



NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

FY17 QUARTER 3 REPORT

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NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING



FY17 Quarter 3

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NMCDHH BOARD MEETING

Thursday, June 15, 2017

NMCDHH Conference Room

505 Marquette Ave. NW, Suite 1550

Albuquerque, NM 87102

DRAFT AGENDA

Posted: May 25, 2017

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of March 23, 2017
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
- V. Action Items
 - a. Bylaws Update
 - b. Election of Officers
- VI. New Business
- 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.



STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING
Thursday, March 23, 2017
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 the commissioners at the next board meeting on June 15, 2017.

I. CALL TO ORDER AND ROLL CALL

Chair Austin Welborn called the meeting to order at 3:00 p.m.

| | | |
|----------|-----------------------|----------------------------|
| Present: | Austin Welborn, Chair | Concha Dunwell, Vice-Chair |
| | John Fullinwider | Johnny Robertson |
| | Don Johnson | Rosemary Gallegos |

Quorum was met.

Twelve staff members from NMCDHH were present: Executive Director Nathan Gomme, Jason Siergey, Corina Gutiérrez, Lisa Dignan, Deborah Romero, Cheryl Padilla, Lori Neubauer, Luke Adams, Roger Robb, Rich Bailey, Louise Chavez-Rasgado, and Andrea Ginn. Five interpreters were present, Andrea Ginn, Mary Collard, Rachelle Clifford, Orlando Obeso, and Jessica Eubank. Ten members of the community were in the audience.

II. APPROVAL OF AGENDA

17.10

Commissioner Johnny Robertson made a motion to approve the agenda.
Commissioner Rosemary Gallegos seconded.
Motion Passed unanimously.

III. APPROVAL OF DECEMBER 8, 2016 MINUTES

17.11

Commissioner Robertson made a motion to approve the minutes as presented.

Commissioner Dunwell seconded.

Motion passed unanimously.

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme mentioned that he had key things to talk about and he also wanted to allow the staff that have worked on specific topics to expand on those themselves. CDHH staff have been working with the Albuquerque Police Department on access for deaf and hard of hearing drivers when they are being pulled over on routine traffic stops. He commented that Roger Robb would come up later to talk more in detail on that topic. He added that CDHH would soon be working with the Taxation and Revenue Department to do a vlog and get information out into the community with information like the change in the date that taxes are due this year.

Executive Director Gomme also stated that at the beginning of the fiscal year, CDHH wanted to address the language deficiency issues for access to mental health for the deaf and get assessments based on ASL. Work is being done to develop a contract for that and it is exciting to see this is in process.

Executive Director Gomme said that the big topic was the FY18 budget, and CDHH will have cuts just as every state agency will. He felt that CDHH was still doing well in spite of the budget situation. The agency will not have a decrease in staff, will not be losing relay services, and will not see a decline in services provided. There is currently a waiting list for the iPad program and that will be prolonged by the cuts.

As Executive Director of CDHH, Mr. Gomme has had been working with the National Association of State Agencies for the Deaf and Hard of Hearing (NASADHH), and is Vice-President of that organization. In December he traveled to Gallaudet University and met with the new president, Roberta Cordano. He also was able to visit with several faculty members and participate in some in-depth discussions. There was a lot of deliberation on different topics, and he was able to see the attitudes and opinions of a variety of state agencies.

An important topic discussed during the visit was law enforcement as it relates to the deaf population. There was the fatal shooting of a deaf man in North Carolina and also problems such as deaf people experiencing abuse and not having effective communication with the police. Fortunately there is one man at Gallaudet, Ted Baran, who has been working in law enforcement and is from a Deaf family. He also has the experience of being an interpreter. Mr. Baran has done a lot of work with police in Virginia and North Carolina on how to approach the deaf and hard of hearing community. NASADHH members would like to see this happen in all states Executive Director Gomme was lucky enough to be

able to talk with him and discuss using him to consult on our two-year strategic plan for addressing law enforcement

Other discussions included interpreter certification which currently is a very hot topic, language acquisition, early intervention, and working with the national governance organization. Not all issues were agreed on since each state has its own perspective, but the opportunity for discussion is wonderful because the different states can learn from each other. The Deaf-Blind/Deaf Plus services here in New Mexico are a great example of ideas that can be shared and some information about that program went to Arizona and Illinois so that they can duplicate services in their areas.

NASADHH developed an agreement with Gallaudet University to provide internships in different states so the interns can learn about working in state government, contracts and procurement with state agencies and all that is involved to make things happen on the state level.

There was a lot of discussion regarding education and residential deaf schools and what deaf education should look like. Former NMSD Superintendent, Dr. Ronald Stern, was a participant in that meeting, and Executive Director Gomme had the opportunity to catch up with him and talk about what is going on in New Mexico.

Executive Director Gomme stated that part of his work on a national level requires him to attend different events. An example is Project CLIMB, which stands for Cultivating Legal Interpreters from Minority Backgrounds. This is a good program and the need is finally being addressed that legal interpreting is not just an ASL issue; people's backgrounds and history are also relevant. Executive Director Gomme said it was a great opportunity to be able to be involved in this and more deaf professionals and experts should be involved in this as well.

Executive Director Gomme was also asked to join a new committee from the National Association of the Deaf (NAD) focusing on referral agency certification and a task force was put together. Some referral agencies say they are experts at VRI and providing that type of interpreter service. The question is whether those interpreters are truly qualified and if the deaf consumers know what kind of service they are getting. If the referral service was approved by NAD, the consumers would feel safer. The next meeting will be happening in June.

Executive Director Gomme will also attend the HLAA convention in June. They will be talking about the different hearing aids available and also about the proposed bill for over the counter (OTC) hearing aids. There are all different levels of hearing aids and although the concept of over the counter hearing aids is interesting, they will not be top of the line. He said he will make sure he has a full understanding of how it will impact those in New Mexico who rely on hearing aids.

During the Legislative Session, Senate Bill 411 passed in both the house and the senate. The governor still has yet to sign it. House Bill 283 was also introduced, called the non-traditional communication registry bill. That bill didn't move forward, but Executive Director Gomme had the opportunity to discuss it with Representative Thompson, who introduced the bill, to hear more about the driving force

behind it. Basically it is a registry for deaf, hard of hearing, people with Autism or any other disability that would cause a communication issue with law enforcement in an emergency situation.

Commissioner Rosemary Gallegos congratulated Executive Director Gomme on the passing of SB411. Executive Director Gomme said that CDHH was very fortunate to have Senator Rodriguez sponsor the bill. It was also fortunate to have members of the community show up including NMAD President Johnny Robertson. Several telephone companies provided their support. Commissioner Robertson added that the interpreter, Andrea Ginn, did a great job.

b. Department Reports

i. Community Advocacy

Corina Gutiérrez, Director of Community Advocacy, began her report by commenting that staff member Luke Adams, who is in charge of outreach, had booths at seven different events with a total of 209 visitors. He was doing a wonderful job in outreach. Ms. Gutiérrez mentioned at the last board meeting that she and Mr. Adams would be attending the Advocacy in Action conference. The recently did attend this conference and it was a wonderful networking opportunity for both of them. They met the director of Santa Fe Safe, who are in close partnership with law enforcement. Rarely are there interpreters for these situations, so it was an exciting opportunity to meet with law enforcement and Santa Fe Safe and set up a meeting in April.

Ms. Gutiérrez also met with a person from CYFD. There have been many situations the Advocacy Department has been involved in with CYFD because interpreters were not provided. Ms. Gutiérrez had the chance to work with their regional supervisor and is looking forward to working with them in the future.

Ms. Gutiérrez mentioned that the Telecommunications Equipment Distribution (TED) Program was still distributing iPads, however there is a waiting list. Currently around five iPads are loaned out each month. Chair Austin Welborn asked how many were on the waiting list. Executive Director Gomme explained that there were actually two separate categories of people on the waiting list: those that are eligible to renew their applications for iPads and those that don't have equipment. Although the Commission wants our clientele to have the most current iPad, CDHH has to adhere to the budget and those without anything have priority. The department is careful to make sure the equipment is going to be used as a telecommunication device, and Executive Director Gomme reminded the board that iPads aren't the only equipment the TED Program offers, so it's important to distribute the other items as soon as possible, too.

Commissioner Robertson also asked about equipment for the deaf-blind. Executive Director Gomme explained that there is another program called "iCanConnect" which is specifically for deaf-blind equipment distribution. In New Mexico it is under Community Outreach Program for the Deaf (COPD). The Commission doesn't try to duplicate or compete with that program.

Ms. Gutiérrez informed the board that two smoke alarm devices would be discontinued in the TED program, but they would be replaced with other alarms.

At the previous board meeting, Ms. Gutiérrez and Community Education Specialist, Roger Robb, talked about meeting with two different hospitals here in Albuquerque. Ms. Gutiérrez said they finally were able to meet with two other hospitals: Albuquerque Health Partners, which recently changed their name to DaVita, and Lovelace. They would like to meet with all four hospitals and discuss the future of health care for deaf, hard of hearing and deaf-blind patients.

Commissioner Robertson asked if they were meeting with St. Vincent's Hospital in Santa Fe since he has heard several complaints about them. Ms. Gutiérrez said they were trying to connect with the coordinator for interpreter services. That person was on vacation, so she was not yet able to set up a meeting. Commissioner Robertson ask if she might want to contact someone at the top first, but Nathan Gomme explained that Corina and her staff make an effort to contact the correct person first, and if there is no reply, then move up the chain of command. That way there is a paper trail of contact attempts.

Ms. Gutiérrez went on to explain that her staff are taking testimonials from patients who have received interpreter services as well as those that haven't. The department is collecting those testimonials for the database so they can discuss that evidence with the hospitals.

The Community Advocacy Department are keeping busy with trainings. Luke Adams presented to CNM's ASL class. Roger Robb will be doing deaf self-advocacy training with Del Norte High School students. They will learn how to self-advocate for themselves in terms of how to use ASL interpreters. Mr. Robb will also have deaf self-advocacy training for DVR clients in June. Ms. Gutiérrez said they wished to thank Laura Brown, the DVR counselor who made that happen. Mr. Adams will also be going to Los Alamos for a low vision/hearing challenged support group. Ms. Gutiérrez said she had earlier mentioned Santa Fe Safe. Community Advocacy will also provide a training there in Santa Fe on April 19th.

Commissioner Concha Dunwell asked Ms. Gutiérrez to clarify if the Del Norte High School students that would receive the training involved all students or just the deaf students. Ms. Gutiérrez replied that it was for the deaf students to learn self-advocacy and their rights and also discuss self-esteem. She could see how this might benefit the hearing students, too, but the curriculum doesn't really match the needs of hearing students. It is designed specifically for deaf students in a mainstream setting.

Ms. Gutiérrez also wanted to talk about the vlogs her department was doing, along with a staff person from COPD and one from DVR, about what the DVR system looks like for clients applying for services. Once this is published and viewed, people will have a better understanding of how they can take advantage of the resources available through DVR.

Commissioner John Fullinwider asked who was working on that project from DVR. Ms. Gutiérrez responded that Laura Brown was working on it from DVR and Amy Lucero was the staff person from COPD.

A couple of staff have been working with Albuquerque Little Theatre (ALT) to have an interpreted performances, but it was also mentioned that ALT has a loop system. So if someone can benefit from the loop system they can attend any performance rather than just the one interpreted performance. Executive Director Gomme added that CDHH staff have been encouraging ALT to advertise their loop system better rather than relying on the advertisements that we send to the deaf and hard of hearing community.

Ms. Gutiérrez turned the meeting over to Mr. Robb so he could update the board on the two-year strategic plan with law enforcement. Mr. Robb stated that for quite some time he had tried to contact the Albuquerque Police Department with no response. He would send out e-mails with no reply until he cc'd the Chief of Police on an e-mail and got an immediate response. Then he was able to set up the February 15th meeting. Nathan Gomme and Richard Bailey went with the Community Advocacy Department and it was a wonderful meeting with the police department. All agreed on a collaborative letter which outlined our intentions and what each of the group was responsible for doing. The chief signed it, Executive Director Gomme will sign it and then they will move forward with the plan. While waiting on that, they moved forward with the "Coffee with the Cops" effort. There will be a leader from a variety of organizations like the Deaf Culture Center (DCC), HLAA's Albuquerque chapter, New Mexico Association for the Deaf (NMAD), Zia Deaf-Blind Club and Trailblazers. Those leaders will agree on dates to host a "Coffee with the Cops" so the police can meet with a group one at a time within the next three to four months. This serves to help the police be more comfortable with deaf, hard of hearing and deaf-blind people.

Mr. Robb said he currently was working on an application form for the community to apply for their placards. The department is also working on scripts for the video they are making for the police department to train them on how to use the placards. After the police officers are trained, there will be a training for the deaf and hard of hearing, so all who have the placard will know how to use it.

Mr. Robb will also be giving a presentation to the Albuquerque Police Academy around the last week in April. This presentation will be given about three times a year for each new group of cadets.

Another project Mr. Robb is involved with is creating a vlog about taxes. He will be meeting with the Taxation and Revenue Department the day after the board meeting. Tax day is April 18th this year, and Mr. Robb must finish this project quickly.

Ms. Gutiérrez introduced Richard Bailey to talk about his work with the Red Cross. Mr. Bailey, the Community Engagement Specialist, stated he had been working with the New Mexico chapter of the American Red Cross and the New Mexico Technology Assistance Program (NMTAP), which is under the Governor's Commission on Disability. They are distributing some smoke alarms, so they contacted CDHH as they wanted to know how to distribute the smoke alarms to the hearing loss community. They developed some vlogs for the community members so they could be aware of the American Red Cross and how CDHH and NMTAP are working to support them. They hope to release the vlogs sometime within this quarter. They plan to be in attendance at the Hamilton Relay Town Hall that's happening on April 5th. They have some ideas about vlogs for informing the community about things

that are coming up in the future that will inform the deaf, hard of hearing and deaf-blind communities about what services they qualify for in and outside of the home regardless of what the situation is in which they are responding.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, told the board this was an exciting time for CDHH as all the staff were very busy and she would review some highlights from her department.

There were a lot of professional development opportunities for signed language interpreters. The Spring 2017 Session for New Mexico Mentoring continues and they are more than halfway through. This session has 6 mentor/mentee pairs participating from Albuquerque, Santa Fe, Farmington, and Las Cruces. The Fall 2017 Session will get started in July, and she will start accepting applications in May.

The Signed Language Interpreting Practices Board has their next regular meeting on April 10th. It will take place in Albuquerque. The information is posted on their website as well as the CDHH website. Currently they have a number of vacant positions and are working hard to get those filled. Right now they have just enough to meet quorum, so if one of the current members doesn't show up to a meeting, they will not be able to conduct business. Hopefully new members will be appointed quickly. The rule changes that had been proposed some time ago did get passed at their January meeting so that puts them in a better place in terms of the RID system of certifying interpreters. There is now more latitude to ensure that interpreters have the opportunities to continue working in New Mexico. For example, the credential required for the educational interpreter license is currently not available. So the board was able to modify their rules so that if an interpreter met all the criteria needed for that credential through RID, they then could get the education license and continue working in the state.

The NIC generalist certification is available through RID. That test is offered and interpreters are taking it. RID is working on getting a provisional process in place for the CDI certification as the written test is available, but the performance test is not. They are working on putting in a bridge plan so that deaf interpreters can get a provisional deaf interpreter certification that will be in place until the new performance test is created. The legal test, the SC:L, is no longer available and it will be awhile before there is a new one since there is not enough time and money to come up with all the pieces that need to be created. RID has wisely determined that the CDI test is the highest priority.

Ms. Dignan said she was still trying to work with the Albuquerque Sunport on accessibility. She hasn't had much response from them. To move to the next level, she had engaged the ADA coordinator for the City of Albuquerque, Gabe Campos, to help. Mr. Steve Frazier, who was in the audience, had brought her another email address of someone who, if cc'd in an email, tends to spark a response right away. There had already been some simple suggestions made to the Sunport that could have been done immediately to make it more accessible without spending any money at all, but even those haven't been implemented. Ms. Dignan exclaimed she was ready to start nudging harder.

Other things under Ms. Dignan's department were social media and the website. Recently she had received feedback from someone who missed that the NAD was in New Mexico, so it was important to look at other ways to expand CDHH's reach in getting the important events publicized. Ms. Dignan worked together with Lori Neubauer and are now sending out email blasts every two weeks with information to people who do use email but don't use Facebook. The plan is to do more sharing information via email about CDHH's Facebook page and sharing information on Facebook about the website and things like that to encourage people to get connected with the Commission in a variety of ways.

Ms. Dignan gave two updates on Human Resources for the State. Governor Martinez has signed an executive order requiring that all HR functions be consolidated statewide. CDHH doesn't have any dedicated human resources staff members; Ms. Dignan and Deborah Romero handle certain HR functions as part of their job, so CDHH will not lose any staff. Other State agencies will see layoffs as a result of the consolidation. Ms. Dignan and Executive Director Gomme met with the head of the State Personnel Office (SPO) to express their concerns regarding communication access. Should the need arise for any of the deaf staff have to go to Santa Fe for an HR issue, SPO will need to understand that they must provide interpreters. The second update that SPO just announced was that the State of New Mexico is officially under a hiring freeze. CDHH is unable to hire for the two vacant positions anyway, due to finances, but this makes it official.

Ms. Dignan said that the interpreting section of her department has been busy. CDHH's apprentice, Amanda Summers, is doing a great job and getting some quality time interpreting for Luke when he has a booth. Although she is waiting for the FY18 budget to determine what the apprentice program will look like in FY18, Ms. Dignan was confident it would continue and if the budget permits, would like to expand the apprentice program to the Las Cruces office. Andrea Ginn, Communication Development Specialist, and Ms. Dignan both felt that the program is very successful. Ms. Dignan was thrilled to say that two of the interpreters working at the meeting, Rachele Clifford and Jessica Eubank, had completed apprenticeships at CDHH.

The hearing staff attend ASL classes every week. Ms. Dignan noticed that Louise Chavez-Rasgado, the Financial Services Specialist, was signing as she was talking without even realizing it, so those are obviously successful considering that Ms. Chavez-Rasgado did not know a single sign when she began working at CDHH a year ago.

Ms. Dignan said that Andrea Ginn was doing a great job of reaching out to novice interpreters. She created new ways to bring in recent graduates to do CEU activities and mini workshops and get them engaged with the Commission to provide more training. Recently Ms. Dignan and Ms. Ginn went to UNM's Interpreter Training Program to talk about the apprentice program, New Mexico Mentoring, NMRID, and other professional development opportunities.

Earlier in the meeting, Ms. Gutiérrez and Mr. Robb talked about communication accessibility at Albuquerque Little Theatre. Ms. Ginn and Mr. Robb have also been working hard to broaden their accessibility project to include art shows, gallery openings and other events that never have had

interpreters provided before through the Culture and Arts Accessibility Project. There has been a great response from the deaf community and that effort will continue.

It was also mentioned earlier that Ms. Ginn spent a great deal of time going back and forth to Santa Fe to interpret at the Legislative Session. Ms. Dignan wanted to add that she did all of this while she was sick and she is appreciated for her dedication and hard work.

A monthly staff event has been established that brings the staff together to celebrate birthdays and other happenings and we are doing more signing at these events. The goal is that eventually everyone will turn their voices off and communicate in sign language because of the growth in the hearing staff members that are acquiring the language.

Ms. Dignan said that Mr. Bailey, who spoke earlier in the meeting about his Red Cross work, does a great deal of work for the Commission. He presented at NMSD's Expo in Albuquerque talking about technology and the deaf community and also had a booth along with Mr. Robb at that event. Mr. Bailey also hosted a booth at the NMTAP Assistive Technology Conference here in Albuquerque. He attended the training on Haptics, the system of giving environmental cues to individuals who are deaf-blind. Mr. Bailey also gave a lesson on financial terms and concepts for CDHH's in-house ASL class. He is involved at UNM with the ASL linguistic round table, on the advisory council for NMTAP, and also participated in the webcasts for technology rule making for deaf and hard of hearing with the FCC.

iii. Administrative Services

Deborah Romero, Director of Administrative Services and CFO/CPO, stated that the report in the Board Report showed that CDHH had spent 35% of the budget in December. Currently, CDHH has spent 53% of the budget, so the CDHH management and staff are doing a great job of watching purchases due to the decline in revenue. Ms. Romero stated that the revenue is about \$154,000 lower from this time last year but the Commission has transferred all obligations to DVR and the Regulation and Licensing Department (RLD).

Ms. Romero announced that Louise Chavez-Rasgado attended a training for Certified Procurement Officer. She passed the test and was now certified and will start doing procurement for the agency.

Ms. Romero stated that the Administrative Operations Specialist, Lori Neubauer, continues to work with every department ensuring their needs are met.

The Administrative Services Department is up to date on all payments and nothing is outstanding.

V. ACTION ITEMS

a. By-laws Update

Chair Welborn said the first action item was the update to the By-laws and he would have Executive Director Gomme explain. Mr. Gomme said he worked on the changes along with Chair Welborn and Commissioner Robertson. They also had some discussions and realized they needed to be reviewed

and approved on an annual basis. These have not been reviewed since 2000. So now they have the proposed revised By-laws that comply with current law. They include the Open Meetings Act, regulations, and clarify the roles of the commissioners and the Commission. At one point the By-laws mentioned a treasurer and there isn't a Treasurer on the Board. So some things had to be revised and some things had to be removed.

An issue that was brought up in the past was if the commissioners could remove a commissioner from the Board. Executive Director Gomme said that the answer was no, but they could vote to request the governor's permission to remove someone from the Board. So these By-laws do need to be reviewed annually. He said the proposed By-laws are in compliance, but there may be some grammatical issues. It is up to the commissioners to review and approve.

Commissioner Gallegos asked if there was an urgent timeline that would need this approval immediately. Although the document was probably fine, she would like to see where the changes were made and perhaps do a side by side comparison. Executive Director Gomme said that there were notes that show the tracked changes that could be provided to the commissioners. Although there wasn't a deadline, it hadn't been approved since 2000 and it was important to get the ball rolling. Dr. Gallegos said a motion could be made to table this so that they could review and vote on it at the next meeting. Chair Welborn suggested that the commissioners review it and make notes of what they would like to discuss at the next meeting and then vote. Dr. Gallegos asked if it was reviewed by an attorney and Executive Gomme responded that it had and the attorney was in the audience.

Audrey McKee from the Attorney General's office introduced herself and said she did notice there was a grammatical change that needed to be made and a paragraph that needs some deletion, but that that could be done by the Executive Director.

17.12a

Commissioner Robertson made a motion to table the By-laws for review and make it an action item for the next meeting.

Commissioner Dunwell seconded.

Discussion followed.

Commissioner Dunwell added that she would like to be able to knowledgeably discuss what has changed and been proposed and since it was already 17 years behind, a few more months wouldn't matter.

Executive Director Gomme wanted the commissioners to be aware that there were a lot of inconsistencies and misleading items from the original By-laws. There's parts that say things can be done that actually are inappropriate. An example would be that there was an emphasis on Robert's Rules of Order when there is no real reason to follow them in these proceedings and they don't necessarily comply with the law or the Open Meetings Act. The By-laws say that the Commission is run out of Santa Fe rather than Albuquerque, and also states that certain members can appoint a proxy, but it should say "designee" to follow the actual statute.

Commissioner Robertson wanted to know what Ms. McKee's perspective was coming from the Attorney General's office. Ms. McKee said although there was no time limit, so they certainly can table it and have time to review it before they vote on it.

Commissioner Dunwell suggested they set up a yearly date in which they will review the By-laws.

Chair Welborn agreed that they should table it until the next meeting and Commissioner Gallegos reminded him that the motion has been made.

17.12b

Chair Welborn called for a vote on tabling the By-laws for review.

The motion passed unanimously.

b. Open Meetings Act Resolution

Chair Welborn announced that there was an action item regarding the Open Meetings Act Resolution. Executive Director Gomme asked Lisa Dignan to explain it.

Ms. Dignan stated that it was an annual requirement that Boards and Commissions adopt a resolution indicating the details of how they will comply with the Open Meetings Act. The Resolution that was in front of each commissioner is not significantly different from the one the Board adopted last year other than changing dates to indicate it is being adopted today. She explained that the Open Meetings Act Resolution makes sure that CDHH as an agency and the Board are in compliance with the Open Meetings Act. It addresses things like if there is a regular board meeting, it is a requirement to give a minimum of ten days' notice to the public because it is a public meeting. Special meetings require three days' notice and emergency meetings require 24 hours' notice. It also discusses in more detail exactly how the notices will be issued such as putting them in the newspaper and putting them on our website. Ms. Dignan asked if there were any questions.

Commissioner Dunwell asked if it is currently being advertised in newspapers and Ms. Dignan replied that it is advertised in the Albuquerque Journal. It is currently not advertised in other newspapers around the state because of the cost. Lori Neubauer makes sure it is in the Journal, on the CDHH website and also puts it out on social media. The draft agenda is posted as soon as it is available and the final agenda is posted on the website at least 72 hours before the meeting.

Commissioner Dunwell also asked if the attendance was small, and if that was typical. Ms. Dignan explained that attendance has actually grown and especially since CDHH has moved into the current building rather than having meetings at hotels around the city. Ms. Dignan took that as an opportunity to thank the members of the public who come to the board meetings.

17.13

Commissioner Robertson made a motion to accept the Open Meetings Act Resolution as read.

Commissioner John Fullinwider seconded.

Roll Call Vote:

Commissioner Johnny Robertson – Yes
Commissioner John Fullinwider – Yes
Commissioner Concha Dunwell – Yes

Commissioner Rosemary Gallegos – Yes
Commissioner Don Johnson – Yes
Chair Austin Welborn – Yes

The motion passed unanimously.

VI. NEW BUSINESS

Chair Welborn asked if there was any new business. Commissioner Fullinwider announced that currently he was designee for the DVR Director. A few months back, he introduced the new director, Joe Cordova, to the commissioners and CDHH staff. It is DVR’s intent that our Director Cordova represent DVR at CDHH Board Meetings moving forward. Mr. Fullinwider thanked the board members and the staff and said it was an honor to serve on the Board.

VII. ADJOURNMENT

Chair Welborn called for a motion to adjourn.

17.14

Commissioner Robertson made a motion to adjourn.
Commissioner Fullinwider seconded.
The motion passed unanimously.

Chair Welborn adjourned the meeting at 4:43 p.m.

Executive Summary

Nathan Gomme, Executive Director

Commissioners and Community Members:

It is my pleasure to present to you the 3rd Quarter Report of Fiscal Year 17. The New Mexico Commission for Deaf and Hard of Hearing had an active 3rd quarter this fiscal year. This quarter was full of events and positive changes, from the hosting of the National Association for the Deaf, to the passing of SB 411. All of these occurred while the staff continued to address new issues and advocate for services across the state.

The Albuquerque Police Department will be meeting with several Deaf stakeholders/leaders prior to our board meeting. This will be akin to the Coffee with a Cop Program that has occurred in Albuquerque. This will be our first meeting since beginning the placard project and the 2 year strategic plan. This will be a great first opportunity to have the Deaf and Hard of Hearing community interact with the police officers. Roger Robb has been working diligently on executing the 2 year strategic plan, and we are looking forward to strengthening our relationship with law enforcement in the state of New Mexico. Roger and Cheryl have been working on several VLOG projects. Most recently, they have been taking care of the post-production work on the Red Cross/NMTAP project. Roger has also scheduled meetings as he continues to work with Taxation and Revenue on a project related to the impact of the REAL ID Act on New Mexico.

Recently the NMCDHH has taken the steps to address the New Mexico mental health services related to the Deaf, Hard of Hearing, and Deafblind community. I am pleased to report we have begun the work with our vendor of a Mental Health needs assessment, with in-depth research and field work, of our community's current access to quality mental health services specific to language and accessibility needs. A significant priority will be placed on identifying the prevalence of, and addressing, language dysfluency in the identified populations which will continue into FY18. This contract will assess the current state of mental health services across the board. We will also see a new plan to address the gaps of services and the overall lack of focus on language dysfluency. We anticipate the development of a pilot program which will address the most commonly encountered gaps in services and reports, which will drive our state to serve the spectrum of mental health needs.

We currently have our assigned budget for FY18. The legislative session was productive and we are satisfied with our budget numbers. One of the reasons we are satisfied is due to the

passing of SB 411. I anticipate that our funding revenue will stabilize and return to the FY12 funding due SB411. As I stated, we will work to avoid any reductions to services that are fulfilled through our contracts, and hopefully no cost saving measures will be necessary until our funding stabilizes. After the funding stabilizes, we will be able to address the evolving nature of relay, and look at ways to improve our Telecommunications Equipment Distribution program.

The National Association for the Deaf was in New Mexico this past quarter. Since 1880 NAD has advocated for the rights of all Deaf Americans, and we were honored to have them in New Mexico. We had a wonderful time with the great NAD board members with several community groups which included NMAD, NMRID, DCC, and others. Together we were involved in making the NAD board feel at home. NAD visited NMSD in Santa Fe for a day, had a few board meetings and hosted a town hall in Albuquerque. The events were well attended and enriching. Several members of the community were on hand to meet and discuss topics related to New Mexico. The spring issue of NADmag has several articles of their time in New Mexico. As of our board meeting we will have already had another joint town hall in April. The town hall will include the DCC, Hamilton Relay, and the Red Cross. These town halls are great opportunities to find out what is occurring in the community.

I will be attending a Roundtable discussion provided by Project CLIMB (Cultivating Legal Interpreters from Minority Backgrounds). I was invited as a result of my affiliation to the National Association of State Agencies for the Deaf and Hard of Hearing. We will be discussing several topics related training, retention, recruitment, and the current state of Legal Interpreting. The goal is the development of a new program that address the lack of Heritage (native) signers and interpreters of color in the legal field.

It has been a productive 3rd quarter and we look forward to wrapping up the fiscal year and discussing the results of several projects.

Thank you,

G. Nathan Gomme

Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

Individual/System Advocacy & Public Policy

The Department of Community Advocacy continues to impact and empower clients in our community with communication access. Examples include:

- Community Advocacy/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, various agencies and consumers in need of information.

Our Community Advocacy Specialist, Luke Adams gave presentations to five ASL Classes at CNM Community College to talk about his life as a Deaf person, his experiences on TV and the New Mexico Commission for the Deaf & Hard of Hearing's services. There was 120 students overall. The students were great and full of curiosity about the Deaf community. They also asked a lot of questions about our equipment program.

Luke Adams gave the Telecommunication Equipment Distribution Program presentation to The Low Vision and Hearing Challenged Support Group at the Betty Ehart Senior Citizen Center in Los Alamos. There were 12 people with hearing loss and vision loss in the audience. They also were interested in working with Roger Robb, the Community Education Specialist for future presentations on different topics.

Luke Adams attended to the Advocacy in Action Conference from March 7th to 10th at the Hyatt Regency Tamaya Resort in Bernalillo with his supervisor Corina Gutiérrez. They attended many great workshops which were especially heavy in the self-care tools, and enjoyed many amazing guest speakers. There was a great deal to be learned about advocacy and self-care.

Mr. Adams successfully worked with two healthcare providers to arrange for sign language interpreters for Deaf patients. He explained to them about the Americans with Disability Act and that it is their responsibility to provide the sign language interpreters for Deaf patients. He also shared the factsheet on "How to Find Interpreters?" The patients were very happy to have equal communication access.

Luke Adams worked very hard with one of the higher education schools regarding the use of Video Remote Interpreting (VRI) in the classroom. The students weren't happy about using VRI due to communication being ineffective and too many technology issues. The students demanded to have on-site interpreters in their

classrooms. Mr. Adams successfully worked with the school administrators to provide on-site interpreters for those students.

Our Community Advocacy Specialist, Cheryl Padilla, has successfully advocated for her clients regarding VRI at Medical Centers. They continued using VRI for Deaf patients who weren't happy due to the communication being ineffective. Ms. Padilla worked with the supervisor and the supervisor will take this matter seriously since they want to ensure that every patient gets the access they need.

Cheryl Padilla has started to work on finding the right people through the City of Albuquerque to discuss setting up Video Phone's (VP) in public libraries. This project is on-going.

Our Community Education Specialist, Roger Robb, was assigned to work with one client on several different cases. He worked hard to make the communication access successful for several of those cases. Great job, Roger!

Corina Gutierrez has been collecting accounts from the Deaf and Hard of Hearing communities for all Healthcare Providers in Albuquerque regarding the communication access issues. The Healthcare Providers are continuing to work hard to make the communication effective and efficient.

■ Community Education:

The Hearing Loss Sensitivity training video was shown in 28 different voting training classes in Bernalillo County during the third quarter of Fiscal Year 2017. 289 poll workers who work with the voters viewed the video.

Mr. Robb has worked on Vlogs for Community Outreach Program for the Deaf (COPD) and Division of Vocational Rehabilitation (DVR). He also has worked hard with Richard Bailey, the Community Engagement Specialist with Red Cross, and New Mexico Technical Assistance Program on Vlog on "Home Fire Safety Campaign."

■ System Advocacy:

Mr. Robb has 12 System Advocacy cases that have been ongoing for the third quarter of Fiscal Year 2017.

Here is the summary of the cases that he focused on.

- Albuquerque Little Theatre - And Then There Were None
- Albuquerque Little Theatre - South Pacific
- Albuquerque Little Theatre - Loop System
- Enchanted Hills Apartments
- Landmark Musicals - Kiss Me Kate
- Musical Theatre Southwest - Company
- Musical Theatre Southwest - Evita
- Musical Theatre Southwest - Interpreting Cost

- Popejoy Hall – Theatre flyers for Deaf Community
- Popejoy Hall – Motown: The Musical
- NM Taxation & Revenue – Filing Tax video
- NM Taxation & Revenue – Real ID Act video

■ Two Year Strategic Plan with APD

We finally had a meeting with Albuquerque Police Department and it was agreed that we would do a collaborative letter outlining **our** responsibilities. I have drafted the letter and am awaiting Chief Eden’s signature on the letter. In the meantime I am working on the Coffee with Cops events by contacting the leaders from the Deaf/Hard of Hearing/Deaf Blind organizations for a meeting with APD, to better understand each organization and to come up with dates for the events. An application form is being developed to be used to obtain the placards. A script for APD is being developed now, too, which will discuss how to use the placards out in the field.

Deaf Blind and Deaf Plus Program

The Community Outreach Program for the Deaf-NM Deaf Blind and Deaf Plus (Deaf/Hard of Hearing with a significant disability) has maintained its strength and has served 65 clients in total to date – 37 of whom are Deaf Blind and 28 of whom are Deaf Plus. These 65 New Mexicans live in 15 of New Mexico’s 33 counties. We are thankful that COPD continues to provide trainings which included the Support Service Providers during this quarter.

The Support Service Providers are supporting Deaf Blind and Deaf Plus clients when they want to participate in community events. They have provided support to Deaf Blind and Deaf Plus clients at these events for the third quarter:

- Deaf Senior Citizens meetings on January 12th, January 26th, February 9th, February 23rd, March 9th, March 16th, and March 30th
- Deaf Culture Center Meeting on January 7th and March 18th
- NAD Town Hall Meeting on January 14th
- Employee Holiday Party on January 15th
- Senior Affairs Presentation – February 8th
- NM Chapter of the Association of Education and Rehabilitation for the Blind and Visually Impaired – February 8th and 9th
- Deaf Culture Center Pancake Fundraiser and Meeting on February 11th
- Disability Rights Awareness Day at Roundhouse – February 28th
- Senior Circle (Senior Citizens Meeting) in Roswell on March 3rd and March 24th
- New Mexico Technical Assistance Program Convention on March 10th
- New Mexico Deaf Blind Task Force Meeting on March 16th

The Support Service Providers also are supporting Deaf-Blind clients for the Zia Deaf-Blind Club events for the third quarter.

- Zia Potluck and General Meeting - January 14th
- Zia Celebration Committee Meetings - January 18th and February 1st
- Zia 20th Year Celebration - February 4th
- Zia Officers' Meeting - March 9th

The Trailblazers had events which the Support Service Providers worked on with the members for the third quarter.

- Field Trip to Explora Museum on January 28th
- Monthly Meeting on February 21st and March 21st
- Field Trip to Museum of Natural History

The members of the Zia Deaf-Blind Club and the Trailblazers worked together in planning for the Deaf Blind Awareness Day on January 11th, January 31st and February 14th. They hosted the Deaf Blind Awareness Day at the Roundhouse on February 27th.

Outreach & Telecommunications

Telecommunications Equipment Distribution Program (TEDP)

The Telecommunication Equipment Distribution Program (TEDP) lends telecommunications devices at no cost to qualifying New Mexico residents who need assistance in communicating by telephone. Equipment includes amplified telephones, iPads, TTYs, speech-generating devices, and neck loops.

Teltex:

Here is what Teltex's Community Education Specialist, Shannon Qualls has accomplished for outreach in state of New Mexico:

| Booths | Location | Date | Number of Booth Visits |
|------------------------|------------|-------------------|------------------------|
| Rio Rancho High School | Rio Rancho | February 16, 2017 | 12 |
| Cleveland High School | Rio Rancho | February 21, 2017 | 4 |

Ms. Qualls has done 3 presentations during the third quarter of Fiscal Year 2017.

- Rio Rancho High School
- Cleveland High School
- APS Audiologists

Equipment:

In the third quarter of FY17, 22 telecommunication devices and accessories were distributed to our customers throughout the state of New Mexico.

The following items have been discontinued: item Q90 (TDD); item HLAC 151 (Smoke Alert); and item Loudenlow (Smoke Alert). We are currently looking for potential replacements to the smoke alerts. We want to ensure that the smoke alerts cover the diverse hearing loss needs of our users. We have anticipated that the Q90 TDD would be discontinued due to the transition to Real Time Text.

The iPad program still has a waiting list due to budgetary reasons. We were able to ship out 5 iPads a month during the 3rd quarter. This allowed us to reduce the amount of people on the waiting list. We will continue distributing approximately five iPads per month and anticipate that almost all iPad requests for FY17 will be filled.

Equipment distributed for the third quarter are as follows:

| Phone | Count |
|--|-------|
| Amplicom PowerTel 725 | |
| PowerTel 720 Cordless Phone w/ Answering Machine | |
| PowerTel 601 Wireless Wrist Shaker | |
| Amplicom PowerTel 780 Combo | |
| PowerTel 760 Corded Telephone | 2 |
| PowerTel 701 Expandable Handset | 2 |
| Amplicom PowerTel 785 Combo | |
| PowerTel 760 Corded Telephone | 2 |
| PowerTel 701 Expandable Handset | 2 |
| PowerTel 601 Wireless Wrist Shaker | 2 |
| Clarity Alto | 1 |
| Clarity Alto Plus | 1 |
| Clarity BT914 | |
| Clarity D704 | 1 |
| Clarity D714 | 1 |
| Clarity JV35 | |
| Clarity XLC2 | 1 |
| Clarity XLC3.4 | |
| ClearSounds A1600BT | 7 |
| ClearSounds A6BT | |
| ClearSounds CSC600ER | 1 |
| Geemarc Ampli100VM | |
| Geemarc AMPLI600 Corded Phone with ER | |
| Serene Innovations CL-60 Cordless Phone | 1 |
| Serene Innovations CL-60A Cordless Phone | 7 |
| Serene Innovations HD-65 Corded Phone | 1 |
| Q90D TTY/VCO | |
| Q90D TTY/VCO as HCO | |
| Q90D TTY | |
| Q90D External HCO Speakers Set | |
| | |
| | |
| | |
| | |
| | |
| iPad + Otterbox | |
| Apple iPad 2 Deaf | 4 |
| Apple iPad 2 Deaf Blind | |
| Apple iPad 2 Hard of Hearing | 6 |
| Apple iPad 2 Speech | |
| Apple Mini iPad 4 Deaf | |
| Apple Mini iPad 4 Hard of Hearing | |

| | |
|---|-----------|
| Apple Mini iPad 4 Speech | |
| Apple Mini iPad Deaf Blind | |
| CapTel | |
| CapTel 840 | 10 |
| Total Phone Equipment Distributed: | 52 |

| Accessories | Tally | |
|---|---|----|
| Surge Protector | 46 | |
| Amplicom AB900 Answering Machine | 6 | |
| Amplicom NL100 Neckloop | 1 | |
| Bellman Audio Maxi Package 1 Headphones | | |
| Bellman Audio Maxi Package 3 Neckloop | 9 | |
| Clarity AL10 AlertMaster COMBO | AL10 Device | 8 |
| | Doorbell | 8 |
| | Bed Vibrator | 8 |
| | AL12 Device | 8 |
| Clarity AL12 AlertMaster | 2 | |
| Clarity CE50 Bluetooth Neckloop | 2 | |
| Clarity SR100 Super Phone Ringer | 2 | |
| Clarity Speech Amplifier Handset WS-2749 | 1 | |
| Clarity HA40 In-line Telephone Amplifier | | |
| Clarity CE225 In-line Telephone amplifier | | |
| ClearSounds Quattro 4.0 Bluetooth Neckloop | 2 | |
| ClearSounds ANS3000 Answering Machine | 1 | |
| ClearSounds CS-CR200 Phone Ringer | 1 | |
| ClearSounds CS-WIL95 Amplifier | 3 | |
| Comfort Audio Duett Neckloop | 2 | |
| Geemarc AmpliCall 10 Telephone Ringer & Flasher | 1 | |
| Griffin TruTone ElectroLarynx | Oral Adapter with Straws | |
| | Tone-Adjustment Screwdriver | |
| | Extra-Sharp Sound Cap | |
| Krown RA 05 Amplified Ringer with Strobe | 2 | |
| Serene Innovations CentralAlert™ CA360 | Wireless Notification System CA360 | 10 |
| | Wireless Doorbell Model CA-DB | 10 |
| | Bed Shaker Model BS-100 | 10 |
| Serene Innovations CA380 | Wearable Notification System | 3 |
| | Bed Shaker Model BS-100 | 3 |
| | Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX | 3 |
| | Wireless Doorbell Model CA-DB | 3 |
| Serene Innovations UA-45 Universal Phone Amplifier | | |
| Serene Innovations RF-105 Super Loud Ringer and Flasher | | |
| Serene Innovations RF200 Alerting System | 1 | |

| | |
|---|------------|
| Serene Innovations RF-40 Cell Phone Amplifier | |
| Silent Call 365-SKV Smoke Detector Kit | |
| Smoke Detector with Transmitter | 7 |
| Sidekick Receiver with Strobe Light | 7 |
| Bed Vibrator | 7 |
| LoudenLow Model 100 Smoke Alert | 0 |
| Total Accessories Distributed | 177 |

| | |
|-------------------------------------|------------|
| Total Equipment Distributed: | 229 |
|-------------------------------------|------------|

Relay New Mexico (RNM)

Relay New Mexico (RNM) under Hamilton Relay did a number of exhibit events and field visits this quarter. All of the events are to explain Telecommunications Relay Services and Caption Telephone services throughout New Mexico. Tom Sena from RNM works on different outreach events with Corina and Luke to educate New Mexicans about available captioned phone technology and relay services. During large events Tom provides booths at the same event as our outreach team to ensure that the community gets maximum exposure to our services. These events included the Disability Rights Awareness Day and the KOB-TV Health Fair. Tom also attended several events including the Albuquerque National Association for the Deaf event in January and a Hamilton Relay Mini-Summit. Tom met with several local providers of Audiology services and went to several senior centers to make sure the community remains aware of relay services provided in New Mexico. Tom will be providing a training to the Commission in early April. Tom is also wrapping up the plans for the upcoming town hall. The Commission is working with Tom, DCC-NM, and the New Mexico Red Cross to provide an informative town hall event. Tom and Hamilton are hoping to get some feedback on areas of need as it relates to user experiences with relay services as it relates to business calls.

Exhibits covered by RNM (separate from NMCDHH) for the 3rd quarter in New Mexico include:

| Events | Location | Date | Visitors |
|--|-----------------|---------------|-----------------|
| Department of Veteran Affairs | Albuquerque | 3/15/2017 | 75 |
| Del Rio Senior Center | Belen | 3/20/2017 | 45 |
| Alamo Senior Center | Alamogordo | 3/21/2017 | 85 |
| World Down Syndrome Day Rally | Albuquerque | 3/25/2017 | 150 |
| National Association of Social Workers-NM Conference | Albuquerque | 3/29-30/2017 | 300 |
| | | Total: | 209 |

Outreach

For the third quarter of FY17, the Albuquerque office attended 6 events. Luke Adams covered 4 booths at those events, and Rich Bailey covered 2. The total number of people that visited our booths is 209.

Booths conducted include:

| Events | Location | Date | Visitors |
|---------------------------------|------------------------|---------------|-----------------|
| KOB 4 Health Fair | NM State Fairground | 1/28-29/2017 | 86 |
| Disability Awareness Day | Santa Fe Roundhouse | 2/24/2017 | 13 |
| Transition Expo | Rio Rancho High School | 3/2/2017 | 8 |
| NMSD Career Expo | Sheraton Uptown | 3/9/2017 | 46 |
| Assistive Technology Conference | Sheraton Uptown | 3/10/2017 | 49 |
| Disability Awareness Conference | Jemez | 3/15/2017 | 7 |
| | | Total: | 209 |

Las Cruces Satellite Office

Sandra Williams, Las Cruces Office Coordinator

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Client Advocacies and Service Coordination

For the third quarter, the NMCDHH Las Cruces Office Staff provided assistance to additional 53 consumers. We provided advocacy and services coordination to clients at their employment settings, state and local agencies, and public/commercial facilities. These included mental health facilities, medical/nursing centers and legal centers. After we provided the services, we followed up and made sure the needed resources were attained.

For this quarter, individual client advocacies were provided to the following public entities that were lacking or not providing communication access:

- A dental clinic- Las Cruces (Sandra Williams)
- 3 Cardiologists - Las Cruces (Sandra Williams)
- Probation/Parole office (Sandra Williams)
- CYFD (Sandra Williams)
- 2 Medical offices (Sandra Williams)
- Domestic Violence case (Sandra Williams)
- Two Mental/Behavioral Health Centers (Sandra Williams)
- WIC/DOH (Sandra Williams)
- Dental Office (Susana Santillan)
- Medical Office (Susana Santillan)
- Gadsden Independent School District Special Ed Director (Susana Santillan)
- Motor Vehicle Division (Susana Santillan)
- APS (Susana Santillan)
- New Mexico Workforce Center

The following are the System Advocacy Services that were provided this quarter:

- CYFD (Sandra Williams)
- APS (Sandra Williams)
- City of Las Cruces ADA Coordinator (Susana Santillan)

Community Collaboration involvement:

- Las Cruces Interagency meetings
- Dona Ana ADA Celebration Committee
- Northrise Community Collaboration
- Carlsbad Senior Circle
- DRNM Behavioral Health Town Hall at Farm and Ranch Museum
- Stephanie Lazarin, ALTSD
- Elizabeth Sanchez, ALTSD
- Minnie Montoya, Disability Rights New Mexico

- Christa R. Landreth, Blue Cross Blue Shield NM Centennial Care
- Mr. Woods, Sam's Club Audiologist
- Adrian Holguin, Munson Senior Center
- Evicta L. Harvey, Area Manager of Adelante North Senior Meals
- VA Health Care System

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

The Las Cruces office has hosted 18 booths this quarter. Most are hosted by Susie Santillan. Ms. Santillan sets up these booths on a monthly basis due to different attendees participating at these food banks. She is able to give valuable information to the public and informs them of the services NMCDHH offers.

Events

| Events | Location | Date | Participants |
|--|--------------------|-----------|--------------|
| 1. Berino Immaculate Conception Catholic Church | Anthony, NM | 1/3/2017 | 19 |
| 2. St. Thomas Moore Catholic Church | Chaparral, NM | 1/3/2017 | 48 |
| 3. San Pedro Mission-Catholic Church | Vado, NM | 1/10/2017 | 20 |
| 4. Our Lady of All Nations Catholic Church | Rincon, NM | 1/20/2017 | 20 |
| 5. San Jose Catholic Church | La Mesa, NM | 1/24/2017 | 29 |
| 6. The Azotea Senior Community | Alamogordo, NM | 1/26/2017 | 6 |
| 7. Alamo Senior Center | Alamogordo, NM | 1/31/2017 | 62 |
| 8. Anthony Senior Center | Anthony, NM | 2/17/2017 | 29 |
| 9. Mira Vista Villas Apartments | Las Cruces, NM | 2/21/2017 | 10 |
| 10. St. Anthony Catholic Church | Anthony, NM | 2/27/2017 | 37 |
| 11. San Jose Catholic Church | La Mesa, NM | 2/28/2017 | 32 |
| 12. Berino Immaculate Conception Catholic Church | Anthony, NM | 3/7/2017 | 32 |
| 13. Radium Springs Center | Radium Springs, NM | 3/9/2017 | 27 |
| 14. San Jose Senior Center | Carlsbad NM | 3/15/2017 | 34 |
| 15. Silver City Women's Center | Silver City | 3/18/2017 | 100 |
| 16. The Azotea Senior Community | Alamogordo, NM | 3/21/2017 | 10 |
| 17. Veteran's Resource Fair | Silver City, NM | 3/24/2017 | 27 |
| 18. WNMU -Vet s Fair | Deming | 3/30/2017 | 100 |

This quarter the Las Cruces provided information 1,207 to inquiries in person, by phone calls and emails. They worked by making referrals to link clients and families to needed resources. The outreach, networking, and community collaborations of the Las Cruces staff consistently brings in new clientele.

Community Engagement

Lisa Dignan, M.Ed., CI and CT, Director of Community Engagement

Director of Community Engagement Highlights

- The New Mexico Mentoring Spring 2017 session is more than half-way finished with six mentor-mentee pairs from Albuquerque, Santa Fe, Farmington, and Las Cruces.
- Ms. Dignan will start accepting applications for the New Mexico Mentoring Fall 2017 session in May.
- The Signed Language Interpreting Practices Board will meet on April 10 in Albuquerque. They have several vacancies they are trying to fill.
- Ms. Dignan continues to work with the Albuquerque Sunport regarding increasing accessibility, though discussions have stalled lately. The City of Albuquerque ADA Coordinator, Gabe Campos, is trying to assist.

Community Engagement Specialist Highlights

Mr. Bailey attended several conferences and meetings:

- Met with representative of local American Red Cross chapter to discuss collaboration for home fire safety awareness campaign, including informational vlogs. The American Red Cross representative was encouraged to do a presentation about their services to the community at a town hall in April.
- Presented at NMSD's Career Expo in Albuquerque on technology and the deaf community, along with hosting a booth with Mr. Robb from the Advocacy Department.
- Hosted NMCDHH booth at NMTAP's Assistive Technology Conference 17 in Albuquerque.
- Attended informational training on haptics for provided by COPD at ATC 17.
- Gave a mini-ASL class on financial terms and concepts for the office.
- Participated in NMTAP Advisory Council meeting at DDPC offices in Albuquerque.
- Participated in webcasts of FCC meetings regarding technology rulemaking and proposals that affect Deaf and Hard of Hearing consumers.

Interpreting Services and Apprentice Program Highlights

- Staff mini-ASL classes underway, and increasing direct communication in the office
- Outreach to novice interpreters is increasing with the establishment of monthly mini-workshops targeting recent ITP graduates.
- The Culture and Arts Accessibility Project continues to work with local theater companies and art galleries to increase access to public events.
- Ms. Ginn has spent a significant amount of time at the Legislature to provide access to committee hearings related to SB411.
- Ms. Ginn and Ms. Dignan conducted outreach to the UNM ITP graduating class to educate them about options for continuing professional development after graduation.
- Ms. Ginn established monthly all-staff interactions to increase rapport and improve direct communication in ASL between staff members.
- Ms. Ginn is collaborating with NMRID for a variety of workshops and events.

- NMCDHH provided 204.5 hours of interpreting services in the third quarter.
- Due to having an interpreter in a full time staff position, only 2 hours required use of services through referral agencies, 57 hours were provided through direct contracts with interpreters, and there were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- Amanda Summers is providing interpreting at booths, trainings, and events.
- We are waiting for the FY18 budget to confirm if we can contract with future apprentices.
- If budget permits, will expand the apprentice program to Las Cruces.
- Apprentices engaged in 88 hours of observation, interpreting, and professional development work in the quarter.

Human Resources

Third quarter HR activities included:

- The Governor signed an Executive Order to consolidate Human Resources (HR) services statewide. Executive Director Gomme and Ms. Dignan have talked with the Director of the State Personnel Office and are waiting for more tangible information regarding how this will impact NMCDHH. We don't have any dedicated HR staff, so we won't lose any positions, but many agencies will.
- The Governor established a statewide hiring freeze, so NMCDHH will not be able to fill our two vacant positions for the foreseeable future.
- Ms. Dignan has worked with several state agencies regarding accessibility of programs and services, including the Employee Benefits Bureau, the SHARE Upgrade Team, and the State Personnel Office.

NMCDHH Library

- Several new materials were added to the library collection.
- The online library can be accessed at <https://NMCDHH.librarika.com>, where people can view all of our library materials, reserve items and even review materials they have borrowed.
- Currently 53 people have registered for access to the database.
- Promoting the library through the website and social media is increasing its usage.

| Library Usage - FY 2017 | | | | | |
|-------------------------|----|----|----|----|-------|
| | Q1 | Q2 | Q3 | Q4 | Total |
| Patrons | 13 | 15 | 22 | | 50 |
| Items Loaned | 23 | 29 | 48 | | 100 |

Administration & Finance

Deborah Romero, Director of Administrative Services, CFO, CPO

| FY17 Third Quarter Board Report - Administrative Services | | | | | | | |
|---|------------------------|------------|----------------|----------------|------------|------------------|------------|
| Category | 2017 Budget | Reduction | Revised Budget | Expenditures | Encumbered | Remaining Budget | % Expended |
| 200 PERSONAL SERVICES | 1,071,000.00 | | 1,071,000.00 | 752,435.69 | 0 | 318,564.31 | 70.26% |
| 300 CONTRACTUAL SERVICES | 1,438,100.00 | -21,700.00 | 1,416,400.00 | 570,953.27 | 455,181.44 | 390,265.29 | 40.31% |
| 400 OTHER | 316,100.00 | | 316,100.00 | 186,758.02 | 59,772.17 | 69,569.81 | 59.08% |
| 500 OTHER FINANCING USES | 208,000.00 | | 208,000.00 | 208,000.00 | 0 | 0.00 | 100.00% |
| Total | 3,033,200.00 | | 3,011,500.00 | 1,718,146.98 | 514,953.61 | 778,399.41 | 57.05% |
| | | | | | | | |
| | | | | | | | |
| CDHH Monthly Revenue | | | | | | | |
| Month | General Fund Allotment | | | TRS Revenue | | | |
| July | \$32,908.20 | | | \$169,168.96 | | | |
| August | \$32,908.20 | | | \$166,479.70 | | | |
| September | \$32,908.20 | | | \$123,657.82 | | | |
| October | \$32,908.20 | | | \$207,424.59 | | | |
| November | \$32,908.20 | | | \$160,192.23 | | | |
| December | \$31,099.88 | | | \$157,737.85 | | | |
| December/Reduction overpayment | -\$9,040.16 | | | | | | |
| January | \$31,099.88 | | | \$159,919.61 | | | |
| February | \$31,099.88 | | | \$154,598.55 | | | |
| March | \$31,099.88 | | | \$154,057.50 | | | |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| Subtotal | \$279,900.36 | | | \$1,453,236.81 | | | |

Social Media

The New Mexico Commission for Deaf and Hard of Hearing ended the first quarter of FY17 with the following Social Media statistics:

- **Facebook:** 945 people have 'liked' our page
- Email announcement system (**MailChimp**): 206 subscribers
- **Twitter:** 350 followers
- **Ask the Expert:** 31 Inquiries

Data & Statistics

As required by Legislative Performance Measures

Fiscal Year 2017

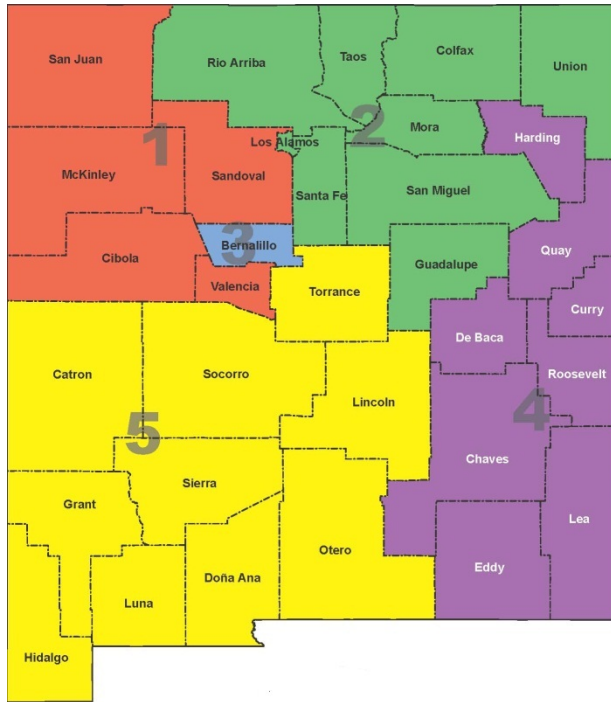
| Legislative Performance Measure | Target | Year to Date | YTD % of Goal Met |
|---|---------------|---------------------|--------------------------|
| Number of workshops & training session conducted | 120 | 62 | 58% |
| Number of outreach events coordinated | 75 | 92 | 123% |
| Average number of relay calls per month | 12,000 | 5561.7 | 46% * |
| Number of accessible technology distributions | 1,300 | 789 | 61% |
| Staff hours devoted to reducing communication barriers | 18,000 | 15,645 | 87% |
| Number of clients provided assistance to reduce or eliminate communication barriers | 800 | 851 | 106% |
| Number of information referrals and outreach contacts | 12,000 | 13,113 | 109% |
| Number of sign language interpreting mentors | 10 | 22 | 220% |
| Number of newly issued New Mexico Community Signed Language Interpreter licenses | 15 | 16 | 106% |
| Number of interpreters in CDHH sponsored professional development | 200 | 114 | 57% |

*3 month average, this percentage is expected to drop

Fiscal Year 2016

| Legislative Performance Measure | Target | Year to Date | YTD % of Goal Met |
|---|---------------|---------------------|--------------------------|
| Number of workshops & training session conducted | 120 | 124 | 103% |
| Number of outreach events coordinated | 75 | 117 | 156% |
| Average number of relay calls per month | 12,000 | 7628 | 64% |
| Number of accessible technology distributions | 1,300 | 768 | 59% |
| Staff hours devoted to reducing communication barriers | 18,000 | 22610 | 126% |
| Number of clients provided assistance to reduce or eliminate communication barriers | 800 | 667 | 83% |
| Number of information referrals and outreach contacts | 12,000 | 23831 | 199% |
| Number of newly issued New Mexico Community Signed Language Interpreter licenses | 15 | 15 | 100% |
| Number of interpreters in CDHH sponsored professional development | 200 | 211 | 105% |

Clients by Region



| | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | Year to Date |
|----------|-------------|-------------|-------------|-------------|--------------|
| Region 1 | 43 | 16 | 13 | | 72 |
| Region 2 | 28 | 13 | 14 | | 55 |
| Region 3 | 90 | 54 | 345 | | 489 |
| Region 4 | 7 | 6 | 9 | | 22 |
| Region 5 | 91 | 61 | 61 | | 213 |

Clients by Self-Identified Disability

| | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | Year to Date |
|--------------------------|-------------|-------------|-------------|-------------|--------------|
| Deaf | 66 | 35 | 29 | | 130 |
| Hard of Hearing | 113 | 65 | 83 | | 261 |
| Deaf-Blind | 11 | 12 | 3 | | 26 |
| Speech Disabled | 3 | 0 | 2 | | 5 |
| Hearing | 66 | 38 | 325 | | 429 |
| Total Clients by Quarter | 259 | 150 | 442 | | 851 |

NMDVR
CDHH Third Quarter Report
May 2, 2017
Board Meeting 6/15/2017
Performance Measures FY17
January 1, 2017-March 31, 2017

To: Nathan Gomme - Executive Director - New Mexico Commission for the Deaf and Hard of Hearing
From: Ellen K. Carpenter - Deaf and Hard of Hearing Coordinator for New Mexico Division of Vocational Rehabilitation (NMDVR).

Re: MOU Goals and Performance - **Report for the period of January 1, 2017-March 31, 2017** (Third Quarter FY17)

NMDVR Liaisons - New Mexico Association for the Deaf - Filled May 2, 2017 - Laura Brown VRC at the Gibson DVR Office is currently assigned as Liaison in this position.

NM Chapter - Hearing Loss Association of America - Christine Fuller VRC at the Gibson 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 FY17)

Twenty-Four (**24**) individuals have received sign language interpreter services during the period January 1, 2017-March 31, 2017. A total of **\$4595.45** has been authorized and expended for this service for January 1, 2017-March 31, 2017.

Eighty-Three (**83**) individuals have received hearing aids and/or other hearing devices during the period of January 1, 2017-March 31, 2017. A total of **\$285,454.51** has been authorized and expended for this service during the period of January 1, 2017-March 31, 2017.

Thirty-Six (**36**) individuals who are Deaf have been closed successfully rehabilitated (employed) during the period of January 1, 2017-March 31, 2017.

Thirty-Five (**35**) individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the period of January 1, 2017-March 31, 2017.

Employment Information

Average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or otherwise hearing impaired is **32.24** hours per week. Average wage at closure is **\$12.22** per hour during the third quarter of FY17.

Caseload Activity

Two Hundred Sixty (**260**) Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the period of January 1, 2017-March 31, 2017.

Four Hundred Thirty-One (**431**) 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, 2017-March 31, 2017.

Six Hundred Eighty-One (**681**) 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, 2017-March 31, 2017.

Ineligible for VR Services

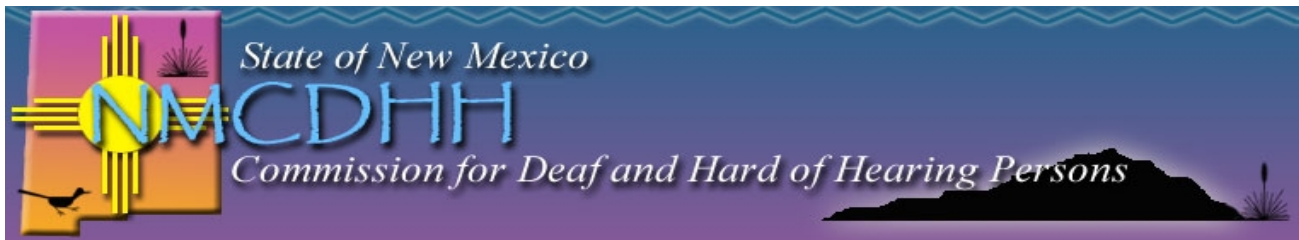
Four (**4**) individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been determined as ineligible for VR services during the period of January 1, 2017-March 31, 2017.

Transition Services

Fifty-Six (**56**) 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, 2017-March 31, 2017.

Respectfully Submitted:

Ellen K. Carpenter, M.A., CRC
Deaf and Hard of Hearing Coordinator



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD
 Report By: Amanda Lewis, Board Administrator
 Expiration Date: June 30, 2017

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. Transfer \$25,000 as appropriated in the General Appropriation Act of 2016 to the Signed Language Interpreting Practices Board for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act at NMSA 1978, Section 61-34-1 to 17.

Regulation and Licensing Department will:

- A. Deposit the transfer of \$25,000 with Signed Language Interpreting Practices Fund and use the funds only for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act per NMSA 1978, Section 61-34-13.
- B. Provide quarterly reports to the NMCDHH Director of Community Engagement 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
- C. Provide budget reports for the Signed Language Interpreting Practices Fund upon request with appropriate advance notice.

Performance Report

| <i>Reporting Category</i> | <i>Number</i> | <i>Comments</i> |
|---|---------------|---|
| Licenses Issued | 9 | 7 Community; 1 Educational, 1 Provisional |
| Complaints | 0 | |
| License denials, suspensions, and revocations | 0 | |

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: December 19, 2016
 Next meeting: April 10, 2017

Agendas and draft minutes are available at the Board website:

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