

# New Mexico Commission for Deaf & Hard of Hearing

## FY19 QUARTER 1 REPORT

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# New Mexico Commission for Deaf & Hard of Hearing



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## **NMCDHH BOARD MEETING**

Thursday, December 13, 2018

NMCDHH Conference Room

505 Marquette Ave. NW, Suite 1550

Albuquerque, NM 87102

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### **DRAFT AGENDA**

Posted: November 13, 2018

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of September 20, 2018
- IV. Reports
  - a. Executive Director Report
  - b. Department Reports
  - c. Auditor Report
- V. Action Items
  - a. Adoption of Revised OMA Resolution
  - b. Election of Officers
  - c. Set dates for 2019 Board Meetings
- VI. New Business
  - a. Raising awareness of NMCDHH statewide
- 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.*

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



**Thursday, September 20, 2018**

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 December 13, 2018.***

**I. CALL TO ORDER AND ROLL CALL**

Vice-Chair Rosemary Gallegos called the meeting to order at 3:00 p.m. and proceeded with roll call.

Present:	Rosemary Gallegos, Vice-Chair Josh Pando	Don Johnson Johnny Robertson
Absent:	Austin Welborn, Chair	Concha Dunwell

Quorum was met.

Seven staff members from NMCDHH were present: Executive Director Nathan Gomme, Deborah Romero, Lori Neubauer, Corina Gutiérrez, Louise Chavez-Rasgado, Richard Bailey, and Andrea Ginn. Five interpreters were present, Andrea Ginn, Rachelle Clifford, Jessica Eubank, Cameron Flores, and Risa Roybal. Eighteen members of the community were in the audience.

**II. APPROVAL OF AGENDA**

**19.1**

Commissioner Johnny Robertson made a motion to approve the agenda.  
Commissioner Don Johnson seconded.  
Motion passed unanimously.

**III. APPROVAL OF JUNE 7, 2018 MINUTES**

Dr. Gallegos asked if there were any changes to the minutes of the June 7<sup>th</sup> board meeting.

**19.2**

Commissioner Robertson made a motion to approve the minutes as presented.  
Commissioner Johnson seconded.  
Motion passed unanimously.

#### **IV. REPORTS**

##### **a. *Executive Director's Report***

Executive Director Nathan Gomme stated that the fourth quarter had ended and NMCDHH is now in the first quarter of FY19. He said there were important items in his report that the commissioners need to be aware of as well as the public audience present.

To wrap up the fourth quarter of FY18, all contracts were finalized. The RFP was finished for the relay services and has been awarded to Hamilton Relay. Executive Director Gomme said his focus was on the recertification process from the FCC. Every state relay service must recertify every five years for a five-year term. It's a very long process and CDHH must make sure that it is addressing all the relay needs and providing services appropriately. CDHH has been working closely with Hamilton at a peculiar time since the RFP bidding process was happening simultaneously, but CDHH was able to continue with both and achieve recertification. Richard Bailey worked very closely with Executive Director Gomme on the recertification process. The process involves a lot of information, data, and statistics. TRS (Traditional Relay Services) includes the TTY, Speech to Speech, and Spanish to English translation services. All those services are traditional relay which require a land line and analog technology.

Recently he had discussed the FCC's focus on RTT (Real Time Text) as the newest technology, now the focus has changed on IP CTS, which is Internet Protocol Captioned Telephone Services. That includes, CaptionCall, ClearCaptions, and those types of services. To clarify the recertification has nothing to do with those two forms of relay services.

Executive Director Gomme stated that now we need to look at the future of relay services. This topic is something that comes up frequently with him during this board meeting. Now there is a Notice of Proposed Rule Making (NPRM) with two potential outcomes mention in relation IP CTS. As he commented in his report, IP CTS has grown significantly: from a small amount of federal dollars to a huge portion of the federal relay fund. One recommendation in the NPRM is to take money from the states to administer the service. The other is to put the responsibility of IP CTS on the states. In the NPRM, they also mention allegations of fraud and misuse which for reference are similar to allegations against VRS services in the past. Such alleged behavior with VRS was offering them a free monitor or iPad for switching providers. That type of behavior is allegedly happening with IP CTS services among other allegations. The cost of the IP CTS service is anticipated nationally for the is in the billions.

Executive Director Gomme said that we currently do not have enough information specific to New Mexico or the number of people using IP CTS in New Mexico. If CDHH were to take on the obligation of IP CTS, we would have to educate the legislature on what is happening in that arena. It would not be a very positive conversation and probably would be difficult to explain to the legislature.

As an agency who provides oversight for relay services, CDHH had to respond to the NPRM proposed by the FCC. Executive Director Gomme said he did ask questions about the amount and specifics of fraud and misuse and expressed concerns about seizing state money. Phone companies and relay providers also submitted comments to the FCC which were due by September 17<sup>th</sup>.

Executive Director Gomme also recently learned that Hamilton will be providing a wired RTT phone. He met with them and saw their equipment, but he doesn't know if that will be approved by the FCC, if the states will provide that equipment, and if it is interoperable with other equipment. Many states, including New Mexico, brought up concerns about RTT at the NASRA/TEDPA conference. Members of New Mexico and Colorado demonstrated that it doesn't work effectively, and we have several concerns about the future of this service without adequate training. Executive Director Gomme stated that there is no clear picture of how we will be providing RTT and IP CTS, but it will likely have a large impact on our budget.

Another technology change that is happening is the analog to digital transition of phone lines. There is currently no obligation for telecom agencies to explain to consumers that the change is occurring. This change could impact the equipment, making consumers think their phone is broken when it isn't; it is just not functioning with a digital line. CDHH may need to provide some type of "work around" for that problem, especially for seniors who live in assisted living facilities that don't have traditional analog lines. A new phone coming out has a button you can press to slow down speech, but it doesn't work on a digital line, however, so again the user might think the equipment is broken.

Executive Director Gomme said we must look at changing the equipment provided by CDHH, and how to address the future of the equipment distribution program. CDHH will have several presenters come from a variety of companies to talk about different technologies and what will be coming up in the future. The first presentation will be in October. If the board members want to have access to that presentation, he asked that they let him know.

**b. Department Reports**

**i. Community Advocacy**

Corina Gutiérrez, Directory of Community Advocacy, began her report with an update on the two-year strategic plan with the Albuquerque Police Department (APD). Her department has spoken with the APD chief and have signed the MOU. Now they are working with Chris Sylvan from APD and explained to him what we have been doing and what our strategic plan looks like. Roger Robb has also been very involved in this two-year strategic plan.

APD did ask several of the CDHH staff to look at some of the language that was used for providing interpreters for the deaf and hard of hearing communities. They used the word “signer” often, which does not indicate someone who is qualified to be an interpreter. Other language needed revision, too. Ms. Gutiérrez felt that was a positive sign that APD brought that to their attention and their open mindedness shows they are ready to discuss other changes in the language used in their standard operating procedures.

Ms. Gutiérrez said she has received complaints from our consumers about the Social Security Administration (SSA). SSA’s Albuquerque offices can provide VRI services, but what they often use instead is a UbiDuo, which is technology that does not work well if English is not the client’s first language. It’s set up so that one person types something and the other person responds by typing back. Ms. Gutiérrez is going to meet with some managers on Monday to bring up this issue and address the concerns. For most Deaf consumers, VRI is a better option. Clients are asking for VRI and SSA is not providing it. Her staff are trying to address this issue all over New Mexico. Ms. Gutiérrez already met with the manager at Rio Rancho. She asked why they didn’t provide more VRI services, especially since the Deaf community is growing. It seems that the district manager said the budget would not allow for those services to be used. Ms. Gutiérrez’s department is trying to figure out how to get the idea across and make VRI a standard across the state.

The Santa Fe Social Security Office is meeting with Community Advocacy staff next week. They still are using interpreters and they do have VRI equipment, but don’t know how to use it successfully. The staff are trying to push the concept of successfully using this system.

Ms. Gutiérrez said her department also received a complaint about the Human Services Department (HSD). In the past CDHH had a good relationship with HSD, but evidently that fizzled out because problems have shown up. She said they will be meeting with HSD again to encourage them to have VRI in their offices. Commissioner Josh Pando recommended getting in touch with their ADA coordinator.

Ms. Gutiérrez talked about the two-year strategic plan with health care providers, specifically Presbyterian. Mr. Robb has been working with Paul Hefft, who is the Interpreter Services Coordinator at Presbyterian. They have discussed developing a placard in the emergency rooms, registration areas, and information desks in the hospitals. This way a deaf person can communicate what they need through images. Mr. Robb is starting with Presbyterian downtown, because that is where a lot of the deaf community goes. Executive Director Gomme added that these placards are also for the deaf and hard of hearing that do not sign, and that we want those people on the front lines to be well trained. We don’t want them to assume that VRI works for a hard of hearing or deaf-blind person. Many of us have seen a list of languages in the ER that they can accommodate, but sign language isn’t on that list. The list doesn’t address hearing loss or any disability. They need to make improvements and that’s why Ms. Gutiérrez and Mr. Robb have started these efforts.

Ms. Gutiérrez also reminded the board that she is still collecting case stories from consumers of different healthcare providers and is actively trying to resolve issues that have come up.

Cheryl Padilla, Community Advocacy Specialist, had the CDHH booth at six or seven community events. She was at the Head to Toe Conference, the Hearing Loss Technology Conference, Sandia Pueblo Health Fair, the Sandoval Senior Health Fair, to mention a few. About 382 participants came to the booth to get information. Ms. Padilla talked to them about our equipment program and how it addresses hearing loss issues and they seemed



excited to come to our booth. October will be a busy month for the department, because there are several conferences they will take part in.

Ms. Padilla is also involved in Community Emergency Response Team (CERT) training. Ms. Gutiérrez said the course is very in-depth and the book has a lot of content. After Ms. Padilla completes the nine-week training, she will be a certified trainer. Ms. Padilla and Lisa McNiven from the Governor's Commission on Disability (GCD) will work together to provide training to the community. Ms. Gutiérrez said that the GCD plans to give every person trained an emergency backpack that will have tools necessary to survive an emergency, such as a mask, a water bottle, first aid, duct tape, etc.

Ms. Gutiérrez mentioned that Ms. Padilla had been involved with Text to 911, which is not available in parts of New Mexico. Executive Director Gomme added that there is a discussion about making our state compliant with the Text to 911 rules. He stated that CDHH will work to clarify that Text to 911 is not only for those who are deaf and hard of hearing, but it's also a valuable tool for people who are in domestic violence situations and school violence situations, for example. He said that Southern New Mexico does have Text to 911 services, but we need an expansion of those services so that it is available statewide.

In November, Ms. Padilla will be going to Vermont to the Deaf Anti-Violence Coalition conference. She attended four years ago, so she will go again and come back with the information and share it with non-profit programs and services here in New Mexico.

Some of the CDHH staff went to meet with the manager at the Isotopes stadium and discussed access for the deaf and hard of hearing community that wanted to attend. When the national anthem is sung, they do have captions on the board, but the problem is that deaf people aren't always sure which word they are on and we are not in sync. Also, sometimes there are announcements that are not captioned and the deaf and hard of hearing do not have access to that information. Because COPD hosts an annual gathering at the Isotopes stadium, it was important to have those services provided. Executive Director Gomme also stated that GCD has been looking into Isotopes Park, museums, the zoo, the train stations, etc., to make them all to make them more accessible. Deaf and hard of hearing individuals need to know about what is being said over a PA system whether it's safety issues or who is up at bat.

Ms. Gutiérrez went on to talk about the Telecommunication Equipment Distribution Program, which continues to distribute equipment monthly including iPads. New clients who want iPads are now being given one right away, but those who have had an iPad for more than three years and are requesting a new one are put on a waiting list. Ms. Gutiérrez, along with Mr. Gomme, Mr. Bailey and Jason Siergey, are evaluating the equipment in the program and looking at some new technology. Some of the equipment already in the program has been updated to a better version and some has been discontinued and they will be replaced. Much of the newer equipment has been tested at CDHH so staff will know if this is a good product to distribute. Ms. Gutiérrez highlighted some of the items tested.

## **ii. Community Engagement**

Richard Bailey, Community Engagement Specialist, announced that he would be giving the report since the Director of Community Engagement, Lisa Dignan, was not present. For the fall session of New Mexico Mentoring (NMM) there were three new pairings, however one mentee was not able to complete due to an illness, so there are two pairs remaining.

Mr. Bailey said the August Licensure Board Meeting was cancelled since they did not have a quorum. A date has not been set to reschedule that meeting. The governor has yet to appoint a new member to that board.

There are six new interpreters in our apprentice program. Five are in Albuquerque and one is in Las Cruces. Most were present in the audience.

Ms. Dignan attended the RID Region IV Conference which took place in Albuquerque, and the Region V Conference in Washington state. Our Communication Development Specialist, Andrea Ginn, was the NMRID representative and helped with logistics during the RID Region IV Conference and did a fantastic job.

Mr. Bailey said that Ms. Dignan took recruiting training for the State's SHARE human resource program. She now has full access to the recruiting module.

Mr. Bailey wanted to touch on the NAD Conference that he attended and the AHEAD Conference. At the AHEAD Conference, Howard Rosenblum and attorney Caroline Jackson met with Ms. Gutiérrez, Mr. Robb and Mr. Bailey. The discussed issues related to detention center accessibility, interpreting, and VRI services. It was a productive meeting and Mr. Bailey felt like NAD was very connected to our local issues.

**iii. Administrative Services**

Deborah Romero, Director of Administrative Services and CFO, began her report with some information regarding the last quarter of FY18. The fiscal year was closed successfully, and all deadlines were met. There was enough revenue for FY18. \$2.1 million were spent which was covered by \$319,000 of the general fund, \$168,000 of fund balance and \$1.6 million of TRS revenue. What was brought in revenue for FY18 was \$1.8 million, which was a decrease from FY17. Since the TRS revenue continues to decline, \$1.7 million of TRS revenue was projected for FY19. The budget for FY19 is actually higher than FY18; it's \$3.2 million. CDHH was approved for a higher amount because the we haven't seen any shift in the revenue that is coming in.

For the first month of FY19, we brought in \$159,000, which is a small jump, but the positing for August is about \$148,000. Ms. Romero feels it will end up being close to what was projected. CDHH will be holding back on spending in FY19 and doing what we can with contracts and operations.

The budget for the FY20 request was submitted. It's a flat budget of \$3.2 million. CDHH is projecting \$1.6 million of TRS revenue. We will be asking for \$1.6 million of the general fund. CDHH's analysts from DFA & LFC are aware of our struggles with the revenue.

**V. ACTION ITEMS**

Dr. Gallegos stated that there was one action item on the agenda to reschedule the December 6<sup>th</sup> board meeting. She asked if there are any proposed dates. Executive Director Gomme explained that Commissioner Concha Dunwell sent an email with her concerns about the dates. She has been unable to attend the last couple meeting and will have another conflict. She asked if it could be changed to Thursday, December 13<sup>th</sup>. After reviewing their calendars, Dr. Gallegos asked for a motion.

**19.3**

Commissioner Robertson made a motion to change the next board meeting to Thursday, December 13, 2018.  
Commissioner Johnson seconded.  
The motion was approved unanimously.

**VI. NEW BUSINESS**

There was no new business to discuss.

**VII. ADJOURNMENT**

**19.4**

Commissioner Robertson made a motion to adjourn.  
Commissioner Johnson seconded.  
The motion was approved unanimously.

The meeting was adjourned at 4:24 p.m.



# Executive Summary

*Nathan Gomme, Executive Director*

Commissioners and Community Members:

I am happy to provide the 1<sup>st</sup> Quarter Report of Fiscal Year 19 for The New Mexico Commission for Deaf and Hard of Hearing. We began this year continuing our work on several projects that were started last quarter. I went to NAD Conference in Hartford, Ct. in July; I also went to the TEDPA/NASRA conference in Minnesota in September. While at both conference I had some great opportunities to work with several national representatives and discuss some of the upcoming trends in our community. I presented at both conferences this quarter. We also had great conferences here in our state. RID Region IV hosted their conference here in Albuquerque as well as the Association on Higher Education and Disability (AHEAD). Several members of our staff were in attendance for both conferences and the conferences were well received and attended. In our office we focused on several important projects. We completed our assessment of our equipment distribution catalog and have an updated the catalog to add some new equipment and remove some equipment that is no longer provided. We will be adding more equipment again to the catalog mid-year as soon as we test some of the equipment.

The first quarter is usually full of different conferences which allow for our staff to get some additional training and present on some of the great work that has been done here in New Mexico. At the NAD Bicentennial Conference, I had a chance to go to some great workshops, present, and participate in the Council of Representatives. Richard Bailey also was able to present and joined some of the great workshops at NAD. This year I worked with the National Association of State Agencies for the Deaf and Hard of Hearing to present on various happenings within our state. Several of state agencies participated and we had a full house. It was good to see how much our state has done and what we can expect. I also participated in the Council of Representatives (COR) this year, during COR I was able to participate and help determine the NAD priorities for the upcoming year. For the last few NAD conferences I have also been one of the representatives for New Mexico as an Education Advocate. This year was a great opportunity to explain to the other states what has worked in New Mexico. Overall the NAD conference was a great experience and I was able to come away with some resources that we can use here in the community.

TEDPA and NASRA were a bit more intensive this year compared to previous years. I have been operating as Vice-Chair for both organizations and while rewarding, there was quite a bit of work to do. When I arrived in Minnesota you could see that many people were curious about the impact of the IP CTS Notice as well as some of the upcoming changes in our world. Some of the workshops I attended will lead to some changes in our program that I am excited about. One focus was the Real Time Text equipment that was shown this year. I am hoping that after the board determines the future dates of our board meetings that we will be able to showcase some of the RTT equipment I saw at the conference. The two conferences spent a good amount of time talking about the FCC Notice on IP CTS. In short, this topic remains

complicated and divisive. There are several concerns that a lack of consistency in how state programs are run will be problematic, there was also a concern about continued resistance to changes in the IP CTS program. The growth of IP CTS is obvious, but many people want to have short term fixes instead of long term solutions. The FCC obviously wants a change but remain unsure of the best way to move forward. TEDPA and NASRA both sent their comments as well as several states. Hopefully we will get an answer soon to see what the plan is regarding IP CTS. We had several other conferences this year and I will let the other departments discuss current and upcoming conferences.

Over the years we have been providing some great equipment for our TED program and we have come to expect that a lot of this equipment will remain available as the years progress. The reality is that equipment changes are becoming a frequent challenge even in our niche selection of equipment. Off the shelf technology has improved over the years and specialized equipment that once worked on analog systems no longer works on our digital systems. Bluetooth and dual lines are becoming a necessity when it comes to telecom equipment for our community. Because of this we have been testing and reviewing some of the equipment that has been released recently. We focused on the quality of the device we were using in various settings. During the testing we also felt that we needed to have some of the companies come and talk to us about their equipment. We have been fortunate to have them come to our office and talk about their devices and what's coming down the pipeline. Several members of our office were able to participate and learn about some of the great technology out there today. We learned about several notification devices available today that can interact with our smart devices such as the iPad, we also got a chance to find some great alerting systems for home use. I encourage members of the board to look at our Fall brochures and at some of the equipment that we are adding to the program. I also want to make sure that everyone understands that some of the equipment we used to provide is simply no longer available. Our terms and conditions have been updated to better reflect the policies of our agencies and the equipment they are using.

We have prepared for our budget hearing and are hoping to get some clarification on our revenue stream this year as we continue to work with the Taxation and Revenue Department. We are also looking at ways to receive alternative funding in case there continues to be issues with the revenue stream. We anticipate that we will get some additional support in getting some answers, but the process will be lengthy. We have been fiscally responsible and managed to continue providing several services. We will have an Auditor report at our meeting to explain how the agency did this past fiscal year.

The 1st quarter of the fiscal year has gotten off to a fast start with several projects taking shape for the future of our agency. We will begin to work on many projects for the legislative session which include an attempt to improve the quality of information provided at the point of purchase for hearing aids, and we will work to determine the future of our surcharge revenue this year. This year looks to be a very busy and productive year.

Thank you,

*G. Nathan Gomme*

# Community Advocacy

*Corina Gutiérrez, Director of Community Advocacy*

## **Individual/System Advocacy & Public Policy**

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

- Community Advocacy / Communication Access:

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

Our advocacy department continues to work with Deaf, Deaf-Blind and Hard of Hearing clients regarding communication access for healthcare providers, clinical offices, law enforcement, Social Security Administration, and local employers.

Director of Community Advocacy, Corina Gutiérrez, worked with some clients this quarter regarding their communication access. Ms. Gutiérrez worked with the Santa Fe ADA Coordinator and the Santa Fe Police Department about providing sign language interpreters for some Deaf students at a camp. She also worked with a museum in Santa Fe to provide access to our Deaf and Hard of Hearing consumers at their Kiosks for poetry.

Ms. Gutiérrez met with three managers from the Social Security Administration (SSA) offices in Rio Rancho, Albuquerque, and Santa Fe. They discussed communication access at the offices for the Deaf and Hard of Hearing consumers. There has been an increase in the use of Ubi Duo's for our Deaf community. Ms. Gutiérrez asked them not to use Ubi Duo equipment exclusively, because it is not effective for every member of our Deaf community; it can be effective for our Hard of Hearing community and some Deaf users but not all. The managers in the SSA office in Santa Fe mentioned that they don't use Ubi Duo for the Deaf community at all because they know that this equipment is not consistently effective. They will look into Video Remote Interpreting (VRI) to get started and set up for the Deaf community. The manager at the Rio Rancho office, will also look into VRI to get started.

Ms. Gutiérrez also worked with Presbyterian Healthcare to ensure that they have two interpreter referral agencies instead of limiting themselves to one agency. Some Deaf patients need services immediately and they don't want to worry about limited options at Presbyterian Healthcare to provide for their medical appointments. The outcome was successful.

Our Community Advocacy Specialist, Cheryl Padilla, had some successful case stories regarding communication access. Ms. Padilla worked with the public defender's office regarding communication access before court dates. This made sure that our clients understood their legal rights and the procedure. She also worked a university to make sure they provide Deaf students with on-site interpreters instead of providing them the Video Remote Interpreting (VRI). In the beginning, it was a struggle to ensure that they provided the on-site interpreters for their Deaf students, but the outcome was successful.

Ms. Padilla also successfully worked with a clinical office and advocated for her clients in rural towns to ensure that they provide sign language interpreters for the Deaf patients. For a long time, they did not provide sign language interpreters until Ms. Padilla came in to advocate and educate the office about communication access. The outcome was very positive.

Ms. Padilla also attended the Homeland Security Conference (Emergency Preparedness) and was on the panel to educate attendees about her advocacy role and about what our agency does for our community. The panel was very beneficial for all participants to understand how to work more efficiently with our Deaf, Deaf-Blind and Hard of Hearing community.

Our Community Education Specialist, Roger Robb, assisted Deaf clients with a situation where the company they worked for needed an ASL interpreter for their meetings. The Deaf clients were able to discuss their concerns and frustrations with the Human Resources department. Mr. Robb was able to make the company understand the need of an interpreter. He also assisted the Deaf clients by helping them understand what their insurance agent was trying to explain to them. The communication was very effective and successful.

■ Community Education:

The Roger Robb has done 11 presentations/trainings during the first quarter of Fiscal Year 2019.

Here are the breakdowns of the presentations Mr. Robb has done:

- Hearing Loss Sensitivity for 911 – 3
- Hearing Loss Sensitivity – 2
- Hearing Loss Awareness – 1
- Hearing Loss Sensitivity for Hospitals – 1
- NMCDHH Overview – 1
- NMCDHH/TEDP Overview – 1
- Shadow Interpreting – 1
- TEDP - 1

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

- Cheyenne Trails Senior Center (Clovis) – 2
- Christus St. Vincent Hospital (Santa Fe) – 1
- El Rancho Senior Center (El Rancho) – 2
- San Juan County Communications Authority – 3
- United Healthcare (Webex) – 1
- University of New Mexico Interpreting Program - 2

■ System Advocacy:

Mr. Robb has 2 new and 16 continuing System Advocacy cases that have been ongoing for the first quarter of Fiscal Year 2019.

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

- (New) Albuquerque Little Theatre: Pride & Prejudice - Accessibility
- (New) Albuquerque Little Theatre: Footloose - Accessibility
- Albuquerque Isotopes - Accessibility

- Albuquerque Police Department Two-Year Strategic Plan
- Albuquerque Police Department – Accessibility @ Substations
  - Foothills Area Command
  - Northeast Area Command
  - Northwest Area Command
  - Southeast Area Command
  - Southwest Area Command
  - Valley Area Command
- Bernalillo County Election Board – Training
- Metro Detention Center – Accessibility
- Motor Vehicle Division – Accessibility
- New Mexico Election Board – Training
- Popejoy Hall: Wicked – Accessibility
- Presbyterian (Alb) Two-Year Strategic Plan
- Presbyterian (SF) Two-Year Strategic Plan
- Rehoboth McKinley Christian Healthcare Services (Gallup) - Accessibility

■ Two Year Strategic Plan with Albuquerque Police Department

Roger had a meeting with Chris Sylvan, the Community Policing Council contact, to discuss how to get the ball rolling and start meeting our goals. He explained what he had been doing on his part. They will be meeting again during the 2<sup>nd</sup> Quarter to figure out what we need to do to proceed. Also, Mr. Sylvan sent Mr. Robb the APD Standard Operation Procedure for Deaf & Hard of Hearing. Mr. Robb was able to get some of his co-workers to share their input on the Standard Operation Procedure and he submitted our recommended changes to them. They are planning on forming a small committee to rework SOP 2-18 Contact with Deaf, Hard of Hearing, or Speech Impaired Persons. They will send him the policy once it is in a draft form for presentation to the Office of Policy Analysis.

■ Two-Year Strategic Plan with Presbyterian Healthcare System

Mr. Robb met with Paul Hefft and Justin Archibeque at the downtown Presbyterian Hospital to discuss the placard project and where it will be used. Mr. Archibeque sent him a recommended list of issues that would require the use of the placards. We are working with the hospital to implement the listed issues into the placard format. Due to some complications with the list it has taken some time.

■ COPD/DVR Video Project

Mr. Robb found out that the Bernalillo County Election Board did not have the flash drive that our training video was saved on since the person who oversaw the BC Election Board apparently took the it when he left his position. He had to find extra flash drives to save the videos on and dropped them off with the trainer, Kathy Korte.

■ Albuquerque Little Theater: Footloose Video Project

With Richard Bailey's help, Mr. Robb did a video shooting explaining what "Footloose" was about, then he did the editing and added the subtitles. He submitted a copy to Albuquerque Little Theater (ALT) for their approval and they loved it. He shared it with the community along with the flyer.

**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 maintained its strength and has served 40 clients in total to date – 23 of whom are Deaf-Blind and 17 of whom are Deaf Plus. These 40 New Mexicans live in 10 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 July 5<sup>th</sup>, July 19<sup>th</sup>, August 9<sup>th</sup>, and September 6<sup>th</sup>
- Deaf Cultural Center Quarterly Meeting on August 10<sup>th</sup>
- New Mexico Deaf-Blind Task Force meeting on August 12<sup>th</sup>
- A member of the NM Statewide Independent Living Council (SILC) was able to participate in two public meetings (August 31<sup>st</sup> and September 20<sup>th</sup>) as well as on the SILCs regular and strategic planning meeting on September 21<sup>st</sup>

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

- Lunch and meeting on July 21<sup>st</sup>
- Bowling party on August 18<sup>th</sup>
- NM State Fair on September 15<sup>th</sup>
- A joint trip with Trailblazers to Santa Fe on August 25<sup>th</sup>

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

- A joint trip with Zia by Rail Runner to Santa Fe on August 25<sup>th</sup>
- A monthly support group meeting on September 25<sup>th</sup>

# Outreach & Telecommunications

## Telecommunications Equipment Distribution Program (TEDP)

The Telecommunication Equipment Distribution Program (TEDP) lends telecommunication 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.

### Equipment:

Telecommunication Equipment Distribution Program team has kicked off the new fiscal year focusing on improving our brochure and application. We have carefully reviewed and updated the brochures and applications. Some goals for doing the revisions is to ensure the contents convey its description clearly, how assistive equipment meets an individual's needs, and to strengthen the Terms and Conditions.

Among the changes of the contents of the brochure and application is to have our equipment current. By doing this, we checked with our partner and the manufacturers of the items to see if some equipment will be discontinued or if any changes will occur to their items. Also, whenever we come across any new equipment that may match our program's vision, we request an evaluation and test them out.

We have evaluated new items that may incorporate new and current technologies such as Bluetooth, digital sounds, and portability. We have received and tested cordless phones – Clarity XLC7BT and a pair of Panasonic cordless phones – KX-TGM430B and KX-TGM450S. We received and tested a couple of new accessories. The Sonic Alert Home Aware that includes a few components such as smartphone transmitter, doorbell transmitter, bridge, and fire/CO2 alert, personal vibrating devices like Serene SS-210 that can be controlled from a smartphone like an iPhone, personal listening devices – Geemarc PK10, Bellman Domino product lines – Pro and Mini, Clarity Sempre Mini, and Converso. Some of them will be in our program upon meeting our expectations. The team that went through the trials are Jason Siergey, Cheryl Padilla, Richard Bailey, Nathan Gomme, Corina Gutiérrez, and Andrea Ginn.

Equipment distributed for the first 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	3
PowerTel 701 Expandable Handset	3
Amplicom PowerTel 785 Combo	
PowerTel 760 Corded Telephone	4
PowerTel 701 Expandable Handset	4

PowerTel 601 Wireless Wrist Shaker	4
Clarity Alto	0
Clarity Alto Plus	1
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	1
Clarity XLC2	1
Clarity XLC3.4	1
ClearSounds A1600BT	2
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	1
Serene Innovations HD-65 Corded Phone	0
<b>iPad + Otterbox</b>	
Apple iPad Deaf	10
Apple iPad Deaf Blind	0
Apple iPad Hard of Hearing	8
Apple iPad Speech	0
Apple Mini iPad Deaf	2
Apple Mini iPad Hard of Hearing	0
Apple Mini iPad Speech	0
Apple Mini iPad Deaf Blind	0
<b>CapTel</b>	
CapTel 840	2
<b>Total Phone Equipment Distributed:</b>	<b>45</b>

Accessories distributed in this quarter are as follows:

<b>Accessories</b>	<b>Count</b>
Surge Protector	17
Amplicom AB900 Answering Machine	1
Amplicom NL100 Neckloop	0
Bellman Audio Maxi Package 1 Headphones	0
Bellman Audio Maxi Package 3 Neckloop	6
Clarity AL10 AlertMaster COMBO	
AL10 Device	13
Doorbell	13
Notification System	13
AL12 Device	12
Clarity AL12 AlertMaster	0

Clarity CE50 Bluetooth Neckloop	2
Clarity SR100 Super Phone Ringer	1
Clarity Speech Amplifier Handset WS-2749	0
Clarity HA40 In-line Telephone Amplifier	1
Clarity CE225 In-line Telephone amplifier	0
ClearSounds Quattro 4.0 Bluetooth Neckloop	0
ClearSounds ANS3000 Answering Machine	
ClearSounds CS-CR200 Phone Ringer	0
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	15
Geemarc AmpliCall 10 Telephone Ringer & Flasher	0
Griffin TruTone ElectroLarynx	
Oral Adapter with Straws	1
Tone-Adjustment Screwdriver	1
Extra-Sharp Sound Cap	1
Krown RA 05 Amplified Ringer with Strobe	0
Serene Innovations CentralAlert™ CA360	
Wireless Notification System CA360	2
Wireless Doorbell Model CA-DB	2
Notifier Model BS-100	2
Serene Innovations CA380	
Wearable Notification System	3
Notifier Model BS-100	3
Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX	3
Wireless Doorbell Model CA-DB	3
Serene Innovations UA-45 Universal Phone Amplifier	0
Serene Innovations RF-105 Super Loud Ringer and Flasher	1
Serene Innovations RF200 Alerting System	3
Serene Innovations SA-40 Cell Phone Amplifier	5
Silent Call 365-SKV Smoke Detector Kit	
Smoke Detector with Transmitter	7
Sidekick Receiver with Strobe Light	7
Notifier	7
<b>Total Accessories Distributed</b>	<b>146</b>
<b>Phone Equipment</b>	<b>45</b>
<b>Total Equipment Distributed</b>	<b>191</b>

### **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. Mr. Sena has been presenting at several

events including several health fairs across the state and at senior centers. Mr. Sena has given several presentations this quarter and conducted 13 field visits this quarter.

Exhibits and Events covered by RNM (separate from NMCDHH) for the 1<sup>st</sup> quarter in New Mexico include:

<b>Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
New Mexico Health Care Association Convention	Albuquerque	8/15-16/19	230
New Mexico Conference on Aging	Albuquerque	8/21-22/18	435
Highland Senior Center	Albuquerque	8/27/18	95
Del Rio Senior Center	Belen	8/29/18	65
State Fair Senior Celebration Day	Albuquerque	9/11/18	290
State Fair Military & Veterans Appreciation Day	Albuquerque	9/11/18	65
Tularosa Senior and Community Center	Tularosa	9/19/18	55
Alamogordo Senior Center Health Fair	Alamogordo	9/20/18	200
Bosque Farms Senior Center	Bosque Farms	9/25/18	65
Barelas Senior Center	Albuquerque	9/28/18	75
		<b>Total:</b>	<b>1,575</b>

### **Outreach**

For the first quarter of FY19, the Albuquerque office, Cheryl Padilla has attended 2 different events. The total number of people that visited our booth is 127.

Booths conducted include:

<b>Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
Tesuque Health Fair	Tesuque, NM	7/26/2018	51
De Baca Health & Wellness Fair	Fort Sumner, NM	8/16/2018	76
		<b>Total</b>	<b>127</b>

# Las Cruces Satellite Office

*Sandra Williams, Las Cruces Office Coordinator*

*Susana Santillan, Las Cruces Community Advocacy Specialist*

## **Individual Client Advocacy and Service Coordination**

This quarter, the NMCDHH Las Cruces Office Staff assisted 115 consumers. They provided advocacy and service 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. Not only did the Las Cruces staff provide the services but followed up and made sure the needed resources were attained.

## **Sandra Williams' Accomplishments**

The Las Cruces Field Office Coordinator, Sandra Williams, was successful in the first quarter of this fiscal year at removing communication barriers in the community. Some examples include: Informing legal services in Southern New Mexico of their responsibility to provide interpreter services for a consultation, educating a few state agencies on the process of securing interpreting services, as well as educating community members on the proper way to request interpreter services when they need a job interview. Some of the community members were able to successfully find work thanks to her help.

Ms. Williams worked with the Doña Ana County officials as she regularly attends their ADA meetings. She advocated that their weekly real-time video broadcast of their public meetings needs to be captioned. County officials agreed to make this a priority. They requested Ms. Williams' guidance and information and asked her to continue to collaborate with them. This applies to the City of Las Cruces, as well. Susanna Santillan will focus on the City of Las Cruces web streams.

When possible, Ms. Williams provides outreach for community-based centers as needed to educate the public about our Commission. This quarter, for example, she went to the village of Ruidoso at a center called Creative Aging. As a result of her attendance, they requested services, resources, and two trainings/presentations on Effective Communications. We were able to reduce communication barriers in the area and look forward to seeing the successful outcome.

## **Susana Santillan's Accomplishments**

The Community Advocacy Specialist, Susana Santillan, serves on the Behavioral Health Local Collaborative 3 Board, the City of Las Cruces Americans with Disabilities Act Advisory Committee, and NM Workforce Connection Disabilities. She monitors Committees to advocate for the deaf and hard of hearing community by educating the board members on how to better serve the community.

Ms. Santillan met with an account manager from a video phone company and the Las Cruces Branigan Library Administrator to discuss the possibility of setting up a public video phone at the library. They are waiting for the City of Las Cruces to review the product agreement form.

Due to Ms. Santillan working with the Hidalgo Medical Services Senior Services Program Manager, several presentations were scheduled. These outreach activities resulted in opportunities to provide presentations and serve our community.

Ms. Santillan successfully assisted a film director to obtain a signed language interpreter for the deaf community.

Also, she assisted with advocating for effective communication accommodations to be provided at a NMCDHH presentation for public school employees. The accommodation requested was for an application that can be used on an iPad to transcribe speech into text.

The Las Cruces Field Office has established a strong rapport with a representative from the Las Cruces Firefighter/Paramedic, the Las Cruces VA, and Las Cruces DVR which results in Susana receiving referrals when there is an individual who needs our services.

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

- DVR
- Gardea Law Firm
- Aging and Long-Term Services
- Roswell Public School
- SSA

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

- Dona Ana County
- Dona Ana County Overdose Prevention

**Community Collaboration:**

The Las Cruces Staff collaborated with several agencies, including, but not limited to:

- Behavioral Health Local Collaborative 3
- Branigan Library
- Casa Del Rio Apartments Complex Office, T or C
- City of Las Cruces Americans with Disabilities Act Advisory Committee
- County of Doña Ana ADA Advisory Committee
- Creative Aging in Ruidoso
- CYFD
- Disability Rights of New Mexico
- Doña Ana County Community Resource Center
- Hamilton CapTel

- Hear Now Program
- Hidalgo Medical Services
- Hillrise Elementary School
- Las Cruces City ADA Advisory Committee
- Las Cruces DVR
- Las Cruces VA
- Las Cruces, NM Advanced Hearing Care.
- Las Cruces, NM Livingston Audiology & Hearing Aid Center.
- Local Emergency Planning Committee
- NAMI Doña Ana County
- NM Aging & Long-Term Services
- NMSU
- Our Lady of Guadalupe Catholic Church
- PRIDE Industries
- Radium Springs Community Center
- Rio Grande Hearing Center
- San Isidro Catholic Church
- Senior Services Program Manager Hidalgo Medical Services
- Silver City Nursing Home
- Southwest Hearing Aid Solutions
- Truth or Consequences, NM Affordable Housing
- United University Methodist Church
- UTEP Center for Accommodations and Support Services

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

The Las Cruces office has hosted 2 booths this quarter.

<b>Events</b>	<b>Location</b>	<b>Date</b>	<b>Participants</b>
1. Dona Ana County Office	Vado	07/16/2018	100
2. Alamogordo Senior Center	Alamogordo	09/20/2018	100
		<b>Total</b>	<b>200</b>

Presentations Provided:

<b>Name of Presentation</b>	<b>Location</b>	<b>Date</b>	<b>Participants</b>
1. NMCDHH Overview	Ena Mitchell Senior Center	09/14/2018	7
2. NMCDHH Overview	Eastern New Mexico University	09/21/2018	28
3. Hearing Loss Awareness	Eastern New Mexico University	09/21/18	28





# Community Engagement

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

## **Director of Community Engagement Highlights**

- The Fall 2018 session of New Mexico Mentoring (NMM) started in August with three mentor-mentee pairs including participants from Albuquerque, Bernalillo, and El Paso. One mentee dropped out due to health issues, but the other two mentor-mentee pairs are progressing well.
- Recruiting for the Spring 2019 session will begin in October.
- The August Signed Language Interpreter Licensure Board meeting was cancelled due to lack of quorum. The next meeting will be October 29. The Governor has still not appointed any new members to the Board.
- I attended the RID Region V conference in Vancouver, Washington in July.
- I attended the RID Region IV conference in Albuquerque in July, which was a great success and attended by 359 interpreters from the region and beyond.
- I worked with several local and national entities to provide guidance on issues related to communication access including:
  - The Division of Vocational Rehabilitation
  - Albuquerque International Sunport
  - The Bernalillo County Resource Re-Entry Center
  - New Mexico Department of Health Toxicology Lab
  - Regional FEMA representatives regarding interpreters for emergency briefings

## **Community Engagement Specialist Highlights**

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

- The new contract for Relay Services went into effect on July 1, 2018.
- Attended the National Association of the Deaf (NAD) Conference in Connecticut during July and presented on effective community engagement.
- Attended an Association on Higher Education and Disability (AHEAD) pre-conference in Albuquerque in July.
- Presented at two Region 3 schools about NMCDHH services and transition services.
- Attended three school transition meetings in Region 3, with two more scheduled for the rest of the quarter.

## **Communication Development Specialist and Apprentice Program Highlights**

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

- Attended MHIT Alumni session in July in Montgomery, Alabama.
- Attended the RID Region IV Conference, serving as the coordinator for logistics during the event.
- The next session of the Performing Arts Workshop series as part of the Culture and Arts Accessibility Project (CAAP) will be offered in December.
- NMCDHH provided 150 hours of interpreting services in the first quarter.

- All requests were filled internally without use of referral agencies, and there were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- We interviewed and selected six Apprentice Interpreters into the program (five local to Albuquerque, and one from Las Cruces).
- Apprentices engaged in 51.5 hours of observation, interpreting, and professional development work in the quarter.

**Human Resources**

First quarter HR activities included:

- Ms. Dignan completed SHARE recruiting training and has full access to the recruiting module.

**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 75 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 did not have any activity in Q1.

Library Usage - FY 2019					
	Q1	Q2	Q3	Q4	Total
Patrons	7				7
Items Loaned	14				14

# Administration & Finance

*Deborah Romero, Director of Administrative Services, CFO, CPO*

FY19 First Quarter Board Report - Administrative Services					
Category	2019 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONAL SERVICES	1,134,500.00	265,907.00		868,593.00	23.44%
300 CONTRACTUAL SERVICES	1,738,800.00	136,573.00	639,483.00	962,744.00	7.85%
400 OTHER	291,300.00	76,622.00	39,857.00	174,821.00	26.30%
500 OTHER FINANCING USES	116,500.00	0.00		116,500.00	0.00%
Total	3,281,100.00	479,102.00	679,340.00	2,122,658.00	14.60%
CDHH Monthly Revenue					
Month	General Fund Allotment		TRS Revenue		
July	\$26,600.00		\$159,070.63		
August	\$26,600.00		\$142,853.41		
September	\$26,600.00		\$150,466.14		
October					
November					
December					
January					
February					
March					
April					
May					
June					
Subtotal	\$79,800.00		\$452,390.18		

# 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:** 1,120 people have 'liked' our page
- Email announcement system (**MailChimp**): 208 subscribers
- **Twitter:** 386 followers
- **Ask the Expert:** 29 Inquiries

# Data & Statistics

*As required by Legislative Performance Measures*

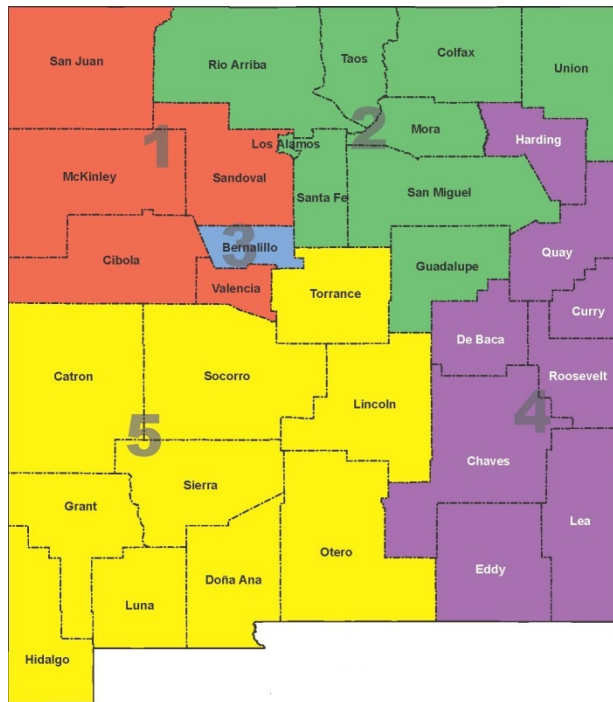
## **Fiscal Year 2019**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training session conducted	135	32	24%
Number of outreach events coordinated	122	14	11%
Average number of relay minutes per month	6,000	10214	170%
Number of accessible technology distributions	1070	191	18%
Number of communication barriers addressed	20,000	2260	11%
Number of interpreters in CDHH sponsored professional development	200	369	185%

## **Fiscal Year 2018**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training session conducted	120	127	106%
Number of outreach events coordinated	80	91	114%
Average number of relay minutes per month	14,000	11,205	80%
Number of accessible technology distributions	800	828	104%
Number of communication barriers addressed	20,000	17,228	86%
Number of interpreters in CDHH sponsored professional development	215	162	75%

## Clients by Region



	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date
Region 1	16				16
Region 2	19				19
Region 3	83				83
Region 4	14				14
Region 5	127				127

## Clients by Self-Identified Disability

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date
Deaf	102				102
Hard of Hearing	97				97
Deaf-Blind	11				11
Speech Disabled	2				2
Hearing	47				47
Total Clients by Quarter	259				259

# NMDVR

CDHH First Quarter Report  
October 12, 2018  
Board Meeting 12/13/2018  
Performance Measures FY19  
July 1, 2018-September 30, 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 **July 1, 2018-September 30, 2018.**

(First Quarter FY19)

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 is currently under active Order of Selection; at this time, the Most Significantly Disabled (MSD) category is open and individuals who are MSD are being served. All other categories are put on a wait list until funding sources become available. The categories identified under order of selection are: Most Significantly Disabled (MSD), Significantly Disabled (SD), and all other eligible participants (AOEP).

**Counseling and Guidance** – Counseling and Guidance is available to all DVR eligible individuals receiving services under an Individualized Plan for Employment (IPE).

**Performance Measures** – (First Quarter FY19)

Thirty-Nine (**39**) individuals have received sign language interpreter services during the period July 1, 2018-September 30, 2018. A total of **\$26,621.66** has been authorized and expended for this service for July 1, 2018-September 30, 2018.

Seventy-Five (**75**) individuals have received hearing aids and/or other hearing devices during the period of July 1, 2018-September 30, 2018. A total of **\$290,972.87** has been authorized and expended for this service during the period of July 1, 2018-September 30, 2018.

Twenty-Three (**23**) individuals who are Deaf have been closed successfully rehabilitated (employed) during the period of July 1, 2018-September 30, 2018.

Thirty-Five (**35**) individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the period of July 1, 2018-September 30, 2018.



### **Employment Information**

Average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or otherwise hearing impaired is **30.51** hours per week during the first quarter of FY19, or July 1, 2018-September 30, 2018 . Average wage at closure is **\$14.73** per hour during the first quarter of FY19.

### **Caseload Activity**

Two Hundred Fifty-Two (**252**) Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the period of July 1, 2018-September 30, 2018.

Three Hundred Ninety-Three (**393**) individuals who are Hard of Hearing and/or otherwise Hearing Impaired have been opened and/or opened and closed during the period of July 1, 2018-September 30, 2018.

Six Hundred Forty-Five (**645**) 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 July 1, 2018-September 30, 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 July 1, 2018-September 30, 2018.

### **Transition Services**

Sixty-Six (**66**) individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been identified as receiving transition services during the period of July 1, 2018-September 30, 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, 2019

Quarter Reported:  
 1<sup>st</sup> (July-Sept)  X  2<sup>nd</sup> (Oct-Dec)      3<sup>rd</sup> (Jan-Mar)      4<sup>th</sup> (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

Category	Number	Comments
Licenses Issued	6	1 Community; 0 Educational; 5 Provisional
Complaints	0	
License denials, suspensions, and revocations	3	3 applications were denied

### Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: March 26, 2018  
 Next meeting: October 29, 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](http://www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meetings.aspx)