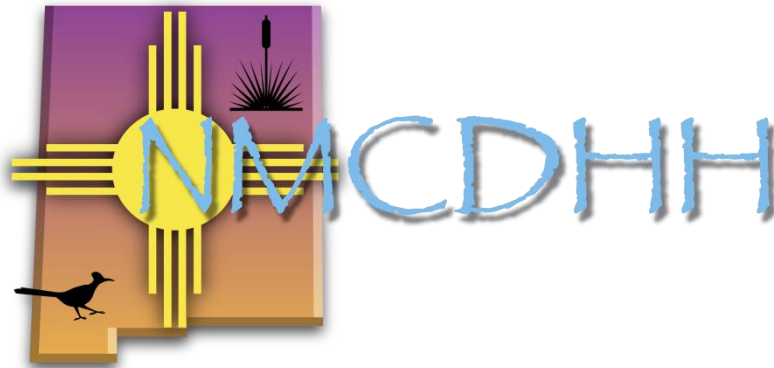


New Mexico Commission for Deaf & Hard of Hearing



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Quarterly Report FY14 Quarter 2



FY14 Quarter 2 Board Report

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NMCDHH BOARD MEETING
Wednesday, February 12, 2014
3:00 p.m.
State Bar of New Mexico
5121 Masthead NE
Albuquerque, NM 87109

DRAFT AGENDA

Posted: 01/31/14

The final agenda will be posted 72 hours before the meeting.

- I. Call to Order and Roll Call
- II. Approval of agenda
- III. Action Items
 - a. Approval of Minutes 10/28/13
 - b. Approval of Minutes 11/13/13
 - c. DCC Multipurpose Center project
 - d. Contract for Service Coordinator to serve the Las Cruces office
 - e. Election of Officers for 2014 (effective May 14, 2014)
- IV. Executive Director's Report
- V. New Business
- VI. Executive Session
 - Executive Session pursuant to Section 10-1-15-H (2) NMSA 1978 limited to personnel matters related to the hiring of an individual for executive director position.
- VII. Adjournment

Personal attacks on Commission members, staff, interpreters, or other persons in attendance or absent will not be tolerated. Individuals engaging in this activity will be asked to leave the meeting immediately.

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

COMMISSIONERS

Mr. Mark Apodaca – Chairperson – Deaf Professional
Dr. Ron Stern – Superintendent of the New Mexico School for the Deaf
Ms. Deb Hambel – Division of Vocational Rehabilitation
Mr. Luis Quinonez – Parent of Deaf/Hard of Hearing Child
Mr. Randy Gonzalez – Designee of NM Association for the Deaf
Mr. John Johnson – Deaf/Hard of Hearing Representative of Southern New Mexico
Mr. Austin Welborn – Deaf/Hard of Hearing Representative of Northern New Mexico

NMCDHH Special Meeting: October 28, 2013 at NMSD

I. Call to Order and Roll Call

Chair Mark Apodaca called the meeting to order at 3:11 p.m.

In attendance: Austin Wellborn, James DeBee, Deb Hambel, Mark Apodaca, Ronald Stern, Luis Quinonez and John Johnson

II. Approval of Agenda

Commissioner Quinonez (Hambel) moved to approve the October 28th agenda. Passed.

III. Action items

- a. Commissioner Johnson (Wellborn) moved to approve September 18th minutes as amended. (To include that Commissioner DeBee had asked Interim Executive Director Dignan if the Commission was in compliance with the User Act and she responded affirmatively – in the section of the Executive Director's report). Passed.

Commissioner DeBee (Johnson) moved the Commission go into an Executive Session as per Section 10-15-1(H) for the purpose indicated on the agenda. Roll call: Commissioner Wellborn – Yes; Commissioner DeBee – Yes; Commissioner Hambel – Yes; Commissioner Apodaca – Yes; Commissioner Stern – Yes; Commissioner Quinonez – Yes; Commissioner Johnson - Yes

Commissioner Hambel (DeBee) moved that the Commission end their executive session. A second roll call was conducted before the Commission returned to the open session.

Pursuant to Section 10-15-1(H), no other items other than the purpose of the executive session was discussed and no action was taken during the executive session.

- a. Commissioner DeBee (Stern) moved that the Commission send to the Governor for her consideration and approval its recommendation for the Executive Director position. Passed.
- b. Commissioner Wellborn (Johnson) moved to adjourn the meeting. Passed.

Chair Apodaca adjourned the meeting at 4:21 p.m.

Minutes submitted by Secretary Ronald Stern

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

Wednesday, November 13, 2013

*Albuquerque Marriott
2101 Louisiana Blvd. NE
Albuquerque, NM 87110
1:00 p.m.*

DRAFT – These minutes will be subject to another possible revision 72 hours before the next board meeting scheduled Wednesday, February 12, 2014.

I. CALL TO ORDER AND ROLL CALL

Chairman Mark Apodaca called the meeting to order at 1:07 p.m.

| | | |
|----------|---------------------|---------------|
| Present: | Mark Apodaca, Chair | Luis Quinonez |
| | John Johnson | Dr. Ron Stern |
| | Deb Hambel | James DeBee |

Chair Apodaca said that Commissioner Austin Welborn would be attending, but would arrive later.

Nine staff members from NMCDHH were present: Interim Director Lisa Dignan, Sam Martinez, Jason Siergey, Corina Gutierrez, Nathan Gomme, Deborah Romero, Cheryl Padilla, Lori Neubauer, Joyce Croker, and Roger Robb. Five interpreters were present: Rhiannon Sykes-Chavez, Julayne Feilbach, Olivia Jabaay, Andrea Ginn and Ariane Buchanan. Twenty-five members of the community were in the audience.

II. APPROVAL OF AGENDA

Chair Apodaca asked for a motion to approve the agenda.

14.12

Commissioner James DeBee made a motion to approve the agenda.

Commissioner Luis Quinonez seconded.

Commissioner John Johnson asked if there could be public input on action items and Sally Malavé from the Attorney General's office clarified that that is fine as long as the member of the public raises their hand, is recognized by the chair, and comments on that particular item without any change to the agenda. Motion passed.

III. DCC CAPITAL OUTLAY – Sally Malavé

Attorney Sally Malavé stated that the reason why the DCC Capital Outlay was placed on the agenda was because she was not aware that the Commission as a whole had ever discussed the issue and the

appropriations which were transferred to the Commission in 2011. Ms. Malavé estimated that, based on the various appropriations, there was over \$300,000 appropriated to CDHH. A portion of that money has been expended on a feasibility study, which was sent to the commissioners at the end of September.

Ms. Malavé explained that the notion of a deaf multipurpose center was spearheaded by the Deaf Cultural Center (DCC), a private nonprofit organization, and they have worked closely with Senator Nancy Rodriguez to look at the possible development of the center. The New Mexico Constitution does not allow the State to make an appropriation directly to a private entity such as the DCC, which is the only reason why the money has been allotted to CDHH.

There are still challenges in the law in terms of how the money is expended and who can participate in the decision-making on how it is expended. The expenditures need to happen in accordance with the State Procurement Code, which requires competitive bidding for the various stages.

The next step is the development of the architectural plan for the site. Ms. Malavé stated that the Albuquerque Rail Yard was named as a potential site in the feasibility study, however that appropriation was signed off by a former Executive Director at CDHH, and the Commission as a whole did not seem to be aware or taking any kind of direction proposed by the feasibility study.

One of the legal challenges is that CDHH by statute does not have authority to own land or real property, the design of a building needs to be State owned, and therefore it is imperative that CDHH works with the Property Control Division since they have authority to hold property. Moving forward, CDHH has to work with Property Control to examine the feasibility study, site selection and they may propose developing a multipurpose culture center on State property as opposed to the Rail Yard.

Ms. Malavé suggested the Commission start considering what its responsibilities are with respect to this project. Coming up in December, there is another severance tax bond sale going out. In order for the Commission to get any of the funding to go towards architectural plans, it needs to ask for a draw request later this month.

At the end of September, Ms. Malavé responded to a questionnaire from the State Board of Finance, because the acquisition and expenditure on real property by a State agency must have State Board of Finance approval. The capital outlay appropriation only authorizes the sale of those bonds for this purpose when the Commission shows that it is ready to proceed with this project and there is a need for this project.

If it is the will of the Commission to work on an RFP, Ms. Malavé asked that it be a consensus from the board in a vote, and apart from the RFP, that CDHH make the withdrawal request in this next session. If it doesn't happen now, one set of funding; approximately \$20,000 will expire in June 2014. Lisa McNiven, who has been involved in the project from the onset, added that the other \$180,000 won't expire until June 2016.

Interim Director Lisa Dignan stated she was concerned about doing another RFP while CDHH is understaffed and has no Executive Director. Also there is no one on staff who is an expert at what this RFP would be for to effectively write the scope of work. Sally Malavé responded that the General Services Department (GSD) could assist because they have the expertise of procuring architectural services.

Commissioner Deb Hambel also expressed a concern as to whether this could happen in time. Having written an RFP herself, she said that it is not a quick process. Ms. Malavé stated that the GSD Property Control Division was aware of this situation and is essentially waiting for CDHH to initiate contact. She also mentioned that in the spring there was a meeting with Pam Nicosin, Deborah Romero, and former Director Ellen Roth. Some of the discussion at that meeting was more appropriate for a board meeting, because with the direction of the Board the project can then move to the Property Control Division with what you want to have accomplished.

There were several other comments and questions but Ms. Malavé clarified that this is very early in the evolution in the building of the deaf culture multipurpose center. The important points of her request were:

- The DCC or Deaf Cultural Center, a nonprofit organization in Albuquerque, worked closely with Senator Nancy Rodriguez about the possible development of a deaf culture multipurpose center.
- Because the Constitution doesn't allow the State to make an appropriation directly to a private entity such as the DCC, the money was allocated to the CDHH to overcome the constitutional hurdle.
- At this point in time, the DCC and the deaf culture multipurpose center are completely separate entities.
- The first step, the feasibility study is complete and each commissioner has a copy.
- The next steps are the RFP for architectural design for the deaf culture multipurpose center only, and draft the draw request of the appropriated funds.
- Items to be decided later will be who is to run the deaf culture multipurpose center, the actual name of that center, and other plans such as the apartments.

Chair Apodaca stated the board had two options:

1. To have the Chair find three people to collaborate and get more information so they can make a presentation to the Board.
2. Go ahead and make a proposal to support the RFP process for the Deaf Culture Multipurpose Center.

Ms. Malavé replied that the first option was not possible because the draw request would need to happen in December, and the RFP should be in the works by the time the draw request is made.

14.13a

Commissioner John Johnson made a motion to move forward with the RFP and authorize a drawdown request.

Commissioner James DeBee seconded.

Discussion followed.

Commissioner Luis Quinonez wanted to make it clear that the motion did not include the apartments mentioned in the feasibility study. Chair Apodaca agreed that this would be for the multipurpose center only.

Commissioner Hambel raised a Point of Order: Since the motion was made and seconded, there needed to be an amendment to address Commissioner Quinonez's concern.

14.13b

Commissioner Deb Hambel made an amendment to the motion to complete the development of the RFP for the architectural design with the understanding that if the motion is approved, it only includes the development of the Deaf Cultural Multipurpose Center.

Commissioner Johnson seconded.

Amendment passed.

Chair Apodaca called for the vote on the main motion.

Motion Passed

Ten Minute Break

Upon returning from break, Chair Apodaca asked that he appreciates the audience being quiet. He noticed some conversation and asked that discussions be done in the hallway so that everyone in attendance can follow the meeting without distractions and confusion to interpreters and the captioner.

IV. ACTION ITEMS

a. Contracts over \$20,000

14.14a

Commissioner DeBee made a motion that any contract that is \$20,000 or above be approved by the Board.

Commissioner Ron Stern seconded.

Discussion followed.

Commissioner Hambel requested more information regarding what generated that motion and why. Chair Apodaca clarified that when he first joined the Board, it was the practice to approve any contract over \$20,000; anything under that was approved by the former Executive Director.

However, through the years, that practice fell through the cracks. The purpose of the motion is to make that a permanent practice and when we complete the policies and procedures that will be on the record.

Commissioner Hambel added that while on break, she had a discussion with several of the Commission Staff that the commissioners are not giving them the opportunity to speak regarding what they are able to do in the timeframe that they are allowed to do it in. Commissioner Hambel wanted to put on record that the Board needs to be mindful of their needs as well, and needs to be addressed with every motion that is made.

Chair Apodaca asked Interim Executive Director, Lisa Dignan, if there were any comments regarding the current motion. Ms. Dignan first thanked Commissioner Hambel for asking for the input of the Staff. Regarding the current motion on the floor, there was no issue. The only clarification that she wanted to make is that the Board would have the authority to approve our moving forward to work on the contract, not the approval of the final contract. She explained that the contract must adhere to the procurement code. Ms. Dignan said that she had a proposed contract later in the agenda that she is bringing before the Board for approval to move forward, and then the appropriate contractor would be selected according to the procurement code.

Chair Apodaca asked if then the board would approve just RFPs and invitations to bid (ITBs), not the official contract. Ms. Dignan replied that would be another approach however the threshold for RFP is now \$60,000, which was a change at the last legislative session. Commissioner DeBee stated that if it was \$20,000 or above, whether it is an RFP or not, he would want to make sure CDHH was following the State Use Act ensuring that a letter of certification is received if it is turned down before it is open to the public. DeBee explained that the people from the State or members are supposed to get the first opportunity. If they don't meet the needs of what is proposed then it moves onto the public. Chair Apodaca stated that was already the practice, however if Mr. DeBee wanted to make an amendment to the language of the motion that would be fine. At the New Mexico School for the Deaf, the policy is \$60,000 for approval.

14.14b

Commissioner Ron Stern made a motion to amend the current motion to change the amount of \$20,000 to \$60,000.

Commissioner DeBee seconded.

Motion passed.

14.14c

Commissioner DeBee made a motion to amend the current motion to say that it must go through the State Use Act, to get the certification letter that turns down those RFP's.
There was no second; motion failed.

Sally Malavé explained to Commissioner DeBee that there was no need to amend the motion because the law is that all State agencies must follow the State Use Act. For a contract of any amount, the State has to first bring that through Horizons and find out whether or not there is an available vendor who can perform the services. If not then that letter is provided. It is already a requirement.

Commissioner Johnson stated that only having the board approval on expenditures over \$60,000 is putting a lot of faith in an Executive Director. There could be four or five expenditures back to back without Board approval.

14.14d

Chair Apodaca called for a vote on the motion that the Board needs to approve contracts over \$60,000. Majority was opposed.
Motion failed.

Commissioner Johnson asked Interim Director Dignan how often she experienced a contract over \$20,000 that could not wait for a Board Meeting for approval. Ms. Dignan replied that it probably doesn't happen often, but currently there is a vacancy in the Las Cruces office and there needs to be a contractor for that position. She definitely would be limited in doing that contract quickly if she needed to wait for the next Board Meeting.

14.15

Commissioner DeBee made a motion for the Board to approve any contract over \$20,000.
Commissioner Johnson seconded.
After brief discussion, motion passed.

b. DVR MOU

Chair Apodaca said the next item was regarding the DVR MOU which has been reviewed, but the Board needed to have it documented that it was approved. He asked for a motion to approve.

14.16a

Commissioner Ron Stern made a motion to approve the DVR MOU.
Commissioner DeBee seconded.
Discussion followed.

Commissioner Hambel was concerned over the fact that the Board was trying to approve the MOU that they do not have the authority to approve. Ms. Hambel clarified that the MOU is in effect a gentleman's agreement between CDHH and DVR, and there is no legal mandate for it to be in place at all. It is the agreement between the two agencies that DVR will be as transparent as possible in providing information to CDHH about our quarterly activities. Ms. Hambel added that she had several meetings with her

supervisor, John Fullinwider, Lisa Dignan and Nathan Gomme in which the concerns of CDHH were addressed.

Commissioner DeBee said that he was not satisfied with the numbers. There are no details about hiring someone who is able to communicate with Deaf clients. He stated he felt like the Board needed to make sure that CDHH is getting their money's worth of what they provide to DVR.

Commissioner Hambel responded that the information provided in the board report has the exact numbers of the individuals that are served and the number of various categories. They work with CDHH, their Executive Director and the Director of Public Policy and Advocacy, and make sure that DVR is not over-projecting or under-projecting what DVR is capable of providing to the Commission. Ms. Hambel stated again that the intent is for DVR to be transparent and the Commission receives specific numbers as to what the end-of-year outcomes were, which should clearly address any concerns.

Commissioner Stern asked Interim Director Dignan what her position was on the Board's support of the MOU, should the motion pass. Ms. Dignan responded that it is true what Commissioner Hambel stated about it being a gentleman's agreement, but it would be wonderful for the Board of Commissioners to show support of the collaboration between CDHH and DVR.

There was further discussion regarding issues with DVR, however Chair Apodaca stated it had nothing to do with the motion on the table, and due to time, closed discussion.

14.16b

*Chair Apodaca called for a vote on the motion to approve the DVR MOU.
Motion passed.*

c. RLD MOU

14.17

Commissioner Stern made a Motion to approve the RLD MOU.
Seconded.
Motion passed.

d. Title 9 Human Rights Statute 63-9F-4Specialized Telecommunications Equipment Program

Commissioner DeBee explained that this action item was about the salary cap of \$50,000 per household for the Telecommunication Equipment Distribution Program and that should be removed. Lisa Dignan responded that the Commissioners do not have the authority to remove the income cap, because it is part of a statute, but they are able to change the cap, as the specific amount is in rule. The Commissioners could propose rule changes then hold a Rule Hearing as part of the next meeting, and accept public comment related to that rule change.

Ms. Dignan also suggested that the Board look at what other states are doing. Currently in New Mexico the cap is set as \$50,000 for the household whether that household is one person or six. That is not equitable, so a change to the cap should happen. Ms. Dignan suggested that the Board form a subcommittee, do some research with the help of the staff, and then move forward in making a motion to change it during a rule hearing.

Commissioner DeBee wanted to make a motion that the equipment distribution is made so that any Deaf of Hard of Hearing resident can qualify because other states have that. Ms. Dignan reminded Commissioner DeBee that he could only look at changing the cap, but not eliminating the cap because the cap exists in statute. Only a legislator can change that. The dollar figure exists in rule, and a motion

can be made to change that rule, but that requires a multi-step process and we would have to include proposed rule changes and a rule hearing at the next meeting. Ms. Dignan also clarified that most states do have a cap, which varies depending upon the state.

14.18

Commissioner DeBee made a motion to form a committee to further research and gather information on the TED program income cap.
Commissioner Austin Welborn seconded.
Motion passed.

e. Proposed Contract

Chair Apodaca introduced the last action item which was a proposed contract. Interim Director Dignan explained that a contractor in the Las Cruces office has left. She stated she would like approval from the Board to post that contract position so it could be filled with someone who would assist Sandra Williams with providing services in the Las Cruces Office. This contract would be over \$20,000 which is why she needed the approval of the board.

14.19

Commissioner Johnson made a motion to post the contract for the position in the southern part of the state.
Commissioner Welborn seconded.
Motion passed.

V. NEW BUSINESS

a. Staff Report

The Board noticed the condensed Board Reports and was in agreement that it was much easier to page through the new report.

b. Interpreting for Federal Employees

Chair Apodaca asked if we needed to discuss this matter. Lisa Dignan stated she sent a memo to the board regarding whether or not the licensure requirement applies to the interpreters who are working for federal employees. That memo was included in the packet for the September meeting, but could be discussed at this time.

Commissioner DeBee said he had received a letter from the Deaf people who work for the federal government saying this needed to be discussed. He suggested postponing it for the next meeting. Commissioner Stern asked if the Commission staff was even involved with this issue. Ms. Dignan responded that it is not something that the Commission has any authority over. CDHH merely provides requested information for the community.

Commissioner DeBee stated that the employees were going to go to the Signed Language Interpreting Practices Board Meeting; however they need to be able to make comment and hear opinions at the CDHH Board Meeting.

VI. EXECUTIVE SESSION

Chair Apodaca stated they would not be going into Executive Session.

VII. ADJOURNMENT

Chair Apodaca informed the Board that they were informed by Sally Malavé that they are to have four meetings every year, and due to the holidays in December the next meeting would be about January or February. Ms. Dignan also reminded the board that they were provided with a calendar with highlighted weeks. The staff respectfully requested the meeting be held sometime within the highlighted dates so they could gather data and information from the previous quarter and get the report to the Commissioners in a timely manner. Chair Apodaca said they will work out the scheduling within the next week or two.

14.20

Commissioner Hamel made a motion to adjourn.
Commissioner Johnson seconded.
Motion passed.

The meeting adjourned at 3:54 p.m.

Interim Executive Director's Report

Lisa Dignan, M.Ed., CI and CT, Interim Executive Director

The staff of NMCDHH continues to work as an outstanding team to serve our constituents effectively. They make me proud every day.

Highlights from agency operations:

- We recently attended our second FY 2015 Budget Hearing.
 - Both DFA and the LFC proposed cutting the NMCDHH budget by \$50,000. I successfully argued to have that funding restored, so at this point we expect to have a flat budget again.
 - I reiterated that our revenue continues to decline and that we must increase compliance of the providers submitting the surcharge collected to the Telecommunications Access Fund. The committee requested a letter stating the issues, and it was provided.
- Per the Board's request, I re-advertised the Executive Director Position.
- The vacant Service Coordinator Position was re-posted, but resulted in only one qualified candidate. We are requesting a recruitment waiver so we can conduct a search outside of the SPO and NeoGov process.
- We are unable to post the Financial Coordinator position at this time, as we will need the vacancy savings to offset the forecast shortage of revenue in the Telecommunications Access Fund.
- Tim Farr terminated his contract through Horizons of New Mexico with the NMCDHH Las Cruces office, leaving Sandy Williams completely alone in that office.
- I began working with Facilities Management on an RFP for office space in Albuquerque. Our lease is due to expire in December of 2014.
- Bob Goy filed a complaint against NMCDHH alleging discrimination based on age and disability. I worked with Sally Malave to submit the required response, and await further communication from the Human Rights Bureau.
- The Albuquerque office has been migrated to a new network connection, and will have new phones and a wireless network installed soon.
- As you are already aware, Sally Malave, Deborah Romero, and I met with Facilities Management regarding the DCC Multipurpose Center project. We will need further instruction from the Board regarding next steps.
- We continue to improve our usage of social media and our email announcement system to share information with the community.

Administration & Finance

Deborah Romero, Budget Analyst

| NM COMMISSION FOR DEAF AND HARD OF HEARING | | | | | | | | |
|---|----------|------------------|---------------------|-------------------|----------------------------------|-------------------------------------|-------------------|-------------------------------|
| SECOND QUARTER | | | | | | | | |
| FY 14 | | | | | | | | |
| DESCRIPTION | CATEGORY | BEGINNING BUDGET | EXPENDED YR-TO-DATE | ENCUMB YR-TO-DATE | PROJECTED EXPENDITURES TO YR END | TOTAL PROJECTED EXPENDITURES | BALANCE AVAILABLE | Percentage of Budget Expended |
| Personal Services & Employee Benefits | 200 | 1,087,400 | 447,828 | - | 378,289 | 826,118 | 261,282 | 41.18% |
| Contractual Services | 300 | 1,844,400 | 797,566 | 902,536 | 11,000 | 1,711,102 | 133,298 | 43.24% |
| Other Operating Costs | 400 | 329,800 | 126,053 | 121,133 | 46,843 | 299,226 | 30,574 | 38.22% |
| Other Financing Uses | 500 | 491,000 | 466,000 | - | 25,000 | 491,000 | - | 94.91% |
| TOTAL | | 3,752,600 | 1,837,447 | 1,023,668 | 461,133 | 3,327,445 | 425,155 | 48.96% |
| FY14 TRS Revenue | | | | | | FY14 General Fund Allocation | | |
| July | 2013 | \$197,805 | | | | July | 2013 | \$25,000 |
| August | 2013 | \$244,909 | | | | August | 2013 | \$25,000 |
| September | 2013 | \$264,628 | | | | September | 2013 | \$25,000 |
| October | 2013 | \$239,108 | | | | October | 2013 | \$25,000 |
| November | 2013 | \$231,632 | | | | November | 2013 | \$25,000 |
| | | \$1,178,082 | | | | December | 2013 | \$25,000 |
| | | | | | | | | \$150,000 |
| Due to the decrease in revenue, the agency must project a savings of \$425,000. | | | | | | | | |

Social Media

The New Mexico Commission for Deaf and Hard of Hearing ended the second quarter with the following Social Media statistics:

- Facebook: 513 people have 'liked' our page
- Email announcement system (MailChimp): 101 subscribers
- Twitter: 241 followers

Communication Access & Development

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

Again, balancing my roles as the Interim Executive Director and the Director of Communication Access and Development has resulted in the delay of some projects.

Communication Access and Development Highlights

- Completed recruiting and selection for the Spring 2014 session of New Mexico Mentoring. The session will include seven mentor-mentee pairs with participants from Albuquerque, Santa Fe, Rociada, Farmington, Gallup, and Rio Rancho.
- Planning for the 2014 New Mexico Interpreters' Conference is well underway. The conference will take place at the Indian Pueblos Cultural Center in Albuquerque September 27-28, 2014.
- Attended Language Access Advisory Committee meetings.
- Added an additional interpreter apprentice, bringing our current total to three.
- The Signed Language Interpreting Practices Board approved all proposed changes to the licensure rules, bringing them into better compliance with the statute and with new requirements established for all licenses by the Legislature.
- Met with provisionally licensed interpreters who will reach the end of their allotted five years in September. By that time, they must gain a national certification or they will be unable to continue to interpret.
- A group of these interpreters have enlisted the assistance of Greg Maxie of the National Education Association. I have spent several hours educating Mr. Maxie on matters related to licensure, interpreter education, credentials, and licensure requirements.

NMCDHH Library

- For 2nd quarter FY14 we had 5 library customers and 8 items loaned out.
- We will work on creatively promoting the NMCDHH Library through our Social Media accounts.

Public Policy & Advocacy

Nathan Gomme, Director of Public Policy & Advocacy

Individual/System Advocacy & Public Policy

The Public Policy & Advocacy Department continues to work hard on creating understanding and breaking down issues related with communication barriers. Some highlights from the second quarter include:

- The improvement with the detention centers continues to grow along with the center's ability to provide access. To date we have worked with Sandoval County Detention Center, Bernalillo Detention Center and now Santa Fe Detention Center. This is also occurring in the Southern portion of the state thanks to the hard work of Sandra Williams. With the help of Roger Robb training occurred at Sandoval County Detention Center. Improvements have included interpreters, video phones, and a newly developed reforming partnership at the facilities with alerting for the deaf inmates. With the national problem becoming more of an issue it is a positive step that there is a willingness to work together to provide access. Currently Santa Fe is working with the PP&A department to develop policy for the facility.
- The PP&A staff continue to work to improve transition outcomes for students in the state of New Mexico. Currently we are getting more and more requests to work with schools in conjunction with NMSD to educate them on issues related to Deaf and Hard of Hearing students. This workshop will be expanding to the DVR offices in various areas and has been developed with input from DVR. Currently we are seeing data that shows DVR is serving transition aged students which can be seen in their report. The team of people working on this matter will be attending a conference in Denver in January to finish and resolve any other issues that are still remaining in New Mexico before moving to the third phase of the project.

Members of the department are currently working on developing a new process for counting the number of people served and streamlining the paperwork. We have already seen an increase in the number of consumers from last year and I project that all of the service coordinators will serve more consumers than that last fiscal year before the third quarter. This is especially true in the Las Cruces area with the loss of both contractors.

Community Outreach for the Deaf-NM Deaf Blind has been providing service to the Deaf Blind and Deaf Plus individuals in the state of New Mexico during the new fiscal year. COPD continues to work to improve the reach of their services in the state of New Mexico and improve on the quality of training done in the state. COPD led a Deaf Blind Awareness Day at the Roundhouse in January looking for more support for the many consumers the agency is serving.

Telecommunications & Technical Assistance

Sam V. Martinez III, Director of Telecommunications & Technical Assistance

Telecommunications Equipment Distribution Program (TEDP)

Q2 the TEDP served 81 clients and distributed 259 pieces of equipment. The 2nd Quarter is traditionally the slowest distribution period for TEDP, as constituents are more focused on the holidays. We anticipate an increase in numbers for Q3 and Q4, especially with the introduction of the new Amplicom 7 series equipment.

iPad® Program

The iPad® Program has been slowing building momentum. After the departure of Shannon the last 2 months of this quarter there has been 48 applications were received and 36 devices were distributed. Of importance is that 24 of the applicants were Deaf, 6 were Hard of Hearing and 6 speech impaired users.

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 2014 (FY13) is an average of 10,000 calls per month of all Telecommunications Relay Services. The average number of relay calls per month for FY14 Q2 is 9500.

| Month | Traditional Relay | Caption calls | total |
|---|-------------------|---------------|--------------|
| October | 4930 | 4952 | 9882 |
| November | 4453 | 4949 | 9402 |
| December | 4788 | 4871 | 9659 |
| 2nd Quarter Total Relay Calls | | | 28943 |

Relay New Mexico (RNM)

The Rely RFP is underway and is set to be released at the end of January and approved and in place by 1st Quarter of FY 15.

Training & Development

Training and Development Coordinator has been working with several state agencies providing educational information on Deaf and Hard of Hearing issues. 18 workshops were conducted. The Workshops were done around the state like, NM Public Safety Academy, NM law enforcement Academy, Sandoval County Dentation Center, Community Outreach Program for the Deaf (COPD) , Albuquerque Signed Language Academy (ASLA), and University of New Mexico (UNM) Signed Language program.

Outreach

8 booths were conducted, with 422 booth visitors. Booths were conducted at the Southwest Conference on Disability, Prime Time Magazine 50+ Health Fair, TDI/ALDA Conference, AARP Fall festival, Mary Ester Senior Center and the City of Albuquerque Wellness Fair.

Las Cruces Satellite Office

Sandra Williams , Las Cruces Satellite Office Coordinator

This past quarter, the Las Cruces Satellite Office saw a tremendous drop in our number of services including Outreach, Information and Referral, TEDP equipment distribution, as well as fewer booths and presentations, due to the loss of two contractors. In the past, the more we magnified our outreaching efforts, the more opportunities were provided to our consumers, their families, and colleagues. However, for this quarter, to ensure quality services for advocacy purposes for each of our consumers, I have minimized our community wide projects, presentations, booths, and collaborating with other agencies, although we saw a decreased clientele.

Individual, System Advocacies and Service Coordination

As always, we continue to provide individual advocacy and service coordination to consumers with hearing loss, their family members and colleagues. It is a never ending task. Sometimes, all it takes to help people get on the right path is providing guidance. Other times we are an immediate lifeline in time of crisis, by paving their access to resources, advocacy and options to improve their quality of life.

I am currently working on cases that also require system-advocacy as we have a few public entities that are still refusing to provide accommodation and two particular cases requiring Department of Justice intervention.

For the quarter, a total of 12 clients were added making an FY14 Year-to-Date total of 50 clients served from this office.

Information and Referral

Again, our Information and Referral (I&R) has decreased resulting in less services and community exposure for clients, which is expected. For this quarter, there were 371 instances of I & R, a total of 1377 YTD.

For this quarter, only 2 booth/exhibit fairs were hosted (3 YTD). It should be noted that booths/exhibit fairs are critical to increase the visibility of NMCDHH's mission. Also for this quarter we have only provided 3 presentations (6 YTD), however a staff person housed in Albuquerque has been traveling to our southern towns to provide presentations. Again, I emphasize that presentations are vital to help educate community-wide service providers and employers, etc., to improve their job-related relationships among their Deaf and Hard of Hearing colleagues.

Community Collaboration

For this quarter, the following list indicates the agencies we have been working collaboratively (collaborating, educating to strengthen our Deaf/HH communities) in Southern New Mexico each month:

Las Cruces Hearing Loss Association

Dona Ana Community College

Memorial Medical Hospital Language Advisory Board

EPCC Sign Advisory Board

Tresco Child Intervention Agencies

3rd Quarter Goals:

For the third quarter, we have hopes to hire two more contractors to help with interpreting, advocacy, service coordination and outreaching efforts, especially to meet the needs of those who live in our rural towns across Southern New Mexico. Meanwhile, I look forward to a productive year.

Data & Statistics

As required by Legislative Performance Measures

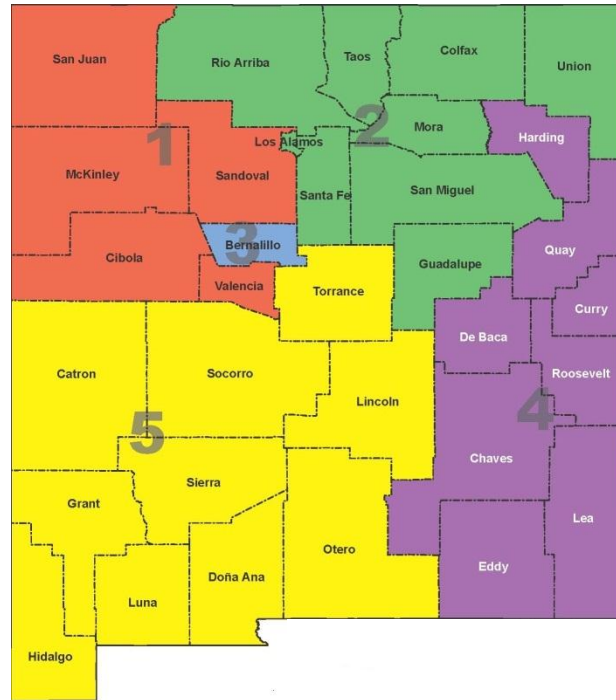
Fiscal Year 2014

| Legislative Performance Measure | Target | Year to Date | YTD % of Goal Met |
|---|--------|--------------|-------------------|
| Number of workshops & training session conducted | 100 | 71 | 71% |
| Number of outreach events coordinated | 100 | 24 | 24% |
| Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines | 100% | 0 | 0% |
| Average number of relay calls per month | 10,000 | 10271 | 103% |
| Number of sign language interpreting mentors | 16 | 7 | 44% |
| Number of accessible technology distributions | 1,000 | 733 | 73% |
| Staff hours devoted to reducing communication barriers | 12,000 | 9960 | 83% |
| Number of clients provided assistance to reduce or eliminate communication barriers | 1,000 | 272 | 27% |
| Number of information referrals and outreach contacts | 7,500 | 11235 | 150% |
| Number of newly issued New Mexico Community Signed Language Interpreter licenses | 15 | 7 | 47% |

Fiscal Year 2013

| Legislative Performance Measure | Target | Year to Date | YTD % of Goal Met |
|---|--------|--------------|-------------------|
| Number of workshops & training session conducted | 75 | 125 | 167% |
| Number of outreach events coordinated | 45 | 76 | 169% |
| 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 | 100% | 100% | 100% |
| Average number of relay calls per month | 10,000 | 11,141 | 111% |
| Hours provided by the sign language interpreter referral service | 30,000 | 22,695 | 76% |
| Number of sign language interpreting mentors | 16 | 12 | 75% |
| Number of accessible technology distributions | 800 | 956 | 120% |
| Staff hours devoted to reducing communication barriers | 12,000 | 21,858 | 182% |
| Number of clients provided assistance to reduce or eliminate communication barriers | 1,000 | 465 | 47% |
| Number of information referrals and outreach contacts | 25,000 | 14,746 | 59% |
| Number of newly issued New Mexico Community Signed Language Interpreter licenses | 15 | 12 | 80% |

Clients by Region



| | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | FY14 Year to Date |
|--------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------|
| Region 1 | 28 | 28 | | | 56 |
| Region 2 | 29 | 47 | | | 76 |
| Region 3 | 125 | 90 | | | 215 |
| Region 4 | 30 | 25 | | | 55 |
| Region 5 | 60 | 38 | | | 98 |
| Total Clients by Quarter | 272 | 228 | | | 500 |

Clients by Self-Identified Disability

| | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | FY14 Year to Date |
|-----------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------|
| Deaf | 169 | 113 | | | 282 |
| Hard of Hearing | 93 | 91 | | | 184 |
| Deaf-Blind | 6 | 1 | | | 7 |
| Speech Disabled | 4 | 23 | | | 27 |

NMDVR

CDHH Second Quarter Report

January 15, 2014

Board Meeting TBD

Performance Measures – FY14

July 1, 2013 through December 31, 2013

To: Lisa Dignan – Interim 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)

Re: MOU Goals and Performance – Report for the period of 7-1-2013-12-31-2013 (Second Quarter FY14)

NMDVR Liaisons – New Mexico Association for the Deaf – This position is currently not filled. DVR continues to recruit staff to fill this position.

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

Order of Selection – While NMDVR remains under an order of selection; at this time, **all priority categories are opened and being served**. The categories identified under order of selection are: Most Significantly Disabled (MSD), Significantly Disabled (SD), and All Other Eligible Participants (AOEP).

Counseling and Guidance – Counseling and Guidance is available to all DVR eligible individuals receiving services under and Individualized Plan for Employment (IPE).

Performance Measures (Second Quarter FY14)

158 individuals have received sign language interpreter services during the period of July 1, 2013 – December 31, 2013.

137 individuals have received hearing aids during the period of July 1, 2013 – December 31, 2013.

17 individuals who are deaf have been closed successfully rehabilitated (employed) during the period of July 1, 2013 - December 31, 2013.

32 individuals who are hard of hearing have been closed successfully rehabilitated (employed) during the period of July 1, 2013 – December 31, 2013.

Employment Information

Average number of hours worked for individuals who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired is **31.6** hours. Average wage at closure in employment is **\$12.55** during the period of July 1, 2013 – December 31, 2013.

Caseload Activity

1052 individuals who are deaf/deaf-blind, hard of hearing and otherwise hearing impaired have been opened and/or opened and closed during the period of July 1, 2013 – December 30, 2013.

802 individuals who are hard of hearing and or otherwise hearing impaired have been opened and/or opened and closed during the period of July 1, 2013 – December 31, 2013.

250 individuals who are deaf/deaf-blind have been opened and/or opened and closed during the period of July 1, 2013- December 31, 2013.

Ineligible for VR Services

Two (2) individuals have been determined as ineligible for VR services during the period of July 1, 2013 – December 31, 2013.

Transition Services

80 participants who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired have been identified as receiving transition services during the period of July 1, 2013 – December 31, 2013.

Number and Type of Devices Purchased

At this time, NMDVR does not have the data base technology or capacity to extrapolate the information for the number of individual devices or types of devices purchased for individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired. We will continue to pursue and provide this information as it becomes available.

Respectfully Submitted,

Debbie Hambel M.A. CRC

NMDVR Deaf-Hard of Hearing Coordinator