

New Mexico Commission for Deaf & Hard of Hearing

FY19 QUARTER 2 REPORT

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New Mexico Commission for Deaf & Hard of Hearing



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NMCDHH BOARD MEETING

Thursday, March 21, 2019
NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102

DRAFT AGENDA

Posted: February 26, 2019

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of December 13, 2018
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
 - c. Auditor Report
- V. Action Items
 - a. Determine Date for AG Training
- VI. New Business
- VII. Adjournment

Personal attacks on Commission members, staff, interpreters, or other persons in attendance or absent will not be tolerated. Individuals engaging in this activity will be asked to leave the meeting immediately.

Persons with disabilities may request reasonable accommodations by contacting the New Mexico Commission for Deaf and Hard of Hearing at 1-800-489-8536 with sufficient lead time to secure necessary services and equipment.

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



Thursday, December 13, 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 March 7, 2019.

I. CALL TO ORDER AND ROLL CALL

Chair Austin Welborn called the meeting to order at 3:00 p.m. and proceeded with roll call.

Present: Austin Welborn, Chair
Joanne Corwin, Designee for Rosemary Gallegos
John Fullinwider, Designee for Josh Pando
Don Johnson
Concha Dunwell

Commissioner Johnny Robertson had not yet arrived, but Chair Welborn said that he expected him shortly.

Quorum was met.

Ten staff members from NMCDHH were present: Executive Director Nathan Gomme, Deborah Romero, Lisa Dignan, Lori Neubauer, Corina Gutiérrez, Louise Chavez-Rasgado, Roger Robb, Cheryl Padilla, Jason Siergey, and Andrea Ginn. Four interpreters were present, Andrea Ginn, Rachele Clifford, Cameron Flores, and Risa Roybal. Six members of the community were in the audience.

II. APPROVAL OF AGENDA

Executive Director Nathan Gomme informed the board that the audit has not been finalized; therefore, the Auditor Report should be stricken from the agenda. Chair Austin Welborn asked for a motion to accept the amended agenda, striking the Auditor Report.

19.5

Commissioner Joanne Corwin made a motion that the amended agenda be excepted, striking the Auditor Report. Commissioner Concha Dunwell seconded. Motion passed unanimously.

III. APPROVAL OF SEPTEMBER 20, 2018 MINUTES

Chair Welborn asked if there were any changes to the minutes from September 20, 2018.

19.6

Commissioner Don Johnson made the motion to accept the minutes as written. Commissioner John Fullinwider seconded. Motion passed unanimously.

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme began his report by announcing changes to the Telecommunication Equipment Distribution (TED) Program. CDHH has added new equipment to the program and more will be added

soon. He stated that staff is trying to evaluate and determine what can be done to ensure that the constituents are receiving the appropriate equipment and services, and that the application process goes well and that our brochure is up to date. Changes happening within the TED program will show a shift from older equipment like TTYs to more modernized equipment that connect to mobile devices. There has been a shift from analog to digital technology; which we have seen with the Real Time Text (RTT) and Internet Protocol Captioned Telephone Service (IP-CTS). Executive Director Gomme said that it is becoming more and more apparent that technology today is not compatible with equipment we have provided historically. The Commission wants to ensure that we are giving out high quality equipment that is simple to use.

Chairman Welborn welcomed Commissioner Johnny Robertson who arrived at 3:12 p.m.

Executive Director Gomme continued, stating that new notification devices are more mobile based with a stronger signal. We are looking into more streamlined devices that can connect to mobile devices and provide our constituents with notification of things happening in their environment. To keep staff up to date, CDHH had presenters come from companies like Bellman & Symfon. That company's technology is more like Amazon Alexa is in the hearing world. The devices are made for the deaf community, they have a better aesthetic appeal, they connect to modern equipment and they don't require the user to use their voice.

Another company, RAZ Mobility, is more focused on mobile and off-the-shelf technology; items that could be bought at retail stores and then be made accessible for the deaf and hard of hearing community. Executive Director Gomme said that we have been in discussion with them to get a better understanding and a projection of what would be happening in the next few years.

Executive Director Gomme said that the iPads are very popular, however he was concerned about a shift in Apple, making more expensive, fancier iPads. The cost of the current iPad Pro is exorbitant and doesn't align with our vision. The iPads without the extras work just fine and he doesn't want to be distributing something with an additional cost to the community and CDHH without necessity.

Chair Welborn asked if we can use refurbished devices. Executive Director Gomme said that we do distribute refurbished iPads if a customer's device stops functioning. They can send it to be repaired or it can be replaced with a refurbished device.

b. Department Reports

i. Community Advocacy

Corina Gutiérrez, Director of Community Advocacy, wanted to acknowledge Amy Gomme, formerly Lucero, from COPD. Ms. Gomme works in the vocational department there and has been sending CDHH referrals for clients who have advocacy needs.

Ms. Gutiérrez had talked about Community Emergency Response Team (CERT) training at the last board meeting and now Community Advocacy Specialist, Cheryl Padilla, has become a trainer for that program along with Lisa McNiven from the Governor's Commission on Disability. They are planning to provide trainings for the community in the future, possibly in the spring. CDHH is very excited to have a trainer in our midst.

Ms. Gutiérrez also mentioned at a previous meeting that Ms. Padilla was attending the Deaf Anti-Violence Coalition (DAVC) conference in Vermont. She works in partnership with different domestic violence shelters and will continue to work with them and the DAVC. Ms. Padilla has already worked with clients that came from domestic violence situations and provided them with resources.

Community Education Specialist, Roger Robb, went to Hobbs and Roswell last month to provide presentations to the Social Security offices there. Next month Mr. Robb will do a presentation in Las Cruces and will continue this effort with more cities in the spring.

Ms. Gutiérrez stated that her department was continuing in their work with health care providers. Presbyterian has a new hospital in Santa Fe where the deaf community is very large. Presbyterian is aware of that and is providing VRI and on-site interpreters. The CDHH Advocacy Department has emphasized the importance of providing on-site interpreters and they will continue to work with them as well as St. Vincent's hospital to resolve any issues. The Advocacy Department is continuing to collect testimonials from those who have had providers that are using VRI where it has not been effective. This is also an ongoing project.

The Las Cruces office wanted to share some good news. Ms. Gutiérrez showed a news release from Las Cruces where they had successfully advocated for a Video Phone in the public library. The main library in Albuquerque has one, and CDHH advocates are working with other libraries as well.

Sandra Williams from the Las Cruces office is working with the city and Doña Ana County because the videos that the city and county post are not captioned. Ms. Williams went to the ADA meeting for the city and county and shared the good news that captioning will be provided for those videos. That should happen around the beginning of FY20.

Ms. Gutiérrez announced that CDHH has new giveaway items for outreach. They have the Commission logo, name, phone number and website on each item. There are post-it notes, pens, key fobs with a light, mouse pads, smart wallets, and USB flash drives. CDHH purchased two wagons for the staff responsible for manning the booths. These have room for the equipment and can be pulled easily to move equipment to the booth space.

Ms. Gutiérrez asked Community Education Specialist, Roger Robb, to give an update on the placards for law enforcement and the hospitals. Mr. Robb said that he has had meetings with the Albuquerque Police Department monthly to move forward with the placard project. He has been working with Mr. Sylvan, who is a civilian and doesn't have a lot of knowledge about what is happening out in the field. It became apparent that an officer should also attend the meetings. In the recent meeting on Tuesday, a police officer attended so that he could give his perspective on the placards. He said it might not be convenient for an officer to carry in their vehicles. His suggestion was to condense the information and put it on a smaller card that could be carried in the front pocket of their uniform. The larger placard could still be used by the deaf or hard of hearing motorists. The standard operating procedures (SOP) for APD are also outdated. Mr. Robb said he was working closely with them on the revisions. He had been emphasizing to them that the interpreters must be certified and licensed. In their draft, they approved of family members and friends that can sign, which is an example of the changes that must be made.

Mr. Robb is also working on placards to be used in different departments of the hospital. One placard will be for the front desk, so they are working to determine the frequently asked questions and incorporating that information into the placards. A separate placard is being developed for the emergency department. Information is still being gathered and it is an ongoing process.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, announced that New Mexico Mentoring was moving along. The fall 2018 session started with three mentor-mentee pairs, but two pairs could not continue due to their life situations, so only one pair successfully completed the session. Applications for the spring of 2019 were due yesterday. The selection committee met this morning and there will be four mentor-mentee pairs for that session which starts in January.

Ms. Dignan was able to attend the Conference of Interpreter Trainers (CIT) in Salt Lake City. She came back with exciting ideas that inspired interesting modifications in the New Mexico Mentoring Program that can help meet the needs of a broader base of interpreters who can benefit from the program.

The interpreter licensure board met on October 29th. At the end of the meeting one of the four remaining board members resigned, which means that the board now does not have sufficient membership to meet quorum. They cannot have another meeting until there are more appointments made by the governor. The incoming governor has sent out information asking interested parties to apply to serve on boards and commissions. Ms. Dignan said she is working on pushing that information out to the community. Hopefully there will be additional applications and appointments made to that board, so it can continue doing its job.

Ms. Dignan had mentioned at a previous meeting that the Certified Deaf Interpreter (CDI) performance test is not currently available. RID has put out a provisional opportunity for deaf interpreters to gain a credential that they could use until the new performance test is available. It involves submitting their information, then having people do some observation of their work to determine if it is of sufficient quality. They will vouch for the deaf interpreter to get the provisional credential which will be held up to twelve months after the time of the new CDI performance test is available.

In human resources updates, Ms. Dignan mentioned that there were several revisions made to the employee handbook that were distributed to the staff. A few more changes are coming, and it is her goal to have the revised employee handbook available at the next board meeting.

Ms. Dignan worked with the State Personnel Office with question about how agencies that are under the new consolidated human resources system are handling requests for ADA accommodations. She has learned interesting information that will be beneficial to CDHH. Mr. Robb and Ms. Dignan have been using this information while doing some advocacy for a state employee in another agency.

Ms. Dignan announced that CDHH has been in their current office for four years as of this week. CDHH recently had a water leak from the suite above that dumped water on some of the TED equipment in the TED testing room. The building management company has confirmed that they will pay to replace the equipment that was damaged.

Communication Development Specialist, Andrea Ginn, has been working on the next project for the Culture and Arts Accessibility Project (CAAP). There was another performing arts workshop that took place in the CDHH Conference Room on December 1st. There were eight participants and those individuals will also be doing some of the interpreting for performances at the Albuquerque Little Theatre in the coming season.

The apprentice program is doing well, but unfortunately the apprentice from Las Cruces is relocating out of state. We still have five interpreter apprentices, and most were present. Melanie Welborn, Sierra Knight, Ashley Wachter, and Miranda Zook introduced themselves to the board. Ms. Dignan said they were doing great work with Ms. Ginn and that appreciated their commitment, time, and effort. Two of the interpreters working today went through the apprentice program and are now working with us as contract interpreters.

The Community Engagement Specialist, Rich Bailey, was not in the meeting today, but he has been working on the RFP for a new equipment distribution contract.

Mr. Bailey along with Ms. Gutiérrez joined the Albuquerque ADA Advisory Council to do an assessment of the accessibility at the zoo. Mr. Bailey also went to a meeting at Isotopes Park to work on increased accessibility there.

Mr. Bailey met with the Interagency Transition Alliance Team in Santa Fe which related to work they are doing with the National Deaf Center on Post-Secondary Outcomes. He also attended three school meetings on transition.

iii. Administrative Services

Deborah Romero, Director of Administrative Services and CFO, stated that the Commission is still having the same issues with the TRS revenue. It continues to decline. Through October the Commission brought in \$594,000, which is down about \$200,000 from last year. A question was posed from the board if CDHH would be asking for additional money during the 60-day legislative session. Ms. Romero replied that we have asked for additional money from the general fund which has not yet been approved. She stated that we would get special appropriation if we are still declining in 2020. The Legislative Finance Committee and the Executive Branch are both aware of what's happening and have questioned the Taxation and Revenue Department. She doesn't have the information yet but expects to have more information in January or February.

Ms. Romero said that one of the mandates that the Commission is required to follow during an election year is to only spend 50% of the appropriation by the end of December. CDHH is well under that at 24% currently and by the end of December we should be at 30%. Ms. Romero already submitted the certification saying that CDHH will meet that rule.

The FY18 audit was complete and submitted in a timely manner. It is still in review with the Office of the State Auditor, but they are backed up; therefore, our auditor could not present at the meeting.

V. ACTION ITEMS

a. Adoption of Revised OMA Resolution

Chair Welborn announced that there were a few action items on the agenda, starting off with the adoption of the OMA. Lisa Dignan clarified that it is required of all boards and commissions to annually adopt the Open Meetings

Act (OMA). It establishes some basic guidelines of how meeting notices need to be handled and then each individual entity must adopt a resolution each year which states how the regulations will be met. For example, the OMA requires that the agency is to give at least 10 days notice, special meetings require 3 days notice, and an emergency meeting would need at least 24 hours notice. There are also timeframes for the agenda and minutes to be posted. Ms. Dignan stated that there were not any significant changes within the last year, except for a change in the date.

19.7

Commissioner Robertson made a motion to adopt the OMA Resolution.
Chair Welborn seconded.
The motion passed unanimously.

Commissioner Robertson also asked about training for the board. Delilah Tenorio, the Assistant Attorney General that has been assigned to CDHH to provide advice and representation, introduced herself to the board and audience. She said that the open government division of the Attorney General's office is working on providing a training on the Open Meetings Act and the Inspection of Public Records Act (IPRA). Also, there will be a review of the duties and responsibilities of the Commission pursuant to the statute, rules and regulations. Ms. Tenorio said she will work with Executive Director Gomme to set that up.

b. Election of Officers

19.8

Commissioner Robertson nominated Austin Welborn to continue as Chair.
Chair Welborn accepted.
Commissioner Concha Dunwell seconded.
Commissioner Welborn is named Chair by acclamation.

19.9

Commissioner Robertson nominated Concha Dunwell as Vice-Chair.
Commissioner Dunwell accepted.
Chair Welborn seconded.
Commissioner Dunwell is named Vice-Chair by acclamation.

19.10

Chair Welborn nominated Rosemary Gallegos as Secretary.
NMSD Designee Joanne Corwin accepted on Dr. Gallegos' behalf.
Commissioner Robertson seconded.
Commissioner Gallegos is named Secretary by acclamation.

c. Set Dates for 2019 Board Meetings

Dates for 2019 board meetings were set as follows:

- Thursday, March 7, 2019 at 3:00 p.m.
- Thursday, June 6, 2019 at 3:00 p.m.
- Thursday, September 19, 2019 at 3:00 p.m.
- Thursday, December 12, 2019 at 3:00 p.m.

VI. NEW BUSINESS

a. Raising Awareness of NMCDHH Statewide

Chair Welborn explained that he added this new business after there was an incident in Idaho Falls. The American Civil Liberties Union (ACLU) of Idaho invited artists to come up with some ideas for murals to represent minorities. The artist that was chosen was a hearing woman who painted a mural to get more exposure for the deaf community. Many deaf people were not impressed because the hands she painted didn't reflect fingerspelling or ASL. There was a huge backlash and threats were made against the artist. She said she would never work with the deaf community again and other artists felt the same. By the time the Idaho Commission tried to reach out, the damage had been done. Mr. Welborn went on to say that this was an opportunity for NMCDHH to think about how to avoid that situation from happening in New Mexico. He added that he wanted the Governor, Mayors of cities in New Mexico, and representatives to be aware of the deaf community and NMCDHH.

Executive Director Gomme stated that it was an important discussion to have. We all must be aware of what is happening and try to do as much as we can to make sure that doesn't happen here. Andrea Ginn has done a lot of work for the theatres through the Culture and Arts Accessibility Project. The giveaways that Ms. Gutiérrez mentioned during her report are will help make people aware of the Commission. Ms. Padilla being involved in CERT is also an important way to let the community know about CDHH. Ms. Dignan, Ms. Ginn, and Mr. Robb will also be providing training for the Law Office of the Public Defender soon. These are all ways to spread awareness of CDHH and what it does.

Chair Welborn said no action was to be taken, however he wanted to discuss what had happened in Idaho Falls and raise awareness of CDHH, so we can be available to settle issues here before they become out of hand.

VII. ADJOURNMENT

19.11

Commissioner Dunwell made a motion to adjourn.

Commissioner Robertson seconded.

Motion passed unanimously.

The meeting was adjourned at 4:26 p.m.

Executive Summary

Nathan Gomme, Executive Director

Commissioners and Community Members:

I am pleased to present the 2nd Quarter Report of Fiscal Year 19 for The New Mexico Commission for Deaf and Hard of Hearing. This quarter was focused on preparing for the upcoming legislative session regarding our budget and determining the impact of the recent proposed rule making for IP-CTS. As I explained in the last quarter, the FCC had several suggestions regarding the growth of IP-CTS services which could impact the future responsibilities of this agency or potential change what would happen with the TRS funds. A lot of work this quarter was to prepare for all the potential impacts as a result of the FCC decisions. These proposed changes by the FCC would have an impact on our financial requests much more significantly than the Real Time Text changes that occurred last year. We are also preparing for the possibility of several bills being proposed this year during legislative session. One was the hearing aid bill that was attempted two years ago. We anticipate some of the bills from previous years will be attempted again. The agency is also preparing for the upcoming release of the Telecommunications Equipment Distribution RFP. Our current contract ends on June 30th of this year and we need to ensure that our services continue uninterrupted and include services that we may need in the future. The agency continues to work with various stake holders on topics and issues that impact the community related to communication access and the agency has been and continues to work very hard to improve services across the state.

Due to possible impact of the proposals from the FCC regarding IP-CTS, I have been having conversations with other states and researching the potential fiscal impact of taking on the IP-CTS services. Currently there are two proposals, one is to take the interstate funds and use them on the federal level, the other is to have the states take responsibility for of IP-CTS services. This would mean that we would need to take steps to contract for IP-CTS services. Currently there are 5 providers who provide IP-CTS services. One of the providers only provides services through mobile devices. The remaining providers use either CapTel devices or proprietary technology. This would require us to assess how we provide the technology needed to access IP-CTS services. Much of these details, such as costs for the equipment and the potential contracts, are being investigated but are not known at this time. This impact has been incorporated in to our budget requests along with the impact of Real Time Text services. Because this topic is in flux it is difficult to determine how much, if any, impact we will see in the upcoming years. This has also had an impact on what type of expertise we will need in our staff during the next few years.

We still have the concern of our revenue which is on top of the proposed changes by the FCC. As we have mentioned in the past, we haven't seen the increase in funds that were expected from the changes to the surcharge language. There have been some indications that the bill has made a positive impact in the revenue but there seems to be some issues with the allocation process. To address this, decrease a deficiency request was made to ensure that

we are funded while the allocation issue is being addressed. We won't know what has been approved until the end of legislative session. Both recommendations for our budget have the deficiency request so we do not anticipate any issues. I had an opportunity to bring up this matter during our first hearing regarding our budget with the LFC as well as the potential changes on the federal level. We have seen the concern from the members and I feel that we will be able to address the matter. For the previous year's budget audit our auditor will be explaining the results at this board meeting.

We are preparing for the end of the current contract for the TED program. As we explained, we have updated the types of technology we are looking at and all of those changes have been completed. We are looking at the potential changes that will occur if the FCC proposed rules puts the responsibility of the technology in state hands. We are attempting to anticipate multiple factors while at the same time proceeding with the RFP for the TED services. This has required a lot of thought to be put into the needs of the state while at the same time not over assuming and limiting our funding allocations. We are also exploring the needs for the TED program in the future with staffing. Corina and Jason have been working very hard to provide services (in cooperation with our Las Cruces office and Richard) now, with the potential changes this could become too much work for them. We will be looking at what is needed for staffing in this area. We will also be looking at continuing the training of our staff on new and upcoming technology.

We have taken a lot of steps during the 2nd quarter of the fiscal year to research and develop our plans for several matters but we also have a lot of work during the upcoming the legislative session. As I mentioned, there will be a repeat attempt with the hearing aid bill at the point of purchase for hearing aids. I anticipate some bills regarding the registry for nontraditional communication needs and have been keeping an eye out for other bills that may have an impact on our community. Our agency also wrapped up on the contracts and our budget for the 50/50 year. We made sure that our budget remained at 50% expended. We will be waiting for the new cabinet and governor at the end of this quarter and will work to address any changes that will be requested. This has made for quite a busy 2nd quarter and the staff have done a wonderful job addressing the needs of the community and have made some great steps towards improving access in the community as you will see in the department reports.

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 works to develop and maintain excellent communication access for the deaf and hard of hearing community members of New Mexico. Examples include providing accurate resources and explanations to all clients, different agencies and to consumers in need of information; working with agencies and companies to rewrite policies; and coordinating different stakeholders to provide a change to communication access.

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, government agencies, and local employers.

Our Director of Community Advocacy, Corina Gutiérrez worked with the Unit Manager from the State of New Mexico Prison about using Video Phone (VP)/Video Relay Service (VRS) instead of using TTYs at the prison. Ms. Gutiérrez educated the Unit Manager that the Deaf community doesn't use TTYs anymore due to advanced technology and that VP/VRS are used more frequently. Ms. Gutiérrez also explained that TTY's were going to sunset in 2021.

Ms. Gutiérrez worked with the trainer from the United States Citizenship and Immigration Services and she would like to provide Immigration training to the Deaf and Hard of Hearing community. She will work with other Deaf organizations and the Deaf and Hard of Hearing community to coordinate a date for the training. Hopefully the training will happen this fiscal year.

Community Advocacy Specialist, Cheryl Padilla, had successful outcomes with communication access this quarter. Ms. Padilla successfully connected her clients to work with the advocates from the Office of the State Attorney General's Office Hector Balderas on communication access at Post-Secondary Schools. Ms. Padilla also successfully worked with the attorneys on different resources for the clients who had mental health issues after they are released from correction centers. Most of this work is still ongoing. We have already seen some positive results from our work with the AG's office and the attorneys are starting to request more training to improve how they work with their clients.

Ms. Padilla attended the Deaf Anti-Violence Coalition conference in Vermont in November 2018. The theme was "Together, we will rise: BE THE CHANGE". She attended workshops on the Survivors Panel, Round Table discussions related to Transformative Justice, Human Trafficking in the Deaf community, and Technology, Safety and Privacy: Tools for Advocates and Survivors. Ms. Padilla will be taking some of the information she learned from this conference and putting it to good use on improving services here in New Mexico.

Ms. Padilla completed Community Emergency Response Team (CERT) 10 weeks training for basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations provided by City of Rio Rancho. Lisa McNiven from NM Governor's Commission on Disability and Ms. Padilla took that training together because they want to work with the Deaf and Hard of Hearing community to prepare for disasters in the spring and summer of 2019.

Our Community Education Specialist, Roger Robb, has been working to ensure that the doctors his clients see will provide interpreters for appointments. In the past, clients would use their family members to interpret; after educating the clients and the doctors about the licensure law and the ADA, the healthcare providers understood their responsibility.

■ Community Education:

The Community Education Specialist, Roger Robb, has done 40 presentations/trainings during the second quarter of Fiscal Year 2019. Some of our presentations occurred in one location with three of four groups.

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

- Hearing Introduction to ASL – 32
- Hearing Loss Sensitivity – 3
- NMCDHH Overview – 2
- Deaf Culture – 1
- Fingerspelling – 1
- Hearing Loss Awareness – 1

Here are some of the locations that the presentations/trainings have occurred.

- Mesa Hills Senior Apartment
- Social Security Administration – Hobbs
- Social Security Administration – Roswell
- United Healthcare (Web-Ex)
- UNM Signed Language Interpreting Program

■ System Advocacy:

Mr. Robb has 2 new and 5 continuing System Advocacy cases that have been ongoing for the second quarter of Fiscal Year 2019.

Here is the summary of the cases that have been his focus:

- (New) Albuquerque Little Theatre – It's a Wonderful Life
- (New) Popejoy Hall – Finding Neverland
- Albuquerque Isotopes – Accessibility
- Albuquerque Police Department 2 Year Strategic Plan
- NM Department of Transportation – Driving School Accessibility Issue
- Presbyterian (Alb) 2 Year Strategic Plan
- UNM – Popejoy Hall Accessibility Issue

■ Two Year Strategic Plan with Albuquerque Police Department

Roger Robb had a meeting with Chris Sylvan he invited an APD Sergeant to work with us on the placard. The APD Sergeant felt that the size of the placard we are using would not be beneficial for the officers and it would get lost in the police vehicle. He suggested resizing it to fit the police officer's chest pocket where it would be accessible whenever needed. However, he agreed that the size is very good for Deaf and Hard of Hearing motorists. This has made us considered two different sized placards with the same information. They also discussed the timeline of the video project and decided to put it on hold until they get the placard issue straightened out since we need a consensus.

■ Two Year Strategic Plan with Presbyterian Healthcare System

We continue to work on the placard project despite some barriers. We are still trying to figure out what icons/images are best to use for the information that the hospital wants to be put on the placard. There are some limits to what can be done on a placard effectively Also, we continue to try to figure out how to incorporate some information such as where to go (departments) and instructions on getting there. Some areas are relatively easy to direct people to whereas others can be difficult.

■ Tax and Revenue Video Project

Real ID Act Vlog – A request has been made to do some revision on portions of the video. Rich Bailey and Roger Robb started working on it, and Mr. Robb will lead the project.

■ Bernalillo County Elections Board Video Project

Mr. Robb received an e-mail from Katherine Korte, the Trainer Coordinator and she stated that 392 poll officials watched the “Assisting Voters Who are Deaf or Hard of Hearing” video tutorial in the training program for the 2018 General Election. One poll official made a comment in our survey that is currently open to the poll official: This poll official said: “Video on working with people with disabilities was good...I had to help a person that was deaf and that was my first time.”

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 42 clients in total to date – 24 of whom are Deaf-Blind and 18 of whom are Deaf Plus. These 42 New Mexicans live in 10 of New Mexico's 33 counties.

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 October 11th, November 8th, December 20th
- NM Deafblind Task Force meeting on October 25th, November 29th
- NMRID meeting on October 5th
- Independent Living Council meetings on October 17th
- NMAD meeting on November 3rd
- Disability Rights of New Mexico CIL conference on November 29th and 30th
- NMSBVI Conference on November 7th
- Advocacy Partners Christmas party on December 10th
- DCC Pot luck meeting on October 18th
- DCC Holiday party on December 15th

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

- Pumpkin Patch on October 20th
- Holiday party on December 1st

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

- Holiday party at Cracker Barrel on December 15th

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:

The Telecommunication Equipment Distribution Program is slowly rolling out new equipment that was added to the program during the second quarter. After evaluating multiple types of equipment, we have decided we need to continue and to evaluate some more equipment. We will prepare for the new fiscal year and new contract with this equipment in mind and make sure that we have a program that includes the best that can be provided. The new equipment added to our program is:

- Bluetooth phones
 - Panasonic KX-TGM430
 - Clarity XLC7BT
- Notification Systems:
 - Sonic Alert HomeAware Combo Unit
 - Sonic Alert Receiver Unit
 - Serene SS-210
- Personal listening devices
 - Geemarc LH10PK with Neckloop
 - Bellman & Symfon Mino with Neckloop
 - ClearSounds Quattro Pro

We also removed some of the devices that has either been discontinued by the manufacturer or is no longer viable in our program. These items are:

- Phones
 - ClearSounds A6BT
 - Clarity XLC3.4+
 - Geemarc Ampli600
 - Q90D TTY, Q90 TTY VCO, Q90 TTY HCO
- Speech Assistive Devices
 - Clarity Speech Amplifier Handset WS-2749
- Notification Systems
 - Clarity AlertMaster AL10 Combo
 - Clarity AlertMaster AL12
- Telephone Ringer
 - Serene RF105
- Personal Listening Devices
 - Bellman & Symfon Maxi with Neckloop
 - ClearSounds Quattro 4.0

The new equipment is in our brochures and applications that were released in the middle of November 2018. They are available in print and online.

We had two companies stop by our office to provide presentations and demonstration of their products. Multiple members of our team went to these demos and were able to see the new products.

The first company was Bellman and Symfon. They came on October 10, 2018. The representative came to our office and brought many devices that were mostly connected to each other while a few devices were standalone such as the Maxi Pro and Mino.

The second company was RAZ Mobility that came to do their presentation on November 20, 2018. They showed us what systems are available, such as Google programs, they discussed what is compatible with various disabilities such as speech disabilities, before going into their software that was set up on smartphones.

Equipment distributed for the second quarter are as follows:

Phone	October	November	December	
Amplicom PowerTel 725				
PowerTel 720 Cordless Phone w/ Answering Machine				
PowerTel 601 Wireless Wrist Shaker				
Amplicom PowerTel 780 Combo				
PowerTel 760 Corded Telephone	1		1	
PowerTel 701 Expandable Handset	1		1	
Amplicom PowerTel 785 Combo				
PowerTel 760 Corded Telephone	2	2		
PowerTel 701 Expandable Handset	2	2		
PowerTel 601 Wireless Wrist Shaker	2	2		
Clarity Alto				
Clarity Alto Plus	2	1		
Clarity BT914				
Clarity D704				
Clarity D714				
Clarity JV35				
Clarity XLC2				
Clarity XLC3.4	1	1		
Clarity XLC7BT				
ClearSounds A1600BT	1	1	1	
ClearSounds A6BT				
ClearSounds CSC600ER			2	
Geemarc Ampli100VM				
Geemarc AMPLI600 Corded Phone with ER				
Panasonic KX-TGM430B				

Serene Innovations CL-60 Cordless Phone				
Serene Innovations CL-60A Cordless Phone		1		
Serene Innovations HD-65 Corded Phone				
iPad + Otterbox				
Apple iPad Deaf	2	2	1	
Otterbox	2	2	1	
Apple iPad Deaf Blind				
Otterbox				
Apple iPad Hard of Hearing	6	2	5	
Otterbox	6	2	5	
Apple iPad Speech	2			
Otterbox	2			
Apple Mini iPad Deaf				
Otterbox				
Apple Mini iPad Hard of Hearing	1	2		
Otterbox	1	2		
Apple Mini iPad Speech		1	1	
Otterbox		1	1	
Apple Mini iPad Deaf Blind				
Otterbox				
CapTel				
CapTel 840		3	1	
	Oct distributed count	Nov distributed count	Dec distributed count	Q2 Total Phones distributed
Total Phone Equipment Distributed:	34	27	20	81

Accessories distributed in this quarter are as follows:

Accessories	October	November	December	
Surge Protector	10	8	7	
Amplicom AB900 Answering Machine	1	1	1	
Amplicom NL100 Neckloop	1			
Bellman Audio Maxi Package 3 Neckloop	1	2	1	
Bellman Mino with Neckloop				
Clarity AL10 AlertMaster COMBO				
AL10 Device	2	4	1	
Doorbell	2	4	1	
Bed Vibrator	2	4	1	
AL12 Device	2	4	1	
Clarity AL12 AlertMaster		1		
Clarity CE50 Bluetooth Neckloop				
Clarity SR100 Super Phone Ringer	2			
Clarity Speech Amplifier Handset WS-2749				

Clarity HA40 In-line Telephone Amplifier	1			
Clarity CE225 In-line Telephone amplifier				
ClearSounds Quattro 4.0 Bluetooth Neckloop				
ClearSounds Quattro LITE	2			
ClearSounds Quattro Pro				
ClearSounds ANS3000 Answering Machine			1	
ClearSounds CS-CR200 Phone Ringer				
ClearSounds CS-WIL95 Amplifier				
Comfort Audio Duett Neckloop	4	5	5	
Geemarc LH10PK Neckloop				
Geemarc AmpliCall 10 Telephone Ringer & Flasher				
Griffin TruTone ElectroLarynx				
Oral Adapter with Straws			1	
Tone-Adjustment Screwdriver			1	
Extra-Sharp Sound Cap			1	
Krown RA 05 Amplified Ringer with Strobe				
Serene Innovations CentralAlert™ CA360				
Wireless Notification System CA360	1	1	1	
Wireless Doorbell Model CA-DB	1	1	1	
Bed Shaker Model BS-100	1	1	1	
Serene Innovations CA380				
Wearable Notification System	1	1		
Bed Shaker Model BS-100	1	1		
Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX	1	1		
Wireless Doorbell Model CA-DB	1	1		
Serene Innovations UA-45 Universal Phone Amplifier				
Serene Innovations RF-105 Super Loud Ringer and Flasher				
Serene Innovations RF200 Alerting System		1	2	
Serene Innovations CentralAlert™ SS-201				
Serene Innovations SA-40 Cell Phone Amplifier	1	2		
Silent Call 365-SKV Smoke Detector Kit				
Smoke Detector with Transmitter	5	3	4	
Sidekick Receiver with Strobe Light	5	3	4	
Bed Vibrator	5	3	4	
SonicAlert HA360MKBR				
Sonic Alert HomeAware Telephone Ring Signaler - Master Unit HA360M			3	
Sonic Alert HomeAware Bed Vibrator - HA360V			3	

Sonic Alert HomeAware Dry Contact, Multifunctional Remote Transmitter - HA360DC			3	
Sonic Alert HomeAware Basic Receiver Unit Kit - HA360BRK			3	
SonicAlert HA360BRK				
	Oct distributed count	Nov distributed count	Dec distributed count	Q2 distribution count totals
Total Accessories Distributed	53	52	51	156
Total Equipment Distributed:	87	79	71	237

Relay New Mexico (RNM)

Relay New Mexico (RNM) under Hamilton Relay continues to attend several events and provide booths, 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. This quarter was unique because some of our normal New Mexico conferences didn't happen this year. Tom still managed to go to several conferences and conventions.

Exhibits and Events covered by RNM (separate from NMCDHH) for the 2nd quarter in New Mexico include:

Events	Location	Date	Visitors
PrimeTime 50+ Expo	Albuquerque	10/17/18	205
New Mexico Speech and Hearing Association Convention	Albuquerque	10/19-20/18	300
Stand Down	Albuquerque	10/25/18	160
City of Albuquerque Health and Benefits Fair	Albuquerque	10/26/18	200
New Mexico Library Association Conference	Albuquerque	10/31/18-11/2/18	150
Family Caregiver Conference	Albuquerque	11/3/18	250
Santa Fe Community College Veterans Resource Fair	Santa Fe	11/8/18	60
Stand Down	Santa Fe	11/9/18	75
Stand Down	Rio Rancho	11/10/18	20
Community Veterans Court Resource Day	Albuquerque	12/13/18	70

Tijeras Senior Center	Tijeras	12/18/18	35
		Total:	1,525

Outreach

For the second quarter of FY19, Cheryl Padilla from the Albuquerque office attended 2 different events. The total number of people that visited our booth is 223. Cheryl has been working to increase the visibility of our agency through marketing materials. The marketing will include items for both the Albuquerque and Las Cruces offices. As we mentioned in the Relay New Mexico section some of our biggest conferences in previous years used to happen in the 2nd quarter. Unfortunately, the conferences did not happen this year. As a result, Cheryl has been looking to work with other events and ensure the community knows about our programs. We anticipate some growth in the 3rd and 4th quarter.

Booths conducted include:

Events	Location	Date	Visitors
Disability Summit	Albuquerque	10/04/2018	92
CABQ Health & Benefits Fair	Albuquerque	10/26/2018	131
		Total	223

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 provided advocacy and service coordination to members of the community in various settings including, employment settings, state and local agencies, and public/commercial facilities. These settings also included mental health facilities, medical/nursing centers and legal centers. Las Cruces staff provide follow up services as needed.

Sandra Williams' Accomplishments and Ongoing Work

Early in the first quarter, Las Cruces Office Coordinator, Sandra Williams, advocated that the Doña Ana County needs to improve their accessibility for our Deaf, Deaf-Blind and Hard of Hearing residents. One of the accessibility tools that has been discussed is captioning for their web stream. This quarter, the Board for the City of Las Cruces announced at their board meeting that they had approved a budget to start providing captioning services beginning July 2019. The Doña Ana County officials said they are currently working on their budget and will report back later.

Lately we have been receiving complaints about barriers when making phone calls to state agencies. These agencies have implemented Live Chat features on their website which is convenient for some people but not everyone. The alternative has been to make a phone call for services which is typically manned by prerecorded and lengthy steps to reach certain people. Ms. Williams has been working with a few state agencies that were very difficult to reach by phone to schedule appointments along with interpreters. Ms. Williams explained that their clients who prefer to use VRS will need to call their 800 numbers. They will then go through lengthy recordings with frequent hang ups and many calls are not returned. Another state agency required a referral form to be filled out before an appointment can be given, Ms. Williams worked with the agency and the individual to get the forms filled out. This matter is ongoing.

Ms. Williams met with some individuals who have showed up at court houses a few weeks in advance of their hearings to submit their formal requests for interpreters. They were informed by front desk clerks that they must submit their requests online. These clients had difficulties understanding the court websites and some did not have access to computers to make this effort. As a result, Ms. Williams is working with the court houses to improve how they work with these individuals.

On three separate occasions, Ms. Williams tried to assist clients with the barriers in securing on sign language interpreters at medical centers. As a result of continued barriers, complaints have been filed with the Department of Justice and Equal Employment Opportunity Commission for discrimination. This quarter, these clients received letters from both federal agencies stating they will be providing assistance. This situation is not yet resolved.

Ms. Williams collaborated with a law enforcement agency in a rural town, and as a result, they requested further services, resources and sensitivity trainings/presentations from the Commission.

Susana Santillan's Accomplishments and Ongoing work

Community Advocacy Specialist, Susana Santillan, advocated and coordinated a representative from Purple VRS along with the director of the Las Cruces City Library to have a video phone for public use. A video phone is now available in the library and clients are already using it.

Ms. Santillan has been working with individuals who are trying to obtain their audiograms or other records. She worked with the county office as well as two separate medical facilities which were not easily accessible for hard of hearing clients.

For this quarter, Ms. Santillan provided eight different presentations on Deaf and Hard of Hearing Sensitivity, Effective Communication and NMCDHH Overview.

Community Advocacy

Ms. Santillan and Ms. Williams provided advocacy services for clients. Below are a few examples of individual client advocacy services regarding public entities that were not providing appropriate communication access:

- Courts in two different towns that needed guidance to secure interpreters for their hearings.
- Three state agencies on improving accessibility for requests appointments/interpreters.
- Assisted clients in two cases that were accepted by Department of Justice. A ski resort failed to provide appropriate accommodations. We will be meeting with the resort early in the third quarter
- Worked with COPD regarding SSP services for two clients.
- Doña Ana County Human Resources Department regarding requesting a copy of audiogram of ex-employee.
- Worked with DACC Literacy Program and DACC Interpreter Coordinator regarding literacy classes for Deaf student.
- Worked with Hidalgo Medical Services to request services for a deaf-blind client.
- Worked with Livingston Hearing Aid Center to speed up process of faxing or mailing audiograms to clients.

The following are the System Advocacy Services they provided:

- Doña Ana County Board – live and posted video web streams captioning.
- KVIA Local News captioning.
- KWRG Video web streams captioning.
- Ski resort accessibility.
- Provided guidance to local law enforcement agencies on working with deaf consumers
- Las Cruces City ADA working on providing video web streams
- Las Cruces Hillrise Elementary School regarding the district purchasing a voice to text accommodation app/software for a hard of hearing employee.
- Provided ADA information to an employer of deaf individuals.

Community Collaboration made by both staff members:

To recruit clients, the Las Cruces Staff collaborated with several agencies, including, but not limited to:

- Ability Center
- Aging & Disability Resource Center
- Alzheimer's Association, New Mexico Chapter
- Amador Health Center
- Beltone Audiology Care Group, Inc.
- Celestial Hearing Solutions
- City of Las Cruces ADA Advisory Committee
- Community of Hope
- DACC Literacy Program
- Disability Rights of NM
- Doña Ana Communities United
- Doña Ana County ADA Council
- Doña Ana County Behavioral Health Local Collaborative 3
- El Paso Sign Preparation Board Meeting
- El Paso VA Center
- Hidalgo Medical Services
- Immaculate Conception Catholic Church
- Interagency Council
- Las Cruces Attorney General: Gloria Salgado
- Las Cruces Hearing Aid Center
- Las Cruces Senior Center
- Las Cruces Thomas Branigan Memorial Library
- Livingston Audiology Hearing Aid Center
- Mesilla Valley Hospice
- Midwest Region, ZVRS/Purple
- Military Liaison Peak Behavioral Health Services
- NM Workforce Connection
- NMSD- AmeriCorps
- Peak Behavioral Health Services
- Parents Reaching Out (PRO)
- Rio Grande Hearing Center
- San Pedro Mission-Catholic Church
- Sierra Health Council
- Southwestern Area Workforce Development Board Special Monitoring Committee
- Starkey Hearing Foundation
- SWCID
- Temple Beth-El
- The Evangelical Lutheran Good Samaritan Society
- University of Texas at El Paso
- White Sands Missile Range

Booths, Presentations and Information and Referral (I&R) The Las Cruces office has hosted two booths this quarter.

	Events	Location	Date	Participants
1	NMSU	Alamogordo	10/16/18	65
2	Radium Springs Community Center Health Fair	Radium Springs	10/29/18	40
3	Gadsden School District	Anthony	10/30/18	50
4	Homeless Veteran Support Project Stand Down 2018	Las Cruces	11/16/18	60
			Totals	215

Presentations:

	Presentation	Location	Date	Participants
1	NMCDHH Overview	Silver City Senior Center	10/11/2018	40
2	Effective Communication	Hillrise Elementary School	10/23/2018	40
3	Effective Communication	Good Samaritan Social Center	11/1/2018	10
4	TED Program Overview	Good Samaritan Social Center	11/1/1/18	6
5	NMCDHH Overview	Santa Clara Senior Center	11/9/2018	8
6	NMCDHH Overview	Gila Senior Center	12/3/2018	10
7	Deaf Sensitivity	Tresco, Inc at WSMR	12/7/2018	20
8	Effective Communication	Tresco, Inc at WSMR	12/7/2018	20

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) concluded in November with only one mentor-mentee pair successfully completing.
- The Spring 2019 session will include four mentor-mentee pairs using two curricula. Participants are from Albuquerque, Farmington, Las Vegas, Rociada, and Alamogordo.
- The Signed Language Interpreter Licensure Board met on October 29. One of the four members resigned at the end of the meeting, so they cannot meet again or conduct business until the Governor appoints at least one new member.
- I attended the Conference of Interpreter Trainers biannual conference in Salt Lake City in November and came home with great ideas for growing and improving our mentoring programs in New Mexico.
- I worked with several local and national entities to provide guidance on issues related to communication access including:
 - The Law Office of the Public Defender
 - San Juan College
 - The Success Institute
 - City of Albuquerque
 - Human Services Department Medicaid/Centennial Care
 - Several Registry of Interpreters for the Deaf Affiliate Chapters

Community Engagement Specialist Highlights

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

- Began development of RFP for new TEDP contract.
- Joined City of Albuquerque's ADA Advisory Council on inspection of Albuquerque Biopark Zoo for increasing accessibility.
- Met with Interagency Transition Alliance Team in Santa Fe for National Deaf Center on Postsecondary Outcomes.
- Attended meeting with Albuquerque Isotopes Baseball Club on increasing accessibility to ballpark.
- Attended three school transition meetings in Region 3.

Communication Development Specialist and Apprentice Program Highlights

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

- The next session of the Performing Arts Workshop series as part of the Culture and Arts Accessibility Project (CAAP) was offered on December 1, 2018. There were eight participants.
- NMCDHH provided 139.5 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:

- The Las Cruces Apprentice is in the process of relocating out of state and is no longer a participant in the program.
- Apprentices engaged in 123 hours of observation, interpreting, and professional development work in the quarter.

Human Resources

Second quarter HR activities included:

- Made several revisions to the Employee Handbook and distributed them to staff.
- Worked with SPO to determine if how agencies already under HR consolidation handle ADA accommodation requests.
- Celebrating four years in the Albuquerque office space in December.
- Working with the building management company to replace equipment damaged by a water leak.

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 76 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 Q2.

Library Usage - FY 2019					
	Q1	Q2	Q3	Q4	Total
Patrons	7	4			11
Items Loaned	14	6			20

Administration & Finance

Deborah Romero, Director of Administrative Services, CFO, CPO

FY19 2ND Quarter Board Report - Administrative Services					
Category	2019 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONNEL SERVICES	1,134,500.00	494,907.06		719,034.44	43.62%
300 CONTRACTUAL SERVICES	1,738,800.00	313,757.33	461,159.30	1,472,047.70	18.04%
400 OTHER	291,300.00	109,410.62	13,120.53	188,355.71	37.56%
500 OTHER FINANCING USES	116,500.00	0.00		116,500.00	0.00%
Total	3,281,100.00	918,075.01	474,279.83	2,495,937.85	27.98%
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	\$26,600.00	\$141,835.77			
November	\$26,600.00	\$139,887.22			
December	\$26,600.00	\$137,403.13			
January					
February					
March					
April					
May					
June					
Subtotal	\$159,600.00	\$871,516.30			

Social Media

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

- **Facebook:** 1,149 people have 'liked' our page
- Email announcement system (**MailChimp**): 206 subscribers
- **Twitter:** 390 followers
- **Ask the Expert:** 23 Inquiries

Data & Statistics

As required by Legislative Performance Measures

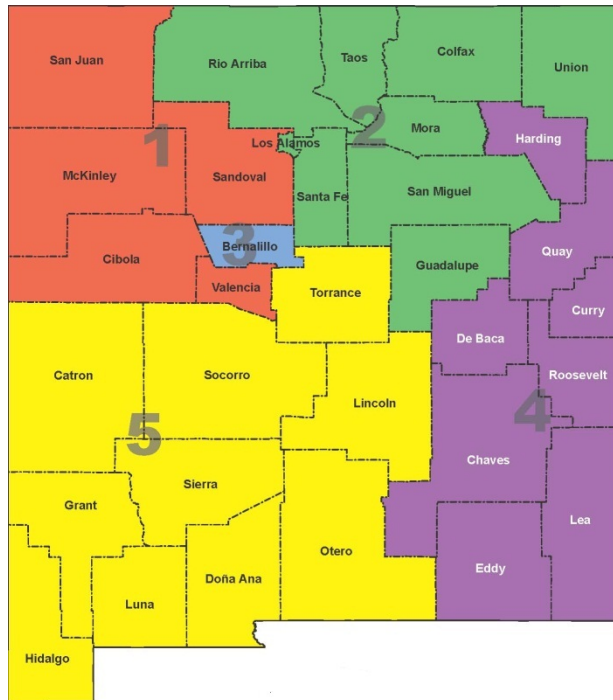
Fiscal Year 2019

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	135	89	66%
Number of outreach events coordinated	122	31	25%
Average number of relay minutes per month	6,000	9996	166%
Number of accessible technology distributions	1070	428	40%
Number of communication barriers addressed	20,000	4700	24%
Number of interpreters in CDHH sponsored professional development	200	387	194%

Fiscal Year 2018

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
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 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Region 1	16	14			30
Region 2	19	18			37
Region 3	83	51			134
Region 4	14	8			22
Region 5	127	72			199

Clients by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Deaf	102	38			140
Hard of Hearing	97	75			172
Deaf-Blind	11	5			16
Speech Disabled	2	6			8
Hearing	47	39			86
Total Clients by Quarter	259	163			422

NMDVR

CDHH Second Quarter Report
January 18, 2019
Board Meeting March 7, 2019
Performance Measures FY19
October 1, 2018 – December 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 **October 1, 2018-December 31, 2018.**

(Second Quarter FY19)

NMDVR Liaisons – New Mexico Association for the Deaf – Is Vacant at this time.
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 – (Second Quarter FY19)

Twenty-Three (**23**) individuals have received sign language interpreter services during the period October 1, 2018-December 31, 2018. A total of **\$10,165.52** has been authorized and expended for this service for October 1, 2018-December 31, 2018.

Twenty-One (**21**) individuals have received hearing aids and/or other hearing devices during the period of October 1, 2018-December 31, 2018. A total of **\$88,358.40** has been authorized and expended for this service during the period of October 1, 2018-December 31, 2018.

Ten (**10**) individuals who are Deaf have been closed successfully rehabilitated (employed) during the period of October 1, 2018-December 31, 2018.

Thirty (**30**) individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the period of October 1, 2018-December 31, 2018.

Employment Information

Average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or otherwise hearing impaired is **31.16** hours per week during the second quarter of FY19, or

October 1, 2018-December 31, 2018. Average wage at closure is **\$14.23** per hour during the second quarter of FY19.

Caseload Activity

Two Hundred Thirty-Three **(233)** Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the period of October 1, 2018-December 31, 2018.

Three Hundred Eighty-Three **(383)** individuals who are Hard of Hearing and/or otherwise Hearing Impaired have been opened and/or opened and closed during the period of October 1, 2018-December 31, 2018.

Six Hundred Seven **(607)** 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 October 1, 2018 – December 31, 2018.

Ineligible for VR Services

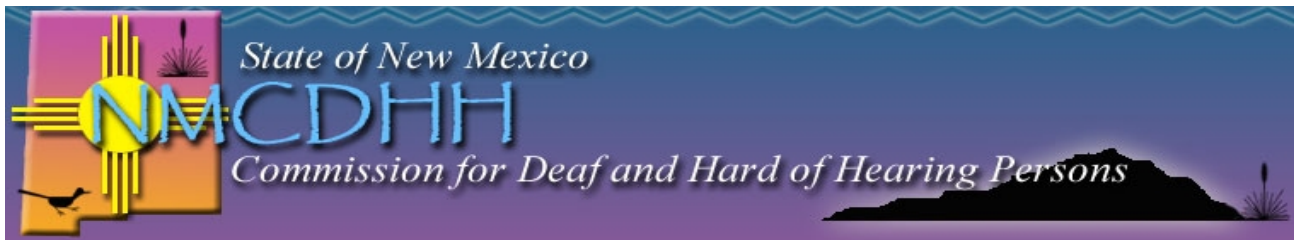
One **(1)** individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been determined as ineligible for VR services during the period of October 1, 2018-December 31, 2018.

Transition Services

Sixty-Five **(65)** individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been identified as receiving transition services during the period of October 1, 2018-December 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, 2019

Quarter Reported:
 1st (July-Sept) ____ 2nd (Oct-Dec) X 3rd (Jan-Mar) ____ 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 2019 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	9	7 Community; 0 Educational; 2 Provisional
Complaints	0	
License denials, suspensions, and revocations	3	1 new application was denied 2 were reinstatement applications

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: October 29, 2018

Next meeting: TBD

Agendas and draft minutes are available at the Board website:

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