training session conducted	60	113	188%
Number of outreach events coordinated	36	102	283%
Number of review and audits of the Telecommunications Relay Service	1	1	100%
Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines	95%	50%	53%
Average number of relay calls per month	10,000	12,772	127%
Hours provided by the sign language interpreter referral service	30,000	44,287	148%
Number of sign language interpreting mentors	16	15	94%
Number of accessible technology distributions	800	1,609	201%
Staff hours devoted to reducing communication barriers	12,000	20,158	168%
Number of clients provided assistance to reduce or eliminate communication barriers	1,000	1,002	100%
Number of information referrals and outreach contacts	10,000	12,142	121%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	8	53%

**Fiscal Year 2011**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Percentage of Goal Met</b>
Number of workshops & training session conducted	40	34	85%
Number of outreach events coordinated	24	92	383%
Number of review and audits of the Telecommunications Relay Service	1	1	100%
Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines	90%	50%	56%
Average number of relay calls per month	10,000	15,568	156%
Hours provided by the sign language interpreter referral service	30,000	25,904	86%
Number of sign language interpreting mentors	16	17	106%
Number of accessible technology distributions	800	252	32%
Staff hours devoted to reducing communication barriers	15,000	6,861	46%
Number of clients provided assistance to reduce or eliminate communication barriers	1,300	747	57%
Number of information referrals and outreach contacts	10,000	8,000	80%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	N/A	35	N/A

**Fiscal Year 2010**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Percentage of Goal Met</b>
Number of workshops & training session conducted	40	107	268%
Number of outreach events coordinated	55	38	69%
Number of review and audits of the Telecommunications Relay Service	N/L	N/L	N/L
Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines	N/L	N/L	N/L
Average number of relay calls per month	10,000	13,213	132%
Hours provided by the sign language interpreter referral service	134	33,161	24,747%
Number of sign language interpreting mentors	18	15	83%
Number of accessible technology distributions	1500	492	33%

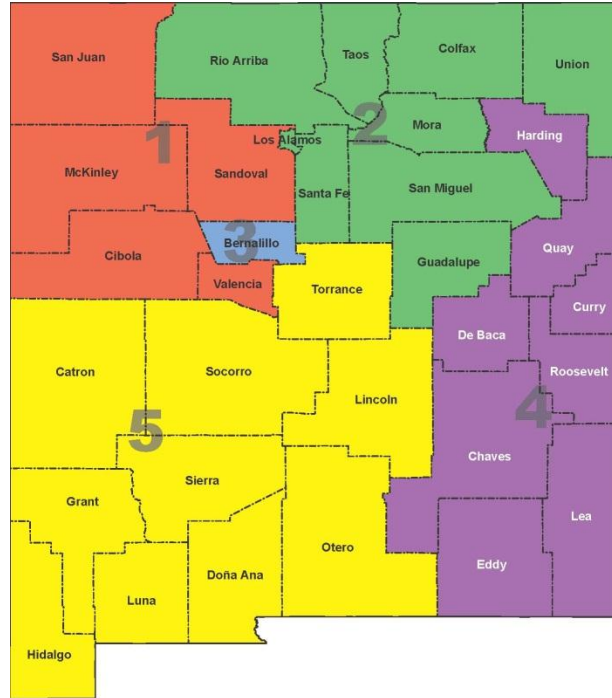
Staff hours devoted to reducing communication barriers	13,000	6422	49%
Number of clients provided assistance to reduce or eliminate communication barriers	1,100	867	79%
Number of information referrals and outreach contacts	11,000	5,363	49%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	N/A	N/A	N/A

**Fiscal Year 2009**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Percentage of Goal Met</b>
Number of workshops & training session conducted	35	80	44%
Number of outreach events coordinated	N/L	154	N/L
Number of review and audits of the Telecommunications Relay Service	0	0	0%
Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines	N/L	47%	N/L
Average number of relay calls per month	N/L	10,000	N/L
Hours provided by the sign language interpreter referral service	40,000	32,428	81%
Number of sign language interpreting mentors	N/L	16	N/L
Number of accessible technology distributions	1750	805	46%
Staff hours devoted to reducing communication barriers	N/L	10,400	N/L
Number of clients provided assistance to reduce or eliminate communication barriers	N/A	N/A	N/A
Number of information referrals and outreach contacts	12,500	7,225	58%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	N/A	N/A	N/A



## Clients by Region



	<b>1<sup>st</sup> Quarter &amp; 2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>FY12 Total</b>
<b>Region 1</b>	<b>67</b>	<b>26</b>	<b>2</b>	<b>95</b>
<b>Region 2</b>	<b>64</b>	<b>25</b>	<b>19</b>	<b>108</b>
<b>Region 3</b>	<b>191</b>	<b>90</b>	<b>118</b>	<b>399</b>
<b>Region 4</b>	<b>35</b>	<b>29</b>	<b>38</b>	<b>102</b>
<b>Region 5</b>	<b>126</b>	<b>61</b>	<b>111</b>	<b>298</b>
<b>Total Clients by Quarter</b>	<b>483</b>	<b>231</b>	<b>288</b>	<b>1002</b>

## Clients by Self-Identified Disability

	<b>1<sup>st</sup> Quarter &amp; 2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>FY12 Total</b>
<b>Deaf</b>	<b>137</b>	<b>120</b>	<b>13</b>	<b>270</b>
<b>Hard of Hearing</b>	<b>334</b>	<b>96</b>	<b>272</b>	<b>702</b>
<b>Deaf-Blind</b>	<b>10</b>	<b>10</b>	<b>1</b>	<b>21</b>
<b>Speech Disabled</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>9</b>
<b>Total Clients by Quarter</b>	<b>483</b>	<b>231</b>	<b>288</b>	<b>1002</b>



# Contracts, Mini-Grant & MOU Reports

## **Contracts:**

- COPD (Interpreting)
- WeInterpret,Net (Interpreting)
- COPD (Deaf Blind Program)
- Relay New Mexico
- Teltex
- Market Center Technologies

## **Mini-Grants:**

- COPD
- HLAAbq
- Rio Grande Connection
- DeBee Communications
- The Ability Center

## **MOU's:**

- Signed Language Interpreting Practice Board, RLD
- NM DVR



## Contractor Quarterly Report

Contractor Name: Community Outreach Program for the Deaf  
 Report By (Name and Title): Cathy Shemash, Director of Interpreting Services  
 Contract Number: 90-000-00-00040  
 Contract Expiration Date: June 30, 2012

Quarter Reported:  
 1<sup>st</sup> (July-Sept) \_\_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_\_ 3<sup>rd</sup> (Jan-Mar) \_\_\_\_ 4<sup>th</sup> (Apr-June)  
 X

### Scope of Work

Funding from the New Mexico Commission for Deaf and Hard of Hearing persons will be used to provide statewide Signed Language Interpreter Referral service, 24 hour emergency interpreter referral in the Albuquerque/Santa Fe area, professional development opportunities to assist pre-certified interpreters to achieve RID NIC certifications and other support services, which will enhance communication access for people in New Mexico who are deaf or hard of hearing.

The contractor shall perform the following work:

- A. Provide statewide Signed Language Interpreter referral.
- B. Provide 24 hour emergency signed language interpreter referral in Albuquerque and Santa Fe.
- C. Provide professional development opportunities to assist pre-certified interpreters to achieve RID NIC certification.
- D. Provide other support services which will enhance communication access for people who are deaf or hard of hearing.

### Performance Report

<b>Reporting Category</b>	<b>Number</b>	<b>Comments</b>
Total hours of interpreting provided	5331	
Number of ER Pager Requests	327	
Number filled	322	
Number unfilled	5	
Total emergency hours provided	5046	
Number of IN STEP interns	7/6	
Number of intern hours	2066.75	
- Professional development	1449.75	

Number of pro-bono assignments	9	
Total pro-bono hours	30	
Number of Workshops Provided	1	
Number of Attendants	18	
Total CEUs Offered	1.0	

**Special Events, Exciting News, Highlights**

- One Intern exited the program incomplete
- Legal Workshop was a success and based on feedback, achieved the desired goal
- Currently developing a new system to track measurable goals and outcomes from the point of entrance to the time of exit
- Developing standard forms for interns, mentors, and supervisors to track progress
- Preparing to hire an INSTEP Coordinator



## Contractor Quarterly Report

Contractor Name: We Interpret.Net  
 Report By: Marti Stockdale, Director of Operations  
 Contract Number: 90-000-00-00040  
 Contract Expiration Date: June 30, 2012

Quarter Reported:  
 1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_ 3<sup>rd</sup> (Jan-Mar) \_\_\_ 4<sup>th</sup> (Apr-June) X

### Scope of Work

Description of project:

Funding from the New Mexico Commission for Deaf and Hard of Hearing persons will be used to provide statewide Signed Language Interpreter Referral service, 24 hour emergency interpreter referral in the Las Cruces area, professional development opportunities to assist pre-certified interpreters to achieve RID NIC certifications and other support services, which will enhance communication access for people in New Mexico who are deaf or hard of hearing.

The contractor shall perform the following work:

- A. Provide statewide Signed Language Interpreter referral.
- B. Provide 24 hour emergency signed language interpreter referral in Las Cruces.
- C. Provide professional development opportunities to assist pre-certified interpreters to achieve RID NIC certification.
- D. Provide other support services which will enhance communication access for people who are deaf or hard of hearing.

### Performance Report

<b>Reporting Category</b>	<b>Number</b>	<b>Comments</b>
Total hours of interpreting provided	505	We suspect hours are low due to the summer.
VRI hours	191 calls	7 hours 46 minutes of VRI use in rural areas of NM.
Number of ER pager requests	17	
Number filled	17	

Number unfilled	0	
Total emergency hours provided	73.5	2 hours Las Cruces; 71.5 ABQ area
Total hours interpreters on call	1404	

Number of pro-bono assignments	1	
Total pro-bono hours	11	

Number of Group Discussions	1	
Number of Attendants	3	
Total CEUs Offered	.2	

Number of Workshops Provided	2	One full day of workshops but two separate CMP forms.
Number of Attendants	8	The same 8 attendants at each
Total CEUs Offered	.6	

Total Screenings	0	
Number of interpreters mentored	2	

Number of Entities Contacted	441	
Number of Outreach Meetings	14	
Number of New Contracts	20	
Miles Traveled for Outreach	491	
Calls/Support/Education to NM cities	414	
Community events	5	

**Special Events, Exciting News, Highlights**

- **Mentoring Position has been filled by Kellyann Parry**
- **VRI has been a sustainable option for rural areas of NM**
- **ER phone was used for Las Cruces Area**





## Contractor Quarterly Report

Contractor Name: Catholic Community Services of Southern Arizona, Inc., D/B/A Community Outreach Program for the Deaf of New Mexico

Report By (Name and Title): Larry Rhodes, Program Director

Contract Number: 00-645-00-00177

Contract Expiration Date: June 30 2012

Quarter Reported:  
 1<sup>st</sup> (July-Sept) \_\_\_    2<sup>nd</sup> (Oct-Dec) \_\_\_    3<sup>rd</sup> (Jan-Mar) \_\_\_    4<sup>th</sup> (Apr-June) **X**

### Scope of Work:

**A. Provision of services by Support Service Personnel to Individuals Who Are Deaf or Deaf/Blind in the State of New Mexico.**

**1. Provide Services to Individuals who are deaf or deaf/blind:** The Contractor shall oversee and manage the provision of services to individuals who are deaf or deaf/blind.

### Performance Report

<b>Reporting Category</b>	<b>Number</b>	<b>Comments</b>
Outreach and identify individuals who may be eligible for services and determine their eligibility.	Identified: 45 Services/Support: 36 <sup>1</sup>	Outreach efforts will result in 50 persons identified throughout the state and 50 persons obtaining service and/or support.
Assess individual needs and develop highly individualized support plans for those individuals.	15	Assessment and plan development on comprehensive services will occur with 30 persons.
Match the individuals receiving services and supports to an appropriate SSP/SP taking into consideration factors such as the	28 persons 1,900 hours of SSP services <sup>2</sup> ; 36 persons 197	30 persons will obtain 2,500 hours of SSP/SP services.

<sup>1</sup> Breakdown of these numbers: 20 of these individuals were deafblind and 16 were deaf+. Of 20 individuals who were deafblind, 18 received both service coordination and SSP supports; the remaining 2 individuals only received service coordination supports. Of the 16 individual who were deaf+, only 10 received both service coordination and SSP support while the remaining 6 individuals only received service coordination support.

<sup>2</sup> This is an average of slightly over 5 ½ hours of SSP serviced per individual per week during this four month period.

individuals' communication modes/styles, support needs, availability, etc.	hours of SP/ Advocacy/Service Coordination; Total: 2,097	
Coordinate/monitor all services and supports provided ensuring that they high quality and appropriate.	Appointment Needs: 28 Transportation Services: 28 Interpreting / Communication: 25 Information/Referral: 3	30 unduplicated persons will obtain services and supports to meet appointment needs, 30 unduplicated persons will obtain transportation services, 25 persons will request and obtain support in the use of interpreting and communication services, 50 persons will obtain information.
Ensure individuals have access to information and the kinds of services and supports needed to function as independently as possible	15 consumers have been reviewed	COPD will review 5 consumers monthly to ensure matching of the individual's goals and services obtained.
Support individuals in the community (including communication access, transportation, assistance in performing some activities of daily living, etc.)	There are currently 14 trained and active SSPs. There are currently 5 additional individuals who are in various stages of the hiring process. Two – three SSPs are reviewed in action each month for competency	20 different SSP's/SP's will be trained and matched. COPD will randomly review SSP's in action to for competency.

**Special Events, Exciting News, Highlights:**



## Contractor Quarterly Report



RELAY NEW MEXICO

Contractor Name: Relay New Mexico  
Hamilton Telecommunications  
Report By (Name and Title): Christa Cervantes, Account Manager  
Contract Number:  
Contract Expiration Date: June 30, 2012

Quarter Reported:  
1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_ 3<sup>rd</sup> (Jan-Mar) \_\_\_ 4<sup>th</sup> (Apr-June) X

### Scope of Work

The Americans with Disabilities Act of 1991 (ADA) requires Common Carriers to provide Telecommunications Relay Service for Deaf, Hard of Hearing, and Speech Impaired individuals. The ADA mandated this nationwide communications service be available to all individuals in the U.S.

In January 1993, as a result of Title IV of the Americans with Disabilities Act of 1990 (ADA), the Telecommunications Relay Service was included in the State of New Mexico Telecommunications Access Act, Section 63-9F-6, which also assigns responsibility for the program to the New Mexico Commission for Deaf and Hard of Hearing Persons (NMCDHH).

### Goals.

1. Provide equal access to telecommunications services for Hearing, Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled constituents.
2. Meet and/or exceed the Federal Communications Commission (FCC) Standards for Telecommunication Services.
3. Meet and/or exceed the requirements of the New Mexico Telecommunications Access Act.

### Objectives.

The Contractor shall be responsible for the implementation and operation of the State's Telecommunications Relay Service and associated equipment 24 hours per day, three hundred and sixty-five days per year.

Activities.

The telecommunications relay system shall:

1. Be available statewide for operation twenty-four hours a day every day of the year;
2. Relay all messages promptly and accurately;
3. Protect and maintain the privacy of individuals using the system;
4. Preserve the confidentiality of all telephone communications; and
5. Conform to all applicable standards established by state and federal laws and regulations adopted pursuant to those laws.

Performance Report

**Number of Workshops & Training Sessions Conducted**

Month	Number of Workshops	Number of Attendees
April	1	N/A
May	6	87
June	0	0
<b>Total</b>	<b>7</b>	<b>87</b>

**Number of Outreach Events Coordinated**

Month	Number of Outreach Events	Number of Attendees
April	7	545
May	3	450
June	3	275
<b>Total</b>	<b>13</b>	<b>1270</b>

**Number of Reviews & Audits of the Telecommunications Relay Service**

Month	Reviews	Audits
April	0	0
May	0	0
June	1	1
<b>Total</b>	<b>1</b>	<b>1</b>

Month	Number of Facebook Likes	Number of Twitter Tweets
<b>Total</b>	<b>37</b>	<b>112</b>



## Contractor Quarterly Report

Contractor Name: Teltex, Inc.  
Report By (Name and Title): Andrew Bond, President  
Contract Number: 00-604-00-60400  
Contract Expiration Date: June 30<sup>th</sup>, 2012

Quarter Reported:  
1<sup>st</sup> (July-Sept)  2<sup>nd</sup> (Oct-Dec)  3<sup>rd</sup> (Jan-Mar)  4<sup>th</sup> (Apr-June)

### Scope of Work

Per the State of New Mexico, Telecommunications Access Act, Section 63-9F-6: The commission shall design, establish and administer a program for providing specialized telecommunications equipment to impaired individuals. The commission shall adopt regulations for the program that:

- a. shall include eligibility requirements for participation in the program, which requirements:
  - i. shall provide financial eligibility conditions; and
  - ii. shall include provisions for determining eligibility thresholds based on:
    1. the quality and severity of the individual's impairment;
    2. the availability of current telecommunications services at the individual's place of residence;
    3. New Mexico residency; and
    4. minimum age;
  - iii. establish detailed procedures and forms to be used by impaired individuals wishing to apply for participation in the program;
- b. establish minimum training requirements for all applicants receiving telecommunications equipment regarding etiquette and use of telecommunications equipment;
- c. include a statewide survey and information gathering component to identify the extent of the hearing and speech impairment problem in the state, the number of impaired individuals in the state and the existence and availability of any specialized telecommunications equipment; and
- d. include an outreach component designed to provide information about and facilitate access to the program for impaired individuals.

The Telecommunications Equipment Distribution Program (TEDP) provides specialized telecommunications and access equipment to Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled New Mexicans.

Goals.

1. Provide equal access to telecommunications equipment for Hearing, Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled constituents.
2. Meet and/or exceed the Federal Communications Commission (FCC) Standards for Telecommunications equipment.
3. Meet and/or exceed the requirements of the New Mexico Telecommunications Access Act.

Objectives.

Hold Contractor responsible for the warehousing, sale, distribution, warranty and repair of the Telecommunications Equipment Distribution Program equipment.

Activities.

The contractor shall:

1. Provide the requested telecommunications equipment and assistive devices;
2. Provide the optional and value added services as defined in the contractor’s response to the RFP;
3. Provide advertising and marketing as defined in the deliverables;
4. Provide equipment that meets and exceeds all applicable Federal Communications Commission (FCC) standards for accessible telecommunications equipment;
5. Conform to all applicable standards established by state and federal laws and regulations adopted pursuant to those laws.

Performance Report

**Clients by Disability**

Quarter	Deaf	Hard of Hearing	Deaf-Blind	Speech Disabled
1	2	104	2	0
2	8	175	0	0
3	21	51	4	0
4	55	578	9	5
<b>Total</b>	86	908	15	5

**Clients by Region**

Quarter	1	2	3	4	5
1	16	17	45	3	27
2	33	29	85	12	24
3	12	12	29	13	14
4	74	87	297	67	122
<b>Total</b>	135	145	456	95	187



## Contractor Quarterly Report

Contractor Name: Market Center Technologies  
Report By (Name and Title): Dan Cavazos, President  
Contract Number: 604-11026  
Contract Expiration Date: June 30<sup>th</sup>, 2012

Quarter Reported:  
1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_ 3<sup>rd</sup> (Jan-Mar) \_\_\_ 4<sup>th</sup> (Apr-June) X\_\_\_

### Scope of Work

The purpose of the website is to have twenty-four hour per day, three hundred and sixty five(six) day per year information available to constituents on the Commission's programs and services and information to other areas.

This will meet the Commission for Deaf and Hard of Hearing Vision of:

~Impact and Empower~

The State of New Mexico, Commission for Deaf and Hard of Hearing Persons is a dynamic resource that will enhance the quality of life for Deaf and Hard of Hearing citizens of New Mexico by being:

- The recognized advocate in important issues impacting the Deaf and Hard of Hearing community.
- The proactive provider of innovative programs and services.
- The statewide umbrella and information clearinghouse for interested individuals, organizations, agencies and institutions.

(<http://www.cdhh.state.nm.us/Vision.html>)

Goals:

1. Provide instant information access to constituents;
2. Provide information for the first time to Spanish speaking only populations;
3. Provide up-to-date information and resources for those wanting to learn about hearing loss.

B. Objectives.

1. Instant information to constituents will be provided 24 hours per day, 365(6) days per year;
2. The Commission will provide information in English, Spanish and American Sign Language via the website;

3. Information will be relevant and up-to-date.

C. Activities.

- a. The contractor will design the Commission for Deaf and Hard of Hearing website to replace current website design. The new design will be located at [www.cdhh.state.nm.us](http://www.cdhh.state.nm.us).
- b. The Commission for Deaf and Hard of Hearing website will be hosted at the New Mexico Datacenter at the Department of Information Technology upon completion. During the design phase, the website will be hosted on Thomas Garcia Studios server where the Project Manager can access and test.

Performance Report

	<b>April</b>	<b>May</b>	<b>June</b>
<b>Hits</b>			
Total Hits	83483	60880	47902
Average Hits per Day	2782	1963	1596
Average Hits per Visitor	17.47	14.62	11.67
Cached Requests	18955	13493	7337
Failed Requests	2693	4583	5499
<b>Page Views</b>			
Total Page Views	10607	11255	11009
Average Page Views per Day	353	363	366
Average Page Views per Visitor	2.22	2.70	2.68
<b>Visitors</b>			
Total Visitors	4779	4164	4103
Average Visitors per Day	159	134	136
Total Unique IPs	1904	1594	1560
<b>Bandwith</b>			
Total Bandwidth	2.34GB	1.88GB	1.65GB
Average Bandwidth per Day	79.81MB	62.20MB	56.49MB
Average Bandwidth per Hit	29.37KB	32.43KB	36.22KB
Average Bandwidth per Visitor	513.04KB	474.20KB	422.93KB



## Mini-Grant Reporting

**B**elow is a key explaining all of the abbreviations and codes. Each report shows the percentage of work done and if there are any attachments explaining the work and information.

### Project Performance Metric Definitions

S#	Metric	Abbrev.	Description	Formula/Value
1	Work Completed	CD	Percentage of work done for project	
2	Uncompleted Work	UNC	Percentage of work uncompleted for Project	
3	Remaining Amount of Work	RM	Percentage of work remaining	

## Community Outreach Program for the Deaf

S#	Item Description	Work			Date of Completion
		CD	UNC	RM	
<b>1<sup>st</sup></b>	<b>Workshops 1<sup>st</sup> Half</b>				<b>12/30/2012</b>
<b>A.1</b>	<b>Deaf/HOH Seniors</b>	<b>25%</b>	<b>25%</b>	<b>50%</b>	<b>12/30/2011</b>
A.1.1	WS Materials and #s	10%	0%	90%	
A.1.2	TED/CDHH Materials	100%	0%	0%	
A.1.3	WS Evaluations	10%	0%	90%	
<b>B.1</b>	<b>Deaf/HOH Concerns</b>	<b>25%</b>	<b>25%</b>	<b>50%</b>	<b>12/30/2011</b>
B.1.1	WS Materials and #s	10%	0%	90%	
B.1.2	TED/CDHH Materials	100%	0%	0%	
B.1.3	WS Evaluations	10%	0%	90%	
<b>2nd</b>	<b>Workshops 2nd Half</b>				<b>6/30/2012</b>
<b>A.2</b>	<b>Deaf/HOH Seniors</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>06/30/2012</b>
A.2.1	WS Materials and #s	100%	0%	0%	
A.2.2	TED/CDHH Materials	100%	0%	0%	
A.2.3	WS Evaluations	100%	0%	0%	
<b>B.2</b>	<b>Deaf/HOH Concerns</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>06/30/2012</b>
B.2.1	WS Materials and #s	100%	0%	0%	
B.2.2	TED/CDHH Materials	100%	0%	0%	
B.2.3	WS Evaluations	100%	0%	0%	



*Professional Services Contract #MG 60400-12/03*

Final Summary Report  
July 1, 2011 - June 30<sup>th</sup>, 2012

1. Deaf/HOH Seniors Workshops
2. Deaf/HOH Community Workshops
3. Workshop Promotional Materials
4. Workshop Evaluation Results
5. Summary

## 1. Deaf/HOH Senior Workshops:

COPD completed work with our lead designated person in the senior community to develop the workshop series. The seniors are excited at the opportunity to be able to attend the upcoming NM Conference on Aging. This was a request by the lead and the senior community and will help many to attend that otherwise would not have had the means.

The following workshops have been held in FY 11/12:

November 3 <sup>rd</sup> :	9:00 – 11:00	Dept. of Senior Affairs	Hospice
January 5 <sup>th</sup> :	9:30 – 10:30	Barb Schafer	Sign Language Licensing, Certification, History
February 16 <sup>th</sup> :	9:00 – 11:00	Claire Dickson	Medicare Part D information
March 15 <sup>th</sup> :	9:15 – 10:30	Terry Tobey	Brain Fitness for Seniors (brain and memory enhancement)
April 19 <sup>th</sup> :	9:15 – 10:30	M.L. Johnston	Diabetes Workshop
August 21, 22 <sup>nd</sup> :		NM Conference on Aging	25 registrations for Senior group

An attendance/sign in sheet was collected and evaluations were completed by attendees (see section 4.) Promotional materials regarding these presentations and the TEDP program were handed out to the attendees, sent to the community via email and posted at various locations prior to the workshops, based upon subject matter. The workshops are also promoted to Deaf Seniors of Greater Albuquerque through previous meeting announcements.

## 2. Deaf/HOH Community Workshops

The following workshops have been held:

January 11 <sup>th</sup> :	5:00 – 7:00pm	Lisa Gomme	Identifying Domestic Violence
March 22 <sup>nd</sup> :	12:30 – 2:30	Lisa Gomme	Parenting Series Workshop, 1 of 4
March 29 <sup>th</sup> :	12:30 – 2:30	Lisa Gomme	Parenting Series Workshop, 2 of 4
April 5 <sup>th</sup> :	12:30 – 2:00	Lisa Gomme	Parenting Series Workshop, 3 of 4
April 19 <sup>th</sup> :	12:30 – 2:00	Lisa Gomme	Parenting Series Workshop, 4 of 4
May 10 <sup>th</sup> :	10:00 – 2:30	Donna Martin	Financial Literacy
May 11 <sup>th</sup> :	9:00 – 2:30	Donna Martin	Financial Literacy (Deaf Blind)
May 30 <sup>th</sup> :	11:00 – 3:00	Donna Martin	Financial Literacy (Las Cruces, NM)

An attendance/sign in sheet was collected and evaluations were completed by attendees (see section 4.) Promotional materials regarding these presentations and the TEDP program were handed out to the attendees, sent to the community via email and posted at various locations prior to the workshops, based upon subject matter.

### 3. Workshop Promotional Materials

Workshop Promotional Materials include pertinent information for the workshop and the NMCDHH TEDP program. Additionally the TEDP program information and applications were made available to attendees of the workshops. The promotional materials were distributed to the Deaf Community via email as well as posted at several locations based on the audience and subject matter.

### Workshop Evaluation Results

Results for the attendance and evaluations of workshops are as follows:

<b>April 19th: 9:15 – 10:30</b>					
<b>M. L. Johnston Diabetes Workshop results:</b>					
Attendance:	<b>28</b>				
Ratings: (29 evaluations turned in)	<b>Excellent</b>	<b>Good</b>	<b>Okay</b>	<b>YES</b>	<b>NO</b>
The information was helpful:	3	3	0	28	1
The organization of the workshop material was good:				27	2
I understood the information:				28	1
I would like more information on topic:				14	15
The interpreters were easy to understand:				25	2
Suggestion comments:	Available for review at COPD offices				

<b>March 29<sup>th</sup>: 12:30 – 2:30</b>					
<b>Lisa Gomme Parenting Workshop Results:</b>					
Attendance:	<b>5</b>				
Ratings: (4 evaluations turned in)	<b>Excellent</b>	<b>Good</b>	<b>Okay</b>	<b>Not Helpful</b>	<b>no response</b>
	3	1	-	-	-
	<b>YES</b>	<b>NO</b>			
The information was helpful:	4	-			
The organization of the workshop material was easy to follow:	4	-			
I understood the information:	4	-			
I would like more information on topic:	1	1			
The interpreters were easy to understand:	2	1			
Suggestion comments:	Available for review at COPD offices				

<b>April 5<sup>th</sup>: 12:30 – 2:30</b>					
<b>Lisa Gomme Parenting Workshop Results:</b>					
Attendance:	<b>4</b>				
Ratings: (4 evaluations turned in)	<b>Excellent</b>	<b>Good</b>	<b>Okay</b>	<b>Not Helpful</b>	<b>no response</b>
	3	1	-	-	-
	<b>YES</b>	<b>NO</b>			
The information was helpful:	4	-			
The organization of the workshop material was easy to follow:	4	-			
I understood the information:	4	1			
I would like more information on topic:	1	2			
The interpreters were easy to understand:	2	-			
Suggestion comments:	Available for review at COPD offices				

<b>April 19<sup>th</sup>: 12:30 – 2:30</b>					
<b>Lisa Gomme Parenting Workshop Results:</b>					
Attendance:	<b>2</b>				
Ratings: (0 evaluations turned in)	<b>Excellent</b>	<b>Good</b>	<b>Okay</b>	<b>Not Helpful</b>	<b>no response</b>
<b>No data recovered from workshop</b>					
	<b>YES</b>	<b>NO</b>			
The information was helpful:	-	-			
The organization of the workshop material was good:	-	-			
I understood the information:	-	-			
The interpreter's communication was easy to understand:	-	-			
I would like more information on topic:	-	-			
Suggestion comments:	Available for review at COPD offices				

<b>May 10<sup>th</sup>: 10:00 – 2:30</b>					
<b>Donna Martin Financial Workshop Results:</b>					
Attendance:	<b>11</b>				
Ratings: (9 evaluations turned in)	<b>Excellent</b>	<b>Good</b>	<b>Okay</b>	<b>Not Helpful</b>	<b>no response</b>
	6	1	1	-	-
	<b>YES</b>	<b>NO</b>			
The information was helpful:	9	-			
The organization of the workshop material was good:	9	-			
I understood the information:	9	-			
The interpreter's communication was easy to understand:	5	-			
I would like more information on topic:	6	3			
Suggestion comments:	Available for review at COPD offices				

<b>May 11th: 9:00 – 2:30 Donna Martin Financial Workshop Results:</b>					
Attendance:	<b>6</b>				
Ratings: (6 evaluations turned in)	<b>Excellent</b>	<b>Good</b>	<b>Okay</b>	<b>Not Helpful</b>	<b>no response</b>
	4	1	-	-	-
	<b>YES</b>	<b>NO</b>			
The information was helpful:	6	-			
The organization of the workshop material was good:	5	-			
I understood the information:	6	-			
The interpreter's communication was easy to understand:	6	-			
I would like more information on topic:	5	1			
Suggestion comments:	Available for review at COPD offices				

<b>May 30th: 11:00 – 3:00 Donna Martin Financial Workshop Results:</b>					
Attendance:	<b>11</b>				
Ratings: (7 evaluations turned in)	<b>Excellent</b>	<b>Good</b>	<b>Okay</b>	<b>Not Helpful</b>	<b>no response</b>
	1	2	1	-	3
	<b>YES</b>	<b>NO</b>			
The information was helpful:	7	-			
The organization of the workshop material was good:	6	-			
I understood the information:	6.5	-			
The interpreter's communication was easy to understand:	5	-			
I would like more information on topic:	3	2			
Suggestion comments:	Available for review at COPD offices				

## **4. Summary**

COPD continues to build relationships and remain in constant contact with community partners and consumers to gather pertinent information on community members and consumer education needs and bring appropriate workshops to both the community and to those consumers consistent with their needs.

Planning and implementation of the scope of work in the contract was accomplished: 13 community/senior workshop events. COPD completed all tasks required by the end of the contract period.

COPD hopes to continue work in the community by providing educational workshops based on the desires of consumer and community informational needs.



## Hearing Loss Association of Albuquerque

S#	Item Description	Work			Date of Completion
		CD	UNC	RM	
<b>1st</b>	<b>1st Half</b>				<b>12/30/2011</b>
<b>A.1</b>	<b>Public Education Meetings</b>	<b>80%</b>	<b>30%</b>	<b>20%</b>	<b>12/30/2011</b>
A.1.1	4 Public Education Meetings	100%	0%	0%	12/30/2011
A.1.2	CART provided 2 meetings	100%	0%	0%	9/30/2011
A.1.3	CART provided 2 meetings	50%	50%	50%	12/30/2011
<b>B.1</b>	<b>Public Awareness</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>12/30/2011</b>
B.1.1	Market TEDP/CDHH	100%	0%	0%	12/30/2011
<b>C.1</b>	<b>Loop New Mexico Initiative</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>12/30/2011</b>
C.1.1	Presentations/Information	100%	0%	0%	12/30/2011
<b>2nd</b>	<b>2nd Half</b>				<b>6/30/2011</b>
<b>A.2</b>	<b>Public Education Meetings</b>				<b>6/30/2012</b>
A.2.1	6 Public Education Meetings	100%	0%	0%	6/30/2012
A.2.2	CART provided 3 meetings	100%	0%	0%	3/20/2012
A.2.3	CART provided 3 meetings	100%	0%	0%	6/30/2012
<b>B.2</b>	<b>Public Awareness</b>				<b>6/30/2012</b>
B.2.1	Market TEDP/CDHH	100%	0%	0%	6/30/2012
B.2.2	One Outreach Exhibit/Booth	100%	0%	0%	6/30/2012
<b>C.1</b>	<b>Loop New Mexico Initiative</b>				<b>6/30/2012</b>
C.2.1	Presentations/Information	100%	0%	0%	6/30/2012

### ACTIVITY SUMMARY

At each meeting we make available any brochures we have promoting the NMCDHH, CapTel, and hard-of-hearing smoke alarm. We also promoted the Conference on Hearing Loss. We have also promoted NMCDHH, CapTel and the Conference on Hearing Loss in our publication, *Wired For Sound*, and on our website. In addition to mailing it to a state-wide list of 1,000 hard-of-hearing individuals and hearing care providers each month, we distributed *Wired For Sound* to all the local libraries and senior centers and to those hearing care providers' offices who participate in Loop New Mexico.

Mary Clark, Chapter President, and Steve Frazier, NM HLAA Coordinator, both spoke at the Conference on hearing loss and passed out literature about HLAAAbq.

We had the opportunity to exhibit the following:

February 4, 2012      Cochlear Hearing Health Seminar

April 25-26, 2012      NMCDHH Conference On Hearing Loss

At the Cochlear Hearing Health Seminar we handed out materials on the NMCDHH Conference on Hearing Loss and CaptionCall.

Friendship Coffees were held at Bear Canyon Senior Center, Rio Rancho Senior Center, Manzano Mesa Senior Center and Palo Duro Senior Center. Our Membership Chair keeps the local senior centers stocked with brochures and information. He also makes himself available to answer questions.

Loop New Mexico committee member, Gary Clark, presented on hearing loops at the NMCDHH 2012 Conference on Hearing Loss. Mike Langner, another member of the committee, conducted a workshop on hearing loops to a capacity crowd in the OASIS classroom at Macy's using the loop system he donated and installed for this nonprofit continuing education organization. Steve Frazier, Carol Clifford and Tom Mathers made themselves available to answer questions by attendees. Like many of the workshops at the conference, most attendees were in the ballroom listening to Sam Trychin, so attendance at competing workshops was low. Steve Frazier, Gary Clark and Mary Clark had sparse attendance at their sessions.

Steve Frazier taped a 5-minute interview for KOB Radio about hearing loop technology and the Hearing Loss Association of Albuquerque. A letter to the editor by Steve Frazier in CostCo Magazine telling of his personal experience with t-coils and hearing loops generated requests for information from throughout the nation. A news release from Loop New Mexico generated a piece in Prime Time newspaper.

Our Chapter will receive a national looping award at the HLAA National Conference for our looping initiatives. Also did a mass mailing of 3000 brochures to our membership and hearing aid providers. Brochures with an insert listing public facilities providing hearing assistance are being distributed at hearing aid dispenser locations. Brochures with an insert listing public facilities providing hearing assistance are being distributed at hearing aid dispenser locations. Brochures with an insert listing hearing aid providers with induction loops in their offices are being left at churches with a loop system along with a supply of brochures explaining the church's loop system to members and visitors. (We have attached a sample.)

Our website has generated over 600 hits a month. Loop New Mexico and t-coils are among the top viewed pages, along with a page on ototoxic drugs with information provided to the chapter by a pharmacy professor at UNM.

HLAAbq has continued to provide support to the new Santa Fe HLAA chapter through the loan of a portable loop system during this first year of their operation.

## Rio Grande Connections

S#	Item Description	Work			Date of Completion
		CD	UNC	RM	
<b>A</b>	<b>R&amp;D VRI</b>				<b>12/30/2011</b>
<b>A.1</b>	<b>R&amp;D VRI Options</b>	<b>98%</b>	<b>2%</b>	<b>2%</b>	<b>12/30/2011</b>
A.1.1	Budget Plan	95%	5%	5%	12/30/2011
A.1.2	VRI Source	100%	0%	0%	12/20/2011
A.1.n	Plan of Action	100%	0%	0%	12/30/2011
<b>B</b>	<b>Workshops</b>				<b>6/30/2012</b>
<b>B.1</b>	<b>Materials</b>				
B.1.1	TED/RGC Forms				
<b>B.2</b>	<b>Trials/Evals</b>				
B.2.1	Trial Workshop 1				
B.2.2	Trial Workshop 2				
B.2.n	Evaluations				

### Rio Grande Connections NMCDHH Mini-Grant Report January – June 2012

In August of 2011, Rio Grande Connections (RGC) was awarded a mini-grant of \$7500, with an agency match of 10%, by the NM Commission for Deaf and Hard of Hearing Persons (NMCDHH). The grant's intention was to support research into a wireless, Internet based Video Remote Interpreting (VRI) system and, if deemed viable, an eventual pilot project and two accompanying community workshops.

RGC's goal in establishing a VRI system is twofold; 1: to be able to provide much needed interpreting services to the more rural areas of the state in a timely manner until an on-site interpreter can travel there if needed, and 2: to provide an online alternative to any Deaf or hard of hearing individual who might prefer the increased privacy or ease of accessibility with a video streamed interpreter.

During the first 6 months of the project (July – December 2011) the following was accomplished:

Having had prior experience in researching hardwire systems, RGC staff's initial focus was on attempting to find already established Internet based VRI systems. After fairly extensive on-line research, it became evident that this type of system was rarely in use, if at all, and most systems were of the hardwired kind.

Once it became clear that borrowing from an already existing program was not to be an option, we experimented with Skype, a free on-line video communication system. This was an initial probe into the feasibility of an on-line program being used effectively with signed language that had very mixed results. The picture was often choppy with reoccurring pixilation. We then met several times with representatives from other companies that provide an Internet based conferencing software systems. The meetings took place using their programs with attendees in several states. These companies had not had prior experience with handling the type of movement inherent in signed language, and again, the choppiness of the images attested to that fact. Recognizing that a much more in depth look at various on-line video communications systems was needed, we brought in a consultant, Derek Roff, to assist in narrowing down those programs already available in the hopes that one could be found which would provide an adequate picture while not being cost prohibitive.

See report #1 for a synopsis for Mr. Roth's findings.

As a result of the above information, our prior experimentation with Skype and testing of the Facetime program, we determined that an on-line VRI system appeared to be both feasible and cost effective. Our vision in December was to be able to provide VRI through both the more reliable use of Facetime, or, if Apple equipment is not available on the consumer's end, through Skype with the understanding that the service will be less than optimal. In some rare cases we might choose to ship a "loaner" iPad with Facetime to the consumer with proper equipment protections in place.

During the second phase of the project (January – June 2012) we purchased equipment following Mr. Roth's recommendations, met with Mr. Roth on several occasions to ensure proper equipment interface and use and began experimenting with the feasibility of a VRI program using Apple technology and the Facetime program.

On three occasions we set up demonstration/experimentation meetings with various hearing, deaf and hard of hearing participants. The results were mixed.

The greatest barrier to providing interpreting services with the equipment purchased was that, as we quickly realized, the effective use of a wireless web-based system will vary widely depending upon the various internet systems found throughout the state.

On one occasion the given wireless service was easy to access and the interpretation process occurred smoothly. On the other two occasions however, accessing the wireless system of a given establishment was very arduous and often required the use of complicated passwords, some of which even the employees didn't have access to and there were no wired options to use.

Another issue we confronted was the need to increasingly diversify our ancillary equipment so as to be able to handle a variety of environments and their presenting ambient noise levels and lighting needs.

As a result of the above difficulties and the varied success of the technology, we decided that moving forward with public presentations of the service was premature. Once we have established some history of having provided this service and have built up our available equipment to more effectively handle various environments, we plan to provide public presentations of the service and its use.

In summary, we have learned that in order for RGC to be able to successfully provide this type of VRI service there will need to be much leg work prior to fulfilling any given request in order to research the available on-site internet options and technological needs. With that said, we are excited by the prospect of providing this service, even with its current limitations, and look forward to continuing our research into ever improving methodologies and technologies.

We thank the New Mexico Commission for the Deaf and Hard of Hearing Persons for their support in our exploration of the possibilities of wireless web-based video remote interpreting.

## The Ability Center for Independent Living

S#	Item Description	Work			Date of Completion
		CD	UNC	RM	
<b>1st</b>	<b>1st Half</b>				<b>12/30/2011</b>
<b>A.1</b>	<b>ASL Classes</b>	<b>80%</b>	<b>30%</b>	<b>20%</b>	<b>12/30/2011</b>
A.1.1	75 Hours of Class	59%	41%	41%	12/30/2011
A.1.2	Attendance/Material Documents	100%	0%	0%	9/30/2011
<b>B.1</b>	<b>Literacy Enrichment</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>12/30/2011</b>
B.1.1	25 Hours of Class	100%	0%	0%	12/30/2011
<b>C.1</b>	<b>Outreach</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>12/30/2011</b>
C.1.1	Market TEDP/CDHH	100%	0%	0%	12/30/2011
<b>2nd</b>	<b>2nd Half</b>				<b>6/30/2012</b>
<b>A.2</b>	<b>ASL Classes</b>				<b>6/30/2012</b>
A.2.1	75 Hours of Class				6/30/2012
A.2.2	Attendance/Material Documents				3/20/2012
A.2.3	Demonstrate 30% increase in skill				6/30/2012
<b>B.2</b>	<b>Literacy Enrichment</b>				<b>6/30/2012</b>
B.2.1	25 Hours of Class				6/30/2012
B.2.2	Demonstrate 15% increase in skill				6/30/2012
<b>C.1</b>	<b>Outreach</b>				<b>6/30/2012</b>
C.2.1	Market TEDP/CDHH				6/30/2012

**Date of Report:** June 30, 2012 for January – June 2012

**The Ability Center for Independent Living (TAC), Las Cruces, NM 88001**

Report by (Name and Title): Albert Montoya, Executive Director  
 Contract Number: MG 60400-12/04  
 Contract Expiration Date: June 30 2012

**Scope of Work:**

The Ability Center for Independent Living (TAC) (SJCI):

- 1) provides American Sign Language (ASL) classes targeting parents with children who have hearing loss and the general public, Social Service providers and other agencies to promote inclusion for the Deaf, Hard of Hearing and Deaf-Blind.
- 2) Conducts Outreach to promote TAC services along with NMCDHH especially focusing on primary NMCDHH's TED Program.
- 3) Provide content-area enrichment for individuals who are Deaf or Hard of Hearing pursuing higher learning.

**Performance Report**

<b>Goal/Objective</b>	<b>Progress (%)</b>	<b>Due Date</b>
1. provides American Sign Language (ASL) classes targeting parents with children who have hearing loss and the general public, Social Service providers and other agencies to promote inclusion for the Deaf, Hard of Hearing and Deaf-Blind.	100%	06/30/2012
2. Conducts Outreach to promote TAC services along with NMCDHH especially focusing on primary NMCDHH's TED Program.	100%	06/30/2012
3. Provide content-area enrichment for individuals who are Deaf or Hard of Hearing pursuing higher learning.	50%	06/30/2012

**Progress Report by Goal:**

**1.A. Work Completed:** 108 hours of ASL instruction was provided to the general public. TAC had 47 participants come and take part in the classes. During the provision of the classes, the instructor provided content-area literacy instruction to the participants to improve their real-world application of ASL classes. The instructor scaffolded participants to apply group speaking skills toward achieving a Socratic Seminar for all participants. Conversations helped immensely with processing and comprehending material.

a) Classes were marketed using our electronic newsletter, Facebook, and physical Outreach.

**1.B. Work Scheduled:** All work has been completed for this grant.

**1.C. Assessment of Work:** Overall this project was aligned with our intended goals and mission.

**2.A. Work Completed:** Several Outreach activities were conducted into the 6 Counties TAC serves and various printed materials were disbursed by TAC at these venues. TAC believes in marketing the materials of partner agencies to increase the efficacy of Outreach and the effect of improvement for persons with disabilities. TAC completed 31 Outreach endeavors during these 6 months.

**2.B. Work Scheduled:** We will continue to market the services of NMCDHH along with its TED program even though we have already completed the work on this objective.

**2.C Assessment of Work:** TAC is glad to have accomplished part of this project.

**3.A. Work Completed:** We sat down with Board members who are educators and devised an idea on how to incorporate content-area literacy into our ASL instruction in a group setting. This proved very effective in advancing the comprehension of ASL speakers and their families. Additionally, the instructor had field experiences for students to practice their ASL skills.

**3.B. Work Scheduled:** The project is complete and only completed this practice this second session.

**3.C. Assessment of Work:** Although the goal was not completed in full, great advances were made in the learning and application of the learning made by students.

Our invoice has already been sent in.

Thank you for your time and consideration. If you have further questions or comments, please contact me at (575) 526-5016 or [albertmontoya@theabilitycenter.org](mailto:albertmontoya@theabilitycenter.org).

Respectfully,  
THE ABILITY CENTER

Albert Montoya  
Executive Director





## Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD  
 Report By: Anthony Webb, Board Administrator  
 Expiration Date: June 30, 2012

Quarter Reported:  
 1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_ 3<sup>rd</sup> (Jan-Mar) \_\_\_ 4<sup>th</sup> (Apr-June) X

### Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Communicate with the Signed Language Interpreting Practices Board program of the Regulation and Licensing Department to determine future transfer amounts for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act.

Regulation and Licensing Department will:

- A. Use the fund balance remaining from previous transfers into the Signed Language Interpreting Practices Fund only for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act per 61-34-13 NMSA 1978.
- B. Provide quarterly reports to the NMCDHH Director of Communication Access and Development including:
  - a. Number of licenses issued
  - b. Dates of Signed Language Interpreting Practices Act Board Meetings
  - c. Number of complaints
  - d. Number of license denials, suspensions, and revocations

### Performance Report

<i>Reporting Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	7	2 Community; 0 Educational; 5 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

**Dates of Signed Language Interpreting Practices Board Meetings:**

Last meeting: October 28, 2011

Next meeting: July 24, 2012

Agendas and draft minutes are available at the Board website:

[www.rld.state.nm.us/boards/Signed\\_Language\\_Interpreting\\_Practices\\_Members\\_and\\_Meetings.aspx](http://www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meetings.aspx)



## **Collaborating Agency Quarterly Report**

**NM-DVR**

**Board Meeting September 22, 2012**

**Performance Measures - FY12**

**July 1, 2011 through June 30, 2012**

To: Ellen Roth: Executive Director New Mexico Commission for the Deaf and Hard of Hearing

From: Debbie Hambel: SE-Deaf/Hard of hearing Coordinator – New Mexico Division of Vocational Rehabilitation (NMDVR)

Date: August 20, 2012

Re: MOU goals and Performance Report for the period of 7-1-11-6-30-2012 (FY12)

### **NMDVR Liaisons**

NM Association for the Deaf – Due to vacancy in the Santa Fe DVR office, this liaison position is not currently filled.

NM Chapter Hearing Loss Association of America - Christine Fuller of the San Mateo/Central DVR office is currently assigned as the liaison in this position.

### **Performance**

284 clients who are deaf have been served by NMDVR for the period of 7-1-11-6-30-12. This is 81% of the targeted goal (350) ending June 30, 2012.

378 clients who are hard of hearing have been served by NMDVR during the period of 7-1-11-6-30-12. This is 76% of the targeted goal (500) ending June 30, 2012.

35 clients who are deaf were closed successfully in employment for the period of 7-1-11-6-30-12.

51 clients who are hard of hearing were closed successfully in employment for the period of 7-1-11-6-30-12.

The average wage earnings for clients who are deaf closed successfully in employment is \$13.51 per hour for the period of 7-1-11-6-30-12.

The average number of hours worked per week for clients who are deaf closed successfully in employment is 33.0 for the period of 7-1-11-6-30-12.

53 deaf and hard of hearing students who have been served by NMDVR have been identified as enrolled in post-secondary training/education for the period of 7-1-11-6-30-12.

34 students who are deaf who have been served by NMDVR have been identified as enrolled in post-secondary training /education for the period of 7-1-2011-6-30-12. 43 % of clients who are deaf and/or hard of hearing whose cases were closed successfully during the period of 7-1-11-6-30-12 had assistive technology purchases that were primarily hearing aid purchases or repairs.

### **Wireless Program**

Due to FCC regulations as well as state/federal restrictions related to the use of wireless devices; the Commission has been unable to pursue an RFP or ITB that would allow for selection of vendors for this purpose. This endeavor has been discontinued.

### **Establishment of VRI Units at NMDVR**

NMDVR and the Commission staff have continued to work collaboratively over a number of years to establish VRI units throughout select NMDVR office across the state and to provide training on the use of the VRI units in selected NMDVR offices. All VRI units have been purchased and are in place statewide. Training has occurred in three (3) NMDVR offices to date at the San Mateo – Clovis – Hobbs NMDVR offices. Training is scheduled to continue later this month and into September and October for the additional NMDVR offices where the VRI units have been deployed. It is expected that all VRI training for NMDVR staff will be completed by mid-October.

Respectfully Submitted,

Debbie L. Hambel M.A.; CRC  
Deaf/Hard of Hearing Coordinator  
NM Division of Vocational Rehabilitation