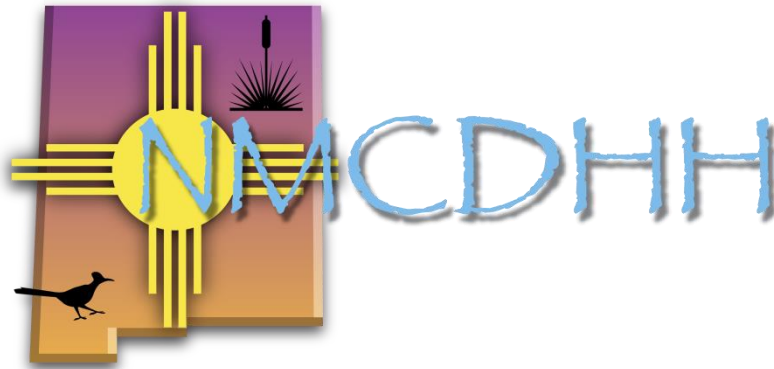


New Mexico Commission for Deaf & Hard of Hearing



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Quarterly Report FY15 Quarter 3



FY15 Quarter 3 Board Report

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NMCDHH BOARD MEETING
Wednesday, June 17, 2015, 3:00 p.m.
NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102

DRAFT AGENDA

Posted: May 27, 2015

- I. Call to Order and Roll Call
- II. Approval of agenda
- III. Approval of Minutes of March 26, 2015
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
 - c. Employee Handbook
- V. New Business
- VI. 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 Quiñonez – Parent of Deaf/Hard of Hearing Child
Mr. Johnny Robertson – President of NM Association of the Deaf
Vacant – 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
Thursday, March 26, 2015**

*NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102
3:00 p.m.*

DRAFT – These minutes will be subject to another possible revision and approval by commissioners at the next commission meeting.

I. CALL TO ORDER AND ROLL CALL

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

Present: Mark Apodaca, Chair
John A. Johnson, Jr.

Luis Quiñonez
Johnny Robertson

Chair Apodaca said that Commissioner Austin Welborn would be in attendance but was arriving late. Vice-Chair Deb Hambel and Secretary Ronald Stern would not be present at the board meeting, but they had met quorum and would proceed. Chair Apodaca introduced Johnny Robertson, President of NMAD, as a new board member and mentioned that he was the person who founded NMCDHH.

Ten staff members from NMCDHH were present: Executive Director Nathan Gomme, Sam Martinez, Jason Siergey, Corina Gutierrez, Deborah Romero, Cheryl Padilla, Lori Neubauer, Lisa Dignan, Roger Robb, and Rich Bailey. Four interpreters were present: Rebecca DeSantis, Andrea Ginn, Audrey Blanco and Trena Franck. Six members of the community were in the audience.

II. APPROVAL OF AGENDA

Chair Apodaca asked for a motion to approve the agenda.

15.4

Commissioner John Johnson made a motion to approve the agenda.
Commissioner Luis Quiñonez seconded.
Motion passed unanimously.

III. APPROVAL OF NOVEMBER 12, 2014 MINUTES

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

15.5

Commissioner Johnny Robertson made a motion to approve the minutes as read.
Luis Quiñonez seconded.
Motion passed unanimously.

IV. NEW BUSINESS

The next item on the agenda was Election of Officers. Chair Apodaca explained that since Commissioner Austin Welborn had not yet arrived, the Board would go on to New Business and have the Election of Officers after when Commissioner Welborn would be present.

a. Budget Update

Executive Director Nathan Gomme asked Chief Financial Officer, Deborah Romero, to discuss budgeting issues.

Deborah Romero said that the second quarter of FY15 the Commission did well, meeting the 50/50 rule, under the 50% spending that was required. At that point NMCDHH had expended \$1.2 million, and the TRS revenue was 1.2. She mentioned that on the Board Report there was a wrong calculation at the bottom. So it was 1.2 million brought in, and through February the TRS revenue was at 1.3. NMCDHH was right where she expected it to be. In March, 2 million were spent, but the Commission has some savings due to vacancies. Also in the FY15 request, Ms. Romero had projected money for moving expenses which were actually covered by the new building, so there is savings there, as well.

Chair Apodaca announced Ms. Romero's recent promotion to CFO and congratulated her on her hard work that led to that long overdue promotion.

Chair Apodaca asked about House Bill 2 which says we have money budgeted to spend and we have revenue, but those numbers do not balance. Ms. Romero said there was a decrease in revenue and there has been a continuous decrease in the last five years. She stated that the Commission can meet the expenditures due to savings from vacancies and contracts and she monitors the budget very closely. She had also been in contact with Tax and Revenue in an attempt to meet with the appropriate people to discuss what options there are, and is considering doing an audit to make sure that those vendors that are supposed to pay into the revenue fund are actually doing so.

Executive Director Nathan Gomme added that it was good there was some savings, but they still need to have that meeting with Tax and Revenue and also the Division of Vocational Rehabilitation (DVR) for the \$466,000 transfer. He added that it may be necessary to bring in a paid contractor to do an audit.

Executive Director Gomme said he would be working with Ms. Romero as well as the staff to look at places where the budget can be cut, and keep some savings available to continue providing services at a high level. He mentioned that if we focused on funds alone, we would not be able hire staff in Las Cruces, but it was necessary to have another staff member there. Gomme said he was looking at restructuring as well.

Commissioner Johnny Robertson asked if the budget needed to be spent so it would not revert to the general fund. Executive Director Gomme said that we do operate by fiscal year and everything will need to be spent. Some money cannot be transferred between departments without providing the appropriate paperwork to move the finances. He added that it is not a good thing to do that and then approach the legislature to validate the reasons for moving the money. The Department of Finance and Administration (DFA) has rules established for finances. Therefore, NMCDHH cannot just spend money on anything, but we would like our savings to cover our losses so it can balance out. The Commission must address the issue with Tax and Revenue, have an audit and get our finances back where they need to be.

Director Gomme explained that he could not comment on the future budget since it is awaiting the governor's signature, but the Commission is looking to add two full time employees: one in Las Cruces and a staff interpreter in Albuquerque. NMCDHH has had a contract interpreter for a while, but by decreasing the budget for the contract position we can afford the full-time position, and the Legislative Finance Committee (LFC) is in favor of that.

Commissioner John Johnson asked if it would help if the Commissioners should put together a plan to approach the Legislators and the Governor about our decreasing TRS funds, but Director Gomme stated that the legislature is well aware of the situation and instead it might help for the Commissioners to be involved in a push for Tax and Revenue to work with NMCDHH to find out where the loss is. Commissioner Robertson asked if there should be a motion, but Chair Apodaca said that item wasn't on the agenda and therefore would need to be held for the next meeting.

Chair Apodaca asked about the transfer of \$466,000 to DVR that continues every year. He didn't understand why that amount wasn't going down when our revenue was decreasing. Director Gomme stated that this topic has been discussed with the legislature often as well as with the former Interim Director of DVR. There were discussions regarding this and DVR has agreed to the decrease, but that needs to be put in writing. Senator Rodriguez is in support of the decrease, too, but did express concerns about cutting it completely. Before moving forward, Executive Director Gomme wanted to make sure DVR and NMCDHH were on the same page, and he thought that they could have something in writing by the end of FY16.

Commissioner Robertson wanted information on what the \$466,000 transferred to DVR was used for. Executive Director Gomme explained that House Bill 2 says the purpose is for Deaf and Hard of Hearing to receive services from DVR. The problematic point is that DVR has not allocated the money for that purpose only. They are, however, as can be seen in their report, serving Deaf and Hard of Hearing individuals, and DVR jointly with NMCDHH needs to figure out a way for them to continue those services.

At 3:20 p.m., Commissioner Austin Welborn arrived.

b. Executive Director's Report

Executive Director Gomme, as mentioned earlier, reported that there would be changes to the structure of NMCDHH. This was previously discussed with managers and some of the staff to make sure the agency's best services were provided to the consumers. A new employee was hired for southern New Mexico and, as mentioned before, NMCDHH would like to hire a full-time interpreter as opposed to contracting an interpreter. He also wanted to see a more focused approach to contracts. The RFP processes are complex, and he wanted to see a neutral party who is a member of the staff focus on them. Furthermore, he wanted to find some of the staff more appropriate position titles.

Mr. Gomme added that he wanted to allocate funds responsibly and appropriately and make sure the Hard of Hearing and speech disabled community was served better as far as advocacy and direct services. He wants the agency to work with a variety of communities like those who have Amyotrophic Lateral Sclerosis (ALS) and create better relationships using what we have.

Mr. Gomme said that members of his staff were working hard and taking on more. He wants to see that everyone's hard work is recognized. Deborah Romero's title of CFO now gives her the recognition and the appropriate level of benefit that she deserves. Lisa Dignan has been working as CDHH's human resources and also has increasingly been given other responsibilities. Corina Gutierrez has been promoted to Director of Public Policy and Advocacy. Sam Martinez is working as the Interim Director of Telecommunication and Technical Assistance. He wanted to make sure everyone is given the recognition they deserve as well as the appropriate level of benefit.

Executive Director Gomme explained to the board that the numbers on the second quarter report are not where he would want them to be, but he expects those numbers to increase because of the work that everyone is doing now. Roger Robb has been developing trainings and approaching the Social Security offices and a variety of different agencies as has Corina, who would expand on that during her report. Lisa Dignan was working with NMRID and finding out how NMCDHH can work with VRI services and is working with Corina to determine best practices in court interpreting as well. He said that although we have not seen vast improvements, they will be evident over time.

Chair Apodaca asked about issues with loop systems and if those were fixed. Mr. Gomme responded that all of the loop systems are not fixed, but he would be meeting with HLAA to discuss that and other issues including having a member of HLAA represented on the board when there is a vacancy.

HLAA is still pushing a bill to assist with hearing aid distribution. Utah recently passed a bill related to the provision of hearing aids and audiograms. New Mexico does not currently have support for this. Mr. Gomme said he would like to see higher standards for people who have a hearing loss. Often Hard of Hearing people go to the audiologist and get sent out the door with a hearing aid without counseling and advice. He wants the Hard of Hearing community to have a voice, a seat at the table, and he would like to be able to go to HLAA events and hear their concerns at a national level and learn what the State of New Mexico can do to improve their issues.

Commissioner Johnson thanked NMCDHH for looping the conference room as it was working wonderfully. Mr. Johnson stated about 4.3% of the population had a profound hearing loss as opposed to .4% deaf. As the baby boomers move through the system the numbers will increase. There will be many issues that they will face and will need to be educated and assisted.

Director Gomme said that the numbers Mr. Johnson stated were basically drawn from the census and are an estimated percentage. One of the goals for NMCDHH is to do is extensive research and data collection so that we have a more precise number.

In the past, Commissioner Robertson said he wanted to collect data, but he didn't have the cooperation he needed and finally gave up. He wanted to find out what happens to people who graduated from the school for the deaf and then seem to disappear, as well as outreach to the Native American communities. He wanted to see how the Commission and DVR and other agencies can best serve them and bring them more training, support, counseling, and employment opportunities. It is a great idea to see NMCDHH, NMSD and DVR collaborate. Mr. Gomme said there is a research group connected to the Deaf Education Task Force that is working on transition services with NMSD, Workforce Solutions and DVR.

Mr. Gomme said that in FY16, NMCDHH will be working on data collection. There are Deaf, Deaf-Blind, Hard of Hearing, Speech-Disabled, the Senior Community; a huge variance. It is necessary to collect more accurate numbers to get legislative support on bills. Commissioner Robertson stated he could see this as being a two or three year project, and Director Gomme agreed that it would not be a short-term project. However, this information is needed to NMCDHH will be well equipped to provide services.

Chair Apodaca wanted to bring up the option of live streaming for the community so others can watch. Gomme said that Roger Robb was looking into this. The live stream that was used at a recent NMSD

event was interrupted every five minutes by commercials. The Commission would like to provide streaming without asking the community to pay for it.

c. Staff Reports

Chair Apodaca asked Corina Gutierrez, Director of Public Policy and Advocacy, what was happening with VRI at hospitals. Corina replied that she, along with Roger Robb, had a meeting with UNMH regarding VRI. They were impressed and understood why sometimes VRI is successful and sometimes it is not and are willing to bring in an interpreter at those times. We know they are still using VRI at the clinics and some aren't providing interpreters and we will be discussing that further.

Ms. Gutierrez also stated that NMCDHH would be making a vlog to the community about the issues that we have been seeing at the hospital, and to please come let the Public Policy and Advocacy Department know if they are experiencing situations with VRI or not having an interpreter. Her department will get in touch with Presbyterian Hospital next, and then Lovelace.

Executive Director Gomme stated that Ms. Gutierrez was not able to attend, but he along with Lisa Dignan attended a NMRID Town Hall. Commissioner Robertson was there as well. Mr. Gomme stated that the Commission is more than happy to work in collaboration with NMRID to develop best practices and guidelines for VRI use. He said Ms. Gutierrez would be working with NMAD and NMRID to inform the Interpreting Community and the Deaf Community what the issues and needs are. He added that Ms. Gutierrez had been working on the VRI issue for quite some time. UNMH has approximately 30 foreign language interpreters and are now considering having an ASL staff interpreter.

Commissioner Robertson stated that he was at the Town Hall and several Deaf people were there complaining about the technological problems they experienced with VRI, such as the picture freezing or not having the proper internet connection. The hospital doctors have become frustrated as well. There is a lot that needs to be ironed out. He also stated that there is talk about using it in rural areas where the internet connection is weak. Mr. Robertson was also extremely concerned about the Department of Education using VRI in some school districts.

Director Gomme stated that Ms. Gutierrez was already part of the Language Access Advisory Committee (LAAC) for the courts and she is also talking about VRI in the schools. She is actually working on a variety of different things. He mentioned that Lisa Dignan and Roger Robb have been developing trainings and the staff works collaboratively to make things happen and are aware of the issues in the schools and will approach that, too.

Chair Apodaca asked Lisa Dignan if she knew where the VRI interpreters are located. She responded that VRI services were provided by a variety of places all over the country, and a large concern was raised at the town hall meeting was that the interpreters providing services to the people in New Mexico are not familiar with New Mexico signs and spellings of our locations. NMRID and NMAD are working together with the Commission and the Community on a best practices paper which will include such things as, if going to use VRI, use interpreters here in New Mexico who are familiar with our terminology rather than interpreters far away from NM.

Chair Apodaca asked if we could use VRI Centers in New Mexico, and Ms. Dignan responded that there were just a couple agencies here in New Mexico and they would need to be expanded significantly to cover the needs in this state. The best practices paper will offer ideas of how to work with local entities that can provide the service, and that is an area where we could see some significant growth within the state.

Commissioner Robertson was concerned that VRI interpreters should be certified and have their New Mexico interpreter license. There are also several different cultures within New Mexico that have to be considered. Director Gomme interjected that there is a cost issue in New Mexico as well and they can't make too many hasty decisions. With people like Ms. Dignan, Dr. Barb Shaffer, Ms. Gutierrez, Rebecca DeSantis, Commissioner Robertson and others working together and figure out the best approach to this.

Commissioner Welborn asked about regulations for VRI and Ms. Dignan responded that currently VRI is not well controlled anywhere, but NAD and RID on it, and that means State Commissions for the Deaf and Hard of Hearing will have some influence.

In the Public Policy and Advocacy Department, besides working with individual clients, Cheryl Padilla has been working with the airport for some time and she was informed that they have established some accommodations. There were a lot of big projects that the department is working on together and Ms. Gutierrez was very proud of her department.

Chair Apodaca asked about encouraging large companies to hire deaf people and was told Roger Robb was working with the Community Outreach Program for the Deaf (COPD) to provide trainings for places of employment and Mr. Robb also gives presentations about Deaf sensitivity, how to use interpreters, and how to work with Deaf, Deaf-Blind and Hard of Hearing consumers.

Lisa Dignan, Director of Communication Access and Development, is continuing to provide mentoring services. They run contracts with other outside entities to provide additional professional development services for interpreters and are seeing real success in those programs. A new collaborative group is working together including the Commission, NMRID, and NMSD and are doing great things together and Ms. Dignan said she was happy with their progress and was looking forward to continuing on with that group.

Ms. Dignan stated she had served a long time on the LAAC with the courts, but her 8-year term expired and now she was happy that the Supreme Court had appointed Corina Gutierrez as her replacement. Ms. Dignan was now Chair of one of their subcommittees working on literacy challenges. This subcommittee will work on making court forms accessible to individuals who, for a variety of reasons, cannot read them.

Ms. Dignan also had been appointed to the Council on Purchasing for Persons with Disabilities and his heavily involved with the State Use Act. She is making great connections for the Commission on that council and seeing a lot of positive benefits on many fronts.

Additionally, the interpreter apprentice program at NMCDHH was recently revamped. Previous apprentices have transitioned out and Rachelle Clifford is the Commission's newest apprentice. She will be working closely with Andrea Ginn who will bring the apprentices to certification and continue to grow the pool of qualified interpreters within the community. As Mr. Gomme mentioned, the Commission will have a staff interpreter position approved if the governor signs the current budget as it stands. Currently we have blocked schedules for some of the contract interpreters, such as Ms. Ginn, so they are in the office for the peak periods of time.

Also Ms. Dignan mentioned she was doing a lot of work with the Signed Language Interpreter Practices Board and she had been reappointed to the rules committee as they look at rule changes to clean things up again within licensure and all is moving along well there.

Ms. Dignan added that she is also now Human Resources Director and she is enjoying learning that since she has never done that before. She attended several trainings offered by the state.

Assuming the budget will be signed as is, she will help to develop a classification for signed language interpreters since the state does not have one. There is a classification for interpreter/translator that was created a long time ago and focused on spoken language interpreters. This would benefit a lot of state agencies if they were to look at bringing on a staff interpreter position.

Ms. Dignan spoke briefly about the building that CDHH was now housed in. The project took almost four years to come to fruition. She complemented the staff for their hard work getting ready to move and clearing out things that were no longer needed. NMCDHH received four proposals and received tours of the buildings, but the current space was not only the most cost-effective, but also met all the criteria. The space was completely torn down to bare walls and concrete and designed with an architect to specifically meet the needs of the Commission. Additionally, the Commission will have a significant cost savings by having meetings here rather than rent hotel conference rooms or the rooms at the State Bar. Storage is

on site and there is no longer a storage unit to store other supplies that we use for booths and events. There is more effective space, and as Deborah Romero mentioned earlier, the landlord paid for all moving expenses. Ms. Dignan also mentioned that there is secure parking for the state vehicles as well as staff vehicles. At the previous location, there a couple incidents of the state where the state vehicles were vandalized, so secure parking is necessary.

Ms. Dignan offered to show board members and visitors the office at the conclusion of the meeting. She explained that there are 3 smaller conference rooms, a library, Telephone Equipment testing room, a lobby area, and a secure area for the administrative assistant. Signs are almost ready for the elevator lobby and our front door, and the restrooms have been renovated and are ADA compliant. Building maintenance responds to concerns quickly. Other improvements will be happening soon: The visitor parking area will be resurfaced and they will add another accessible parking space to be ADA compliant, fix uneven pavement at another entrance, upgrade the lighting in the parking garage, and add visual fire alarms to the elevator lobbies. Ms. Dignan added that Roger will be providing training for the building staff on communication access and deaf sensitivity.

Commissioner Robertson said he enjoyed the vlog regarding all the different parking spots. Ms. Dignan stated that Mr. Robb will be doing a lot more work on the video blogs in the future.

Commissioner Robertson took a minute to say that Lisa Dignan always shows up for the Signed Language Interpreter Board Meetings, and that they are grateful for the time she puts into that.

Sam Martinez, Interim Director for Telecommunications and Technical Assistance, began his report by saying that his department will continue to distribute iPads and iPad Mini's because those devices provide security. They are in the process of a new RFP for the equipment distribution program and will add new technology. He said he received some input from the Hard of Hearing community that different fire alarm systems with deeper tones would be preferred since many individuals cannot hear a high pitch sound. Furthermore, they will add more amplified equipment from different manufacturers.

Chair Apodaca asked if there would be any new products for the Hard of Hearing Community. Mr. Martinez said they are going to carry a product where the clients could wear a band or necklace that will dial emergency numbers as needed. Also the signaling systems will expand to up to ten units if a client has a large home they can have different receivers in each room.

Executive Director Gomme added that Mr. Martinez was researching more equipment to meet the needs of New Mexico residents better. Currently the equipment distributed is somewhat limited and they would like to meet the needs of the residents better and in a more customized way. Commissioner Robertson asked about the loop system in the conference room, and Mr. Gomme explained that it had been installed under the carpet while the construction was going on. Mike Langner worked with NMCDHH to install the loop system, which is another way the Commission is becoming more accessible to the Hard of Hearing Community.

V. ELECTION OF OFFICERS

Chairman Mark Apodaca announced it was time to vote for officers.

15.6

Commissioner Robertson made a motion to have Mark Apodaca continue as Chair.
Commissioner Apodaca accepted.
Commissioner Welborn seconded.
Motion passed unanimously.

Chair Apodaca asked for nominations for Vice-Chair. Commissioner Welborn said he would be willing to take the Vice-Chair position.

15.7

Commissioner Robertson made a motion to elect Austin Welborn as Vice-Chair.
Commissioner Johnson seconded.
Motion passed unanimously.

15.8

Commissioner Welborn made a motion to elect Luis Quiñonez as Secretary.
Commissioner Johnson seconded
Motioned passed unanimously.

VI. ADJOURNMENT

Chair Apodaca announced there was nothing to discuss in an Executive Session, so he called for a motion to adjourn.

15.9

Commissioner Johnson made a motion to adjourn.
Commissioner Quiñonez seconded.
Motion passed unanimously.

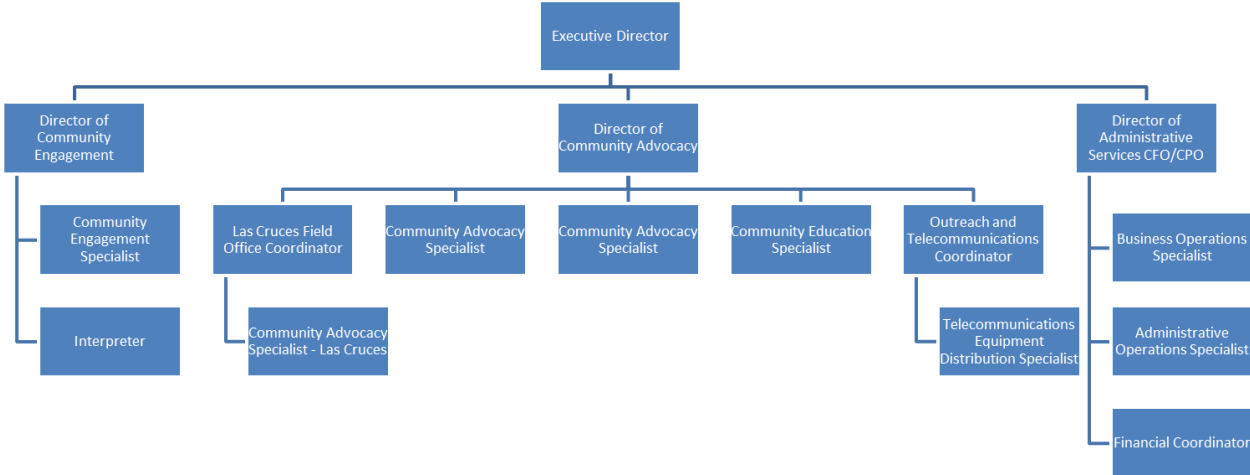
Meeting adjourned at 4:45 p.m.

Executive Summary

G. Nathan Gomme, Executive Director

The third quarter for the New Mexico Commission for the Deaf and Hard of Hearing has been one of many tasks and changes for the staff here. The staff here at the Commission worked on various matters including working further with the Social Security offices to improve how communication access is provided, providing cloud based access for interpreter development, and completing a new FY16 budget. Here is a breakdown of some of the recent events of the third quarter of FY15:

- We met with, and presented to the Legislative Finance Committee for approval of the Full Time Employee positions. We were approved for one position; the interpreter position we requested. We will work to make sure that the Las Cruces office has another full time position since we were only able to get one position, but this is an important success for the agency.
- With the results of the Committee’s decision, we will be implementing a new structure to the agency which will take effect in April. The Agency’s primary goal is to serve the community as a whole and our department names should reflect that. To do this we have taken the Public Policy and Advocacy Department and Telecommunications and Technical Assistance Department and combined them to create the Department of Community Advocacy. The Communication Access and Development Department has been changed to Community Engagement Department. With these changes came title changes for the staff and as well as some responsibility changes. These changes can be found in the chart below. The Administrative Department remains unchanged. We will be working to explain the changes at length in our upcoming VLOGs. The changes do not remove any of our services. The titles better match the agency goals and reflect our community focus. The titles also match the state position classifications.



We will be working to make sure that Las Cruces gets a full time position and filling the remaining vacancies of this agency. We will be advertising for a Community Advocacy Specialist in Albuquerque. The full structural makeup can be found in the Policy and Procedure Handbook which is complete and attached.

- The Policy and Procedure Handbook is a big addition to the agency for the most part our agency has operated under the NM State Personal Office Personnel Act and the SPB Rules and Regulations for our office. Our HR Director will be able to explain more on our Policy and Procedure Handbook.
- With the changes to our structural makeup we have worked to create an appropriate budget to make sure that services to the community improves. To better create a productive agency we have assigned one member to be our certified RFP Procurement Manger. As of March, Richard Bailey is our Procurement Manger for all of the upcoming RFP's. We are currently wrapping up the Equipment Distribution RFP and will be working on starting a new RFP for Deaf-Blind Services at the beginning of the next fiscal year. The plan is to complete and have new contracts in place at an expedited pace while upholding the high standards of the state. Our budget meets the budget of the Legislative Finance Committee and reflects the plans for Fiscal Year 16. We are working with Tax and Revenue to determine a resolution to the issues with the surcharge barriers and will be meeting with the LFC analyst by the end of this fiscal year to create a plan for the upcoming fiscal years.

Thank you,

G. Nathan Gomme

Administration & Finance

Deborah Romero, Director of Administrative Services

FY15 Third Quarter Board Report						
DESCRIPTION	CATEGORY	ORIGINAL BUDGET	EXPENDED	ENCUMBRANCES	TOTAL OBLIGATIONS	Percent Spent
Personal Services & Employee Benefits	200	1,038,800	601,921	0	601,921	57.94%
Contractual Services	300	1,848,900	781,036	478,854	1,259,890	42.24%
Other Operating Costs	400	390,700	197,499	104,061	301,560	50.55%
Other Financing Uses	500	491,000	491,000	0	491,000	100.00%
TOTAL		3,769,400	2,071,456	582,915	2,654,371	54.95%
FY15 TRS Revenue			FY15 General Fund Allocation			
July	2014	\$214,587		July	2014	\$24,931
August	2014	\$231,343		August	2014	\$24,931
September	2014	\$183,268		September	2014	\$24,931
October	2014	\$218,006		October	2014	\$24,931
November	2014	\$220,286		November	2014	\$24,931
December	2014	\$212,861		December	2014	\$24,931
January	2015	\$110,833		January	2015	\$24,931
February	2015	\$312,661		February	2015	\$24,931
March	2015	\$205,831		March	2015	\$24,931
April	2015			April	2015	
May	2015			May	2015	
June	2015			June	2015	
		\$1,909,676				\$224,379

Social Media

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

- Facebook: 618 people have 'liked' our page
- Email announcement system (MailChimp): 172 subscribers
- Twitter: 288 followers

Communication Access & Development

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

Communication Access and Development Highlights

- The Spring 2015 session of New Mexico mentoring began in January and has run well with four mentor-mentee pairs from Santa Fe and Albuquerque. The new cloud based technology we are employing is very promising.
- StreetLeverage brought Trudy Suggs to Albuquerque as part of their StreetTour 2015 events. NMCDHH, NMRID, UNM, and CNM worked together to provide all of the local support needed, and the event was well attended. We look forward to additional collaboration with StreetLeverage in the future.
- Corina Gutiérrez was confirmed by the New Mexico Supreme Court to fill my vacancy on the Language Access Advisory Committee (LAAC). The Literacy Challenges Work Group under the LAAC is making good progress on our goals.
- I was elected Vice-Chair of the Council on Purchasing from Persons with Disabilities in addition to my work on the subcommittee of that body working to improve policies and procedures.
- We posted the vacancy for an interpreter apprentice and selected Rachelle Clifford to begin this quarter and Elizabeth Ippel to start in July.
- The interpreter block schedule is working effectively. Aundi Ginn is scheduled 28 hours per week and Mary Collard is scheduled 4 hours per week. This has resulted in fewer assignments we are unable to fill.
- I was reappointed to the Rules Committee for the Signed Language Interpreting Practices Board to make some needed rule adjustments.
- I was asked by the Registry of Interpreters for the Deaf (RID) to write a second article for their publication, VIEWS, regarding mentoring offerings in New Mexico. The article will appear in a fall 2015 issue.

Office Move

Several more details have been resolved, and the property manager has been wonderfully responsive to our requests. The property manager continues to work with us on remaining issues such as permanent signage in the hall, increasing accessibility in the visitor parking lot, upgraded lighting in the parking structure, and visual fire alarms in the elevator lobbies.

Human Resources

Third quarter HR activities included:

- The temporary Service Coordinator position for Las Cruces was posted, interviews were conducted, and John Johnson was hired with a start date of March 30th.
- Work continues on creating a classification within the state system for Signed Language Interpreters.

- Additional reclassifications of current employees are in process or being initiated.
- I attended SHARE Agency Super User Training so I can serve as the Time and Labor backup for our agency.
- I continue to receive training and support from the State Personnel Office to perform this role effectively.
- The updated agency Employee Handbook has been reviewed by the Management Team and was completed early in the 4th quarter. It has been distributed to the staff and discussed in detail during a staff meeting in May. A copy of the Handbook is included at the end of the Board Report for your information.

NMCDHH Library

- Several additions were made to the library collection this quarter.
- A new electronic database system is being tested that would allow patrons to view the library collection via a website. Our collection is small enough that this system is available to us at no cost. If this system proves effective, we expect it will show a significant increase in library usage.
- Ms. Neubauer is doing a remarkable job managing the library collection and testing the new database.

Library Usage - FY 2015					
	Q1	Q2	Q3	Q4	Total
Patrons	13	10	9		23
Items Loaned	33	22	15		55

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:

- Special Projects/Trainings:

We are working with the Training and Development Coordinator to provide the Deaf Sensitivity training to Social Security offices. We have presented this training in Santa Fe, Las Vegas, Clovis and Gallup. The employees at the Social Security offices were interested in learning more about how to work with Deaf, Deaf-Blind and Hard of Hearing consumers. They asked many questions about communication access. In Clovis and Gallup, we decided to have one onsite interpreter and to use VRI from the CDHH office. This was both successful and effective because the employees were able to see firsthand how VRI worked. We are excited to continue this process of training for other cities in New Mexico during the next quarter.

In addition, we worked with the Training and Development Coordinator to provide Deaf Sensitivity training to all of the Physical Therapists at Kaseman Presbyterian Hospital. We continue with endeavors to achieve successful contacts at hospitals to improve communication access for all patients. Currently, we are working with Presbyterian Hospital to see who is in charge of scheduling the sign language interpreters for any Deaf and Deaf-Blind consumers. This medical group is an enormous group and therefore it is difficult to find the right person/group that is responsible for the organization of sign language interpreters.

- Transition:

Our department strategized with NMSD and developed a presentation on transition and then provided the presentation in Las Cruces. Two presentations were quite successful with great attendance. We continue to work with NMSD, DVR and WFS to continue transition processes. The agencies involved met twice, to discuss how scheduling would occur so trainings could be done this year for DVR/WFS. In addition, discussion about which months would be best for trainings were reviewed. Additional discussion about how interpreters would be facilitated especially in rural areas, and what to do in regards to the Pepnet2 goals for the year were also included in the transition meetings.

■ 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.

Deaf-Blind/Deaf-Plus Program

The Community Outreach Program for the Deaf-NM Deaf-Blind or Deaf-Plus has maintained its strength and has served 52 clients in total to date. We are thankful that COPD continues to provide trainings which included the Support Service Providers during this quarter.

Staff from CDHH attended the Deaf-Blind Awareness Day at the Round House in Santa Fe. Our goal was to show our support to the Deaf-Blind community and it was successful. The Deaf-Blind community was so impressed with the amount of support they had from the many different agencies that attended the Deaf-Blind Awareness Day.

Telecommunications & Technical Assistance

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

Telecommunications Equipment Distribution Program (TEDP)

In Quarter 3, the TEDP served 63 clients and distributed 208 pieces of equipment. The 3rd Quarter saw a pickup in applications with the end of the winter. We are working towards the end of the current contract for Telecommunications Equipment Distribution. We will be conducting an RFP which should be completed by the end of the Fiscal Year for a new contract. Over the last few reports I have mentioned the improved products such as the Bluetooth amplified telephone from Clarity and the new CapTel phones. We are looking to provide more than just those devices as we want to reach out to those with various types of hearing loss. We hope with the new contract that we will be better able to provide for the clients.

IPad® Program

The iPad® Program continues to average 3-5 applications a week. As of this quarter there were 12 iPad's distributed. There were 8 Deaf, 2 Hard of Hearing, and 2 Speech Disabled iPad clients. The new version of the iPad applications has reduced the number of required documents when clients apply. One of the main issues with the iPad is use. The iPad is a simple tool for some and a complex tool for others to use. With the upcoming contract we are looking to introduce some hands-on training provided by the contractor. This will reduce the amount of time and focus on helping the clients utilize the iPad. With any new technology there is a learning curve and with this beneficial device we want to help reduce the time needed to become proficient.

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 (FY14) is an average of 10,000 calls per month of all Telecommunications Relay Services. The average number of relay calls per month for FY15 Q3 is about 8,445/month.

Month	Traditional Relay	Caption calls	total
January	5400	3766	9166
February	4198	3679	7877
March	4599	3686	8285
3rd Quarter Total Relay Calls			25328

Relay New Mexico (RNM)

Relay NM continues its Telecommunications Relay Services and Caption Telephone services Outreach throughout New Mexico. Areas in New Mexico include senior centers in the North Valley, Corrales, Palo Duro and Bear Canyon locally, Hatch and Deming in southern NM, and Ford Canyon in Gallup going west. Relay NM provided a presentation on services at the Indian Area Agency on Aging and A Nurse in the Family facility. Relay NM continues its one on one service for new Cap-Tel users with training and set-up. Relay NM will continue to coordinate outreach events with NMCDHH and reach more New Mexicans with technology and services.

Training & Development

The Training and Development Department has been working with several state and Federal agencies, nonprofit and for profit agencies providing educational information on Deaf and Hard of Hearing issues. Eight presentations were conducted this quarter and they consisted of Deaf Sensitivity and Deaf Culture. These presentations were conducted at the Social Security offices in Las Vegas, Gallup, Clovis and Santa Fe. Two presentations were done with NMSD in Las Cruces for the schools in the areas. Companies/agencies such as General Mills and Kaseman Hospital have benefited from trainings from our agency.

Outreach

7 booths were conducted, with 697 booth visitors. Booths were conducted at the Eyewitness 4 Annual Health Fair which was a two day event, the NM Social Workers' Conference which was also a two day event and several events at the NM Legislature Roundhouse event: Senior Day, Disability Rights Awareness Day and Indian Day.

Las Cruces Satellite Office

Sandra Williams , Las Cruces Satellite Office Coordinator

Fiscal Year 15- Third Quarterly Report

As for this (3rd) quarter, this report will not sound like a broken vinyl record for we finally have good news to report that a second staff person has been hired to help expand our services here in the Las Cruces Satellite Office! Mr. John Johnson comes with a great wealth of experience and expertise. He will begin his employment at the beginning of the 4th quarter. I am very grateful of Nathan, Lisa and Corina's assistance with this.

For this current quarter, (and the past year), we saw a continued drop of numbers of clientele, resulting in a drop in services, and more budget cuts. I still have not made any outreaching efforts, and other limited services to host booths, TED distribution and community collaboration to ensure quality services on advocacy and service coordination. Hopefully by the last quarter (4th qtr.) things will start picking up. Because of the extra help, I expect the numbers for the new fiscal year to increase tremendously.

Individual, System Advocacies and Service Coordination

Advocacy and Services coordination was provided on daily basis to consumers with hearing loss, their family members and colleagues.

For this particular quarter, advocacy services incorporated with 1) Two cases filed with Department of Justice, 2) one case with the State of NM Medical Board, and 3) three particular cases with DVR and the Commission of the Blind.

I worked with several cases in connecting clients to other service providers. Many of these clients need guidance/direction in getting appropriate services and effective accommodations to learn on self-empowering themselves.

Sensitivity Trainings, from our staff person were often recommended but the timing and cost of travel was not effective so I worked with several service providers on a one to one basis with hopes to improve their quality of service to their D/HH consumers.

As for the number of clientele, for this quarter, I am now currently serving 55 consumers for this **plus** many who come as walk-in /inquirers. With Mr. Johnson's help on board, I will see an increased number of clientele and quality services provided from this office. I also expect to see increased referrals for our TED program as well.

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

For this quarter, I passed on over 612 instances of I & R.

Again, because of my limited time & availability, I was not able to participate in any booths/exhibits this quarter.

Also, I provided one brief presentation with Hands and Voice to a group of parents, teachers, and social workers and audiologists.

Community Collaboration

For this quarter, (and past quarters) 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
La Frontera Mental Health Services
New Mexico State University
DVR in Las Cruces and Roswell
Veteran's Department
Memorial Medical Center Hospital
NMSU- Alamogordo
Language Access Advisory Board
NMSU- Las Cruces

Success and Next Quarter Goals

As identified, on the last quarterly report,

1. I hoped **to recruit a second staff person** to help me get our number of quality services back up to par. Again, with Corina, Nathan and Lisa's help, the Commission finally sought an approval from the SPO office in recruiting a second staff person, Mr. John Johnson. It is a temporary position but hopefully this position will become permanent. Mr. Johnson will begin just right before the 4th quarter, March 28, 2015 to September 25, 2015. With his help, I expect we will have a great outcome at the end of the fiscal year.
2. A goal to **get back on the road** again, to do more outreaching and to increase our clientele as needed to meet our benchmarks. Unfortunately, the budget cuts will not allow us to do this so this goal will not be met or at least, reduced.
3. Hope to **create a task force** to see if we can establish an Adult Literacy Center for Las Cruces, Roswell and Hobbs. Finally, I met up with Mr. Andrew Sanchez from NMSU, as we are looking into grants and are currently collaborating with 5 other community service providers to see if we can write one up. At this writing, he has found a few grants. Also, I am encouraging our Las Cruces interpreters to have their monthly gathering for support.
4. Also to **seek for better resources to access into mental health counseling** by collaborating with the behavioral health providers. At this writing, thankfully, with Lisa and Nathan's help, the Commission has coordinated a training to be set during the 4th quarter. With hopes, this training will provide us the tools to help improve the coordination of services to our consumers.
5. To continue to **work with law enforcement departments**. I have met with one of the law enforcement officers who asked a lot of questions about Deaf Culture, Interpreting needs and when to call for an interpreter, etc.

Lastly, I am also fortunate to have one intern and a volunteer working with me at this time until end of May 15:

1. An Intern from El Paso Community College, Ms. Emily Pieroni, who provides interpreting services. Her interpreting services are greatly appreciated.
2. An volunteer from HUD (Las Cruces City), Amanda Evaro, who comes 8 hours a month to learn all aspect of clerical /office work with hopes to gain the skills she needs as necessary to obtain employment soon. Her help is greatly appreciated, too, so I can focus on client services.

Data & Statistics

As required by Legislative Performance Measures

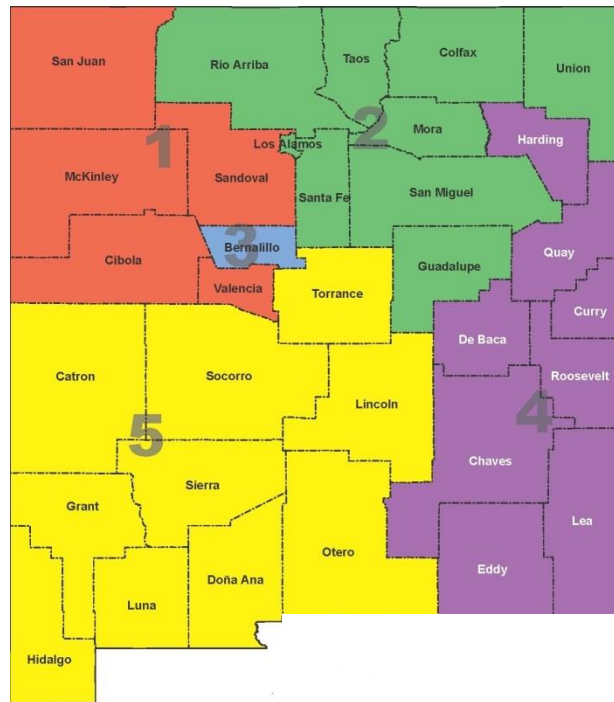
Fiscal Year 2015

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	100	71	71%
Number of outreach events coordinated	70	30	43%
Average number of relay calls per month	10,000	8907	89%
Number of accessible technology distributions	1,000	599	60%
Staff hours devoted to reducing communication barriers	15,000	13,645	91%
Number of clients provided assistance to reduce or eliminate communication barriers	800	365	45%
Number of information referrals and outreach contacts	10,000	9,433	66%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	12	80%
Number of interpreters in CDHH sponsored pro. dvlpmnt	200	128	64%

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	FY15 Year to Date
Region 1	21	22	18		61
Region 2	16	16	12		44
Region 3	61	44	41		146
Region 4	14	9	5		28
Region 5	53	16	17		86
Total Clients by Quarter	165	107	93		365

Clients by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY15 Year to Date
Deaf	91	40	39		170
Hard of Hearing	65	64	48		177
Deaf-Blind	7	0	3		10
Speech Disabled	2	3	3		8

NMDVR
CDHH Third Quarter Report
April 15, 2015
Board Meeting TBD
Performance Measures FY15
January 1, 2015 – March 31, 2015

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 **January 1, 2015 - March 31, 2015** (Third 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 – (Third Quarter FY15)

Seventy Two (**72**) individuals have received sign language interpreter services during the period of January 1, 2014 – March 31, 2015.. A total of **\$13,484.25** has been authorized and expended for this service through March 31, 2015.

One Hundred Five (**105**) individuals have received hearing aids and/or other hearing devices during the period of January 1, 2015 – March 31, 2015. A total of **\$171,429.41** has been authorized and expended for this service through March 31, 2015.

Thirteen (**13**) individuals who are deaf have been closed successfully rehabilitated (employed) during the period of January 1, 2015 – March 31, 2015.

Thirty Seven **(37)** individuals who are hard of hearing have been closed successfully rehabilitated (employed) during the period of January 1, 2015 – March 31, 2015.

Employment Information

Average number of hours worked for individuals who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired is **31.1** hours. Average wage at closure is **\$12.50** during the third quarter of FY15

Caseload Activity

Two Hundred Seventy Two **(272)** deaf/deaf-blind, individuals have been opened and/or opened and closed during the period of January 1, 2015 – March 31, 2015.

Five Hundred Twenty Six **(526)** individuals who are hard of hearing and/or otherwise hearing impaired have been opened and/or opened and closed during the period of January 1, 2015 – March 31, 2015.

Seven Hundred Ninety Eight **(798)** individuals who are deaf/deaf-blind – hard of hearing and or otherwise hearing impaired have been opened and/or opened and closed during the period of January 1, 2015 – March 31, 2015.

Ineligible for VR Services

One **(1)** individual who is deaf/deaf-blind, hard of hearing or otherwise hearing impaired has been determined as ineligible for VR services during the period of January 1, 2015 – March 31, 2015.

Transition Services

Eighty **(80)** individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired have been identified as receiving transition services during the period of January 1, 2015 – March 31, 2015.

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) ___ 2nd (Oct-Dec) ___ 3rd (Jan-Mar) X 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	7	3 Provisional; 4 Community; 0 Educational
Complaints	2	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: February 27, 2015

Next meeting: July 13, 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

