



NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

FY17 QUARTER 4 REPORT

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NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING



FY17 Quarter 4

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NMCDHH BOARD MEETING

Thursday, September 21, 2017

NMCDHH Conference Room

505 Marquette Ave. NW, Suite 1550

Albuquerque, NM 87102

DRAFT AGENDA

Posted: August 14, 2017

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of June 15, 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, June 15, 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 September 21, 2017.

I. CALL TO ORDER AND ROLL CALL

Chair Austin Welborn called the meeting to order at 3:02 p.m.

Present: Austin Welborn, Chair
John Fullinwider, designee for Joe Cordova
Rosemary Gallegos
Johnny Robertson

Quorum was met.

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

II. APPROVAL OF AGENDA

17.15

Commissioner Johnny Robertson made a motion to approve the agenda.
Commissioner John Fullinwider seconded.
Motion Passed unanimously.

III. APPROVAL OF MARCH 23, 2017 MINUTES

17.16

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

Motion passed unanimously.

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme began his report by reviewing the many different events that CDHH has been involved in during the third quarter, beginning with the visit by the board of the National Association of the Deaf (NAD). Executive Director Gomme mentioned that New Mexico was often featured in the NAD Magazine. The New Mexico Association for the Deaf (NMAD), New Mexico School for the Deaf (NMSD), and the hard of hearing community have received quite a few mentions in that publication. While NAD was in the state, they had their business meeting, a town hall, and a visit with NMSD. The NAD board left with a positive perception of New Mexico. The next publication will cover those experiences.

Hamilton Relay also had a town hall meeting recently in conjunction with CDHH. They were able to find out both the negative and positive experiences with the people who use relay. Hamilton was thrilled to get that feedback from the community. People who are placing relay calls to businesses are having a difficult time with some; often banks and medical services. Hamilton plans to approach each business that was reported on to discuss what difficulties they may be having, accepting relay calls, and educating the businesses on how to receive those calls more appropriately.

The Deaf Cultural Center (DCC) talked about their building project at Hamilton Relay's town hall. They talked about the location they established and shared their vision of what the building should look like and what will be included. Executive Director Gomme explained that the DCC had been working on the building project for approximately ten years. Now they have selected a location and they are working with the financial aspects through a company called Cardinal Capital Management. That is the same company that was instrumental in the Apache Trail Apartments in Arizona, which is similar to the concept in New Mexico.

Also at the town hall, the Red Cross, partnering with the Governor's Commission on Disability (GCD), provided some information about their new program for distributing smoke alarm systems that they will install for free in the residences of deaf individuals. CDHH is working with them to create a vlog on that effort and several staff members are involved in that.

Executive Director Gomme said that the Hamilton town hall was well attended and a good opportunity for people to learn what's happening and also discuss their concerns. It may be the first of many town halls to come.

Executive Director Gomme talked about the mental health situation for Deaf in New Mexico. CDHH is establishing a contract that will allow them to get a better idea of what is happening within the state as it relates to language dysfluency and mental health services. He stated that mental health care isn't always acute care and severe needs. There is a spectrum from issues someone is struggling with like divorce or traumatic situations all the way up to severe issues requiring medication and specific diagnoses. This is a national issue and not just a local problem where Deaf people feel they don't have the access to mental health services that they should have, because they have the impression that in the mental health field there is not an acknowledgement of ASL as a language. Language does need to be taken into consideration for care plans, so CDHH will get involved with various groups in New Mexico as well as on a national level. Neil Glickman and Steve Hamerdinger are individuals on a national

level that the Commission could link with and there are many other groups of people in New Mexico who are ready to partner with us to identify gaps and potential problems with services.

Executive Director Gomme also addressed the issue of Public Service Announcements (PSAs). It would be useful to send PSAs to people with hearing loss and their families here in New Mexico. Often there are people who have hearing loss who are unaware of services or resources. People are unaware what a T-Coil is or best practices related to hearing loss. He said he actually sat down earlier in the day with an older gentleman and in the discussion Mr. Gomme asked if his hearing aid had a T-Coil. The gentleman didn't know. He asked him what he was looking for in a mobile device and again, he didn't know. He had no idea what was available for him and so Executive Director Gomme spent an hour and a half with him discussing those things, and felt there was a better way of reaching people with hearing loss. CDHH is working with GCD, HLAA Albuquerque Chapter, Department of Veterans' Affairs, DVR, several audiologists, and Aging and Long Term Services as a beginning of an ever-expanding partnership to reach people with hearing loss.

Another issue Executive Director Gomme brought up was early intervention and making parents aware of what is available. This would have to be addressed at a later date, as the current focus would be hearing aids, T-Coils, and assistive listening devices. People need to be aware that if they go to the movie theatre, they can get captioned glasses and other resources so they can have access to the movie. He wants to make sure people are aware of what the Telecoil symbol looks like so they can identify if a room is looped. What CDHH wants to create is a very brief viral story that can impact people with hearing loss and their families. After creating the PSA, they would need to find a centralized location for resources and information and provide training from GCD's New Mexico Technology Assistance Program. All the previously mentioned partners can provide free workshops for the community.

Executive Director Gomme moved on to Project CLIMB. In the courts, many of the interpreters are white females. There are significantly fewer Latino, Cuban, Asian, and Black interpreters in the field. NAD, RID, BEI, NASADHH, CASLI, courts and interpreters are coming together to identify where the problems are and how we can attract more people of color and heritage signers to the field. There is not a report out yet, but Executive Director Gomme said he hoped to receive one soon.

Executive Director Gomme announced that he would be out of town the following week attending the Hearing Loss Association of America (HLAA) conference. During that time, the National Association of State Agencies for the Deaf and Hard of Hearing (NASADHH) will have their annual meeting. Topics will include the over the counter (OTC) hearing aids, which has been discussed in the Senate. There was a bill passed that will allow hearing aids to be provided over the counter, and some opposition to that idea. It's concerning that parents might buy OTC hearing aids for a child when they are not medical experts or audiologists. A number of state agencies have mixed feelings. People could go to Walgreens or Walmart and get a hearing aid that might be cheap and effective for them, but it probably wouldn't be effective for everyone, and how would they know? The consultation with a professional is important. So there will be a panel at the HLAA conference identifying best practices and discussing what can be done nationally to address the issue.

There will also be several workshops and work group discussions on a variety of topics including advocacy, communication, technology for assistive listening devices, hearing aids, cochlear implants and loop systems. Executive Director Gomme was looking forward to see what's happening nationally with the hard of hearing community and bring that information back to New Mexico.

Commissioner Johnny Robertson asked if Executive Director Gomme would talk about these issues at the NMAD conference this summer. Mr. Gomme responded that he would do his best to be there, but if not would send someone else to represent the Commission.

Commissioner Rosemary Gallegos congratulated Executive Director Gomme for the variety of things he had been doing. Dr. Gallegos asked how the Commission was involved with the DCC building. Executive Director Gomme explained that CDHH withdrew from the funding portion of that endeavor. DCC is working with the City of Albuquerque and he thought it was best that they were not tied to state funding. Since it is a community based project, it needs to be left to the community to run. If it were under the state, the state rules might conflict with the DCC's vision. With Cardinal Capital Management, the land will be purchased and after a while the DCC will be able to buy out and own the building. So CDHH will serve in an advisory role and work with the community to encourage them to cultivate their own vision.

Commissioner Robertson asked if Executive Director Gomme felt positive about the process, and Mr. Gomme answered that he did. The site of the building will be at Central and Tramway, and they are working with the city to make sure the area becomes deaf friendly.

b. Department Reports

i. Community Advocacy

Corina Gutiérrez, Director of Community Advocacy, announced that Luke Adams was no longer with the agency and moved on to another opportunity. Cheryl Padilla has taken over his caseload and will also do the outreach booths. Jason Siergey will take over the "Item of the Month" and the presentations that Mr. Adams did for the telecommunications program will be taken over by Roger Robb.

The iPad program is continuing and CDHH gives out five each month. Ms. Gutiérrez said they are trying to reduce the waiting list.

Ms. Gutiérrez said that Ms. Padilla is working on a special project; she is attempting to get VPs in libraries around New Mexico. She is starting here at the main library which is just a couple blocks from the Commission office. CDHH staff met with John Ramey from Sorenson, and he is excited to work with CDHH on this project. The plan is to have a VP installed in the main library in about two weeks. Once that process is started there, they are hoping it can spread to multiple libraries across New Mexico. This project is to help those who do not have their own VPs and need access to them.

Ms. Gutiérrez asked that Roger Robb come up and talk about the two-year strategic plan with law enforcement, the "Coffee with a Cop" events, and Real IDs. Mr. Robb explained that he was developing the application form for the placards to disperse to the community. He has also created another placard for Oral Deaf individuals that do not use ASL. Mr. Robb will have the application ready soon so he can share it with the Albuquerque Police Department (APD).

Mr. Robb met with APD and planned a "Coffee with a Cop" event on July 29th at the Albuquerque Police Academy. They have a large room and they will make sure it has communication for deaf, hard of hearing, late deafened, oral deaf, and deaf-blind individuals. From 9:30 to 10:00 everyone can socialize with the police and then there will be a forum from 10:00 to 12:00. Law enforcement officers from APD, Bernalillo County, and other areas around the state will be there. The community can ask the officers questions and express concerns.

Mr. Robb has been working with the Taxation and Revenue Department, who is responsible for the Motor Vehicle Department (MVD), so he can make a vlog regarding the Real ID Act. After that vlog, he will make another vlog about tax forms and how to fill them out.

Commissioner Robertson asked when the placards would be distributed. Mr. Robb replied that it would probably be in October. Executive Director Gomme pointed out that it was discussed before that law enforcement and the community must understand how to use the placards prior to distribution. There will be different stages of the distribution process, so people cannot apply and receive one right away. The first step would be the social event with the law enforcement officers so that people feel comfortable around them.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, stated that her department was busy and involved with a number of projects. Starting off with New Mexico Mentoring, the Spring 2017 session recently finished. All of the mentees successfully completed that session with the help of some excellent mentors. Applications are now being accepted for the Fall 2017 which will begin the end of July.

The Interpreter Licensure Board had some staffing issues again, but Ms. Dignan was happy to report that they were now fully staffed and trying to get up and running again with new staff and training. Unfortunately, because of those staffing issues, there were delays in the rule changes, but they should be in effect soon. Ms. Dignan added that she contacted the Licensure Board with a complaint about customer service and the response was immediate and very positive. She has a lot of good things to say about the team leader, Amanda, who is working hard and making sure interpreters receive good customer service while renewing their licenses. The next Licensure Board Meeting will be August 14th.

CDHH put out a posting for interpreter professional development contracts. Over time, CDHH has contracted with different entities for interpreter professional development. Ms. Dignan is looking forward to an exciting collaborative effort, however the contract is not yet signed, so she couldn't give particular details at this board meeting, but she will share details about the partnership next time.

Ms. Dignan said the commissioners were probably aware that the RID NIC exam is open and people are taking it and getting results in a timely manner. However the legal certification, the SC:L, is no longer being offered. The New Mexico Administrative Office of the Courts (AOC) needed something they could use to give nationally certified interpreters a higher credential to work in the state courts. They eventually made the determination that they will accept the BEI (Board for Evaluation of Interpreters) Court Interpreter Certification out of Texas. The BEI Court Interpreter Certification will be accepted for two of the three tiers for AOC Court Interpreter Certification and Ms. Dignan wanted to make it very clear that it does not in any way impact New Mexico Licensure. The BEI Generalist Certifications are still not recognized in New Mexico and the Licensing Board does not plan to do so. This is limited to the BEI Court Interpreter Certification so the AOC has an additional credential that can be used to qualify court interpreters.

Moving on to Human Resources, Ms. Dignan said that the State Personnel Office (SPO) and the Governor determined that all executive branch agencies would consolidate HR services to one centralized office. This will have an impact of CDHH, but much less than other state agencies. Some agencies have full time Human Resources employees who will be moved to a centralized SPO office and become SPO employees. CDHH does not have full time HR staff. Ms. Dignan said that she has that responsibility as part of her job and Deborah Romero does some of the HR functions as well, so the Commission will not lose any staff. Ms. Dignan will make sure that the services offered through the centralized process are accessible to employees that are deaf and hard of hearing. She and Executive

Director Gomme met with SPO that morning and next week will meet with the Department of Information Technology (DoIT) who will be working on the technical aspect of that consolidation. Ms. Dignan also spoke with Greg Trapp from the Commission for the Blind who is also concerned about access.

As mentioned by Ms. Gutiérrez earlier, Luke Adams left NMCDHH for another opportunity, and that leaves three vacancies. Ms. Dignan is not sure what we can do since there are conflicting reports if the State is still under a hiring freeze. She hopes to get clarification from SPO, but they are currently busy with the HR Consolidation.

Ms. Dignan announced that CDHH has one apprentice, Amanda Summers, who has just a couple weeks left with us and then will have finished the program. Ms. Summers has worked hard and made some terrific progress. When she finishes the program, she will become a contract interpreter for CDHH.

Interviews for apprentices for FY18 are finished and CDHH will have four apprentices starting on July 1. Three apprentices will be in the Albuquerque office and for the first time ever we will have apprentice in the Las Cruces office. Ms. Dignan added that it was exciting about the expansion of the program and the ability to support the interpreting community in southern New Mexico and therefore support the Deaf and hard of hearing community there. Since the contracts were not yet signed, Ms. Dignan could not announce the names at the meeting, but would share the information as soon as she was able to do so.

CDHH's Communication Development Specialist, Andrea Ginn, attended a mentoring workshop last weekend at NMSD that inspired her on how to revamp the apprentice program. Ms. Dignan said she was excited to see what wonderful things they would be doing with the interpreter professional development. Ms. Ginn will also be participating in the yearlong Master Mentor Program at Troy University online. Furthermore, Ms. Ginn has been elected NMRID President which brings the opportunity for CDHH to partner with NMRID. She will take over that role beginning July 1st.

Ms. Dignan informed the Board that RID hosts regional conferences every other year. New Mexico is part of Region IV, which is a large region that encompasses 16 states. It is exciting that Albuquerque was selected as the site for the 2018 RID Region IV conference which will be held at the Hotel Albuquerque.

Ms. Ginn coordinates the mini ASL classes for the hearing staff, who are progressing well and now transitioning from vocabulary to conversational skills. Ms. Ginn is also working on monthly mini workshops for novice interpreters. The recent graduate interpreters will first learn from members of our staff who have a lot of skills that can get them kick started on their professional development.

The Culture and Arts Accessibility Project (CAAP) will continue to grow and there is a good response from the community attending interpreted events including interpreted performances and book signings.

Ms. Dignan said that Richard Bailey is keeping extremely busy in the Community Engagement Department. He completed the Mental Health Contract and the worked on the DCC Town Hall meeting. Mr. Bailey was the first presenter for the workshop for the novice interpreters, which was about disability and education law and how it applies to classrooms.

Mr. Bailey has been working with families at several different schools around the state with regard to transition. Children moving into high school and students moving on to post-secondary opportunities appreciate Mr. Bailey's expertise in transitioning.

Mr. Bailey also participates in webcasts from the FCC about rule changes and technology rule making. Recently he has been working on one about disability access and how those proposals affect people who are deaf and hard of hearing. CDHH is grateful to have someone with the technology expertise that Mr. Bailey has so he can represent the Commission at those events.

Commissioner Robertson wanted to thank Andrea Ginn for her work helping to create the NMAD/NMRID joint conference. He said it would be wonderful for the deaf community to learn about the interpreting process and for the interpreters to be involved with the deaf community. The date for that event is July 22. Ms. Dignan thanked Commissioner Robertson for mentioning that and added that Ms. Ginn had worked very hard on that along with Amy Lucero, who was in the audience. She agreed that it was shaping up to be a fantastic event and urged people to register. It will be held at the Bosque Conference and Retreat Center.

iii. Administrative Services

Deborah Romero, Director of Administrative Services and the agency's CFO and CPO, announced that CDHH is up to date on FY17 and all deadlines were met. The contract for the proposed auditor, Ricci & Co., has been submitted and Ricci & Co. has permission to do our audit for FY17, FY18 and FY19. They will start in July.

Ms. Romero said that all the vouchers are up to date and all billing is up to date, so the department is ready to start FY18. Once they post the budget, the Commission will be ready to go on July 1st. All final invoices will be submitted by July 5th so that they can be processed on time. Ms. Romero said she will be working with managers and Executive Director Gomme to start planning for the FY19 budget. The FY18 budget is approved and the amount is \$2,963,000 which is doable.

V. ACTION ITEMS

a. Bylaws Update

Chair Welborn reminded the commissioners that we had tabled the vote on the bylaws so they could review them. Executive Director Gomme reminded the commissioners that the last time the bylaws were approved was February 29, 2000, but they are supposed to be reviewed and approved at regular intervals. There are some changes since the bylaws have last been approved including clarifications of duties and responsibilities of the commissioners, parliamentary procedures, and calendar year versus fiscal year.

Commissioner Robertson asked Audrey McKee from the Attorney General's Office, who represents CDHH, about her opinion of the bylaw changes. Ms. McKee said she did review the proposed changes and had some edits herself which are included.

Commissioner Gallegos noted that two-thirds of the full commission had to be present to vote. Four members were present at the meeting. Executive Director Gomme confirmed that Luis Quiñonez had submitted a letter of resignation. Ms. McKee stated that the full Commission Board does have to be present and two-thirds need to approve the changes in the bylaws. Chair Welborn said it would be necessary to table the vote on the bylaws and hopefully all the commissioners will be in attendance at the next meeting.

17.17

Commissioner Gallegos made a motion to table the vote on the updated bylaws until there is a full Commission present.
Commissioner Robertson seconded.
Motion passed unanimously.

Commissioner Gallegos noted in the statute itself it says that meetings will be held in different places in the state. The bylaws are revised to say if the Commission can afford it. So she asked Ms. McKee if the law and the bylaws were in sync on that item. Ms. McKee responded that she would take a look at that before the next meeting.

b. Election of Officers

Chair Welborn noted that since all parties were not in attendance and that the new officer election would need to be tabled as well. Ms. McKee agreed that since the next meeting would be the first one of the new fiscal year, it would be in agreement with the current bylaws to hold the election of officers at that time.

17.18

Commissioner Robertson made a motion to table the election of officers until the next meeting.
Commissioner John Fullinwider seconded.
The motion passed unanimously.

VI. NEW BUSINESS

There was no new business.

VII. ADJOURNMENT

Chair Welborn called for a motion to adjourn.

17.19

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

Chair Welborn adjourned the meeting at 4:15 p.m.

Executive Summary

Nathan Gomme, Executive Director

Commissioners and Community Members:

Our last quarter of the fiscal year has ended. With that I reflect on many of projects and look to see where we have made many inroads and where we can work to improve. The end of the year also allows me to prepare for new projects. Our work during this fiscal year has focused on a number of things which are listed below:

- A mental health program addressing the barriers which occur due to Language Dysfluency which will continue with the next phase of the project beginning in July.
- We have been working with the Albuquerque Police Department to address the communication barriers that occur during routine traffic stops with the Deaf, Deaf Blind, and Hard of Hearing community.
- We have developed a “How To” training video for election officials to address communication access when voting.
- We have begun the pre-production of a video guide for the Real ID act, as well as a video guide on how to file taxes. Both are being done with the Taxation and Revenue Department.
- We have worked with hospitals across the state to improve communication access when in their facilities. We have also made a push to distinguish the needs of the Deaf community and the Hard of Hearing community when it comes to communication access.
- We have had various events with local and national groups.
- The Deaf Blind/Deaf Plus program has begun to become a national model with our agency and COPD-NM assisting a number of states in establishing their own programs.
- Our staff on the front line have worked tirelessly to provide advocacy and improve access for the community. They also worked to maintain a consistent presence in the community locally and nationally.
- We have successfully updated our legislative language to prevent further loss of funding.
- We are working with various agencies and stakeholders to develop informative videos and FAQs for the community to learn about hearing loss and the technology that can be used in our everyday community. The focus will be on loop technology, telecoils, captioning technology, hearing aids, cochlear implants and much more.
- We have improved access to cultural events such as the theaters and art shows.
- We have worked to improve access to movie theaters.

- We have worked with the courts to provide guidance as the courts implement new communication tools.
- We are working with the Sunport to improve access for the millions of travelers that utilize their facilities.
- We are working to see Video Phones installed in public locations.

This is a sampling of the various work that has been done this fiscal year. I am proud of the work that has taken place and the people behind it. We are still working on several of these projects and we have seen successful outcomes. I believe that a number of these projects will result in significant positive changes for the community. Some of these projects have already been completed: Changes to the language in the legislative session will begin to take effect the new fiscal year; our how-to video for elections was used this year and we will work to ensure that the staff who working the voting booths will get refresher training; the Deaf Blind/Deaf Plus program has been and will remain a national model to several other states, and we have also successfully worked with several individuals on their advocacy needs.

Some of the work I have mentioned began this fiscal year and we have several ambitious timelines for all of them. For example the mental health program will wrap up the research by the midpoint of the next fiscal year. We will have several training opportunities with some well-known speakers during the 1st half of the fiscal year as well. With regards to our work with law enforcement, the first Coffee with the Cops is scheduled to occur in August, and we have developed an agreement with the APD on responsibilities. Public locations such as the libraries in Albuquerque have already agreed to the installation of the video phones so has our airport, we are currently waiting on the video phone providers to begin their work in the next fiscal year.

I recently returned from my trip to the Hearing Loss Association of America Convention in Salt Lake City. I was able to meet with several state leaders and also experience several of the new and upcoming technology for the community. The evolution and developments related to hearing loss and technology is especially important with the Over the Counter Hearing Aid Act of 2017. With this act we will see the development of a new classification of Hearing Aid Technology. The Over the Counter (OTC) technology will be identified with a new logo to help differentiate the OTC Hearing Aids and the Personal Sound Amplification Product. To obtain the logo the OTC Hearing Aids will have to be approved under a new regulation process which will be developed once the bill passes. We will be updating a section on our webpage to inform the community on the progress of the bill and the regulations. The information will include both the concerns and the support for the bill as well as its changes in Congress.

The staff of this agency has worked tirelessly this fiscal year to improve the quality and quantity of our services. We have seen an improved distribution plan with our telecommunications equipment, improved work with the community both with advocacy and our presence at various events, and a focus on providing mentoring opportunities for new interpreters. Programs that are developed here continue to attract national attention and the members of this agency continue to advise and support other communities looking to emulate our work. Overall I am very proud of the work done this fiscal year.

Thank you,

G. Nathan Gomme

Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

Individual/System Advocacy & Public Policy

The Department of Community Advocacy (DCA) 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.

One of our Community Advocacy Specialists, Luke Adams, resigned in May. All of Mr. Adams' duties were reassigned to others in the office. The Community Advocacy Specialist, Cheryl Padilla, has taken some of his clients and the responsibility of outreach in northern New Mexico. Ms. Padilla has already attended several outreach events. Luke Adams had developed postcards for the Equipment of the Month for this calendar year. DCA will continue the postcard program and Jason Siergey will begin to work on the Equipment of the month postcards in December to prepare for 2018.

Prior to Mr. Adams departure, he worked with his clients to contact the interpreter referral agency to make sure they have an interpreter for their medical appointments. The clients learned how to advocate for themselves by finding and knowing that they would have a sign language interpreter for their medical appointments.

Our Community Advocacy Specialist, Cheryl Padilla, successfully advocated for her clients regarding the use of an on-site interpreter for job interviews. There was some confusion regarding the acquisition of interpreter services and best practices. This was due to the belief that Deaf candidates should bring their own interpreters. There was also an attempted development of a work around which suggested that they could interview the Deaf candidates through text messages. After some education on the importance of an onsite interpreter as well as their legal responsibilities, Ms. Padilla was able to assist the agencies on how to find sign language interpreters for any job interview. Ms. Padilla was able to ensure that the Deaf candidates weren't told that they are responsible to bring their own interpreter from that point on.

Cheryl Padilla worked with a university to make sure that her clients have appropriate communication access with on-site interpreters in their classrooms. The university had developed a policy for using Video Remote Interpreting (VRI) in the classroom, the accessibility coordinator mentioned that in their policy, the use of VRI in the classroom was prioritized for any Deaf students. VRI proved

frustrating due to technology limitations and the communication was not effective. The teachers in the classroom were frustrated with this issue as well. Ms. Padilla advocated successfully for the university to get on-site interpreters for the Deaf students in the classrooms.

Cheryl Padilla met with a Video Relay Service provider and representatives from the Main Public Library in Albuquerque to work on setting up a public Video Phone (VP). The library is very supportive of having a public VP. One of the library representatives stopped by our office to observe our VP and see how it functions. The representative agreed to initiate the planning procedure to establish one in their library as soon as possible. We also plan to have public VPs installed in more libraries across the state. Ms. Padilla will definitely share this great news with our community.

■ Community Education:

The Community Education Specialist, Roger Robb has done 48 presentations/trainings during the fourth quarter of Fiscal Year 2017.

Here are the breakdowns of the presentations Roger has done:

- Introduction to ASL - 24
- Hearing Loss Sensitivity - 8
- Hearing Loss Sensitivity for Law Enforcement - 7
- Conversation in ASL - 2
- Deaf Self Advocacy Training - 2
- Fingerspelling - 2
- NMCDHH Overview - 2
- TEDP - 1

Here is the summary of the presentations/trainings that have been provided.

- Alamo Senior Center (Alamogordo)
- Albuquerque Police Academy
- Albuquerque Speech Language Hearing Center
- CDHH Staff
- CHI St. Joseph
- David Spencer Shalom House Assisted Living Facility
- Del Norte High School
- Santa Fe SAFE
- Santa Fe Sheriff's Office
- Signed Language Interpreting Program (UNM)
- TriCore Labs
- UNM - Introduction to ASL

■ System Advocacy:

Mr. Robb has 9 System Advocacy cases that have been ongoing for the fourth quarter of Fiscal Year 2017.

Here is the summary of the cases that he has focused on:

- Albuquerque Little Theatre – Mary Poppins
- Albuquerque Police Department – Oral Deaf Motorist Placard
- Cardboard Playhouse Theatre Company – Singin’ in the Rain Jr.
- Christus St. Vincent
- Play Conservatory – Children of Eden
- Popejoy Hall – Dirty Dancing: The Musical
- Popejoy Hall – The Illusionists
- Shakespeare on the Plaza – Comedy of Errors
- Shakespeare on the Plaza – Macbeth

■ Two Year Strategic Plan with APD

The Community Education Specialist, Roger Robb, has developed a third placard which focuses on “Oral Deaf Motorist” and completed two different drafts of the application form. One draft includes the “Oral Deaf Motorist” and the other draft doesn’t have it.

We had a partnership meeting with APD and several Deaf/Hard of Hearing organizations (Deaf Culture Center, New Mexico Association of the Deaf, New Mexico Hispanic Council, New Mexico School for the Deaf Alumni Association, and Zia Deafblind Club) to discuss the upcoming “Coffee with Cops” event.

The event will occur on Saturday, August 26, 2017 from 9:30 am to 12:00 pm. The first half hour will allow the community to socialize with people from various Law Enforcement agencies. After that there will be a town hall forum where members of the community and law enforcement can voice their concerns, address misconceptions, and get to understand each other better.

■ Taxation and Revenue Video Project

The Director of Community Advocacy, Corina Gutiérrez, and the Community Education Specialist, Roger Robb, had a meeting with the NM Taxation and Revenue’s Acting Cabinet Secretary, John Monforte, and several others on developing “Real ID Act” video. We are developing a script and will film the video in July.

Deaf Blind and Deaf Plus Program

The Community Outreach Program for the Deaf-NM Deaf Blind or Deaf Plus (Deaf/Hard of Hearing with a significant disability) has provided continuing service to 84 clients to date – 45 of whom are Deaf Blind and 39 of whom are Deaf Plus. These 84 New Mexicans live in 14 of New Mexico’s 33 counties. COPD has continued to provide the required training to their Support Service Providers 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:

- Town Hall Meeting on April 5th
- Deaf Senior Citizens meetings on April 14th, April 27th, May 11th, May 25th, June 1st, and June 15th
- Gathering of Nations Pow-Wow, April 28th
- ASL interpreted performance of The Miracle Worker, April 29th
- “Deaf Night” at the Isotopes, May 20th
- “Indian Time” on June 24th

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

- Social Event: Rail Runner trip to Santa Fe, April 8th
- Social Event: Bowling on May 13th
- Social Event: Zia and Trailblazers Yard Sale on June 17th

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

- Monthly meetings on April 11th, May 16th, June 6th, and June 20th
- [Social Event: Albuquerque Zoo on April 22nd](#)
- [Social Event: Soaring Museum \(Moriarty\) on May 20th](#)
- [Social Event: Line Dancing Lesson on June 24th](#)

The members of the Zia Deaf-Blind Club and the Trailblazers worked together in planning for and conducting a joint yard sale on Saturday, June 17th in the COPD parking lot.

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 equipment includes amplified telephones, iPads, speech-generating devices, and neck loops.

Teltex:

Here is a list of outreach events and presentations that Shannon Qualls, Community Education Specialist for Teltex, has provided in the state of New Mexico:

Booths	Location	Date	Number of Booth Visits
Parents Reaching Out	Albuquerque	April 20-21, 2017	155
Albuquerque Speech, Language, Hearing Center	Albuquerque	May 4, 2017	8
Hearing Loss Association of America - ABQ	Albuquerque	May 20, 2017	33

Ms. Qualls has done 2 presentations during the fourth quarter of Fiscal Year 2017.

- Albuquerque Speech, Language, Hearing Center
- Rio Rancho Public Schools Speech Language Pathologists

Equipment:

In the-fourth quarter of FY17, 281 pieces of equipment were distributed, which totaled 1,070 for the year. With the budget issues in the state the Executive Director wanted a program that struck the right balance. As a result we restricted the monthly distribution of the iPads this year in order to better manage cost and ensure that we were able to provide all of the other equipment in our program. Part of this issue was due to the naturally high cost of modern technology, the other part was due to the high cost of aging technology such as TTY's. A delicate balance was struck and as a result we were able to provide amplified phones and accessories as well as iPads.

The list for iPads were arranged in a waiting list manner. Monthly distribution of the iPads was limited to approximately five iPads a month. Towards the end of the year we were able to determine that we could distribute more iPads and as a result we were able to fill several orders on our waiting list. Our distribution process will remain the same for the next fiscal year.

As the Telecommunication Equipment Distribution Specialist, Jason Siergey, mentioned in the previous quarter, the manufacturers of the Q90 TDD have stopped production. We can no

longer distribute this device and we suspect that most TTY/TDD manufacturers will stop production due to the shift to Real-Time Text format. Our partner, Teltex, has also run out of the remaining Q90s left in their warehouse. For the time being we are working on alternative solutions before the transition to RTT technology occurs.

Equipment distributed for the fourth 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	1
PowerTel 701 Expandable Handset	1
PowerTel 601 Wireless Wrist Shaker	1
Clarity Alto	
Clarity Alto Plus	1
Clarity BT914	
Clarity D704	
Clarity D714	
Clarity JV35	1
Clarity XLC2	
Clarity XLC3.4	3
ClearSounds A1600BT	
ClearSounds A6BT	
ClearSounds CSC600ER	
Geemarc Ampli100VM	
Geemarc AMPLI600 Corded Phone with ER	
Serene Innovations CL-60 Cordless Phone	
Serene Innovations CL-60A Cordless Phone	2
Serene Innovations HD-65 Corded Phone	
Q90D TTY/VCO	1
Q90D TTY/VCO as HCO	
Q90D TTY	
Q90D External HCO Speakers Set	
iPad + Otterbox	
Apple iPad Air 2 - Deaf	22
Apple iPad Air 2 - Deaf Blind	6
Apple iPad Air 2 - Hard of Hearing	46
Apple iPad Air 2 - Speech	6
Apple iPad Mini 4 - Deaf	4
Apple iPad Mini 4 - Hard of Hearing	

Apple iPad Mini 4 - Speech	
Apple iPad Mini 4 - Deaf Blind	
CapTel	
CapTel 840	4
Total Phone Equipment Distributed:	
	103

Accessories	Tally
Surge Protector	33
Amplicom AB900 Answering Machine	1
Amplicom NL100 Neckloop	
Bellman Audio Maxi Package 1 Headphones	
Bellman Audio Maxi Package 3 Neckloop	15
Clarity AL10 AlertMaster COMBO	
AL10 Device	15
Doorbell	15
Bed Vibrator	15
AL12 Device	15
Clarity AL12 AlertMaster	3
Clarity CE50 Bluetooth Neckloop	
Clarity SR100 Super Phone Ringer	1
Clarity Speech Amplifier Handset WS-2749	
Clarity HA40 In-line Telephone Amplifier	
Clarity CE225 In-line Telephone amplifier	
ClearSounds Quattro 4.0 Bluetooth Neckloop	5
ClearSounds ANS3000 Answering Machine	1
ClearSounds CS-CR200 Phone Ringer	2
ClearSounds CS-WIL95 Amplifier	1
Comfort Audio Duett Neckloop	3
Geemarc AmpliCall 10 Telephone Ringer & Flasher	3
Griffin TruTone ElectroLarynx	
Oral Adapter with Straws	
Tone-Adjustment Screwdriver	
Extra-Sharp Sound Cap	
Krown RA 05 Amplified Ringer with Strobe	
Serene Innovations CentralAlert™ CA360	
Wireless Notification System CA360	3
Wireless Doorbell Model CA-DB	3
Bed Shaker Model BS-100	3
Serene Innovations CA380	
Wearable Notification System	2
Bed Shaker Model BS-100	2
Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX	2
Wireless Doorbell Model CA-DB	2
Serene Innovations UA-45 Universal Phone Amplifier	
Serene Innovations RF-105 Super Loud Ringer and Flasher	
Serene Innovations RF200 Alerting System	4

Serene Innovations RF-40 Cell Phone Amplifier	2
Silent Call 365-SKV Smoke Detector Kit	
Smoke Detector with Transmitter	9
Sidekick Receiver with Strobe Light	9
Bed Vibrator	9
Total Accessories Distributed	178

Total Equipment Distributed	281
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Relay New Mexico (RNM)

Relay New Mexico (RNM) under Hamilton Relay continues to provide a number of exhibit events and field visits every quarter. All of the events are to explain Telecommunications Relay Services and Caption Telephone services throughout New Mexico. Tom Sena from RNM is also wrapped up the fiscal year this quarter with some work with Veterans, Advocacy groups, and the Lions Club. Mr. Sena is looking for this year's "Deaf Community Leader" which is an award program honor a local leader in the state. Mr. Sena will also be working with the Albuquerque Speech Language Hearing Center on this annual gala.

Exhibits covered by RNM (separate from NMCDHH) for the 4th quarter in New Mexico include:

Events	Location	Date	Visitors
Lions Club - Belen (Training)	Belen	6/13/2017	9
Arc of New Mexico Self Advocacy Conference	Albuquerque	6/16-17/17	150
Sandia Wellness & Safety Fair	Albuquerque	6/22/17	300
Women's Veteran Expo	Las Vegas	6/28/17	200
		Total:	659

Outreach

For the fourth quarter of FY17, the Albuquerque office attended 9 outreach events. Luke Adams attended 7 different events. After Mr. Adams resigned Cheryl Padilla attended the remaining two events for this quarter. The total number of people that visited our booths this quarter was 240.

Events conducted are on the following page.

Events	Location	Date	Visitors
12 th Annual Community Health and Wellness Fair	Los Lunas	4/7/2017	21
Head 2 Toe Conference	ABQ Convention Center	4/19/2017	17
Head 2 Toe Conference	ABQ Convention Center	4/20/2017	9
Clayton Health Fair	Clayton	4/26/2017	26
Raton Health Fair	Raton	4/27/2017	47
Gallup Health Fair	Gallup	5/6/2017	20
Senior Citizen Picnic Day	Bernalillo	5/12/2017	27
Raton Senior Center	Raton	5/17/2017	5
Senior Citizen Health Fair	Coyote	6/16/2017	14
Annual Wellness & Safety Fair	Albuquerque (Sandia Resort)	6/22/2017	54
		TOTAL:	240

Las Cruces Satellite Office

Sandra Williams, Las Cruces Office Coordinator

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Client Advocacy and Service Coordination

For the fourth quarter, the NMCDHH Las Cruces staff provided assistance to 30 consumers. They provided advocacy and services coordination to clients at their homes, employment settings, state and local agencies, and public/commercial facilities. These include mental health facilities, medical/nursing centers and legal centers. After the services have been provided, Susana Santillan and Sandra Williams follow up and ensure that they continue to have appropriate resources.

For this quarter, both Ms. Santillan and Ms. Williams worked with several public entities to explain and improve communication access for individuals:

- Children Youth & Families Department (CYFD)
- Adult Protective Services
- Three different behavioral health centers -Hobbs
- Eastern NM University- Roswell
- Las Cruces Public School
- New America Charter School- Las Cruces
- Social Security Administration (SSA)
- Mountain View Hospital
- Gadsden Public School
- 12th District Court, Otero County
- 6th District Court, Grant County
- Child Support Services
- Brenda Dunn, Program Manager New Mexico Lions Operation Kidsight
- Lincoln County Association of REALTORS®
- A Advance Driving School
- Division of Vocational Rehabilitation (DVR)

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

- City of Las Cruces ADA Coordinator
- Medical Office Roswell

Community Collaboration involvement:

- Las Cruces Interagency meetings
- Dona Ana ADA Celebration Committee
- Department of Health
- National Federation of the Blind
- Division of Vocational Rehabilitation (DVR)
- Tresco
- Disability Rights of New Mexico
- Aging and Long Term Services
- New Mexico Worker's Compensation Administration

- Dona Ana Community College
- DD Waiver
- New Mexico Commission for Community Volunteerism
- Southern New Mexico Service Summit
- Community Outreach Program for the Deaf (COPD)
- El Paso Community College Sign Language Board Meeting
- Dona Ana Behavioral Health Community quarterly meeting
- T or C Quarterly Community Meeting
- Program Coordinating Committee
- Sierra Health Council Monthly Meeting
- La Piñon Sexual Assault Recovery Services
- Las Cruces Behavioral Health Local Collaborative 3
- Southern New Mexico Homeless Providers Coalition
- United Healthcare
- Parents Reaching Out
- Rio Grande Reentry Council
- New Mexico VA
- El Paso VA
- City of Las Cruces Americans with Disabilities Advisory Committee
- County of Las Cruces Americans with Disabilities Advisory Committee
- Molina Healthcare of New Mexico
- Blue Cross and Blue Shield of New Mexico
- Presbyterian Healthcare Services

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

The Las Cruces office has attended 18 events this quarter. Most are hosted by Susie Santillan.

Events	Location	Date	Participants
1. Dona Ana Community-Sheriff's Office	Anthony	4/7/2017	100
2. Department of Health	Las Cruces	4/7/2017	25
3. Radium Springs Center Mobile Food Pantry	Radium Springs	4/13/2017	21
4. The Casa Del Rio Apartments Complex Office	T or C	4/19/2017	10
5. San Isidro Catholic Church Mobile Food Pantry	Garfield	4/20/2017	22
6. Our Lady of All Nations Catholic Church	Rincon	4/21/2017	19
7. St. Anthony Catholic Church Mobile Food Pantry	Anthony	4/24/2017	82
8. San Jose Catholic Church Mobile Food Pantry	La Mesa	4/25/2017	34
9. San Jose Senior Center	Carlsbad	4/27/2017	50
10. Immaculate Conception Catholic Church Mobile Food Pantry	Anthony	5/2/2017	28

11. St. Thomas Moore Catholic Church Mobile Food Pantry	Chaparral	5/2/2017	40
12. Lordsburg Hidalgo County Senior	Lordsburg	5/9/2017	20
13. Deming Senior Center Information Fair	Deming	5/16/2017	35
14. Fiesta and Senior Wellness Fair	Las Cruces	5/17/2017	45
15. Our Lady of Mercy Catholic Church Mobile Food Pantry	Hatch	5/25/2017	40
16. Grandparents Raising Grandchildren	Silver City	5/30/2017	40
17. Las Cruces City Young Park	Las Cruces	06/08/2017	75
18. The Casa Del Rio Apartments Complex Office	T Or C	6/21/2017	8

This quarter the Las Cruces office provided Information and Referral 825 times.

Presentations:

Events	Location	Date	Participants
1. Working with Hard of Hearing and Late-Deafened Consumers	Hillrise Elementary Las Cruces	4/4/2017	43
2. Hearing Loss Awareness	Senior Citizens Jubilee Alamogordo	6/15/2017	60
3. Effective Communication	Senior Citizens Jubilee Alamogordo	6/15/2017	60

Community Engagement

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

Director of Community Engagement Highlights

- All participants in the Spring 2017 session of New Mexico Mentoring successfully completed the program.
- Ms. Dignan is accepting applications for the Fall 2017 NMM session.
- The Signed Language Interpreter Practices Board has experienced more staffing turnover, but is now fully staffed. The rule changes accepted by the Board in April are now in effect and will soon be on their website. The next meeting is August 14.
- An NMCDHH committee conducted interviews for Interpreter Professional Development contracts, and we have entered a contract with RGC-Access to provide mentoring services to pre-certified interpreters. The program will collaborate with the NMCDHH Apprentice Interpreter program and we are excited about new opportunities.
- The New Mexico Administrative Office of the Courts is accepting BEI Court Interpreter Certification for state court work, but that does not change that BEI generalist certifications are still not recognized in New Mexico.
- Ms. Dignan attended Colorado RID conference in Colorado Springs in June.
- A follow-up meeting to address accessibility at the Albuquerque Sunport has been scheduled.

Community Engagement Specialist Highlights

Mr. Bailey attended several conferences and meetings, and worked on several projects:

- Attending upcoming NBDA conference in August for workshops on advocacy, education, collaboration and social topics, among others.
- Finalized contract for mental health services assessment.
- Presented on education/disability law applications in the classroom, to a small group of interpreters with little to some experience in the classroom.
- Participated in DCC Town Hall, including arranging for Red Cross to present on their Home Fire Safety Campaign to the community.
- Worked with families at a Region 3 school whose children were moving into high school, to learn more about their options, the IEP process, and what post-secondary transition involves.
- Also worked with the same school to be better prepared for next academic year.
- Worked with DVR and a Region 1 school on post-secondary transition for a student.
- Gave a mini-ASL class on common medical terms and concepts for the office.
- Participated in webcasts of FCC meetings regarding technology rulemaking and proposals that affects D/HH consumers, including an upcoming one for disability access.

Interpreting Services and Apprentice Program Highlights

Ms. Ginn has attended several workshops and training sessions, and is working on several projects:

- Attended a mentoring workshop in June and will participate in the Troy University Master Mentor Program in the coming year, so exciting changes are coming for the Apprentice Program.
- Will attend the NAD Leadership Training Conference (NLTC) in October where she will have the opportunity to enhance her leadership skills with the appropriate cultural perspective.
- She was elected NMRID president for a two year term, opening further opportunities for collaboration.
- Albuquerque was selected as the location for the Registry of Interpreters for the Deaf Region IV conference in July 2018 and Hotel Albuquerque was selected as the venue. Planning is progressing well.
- Staff mini-ASL classes have shifted to from vocabulary to conversational ASL, and continue to increase 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 (CAAP) continues to work with local theater companies and art galleries to increase access to public events.
- Ms. Ginn is collaborating with NMRID for a variety of workshops and events.
- NMCDHH provided 233 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, 54 hours were provided through direct contracts with interpreters, and there were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- Amanda Summers completed the program on June 30 and will remain a contract interpreter for the agency.
- Interviews for Apprentice Interpreters for FY18 were conducted in June, and we have entered contracts with three Apprentices for the Albuquerque office and one for Las Cruces, all of whom will start on July 1.
- Apprentices engaged in 35 hours of observation, interpreting, and professional development work in the quarter.

Human Resources

Fourth quarter HR activities included:

- Statewide HR Consolidation for Executive Branch agencies is progressing. Ms. Dignan and Executive Director Gomme have had several meetings with SPO to better understand how the consolidation will impact us and to assure plans include access for Deaf and Hard of Hearing state employees.
- We now have three vacant positions.

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 59 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	21	71
Items Loaned	23	29	48	42	142

Administration & Finance

Deborah Romero, Director of Administrative Services, CFO, CPO

FY17 Fourth 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	998,116.95	0.00	72,883.05	93.19%
300 CONTRACTUAL SERVICES	1,438,100.00	-21,700.00	1,416,400.00	942,516.34	0.00	473,883.66	66.54%
400 OTHER	316,100.00		316,100.00	239,414.26	0.00	76,685.74	75.74%
500 OTHER FINANCING USES	208,000.00		208,000.00	208,000.00	0.00	0.00	100.00%
Total	3,033,200.00		3,011,500.00	2,388,047.55	0.00	623,452.45	79.30%

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	\$123,667.82
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	\$31,099.88	\$143,214.39
May	\$31,099.88	\$156,228.29
June	\$31,099.88	\$148,101.79
Subtotal	\$373,200.00	\$1,900,781.28

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:** 971 people have 'liked' our page
- Email announcement system (**MailChimp**): 208 subscribers
- **Twitter:** 360 followers
- **Ask the Expert:** 16 Inquiries

Data & Statistics

As required by Legislative Performance Measures

Fiscal Year 2017

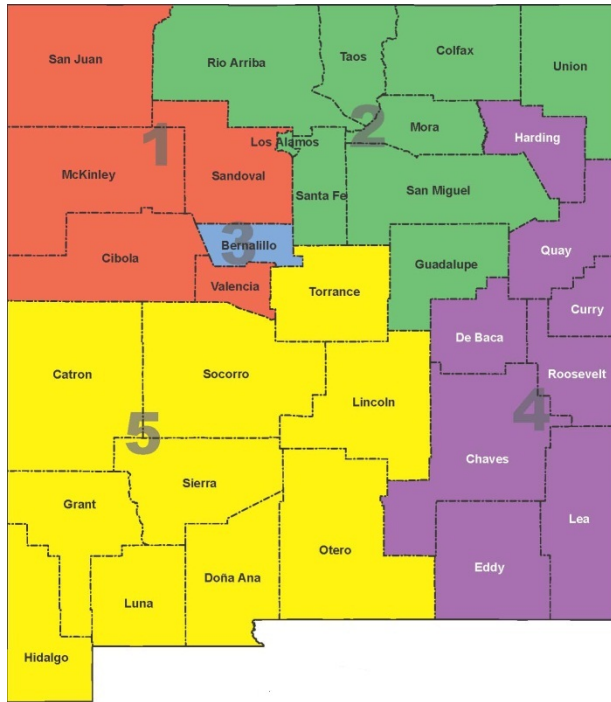
Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	120	143	119%
Number of outreach events coordinated	75	122	163%
Average number of relay calls per month	12,000	5587	47% *
Number of accessible technology distributions	1,300	1070	82%
Staff hours devoted to reducing communication barriers	18,000	21,081	117%
Number of clients provided assistance to reduce or eliminate communication barriers	800	982	123%
Number of information referrals and outreach contacts	12,000	17,594	147%
Number of sign language interpreting mentors	10	28	280%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	20	133%
Number of interpreters in CDHH sponsored professional development	200	185	93%

*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	12	84
Region 2	28	13	14	14	69
Region 3	90	54	345	48	537
Region 4	7	6	9	11	33
Region 5	91	61	61	46	259

Clients by Self-Identified Disability

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Deaf	66	35	29	32	162
Hard of Hearing	113	65	83	68	329
Deaf-Blind	11	12	3	1	27
Speech Disabled	3	0	2	5	10
Hearing	66	38	325	25	454
Total Clients by Quarter	259	150	442	131	982

NMDVR
CDHH Fourth Quarter Report
July 27, 2017
Board Meeting 9/21/2017
Performance Measures FY17
April 1, 2017- June 30, 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 April 1, 2017- June 30, 2017 (Fourth 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 - (Fourth Quarter FY17)

Thirty-Four (34) individuals have received sign language interpreter services during the period April 1, 2017- June 30, 2017. A total of \$15,088.22 has been authorized and expended for this service for April 1, 2017- June 30, 2017.

Fifty-Nine (59) individuals have received hearing aids and/or other hearing devices during the period of April 1, 2017- June 30, 2017. A total of \$271,009.76 has been authorized and expended for this service during the period of April 1, 2017- June 30, 2017.

Forty-Two (42) individuals who are Deaf have been closed successfully rehabilitated (employed) during the period of April 1, 2017- June 30, 2017.

Eighty (80) individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the period of April 1, 2017- June 30, 2017.

Employment Information

Average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or otherwise hearing impaired is 31.00 hours per week during the fourth quarter of FY17.

Average wage at closure is \$14.12 per hour during the fourth quarter of FY17.

Caseload Activity

Two Hundred Fifty-Seven (257) Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the period of April 1, 2017- June 30, 2017.

Four Hundred Thirty-Five (435) individuals who are Hard of Hearing and/or otherwise Hearing Impaired have been opened and/or opened and closed during the period of April 1, 2017- June 30, 2017.

Six Hundred Eighty-Two (682) 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 April 1, 2017- June 30, 2017.

Ineligible for VR Services

Seven (7) 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 April 1, 2017- June 30, 2017.

Transition Services

Fifty-Seven (57) individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been identified as receiving transition services during the period of April 1, 2017- June 30, 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) ___ 4th (Apr-June) X

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	7	4 Community; 0 Educational, 3 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: April 10, 2017
 Next meeting: August 14, 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