

New Mexico Commission for Deaf & Hard of Hearing

FY19 QUARTER 4 REPORT

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New Mexico Commission for Deaf & Hard of Hearing



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NMCDHH BOARD MEETING

Thursday, September 19, 2019
3:00 p.m.

NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102

DRAFT AGENDA

Posted: August 26, 2019

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of June 6, 2019
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
- V. Action Items
- VI. New Business
- VII. Adjournment

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

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

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



*Thursday, June 6, 2019
NMCDHH Conference Room
505 Marquette Avenue NW, Suite 1550
Albuquerque, NM 87102
3:00 p.m.*

DRAFT – These minutes will be subject to another possible revision and approval by the commissioners at the next board meeting on September 19, 2019.

I. CALL TO ORDER AND ROLL CALL

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

Present: Concha Dunwell, Vice-Chair
Rosemary Gallegos
Johnny Robertson
Josh Pando

Absent: Austin Welborn
Don Johnson

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. Five interpreters were present, Andrea Ginn, Rachelle Clifford, Sally Schwartz, Gabriella Rivera, and Sierra Knight. Six members of the community were in the audience.

II. APPROVAL OF AGENDA

19.16

Commissioner Rosemary Gallegos made a motion to approve the agenda.
Commissioner Johnny Robertson seconded.
Motion passed unanimously.

III. APPROVAL OF MARCH 21, 2019 MINUTES

Vice-Chair Dunwell asked if the commissioners accepted the minutes as written.

19.17

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

IV. REPORTS

a. Executive Director's Report

Executive Director, Nathan Gomme, began his report with information on IP CTS, RTT and the rapidly changing technological environment. Google and Apple both recently gave presentations regarding accessibility within their technology. After review of the documentation and watching both presentations he found that this is the biggest leap and shift that he has seen for Google when it comes to hearing loss accessibility in some time.

Google's presentation included live captioning, live transcribing and live relay. They have developed all of these in their operating software. This is a new way of captioning videos; traditionally we see captions on Youtube or Netflix, this captioning will happen on Facebook and Instagram, things that normally aren't captioned. This software will also transcribe speech in real time via a mobile device which does not rely on internet. Live relay is a computer-based relay experience that functions off our your mobile device, this program is not yet available. Executive Director Gomme mentioned that 67% of Americans have smartphones and those numbers will only increase and users will need to adapt to the environmental shift that is happening.

Apple announced a new internal program that will alert individuals to dangerous noises in their environment. Apple is also working on ways to improve accessibility for other disabilities as well. There are several new apps and systems being developed as we speak. Since there are so many technological advancements, Executive Director Gomme has planned to go to the M-Enabling Summit in Washington, DC in a few weeks. There will be discussions on these technological advances, new apps that are being implemented, new devices, and new perspectives on how accessibility should be provided.

Executive Director Gomme announced that since the passage of HB48, Livingston Hearing Aid Centers are providing counseling to their clients and information on T-Coils and Loop systems, and the hope is that this information will continue to be spread throughout New Mexico. The Speech-Language Pathology, Audiology, and Hearing Aid Dispensing Practices Board will be convening soon and will discuss how this law will change their practices and rules.

Executive Director Gomme mentioned that he had just learned from John Hooper, who was in the audience, that four new infrared loop systems were just installed in the Round House. This stemmed from a discussion John Hooper, Steve Frasier and Pam Parfitt had in October with some of our representatives. We explained to them the inaccessibility of the Round House and they worked to implement those accommodations. Also, the rule changed that required 24-hour advanced notice of accessibility devices and technology needed during the legislative session. This rule wasn't reasonable because often agendas would change with less than 24-hours notice making it impossible to give advanced notice for accommodations. After some discussion, they decided to change the rule and have technology equipment ready. Executive Director Gomme wanted to thank Mr. Hooper and all the members of that accessibility group that worked so hard on this, and in particular, Steve Frasier, who spearheaded this.

The Albuquerque International Sunport now has a public video phone thanks to Lisa Dignan's work. The Sunport also will install Loops.

b. Department Reports

i. Community Advocacy

The Director of Community Advocacy, Corina Gutiérrez, announced that two public libraries, one in Albuquerque and one in Las Cruces, now had video phones. Lisa Dignan connected Ms. Gutiérrez with Joy Poole, the Deputy State Librarian at the New Mexico State Library and Ms. Gutiérrez and her department will continue working with her to install VPs in other libraries around the state. Right now, they are working with Farmington, Santa Fe, Alamogordo and Roswell. Sandra Williams will be working with the libraries in Alamogordo and Roswell and will continue to work in other communities like Hobbs, Anthony, and Hatch to see if they can set up public VPs there.

Vice-Chair Dunwell asked if there were signs to make sure the VP is for the deaf or hard of hearing and Ms. Gutiérrez explained that in the one installed in Las Cruces is in a separate room and users will need to check in at the front desk. In Albuquerque's Main Library, the user will need to sign in to get the remote to use the VP there.

Ms. Gutiérrez said she is working with the United States Citizenship and Immigrations Services (USCIS). She met with Jackie Crouse, a Community Outreach Officer from USCIS in San Antonio, and Jesse Mendez, a USCIS field officer here in Albuquerque. They are interested in holding a workshop for people with hearing loss to discuss documentation and permanent residency information as well as citizenship. This would involve COPD and other organizations for the deaf, as well. There was a workshop like this in El Paso, which was very well attended, so they would like to see one in New Mexico. Ms. Gutiérrez said that Community Education Specialist, Roger Robb, and Amy Gomme from COPD have been discussing this and hope to have the workshop in September.

Ms. Gutiérrez turned the meeting over to Cheryl Padilla, Community Advocacy Specialist, to talk about the Community Emergency Response Team (CERT). Ms. Padilla has been going to trainings, along with Lisa McNiven from the Governor's Commission on Disability (GCD), which teaches how people with disabilities prepare for emergency situations. Both Ms. McNiven and Ms. Padilla are now ready to become trainers. Ms. Padilla recently had a meeting with NMSD and is looking forward to providing a training for the students there this fall. She said she would also be providing a training to the Deaf Cultural Center (DCC) and other disabled communities in New Mexico.

Ms. Gutiérrez then asked Roger Robb to talk about what he has been working on. Mr. Robb had been meeting with the City of Albuquerque's Office of Equity and Inclusion so they will provide interpreting services for their community job fairs. They will be providing interpreter services so the deaf and hard of hearing attendees can interact with the employers in the different departments of the City of Albuquerque and have interviews that are happening on the spot. The next job fair will be in July.

Mr. Robb also has been meeting with the Census Bureau to see if we can put something on the census regarding the deaf and hard of hearing population. It is too late to add that to the 2020 Census, but they will be working on additions for the 2030 Census. They also asked CDHH to provide trainings for individuals who will be going out to homes throughout the state and will possibly need to interact with deaf or hard of hearing individuals.

As Ms. Gutiérrez mentioned, Mr. Robb is also working with USCIS. They have asked CDHH to provide a training for their staff members relating to hearing loss sensitivity and how to interact with anyone who is deaf or hard of hearing.

Commissioner Rosemary Gallegos suggested that Mr. Robb or someone from the Commission would reach out to CYFD for a training, as they sometimes are interacting with deaf parents who need some support. Mr. Robb said CDHH could definitely do that and thanked her for the suggestion.

Regarding the 2-year strategic plan with law enforcement, Mr. Robb announced that we will once again have the "Coffee with a Cop" event. Save the Date flyers have been sent out; it will be held on August 31st. Mr. Robb is still meeting with the Albuquerque Police Department on the placards and what should be on them. Sandra Williams is working with the Las Cruces Police Department and Mr. Robb will have a meeting with the Rio Rancho Police Department in the coming week.

Mr. Robb has been working with University of New Mexico Hospital (UNMH) to provide various trainings with staff members. He stated that we have collaborated with UNMH's Interpreting Department before and discussed interpreting issues and provided a Deaf perspective on how to improve communication access.

An interpreter that is working to become a nurse felt it would be beneficial to have a sensitivity training at Brookline College, so Mr. Robb has already given a few trainings and during one the Dean of Students was present. He was impressed by the presentation. They will be setting up a new medical assistant department and would like to have a presentation for them as well.

ii. Community Engagement

The Director of Community Engagement, Lisa Dignan, said the New Mexico Mentoring is progressing well. There were four mentor/mentee pairs that successfully completed the last session. She currently is accepting applications for the fall session.

Ms. Dignan shared that the governor's office is working on appointing members to the Licensure Board so that they will finally have a quorum. Although it hasn't happened yet, she is in communication with the Boards and Commissions representative and feels that may happen soon.

CDHH is very close to having the RFP for the equipment distribution program done. Ms. Dignan was hoping to be able to make the announcement of who the contract was awarded to, but we are waiting on a signature from State Purchasing to make it official.

As Executive Director Gomme previously mentioned, we were finally successful in getting a video phone installed at the Sunport. This was wonderful moment for all who had been working on this for years. The video phone is at the information desk that is down by baggage claim. Now that the information desk is moving to a new location and the video phone will go with it. Ms. Dignan went and took pictures of it and posted it on social media. The post was the most active post CDHH has ever had. Obviously, people are excited about it. A second video phone will be installed after construction is completed. It will be in the secure area after travelers pass through the TSA checkpoint, near the food court. Hopefully it will be installed sometime this summer.

In human resources, it is the end of the fiscal year and employee evaluations must be done. The legislature approved a 4% pay increase for state employees, which is the largest increase state employees have seen. The evaluations must be done by the end of the fiscal year in order for the raises to be received and Ms. Dignan was confident everything will be completed on time.

In the past Ms. Dignan has talked about the HR consolidation and now she can report that all the people who were consolidated are now being unconsolidated back to their original agencies.

Ms. Dignan reported that our Communication Development Specialist, Andrea Ginn, is very busy with a large volume of interpreting requests as Ms. Gutiérrez and her department are wrapping up their meetings and everyone is very busy before the close of the fiscal year.

Ms. Ginn is working with the New Mexico Department of Health trying to expand the level of training for providers and interpreters to effectively provide behavioral health access. She also just came back yesterday from the American Deafness and Rehabilitation Association (ADARA) conference in Baltimore. She returned with great resources that will help guide that project. Commissioner Robertson stated that since Desert Hills closed there is nothing available here for Deaf mental health. Ms. Dignan agreed that it does leave a gap in the community, but they will continue working to develop more services to address that need.

The remaining four apprentice interpreters will be finishing their year of apprenticeship with CDHH the end of this month. Ms. Dignan said that a year ago the four young women didn't have the skillset or confidence to interpret a board meeting, but two of them are working as part of the team today. Interviews were conducted the day before for our new FY20 apprentices, and we will make announcements about who they are soon.

iii. Administrative Services

Deborah Romero, CFO and Director of Administrative Services, announced that all operations were up to date and all payments were up to date. The department plans to get all invoices for the last month of the fiscal year by July 15, which will give them time to process everything before the books are closed.

The operating budget was submitted and approved on May 1st. CDHH was approved for a special appropriation of \$800,000 for FY19 and FY20 if needed. Ms. Romero is currently working with the State Budget Division on how we will bring that down once we know what we are going to need for FY19, and the same thing will follow for FY20. It is there for us to use while we are experiencing a decline in our revenue. There will still be meetings and discussions with the Taxation and Revenue Department and will keep the board updated.

c. Hamilton Presentation

Executive Director Gomme turned the floor over to Christa Cervantes, the New Mexico Account Manager from Hamilton Relay, who will give a presentation on Real Time Text (RTT).

Ms. Cervantes said she was basically going to have a synopsis of an RTT trial that Hamilton is working on, RTT to relay, and an RTT device that is not mobile technology based. She explained that RTT is a feature that allows users to see text as it's typed and can also enhance voice conversations by using text as well as voice. The text transmission is silent so text and voice can coexist on the same phone line. The garbling that happens on TTY won't happen with RTT. RTT can also transmit and receive text characters such as emojis and punctuation.

Ms. Cervantes said that the FCC set December 31, 2019 as the date that the four major wireless companies have RTT available on all their new phones. This information can be found online. Right now, AT&T has it available via an app than can be downloaded, T-Mobile has RTT on the iPhone6-XR, LG G6-G8, and Samsung Galaxy Note 8-S10+ and a few other devices, Verizon has it on iPhone 7-XR, LG G6, and Samsung Galaxy Note 9-S10+, and Motorola Z³, while Sprint is continuing to support TTY communications rather than RTT. By June 30, 2021 all the smaller carriers will also be required to have RTT on their new phones.

Hamilton's traditional relay service is TTY based, but they have built support for RTT in its current status into their TRS platform. One of the challenges is that RTT requires end-to-end IP network connectivity. Another question is who will have jurisdiction of RTT and who will pay for it. It might be covered under the federal plan or it may become the responsibility of the individual states. Currently RTT functions as TRS until the transition is completed.

Ms. Cervantes also mentioned that traditional telephone lines are changing from analog to digital or IP based. TTYs and some other devices will no longer work. Some people are older and don't really want to give up their TTYs and learn new technology. Hamilton came up with the idea of the IP based RTT wireline phone. They are looking at doing a trial in various states to see if it's beneficial to those who will have to give up their TTYs. The trial would be for RTT to traditional relay only; not RTT to RTT because that would not need a third party. Ms. Cervantes had a model of the phone available for the board to see. It has an HDMI port so it can be hooked up to a TV which would be ideal for people with vision problems. Currently the phone works off the Hamilton long distance network. Ms. Cervantes did a short demonstration of how the phone works. The operator's text shows up in one color and the person who is talking shows up in another color.

If there was a trial, Hamilton would provide support to the trial participants to set up the phone, solve technical issues, and customer care issues. The traditional relay customer care department would not be used so that the trial is in a controlled environment. The objective would be to have 100 people in different states involved in the trial for about 90 days.

V. ACTION ITEMS

There were no action items.

VI. NEW BUSINESS

There was no new business

VII. OLD BUSINESS

a. September Training

Executive Director Gomme announced that the board previously discussed that training from the Attorney General's office would take place on September 19th, but there was some question about how long the training would be. After speaking with Delilah Tenorio, our representative from the AG office, it was determined that the training would be an hour and a half to two hours. Therefore, if the commissioners arrive 1:00 p.m. as opposed to 3:00 p.m., there should be plenty of time to have the training before the board meeting begins at the usual time.

VIII. ADJOURNMENT

19.18

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

The meeting was adjourned at 4:32 p.m.

Executive Summary

Nathan Gomme, Executive Director

Commissioners and Community Members:

I am pleased to present the 4th Quarter Report of Fiscal Year 19 for the New Mexico Commission for Deaf and Hard of Hearing. This last quarter was quite busy and a productive quarter. We finally started to make some headway with information about our funding, started to wrap up our plans for the budget for Fiscal Year 21, completed our RFP for equipment distribution, and attended several conferences, all while wrapping up our contracts for the end of the fiscal year. Some of the conferences I attended gave me great insight into some of the upcoming trends we truly need to pay attention to and created some excitement for what is coming. Before we get into the future we need to focus on the now. As of the time you are reading this in the new fiscal year, we will have already posted some of our positions for hiring. Our team has worked very hard to fulfill our legislative requirements, but they need more manpower to work on some of the huge projects we have. Projects like our law enforcement work, our work with various marginalized communities, and our work with hospitals. Each department has been working diligently to make up for the vacant positions and we are working to fill them.

At past meetings, I've mentioned some of the changes to IP-CTS. What I realized during the conferences I attended is that there is a great deal on the horizon that we should be paying attention to. As I mentioned during the last board meeting, Automated Speech Recognition (ASR) is quickly becoming a valid evolution to our current captioning services. This is both via telecommunication and over mediums such as television. Companies that have long been a part of our equipment distribution programs and relay companies are gathering data and creating platforms for the use of ASR. In order to adequately address this topic, I realized that we must test these devices and tools. In order to do that I will be working with our equipment distribution vendor to test and try these ASR tools in actual events. If there is a substantial impact from the testing, we will begin to explore how we can utilize these tools in everyday events. I have already worked with some of the members of the hard of hearing community in educating them about these free tools that come with specific devices. The changes I am looking at, if the tools are viable, could have a big impact to how we provide equipment and should be judged methodically to ensure its viability. This is particularly challenging with the ever-changing environment that machine learning tools provide. At the most recent conference in DC, I was able to see a device that provided communication in real time with ASR in almost every imaginable language that is currently being looked at by the FCC. This device reminded me of the UbiDuo but without the size or need for a keyboard. Using a virtual keyboard, a person was able to communicate if deaf, and if using another language, they could just simply talk to each other in their respective language. In a sense, it felt like we were getting closer to a universal translator. Of course, my first question was, how would this device work with a person who uses braille and I was quickly showed how. Other companies showed their various tools and they had one thing in common, the use of mobile technology.

While at HLAA I saw a several workshops talking about access to Loop technology, hearing aid 101 tech, and text to 911. I was disappointed to learn that there are still several issues with

text to 911 in our state. We have had some success, but more work is obviously needed. I was also disappointed that despite our continued improvements in technology, our hard of hearing community still shows frustration and have been given limited education on the various resources available. I am including myself in this discussion because I learned that there was a loop device for ticketing windows. I am hoping that my upcoming conferences will help shed more light on what is to come and what is already here.

Several of us worked to complete the review and completion of the contracts for this fiscal year. We also prepared for the beginning of the contracts for Fiscal Year 20. With the completion of the RFP and our vendor being awarded the contract for the next four years. We have several topics to address with our TED program, relay, and SSP services among others. One of the topics is how can we set up a system to allow testing of RTT based landline devices. As many of you saw we had a great demo of our vendor's RTT phone. With that demo came some questions about language and implementation. I will be working in the next fiscal year to resolve the questions and looks to get moving with the RTT devices. One of the most exciting things I am looking forward to is seeing the PSAP end of RTT services at an upcoming event. This will be my first chance to see what the person handling an emergency call through RTT will look like.

Another topic we are wrapping up and looking at the future of is SSP services, as you have will have read, we have an ongoing need in Southern New Mexico for SSP services. With the needs growing across the state for SSP services and some concern with a continuing growth in our senior population, it has become noticeable that the funding may not be sustainable at its current amount. Corina Gutiérrez and I will be working to get through the term of the current contract with our vendor and working on a new RFP for those services. For TED the first thing we will be doing is adding some items to the TEDP brochure, the next will be reviewing the procedures and collection of data and confirming a user is eligible. The latter part of this process will be especially important as the possibility of becoming an IP-CTS certifier becomes an increasing one.

This is also important as we move forward with our placard program. Roger Robb has been working very hard to get this moving in Albuquerque and it is going very well, with our upcoming Coffee with the Cop event in August. Mr. Robb has been moving forward with other parts of the state including Rio Rancho and Sandra Williams has also been working very hard to get Southern New Mexico ready to work with our agency to establish a placard system there. The intent as always was to make this a process throughout the state. Mr. Robb has been learning a great deal about law enforcements procedures and best practices. We have also had a good deal of success with changes to the Standard Operating Procedure with Albuquerque and we hope it becomes the model for other departments. Work on video training videos and in person training remains a focus.

With several projects ongoing and our agency being short on staff the 4th quarter has been very challenging, but we have accomplished a great deal. Lisa Dignan, Deborah Romero, and Corina Gutiérrez have all stepped up and contributed a lot and taking on many tasks. The staff in the office have all offered to do what they can to help as well. We recently lost another individual who moved to a different job. Everyone who is here is committed to the community we serve, and we will be hiring new people with the same dedication to our community very soon. As we continue to work on upcoming changes on the federal level and prepare for the

next fiscal year, I want to express my thanks to everyone here at the agency and the members of the board.

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 of Community Advocacy 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 to wrap up all of the end of year requirements for her department. This includes current contracts for the end of the fiscal year which includes the contracts for the equipment distribution and Support Service Providers. Corina worked with the vendors to make sure that services were set for the remainder of the fiscal year and also started to plan for the wrapping up of the contract with our equipment vendor Teltex. Corina needed to ensure that despite the outcome of the RFP process for our equipment vendor that all items were shipped out to our clients before the new fiscal year. Corina also worked with the Support Service Vendor, COPD, to make sure that we were on track with the budget and year end plans. Corina completed her evaluations of her team in Albuquerque and Las Cruces. The team has worked very hard to complete all of their assignments but has noticed the workload has been quite high. Corina talked with the management team about plans for vacant positions to be filled and planned her budget for the next year.

Ms. Gutiérrez also worked with clients regarding their communication access this quarter. She continues to work with other organizations to determine the ideal location and date for USCIS to host a training/workshop for our community. Ms. Gutiérrez expects this training/workshop to happen during the first quarter of the upcoming fiscal year. Ms. Gutiérrez was asked by Zoe Schutzman, Educator and Staff Development Specialist for the University of New Mexico Hospital (UNMH), to be on the panel for UNM's Graduate Medical Education Intern Orientation. There were five panelists and Ms. Gutiérrez represented the Deaf person's views. There were also two Native American representatives and two trilingual interpreter representatives for the Spanish speaking and Vietnamese speaking community. Ms. Gutiérrez was asked 5 different questions and she was able to use this opportunity to explain about the Deaf, Deaf Blind and Hard of Hearing culture and community. She educated the graduates to understand better how to work with Deaf, Deaf Blind and Hard of Hearing patients when they start working at UNMH. Ms. Gutiérrez is on the committee for Mexican Independence Day with New Mexico School for the Deaf (NMSD). Ms. Gutiérrez and other committee members are planning to host the Mexican Independence Day event at NMSD on September 18th.

Our Community Advocacy Specialist, Cheryl Padilla, provided several services for her clients in regard to their communication access. Ms. Padilla successfully worked with the Social Security Administration, District Court, Healthcare Providers, attorneys, apartment landlords, and the Motor Vehicle Division to ensure that they understand that they are responsible to provide signed language interpreters for their Deaf and Hard of Hearing clients. Cheryl also worked to provide several booths throughout the state and continue her working with the emergency planning groups.

Our Community Education Specialist, Roger Robb, was able to set up a meeting between a Hard of Hearing client and the managers from a center to resolve some difference in how the staff would treat the client. Mr. Robb was able to provide a special training for the group. He also was able to get a hearing aid center to provide appropriate communication accessibility for the Deaf client for an appointment. Roger did all of this while continuing to move forward with several special projects, presentations, and develop VLOG's to educate the community.

■ Community Education:

The Community Education Specialist, Roger Robb has completed 16 presentations/trainings during the fourth quarter of Fiscal Year 2019.

Below is a breakdown of the presentations that Mr. Robb has completed:

- Hearing Loss Sensitivity for Medical - 7
- Hearing Loss Sensitivity – SSA - 2
- Effective Communication - 2
- Fingerspelling – 2
- Deaf Culture – 1
- Hearing Loss Sensitivity – General – 1
- Hearing Loss Sensitivity – Law Enforcement – 1

Below is a list of the agencies where presentations/trainings have been provided:

- Albuquerque Police Academy
- Brookline College – Nursing Department
- Cheyenne Trails Senior Center – Clovis
- Community Service Center – Portales
- DaVita Medical Group – Journal Center and Sunport
- Department of Health – Santa Fe
- Presbyterian Hospital Aquatics Center
- Signed Language Interpreting Program - UNM
- Social Security Administration – Albuquerque, and Clovis
- University of New Mexico Hospital – Medical Interpreting Training, and Interpreter Language Staff
- US Citizenship & Immigration Services

■ System Advocacy:

Mr. Robb had 8 new and 5 continuing System Advocacy cases that have been ongoing for the fourth quarter of Fiscal Year 2019.

Below is a list of the cases that have been his focus.

- (New) Albuquerque Little Theatre – Singing in the Rain
- (New) Bernalillo County 2020 Census
- (New) Children, Youth, & Family Division
- (New) City of Albuquerque – Accessibility
- (New) New Mexico United - Accessibility
- (New) Popejoy Hall – Beautiful
- (New) Popejoy Hall – CATS
- (New) Rio Rancho Police Department
- Albuquerque Police Department Strategic Plan
- DaVita Medical Group – Accessibility
- Driving Schools Accessibility
- Presbyterian (Alb) Strategic Plan
- University of New Mexico Events Accessibility

Special Projects:

■ Bernalillo County Census

We had a meeting with the City of Albuquerque to see whether a section could be added to the 2020 Census form that would allow us to count how many people have a particular hearing loss. The information cannot be added to this Census form, but we can make it happen with the 2030 Census form. We will need to start working on this change after the 2020 Census is complete. We will however work with the Census team to ensure that the community has an accessible way to provide their information.

■ New Mexico United Soccer Accessibility

Mr. Gomme and Mr. Robb had a meeting with several people from the New Mexico United administrative level to discuss how they could make the games more accessible and Deaf-friendly for the Hearing Loss fans who attends the games. They were very much interested in working with us in terms of determining which technologies would work best for their new upcoming stadium. We also discussed producing a video to explain the “Dos & Don’ts” when going to the games perhaps utilizing local representatives in the community to take part in the videos.

■ Strategic Plan with Albuquerque Police Department

Mr. Robb and a few other staff have been meetings to plan the next Coffee with Cops event which will occur on August 31, 2019. Save the Date flyers were sent out through Facebook to let the community know that there will be an event in August. We had a meeting with Chris Sylvan, the Albuquerque Police Department Liaison to work out the logistics for the event which will be at the Albuquerque Police Department. We are hoping to draw a good number of community members that we serve.

■ Strategic Plan with Rio Rancho Police Department

Mr. Robb had a meeting with Rio Rancho Police Department to begin discussion on the Driver Placard project and they were very interested. We also discussed the Standard Operation Plan (SOP) for how to work/communicate with people with hearing loss. They want to revise their current plan. This plan will be based on our work with the Albuquerque Police Department.

Video Projects:

■ Administrative Office of the Courts

We produced two videos for Administrative Office of the Courts (AOC). The first one focused on “Self-Representation” which was a lengthy project that took several days to shoot the video which was then edited. The second video focused on the different types of courts throughout New Mexico this explains the difference between District, Magistrate, and Municipal Courts. The language used in these videos is ASL. AOC personnel were very happy with the finished products and posted the videos on their website.

■ City of Albuquerque Job & Career Fair

The City of Albuquerque government contacted us to create a video to announce that they would be providing ASL interpreters for the Job & Career Fair event in July. We drafted a script and once they approved it with revisions, we worked on the shooting the video footage and video editing. After getting final approval, we shared the video announcement through Facebook and the City of Albuquerque shared it on their website and news feed.

■ Social Security Placard

We were able to complete the Social Security Placard video and sent a copy to Mr. Earl Meleck. Mr. Meleck will share the video with the SS administrators for final approval.

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 52 clients in total to date – 29 of these clients are Deaf Blind and 23 of whom are Deaf Plus. These 52 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 Deaf Senior Citizens meetings on April 18th, May 9th, and June 13th
- Deaf- Blind Task Force meeting on April 17th
- Annual Panel Presentation UNM Interim Interpreters, April 1st and April 3rd
- Emergency Planning and Preparedness Meeting, April 2nd
- Run for Mental Health, May 1st

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

- Zia Trip to Santa Fe on Rail Runner train, Lunch at Tomasita's, April 27th
- Annual Yard sale fundraiser on May 18th

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

- Zia annual yard sale fundraiser on May 18th
- Meetings on April 13th and May 28th

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 items such as amplified telephones, iPads, speech assistive devices, and neck loops.

Equipment:

The Telecommunication Equipment Distribution Program wrapped up an eventful year in which our program-initiated changes with equipment. The new equipment is very popular. The Sonic Alert HomeAware Combo Unit and Clarity XLC7BT are going quickly. Our iPads have remained a popular item and we are looking to add a few more items as the beginning of the fiscal year now that a vendor has been awarded.

We improved the Loop system in our large conference room replacing our Oval Window system with the Contacta loop system. We also changed the gauge and positioning of the Loop wire around the conference room with the goal of improving the field it creates. At our front desk you might have noticed a portable loop device. This portable system will improve access to our front desk and in small meetings.

Teltex is our awarded vendor in providing equipment for state residents who are deaf, hard of hearing, deaf-blind, and/or have speech disabilities. The contract is effective July 1, 2019. We look forward to our continued work with Teltex in providing equipment to the state of New Mexico.

Equipment distributed for the fourth quarter are as follows:

Phone	Count
Amplicom PowerTel 725	
PowerTel 720 Cordless Phone w/ Answering Machine	2
PowerTel 601 Wireless Wrist Shaker	2
Amplicom PowerTel 780 Combo	
PowerTel 760 Corded Telephone	2
PowerTel 701 Expandable Handset	2
Amplicom PowerTel 785 Combo	
PowerTel 760 Corded Telephone	2
PowerTel 701 Expandable Handset	2
PowerTel 601 Wireless Wrist Shaker	2
Clarity Alto	0
Clarity Alto Plus	2
Clarity BT914	0
Clarity D704	1

Clarity D714	0
Clarity JV35	1
Clarity XLC2	2
Clarity XLC3.4	0
Clarity XLC7BT	2
ClearSounds A1600BT	1
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
Serene Innovations HD-65 Corded Phone	0
iPad + Otterbox	
Apple iPad Deaf	11
Otterbox	11
Apple iPad Deaf Blind	1
Otterbox	1
Apple iPad Hard of Hearing	8
Otterbox	8
Apple iPad Speech	0
Otterbox	0
Apple Mini iPad Deaf	1
Otterbox	1
Apple Mini iPad Hard of Hearing	1
Otterbox	1
Apple Mini iPad Speech	0
Otterbox	0
Apple Mini iPad Deaf Blind	1
Otterbox	1
CapTel	
CapTel 840	1
Total Phone Equipment Distributed:	72

Accessories	Tally
Surge Protector	17
Amplicom AB900 Answering Machine	2
Amplicom NL100 Neckloop	1
Bellman Audio Maxi Package 3 Neckloop	0
Bellman Mino with neckloop	
Main device	1

	Neckloop	1
Clarity CE50 Bluetooth Neckloop		1
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		
	Base	1
	Microphone	1
ClearSounds ANS3000 Answering Machine		2
ClearSounds CS-CR200 Phone Ringer		0
ClearSounds CS-WIL95 Amplifier		0
Comfort Audio Duett Neckloop		5
Geemarc LH10PK Neckloop		1
Geemarc AmpliCall 10 Telephone Ringer & Flasher		1
Griffin TruTone ElectroLarynx		
	Oral Adapter with Straws	0
	Tone-Adjustment Screwdriver	0
Extra-Sharp Sound Cap		0
Krown RA 05 Amplified Ringer with Strobe		0
Serene Innovations CentralAlert™ CA360		
	Wireless Notification System CA360	4
	Wireless Doorbell Model CA-DB	4
	Bed Shaker Model BS-100	4
Serene Innovations CA380		
Wearable Notification System		0
Bed Shaker Model BS-100		0
Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX		0
Wireless Doorbell Model CA-DB		0
Serene Innovations UA-45 Universal Phone Amplifier		2
Serene Innovations RF-105 Super Loud Ringer and Flasher		0
Serene Innovations RF200 Alerting System		1
Serene Innovations CentralAlert™ SS-201		1
Serene Innovations SA-40 Cell Phone Amplifier		0
Silent Call 365-SKV Smoke Detector Kit		
	Smoke Detector with Transmitter	6
	Sidekick Receiver with Strobe Light	6
	Bed Vibrator	6
SonicAlert HA360MKBR		
	Sonic Alert HomeAware Telephone Ring Signaler - Master Unit HA360M	7
	Sonic Alert HomeAware Bed Vibrator - HA360V	7
	Sonic Alert HomeAware Dry Contact, Multifunctional Remote Transmitter - HA360DC	7

Sonic Alert HomeAware Basic Receiver Unit Kit - HA360BRK	7
SonicAlert HA360BRK	
Base	1
Shaker	1
Total Accessories Distributed	98
Overall Total Equipment Distributed:	170

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. Mr. Sena conducted 25 field visits, and 4 presentations this quarter. Mr. Sena joined Cheryl Padillia for several events and RNM covered the costs of those events. Mr. Sena also awarded the 2019 Deaf Community Leader Award to Stephen Fraizer at the end of this fiscal year for all of his community work. Exhibits and Events covered by RNM (separate from NMCDHH) for the 4th quarter in New Mexico include:

Events	Location	Date	Visitors
The Bonnie Dallas Senior Center	Farmington	4/3/19	120
San Juan Center for Independent Youth Transition Fair	Farmington	4/4/19	90
Advocacy in Action Wellness Fair	Bernalillo	4/23/19	300
Rio Communities Wellness Fair	Rio Communities	4/27/19	100
La Amistad Senior Center Health Fair	Albuquerque	5/3/19	45
Cibola General Hospital Health Fair	Gallup	5/4/19	100
New Mexico Veterans Home BBQ	T or C	5/9/19	200
Moving Forward Annual Conference	Albuquerque	6/10-11/19	130
Psychosocial Rehab Association of New Mexico Conference	Albuquerque	6/12-15/19	410
Community Veterans Court Resource Day	Albuquerque	6/27/19	150
		Total:	1,645

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 29 additional consumers. Year to date, they served over a total of 223 consumers.

Services included advocacy, coordinating services, and providing information and referrals as necessary to remove communication barriers at the consumers' homes, employment settings, state and local agencies, and public/commercial facilities. Not only did the Las Cruces staff provide the services but followed up and made sure the needed resources were attained.

Their advocacy and service coordination resulted over 372 communication barriers removed. Year to date, a total of 1,623 communication barriers were removed.

Sandra Williams' Accomplishments

This quarter, Sandra Williams provided 1 sensitivity training and reached out to several places such as:

Las Cruces Area:

- A sensitivity training was provided for a team of officers who works for the Dona Ana County Sheriff Crime Victims department. As a result, New Mexico State University Criminal Justice Department requested Ms. Williams to provide the same training in the future.
- Ms. Williams advocated for a client who needed an interpreter for her hearing at the magistrate court.
- Ms. Williams met with a representative from the Las Cruces City Police department along with the City ADA Coordinator to discuss NMCDHH's Law Enforcement Strategy Plan with hopes they will collaborate with us. Also, the sergeant expressed an interest in our sensitivity trainings/presentations from the Commission in the future.
- Dona Ana County: Ms. Williams continues to advocate that their website accessibility standards to comply the Accessibility Design Guidelines and to provide captioning.

City of Hobbs:

- Last quarter, Ms. Williams reached out to the Hobbs area and this quarter, the Lea Regional Medical Center HR and Risk Management team requested a telephone conference to learn about removing communication barriers at their hospital setting.

City of Roswell:

- The Roswell Library expressed an interest of having a video phone installed.

- A new client was served as a result of Ms. Williams' information provided at a center in Roswell.

City of Alamogordo:

- Ms. Williams and Director of Community Advocacy, Corina Gutiérrez, touched base with the Alamogordo City Library. They are considering having a video phone installed.
- Ms. Williams worked with the Alamogordo city magistrate court. She not only advocated for an interpreter but secured a Certified Deaf Interpreter as necessary.

Cities Deming and Hatch:

- Libraries in Deming and Hatch were approached regarding public video phones. Ms. Williams will follow up soon.
- Informed a movie theatre in Deming that they are required to comply with ADA laws. She provided them information on ADA and options on captioning devices. Starmax theatre has responded and at this writing, they are in the process of working on these accommodations.

Susana Santillan's Accomplishments

- Hosted numerous booths; as a result, provided services to several clients.
- Susana Santillan was honored to serve as a committee member for two NM Workforce Connection Board committees: The Southwestern Area Workforce Development Board Disabilities Committee and The Southwestern Area Workforce Development Board Monitoring Committee Meeting. Her term will end June 30, 2019 but they requested an extension for her to continue to serve until June 30, 2021.
- Ms. Santillan was nominated and now serves as the secretary for the City of Las Cruces ADA Advisory Board Committee.
- She continues to participate and collaborate several community meetings to educate on the availability of NMCDHH services.

Ms. Santillan and Ms. Williams provided advocacy services and service coordination for clients.

Below are just a few examples of individual client advocacy services required due to public entities that lacked appropriate communication access:

- Las Cruces and Alamogordo Magistrate Courts for their consumers.
- Las Cruces City Parks and Recreation to provide an interpreter for their consumer for a city sponsored soccer league.
- A doctor's office in Alamogordo to provide an interpreter for her patient.
- A Sleep Center to provide an interpreter for a deaf patient.

The following are the System Advocacy Services they provided:

- Starmax Movie Theatre for their need to provide captioning services to their patrons.
- Las Cruces Police Department
- Dona Ana Sheriff Crimes Victims' Advocates
- Behavior Change Institute regarding how to find a sign language interpreter
- NM Workforce Connection about CART

- Sunland Park Fire Department Battalion Chief regarding how to find a sign language interpreter
- Temple Beth-El thinking of setting up a loop at their temple for telecoil users

Community Collaboration made by both staff members:

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

- Aging & Long-term Services Department
- Alamo Senior Center
- Alamogordo, NM Independent Living Resource Center
- American Red Cross- Fire alarms for those who do not qualify for NMCDHH TED program
- Anthony, NM Adelante Senior Meals
- Beehive Homes Assisted Living
- Casa Del Rio Apartments Complex, Truth or Consequences, NM
- Celestial Hearing Solutions
- Community Foundation of Southern NM Communications & Development
- CYFD-JPO Office
- Deming, Luna County Commission on Aging
- Deming, NM Luna County Health Council Meeting
- Disability Rights NM
- Dona Ana County Sheriff Recruiting Coordinator
- Dona Ana Elementary School
- Dona Ana Sheriff Crime Victims Monthly meeting
- Goodwill Industries of NM
- Interagency Council Networking Meeting
- La Casa Inc.
- La Clinica De Familia Anthony
- La Clinica de Familia of Las Cruces
- La Clinica de Familia San Miguel, NM
- La Clinica de Familia Sunland Park, NM
- Las Cruces Ability Center for Independent Living
- Las Cruces City ADA Board
- Las Cruces DVR
- Las Cruces Livingston Hearing Aids
- Las Cruces VA Home Based Primary Care Unit
- Las Cruces Veterans Advisory Board meeting
- Lea Medical Center in Hobbs
- Local Emergency Planning Committee Meeting
- Mesilla Valley Hospital
- NAMI of NM
- New Mexico Workforce Connection
- NM Children, Youth, & Families
- NM Governors' Commission on Disability

- NM Technology Assistance Training/Gadsden
- Organ Community Center VA Meeting
- Presbyterian Healthcare Services
- Southern NM Society of Human Resource Managers
- T or C Housing Authority
- Veterans Advisory Board Meeting
- Western New Mexico University
- White Sands Missile Range
- Women's Intercultural Center, Anthony, NM
- Workforce Connection Local Veterans Employment Representative

Booths and Presentations:

The Las Cruces staff has hosted 17 booths this quarter

4TH Quarter April-June				
	Events	Location	Date	Participants
1	Community Action Agency of Southern New Mexico	Las Cruces	4/1/2019	70
2	Women's Intercultural Center	Anthony	4/2/2019	20
3	Women's Intercultural Center	Anthony	4/4/2019	20
4	Health Fair at the Anthony Health Office	Anthony	4/5/2019	62
5	Community Action Agency of Southern New Mexico	Las Cruces	4/9/2019	70
6	Community Action Agency of Southern New Mexico	Las Cruces	4/11/2019	100
7	Las Montañas Charter High School Youth Job Fair	Las Cruces	4/26/2019	100
8	New Mexico State University Student Resource center	Las Cruces	5/1/2019	120
9	Dona Ana County Community Resource Center Food Pantry	Dona Ana	5/2/2019	40
10	Immaculate Conception Catholic Church Mobile Food Pantry	Berino	5/7/2019	40
11	New Mexico Workforce Connection Job Fair	Las Cruces	5/8/2019	100
12	Radium Springs Center Mobile Food Pantry	Radium Springs	5/9/2019	40
13	Career Day at Doña Ana Elementary School	Las Cruces	5/13/2019	160
14	Deming Senior Center Information Fair	Deming	5/14/2019	100
15	St. Thomas Moore Catholic Church Food Pantry	Chaparral	6/4/2019	50
16	San Isidro Catholic Church Food Pantry	Garfield	6/20/2019	40
17	St. Anthony Catholic Church Mobile Food Pantry	Anthony	6/24/2019	80

The Year to Date, the Las Cruces staff has provided a total of 50 exhibits.

Presentations: For this quarter, the Las Cruces staff provided 5 presentations.

	4th Qtr.	Presentation	Location	Participants
1	5/16/2019	Effective Communication & TED Program Overview	Las Cruces Parents Reaching Out	15
2	5/16/2019	TED Program Overview	Las Cruces Parents Reaching Out	15

3	5/24/2019	NMCDHH Overview	CYFD-JPO Office in Deming, NM	15
4	5/30/2019	TED Program Overview	Silver City Concilio CDS, Inc.	21
5	5/31/2019	Dona Ana Sheriff Crimes Victim Department	Las Cruces	26

Year to date, the Las Cruces staff provided 22 presentations

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 of New Mexico Mentoring successfully completed the session.
- Applications for the Fall 2019 session are being accepted now.
- Agreements are in place for interpreters and CART for FY2020.
- The Request for Proposals for the Telecommunications Equipment Distribution Program contract was completed prior to the end of FY2019, and a contract is in place for FY2020 through FY2023. The contract was awarded to Teltex, Inc.
- After several years of work, a VideoPhone was installed at the Sunport. A second one will be installed this summer after the construction in the area is done.
- The Governor's office is actively working on appointments to the Signed Language Interpreting Practices Board.
- The previous licensure Board Administrator was promoted, and a new one has been hired.
- The licensure rules committee has re-convened in anticipation of having a quorum to proceed.
- I worked with several local and state entities to provide guidance on issues related to communication access including:
 - Metropolitan Detention Center
 - Albuquerque International Sunport
 - New Mexico Department of Information Technology (DoIT)
 - Albuquerque Fire Department
 - Bernalillo County Resource Re-Entry Center
 - Several private entities

Communication Development Specialist and Apprentice Program Highlights

Ms. Ginn is working on several projects:

- She has been managing a high volume of interpreting requests
- She successfully assured all interpreter invoices were submitted by the end of the fiscal year.
- She attended the ADARA (American Deafness and Rehabilitation Association) conference in Baltimore where she made several connections that will provide additional resources and potential partnerships to address the mental health needs of our state.
- NMCDHH provided 260 hours of interpreting services in the fourth quarter.
- Referral agencies were used for 6 hours of interpreting this quarter due to a change in board meeting dates and interpreter availability, and lack of direct contract interpreters in southern New Mexico. There were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- Several applications for the FY20 Apprentice Program were received and interviews conducted. Five Apprentices in Albuquerque were selected for FY20.
- The four remaining FY19 apprentices successfully completed the program and most will continue working for NMCDHH as contract interpreters for FY20.

- Apprentices engaged in 121 hours of observation, interpreting, and professional development work in the quarter.

Human Resources

Fourth quarter HR activities included:

- Employee Evaluations were completed well before the June 30 deadline. Employees were required to have a satisfactory evaluation entered in SHARE by June 30 to in order to receive a 4% pay increase approved by the Legislature and Governor.
- The Governor has ordered that the Statewide Human Resources Consolidation be undone, and all the HR are in the process of moving back to their agencies.

NMCDHH Library

- A few more new materials were added to the library collection.
- The monthly “NMCDHH Library Item of the Month” feature in our email newsletters has succeeded in increasing library usage and will be continued in Fiscal Year 2020.
- 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 91 people have registered for access to the database.
- The library in Las Cruces did not have any activity in Q4.

Library Usage - FY 2019					
	Q1	Q2	Q3	Q4	Total
Patrons	7	4	13	15	39
Items Loaned	14	6	34	34	88

Administration & Finance

Deborah Romero, Director of Administrative Services, CFO, CPO

FY19 - 4th Quarter Board Report - Administrative Services						
Category		2019 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,134,500.00	951,124.35		183,375.65	83.84%
300	CONTRACTUAL SERVICES	1,738,800.00	760,015.13		978,784.87	43.71%
400	OTHER	291,300.00	236,503.80		54,796.20	81.19%
500	OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total		3,281,100.00	2,064,143.28	0.00	1,216,956.72	62.91%
CDHH Monthly Revenue						
Month		General Fund Allotment		TRS Revenue		
Subtotal		\$319,400.00		\$1,678,066.42		

Social Media

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

- **Facebook:** 1,364 followers of NMCDHH
- Email announcement system (**MailChimp**): 210 subscribers
- **Twitter:** 394 followers
- **Ask the Expert:** 25 Inquiries

Data & Statistics

As required by Legislative Performance Measures

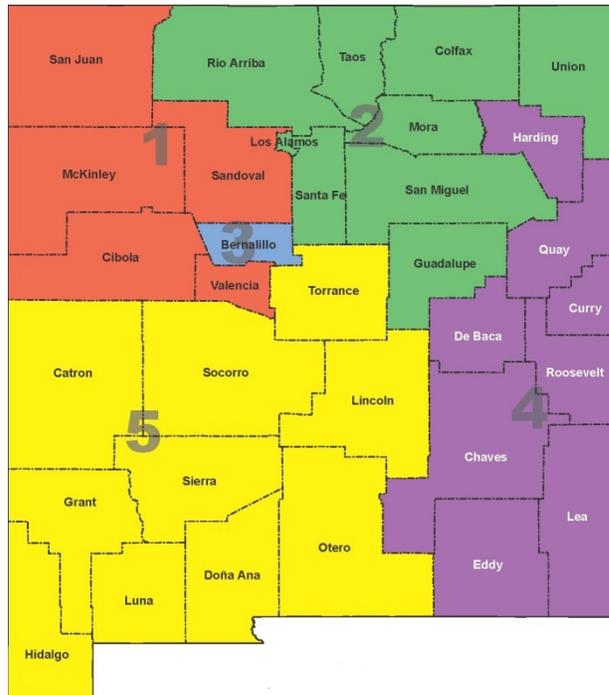
Fiscal Year 2019

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	136	101%
Number of outreach events coordinated	122	126	103%
Average number of relay minutes per month	6,000	9213	154%
Number of accessible technology distributions	1070	815	76%
Number of communication barriers addressed	20,000	9404	47%
Number of interpreters in CDHH sponsored professional development	200	424	212%

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	10	47
Region 2	19	18	17	11	65
Region 3	83	51	58	66	258
Region 4	14	8	1	5	28
Region 5	127	72	55	39	293

Clients by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Deaf	102	38	40	51	231
Hard of Hearing	97	75	64	46	282
Deaf-Blind	11	5	4	5	25
Speech Disabled	2	6	1	0	9
Hearing	47	39	29	29	144
Total Clients by Quarter	259	163	138	131	691

NMDVR

CDHH fourth Quarter Report
July 19, 2019
Board Meeting: September 19th, 2019
Performance Measures FY19
April 1st, 2019 thru June 30th, 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 **April 1st, 2019 thru June 30th, 2019**

(Fourth 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 – (Fourth Quarter FY19)

Twenty-two (**22**) individuals have received sign language interpreter services during the period April 1st, 2019 thru June 30th, 2019. A total of **\$10,001.01** has been authorized and expended for this service for April 1st, 2019 thru June 30th, 2019.

Eighteen (**18**) individuals have received hearing aids and/or other hearing devices during the period of April 1st, 2019 thru June 30th, 2019. A total of **\$77,298.24** has been authorized and expended for this service during the period of April 1st, 2019 thru June 30th, 2019.

Nine (**9**) individuals who are Deaf have been closed successfully rehabilitated (employed) during the period of April 1st, 2019 thru June 30th, 2019.

Twenty-two (**22**) individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the period of April 1st, 2019 thru June 30th, 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, April 1st, 2019 thru June 30th, 2019.

Caseload Activity

Two Hundred Twenty-six (**226**) Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the period of April 1st, 2019 thru June 30th, 2019.

- Of the opened cases (**18**) are in delayed status

Four Hundred Twenty-Eight (**428**) individuals who are Hard of Hearing and/or otherwise Hearing Impaired have been opened and/or opened and closed during the period of April 1st, 2019 thru June 30th, 2019.

- Of the opened cases (**145**) are in delayed status

Four Hundred Seventeen (**417**) individuals who are Deaf/Deaf-Blind – Hard of Hearing and or otherwise Hearing Impaired have been opened and/or opened and closed during the period of April 1st, 2019 thru June 30th, 2019

- Of the opened cases (**166**) are in delayed status

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 April 1st, 2019 thru June 30th, 2019.

Transition Services

Sixty-one (**61**) individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been identified as receiving transition services during the period of April 1st, 2019 thru June 30th, 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: Theresa Montoya, Board Administrator
 Expiration Date: June 30, 2019

Quarter Reported:
 1st (July-Sept) _____ 2nd (Oct-Dec) _____ 3rd (Jan-Mar) _____ 4th (Apr-June) X

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 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	15	4 Community; 1 Educational; 10 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.a_spx