

New Mexico Commission for Deaf & Hard of Hearing

FY19 QUARTER 3 REPORT

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New Mexico Commission for Deaf & Hard of Hearing



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NMCDHH BOARD MEETING

Thursday, June 6, 2019
NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102

DRAFT AGENDA

Posted: May 15, 2019

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of March 21, 2019
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
 - c. Hamilton Presentation
- V. Action Items
- VI. New Business
- VII. Old business
 - a. September Training
- VIII. Adjournment

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

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

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



Thursday, March 21, 2019
NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102
3:00 p.m.

DRAFT – These minutes will be subject to another possible revision and approval by the commissioners at the next board meeting on June 6, 2019.

I. CALL TO ORDER AND ROLL CALL

Chair Austin Welborn called the meeting to order at 3:02 p.m. and proceeded with roll call.

Present: Austin Welborn, Chair
Joanne Corwin, NMSD Designee for Rosemary Gallegos
Johnny Robertson
Don Johnson

Absent: Concha Dunwell

Commissioner Josh Pando had not yet arrived.

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, Rachelle Clifford, Cameron Flores, and Dana Murrah. Six members of the community were in the audience.

II. APPROVAL OF AGENDA

19.12

Commissioner Johnny Robertson made a motion to approve the agenda.
Commissioner Joanne Corwin seconded.
Motion passed unanimously.

III. APPROVAL OF DECEMBER 13, 2018 MINUTES

Chair Welborn asked if there were any changes to the minutes from December 13, 2018.

19.13

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

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme reported that Hamilton could not come to present since the date of the board meeting changed. They will do their report on their services and the phone systems they provide at the June meeting.

Executive Director Gomme has been monitoring the changes in Internet Protocol Captioned Telephone Service (IP CTS) and Real Time Text (RTT). He wanted to give an in-depth report, but a report was just released, and he was in the process of reviewing everything. He was able to say that it does not seem to impact our budget. Some changes will happen to reduce fraud and waste in the IP CTS system. There will be more information after he has time to review it completely.

The 60-day Legislative Session just wrapped up and there were several bills and memorials that Executive Director Gomme had been monitoring. We also discussed the CDHH budget and concerns over our declining revenue. There was discussion on the changes from the Taxation and Revenue Department (TRD) and there is some action on that end. TRD will be meeting with Executive Director Gomme and CFO Deborah Romero and TRD is aware that this problem will need to be addressed. Because of the declining revenue, CDHH did ask for deficiency/supplemental funding in our request. Everything that was discussed at the legislative session is still waiting for the governor's signature, so we are on hold at this point.

Several bills were introduced this year that have at least some impact on the Deaf and Hard of Hearing community. House Bill 48 addresses the issue of audiologists and hearing aid providers counseling their consumers about telecoils and assistive listening devices. HB48 requires this counseling so that people are educated about how these listening technologies work. At the Commission, we want consumers to be aware of their telecoils and how assistive listening technologies and loop systems can improve their lives. There were very positive responses and the bill passed the house and senate with very little opposition.

Executive Director Gomme said that he also monitored House Bill 136 which was related to driver's registration. The bill was not focused specifically on the deaf community, but on non-traditional modes of communication and the barriers they present. The bill ended up stalling because this session was so busy with the amount of bills being introduced.

Commissioner Josh Pando arrived at 3:10 p.m.

House Bill 243 was an attempt to get funding for different types of educational approaches for the deaf and hard of hearing. There were concerns about this bill and how it was presented and the focus on oral education. The Commission is in no way opposed to oral education, however the concern with this bill was the limitation on modalities of communication that it might impose. That bill ended up being rolled over indefinitely. Executive Director Gomme hoped that in the future we will be able to have more collaborative discussion between the entities involved as well as more clarification on the different community needs.

Senate Bill 363 essentially was for a new apprentice position for speech and language pathologists and Executive Director Gomme felt it was a sensible request, but there was a great deal of difficulty clearly explaining the different roles within that field, so it was also tabled with no action taken.

Executive Director Gomme announced that CDHH's Telecommunication Equipment Distribution Program (TEDP) is ending its contract term at the end of this fiscal year. Community Engagement Director, Lisa Dignan, has assumed the responsibility of the RFP procurement process and we will award the new contract before the end of the fiscal year.

CDHH's TEDP has been distributing iPads for a while now. If there is a problem, the customer has had to send it out to be assessed and repaired if possible. Recently the Commission has found a device that can be plugged

into a person's iPad and communicate with the vendor to diagnose it remotely. This is a very positive step because it won't put the burden on our customers to mail it out to find the problem.

b. Department Reports

i. Community Advocacy

Community Advocacy Director, Corina Gutiérrez, had told the board previously that Community Advocacy Specialist, Chery Padilla, had become a trainer for the Community Emergency Response Team (CERT) along with Lisa McNiven from the Governor's Commission on Disability. The two of them have been developing a presentation for the New Mexico School for the Deaf (NMSD) and the Deaf Cultural Center (DCC). The dates have not yet been set.

Ms. Gutiérrez stated that Community Education Specialist, Roger Robb, has been providing training for the local Social Security Administration offices. One of the managers from the Social Security office in Rio Rancho developed a placard and Ms. Gutiérrez had it with her to show to the commissioners. They plan to have the placard at each window so that the client can indicate to the representative their means of accommodation. The placard provides different accommodation options, such as a certified signed language interpreter or video remote interpreting. However, many of our deaf consumers are not comfortable reading English and, although there are some pictures, it still may not be clear. Mr. Robb is working on developing a vlog that will explain these in ASL. When it is done, it will be sent to Nathan Gomme for review and then to the regional manager of Social Security for approval and distribution to all Social Security offices.

Ms. Gutiérrez said that an ongoing project is the work her department is doing with healthcare providers and gathering case stories. Mr. Robb will be scheduling a training with DaVita soon.

Sandra Williams, the Las Cruces Office Coordinator, has gone out in the southern part of the state to different agencies and organizations like senior centers, hospitals, and libraries to let them know what the Commission does and to discuss setting up public video phones. A new sheriff was elected in Las Cruces, Kim Stewart, and Ms. Williams met with her. Sheriff Stewart was very enthusiastic about meeting with Ms. Williams, and Ms. Williams will be providing sensitivity training for her staff.

Susana Santillan, Community Advocacy Specialist in Las Cruces and Cheryl Padilla, the Community Advocacy Specialist in Albuquerque, continue to be very busy with the Commission's outreach booths.

Ms. Gutiérrez asked Mr. Robb to come up and present on some of the projects he has been working on. Mr. Robb began with the two-year strategic plan with law enforcement. They are still working on the placards. There was a meeting with one of the officers who thought a pocket-sized placard would work best for the officers, since their cars are often cluttered, and it would be easier to find there. The placards for Deaf, hard of hearing, and oral deaf drivers to carry in their vehicles would be the regular size. The Albuquerque Police Department (APD) said they will absorb the cost of printing and distribution.

Mr. Robb was happy to report that there would be another Coffee with a Cop event. This time the plan is to be inclusive of the hearing loss community. Many of the hard of hearing community did not attend last time due to a conflict with the Hearing Loss Association of America (HLAA) local meeting. The event will be in late summer or early fall.

Mr. Robb said he had met with the census bureau to see if we would be able to get numbers for deaf and hard of hearing individuals in New Mexico. Unfortunately, we were informed that it is too late to get a question added to the 2020 census. They did say that we can work with the American Community Survey and we may be able to get a better number that represents the deaf, deaf-blind, deaf plus, and hard of hearing communities. Mr. Robb added that he will be partnering with them to create a vlog to inform the community about the importance of filling out the census.

Mr. Robb recently had a meeting with the Office of Equity and Inclusion. Mayor Tim Keller established this office as a new department of the City of Albuquerque. Mr. Robb stated that the partnership between the Commission

and the Office of Equity and Inclusion is very important. The Deputy Director of that Office and the ADA Coordinator were both present at that meeting. They seem very willing to work with the Commission and how to advocate on certain issues, like equal housing opportunities and other issues that happen at the city level.

Bernalillo County will hold a mock election for the year 2020. Some members of the community who may have never voted and are not familiar with the process and what it looks like. This will be a hands-on experience at the election warehouse. Deaf, hard of hearing, and deaf-blind people will go through the process and know what information is asked before they go vote. The date isn't set but will probably be August or September. Mr. Robb also reminded the board that he did a vlog on the voting procedure a while ago and can share that again on Facebook and please share that information.

Isotopes opening day is coming up. They will have an exhibition game playing against the Colorado Rockies. Mr. Robb said he would be meeting with the staff at Isotopes Park and will work with them on how deaf and hard of hearing people can order food at the concession stands. The menus are overhead and deaf and hard of hearing don't have the ability to point and communicate their order. We are encouraging them to put pictures of their menu items on the countertop to allow for easier ordering. There are many items on the menu that can be difficult to communicate, so the countertop menu would be a nice benefit. Mr. Robb said he will be working on making a vlog as well to talk about the rules and policies at Isotopes Park that will make the trip to the park more enjoyable for everyone.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, announced that they had four mentor/mentee pairs participating in New Mexico Mentoring this session. They are half way through and doing everyone is doing great.

The Interpreter Licensure Board has not had any appointments to the board by the governor's office, therefore they don't have a quorum and cannot have meetings. However, there is a new Director of Boards and Commissions in the governor's office so Ms. Dignan will start working with the board administrator this week to get that started. She said she didn't know if people applied for the board under the Martinez administration and if those applications carry over to the Lujan Grisham administration or if they must reapply. She will be looking into this.

As Executive Director Gomme previously mentioned, Ms. Dignan will be running the RFP for the TED Program. The RFP was released about a week and a half ago, and proposals are due April 4th. Then the real work begins with the evaluation of proposals. If all goes well, there should be a contract in place by July 1st.

Ms. Dignan announced that Richard Bailey has left our agency since his wife had an excellent job opportunity out of state. Mr. Bailey was previously in charge of RFPs and that is why Ms. Dignan will be running the current RFP for TEDP.

Ms. Dignan and Andrea Ginn, Communication Development Specialist, have been meeting with the New Mexico Film Office to collaborate with them on becoming accessible to deaf and hard of hearing individuals. With the film industry growing so rapidly here in New Mexico, it would be great to have an access point for deaf and hard of hearing to get into that industry.

Ms. Ginn is also working with the Department of Health to set up a program to grow more interpreters who are skilled in mental health interpreting. The Department of Health is completely on board with this and Ms. Ginn is doing a tremendous amount of work building up this partnership.

The interpreter apprentice program is continuing to evolve. Ms. Dignan and Ms. Ginn are often conversing about what can be done to make the program even better, so there are exciting changes taking place. There was one more apprentice who voluntarily exited the program, so there are four that are doing incredible work and two of them were in the audience.

Ms. Dignan, who also oversees Human Resources for CDHH, announced that State of New Mexico Inclement Weather Policy changed. State employees are now going to follow their local school districts instead of having a separate decision about closures and delays. They will follow their home school district as opposed to their work school district. For example, the employees who live in Rio Rancho often have more snow than downtown Albuquerque. Those employees will follow delays and closures established by the Rio Rancho school district rather than Albuquerque Public Schools. This should lead to increased safety for all staff.

Ms. Dignan along with CFO, Deborah Romero, and Executive Director Gomme had a meeting with the new director of the State Personnel Office (SPO), Pamela Coleman, and three other individuals from SPO. Ms. Dignan thought the meeting was very positive and hopes to get the four vacant positions filled soon.

Ms. Dignan was also pleased to report that our agency will not be consolidated into the consolidated human resources project. This is great news because there were concerns about how the deaf and hard of hearing staff were going to effectively access a human resources person through a call center model that knows nothing about deafness, language access, or video relay. This is a big relief for us who prefer to maintain HR services at the agency level.

Commissioner Josh Pando mentioned that he was part of a training collaborative through SPO called "Trainers Unite". Usually people with disabilities are not part of a trainers' group. Identifying training needs for everybody regardless of ability is important, so he wanted to encourage someone from the Commission to be a part of that. Ms. Dignan was aware of the group and knew the person running the group. She thanked Commissioner Pando for mentioning it.

Ms. Dignan mentioned that she would be working with the Employee Assistance Program (EAP). They restarted their webinar program for all state employees, but once again, none of them are captioned. They have been open to working with Ms. Dignan in the past, and she hoped the second time around will be easier.

Ms. Dignan asked if there were questions and Commissioner Robertson asked if she would elaborate on the four vacant positions within the agency. She replied that she could give a brief overview, but they may need to reclassify those positions to where they are the best fit for what the Commission currently needs. One of those positions is an advocacy position. Luke Adams left that position last year and the advocates in Ms. Gutiérrez's department will be very grateful to have that position filled. Rich Bailey's position will need to be filled, but we are still figuring out the details of that position. Mr. Bailey did a lot of procurement, working with federal regulations and transition work. Losing Mr. Bailey was a big loss for the agency. Another position in Ms. Gutiérrez's department handled the equipment distribution program and some outreach as well. All those tasks have been absorbed by other people in the advocacy department. The fourth position is in Ms. Romero's Administrative Services Department, left vacant when Joyce Croker retired.

iii. Administrative Services

Deborah Romero, Director of Administrative Services and CFO, stated that there continues to be a decrease in revenue, however the good news is that the Legislative Finance Committee (LFC), the Department of Finance and Administration (DFA), and TRD are all going to sit down and discuss the revenue loss. She is also waiting for approval of House Bill 2, which appropriates our budget for FY20. Hopefully, if it's approved, we can fill all the vacancies.

Ms. Romero announced that CDHH is current on all financial operations. It is the time of year where we will start training for year end and preparing for the FY19 audit. CDHH's FY18 is closed and we have our auditor, Thad Porch, here to present our FY18 audit report with zero findings.

c. Auditor's Report

The auditor, Thad Porch from Porch and Associates, stated that their responsibility as auditors is to make sure that the financial statements are materially correct. They audit balances, internal controls, processes, and compliance with laws and regulations. Mr. Porch explained that there are three types of results from an audit: Unqualified or unmodified means they believe your balances and footnotes are correct and the internal controls

are good. Second is a modified or qualified opinion which means there was an area that may not be quite right, but everything else was fine. The third result is an adverse opinion or disclaimer, which is an unfavorable result. Mr. Porch was happy to announce to our board that CDHH received unqualified/unmodified results, which is the best outcome.

Mr. Porch reviewed the actual report with the commissioners, which all had a copy of the report. After reviewing, he said the biggest challenge was the declining tax revenue. He was glad to hear in Ms. Romero's report that she is talking to DFA, LFC, and TRD to figure out what to do. He reported that the Commission had no findings this year, which means there were no violations of laws, no errors, and good financial reporting.

Commissioner Robertson complemented Deborah Romero and her department for doing such a wonderful job and that her hard work was appreciated. The commissioners applauded her work.

V. ACTION ITEMS

a. Determine Date for AG Training

Chair Welborn stated that the only action item was to determine a date for the Attorney General training. Executive Director Gomme reminded that the board that at the last meeting it was determined that the board would benefit from training on the Open Meetings Act (OMA) and the Inspection of Public Records Act (IPRA) and other issues pertaining to Board Meetings. CDHH's legal counsel, Delilah Tenorio, was not available for this meeting, but she sent an alternate from the Attorney General's Office, Steven Vigil. Executive Director Gomme added that Ms. Tenorio did recommend we schedule the training after the beginning of the new fiscal year, so to coincide with the first meeting of FY20, the date would be September 19. Mr. Vigil was asked how long the training normally takes. He replied that he had not yet done a training himself, but from other people at the AG's Office, he understood it would last at least an hour. Chair Welborn asked if it might be possible to have an abbreviated meeting in September to incorporate the training on the same day. After discussion it was suggested that the meeting start earlier in the day.

19.14

Commissioner Robertson made a motion to change the start time of the September 19th meeting to 1:00 p.m. to incorporate training from the Attorney General's Office.
Commissioner Joanne Corwin seconded.
The motion passed unanimously.

VI. NEW BUSINESS

There was no new business

VII. ADJOURNMENT

19.15

Commissioner Robertson made a motion to adjourn.
Commissioner Pando seconded.
Motion passed unanimously.

The meeting was adjourned at 4:11 p.m.

Executive Summary

Nathan Gomme, Executive Director

Commissioners and Community Members:

I am pleased to present the 3rd Quarter Report of Fiscal Year 19 for The New Mexico Commission for Deaf and Hard of Hearing. There were several hot button topics during this quarter including: IP CTS changes, our budget, several legislative measures, an FCC meeting and several other projects. During this quarter our staff have done a great job preparing and planning for the upcoming RFP, the TEDP redesign, and several other projects which are explained in their reports. We are also preparing to wrap up the Fiscal Year and get ready for the upcoming Fiscal Year. Everyone has done a great job getting things in order. We have had some great new relationships developed with the leaders appointed recently and have seen some great changes occur already. We are still waiting for a few more positions to be filled and get underway with filling several vacant positions this upcoming fiscal year. I have been working with our CFO, Deborah Romero, and I feel confident we will be able to get a number of things taken care of between now and the end of the 1st quarter of next year.

Since December of last year there have been several changes and discussions relating to relay services specifically IP CTS and in regard to the technology of the future. The FCC announced a Report and Order regarding the use of IP CTS in February. As I mentioned in previous reports, there are 5 known IP CTS providers and the funding for IP CTS has grown exponentially over the last several years. This growth has translated into increased expenditures in the IP CTS portion of federally funded relay services. The concern was that with the continued increase that there would be no funding available in the near future. Initially even though there was some doubt as to the cause of the growth the FCC was considering other potential funding resources. In this Report and Order they now look at the continued growth with more questions. In order to better understand the growth, the FCC is proposing that the User Registration Database which was created for the VRS program now be expanded to include IP CTS users. There will be a grace period of a year to transition the users onto the database. For new and porting users there will be a two-week grace period where the identification verification takes place. As a result, the FCC is not looking to change how the intrastate/interstate funds is allocated. This is a good result for the states and helps us better understand this growth. The FCC also announced that they will have a particularly important Disability Advisory Committee Meeting in April. It is expected that good portion of the focus will be on IP CTS and Automatic Speech Recognition (ASR) services. Some of the IP CTS providers have begun to explore and test the use of ASR services during their calls. There are some concerns with this push for ASR providers, but this seems to be the focal point for the future.

We completed all the work for our budget this legislative session. As I explained at the last board meeting the budget was similar to our current fiscal year budget and we are already working towards the meeting with the Tax and Revenue staff in the summer. What is now unclear is what will occur with our relay services now that the FCC has changed plans with IP CTS for now. We also have changing numbers as we get closer and closer to the sunset of TTY support and the transition to RTT full time. What is clear, is that RTT and all the plans for

relay services is going to be connected to off the shelf technology. In fact, all off the shelf technology has seen a shift towards becoming accessible in ways that were previously unexpected. We have seen some indications that off the shelf technology and the mobile phone providers are improving their plans and implementation with RTT and removing the need for third party technology. Our state relay provider is already planning for the future of RTT as it relates to landline users. We have been talking with our TED vendor about the shift we have seen with companies like Google and Amazon. What this could mean for our state is a more pronounced shift towards testing and preparing for the off the shelf transition in terms of our equipment sooner than expected. This shift has been commented on by several members of the FCC with a desire to move away from our traditional equipment distribution model as well as our relay services. Unfortunately, there are several questions and we have not seen a model ready to evaluate. As a result, I will be exploring some conferences and opportunities such as the M-enabling conference. In the meantime, our TED program revisions have been completed. We have added 8 items to our distribution list, each item is an improvement over previous equipment or replaces equipment that is no longer being manufactured. We will be seeing a few more upgrades due to the changes with Apple iPads. We won't be transitioning to the Pro models of the iPads because Apple has upgraded their current generation iPads and the Mini. We anticipate we will have no wait list for people reapplying for iPads by the next fiscal year. Jason and Corina have been working to improve communication with the applicants and reviewing the need for new technology.

As I mentioned during the last board meeting, we saw a lot of work being done during the legislative session. I want to comment on some of the work and results. The Hearing Aid Education Bill passed and has been signed. This now means that the SLPAHA Board will need to draft some rule changes to satisfy some of the language in the bill. I am currently waiting to see what the Speech and Language board will propose for the rule change, but I anticipate it will be discussed before the end of the fiscal year. With this bill we will see more done to expose potential buyers of Hearing Aids to technology such as Telecoils and Bluetooth. Some bills related to our community that did not pass were the Nontraditional Communication Drivers Registry, the Deaf Education Bill, and the Speech & Language Pathology Assistant Changes. I am hoping to see more work done by the community in areas they think legislation is needed. During the session I spent a lot of time making myself available for questions and discussions about the perspective of this agency on different bills regarding the impact on the community. This is an important function that I take very seriously and ensures that we have a voice in changes that can have significant impact. A lot of the work being done with law enforcement, the messages of hard of hearing community, and the messages from the grassroots community are information I share. Roger, Cheryl, Corina, Lisa, and Andrea's work with several agencies and the progress they make helps guide the work done by our legislative body towards the goal of communication access. Roger and Sandy have both made tremendous strides to work with local government agencies as well. I can honestly say that our work is some of the best in the nation.

That work has led some of our staff to being requested to work on committees and present in other states. I was just honored to be asked to join another NAD committee this time focusing on VRI in courts. That committee will be meeting soon, and I am still working on the other NAD Accreditation Committee, from what I understand our work is currently being reviewed. We continue to work with national partners and are getting ready for some upcoming conferences in the 4th quarter for several people including me. There will be an HLA conference in

Rochester this June, there are some other conferences happening in May and June as well. I am looking forward to seeing what new information can be gathered. My work with the NASRA and TEDPA boards has been going well as we prepare for our upcoming conferences in September. I also want to mention that the work done on the RFP for our equipment distribution needs has been wonderful. Lisa and the evaluation team have been working very hard to get this done as soon as possible. In short, the 3rd quarter has been very productive, and a lot has been accomplished. We continue to work towards preparing for the changes on the federal level and we begin to wrap up the fiscal year, so we can close out the 4th quarter and we are preparing to fill our vacancies.

Thank you,

G. Nathan Gomme

Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

Individual/System Advocacy & Public Policy

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

- Community Advocacy / Communication Access:

The Department remains steadfast in our efforts to develop and maintain excellent communication access for the deaf and hard of hearing community members of New Mexico. Examples include, providing accurate resources and explanations to all clients, agencies and consumers in need of information.

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.

Our Director of Community Advocacy, Corina Gutiérrez worked with clients regarding their communication access and several agencies this quarter. Ms. Gutiérrez has met with the Field Officer Director and his supervisor for the United States Citizenship and Immigration Services (USCIS). The USCIS will host a training on how to become a US Citizen and to obtain legal documentation with the US for individuals who are Deaf, Deaf-Blind, and Hard of Hearing. Ms. Gutiérrez will work with the Community Outreach Program for the Deaf (COPD), and other Deaf organizations to see if they are interested in having a training from the USCIS. Ms. Gutiérrez also worked with the Field Officer Director about providing a signed language interpreter and Certified Deaf Interpreter (CDI) for their US Citizenship test. They all have indicated that they have passed their test. Providing the interpreters really helped them understand the context of the test. Corina also worked with the Federal Court in Santa Fe to provide a signed language interpreter for the Deaf attendees in the audience. These cases were successful.

Our Community Advocacy Specialist, Cheryl Padilla, has been working with several clients in regards their communication access. Cheryl successfully worked with the courts, doctors and the New Mexico Corrections Department to provide signed language interpreters and other auxiliary aids for the Deaf and Hard of Hearing clients during their meetings.

Our Community Education Specialist, Roger Robb, assisted a few clients with employment issues. Mr. Robb was able to get their employer to provide a signed language interpreter for a job interview. The clients were able to secure employment after the interview. Mr. Robb also was able to get the employer to provide signed language interpreters for the staff meetings and trainings. Additionally, Mr. Robb was able to provide a Hearing Loss Sensitivity training to help the company understand how to work with Deaf employees.

■ Community Education:

The Community Education Specialist, Roger Robb has done 9 presentations/trainings during the third quarter of Fiscal Year 2019.

Here is the breakdown of the presentations that Roger has completed:

- Hearing Loss Sensitivity for SSA – 3
- Hearing Loss Sensitivity – Medical – 2
- Dealing with Law Enforcement – 1
- Hearing Loss Sensitivity – Employment – 1
- LGBTIQ – 1
- TEDP – 1

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

- Brookline College – Nursing Department
- Encino Terrace Senior Living
- Hearing Loss Association of America – Albuquerque Chapter
- New Mexico Environment Department
- Signed Language Interpreting Program - UNM
- Social Security Administration – Las Cruces, Las Vegas, Rio Rancho

■ System Advocacy:

Mr. Robb has 8 new and 3 continuing System Advocacy cases for the third quarter of Fiscal Year 2019.

Here is the summary of those cases:

- (New) Albuquerque Little Theatre – Dial M for Murder
- (New) Albuquerque Little Theatre – Shrek: The Musical
- (New) Albuquerque Public School – Driving Education for the Deaf
- (New) Fathom Event – The Wizard of Oz on the big screen
- (New) Jersey Mike - Accessibility
- (New) Popejoy Hall – Kinky Boots
- (New) Popejoy Hall - RENT
- (New) Popejoy Hall – The Sound of Music
- Albuquerque Police Department 2 Year Strategic Plan
- DaVita Medical Group - Accessibility
- Presbyterian (Alb) 2 Year Strategic Plan

■ Strategic Plan with Albuquerque Police Department

Mr. Robb is waiting for the newest version of the SOP from APD in the meantime he has been having meetings with Chris Sylvan to discuss the upcoming Coffee with Cops event it was agreed that NMCDHH would work out the logistics and will support us in this endeavor. We also discussed some recent issues that Deaf citizens faced trying to communicate with Law Enforcement. He is to follow up on these issues and let me know what the solutions are.

■ City of Albuquerque

Met with the City of Albuquerque officials to discuss how to improve accessibility for live streams and events. We also discussed the possibility of looping more areas in City Hall. We will also be working with the city attorney regarding some ADA complaints. As we met we realized we could work on the upcoming Census and will be meeting with them in the upcoming months.

■ Social Security Placard Video Project

We have completed the video shooting and are almost finished with the post-production element of the project. The purpose of the project is to have the SSA staff show the video explaining what the placard is and explain the sections in ASL for Deaf and Hard of Hearing people who may not understand the sections in English.

■ Bernalillo County Elections Board Mock Election Project

Mr. Robb spoke with Kathy Korte about doing a Mock Election with the Hearing Loss community before the election in November. She agrees with this and we would be able to do it at the Bernalillo County Elections Warehouse where they have the equipment to pull this off. We are working out the logistics for this and figuring out when to do the event, possibly in August or September.

Deaf-Blind and Deaf Plus Program

The Community Outreach Program for the Deaf-NM Deaf-Blind/Deaf Plus (Deaf/Hard of Hearing with a significant disability) has maintained its strength and has served 50 clients in total to date – 27 of whom are Deaf-Blind and 23 of whom are Deaf Plus. These 50 New Mexicans live in 11 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 third quarter:

- NM Deafblind Task Force meeting on January 24th
- Independent Living Council meeting on February 8th
- Disability Rights Awareness Day at the NM State Capitol February 4th.
- Deaf Senior Citizens Meetings on January 17th, February 28th, and March 21st.
- ABQRide Paratransit meetings on January 5th and March 19th
- COPD Focus Groups for Senior Citizens and Consumers who are Deafblind or Deaf+ on March 26th

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

- Zia Annual Meeting and Potluck on January 26th
- Bowling and lunch at Taaj Palace on February 23rd
- David Chee's Celebration of life on March 9th

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

- Meetings on January 22nd and March 20th

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 assistive devices, and neck loops.

Equipment:

Telecommunication Equipment Distribution Program is in full swing with some of the new equipment that has been added to our program. 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

A few items are quickly becoming popular which are currently the Sonic Alert HomeAware Combo Unit and Clarity XLC7BT.

TED equipment program is fine-tuning its ability to track orders from the time the applications arrive to our office to the time of the customers receiving the equipment. We have also been working on improving our notification process for customers who reapply for new iPads. They can't keep both products and there must be a transition process.

Equipment distributed for the second quarter are as follows:

Phone	January	February	March	Tally
Amplicom PowerTel 725				
PowerTel 720 Cordless Phone w/ Answering Machine				0
PowerTel 601 Wireless Wrist Shaker				0
Amplicom PowerTel 780 Combo				
PowerTel 760 Corded Telephone	1	2	1	4
PowerTel 701 Expandable Handset	1	2	1	4
Amplicom PowerTel 785 Combo				
PowerTel 760 Corded Telephone		3	1	4

PowerTel 701 Expandable Handset		3	1	4
PowerTel 601 Wireless Wrist Shaker		3	1	4
Clarity Alto	1		1	2
Clarity Alto Plus				0
Clarity BT914				0
Clarity D704				0
Clarity D714				0
Clarity JV35				0
Clarity XLC2	1			1
Clarity XLC3.4				0
Clarity XLC7BT	1	1	1	3
ClearSounds A1600BT	1	2		3
ClearSounds A6BT				0
ClearSounds CSC600ER				0
Geemarc Ampli100VM				0
Geemarc AMPLI600 Corded Phone with ER				0
Panasonic KX-TGM430B				0
Serene Innovations CL-60 Cordless Phone				0
Serene Innovations CL-60A Cordless Phone	2			2
Serene Innovations HD-65 Corded Phone				0
iPad + Otterbox				
Apple iPad Deaf	1	2	3	6
Otterbox	1	2	3	6
Apple iPad Deaf Blind				0
Otterbox				0
Apple iPad Hard of Hearing	3	2	2	7
Otterbox	3	2	2	7
Apple iPad Speech				0
Otterbox				0
Apple Mini iPad Deaf		1		1
Otterbox		1		1
Apple Mini iPad Hard of Hearing	1			1
Otterbox	1			1
Apple Mini iPad Speech				0
Otterbox				0
Apple Mini iPad Deaf Blind				0
Otterbox				0
*** Special Order Otterbox for iPad	1			1
CapTel				
CapTel 840	1			1
	Jan distributed count	Feb distributed count	Mar distributed count	Q3 distributed Total
Total Phone Equipment Distributed:	20	26	17	63

Accessories	January	February	March	Tally
Surge Protector	12	12	5	29
Amplicom AB900 Answering Machine				0
Amplicom NL100 Neckloop				0
Bellman Audio Maxi Package 3 Neckloop	1			1
Bellman Mino with Neckloop				0
Clarity CE50 Bluetooth Neckloop				0
Clarity SR100 Super Phone Ringer				0
Clarity Speech Amplifier Handset WS-2749				0
Clarity HA40 In-line Telephone Amplifier				0
Clarity CE225 In-line Telephone amplifier				0
ClearSounds Quattro Pro				0
Base		2		2
Microphone		2		2
ClearSounds ANS3000 Answering Machine				0
ClearSounds CS-CR200 Phone Ringer				0
ClearSounds CS-WIL95 Amplifier			1	1
Comfort Audio Duett Neckloop	6	6	3	15
Geemarc LH10PK Neckloop		1		1
Geemarc AmpliCall 10 Telephone Ringer & Flasher				0
Griffin TruTone ElectroLarynx				0
Oral Adapter with Straws				0
Tone-Adjustment Screwdriver				0
Extra-Sharp Sound Cap				0
Krown RA 05 Amplified Ringer with Strobe				0
Serene Innovations CentralAlert™ CA360				0
Wireless Notification System CA360	1	2	3	6
Wireless Doorbell Model CA-DB	1	2	3	6
Bed Shaker Model BS-100	1	2	3	6
Serene Innovations CA380				0
Wearable Notification System	1	1		2
Bed Shaker Model BS-100	1	1		2
Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX	1	1		2
Wireless Doorbell Model CA-DB	1	1		2

Serene Innovations UA-45 Universal Phone Amplifier				0
Serene Innovations RF-105 Super Loud Ringer and Flasher				0
Serene Innovations RF200 Alerting System	3	2	1	6
Serene Innovations CentralAlert™ SS-201				0
Serene Innovations SA-40 Cell Phone Amplifier	2	1		3
Silent Call 365-SKV Smoke Detector Kit				0
Smoke Detector with Transmitter		3	1	4
Sidekick Receiver with Strobe Light		3	1	4
Bed Vibrator		3	1	4
SonicAlert HA360MKBR				0
Sonic Alert HomeAware Telephone Ring Signaler - Master Unit HA360M	5	5	3	13
Sonic Alert HomeAware Bed Vibrator - HA360V	5	5	3	13
Sonic Alert HomeAware Dry Contact, Multifunctional Remote Transmitter - HA360DC	5	5	3	13
Sonic Alert HomeAware Basic Receiver Unit Kit - HA360BRK	5	5	3	13
SonicAlert HA360BRK				0
Base	1	1		2
Shaker	1	1		2
	Jan distributed count	Feb distributed count	Mar distributed count	Q3 (column) distributed Total
Total Accessories Distributed	53	67	34	154
Total Equipment Distributed:	73	93	51	217

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. Thomas Sena has been presenting at several events including several health fairs across the state and at senior centers. Mr. Sena conducted 23 field visits, and 4 presentations this quarter. Mr. Sena joined Cheryl Padilla for several events and RNM covered the costs of those events.

Exhibits and Events hosted by RNM for the 3rd quarter in New Mexico include:

Events	Location	Date	Visitors
Children's Law Institute Conference	Albuquerque	1/9-11/19	360
Alzheimer's Association Advocacy Day	Santa Fe	1/30/19	215
Senior Day at NM Legislature	Santa Fe	2/22/19	250
New Mexico Academy of Family Physicians Winter Refresher	Albuquerque	2/23/19	200
National Association of Social Workers- NM Conference	Albuquerque	3/6-8/19	480
Friendship Senior Center	Clovis	3/14/19	85
Eastern New Mexico University Veteran Resource Event	Portales	3/15/19	110
World Down Syndrome Day Balloon Rally	Albuquerque	3/16/19	100
Ruidoso Downs Senior Center	Ruidoso Downs	3/25/19	45
Alamo Senior Center	Alamogordo	3/27/19	80
		Total:	1,925

Outreach

For the third quarter of FY19, from the Albuquerque office, Cheryl Padilla has attended 15 different events. The total number of people that visited our booth is 637. Varying numbers of people visited our booth and wanted to know about the Telecommunication Equipment Distribution Program (TEDP).

Booths conducted include:

Events	Location	Date	Visitors
Disability Rights Awareness Day	Santa Fe	February 4, 2019	44
Roadrunner Food Bank	Albuquerque	February 21, 2019	13
North Valley Senior Center	Albuquerque	February 27, 2019	41
Mesa Hills Apartment Health Fair	Albuquerque	March 12, 2019	33
Roadrunner Food Bank	Albuquerque	March 14, 2019	19
Roadrunner Food Bank	Albuquerque	March 19, 2019	22
Pojoaque Community Health fair	Pojoaque	March 20, 2019	121
Roadrunner Food Bank	Albuquerque	March 20, 2019	7
Eldorado High School	Albuquerque	March 20, 2019	32
Roadrunner Food Bank	Albuquerque	March 21, 2019	25
Roadrunner food Bank	Albuquerque	March 27, 2019	52
Roadrunner Food Bank	Albuquerque	March 28, 2019	37
Roadrunner Food Bank	Albuquerque	March 30, 2019	49
		Total:	495

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 30 additional consumers. They provided advocacy and service coordination to clients at their homes, employment settings, state and local agencies, and public/commercial facilities. The Las Cruces staff followed up and made sure the needed resources were attained for their entire caseload. Their advocacy and service coordination resulted over 483 communication barriers removed.

Sandra Williams' Accomplishments

This quarter, the Las Cruces Office Coordinator, Sandra Williams, provided 5 Sensitivity trainings and advocated in several places such as:

- Inn of the Mountain Gods Resort: Their zip line department that had some issues with a deaf consumer who planned to lead a caravan of deaf people in a "sit-down protest". With Ms. Williams' intervention, and with the cooperation of the staff at the resort and the deaf consumer, she helped resolve their concerns. The staff at the resort requested her assistance to help them clarify their policy and procedures to make it more accessible for everyone with hearing loss. They expressed their interest in NMCDHH's sensitivity trainings and then produced a couple of videos that are targeted for the Deaf and Hard of Hearing.
- Hobbs: Ms. Williams traveled to Hobbs and provided a presentation at NM Junior College. She also met with staff at the Hobbs Senior Citizen Center, Lea Regional Medical Center and the 911 dispatcher trainer. All three agencies expressed an interest in our sensitivity trainings. She also went to the city library with hopes they would consider installing a VP at their site.
- Roswell: Ms. Williams reached out to the Roswell Senior Citizen Center, the director of Roswell Library, the director of the United Way of Chavez County, Choices Center for Independent Living, and a community leader invited her to come back at their future Roswell Association for the Deaf (RAD) gathering to inform them of NMCDHH's mission.
- Alamogordo: Met with the Independent Living Resource Center (ILRC). This trip helped to secure services for a client.
- Deming: Visited Deming Senior Citizen Center. The director from there is very interested in our presentations. She requested we coordinate our trainings with one of her staff.
- Doña Ana County Sheriff Department: Ms. Williams collaborated with the newly elected sheriff in Doña Ana County, and as a result, they requested additional resources and four (4) sensitivity trainings/presentations from the Commission.

Susana Santillan's Accomplishments

- Hosted numerous booths, as a result she provided services to several clients.
- Collaborated with the Doña Ana Community College's Director of Literacy Program with hopes to open doors for deaf consumers to that program.
- Selected as the 2019 City of Las Cruces ADA Board Secretary

Community Advocacy:

- Social Security Agency for failure to provide accommodation two times
- Lincare Medical Supply
- HUD for a job interview
- Gerald Champion Medical Center
- Las Cruces City Police
- Worked with DVR Counselor regarding deaf client
- Doña Ana Community College
- Sunshine Haven, Lordsburg, NM Social Worker regarding client diagnosed with profound hearing loss and visual impairment to discuss effective communication strategies.

System Advocacy:

- Inn of the Mountain Gods Resort
- Memorial Medical Center
- Doña Ana Community College Literacy Program Director regarding an interest in literacy classes for the deaf.
- Las Cruces ENT doctor requested contact list of Sign Language Interpreter Agencies and NMCDHH Services.
- Southwest Retina Consultants emailed NMCDHH Fact Sheet: How to Find a Signed Language Interpreter
- Las Cruces Surgeon inquired about sign language interpreters/hardship.

Community Collaboration made by both staff members:

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

- Abby Sullivan Engen (Lawyer)
- Ability Center
- Adelante Senior Meals
- Aging & Long-Term Services Department
- Alzheimer's Association
- American Red Cross
- Assurance Wireless
- Behavioral Health Local Collaborative
- Ben Archer Health Center
- Celestial Hearing Aid Center

- CHOICES Center for Independent Living
- City of Las Cruces Americans with Disabilities Act Advisory Committee
- Colmery-O'Neil VA Medical Center
- Colonia's Development Council Director
- Connect Hearing
- Deming Senior Center
- Disability Rights New Mexico
- Doña Ana Community College Literacy Program Director
- Doña Ana County ADA Coordinator and Board Members
- Doña Ana Sheriff's Office
- El Paso VA
- Families & Youth Inc.
- Finding Our Voice Organization
- Gerald Champion Hospital
- Hear on Earth
- Hidalgo Medical Services
- Hobbs 911 Dispatcher
- Hobbs Senior Center
- Inn of the Mountain Gods Resort
- Interagency Council
- Las Cruces Commission for the Blind
- Las Cruces DVR
- Las Cruces Firefighters and Paramedics
- Las Cruces Senior Program
- Las Cruces Workforce Connection Business Consultant
- Lea Regional Medical Center
- Livingston Hearing Aids Center
- Local Emergency Planning Committee
- NM Workforce Connection Monitoring Committee
- NM Workforce Connection SAWDB Disabilities Committee
- Parents Reaching Out
- People First Committee
- Rio Grande Hearing Center/Dr. Robert Ivey
- Roswell Activity Center
- Roswell Public Library
- Sierra Health Council Committee
- Sierra Hill Assisted Living
- Sierra Home Health & Hospice Medical
- Silver City Concilio Senior Volunteer Program
- Southern NM Society for Human Resource Management
- Starkey Hearing Foundation Hear Now Program
- Temple Beth-El
- United Healthcare
- United Ways of Chaves County
- Western Sky Community Care
- White Sands Missile Range

Booths, Presentations:

The Las Cruces office has hosted 28 booths this quarter.

	Events	Location	Date	Participants
1	San Isidro Catholic Church	Garfield	1/17/2019	25
2	Our Lady of All Nations Catholic Church	Rincon	1/18/2019	20
3	Our Lady of Mercy Catholic Church	Hatch	1/24/2019	25
4	St. Anthony Catholic Church	Anthony	1/28/2019	68
5	United University Methodist Church	Las Cruces	2/1/2019	23
6	Community Action Agency of Southern New Mexico	Las Cruces	2/4/2019	75
7	St. Thomas Moore Catholic Church	Chaparral	2/5/2019	48
8	Dona Ana County Community Resource Center	Dona Ana	2/7/2019	40
9	Butterfield Community Resource Center	Butterfield	2/15/2019	40
10	NMSU	Alamogordo	2/16/2019	80
11	ADDUS Health Fair	Anthony	2/21/2019	30
12	Community Action Agency of Southern New Mexico	Las Cruces	2/25/2019	62
13	Women's Intercultural Center	Anthony	2/26/2019	20
14	Women's Intercultural Center	Anthony	2/28/2019	20
15	United University Methodist Church	Las Cruces	3/1/2019	30
16	Community Action Agency of Southern New Mexico	Las Cruces	3/4/2019	77
17	Women's Intercultural Center	Anthony	3/5/2019	20
18	Women's Intercultural Center	Anthony	3/7/2019	20
19	Women's Intercultural Center	Anthony	3/12/2019	20
20	Women's Intercultural Center	Anthony	3/14/2019	20
21	Our Lady of All Nations Catholic Church	Rincon	3/15/2019	33
22	Women's Intercultural Center	Anthony	3/19/2019	20
23	Women's Intercultural Center	Anthony	3/21/2019	20
24	Parents Reaching Out Transition Conference	Las Cruces	3/22/2019	125
25	Community Action Agency of Southern New Mexico	Las Cruces	3/25/2019	70
26	Women's Intercultural Center	Anthony	3/26/2019	20
27	Women's Intercultural Center	Anthony	3/28/2019	20

Presentations:

	Presentations	Location	Date	Participants
1	Mimbres Senior Center	Mimbres	1/10/2019	7
2	NM Junior College	Hobbs	3/12/2019	17
3	Sheriff Department (afternoon)	Las Cruces	3/29/2019	15
4	Sheriff Department (evening)	Las Cruces	3/26/2019	12
5	Sheriff Department (early am)	Las Cruces	3/28/2019	8
6	Sheriff Department (mid morn)	Las Cruces	3/28/2019	16

Community Engagement

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

Director of Community Engagement Highlights

- All four mentor-mentee pairs in the Spring 2019 session are doing well.
- There have been no appointments to the Signed Language Interpreter Licensure Board yet, and the Board Administrator has been promoted, so that position has been posted to be filled.
- I am managing the RFP for the TEDP contract that will begin July 1.
- 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
 - State Personnel Office
 - United Way of Bernalillo County
 - Girl Scouts of New Mexico Trails
 - City of Santa Fe Police Department
 - Albuquerque Public Schools
 - New Mexico Film Office – a joint project with Ms. Ginn

Communication Development Specialist and Apprentice Program Highlights

Ms. Ginn is working on several projects:

- Working to create partnership and interpreter education opportunities with the New Mexico Department of Health.
- Working with the New Mexico Film Office to increase accessibility to their programs, and to collaborate on issues related to the Deaf and Hard of Hearing communities, as well as interpreters.
- NMCDHH provided 223 hours of interpreting services in the third quarter.
- Referral agencies were used for 10 hours of interpreting this quarter. This was due to a change to a board meeting date, also we have a lack of direct contract interpreters in southern New Mexico for services in that area. There were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- The Apprentice program continues to evolve to best provide mentoring and supervision while not taking the apprentice interpreters out of the community where they are needed.
- One of the apprentices voluntarily exited the program, so we have four remaining apprentices for this FY.
- Applications for FY2020 Apprentices are ready to be distributed.
- Apprentices engaged in 128.5 hours of observation, interpreting, and professional development work in the quarter.

Human Resources

Third quarter HR activities included:

- SPO changed the inclement weather policy – state agencies now follow school district closures and delays, and employees follow their home district instead of work district. These changes have been incorporated into the Employee Handbook.

- Rich Bailey left the agency and moved to North Carolina. We are grateful for his service and will miss his considerable expertise.

NMCDHH Library

- New materials were added to the library collection.
- A new “NMCDHH Library Item of the Month” feature in our email newsletters has generated a significant increase in library usage, so it will be modified to twice per month.
- 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 86 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 Q3.

Library Usage - FY 2019					
	Q1	Q2	Q3	Q4	Total
Patrons	7	4	13		24
Items Loaned	14	6	34		54

Administration & Finance

Deborah Romero, Director of Administrative Services, CFO, CPO

FY19 - 3rd Quarter Board Report - Administrative Services					
Category	2019 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONNEL SERVICES	1,134,500.00	724,961.26		409,538.74	63.90%
300 CONTRACTUAL SERVICES	1,738,800.00	522,577.52	481,632.86	734,589.62	30.05%
400 OTHER	291,300.00	171,238.32	79,296.88	40,764.80	58.78%
500 OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total	3,281,100.00	1,535,277.10	560,929.74	1,184,893.16	46.79%
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	\$26,600.00	\$143,039.26			
February	\$26,600.00	\$123,449.89			
March	\$26,600.00	\$144,462.71			
April					
May					
June					
Subtotal	\$239,400.00	\$1,282,468.16			

Social Media

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

- **Facebook:** 1,302 followers of NMCDHH
- Email announcement system (**MailChimp**): 212 subscribers
- **Twitter:** 395 followers
- **Ask the Expert:** 28 Inquiries

Data & Statistics

As required by Legislative Performance Measures

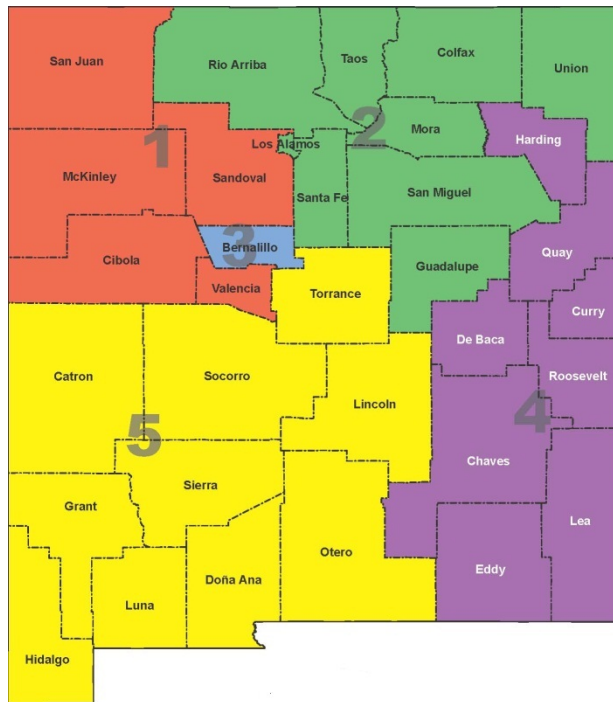
Fiscal Year 2019

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	110	81%
Number of outreach events coordinated	122	81	66%
Average number of relay minutes per month	6,000	9461	158%
Number of accessible technology distributions	1070	645	60%
Number of communication barriers addressed	20,000	6943	35%
Number of interpreters in CDHH sponsored professional development	200	400	200%

Fiscal Year 2018

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions 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	7		37
Region 2	19	18	17		54
Region 3	83	51	58		192
Region 4	14	8	1		23
Region 5	127	72	55		254

Clients by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Deaf	102	38	40		180
Hard of Hearing	97	75	64		236
Deaf-Blind	11	5	4		20
Speech Disabled	2	6	1		9
Hearing	47	39	29		115
Total Clients by Quarter	259	163	138		560

NMDVR

CDHH Second Quarter Report
May 10, 2019
Board Meeting June 6, 2019
Performance Measures FY19
January 1, 2019 – March 31, 2019

To: Nathan Gomme – Executive Director – New Mexico Commission for the Deaf and Hard of Hearing

From: Josh Pando and Ellen K. Carpenter –Field Operations Director and Vocational Rehabilitation Counselor for the Deaf and Hard of Hearing for New Mexico Division of Vocational Rehabilitation (NMDVR).

Re: MOU Goals and Performance – Report for the period of **January 1, 2019 – March 31, 2019.**

(Third 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 – (Third Quarter FY19)

Twenty **(20)** individuals have received sign language interpreter services during the period January 1, 2019 – March 31, 2019. A total of **\$4,143.66** has been authorized and expended for this service for January 1, 2019 – March 31, 2019.

Thirteen **(13)** individuals have received hearing aids and/or other hearing devices during the period of January 1, 2019 – March 31, 2019. A total of **\$37,655.50** has been authorized and expended for this service during the period of January 1, 2019 – March 31, 2019.

Seven **(7)** individuals who are Deaf have been closed successfully rehabilitated (employed) during the period of January 1, 2019 – March 31, 2019.

Thirty **(30)** individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the period of January 1, 2019 – March 31, 2019.

Employment Information

Average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or otherwise hearing impaired is **32.85** hours per week during the third quarter of FY19, January 1, 2019 – March 31, 2019. Average wage at closure is **\$12.55** per hour during the third quarter of FY19.

Caseload Activity

Two Hundred Twenty-Nine (**229**) Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the period of January 1, 2019 – March 31, 2019.

Ninety-One (**91**) individuals who are Hard of Hearing and/or otherwise Hearing Impaired have been opened and/or opened and closed during the period of January 1, 2019 – March 31, 2019.

Six Hundred Twenty-Four (**624**) individuals who are Deaf/Deaf-Blind – Hard of Hearing and or otherwise Hearing Impaired have been opened and/or opened and closed during the period of January 1, 2019 – March 31, 2019.

Ineligible for VR Services

Zero (**0**) individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been determined as ineligible for VR services during the period of January 1, 2019 – March 31, 2019.

Transition Services

Sixty (**60**) individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been identified as receiving transition services during the period of January 1, 2019 – March 31, 2019.

Respectfully Submitted:

Josh Pando
Field Operations Director

Ellen K. Carpenter
DVR Vocational Rehabilitation Counselor for the Deaf/Hard of Hearing



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) ____ 3rd (Jan-Mar) X 4th (Apr-June) ____

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 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	6	6 Community; 0 Educational; 0 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

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