

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

FY18 QUARTER 3 REPORT

505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102
505.383.6530 (V), 505.435.9319 (VP)

2407 West Picacho Dr., Suite A-100
Las Cruces, NM 88007
575.525.1036 (V), 575.541.3403 (VP)

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING



FY18 Quarter 3

TABLE OF CONTENTS

Agenda.....	3
Minutes from 03/08/18.....	5
Executive Summary.....	11
Community Advocacy.....	15
Outreach & Telecommunications.....	19
Las Cruces Satellite Office.....	25
Community Engagement.....	29
Administration & Finance.....	31
Data & Statistics.....	33
DVR Report.....	35
RLD Report.....	37

NMCDHH BOARD MEETING
Thursday, June 7, 2018
NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102

DRAFT AGENDA

Posted: May 23, 2018

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of March 8, 2018
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
- V. Action Items
 - a. Reschedule September Board Meeting
- 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.

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme began his report with an update on Real Time Text (RTT). Since its recent emergence, there isn't a simple standardized explanation of RTT because the process has been very complicated. Currently, AT&T and Cricket are providing an app for RTT that can be downloaded, however when calling 911 from the app, we are not sure that it will provide the location. Next Generation 911 provides the home address for a location rather than the mobile location. Hopefully that will change over time. The app will not work on Sprint, T-Mobile or Verizon's network, and may not be compatible with each other. The app is free, but would use voice and data plans, and it is set up with 4G in mind. Using RTT to call a TTY works, so if a 911 center has a TTY, the RTT user can communicate with them. Using RTT with Relay is more complex. Sprint doesn't currently have a plan for RTT, which is odd because Sprint is a relay provider.

Verizon and T-Mobile use a completely different process. Their systems don't use an app, but RTT is hard-wired into some of their phones. T-Mobile only states that RTT works on the LG6 phone currently. With Verizon, the LG6 works as well as iPhones 7 through iPhone X. RTT will not work on an iPhone 6 or anything prior. Executive Director Gomme said that because of the complexity of RTT, he would be available to answer more questions after the meeting.

The Commission will continue to work on the Voiceitt app that was developed in Israel for individuals with speech disabilities. The beta test is run by RAZ Mobility and has had both positive and negative experiences for the users. People who like it have a disability that makes their speech unintelligible, but they can use the app to produce their speech clearly. This allows them to speak for themselves. However, the work to build the library of specific words used can be boring and long sentences cannot be used as yet. It's not a fun process. At Voiceitt, they are working on a concept called gamification, so the user could get virtual trophies or awards for achievements in the app. The plan is that the user would have an incentive for doing the work, especially for children and youth. Executive Director Gomme said CDHH would like to extend the beta testing period until the end of March. It was supposed to be done the end of February, but based on the users' experiences, a little more time is needed for them to understand the process.

Executive Director Gomme attended the Council de Manos Conference along with Cheryl Padilla and Corina Gutiérrez. He felt that attending the conference and not being a person of color was an eye-opening experience. He said he had a lot of work to do to make sure he is open enough to reach out and be able to see from their perspective and understand their concerns. He said that oftentimes English is considered a prestige language and we don't want that to be our attitude towards constituents whether they use ASL, Spanish or English. Executive Director Gomme said a lot more understanding needs to happen, and because it is not his culture, he has to work hard to better understand how to meet the needs of the Hispanic community. Overall, it was a positive experience. It gave him some insight as to what working through trilingual interpreters is like, as well.

There will be a one-day Hearing Loss Technology Conference on May 9th at the Sheraton Hotel. Topics will be on Telecoils, the psychological impact of losing hearing later in life, and what equipment CDHH's program has available. This is for audiologists, hearing aid dispensers, and vocational rehabilitation counselors to understand what is available to meet the needs of the hard of hearing community. Executive Director Gomme said that oftentimes we talk about ASL interpreting in a variety of settings, but we don't really think about someone who is hard of hearing going into a

hospital or mental health setting and how to accommodate their needs. This will include how to educate people on their telecoils, since we are aware of many people who don't even know if they have a t-coil or how to switch it on. The conference will be sponsored by NMCDHH in conjunction with the Governor's Commission on Disability (GCD) and several other groups like HLAA and the Department of Veteran Affairs. This conference will provide CEUs for the professionals who attend.

Executive Director Gomme talked a bit about the NAD's Interpreting Agency Regulation and Enforcement Committee. It is a task force on how interpreter services should be provided by agencies that may have originally been foreign language interpreting agencies. They may have decided to take on ASL interpreting without knowing specific state regulations and laws. Some interpreters are providing VRI from different states and they may not be compliant with New Mexico licensure, standards, and cultural needs. So NAD set up this committee to address the issue. Representatives from different states are involved including Mr. Gomme himself. They will come together and will discuss how to determine best practices, create some goals, and make sure that foreign language interpreting agencies do the best they can for ASL users. The meeting will be happening at the end of March and it will be a three day gathering that has been a year in the making.

Commissioner Dunwell stated that she was concerned about this because there weren't enough interpreters in New Mexico and this would set more limitations. Executive Director Gomme clarified that there are excellent VRI services out there, but the spoken language agencies aren't considering the process of following the same standards. The result may be that the good VRI agencies may lose out to services with lower quality because they have a lower cost. He added that even good VRI services might not be the best option in some situations, such as eye surgery. There are benefits and value to VRI, but there are pitfalls if VRI is used incorrectly. This process is not meant to be punitive. The point is to be fair to the community and the interpreters as well, but best practices need to be set up for the technologies that are available.

b. Department Reports

i. Community Advocacy

Corina Gutiérrez, Director of Community Advocacy, was ill and unable to attend, so Community Education Specialist, Roger Robb, gave a report on the department. Mr. Robb stated that the Real ID Act and the E-file vlogs CDHH worked on in conjunction with the Taxation and Revenue Department are finished and put on the CDHH Facebook page.

Mr. Robb and Ms. Gutiérrez met with Davita Medical Group, as some of their clinics do not provide on-site interpreters. Patients had said they were told that there was a policy that they could only provide VRI, but the people at the administrative level said no such policy existed. The administrators will be working with all the clinics around town and will make it clear that they should provide on-site interpreters or VRI interpreters depending on what the patient requests. They also asked Mr. Robb to give a Hearing Loss Sensitivity training in May.

Commissioner Robertson asked about issues with the ADA on a Federal level, and wondered what was happening. Executive Director Gomme explained that H.R. 620, the ADA Education and Reform Act, did pass the House, but will still need to go before the Senate. If it passes into law, people would have to make a written complaint requesting accommodations and show that there is a barrier. The process will be much more time consuming. The company has to be allowed the opportunity to resolve that barrier and become compliant before any actual form of complaint can be filed.

Mr. Robb continued with the Community Advocacy report and gave an update on the two-year strategic plan with law enforcement. There was some difficulty in getting the former Chief of Police, Gorden Eden to sign the Memo of Understanding. There will be a meeting with Interim Police Chief Michael Geier next week and he is expected to sign the MOU.

Commissioner Robertson asked about the placards and Mr. Robb said that they will implement that after Chief Geier signs the MOU. Executive Director Gomme added that the Commission will need to start with educating APD before the placards go out to the community. He added that CDHH will provide continued education to the police on how to use the placards.

Cheryl Padilla, Community Advocacy Specialist, addressed the board and talked about emergency services. Last September, Lisa McNiven from the Governor's Commission on Disability (GCD) asked Ms. Padilla if she would join FEMA. Ms. Padilla was happy to join and FEMA held a mock train wreck in Lamy, NM. The train had people with disabilities on board as well as several chemicals, and was set up to see how the response team would work in that situation. It was a great experience.

Ms. Padilla also attended a training at the Rio Rancho Emergency Operation Center. It was a training they offer annually where people can learn how to respond to different disasters. She will be teaching the Deaf community the appropriate way to deal with disasters and she is looking forward to doing that.

Commissioner Robertson asked if this training included shootings in public schools that probably have students with disabilities. Ms. Padilla said the focus of her training was on natural disasters.

Commissioner Gallegos recommended some research related to the recent school shooting in Florida because it is a current issue. There needs to be some guidance for the deaf or hard of hearing students, outreach providers, deaf mentors, and ASL tutors to protect themselves. Dr. Gallegos asked if Ms. Padilla could find a way to expand the training from not only natural disasters, but man-made disasters as well.

Commissioner Robertson told Dr. Gallegos that he applauded the NMSD in Santa Fe for setting up a strict system of letting people on campus. It was a great model for other schools.

Executive Director Gomme recently heard concerns from Hands & Voices members about their children in the public school system as well. It is an important issue, but he said he has not seen any well thought out policies in the public schools. There are schools in a lot of states that do not have adequate fire alarms or alerts systems for those with a hearing loss. He said there needed to be some development of policy and procedures for the community to follow.

Ms. Padilla added that she was to go through Community Emergency Response Team (CERT) training soon and once she is certified that would be a good opportunity to get the word out there of the needs for people with disabilities.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, said a lot was going on in the Community Engagement Department, but she would try to make her report brief.

She reported that New Mexico Mentoring's Spring Session was going well.

Recently CDHH hosted a workshop that was a collaborative effort among the Commission, COPD and NMRID. The topic was after hours emergency interpreting with a goal of expanding the pool of interpreters who work after hour emergencies and standardizing the services provided by interpreters working on the pager. Both of the staff members of her department, Richard Bailey and Andrea Ginn, presented at the workshop. Ms. Dignan said she would like to see more collaborative professional development opportunities in the future to help increase services to the community.

The next Licensure Board Meeting would be held March 26th in Santa Fe. There have not been any additional appointments to the board and soon they may be in a situation where the board cannot meet because they won't have a quorum. They do have a wonderful new attorney for the Licensure Board, Delilah Tenorio. Ms. Dignan said that Ms. Tenorio was present at the CDHH Board Meeting since she is the new attorney for the Commission as well.

Ms. Dignan added that there have been messages put out through social media and the CDHH website asking for individuals who are interested in serving on the licensure board. Deaf interpreters, hearing interpreters and consumers of interpreting services are needed. Since the legislative session is over, the budget is signed, and the veto period has concluded, perhaps the governor's office will be able to shift focus and get some appointments made.

Both Ms. Ginn and Mr. Bailey in the Community Engagement Department have been extremely busy. Ms. Ginn was in Montgomery, Alabama attending training specific to mental health interpreting. Ms. Ginn is one of the few interpreters in New Mexico that holds a Qualified Mental Health Interpreter (QMHI) Certificate. So most of the trainings are provided at no cost; the only cost to the Commission is for travel. Then it will be a fantastic opportunity for interpreters in New Mexico to be able to learn from Ms. Ginn what she learned at the training. This is also a benefit for the apprentices.

Ms. Ginn works with Roger Robb and Cheryl Padilla on the Culture and Arts Accessibility Project (CAAP). Nine interpreters are participating in a workshop series underway to provide services for the last four performances for the Albuquerque Little Theatre season.

Ms. Dignan stated that Ms. Ginn was coordinating all the CEUs for the different professions attending the aforementioned Hearing Loss Technology Conference and will also be the accessibility coordinator for that conference. Furthermore, she has done the voiceovers for the vlogs that Mr. Robb mentioned earlier.

The Commission still has three apprentices we are working with: One in Santa Fe, one in Las Cruces, and one in Albuquerque. Ms. Dignan acknowledged Cameron Flores who was in the audience and the CDHH really appreciated all the work he has done. All are preparing to take the NIC performance test and CDHH will continue to assist in growing the pool of certified interpreters in New Mexico.

Rich Bailey has also been involved with the vlogs that Mr. Robb mentioned and is the team leader of one that is currently being worked on which has to do with VRI services provided for the New Mexico courts. The VRI services are provided by New Mexico interpreters that have been vetted by the Administrative Office of the Courts (AOC). This vlog will be instructional to the community so they know what VRI looks like when they see it in courtrooms.

Mr. Bailey has been working on the RFP for relay services that will be released in the spring. He is also busy planning for a summit for the National Deaf Center (NDC), formerly Pepnet. He has been involved with the organization along with the Interagency Transitional Alliance (ITA) in New Mexico.

He is co-representative to the NDC to plan for their summit to be held in June in Austin. He will attend the Summit in Austin with no cost to CDHH.

Mr. Bailey has submitted a proposal for the Parents Reaching Out Family Leadership Conference in April and the proposal was accepted. He is also involved with Mr. Robb on the two-year strategic plan for law enforcement.

i. Administrative Services

Deborah Romero, Director of Administrative Services/CFO/CPO, announced that the FY17 Audit was released and approved. There were no findings.

Ms. Romero said that everything was running smoothly in her department. Louise Chavez-Rasgado and Lori Neubauer were a great support for her and also the other managers and staff.

For FY19, the Governor approved the budget, but she didn't have confirmation on the final numbers. As for revenue in FY18, it is still coming in short month to month. She and Executive Director Gomme will work with the Taxation and Revenue Department to find out if the TRS revenue is actually being collected with the new changes. The Cabinet Secretary has agreed to do an audit on that fund.

The transfer of funds did happen in January: \$25,000 to RLD and \$91,500 to DVR.

V. ACTION ITEMS

There were no action items.

VI. NEW BUSINESS

There was no new business.

VII. ADJOURNMENT

18.11

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

Chair Welborn adjourned the meeting at 4:29 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 18. The New Mexico Commission for Deaf and Hard of Hearing had an active 3rd quarter this fiscal year. This was a very busy quarter for many of us, which included work on our budget, completing the mental health report, wrapping up the Voiceitt Project, preparing for the Hearing Loss Conference and working with NAD. We are looking towards the next quarter and finalizing work on contracts and reviewing the plans for the next fiscal year.

We completed our budget request for FY19. We were able to continue receiving general funds for the Deaf Blind and Deaf Plus services. Our budget revenue is still a concern. We haven't seen a significant change in our revenue that we were anticipating from the language changes. This matter was addressed with Taxation and Revenue and some of our representatives. This is especially concerning with some of the changes coming with relay services. Changes will also have to occur with our equipment distribution program. Many people are seeing their iPads as a legitimate tool for telecommunication. We have also seen a dependence on the technology for people who have speech disabilities. During the 3rd quarter we also wrapped up our pilot program with Voiceitt and we are looking towards the possibility of incorporating this program into our list of iPad apps. With that we also see several people who received some of the very first iPads needing upgrades. We have caught up on new requests for iPads, but now see a growing number of requests for upgraded iPads. This will be a focal point during the next fiscal year.

We received our report on the state of New Mexico mental health services related to the Deaf, Hard of Hearing, and Deaf Blind community completed by Community Outreach Program for the Deaf-NM. There were some positives to report. COPD was able to have Dr. Glickman come and present in November. His presentation addressed the ongoing gaps in the provision of services for those with Language Dysfluency. These presentations were full of excellent tools and exposure to various techniques that could be utilized in New Mexico and were of great use for those in attendance. The presentation reinforced the need for highly qualified interpreters who have Mental Health Interpreter Training (MHIT) and who utilize a Demand Control approach. The presentation also addressed the need of having clinicians who are familiar with Language Dysfluency. We have a few interpreters in New Mexico who have the background and training already. We also have some clinicians who are familiar with these terms and best practices. NMCDHH has already been working for several years to improve

the exposure to best practices with mental health professionals and interpreters. The report reinforces the work that has been done but also highlights where we haven't addressed the needs sufficiently. Our pools of both qualified interpreters and trained clinicians is small and localized. In rural New Mexico we see the community suffering the most from a lack of services.

One of the primary points of this mental health report is the fact that there are several standalone projects but no national solution. Several of the standalone projects have been established with the intent of training interpreters, but the clinical community still doesn't have the exposure necessary. In order to develop a thorough response New Mexico would have to bring all of these parts together. The report recommends several things; establishing a task force, contacting other professionals with expertise in this area to help train our professionals in New Mexico (This would include Roger Williams and Charlene Crump), increase our involvement with the MHIT program in Alabama, encourage interpreter participation in the Center for Atypical Language Interpreting, continue awareness training (NMCDHH already contracts for this training and provides them), develop and provide technical assistance, and explore the use of video communication in distance therapy. NMCDHH supports the training recommendations with both Charlene Crump and Roger Williams, and we also will work to determine a way to improve New Mexico's involvement with MHIT. I think the use of video communication to solve this problem is a long way off from being feasible. With the lack of understanding of Language Dysfluency and the additional complexities of video communication we are creating more potential barriers thinking technology will solve this problem.

I attended the Interpreter Agency Regulation and Enforcement Committee meeting in Washington DC this quarter. All of the concerns that the board shared at the last meeting were shared with the committee. Overall the meeting revolved around the development of guidelines for the interpreter agencies to create a transparent and supportive agency for both the interpreters and the community they serve. This discussion revolved around metrics that have been discussed in the past and metrics used to measure everyday services such as plumbing, legal, etc. The model from these other services would be revised to incorporate the code of professional conduct. The goal is not to be punitive but to create a measurement that the both types of users can use to determine the quality of service a referral agency provides. We anticipate we will have the model ready by the National Association for the Deaf biannual conference in Hartford which is scheduled for this July.

The New Mexico Hearing Loss Conference is scheduled to occur on May 9th of this year. The agencies and organization such as the NMCDHH, the Governor's Commission on Disability, the NM Technical Assistance Program, the Division of Vocational Rehabilitation, Hamilton,

Teltex, and many more have contributed to this one-day event. I will be providing a short report on the event during the board meeting, but early estimates show a full house and we have some great speakers including Samuel Trychin, Juliette Sterkens, and Carol Clifford to name a few.

We will be beginning work on the next fiscal year during the fourth quarter that includes work to prepare for the impact on Real Time Text (RTT) and also prepare for the potential impact of internet based captioned phones also known as IP-CTS services. This will include finalizing the contracts for relay services as well as filling the vacancies that we have. The implementation of RTT has been somewhat confusing. As I explained during the last board meeting, RTT is not being rolled out in a uniform manner. NMCDHH will work to develop a tool for explaining RTT and any other changes in the horizon.

It has been a productive 3rd quarter and we look forward to wrapping up the fiscal year and discussing upcoming plans for the FY19.

Thank you,

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.

Our advocacy department continues to work with Deaf Blind and Deaf clients regarding the communication access for healthcare providers, clinical offices, dental offices, and local employers.

Our Director of Community Advocacy, Corina Gutiérrez, worked with clients regarding their communication access this quarter. Ms. Gutiérrez continues to collect accounts from Deaf clients who are frustrated with their healthcare provider for not providing on-site interpreters during their appointments at the clinics. The healthcare provider stated that they only provide Video Remote Interpreting (VRI) and that is their policy. Ms. Gutiérrez worked with the managers from the healthcare provider's office to discuss the accounts from our consumers and policy on the usage of VRI only at their clinics. The managers emphasized that there was no policy on only using VRI services at any of their clinics. They can provide either an on-site interpreter or VRI. The meeting was very productive and successful.

Ms. Gutiérrez worked with the coordinator at another healthcare provider's office in Santa Fe to discuss their lack of appropriate communication access for the Deaf clients in the emergency room. The coordinator was very much interested in having our Community Education Specialist provide trainings to their staff. This case is still ongoing. Ms. Gutiérrez worked with a client regarding communication access at their work place and when making medical appointments at their clinic. The outcome was successful.

Ms. Gutiérrez also worked with a healthcare provider in a rural area to strengthen communication access for their Deaf patients. Resources were given to the healthcare provider's office so that they can find the signed language interpreters with ease. Ms. Gutiérrez partnered with NM Immigrant Law Center to assist some Deaf and Hard of Hearing consumers who needed help with immigration issues. They provided the communication access for the consumers.

Our Community Advocacy Specialist, Cheryl Padilla, had some successful outcomes with clients regarding their communication access. Cheryl educated healthcare

clinical staff about providing on-site interpreters instead of using Video Remote Interpreting to Deaf-Blind clients. Ms. Padilla worked with a UPS office to provide on-site interpreters for their Deaf employees during their staff meetings. She worked with a window company and educated them about providing signed language interpreters in meetings for their Deaf employees. She also helped establish communication access on the clients' phones for when they are not home, so that they would be able to communicate with their providers at any time.

■ Community Education:

The Community Education Specialist, Roger Robb has done 6 presentations/trainings during the third quarter of Fiscal Year 2018.

Here are the presentations Mr. Robb has done:

- COPD/NMCDHH Overview - 1
- Deaf Culture - 1
- Deaf Self Advocacy Training Module #2 - 1
- Deaf Self Advocacy Training Module #3 - 1
- Hearing Loss Awareness - 1
- Hearing Loss Sensitivity in D.V. Situations - 1

Here is the summary of where presentations/trainings have been provided:

- Encino Terrace Senior Living
- International School @ Mesa Del Sol
- New Mexico Association of the Deaf
- New Mexico School for the Deaf - Independent Student Living Program
- Sexual Assault Services of Northwest New Mexico

■ System Advocacy:

Mr. Robb has 16 new and 5 continuing System Advocacy cases that have been ongoing for the third quarter of Fiscal Year 2018.

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

- Albuquerque Little Theatre: Sister Act
- Albuquerque Little Theatre: Steel Magnolias
- Albuquerque Little Theatre: Wait Until Dark
- APD- Foothills Area Substation
- APD - Northeast Area Substation
- APD - Northwest Area Substation
- APD - Southeast Area Substation
- APD - Southwest Area Substation
- APD - Valley Area Substation
- COPD - Defensive Driving
- COPD - Interpreter Procedure
- Motor Vehicle Division - CD no captions issue
- Popejoy Hall: A Chorus Line

- Popejoy Hall: Book of Mormon
- Popejoy Hall: Stomp
- Social Security Administration (Santa Fe) Interpreter/VRI
- APD – 2 Year Strategic Plan
- COPD/DVR Vlog
- Red Cross Home Fire Safety Campaign Vlog
- Tax & Revenue Department – E-File Vlog
- Tax & Revenue Department – Real ID Act

■ Two Year Strategic Plan with Law Enforcement

Members had a meeting with Mr. Armijo from the Albuquerque Mayor’s Office and several officers from the Albuquerque Police Department (APD.). The intent of the meeting was to meet with new employees of the city and leaders of APD. Following that, we had a meeting with Chief Geier and he was in agreement with the “Letter of Understanding”. The lawyers from APD wanted to change the title of this from the “Letter of Understanding” to “Memorandum of Understanding”: The process of changing the wording is in process. The letter has been reviewed by both APD and NMCDHH and is awaiting approval.

■ Tax and Revenue Video Project

Real ID Act Vlog:

The finished product was submitted to the Taxation and Revenue Department (TRD) in January. This VLOG is shown on MVD’s website along with other information about the REAL ID.

E-File Vlog:

The finished product was submitted to TRD in January and is available on-line.

■ American Red Cross Video Project

Home Fire Safety Campaign:

The finished product was submitted to Red Cross and the Governor’s Commission on Disability (GCD) and it has been uploaded to the NMCDHH YouTube page.

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 64 clients in total to date – 36 of whom are Deaf-Blind and 28 of whom are Deaf Plus. These 64 New Mexicans live in 13 of New Mexico’s 33 counties. We are thankful that COPD continues to provide trainings which include 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 the following activities and events for the first quarter:

- Deaf Senior Citizens Meetings on January 4th, & 18th, February 1st & 15th, and March 1st, 15th & 29th.
- Deaf Cultural Center meeting on March 3rd, followed by spaghetti dinner.
- Deaf-Blind Awareness Day on February 8th, at the New Mexico State Capitol.
- New Mexico Deafblind Task Force Meeting on January 18th.

The members of Zia Deaf-Blind Club participated in these activities with support from SSPs:

- Zia Annual Meeting and Potluck on January 13th.
- Pizza Party on February 24th
- Bowling and Lunch at Feast Buffet on March 24th

The members of the Trailblazers also had events during which the SSP's provided support:

- Monthly Trailblazer meetings on January 16th, February 8th, and March 20th
- Lunch social at Village Inn with a discussion on advocacy on February 24th

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 via telephone. Equipment includes amplified telephones, iPads, speech-generating devices, and neck loops.

Teltex:

This is what Shannon Qualls, Community Education Specialist for Teltex, has accomplished for outreach in the state of New Mexico:

Booths	Location	Date	Number of Booth Visits
Rio Rancho High School Transition Fair	Rio Rancho	March 1, 2018	68
Los Lunas Health and Wellness Fair	Los Lunas	March 16, 2018	65
Cleveland High School	Rio Rancho	March 20, 2018	18

Shannon Qualls has completed 4 presentations during the third quarter of Fiscal Year 2018.

Places where the presentations were provided were:

- Hands and Voices Board Meeting
- Rio Rancho High School Students
- Center for Development and Disability UNM
- Cleveland High School Students

Equipment:

The program ended the third quarter of Fiscal Year 2018 by distributing 193 pieces of equipment to the residents of New Mexico. This quarter has seen some changes within the TED program. A few of the items have been discontinued by manufacturers and we have been working on and evaluating replacement and newly released equipment. There may be some changes ahead within our realm of equipment. We will complete our work with Voiceitt and the pilot program for Speech iPad users this quarter. We intend to review the work done with Voiceitt and Raz Mobility to see how successful this program will be in New Mexico. We have already seen a lot of interest from some of our testers.

Equipment has been distributed on a steady basis. Our waiting list has been shrinking so the amount of waiting time for receiving an iPad has been reduced significantly.

Teltex is our partner for the equipment distribution program. They coordinate with us in distributing equipment and providing customer support for setting up phones and accessories.

Equipment distributed for the second quarter are as follows:

Phone	Count
Amplicom PowerTel 725	
PowerTel 720 Cordless Phone w/ Answering Machine	1
PowerTel 601 Wireless Wrist Shaker	1
Amplicom PowerTel 780 Combo	
PowerTel 760 Corded Telephone	5
PowerTel 701 Expandable Handset	5
Amplicom PowerTel 785 Combo	
PowerTel 760 Corded Telephone	5
PowerTel 701 Expandable Handset	5
PowerTel 601 Wireless Wrist Shaker	5
Clarity Alto	1
Clarity Alto Plus	3
Clarity BT914	1
Clarity D704	0
Clarity D714	0
Clarity JV35	0
Clarity XLC2	1
Clarity XLC3.4	2
ClearSounds A1600BT	0
ClearSounds A6BT	0
ClearSounds CSC600ER	0
Geemarc Ampli100VM	0
Geemarc AMPLI600 Corded Phone with ER	0
Serene Innovations CL-60 Cordless Phone	0
Serene Innovations CL-60A Cordless Phone	2
Serene Innovations HD-65 Corded Phone	0
iPad + Otterbox	
Apple iPad Deaf	2
Apple iPad Deaf Blind	2
Apple iPad Hard of Hearing	16
Apple iPad Speech	6
Apple Mini iPad Deaf	2
Apple Mini iPad Hard of Hearing	2

Apple Mini iPad Speech	0
Apple Mini iPad Deaf Blind	0
CapTel	
CapTel 840	2
Total Phone Equipment Distributed:	
	69

Accessories	Tally
Surge Protector	35
Amplicom AB900 Answering Machine	2
Amplicom NL100 Neckloop	0
Bellman Audio Maxi Package 1 Headphones	0
Bellman Audio Maxi Package 3 Neckloop	5
Clarity AL10 AlertMaster COMBO	
AL10 Device	7
Doorbell	7
Bed Vibrator	7
AL12 Device	7
Clarity AL12 AlertMaster	1
Clarity CE50 Bluetooth Neckloop	1
Clarity SR100 Super Phone Ringer	1
Clarity Speech Amplifier Handset WS-2749	0
Clarity HA40 In-line Telephone Amplifier	0
Clarity CE225 In-line Telephone amplifier	0
ClearSounds Quattro 4.0 Bluetooth Neckloop	2
ClearSounds ANS3000 Answering Machine	3
ClearSounds CS-CR200 Phone Ringer	0
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	7
Geemarc AmpliCall 10 Telephone Ringer & Flasher	1
Griffin TruTone ElectroLarynx	
Oral Adapter with Straws	0
Tone-Adjustment Screwdriver	0
Extra-Sharp Sound Cap	0
Krown RA 05 Amplified Ringer with Strobe	0
Serene Innovations CentralAlert™ CA360	
Wireless Notification System CA360	5
Wireless Doorbell Model CA-DB	5
Bed Shaker Model BS-100	5
Serene Innovations CA380	
Wearable Notification System	1
Bed Shaker Model BS-100	1
Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX	1
Wireless Doorbell Model CA-DB	1
Serene Innovations UA-45 Universal Phone Amplifier	0
Serene Innovations RF-105 Super Loud Ringer and Flasher	0

Serene Innovations RF200 Alerting System	2
Serene Innovations SA-40 Cell Phone Amplifier	5
Silent Call 365-SKV Smoke Detector Kit	
Smoke Detector with Transmitter	4
Sidekick Receiver with Strobe Light	4
Bed Vibrator	4
Total Accessories Distributed	124
Phone Equipment	69
Total Equipment Distributed	193

Relay New Mexico (RNM)

Relay New Mexico (RNM) under Hamilton Relay continues to provide a number of exhibit events, presentations, and field visits every quarter. At each event RNM explains current Telecommunications Relay Services including Speech to Speech services and services specifically for veterans throughout New Mexico. Tom Sena from RNM has been working with various agencies including the Governor’s Commission on Disability and the Commission for the Deaf to support a new one day hearing loss workshop. Hamilton will be sponsoring the presentation provided by Samuel Trychin, Ph.D. Dr. Trychin is a nationally known psychologist and educator who focuses on psycho-social interventions for people who have a hearing loss. Mr. Sena has been presenting at several events including the ALS association and the North Valley Senior Center. Mr. Sena has provided 3 presentations and conducted 5 field visits this quarter. Exhibits and Events covered by RNM (separate from NMCDHH) for the 2nd quarter in New Mexico include:

Outreach

For the third quarter of FY18, Cheryl Padilla, Community Advocacy Specialist in Albuquerque, has attended 3 different events. The total number of people that visited our booth is 367.

Events	Location	Date	Visitors
Children’s Law Institute Conference	Albuquerque	1/10-12/18	210
Senior Day at NM Legislature	Santa Fe	1/24/18	450
Del Rio Senior Center	Belen	2/15/18	110
Portales Public Library	Portales	3/8/18	65
Eastern New Mexico University Veteran Resource Event	Portales	3/9/18	170
		Total:	1,005

Booths conducted include:

Events	Location	Date	Visitors
Disability Awareness Day	Santa Fe	1/26/18	88
KOB Health and Wellness Fair	Albuquerque	1/27/18	203
KOB Health and Wellness Fair	Albuquerque	1/28/18	76
		Total:	367

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 3rd quarter, the NMCDHH Las Cruces office staff provided assistance to a total of 56 consumers for a total of 192 year-to-date. Advocacy and service coordination were provided to our consumers to improve the quality of their lives by removing communication barriers at their homes, employment settings, state and local agencies, as well as public/commercial facilities. These include mental health facilities, medical/nursing centers, colleges and legal centers. We connected them with their community resources to obtain services they needed. We also followed up and made sure the needed resources were attained.

Las Cruces office staff addressed over 615 communication barriers for our consumers in various settings including agencies and businesses such as:

- 6th District Court
- Children Youth and Families Department
- City of Las Cruces ADA Committee
- DVR for multiple clients
- EEOC (El Paso)
- Las Cruces Public Schools
- Magistrate Court
- MMC for Deaf Employee
- NM Workforce (Las Cruces)
- NM Workforce Human Rights Bureau (Santa Fe)
- Oral and Facial surgery clinic in El Paso
- Oral and Facial surgery clinic in Las Cruces
- Price is Right Event
- Ruidoso/Lincoln County Association of Realtors
- Sorenson Regional Director
- Southwestern Regional Housing & Community Development Corporation
- SSA office
- Bar Association for NM clients

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

- Adult Protective Services
- City of Las Cruces video web streams of Council meetings
- Dona Ana County
- La Casa, Inc.
- Las Cruces Public Schools (elementary school)
- Memorial Family Medical Center
- NMSU for non-students (two different times)

- Quality of Life Department/Transit Section

Community Collaboration involvement:

- Adelante Seniors Meals
- Alamogordo Senior Citizen's Center
- Be Cool Fan Donation Drive
- Behavioral Health Local Collaborative 3
- Blue Cross Blue Shield of New Mexico
- Casa Del Rio Apartments Complex/Multi-Family Housing
- City of Las Cruces ADA Committee
- Cochlear Clinical Territory
- Community Action Agency of Southern New Mexico
- COPD
- Department of Veteran Affairs Compensated Work Therapy
- Dept. of Evangelization & Formation Roman Catholic Diocese of Las Cruces
- Desert Hills of New Mexico
- Diersen Charities
- Dona Ana County ADA board
- El Mirador
- Hamilton CapTel
- Hands and Voice Workshop
- Hear Now Associate/Starkey Hearing Foundation
- Hear On Earth Hearing Care Center
- Interagency Council
- La Casa Center Director
- La Pinon Sexual Assault Recovery Services
- Las Cruces Livingston Audiology & Hearing Aid Center
- Local Emergency Planning Committee/Office of Emergency Management
- LogistiCare New Mexico
- Mesilla Valley Staffing Agency
- Molina Healthcare
- Munson Senior Center
- New Mexico Aging and Long-Term Services
- New Mexico Coalition Against Domestic Violence
- NM Commission for Blind Services
- NM Department of Health
- NM Senior Olympics
- NM Workforce Connections
- Paul Ford, Las Cruces Fire Dept. Mobile Integrated Health
- People First Disability Coalition
- PRIDE Industries
- Rio Grande Vision Support Group
- Sierra Health Council Meeting Truth or Consequences Housing Authority
- Southern New Mexico United Healthcare Medicare & Retirement

- Southwestern Area Workforce Development Disabilities Committee
- Teltex, Inc.
- Temple Beth-El Synagogue
- Tresco
- Voiceitt Program
- Women's Intercultural Center
- YES Housing, Deming, NM

Booths:

The Las Cruces office provided 25 booths this quarter. 806 attendees came these booths.

Events	Location	Date	Participants
1. St. Thomas Moore Catholic Church Mobile Food Pantry	Chaparral	1/2/18	46
2. Senior Citizens Olympic /Papen Memorial Center	Las Cruces	1/11/18	35
3. The Casa Del Rio Apartments Complex Office	T Or C	1/17/18	13
4. Our Lady of All Nations Catholic Church	Rincon	1/19/18	21
5. St. Anthony Catholic Church Mobile Food Pantry	Anthony	1/22/18	53
6. La Mesa Mobile Food Pantry	La Mesa	1/23/18	23
7. Community Action Agency of Southern New Mexico	Las Cruces	12/1/18	100
8. Women's Intercultural Center	Anthony	2/13/18	20
9. Women's Intercultural Center	Anthony	2/16/18	20
10. Women's Intercultural Center	Anthony	2/20/18	20
11. The Casa Del Rio Apartments Complex Office	T or C	2/21/18	16
12. Our Lady of Mercy Catholic Church Mobile Food Pantry	Hatch	2/22/18	30
13. St. Anthony Catholic Church Mobile Food Pantry	Anthony	2/26/18	47
14. Women's Intercultural Center	Anthony	2/27/18	20
15. Women's Intercultural Center	Anthony	3/6/18	25
16. Women's Intercultural Center	Anthony	3/9/18	25
17. Yes Housing Complex Office-Food distribution	Deming	3/12/18	16
18. Women's Intercultural Center	Anthony	3/13/18	25
19. VA Informational Booth	Las Cruces	3/14/18	35
20. Community Action Agency of Southern New Mexico	Las Cruces	3/14/18	13
21. DVR Transitional Booth	Las Cruces	3/15/18	100
22. San Isidro Catholic Church	Garfield	3/15/18	35
23. Women's Intercultural Center	Anthony	3/16/18	25
24. Women's Intercultural Center	Anthony	3/27/18	25
25. San Jose Catholic Church	La Mesa	3/27/18	18

Presentations and Trainings

Presentations	Location	Date	Participants
1. NM Domestic Violence Coalition Training	Las Cruces	2/5/18	40

Information and Referrals:

Las Cruces office staff have provided over 1,158 instances of Information and Referral to consumers, community service providers, state and federal agencies, food banks and many more.

Community Engagement

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

Director of Community Engagement Highlights

- The Spring 2018 session of New Mexico Mentoring is going well. We are using a new platform for cohort conversations called Band, which seems to be successful and less cumbersome than the Yahoo Groups.
- A workshop provided on March 3 was a collaboration between NMCDHH, COPD, and NMRID to increase the pool of interpreters providing after-hours emergency services. The presentation was excellent and the workshop was well-attended. All three Community Engagement staff members were involved.
- The Signed Language Interpreting Practices Board had a regular meeting on March 26 in Santa Fe. The Board still needs additional members to be appointed: Deaf interpreters, hearing interpreters, and consumers of interpreting services.
- We continue to collaborate with COPD and NMRID on upcoming professional development opportunities, including the RID Region IV conference that will be in Albuquerque in July 2018.
- I am working with the web development and hosting company to improve the agency website.
- I worked with several local and national agencies to provide guidance on issues related to communication access including:
 - Albuquerque Healthcare for the Homeless
 - City of Santa Fe
 - University of Denver
 - Institute of American Indian Arts
 - Albuquerque Family and Community Services
 - The National Association of Judicial Interpreters and Translators (NAJIT)

Community Engagement Specialist Highlights

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

- Worked with DCA to complete the REAL ID and E-File vlogs in collaboration with Taxation and Revenue.
- Worked on the RFP for Relay Services to be released in early April.
- Served as the team leader on a vlog regarding use of VRI in the court system.
- Met with a representative from the National Deaf Center as Interagency Transition Alliance (ITA)/New Mexico team representative, to discuss plans for the state and for the upcoming summit in June.
- Attended six school transition meetings in Regions 1 and 3.
- Met with the ITA team on strategy and activities through the rest of the fiscal year.
- Attending the National Deaf Center summit in Austin in June at no cost to NMCDHH.
- Presentation proposal was accepted by the Parents Reaching Out's Family Leadership Conference in April discussing transition.
- Collaborated with DCA on the Two Year Strategic Plan for Law Enforcement.

Communication Development Specialist and Apprentice Program Highlights

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

- Attended QMHI-S Training in Montgomery, Alabama. This provided additional training in mentoring and supervision which will be implemented in the Apprentice Interpreter Program.
- The next CAAP Performing Arts Workshop Series is underway and is providing training for nine interpreters who will be providing interpreting services for the remaining four performances of the Albuquerque Little Theatre season.
- Working with the Hearing Loss Conference planning committee to create CEU opportunities for a variety of professions and to coordinate accessibility at the conference.
- Providing voice narration on all current vlog projects.
- NMCDHH provided 119.5 hours of interpreting services in the third quarter.
- Only 6 hours required use of services through referral agencies, and there were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- We are still working with three Apprentices: one in Albuquerque, one in Santa Fe, and one in Las Cruces.
- Due to a high level of community need, Apprentice availability has been limited.
- All Apprentices are currently in different stages of preparation for the NIC Performance test.
- Apprentices engaged in 58.5 hours of observation, interpreting, and professional development work in the quarter.

Human Resources

Third quarter HR activities included:

- Tax documents were distributed to staff mostly via electronic means in response to an initiative within the state to reduce paper forms.
- We are still waiting for more news about HR consolidation and how the consolidated services will be accessible to our Deaf and hard of hearing staff.

NMCDHH Library

- 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, review their loan history.
- Currently 72 people have registered for access to the database.
- Promoting the library through the website and social media is increasing its usage.
- The library in Las Cruces continues to be active, with 4 patrons borrowing 6 items in Q3.

Library Usage - FY 2018					
	Q1	Q2	Q3	Q4	Total
Patrons	17	18	12		47
Items Loaned	36	42	28		106

Administration & Finance

Deborah Romero, Director of Administrative Services, CFO, CPO

FY18 Third Quarter Board Report - Administrative Services						
Category	2018 Budget	Expenditures	Encumbered	Remaining Budget	% Expended	
200 PERSONAL SERVICES	1,121,600.00	636,097.40	0.00	485,502.60	56.71%	
300 CONTRACTUAL SERVICES	1,405,600.00	458,052.82	754,383.59	193,163.59	32.59%	
400 OTHER	319,300.00	167,119.56	85,966.72	66,213.72	52.34%	
500 OTHER FINANCING USES	116,500.00	116,500.00	0.00	0.00	100.00%	
Total	2,963,000.00	1,377,769.78	840,350.31	744,879.91	46.50%	
CDHH Monthly Revenue						
Month	General Fund Allotment		TRS Revenue			
July	\$22,828.57		\$148,022.63			
August	\$22,828.57		\$153,537.67			
September	\$22,828.57		\$146,604.01			
October	\$22,828.57		\$152,038.28			
November	\$22,828.57		\$149,219.14			
December	\$22,828.57		\$150,179.11			
January	\$22,828.57		\$153,419.94			
February	\$22,828.57		\$153,065.70			
March	\$22,828.57		\$148,162.10			
April						
May						
June						
Subtotal	\$205,457.13		\$1,354,248.58			

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:** 1.05K people have 'liked' our page
- Email announcement system (**MailChimp**): 205 subscribers
- **Twitter:** 381 followers
- **Ask the Expert:** 32 Inquiries

Data & Statistics

As required by Legislative Performance Measures

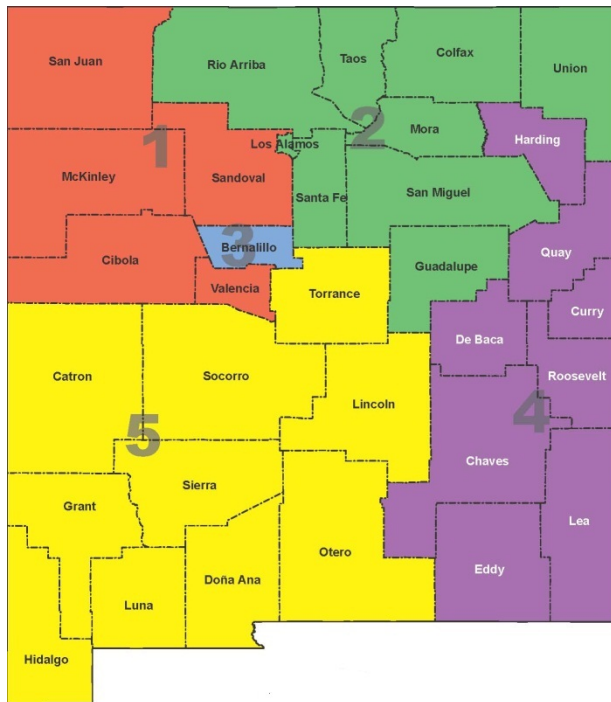
Fiscal Year 2018

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	120	84	70%
Number of outreach events coordinated	75	83	110%
Average number of relay minutes per month	14,000	11205	80%
Number of accessible technology distributions	800	659	82%
Number of communication barriers addressed	12,000	4878	41%
Number of interpreters in CDHH sponsored professional development, including in-house mentoring	200	96	48%

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	5,587	47%
Number of accessible technology distributions	1,300	1,070	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%

Clients by Region



	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Region 1	33	12	9		54
Region 2	17	11	18		46
Region 3	63	59	72		194
Region 4	22	4	8		34
Region 5	92	67	72		231

Clients by Self-Identified Disability

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Deaf	73	26	34		133
Hard of Hearing	95	56	74		225
Deaf-Blind	8	3	7		18
Speech Disabled	2	1	3		6
Hearing	49	67	61		177
Total Clients by Quarter	227	153	179		559

NMDVR

CDHH Third Quarter Report

April 10, 2018

Board Meeting 6/7/2018

Performance Measures FY18

January 1, 2018 - March 31, 2018

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, 2018 - March 31, 2018**

(Third Quarter FY18)

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 FY18)

Forty-Four (**44**) individuals have received sign language interpreter services during the period January 1, 2018 - March 31, 2018. A total of **\$20,209.96** has been authorized and expended for this service for January 1, 2018 - March 31, 2018.

Ninety-Seven (**97**) individuals have received hearing aids and/or other hearing devices during the period of January 1, 2018 - March 31, 2018. A total of **\$435,200.82** has been authorized and expended for this service during the period of January 1, 2018 - March 31, 2018.

Twenty-One **(21)** individuals who are Deaf have been closed successfully rehabilitated (employed) during the period of January 1, 2018 – March 31, 2018.

Forty-Seven **(47)** individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the period of January 1, 2018 – March 31, 2018.

Employment Information

Average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or otherwise hearing impaired is **34.93** hours per week during the second quarter of FY18.

Average wage at closure is **\$14.05** per hour during the third quarter of FY18.

Caseload Activity

Two Hundred Fifty-One **(251)** Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the period of January 1, 2018 – March 31, 2018.

Four Hundred Fifty-Two **(452)** 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, 2018 – March 31, 2018.

Six Hundred Fifty-Eight **(703)** 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, 2018 – March 31, 2018.

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, 2018 – March 31, 2018.

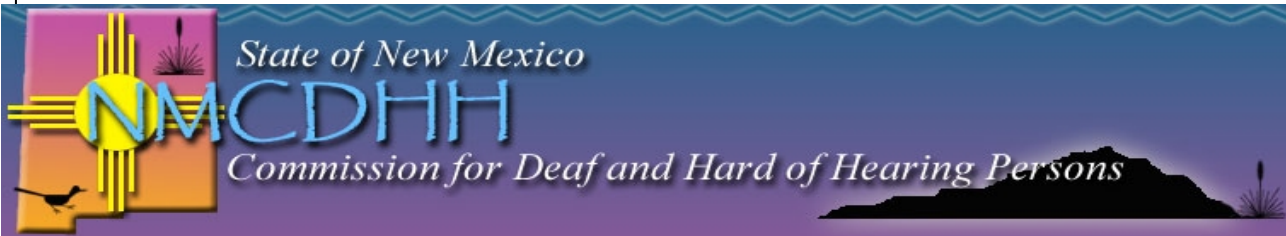
Transition Services

Seventy-Five **(75)** 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, 2018 – March 31, 2018.

Respectfully Submitted:

Ellen K. Carpenter, M.A., CRC

DVR Deaf and Hard of Hearing Coordinator



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD
 Report By: Ruth Romero, Board Administrator
 Expiration Date: June 30, 2018

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 2017 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	4	2 Community; 0 Educational; 2 Provisional
Complaints	0	
License denials, suspensions, and revocations	1	Individual was denied a Provisional License because she was not employed when the statute was enacted. She is appealing with correction of employment start date.

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: March 26, 2018

Next meeting: June 15, 2018

Agendas and draft minutes are available at the Board website:

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