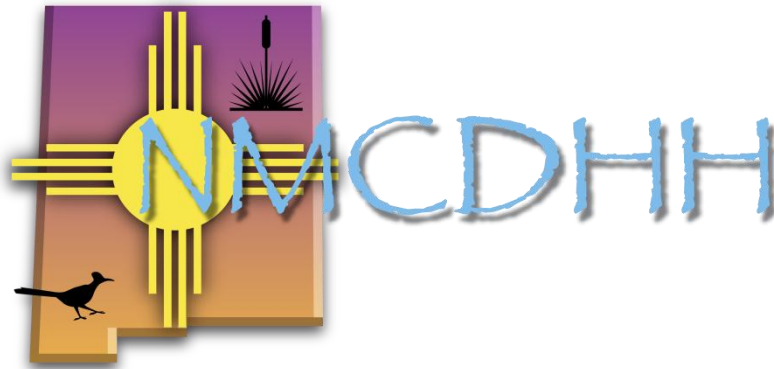


New Mexico Commission for Deaf & Hard of Hearing



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Quarterly Report FY15 Quarter 1



FY15 Quarter 1 Board Report

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

DRAFT AGENDA

Posted: November 4, 2014

- I. Call to Order and Roll Call
- II. Approval of agenda
- III. Approval of Minutes of May 13, 2014
- IV. Action Items
- V. New Business
 - a. Request to add members to the board that better represent the diverse community members.
 - b. Executive Director Report
 - c. Department Reports
- VI. Executive Session
 - Executive Session pursuant to Section 10-1-15-H NMSA 1978-limited to personnel matters
- 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



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

Tuesday, May 13, 2014

State Bar of New Mexico

5121 Masthead NE

Albuquerque, NM 87109

3:00 p.m.

DRAFT – These minutes will be subject to another possible revision and approval by commissioners at the next commission meeting scheduled for August 13, 2014.

I. CALL TO ORDER AND ROLL CALL

Chairman Mark Apodaca called the meeting to order at 3:00 p.m.

Present: Mark Apodaca, Chair Deb Hambel, Vice-Chair

Dr. Ron Stern, Secretary

Austin Welborn

Not in attendance: Luis Quinonez, Randy Gonzalez and John A. Johnson, Jr.

Eleven staff members from NMCDHH were present: Executive Director Nathan Gomme, Sam Martinez, Jason Siergey, Corina Gutierrez, Lisa Dignan, Deborah Romero, Cheryl Padilla, Lori Neubauer, Joyce Croker, Richard Bailey and Roger Robb. Five interpreters were present: Rhiannon Sykes-Chavez, Julayne Feilbach, Shaundra Sanders, SarahCady Sartorius and Bobbie Jo Post. Nineteen members of the community were in the audience.

II. APPROVAL OF AGENDA

Chair Apodaca asked for a motion to approve the agenda.

14.32

Commissioner Austin Welborn made a motion to approve the agenda

Commissioner Deb Hambel seconded.

Motion passed unanimously.

III. APPROVAL OF FEBRUARY 12, 2014 MINUTES

Commissioner Welborn noticed that on Motion 14.30 there was no space between the commissioners' names and their "yes" votes, which needed to be corrected.

14.33

Commissioner Ron Stern made a motion to approve the minutes with the aforementioned correction.
Commissioner Welborn seconded.
Motion passed unanimously.

IV. APPROVAL OF APRIL 10, 2014 SPECIAL MEETING MINUTES**14.34**

Commissioner Hambel made a motion to accept the minutes as presented
Commissioner Welborn seconded.
Motion passed unanimously.

V. ACTION ITEMS**a. Relay Short-Term Contract**

Executive Director Nathan Gomme explained that CDHH needed to enter a new short-term contract with the current TRS provider until September 30, 2014 to keep uninterrupted service while the new RFP underwent some corrections. Commissioner Welborn asked who the current contractor is and Mr. Gomme responded that it was Hamilton Relay who had the current contract and the short-term contract would be with Hamilton to continue services until the RFP process was completed. Once that process was finished, the relay provider awarded the new contract would take over.

14.35

Commissioner Stern made a motion to approve the Relay Short-Term Contract
Commissioner Welborn seconded.
Motion passed unanimously.

VI. FORMER INTERIM EXECUTIVE DIRECTOR'S REPORT – LISA DIGNAN

Former Interim Executive Director Lisa Dignan began by thanking the board for entrusting her with CDHH and appreciated everyone's faith in her by allowing her that opportunity. She added that she would be happy to get back to her regular role as Director of Communication Access and Development. Ms. Dignan also commended the CDHH staff for working tirelessly to serve the constituents, and pulling together as a team during the transition.

Ms. Dignan announced that the FY15 state budget was passed and signed by the governor, and again the Commission has a flat budget. She added that some things ran a bit differently in the legislature, and the budget was Senate Bill 313 rather than House Bill 2. CDHH's flat budget of \$3,752,600 still includes a general fund allotment of \$300,000 which is earmarked for the Deaf-Blind and Deaf Plus services; \$25,000 that will be transferred to the Regulation and Licensing Department for the operation of the Signed Language Interpreting Practices Board; and \$466,000 that will be transferred to DVR for serving individuals that are Deaf and Hard-of Hearing. Ms. Dignan reminded the Board that at a previous meeting she had talked about her conversation with Ralph Vigil at DVR to see about reducing that amount in the future, but for FY15 it will remain as it was in FY14. The Management Team has all worked with Deborah Romero to get the FY15 spending plan ready to go. Furthermore, the Management Team has already discussed that the Commission will be requesting additional funds and additional positions for FY16.

Ms. Dignan said that the vacant Service Coordinator position was posted twice without success; however, CDHH received permission to post outside of the NeoGov system and were successful. Executive Director Nathan Gomme will talk more about that in his report.

The lease for the CDHH's current office space expires in December, so Management has been working with Facilities Management to get an RFP in process to find a new location. Ms. Dignan said Mr. Gomme has allowed her to remain the lead on this since she has invested three years on this project. She was very excited to be able to announce that a new location has been found in downtown Albuquerque. She explained that the location was within walking distance to the courthouse, the Social Security office, and other agencies that CDHH works with will be in the same building. CDHH will have half of the 15th floor, which will be completely renovated to the specifications set including a conference room large enough for the Board Meetings to be held there. It is also centrally located along the bus line and close to the Rail Runner.

Ms. Dignan stated that in her last report there had been a discrimination complaint filed against CDHH. She was now happy to say that the complaint was dismissed as there was no probable cause.

The CDHH Albuquerque office now has a new data network, new VoIP phone system and Wi-Fi in the office. Now staff members are able to get operational video phones or captioned phones. Ms. Dignan added that this means a new phone number which is included in the report and the staff is getting that out to the public through social media and the website. The old phone number will continue to roll over to the new phone number for a period of six months.

The Service Coordinator contract position in Las Cruces was posted and there were no qualified applicants, but the Commission will continue to work with the State Personnel Office and may be able to get a temporary position rather than a contractor.

Commissioner Welborn asked if the cost for the new office space was included in the current budget and Ms. Dignan replied that it was. Management had planned that rent would increase because the market value is going up. However, there will be significant savings because it will not be necessary to rent space for Board Meetings and we can have on-site storage instead of renting a storage unit. Ms. Dignan added that Deborah Romero has worked everything into the budget plans and is well prepared for the new rental cost.

Chair Apodaca asked Ms. Dignan what major accomplishments were made during her time as Interim Director. She responded that there was a significant amount of clean up that needed to be done when she first took over, and that was accomplished. Also many relationships had been damaged that have been rebuilt. This put CDHH in a stronger position with good partnerships and collaborations with sister agencies, both within the state and with private and non-profit entities. Ms. Dignan added that the Commission is more fully staffed, we will have a new office, and many things seem to be falling into place. She felt confident that she is handing off the agency in a better condition than when she took over.

V. EXECUTIVE DIRECTOR'S REPORT – NATHAN GOMME

The new Executive Director, G. Nathan Gomme, thanked those who came to the meeting today, but he wanted to thank Lisa Dignan in particular. Mr. Gomme said although she was asked to mention a few of her accomplishments, there were so many she couldn't name them all. He stated that Ms. Dignan worked very hard during the interim to make sure everyone was taken care of and all were on task. It was not an easy feat.

Executive Director Gomme also wanted to mention two other individuals: Richard Bailey was hired as the new Service Coordinator, and Corina Gutierrez is the new Interim Director of Public Policy and Advocacy. Mr. Gomme had left that position open when he became Executive Director, and Ms. Gutierrez was a top choice.

Director Gomme shared his vision for the Commission. He stated that it is really a collaborative concept. People need to be willing to follow and help out and work together because that's how to make things

happen. There are several agencies CDHH works with, and his job is to collaborate with all of these entities to make things more effective, transparent, and efficient. He wants CDHH to be the best it can be by utilizing our resources, experience working with interpreters and the Deaf Community and work on issues related to Deaf, Hard-of-Hearing and Deaf-Blind. Mr. Gomme hopes to see more vlogs and more sharing of information related to language access. There is much happening now about VRS and the FCC changes for IP Relay. Issues like that are important to Deaf and Hard-of-Hearing communities in New Mexico.

Director Gomme also said he would like to change the landscape of CDHH services. Town Hall meetings have been discussed before, but in order to make things more streamlined, it could be done virtually with the help of technology rather than traveling all over the state. He mentioned that some think technology, like the iPad program, is nice but too complicated. However the program is already being streamlined: the application process, the distribution program, the paperwork is already happening and should be ready to go soon.

Mr. Gomme mentioned that Sandra Williams has been working in the Las Cruces office for almost a year without any other full time staff and it is important that that is fixed. She is alone and is making sure everyone is getting services there. She needs support and another person there for her. Mr. Gomme's plan is to review everything and look at the budget and figure out some restructuring. He wants to listen to the staff's ideas and figure out ways to make things happen. This doesn't mean he will do what everyone wants, but he will listen, and that is his commitment to all.

Chair Apodaca said the meeting would be finished soon, but he wanted to invite people to stay and meet with the staff and the new director and share their thoughts.

VI. ADJOURNMENT

14.36

Commissioner Welborn made a motion to adjourn.
Commissioner Hambel seconded.
Motioned passed unanimously.

The meeting adjourned at 3:31 p.m.

Executive Summary

G. Nathan Gomme, Executive Director

In my last report I reflected on the statements of the board meeting and the goals I had. Today I would like to share some of the progress that has been made since that time. The landscape of the community is still difficult as a result of a turn from collaboration of some groups and individuals. Those in the community who are working with the goal of collaboration and change have been forthcoming. I have had the pleasure of meeting with them to discuss some of my goals and ideas for future plans. I have also continued working towards the restructuring and expansion of the agency.

- Regarding Public Presence:
 - We are developing an internal system for creating Vlogs that address the direction and developments of the Commission. These Vlogs will include information regarding our move, policy issues, and help the community get to know the staff at the office. The issue of getting information out to members of the community remains a challenge, but I have seen an improvement in our ability to make the community aware of events happening in New Mexico. We have become more active and will continue to be more active in community relations including Hands and Voices, The National Council of Hispano Deaf and Hard of Hearing, and the Hearing Loss Association. The rebuilding of relationships and presence is moving forward and we look forward to continuing the rebuilding as well as beginning new relationships.

- Reviewing the Goals:
 - We are currently working with COPD and have begun a dialogue with UNM Hospital regarding VRI.
 - We have brought a lawyer from Disability Rights Advocates, Haben Girma, to meet with the community.
 - Developing a relationship with the National Alliance on Mental Illness and their support group in New Mexico.
 - We will be working with HLAA regarding the ability of hearing care providers to be required to counsel clients on technology issues on hearing aids prior to sale.

These matters along with our work explained in the manager reports that follow are the current matters of this quarter. As we progress my hope is that the agency has a better public presence and helps lead the changes that the community is requesting.

Administration & Finance

Deborah Romero, Director of Administrative Services

| FY15 COMMISSION FOR DEAF AND HARD OF HEARING BUDGET REPORT @ 9/30/14 | | | | | | |
|--|----------|------------------|----------------|----------------|------------------|---------------|
| First Quarter Report September 30, 2014 | | | | | | |
| DESCRIPTION | CATEGORY | ORIGINAL BUDGET | EXPENDED | ENCUMBRANCE | Total Obligation | Percent Spent |
| Personal Services & Employee Benefits | 200 | 1,038,800 | 201,598 | 0 | \$201,598 | 19% |
| Contractual Services | 300 | 1,848,900 | 182,256 | 441,918 | \$624,174 | 10% |
| Other Operating Costs | 400 | 390,700 | 55,998 | 64,162 | \$120,160 | 14% |
| Other Financing Uses | 500 | 491,000 | 0 | 0 | \$0 | 0% |
| TOTAL | | 3,769,400 | 439,851 | 506,081 | \$945,932 | 12% |

FY15 TRS Revenue

| | | |
|-----------|------|-----------|
| July | 2014 | \$214,587 |
| August | 2014 | \$231,343 |
| September | 2014 | |
| October | 2014 | |
| November | 2014 | |
| December | 2014 | |
| January | 2015 | |
| February | 2015 | |
| March | 2015 | |
| April | 2015 | |
| May | 2015 | |
| June | 2015 | |
| | | \$445,930 |

FY15 General Fund Allocation

| | | |
|-----------|------|----------|
| July | 2014 | \$24,931 |
| August | 2014 | \$24,931 |
| September | 2014 | \$24,931 |
| October | 2014 | |
| November | 2014 | |
| December | 2014 | |
| January | 2015 | |
| February | 2015 | |
| March | 2015 | |
| April | 2015 | |
| May | 2015 | |
| June | 2015 | |
| | | \$74,793 |

Social Media

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

- Facebook: 595 people have 'liked' our page
- Email announcement system (MailChimp): 151 subscribers
- Twitter: 264 followers, 1486 tweets

Communication Access & Development

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

Communication Access and Development Highlights

- The Fall 2014 New Mexico Mentoring session had orientation in August and is going well with eight mentor-mentee pairs including participants from Santa Fe, Albuquerque, Las Cruces, Rio Rancho, and Cerrillos.
- The 2014 New Mexico Interpreters' Conference was held September 27-29 and went very well. We had 181 participants this year and evaluations look very positive. We will not hold a 2015 Conference, but will re-evaluate to determine if we will continue in 2016.
- I am nearing the end of my term on the Language Access Advisory Committee through the Administrative Office of the Courts. I will, however, continue to attend meetings and continue to Chair the Literacy Challenges Work Group.
- I was appointed to the Council on Purchasing from Persons with Disabilities and have begun attending meetings regarding the State Use Act.
- Our interpreter apprentice continues to provide wonderful services and increase her skills.
- Contractors are providing professional development and interpreting services effectively.
- In the first quarter of FY 2015, NMCDHH programs or contracts provided professional development opportunities to 214 interpreters and 12 mental health providers.
- I attended the Institute for Legal Interpreting in Denver, Colorado. The conference was outstanding and provided very useful information and resources to assist New Mexico legal interpreters.
- The five-year period for provisionally licensed interpreters who received their licenses in 2009 concluded on September 30. First quarter work on this topic included:
 - A meeting of the Signed Language Interpreting Practices Board (SLIPB) on July 14.
 - Met with the new SLIPB attorney to provide historical and contextual information.
 - Participated in a community meeting of stakeholders on August 18 to attempt to find ways to collaborate around minimizing the impact of interpreters losing licenses.
 - Managed the virtual job fair to introduce districts who will have vacancies with interpreters who are seeking positions.
 - Providing ongoing education to the provisionally licensed interpreters regarding the requirements to continue working.

Office Move

The plans for our move are progressing well:

- The final design was approved, and the final lease agreement is signed.
- Construction in the new suite is well underway.
- We have met with the movers, and expect to move to the new space in mid-December.
- We expect to be able to only provide minimal services between approximately December 8th through 19th while the office is packed, moved, and unpacked. We will keep the community informed of these disruptions through our website, social media, and email blast systems.

Human Resources

Executive Director Gomme has permanently assigned me the Human Resources duties for the agency. In that area, the following is underway:

- Employee reclassifications are in process where needed.
- Two employees are receiving Temporary Salary Increases for performing additional duties.
- We are working on posting one vacant position and two temporary positions to fill staffing gaps.
- I am attending further training for NeoGov and SHARE human resource functions.

NMCDHH Library

- For 1st quarter FY15 we had 13 library customers and 33 items loaned out.
- This is a significant increase over last quarter, so our promotion campaign is being successful.
- Ms. Neubauer is partnering with NMRID to seek funding for further acquisitions for the library.

| Library Usage - FY 2015 | | | | | |
|-------------------------|----|----|----|----|-------|
| | Q1 | Q2 | Q3 | Q4 | Total |
| Patrons | 13 | | | | 13 |
| Items Loaned | 33 | | | | 33 |

Public Policy & Advocacy

Corina Gutierrez, Interim Director of Public Policy & Advocacy

Individual/System Advocacy & Public Policy

The Public Policy & Advocacy Department continues to impact and empower clients in our community with communication access. Examples include:

- **Detention Centers:**

Our department has continued a strong relationship with the detention centers and has proven to help transition clients from detention to independent living facilities. In addition, it has become clear that within each department of the detention center, communication access for the deaf and hard of hearing is “unfriendly”. Our efforts to help incorporate the entire facilities communication access is ongoing, and will be very helpful for inmates as medical concerns arise. An additional work in progress is providing telephone amplification for the hard of hearing inmates, this process will assist all hard of hearing inmates to communicate with those on the outside of the detention center.

- **Transition:**

The Department has successfully attended local high schools with incoming freshman and observed and critiqued the level of communication services available. The local school system seems interested in listening to our suggestions and incorporating our ideas in general. In addition, our department worked with the NM Commission training and development coordinator to provide deaf sensitivity training to the entire professional staff at a local high school, which proved to be very successful.

We continue to work with NMSD to provide trainings for the Santa Fe Workforce Solutions, and plan to finish our training sometime in October. Our department remains present for the monthly transition summit meeting held in Santa Fe.

The department planned to participate in the Southwest Conference on Disability for the transition component, rather than providing our own presentation. We were successful in encouraging a representative from Boston University, Jon Henner, an Ed.D Candidate to present research on the benefits of providing ASL education to Deaf students in the classroom setting.

- **Communication Access:**

The Department remains steadfast in our efforts to develop and maintain excellent communication access for the deaf and hard of hearing community members of New Mexico. Examples include, providing accurate resources

and explanations to all clients, different agencies and to consumers in need of information.

The Community Outreach Program for the Deaf-NM Deaf-Blind or Deaf-Plus has maintained its strength and has served 41 clients in total to date. COPD and NMCDHH worked together to bring Haben Girma a Skadden Fellow from Disability Rights Advocates (DRA) in California to work with the Support Service Providers and clients. Haben spoke about many topics including legal support and also participated in the Southwest Conference on Disability. We are thankful that COPD continues to provide trainings which included the Support Service Providers during this quarter. We would also like to thank the New Mexico Commission for the Blind for providing a workshop space for Haben during her time here.

Telecommunications & Technical Assistance

Sam V. Martinez III, Interim Director of Telecommunications and Technical Assistance

Telecommunications Equipment Distribution Program (TEDP)

In Quarter 1 the TEDP served 47 clients and distributed 159 pieces of equipment. During the 1st Quarter we saw a steady flow of applications even with the slow summer season. We anticipate an increase in numbers for FY 15 Q2, especially with the introduction of the new TED Booklet which has been redone, introducing some newer updated amplified telephone and accessories. One of the new phones is the Clarity Sempre telephone with Bluetooth capabilities. It will be used by cellphone users to amplify their cellular calls on a land line phone. CapTel is also coming out with a new model that would have similar technology as the Caption Call and Clarity Ensemble touch screens, giving our consumers more to choose from.

iPad® Program

The iPad® Program has leveled out and we are averaging 3-5 applications a week. As of this quarter there were 25 iPad's distributed. There were 14 Deaf, 7 Hard of Hearing, 2 Deaf Blind and 2 Speech Disabled iPad clients. An updated iPad application is being revised and updated for distribution in the next Quarter.

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 FY15 Q1 is 9,410.

| Month | Traditional Relay | Caption calls | total |
|--------------------------------------|-------------------|---------------|--------------|
| July | 5253 | 5439 | 10692 |
| August | 4906 | 4478 | 9384 |
| September | 4057 | 4099 | 8156 |
| 1st Quarter Total Relay Calls | | | 28232 |

Relay New Mexico (RNM)

The Relay RFP is underway and is set to be released at the end of October and approved and in place by November 1st 2014.

Training & Development

The Training and Development Coordinator (T&D Coordinator) has been working with several State, nonprofit and for profit agencies providing educational information on Deaf and Hard of Hearing issues. 15 workshops were conducted with 338 attendees. The Workshops were done around the state like, Department of Public Safety, Casa del Rio Center, Amy Biehl H.S., Paloma Landing Ret. Center, US Fish & Wildlife, Bernalillo County 911 Call Center, IALEP, and the NM Interpreter Conference.

Outreach

10 booths were conducted, with 364 booth visitors. Booths were conducted at the Tesuque Pueblo Wellness fair, Conference on Aging, Department of Homeland Security Emergency Management conference, Department of Transportation employees health fair and Senior day at the State Fair. In the fall the booth season will pick up and more outreach will be done.

Las Cruces Satellite Office

Sandra Williams , Las Cruces Satellite Office Coordinator

Fiscal Year 15- FIRST Quarterly Report

During the 1st quarter, the Las Cruces Satellite Office has received “more than usual” clients for our services. So in result, because of time constraints, I have altogether ceased outreaching efforts, exhibiting booths and services on TED equipment to ensure quality services especially on advocacy and service coordination. Also I have decreased the number of hours of community collaboration as well.

Once again, to ensure **quality** of services for advocacy and coordination purposes for each of our consumers, I have continued in minimizing on our community wide projects, outreaching presentations, booths and collaborating with other agencies so that I can focus on our clients directly.

Individual, System Advocacies and Service Coordination

As a part of the Commission’s mission, we continue with individual advocacies and service coordination to consumers with hearing loss, their family members and colleagues.

I continue to work with typical cases such as when clients’ service providers are not providing accommodations. Some clients need guidance/direction in getting appropriate services. Many people does not understand that Advocacy is the process to influence policies or practices to make a positive difference in our community circumstances, by getting involved in policies, regulations at the local, state and national level. It is frustrating when many consumers expects us to “fix the problem” for them rather to “help them fix the problem for themselves”.

As for the number of clientele, for this quarter, after closing out old cases, I am now currently serving 45_consumers for this quarter. Of course, for this office, this significant drop was the result of my lack of outreach and community collaboration as well the additional help of two staff persons.

I appreciate Lisa Dignan and Nathan Gomme efforts to get a second position approved for this office. Meanwhile I appreciate the support from the Albuquerque Office’s staff as well. Corina and Lori has been very supportive.

Booths, Presentations and Information and Referral (I&R)

For this quarter, I passed on over 461 instances of I & R.

Because of my limited time & availability, I was only able to participate in only 1 booth/exhibit. This decreased number is risky because it sabotages our number of

referrals, clientele, and opportunities for our Deaf, Hard of Hearing and Deaf-Blind individuals. I would hate to lose our hard work, networking & building bridges as our clients are getting appropriate services, communication accommodation and better opportunities then to fall back in square one again as before when the Las Cruces office was first established 8 years ago.

Also for this quarter and due to time restriction, I have not been able to coordinate nor provide any presentations. Mr. Roger Robb has been covering some of the southern areas for me.

As mentioned in my previous reports, without on-going presentations, exhibits/booths, outreaching and community collaboration, it sabotage the visibility of our Commission and opportunities are tossed out.

Community Collaboration

For this quarter, the following list indicates the agencies I have been collaborating as necessary to strengthen our Deaf/HH communities in southern New Mexico) each month.

Las Cruces Hearing Loss Association
Dona Ana Community College Advisory Board Meeting

Dona Ana County ADA Coordinator
La Casa Domestic Violence Shelter

NM Commission for the Blind
Goodwill Industries

T or C HUD White Cane Community event

Eastern NM University of Roswell
Department of Health

Las Cruces Chief of Police
COPD Deaf Blind Staff

Success and Next Quarter Goals

Successes identified as I was able to meet with the Las Cruces City Police Chief resulting additional presentations and training for all of the law enforcement officers. Also collaborated with our Domestic Violence Shelter director, and due to increased referrals of Deaf Clients, they too have requested a sensitivity training for their next mandatory meeting.

For the next quarter goal, I **hope** to get back on the road again to do more outreaching and to increase our clientele as needed to meet our benchmarks, Also to seek for better resources to access into mental health counseling due to facts we lost one community member to suicide.

Meanwhile, I appreciate the support provided by the staff in the Albuquerque office. I also want to add that I **appreciate** our VRI support from the Albuquerque office which is a tremendous help due to the shortage of interpreters here in Las Cruces! I cannot function without their support.

I am also fortunate to recruit Emily Pieroni who is an Intern with hopes to learn all aspect of interpreting. Her assistance, at no charge to the Commission is greatly appreciated.

Data & Statistics

As required by Legislative Performance Measures

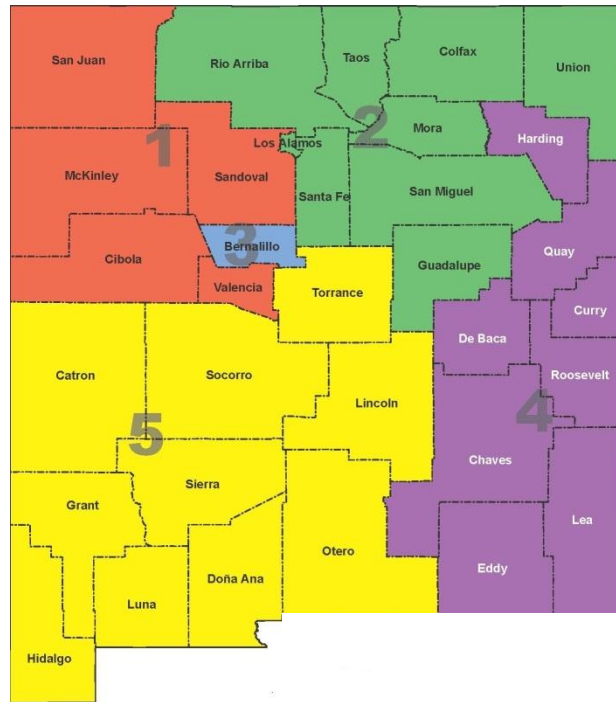
Fiscal Year 2015

| Legislative Performance Measure | Target | Year to Date | YTD % of Goal Met |
|---|--------|--------------|-------------------|
| Number of workshops & training session conducted | 100 | 36 | 36% |
| Number of outreach events coordinated | 70 | 11 | 16% |
| Average number of relay calls per month | 10,000 | 9229 | 93% |
| Number of accessible technology distributions | 1,000 | 184 | 18% |
| Staff hours devoted to reducing communication barriers | 15,000 | 4848.3 | 32% |
| Number of clients provided assistance to reduce or eliminate communication barriers | 800 | 166 | 21% |
| Number of information referrals and outreach contacts | 10,000 | 3063 | 31% |
| Number of newly issued New Mexico Community Signed Language Interpreter licenses | 15 | 4 | 26% |
| Number of interpreters in CDHH sponsored pro. dvlpmnt | 200 | 54 | 27% |

Fiscal Year 2014

| Legislative Performance Measure | Target | Year to Date | YTD % of Goal Met |
|---|--------|--------------|-------------------|
| Number of workshops & training session conducted | 100 | 121 | 121% |
| Number of outreach events coordinated | 100 | 68 | 68% |
| Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines | 11 | 11 | 100% |
| Average number of relay calls per month | 10,000 | 13,518 | 135% |
| Number of sign language interpreting mentors | 16 | 14 | 88% |
| Number of accessible technology distributions | 1,000 | 1,349 | 135% |
| Staff hours devoted to reducing communication barriers | 12,000 | 18,558 | 155% |
| Number of clients provided assistance to reduce or eliminate communication barriers | 1,000 | 751 | 75% |
| Number of information referrals and outreach contacts | 7,500 | 15,069 | 201% |
| Number of newly issued New Mexico Community Signed Language Interpreter licenses | 15 | 11 | 73% |

Clients by Region



| | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | FY14 Year to Date |
|--------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------|
| Region 1 | 21 | | | | |
| Region 2 | 16 | | | | |
| Region 3 | 61 | | | | |
| Region 4 | 14 | | | | |
| Region 5 | 53 | | | | |
| Total Clients by Quarter | 165 | | | | |

Clients by Self-Identified Disability

| | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | FY14 Year to Date |
|-----------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------|
| Deaf | 91 | | | | |
| Hard of Hearing | 65 | | | | |
| Deaf-Blind | 7 | | | | |
| Speech Disabled | 2 | | | | |

NMDVR

October 15, 2014

Board Meeting November 12, 2014

Performance Measures FY15

July 1, 2014 – September 30, 2014

To: Nathan Gomme – 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 July 1, 2014-September 30, 2014 (First Quarter FY15)

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 – NMDVR remains under an Order of Selection; however, 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 an Individualized Plan for Employment (IPE).

Performance Measures – (First Quarter FY15)

Ninety Eight (98) individuals have received sign language interpreter services during the period of July 1 2014 –September 30, 2014. A total of \$13, 826.68 has been authorized and expended for this service through September 30, 2014.

Eighty Six (86) individuals have received hearing aids during the period of July 1, 2014 – September 30, 2014 A total of \$166,775.74 has been authorized and expended for this service through September 30, 2014.

Fourteen (14) individuals who are deaf have been closed successfully rehabilitated (employed) during the period of July 1, 2014 – September 30, 2014

Twenty Six (26) individuals who are hard of hearing have been closed successfully rehabilitated (employed) during the period of July 1, 2014 – September 30, 2014.

Employment Information

Average number of hours worked for individuals who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired is 30.9 hours. Average wage at closure is \$12.69 during the first quarter of FY15

Caseload Activity

Two Hundred Sixty Three (263) individuals who are deaf/deaf-blind, have been opened and/or opened and closed during the period of July 1, 2014 – September 30, 2014.

Five Hundred Eight (508) 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, 2014 – September 30, 2014.

Ineligible for VR Services

Four (4) individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired have been determined as ineligible for VR services during the period of July 1, 2013 – June 30, 2014.

Transition Services

Eighty Three (83) individuals 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, 2014 – September 30, 2014.

Respectfully Submitted:

Debbie L. Hambel M.A., CRC

DVR Statewide Deaf- HH Coordinator



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD
 Report By: Cynthia Salazar, Board Administrator
 Expiration Date: June 30, 2015

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

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 | 25 | 17 Provisional; 4 Community; 4 Educational |
| Complaints | 2 | |
| License denials, suspensions, and revocations | 0 | |

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: July 14, 2014
 Next meeting: January 23, 2015

Agendas and draft minutes are available at the Board website:

www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meetings.aspx