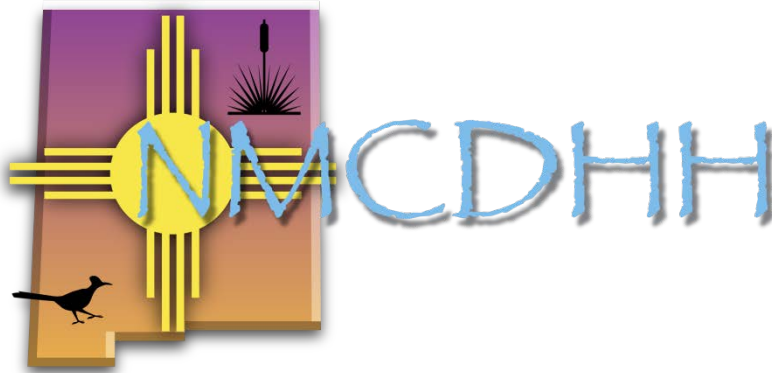


New Mexico Commission for Deaf & Hard of Hearing



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Quarterly Report FY16 Quarter 2



FY16 Quarter 2 Board Report

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NMCDHH BOARD MEETING
Thursday, March 3, 2016 at 3:00 p.m.
NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102

DRAFT AGENDA

Posted: February 3, 2016

- I. Call to Order and Roll Call
- II. Approval of agenda
- III. Approval of Minutes of December 3, 2015
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
- V. Action Items
 - a. Election of Officers
 - b. OMA Resolution
 - c. Set Future Board Meeting Dates
- 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.

COMMISSIONERS

Mr. Austin Welborn – Deaf/Hard of Hearing Representative of Northern New Mexico
Ms. Rosemary Gallegos – Superintendent of the New Mexico School for the Deaf
Mr. John Fullinwider – Division of Vocational Rehabilitation
Mr. Luis Quiñonez – Parent of Deaf/Hard of Hearing Child
Mr. Johnny Robertson – President of NM Association of the Deaf
Mr. Don Johnson – Deaf/Hard of Hearing Representative of Southern New Mexico
Ms. Concha Dunwell – Deaf/Hard of Hearing Professional



**STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING
Thursday, December 3rd, 2015**

*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 commissioners at the next commission meeting.

I. CALL TO ORDER AND ROLL CALL

Chair Austin Welborn called the meeting to order at 3:02 p.m.

Present: Austin Welborn, Chair
John Fullinwider
Rosemary Gallegos
Johnny Robertson

Absent: Luis Quiñonez

Fifteen staff members from NMCDHH were present: Executive Director Nathan Gomme, Sam Martinez, Jason Siergey, Corina Gutierrez, Lisa Dignan, Deborah Romero, Cheryl Padilla, Lori Neubauer, Luke Adams, Roger Robb, Rich Bailey, Joyce Croker, Susana Santillan, Sandra Williams and Staff Interpreter Andrea Ginn. Four other interpreters were present: Audrey Blanco, Mary Collard, Rebecca DeSantis and Lesley Siegel. Eight members of the community were in the audience.

II. APPROVAL OF AGENDA

16.3

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

III. APPROVAL OF September 15, 2015 MINUTES

Chair Welborn asked if there were any changes to the minutes from the September meeting.

16.4

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

IV. REPORTS**a. Executive Director's Report**

Executive Director Nathan Gomme began by clarifying that Mark Apodaca resigned from the board and Commissioner Austin Welborn is now chair, and it would be a learning experience for him since this is his first meeting.

Executive Director Gomme said he would touch upon his summary that was in the FY16 First Quarter Board Report, but also wanted to talk about some current events within the agency. He said that when he wrote his summary of talking points, he mentioned that he was close to fully staffing the Community Advocacy Department. The staff has done a lot of work to make sure that the Commission is hiring the best and most appropriate people to serve our community. Corina Gutierrez will be the one to introduce the new staff. Executive Director Gomme announced that the staff from the Las Cruces office came up for the board meeting, and also a staff meeting two days earlier. The point of the staff meeting was to work on team building and developing better relationships and collaboration within the agency.

Executive Director Gomme was also happy to report that a new NMCDHH website was close to completion. He said the staff involved in that project have been working very hard. Lisa Dignan, Richard Bailey and Executive Director Gomme have been working together on this website which will be easier for people to access and easier for people to navigate.

NMCDHH has some upcoming presentations by Dr. Juliette Sterkens. Dr. Sterkens is working with HLAA and the Commission, and the reason for the presentations is to have audiologists and hearing aid dispensers learn about t-coil and loop technology. NMCDHH and HLAA are working out the logistics to have meetings in Santa Fe, Albuquerque, and Las Cruces. Executive Director Gomme introduced Steve Frazier and John Hooper in the audience who were working alongside him to help get the meetings set up.

Also HLAA and NMCDHH are working together on a draft of a legislative bill. The goal is to require hearing aid dispensers and audiologists to provide ample explanation to customers regarding the functions of the t-coils and how it works with technology such as loop systems. Executive Director Gomme is working in partnership with Mr. Frazier and HLAA Santa Fe, Las Cruces and Albuquerque Chapters to follow the legislation that's happening in Utah. Other stakeholders, audiologists, and hearing aid dispensers are invited to give their feedback on the draft of this bill. Dr. Sterkens' visit will coincide nicely with this bill which hopefully will pass this year. Executive Director Gomme said that the Commission will help hearing aid dispensers and audiologists by providing the information on t-coils and loops.

Executive Director Gomme reported that the legislative session is approaching and the Commission's plan, which is detailed in the board report, has been given to them. The Commission won't have a response from the Legislature until March.

b. Department Reports**i. Community Advocacy**

The Director of Community Advocacy, Corina Gutiérrez, began by introducing the newest staff member, Susana Santillan. Ms. Santillan is a Community Advocacy Specialist in the Las Cruces office. Ms. Gutiérrez said that Ms. Santillan had over 20 years' experience working at a non-profit similar to the Commission. She has worked with deaf, hard-of-hearing and deaf-blind consumers in El Paso, and has a

lot to give to our community here in New Mexico. She is not only familiar with the community in El Paso, but Las Cruces as well.

Ms. Gutiérrez said that the Commission had already spread the word on their position on VRI. She said she wanted to encourage the deaf community to share their stories about VRI, specifically in health care settings. She would like them to share both negative and positive experiences with VRI. So far she had received just a few stories and would like to receive more. Ms. Gutiérrez felt that some Deaf individuals have a hard time writing in English, so her department, along with Executive Director Gomme and Lisa Dignan, Director of Community Engagement, felt that the community should have the option to share their stories in ASL. The interpreters here at NMCDHH can interpret into English and those clients can sign and approve the written translation so that we can share their stories with the health care providers. Roger Robb and Ms. Gutiérrez have done systemic advocacy and talked to health care providers who want to hear these stories from the clients. VRI is not always successful for deaf patients and especially deaf-blind patients, who need to have an on-site interpreter.

Chair Welborn asked which health care providers they had contacted so far. Ms. Gutiérrez said they have met with University of New Mexico Hospital (UNMH), Albuquerque Health Partners and had also worked with Presbyterian. They still have Lovelace left to meet with. She added that they would like to continue building a relationship with the health care providers and then, when issues arise, we are able to inform them. She emphasized that if any of the Board or the Community come across any deaf, hard-of-hearing, or deaf-blind consumers that have had frustrations using VRI, to come forward, as it would really help the community as a whole.

Commissioner Johnny Robertson said he had heard of issues at Eye Associates. Executive Director Gomme added that when we talk to health care providers, they generally say they are having no problems with providing appropriate services. If NMCDHH gets more personal stories with the times, dates, and specific locations, we can figure out when we need to address specific problems. The Commission needs more than broad generalizations or comments that people don't like VRI as a whole.

Ms. Gutiérrez added that the Las Cruces and Albuquerque Community Advocates were doing individual advocacy as well. They are working with ADA Coordinators, Police, and the New Mexico Technology Assistance Program (NMTAP). She said that her department wants to work with health care providers and the Social Security offices, because these are both very important for NMCDHH's constituents.

Ms. Gutiérrez showed the commissioners an example of a post card that Roger Robb and Luke Adams from her department were developing. The post card summarizes NMCDHH's work with deaf consumers and is intended to provide people with information on the agency. The Commission staff can have these at booths and distribute them when they give presentations. She then asked Sam Martinez, Outreach and Telecommunications Coordinator, to talk about the new equipment and how we will advertise them.

Sam Martinez explained that the NMCDHH Facebook page would be used to have an "Item of the Month." For example, in November the "Loud and Low Smoke Detector," a lower frequency fire alarm, was featured on the Facebook page. Contact name and numbers were listed so consumers could call for more information. Mr. Martinez said that this month two neck loops that work with the t-coil will be featured, which will coincide nicely with the January HLAA meetings. Ms. Gutiérrez added that this was a wonderful idea that will help them promote the equipment so the consumers will be aware of what is available for them.

Chair Welborn asked if the equipment will be on the website as well. Executive Director Gomme said that currently they are working on a new website that will be completed at the end of December. Mr. Welborn asked what the new URL will be, and Mr. Gomme responded that the URL will be the same.

Commissioner Gallegos asked what strategies we are using to reach out to the rural areas of New Mexico, and Ms. Gutiérrez responded that the staff in the Albuquerque office work with clients in northern New Mexico, from Socorro on up. Everything south of Socorro is covered by the Las Cruces office. She added that the Albuquerque and Las Cruces offices collaborate and decide if a rural area near the cut off line is north or south.

Executive Director Gomme added that they are developing a new system to reach more rural areas. He said that currently Tom Sena is the Outreach Coordinator for Relay New Mexico, and there will be a similar position working through Teltex to reach more of New Mexico with information on our TED program. That person can explain the iPad and other equipment and how it works, and be well versed on the technology within our program. This means that soon we will have an additional person to travel all over the state.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, began with her role in Human Resources. As Executive Director Gomme alluded to earlier in the meeting, that as of January 4, 2016, NMCDHH will be fully staffed for the first time in many years. She was happy to say that they had found the ideal candidate for the Financial Services Specialist position, as that individual has over 20 years of experience working in New Mexico state government and will be ready to work at whatever Deborah Romero needs done in her department.

Since the last board meeting, NMCDHH was able to successfully hire a staff interpreter. Ms. Dignan said that Andrea Ginn was already working for the Commission as a contractor. Interviews were conducted and she was selected.

In other Human Resources news, Ms. Dignan said they are still working on reclassifying positions as needed. She said that very soon the Commission will actually have everyone in a classification that makes sense for their position with pay increases for the additional responsibilities that staff members have taken on.

Moving on to the Community Engagement department, Ms. Dignan announced that New Mexico Mentoring is wrapping up the fall 2015 session. Applications are now coming in for the spring 2016 session. The mentee applications have been coming in slowly, and possibly will get a few more before the application is due. A couple of people were revising the ASL to English curriculum which is used frequently, and that will be ready for use in the next session.

Ms. Dignan talked about a few improvements in the building that the Albuquerque office is housed in. Major improvements were underway including a \$300,000 project to improve the efficiency of the HVAC system. Some accessibility issues are fixed or will soon be fixed. The lip at one of the doors that was a tripping hazard has been repaired. Two additional van accessible parking spaces have been added in the parking lot, which brings them into compliance on that issue. Soon they will be installing visual alarms in the elevator lobbies, like the ones in the Commission's suite.

The apprentice program within Ms. Dignan's department is going well. Two of the three apprentices were in the audience at the board meeting. A mini-workshop where the deaf staff from Ms. Gutiérrez's department are meeting with the apprentices for an afternoon and giving them information in areas they are experts in. Ms. Dignan reported that the apprentices love the involvement with the deaf staff.

In the Albuquerque office, the library that Lori Neubauer has been working on has seen an increase in usage. Because there hasn't been sufficient staff in the Las Cruces office until recently, that library has been somewhat neglected. Now a contractor in the Las Cruces office will be entering all of that collection in the data base, and that will help the Commission in serving clients statewide in that area.

Ms. Dignan said the Deaf-Blind/Deaf-Plus services contract will expire at the end of the fiscal year. Richard Bailey is working on developing that RFP and his goal is to have that submitted to State Purchasing next week. Mr. Bailey has been doing a lot of transition trainings, and was not at the board meeting since he was returning from a training in Las Cruces.

Mr. Bailey will be attending the Pepnet 2 summit in Atlanta in February, and Pepnet is paying for him to attend. Ms. Dignan has been asked to present at the Colorado RID conference in April and they will be paying her expenses for that. Andrea Ginn will be attending an ADARA conference in Colorado Springs in March. Ms. Dignan was excited that each person in her department was able to do some professional development in the coming quarter.

iii. Administrative Services

Deborah Romero, Director of Administrative Services and CFO/CPO for NMCDHH, began her report by saying that the Commission was right on track with spending 23% of the FY16 budget in the first quarter. As of November, 35% of the budget has been spent. The budget for FY17 was submitted with a request for a flat budget, but it also included to cut the \$466,000 to DVR. It was confirmed that DVR submitted their request for FY17 to have that transfer taken out. Ms. Romero said that no one will know if those are approved until March.

Ms. Romero reported that everything is going well in the Administrative Services department and deadlines are being met. The FY15 audit started in the first quarter, and was completed in October. It was submitted to the state auditor and Ms. Romero is waiting to hear if it has been approved. The operating transfer for FY16 to DVR for the \$466,000 was posted and also the \$25,000 for RLD back in September and are completed for FY16.

Ms. Romero announced that Joyce Croker, Business Operations Specialist, would be retiring in March. Ms. Croker has been with state government for 25 years and would be missed by her and the NMCDHH staff.

Commissioner Robertson asked John Fullinwider about the cut to DVR of the \$466,000. Commissioner Fullinwider said that he spoke with the interim director, Paul Aguilar, and in the proposed budget they requested an increase in general funds from the legislature. Like NMCDHH, DVR will have to wait until March to see if that is approved.

V. ACTION ITEMS & VI. NEW BUSINESS

Chair Welborn stated if there were no action items or new business at this time, they would go into Executive Session.

VII. EXECUTIVE SESSION

16.5

Chair Austin Welborn called for a Roll Call Vote to go into Executive Session

Commissioner Rosemary Gallegos: Yes
Commissioner John Fullinwider: Yes
Commissioner Johnny Robertson: Yes
Commissioner Austin Welborn: Yes

Chair Welborn asked that Lisa Dignan and Deborah Romero join them in Executive Session. All other attendees were excused.

16.6

Chair Welborn asked for a Roll Call Vote to end Executive Session.

Commissioner Rosemary Gallegos: Yes
Commissioner John Fullinwider: Yes
Commissioner Johnny Robertson: Yes
Commissioner Austin Welborn: Yes

The Board Meeting reconvened at 4:55 p.m. Chair Welborn stated that no action was taken in Executive Session; there was only discussion on the compensation package for the Executive Director.

16.7

Commissioner Rosemary Gallegos made a motion that in order to bring the Executive Director of the Commission for Deaf and Hard of Hearing into a reasonable placement on the state pay band and to bring him into a competitive compensation level with other executive directors of commissions, she would like to propose to the governor a 35% increase to Mr. Nathan Gomme's pay. Additionally she proposed that this pay be retroactive to July 1, 2015.

Commissioner Johnny Robertson seconded.

There were three affirmative votes from Commissioners Welborn, Gallegos and Robertson.

Commissioner Fullinwider abstained.

Motion Passed.

VIII. Adjournment

Chair Welborn closed the meeting at 4:57 p.m.

Executive Summary

G. Nathan Gomme, Executive Director

The second quarter of the fiscal year has been one of some great developments and results. With the agency fully staffed we have been able to turn our attention to new developments and initiatives. As discussed in the last report we are attempting to provide new programs that will provide much needed programs for veterans and for mental health services. As of writing this we are working towards being prepared for the legislative session in the hopes that we will be able to secure the funding necessary to both provide these programs and maintain the agency. As I have noted in the past, I will be requesting that the agency no longer transfers funds to the Division of Vocational Rehabilitation as a result of the declining revenue and requesting additional general funds to move forward with the new programs. Due to some difficulties we have been unable to move forward with the plans for our 5-year strategic planning. Outside of the new programs proposals and improved collaboration with the Hearing Loss Association chapters, we are uncertain what we will be able to develop until after the legislative session. This does not mean the work stops and I would like to share some of the new work and developments of the agency.

Recently our collaboration with the Southwest Conference of Disability created an opportunity to have Haben Girma speak at the conference. Some of the tidbits included Haben speaking with several of the members of the community about the importance of communication access. Haben also reinforced the work of the Deaf Blind/Plus Program the Community Outreach Program for the Deaf provides under the New Mexico Commission for Deaf and Hard of Hearing. Haben presented with several of the leading disability lawyers in the state of New Mexico and provided one of three keynote presentation during the event. Her presentation was well received and she was extremely busy at her booth provided by the Southwest Conference on Disability. This wouldn't have been possible without our work with Teltex who also had a booth at the conference. Teltex has become more involved with the state of New Mexico in an attempt to raise awareness and is assisting in the Hearing Loss Association presentations by Juliette Sterkens AuD. Haben's presentation has helped point out the much needed work to develop new initiatives for the Deaf Blind community improve their access to the world of work. We have several members of the community with degrees that would normally put them on a fast track of employment. Unfortunately, these same individuals have been unable to obtain the employment they desire. To improve these outcomes, work needs to be done with the Commission for the Blind and

the Deaf Blind Task Force to create a plan of action. Both the task force and commission for the Blind have worked together with our agency and several grassroots organization to bring about the Support Service Provider Program as a result I firmly believe we can resolve this barrier we face now.

Our new website is up and running as of this report. I am extremely proud of the work that went into this project both by Lisa Dignan and Richard Bailey. We had a great interpreting pool led by our staff interpreter to make sure we all understood the process and I think the community agrees that this website is a vast improvement over our last website. Over the next several months I hope that we will be able to review the website and discuss any final changes.

New Mexico has been one of the leaders as it relates to Telecommunications Equipment Distribution (TED). This is in a large part due to the innovative work of the New Mexico Commission for Deaf and Hard of Hearing. It was no surprise that we were among several other innovative agencies at the National conferences for both the Telecommunications Equipment Distribution Program Association and National Association for State Relay Administrators this quarter. The Commission was asked to be on several panels related to TED and social interaction. Sam and I worked to go over some of the answers that our agency would be providing for a panel which included the TED program from New Mexico. The questions being asked during the panel were meant to assist other states in developing an iPad program similar to the ones implemented in New Mexico, Kentucky, and Arizona. With New Mexico being the first to develop such a program we were able to answer questions related to the longevity as well as the most common problems that are faced with such a program. Sam attended and presented at the national conference and was well received.

The upcoming quarter will be filled with a lot of work on the legislative level. There are several matters that will be worked on during the legislative session related to the community we serve. It is my hope that I will have news on the progress of those plans.

Thank you Commissioners.

Nathan Gemme

Administration & Finance

Deborah Romero, Director of Administrative Services

FY16						
Second Quarter Board Report - Administrative Department						
	2016 Budget	Expenditures	Encumbrances	Remaining Budget	% Expended	
200 PERSONAL SERVICES & EE BENEFIT	1,108,400.00	490,443.61	0	617,956.39	44.25%	
300 CONTRACTUAL SERVICES	1,832,500.00	378,194.03	921,801.15	532,504.82	20.64%	
400 OTHER	333,200.00	136,100.20	112,780.37	84,319.43	40.85%	
500 OTHER FINANCING USES	491,000.00	491,000.00	0	0	100.00%	
Subtotal	3,765,100.00	1,495,737.84	1,034,581.52	1,234,780.64	39.73%	

Monthly Revenue		
Month	General Fund Allotment	Telecommunication Relay Tax Revenue
July	\$25,000.00	\$189,751.52
August	\$25,000.00	\$193,718.95
September	\$25,000.00	\$193,497.60
October	\$25,000.00	\$190,230.64
November	\$25,000.00	\$80,892.01
December	\$25,000.00	
January		
February		
March		
April		
May		
June		
Subtotal	\$150,000.00	\$848,090.72

Social Media

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

- Facebook: 756 people have 'liked' our page
- Email announcement system (MailChimp): 191 subscribers
- Twitter: 302 followers
- Ask the Expert: 45 Inquiries

Community Engagement

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

Director of Community Engagement Highlights

- The Fall 2015 session of New Mexico Mentoring concluded with all mentees successfully completing the program.
- The Spring 2016 session is ready to begin in January with several more changes implemented, including providing curriculum as PDF documents instead of hard copies. This will reduce cost and environmental impact, and increase efficiency.
- Ms. Dignan continues to work with the Signed Language Interpreting Practices Board to deal with RID's moratorium on certification. The Board discussed the issue at their meeting in October but their legal counsel needed to do more research before recommending action, which is expected at their January meeting.
- Ms. Dignan, Mr. Bailey, and Mr. Gomme worked with the Department of Information Technology (DoIT) to replace the current NMCDHH website. We were granted an exception from DoIT to have our site developed and hosted by a private vendor. We contracted with Real Time Solutions in Albuquerque to do so, and the completely redesigned site was launched in late December.
- Ms. Dignan is working with the Administrative Office of the Courts (AOC) to track credentials and continuing education for court interpreters. The AOC released an RFP for a contractor to coordinate ASL interpreters statewide.
- Ms. Dignan continues to work with multiple court committees:
 - The Literacy Challenges Working Group proposed Supreme Court rule change and new rule to allow court staff to scribe documents for individuals who are unable to do so was approved by Language Access Advisory Committee and has been sent to the Supreme Court for approval.
 - Audio Video Files subcommittee drafted guidelines on the use of audio, video, and written materials in other languages in court, and are awaiting AOC feedback.
- NMCDHH is sponsoring several professional development opportunities in the coming months in collaboration with NMRID and Compass Mentoring.

Community Engagement Specialist Highlights

- The Community Engagement Specialist, Richard Bailey, continues to work on the Deaf blind/Deaf-Plus Services RFP that will be released in January.
- Mr. Bailey provided transition training with NMSD in Santa Fe in November, and in Las Cruces in December.
- Mr. Bailey is registered to attend the PEPNet2 summit in Atlanta in February, with costs being covered by PEPNet.
- Mr. Bailey attended two transition alliance meetings, as well as a planning meeting for the annual Southwest Conference on Disability.

Interpreting Services and Apprenticeship Program Highlights

- The Staff Interpreter, Andrea Ginn, has administered the Communication Assessment tool to four clients.
- Ms. Ginn worked with our primary contract interpreter, Mary Collard to revise the *ASL to English: Self Analysis Skills* curriculum for New Mexico Mentoring.

- Ms. Ginn has been approved to attend the ADARA conference in Colorado in March, which focuses on mental health and wellness for individuals who are Deaf or Hard of Hearing.
- Apprentices are benefiting from “mini-workshops” presented by NMCDHH staff to improve intra-office rapport, support language development, and increase contextual awareness.
- A third apprentice was added during the quarter, Jessica Eubank.
- One apprentice took the NIC performance test in December and is awaiting results.
- NMCDHH provided 261.5 hours of interpreting services in the first quarter.
- Due to the success of block scheduling, only two hours required use of services through referral agencies, and there were no unfilled interpreting requests.
- Ms. Ippel, Ms. Clifford, and Ms. Eubank engaged in 259 hours of observation, interpreting and professional development work in the quarter.

Human Resources

Second quarter HR activities included:

- The permanent Community Advocacy Specialist position in Las Cruces was filled. Susana Santillan started in October.
- The Financial Services Specialist position was reclassified, posted, and filled – the new employee will start in January. This hire brings us to being fully staffed.
- One employee reclassification was approved and implemented.
- The Board’s request for a pay increase for the Executive Director was submitted to the Governor’s office for review and approval.
- Joyce Croker announced that she will retire in March 2016.
- The building continues to make requested improvements related to visual alarms, accessible parking, and removal of tripping hazards. The HVAC system was fully renovated, and additional changes in our suite HVAC will occur in January.

NMCDHH Library

- The contract interpreter/administrative assistant in the Las Cruces office, Emily Pieroni, has taken over coordination of the library at that location and has entered the collection into the electronic database.
- The online library can be accessed at <https://NMCDHH.librarika.com>, where people can view all of our library materials, reserve items and even review materials they have borrowed.
- Currently 24 people have registered for access to the database.

Library Usage - FY 2016					
	Q1	Q2	Q3	Q4	Total
Patrons	10	9			19
Items Loaned	17	14			31

Community Advocacy

Corina Gutierrez, 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, different agencies and to consumers in need of information.

We are excited about hiring a new Community Advocacy Specialist, Susana Santillan for the Las Cruces office. She was born and raised in El Paso, Texas and is Trilingual in English, Spanish and American Sign Language. Susana is the proud mother of four adult children, three girls and one boy. Her second daughter was born deaf and diagnosed with Ushers Syndrome. Her youngest son is hard of hearing. Due to her daughter's deafness, Susana has been evolved in the deaf community for 32 years. Susana has brought experience including effective communication, community awareness, education and advocacy for people who are Deaf, Deaf Blind and Hard of Hearing. She has offered a variety of workshops and training sessions and has consulted with a variety of individual consumers with hearing loss, education institutions, state, local and federal government agencies, law enforcement, public and private businesses as well as service organizations.

Our Community Advocacy Specialist, Cheryl Padilla has been working hard to implement a medical communication service for rural areas in New Mexico. This has been a successful endeavor thus far.

Luke Adams, also a Community Advocacy Specialist, has worked on creating the bulletin board with three panels. One panel focuses on the Community Advocacy Department and the other panel focuses on the Community Engagement Department, and the final panel focuses on the NMCDHH's Mission Statement and Vision and contact information/social media information. This bulletin board is a great idea for the brief presentation for a variety of events that we are invited to attend. The Community Advocacy Specialist used this bulletin board to provide a brief presentation at Albuquerque Sign Language Academy for their Health Fair. The specialist gave a presentation to four different groups of parents for 15 minutes each.

A special project that Luke Adams and Community Education Specialist Roger Robb have worked on is the NMCDHH postcard. The postcard is about 5x7 and it explains briefly about our agency's presentations to educate on communication related topics such as the Americans with Disabilities Act, Deaf Sensitivity, Effective Communication, 911 & Training, Hearing Loss Awareness, Emergency Preparedness, Relay New Mexico, NMCDHH Overview and others at no cost to New Mexicans.

Luke Adams gave an amazing presentation about his experience journey as a Deaf person facing and overcoming the obstacles, and discrimination, and sharing what NMCDHH provides for service.

■ **Community Education:**

The Community Education Specialist, Roger Robb, has done 22 presentations/trainings during the second quarter of Fiscal Year 2016. Here is the summary of the presentations/trainings that have been provided.

- Introduction to American Sign Language at UNM – fifteen times
- Fingerspelling Class at UNM – two times
- Deaf Culture at UNM – One time
- Deaf Sensitivity for Central Elementary School in Las Cruces – One time
- Deaf Sensitivity for Emergency Management Technician Conference in Las Cruces – One time
- Deaf Sensitivity for Signed Language Interpreting Program at UNM – One time
- Deaf Sensitivity for Social Security Administration in Rio Rancho – One time

Mr. Robb has 12 Systematic Advocacy cases that have been ongoing for the second quarter of Fiscal Year 2016. Here is the summary of the cases that have been focused.

- Albuquerque Ambulance
- Albuquerque Health Partners
- Albuquerque Police Department
- Albuquerque Police Academy
- Albuquerque Support
- Lovelace Hospital – Downtown
- Presbyterian Hospital – Central Avenue
- Social Security Administration (Farmington, Hobbs, Las Cruces, and Albuquerque)

Roger Robb has worked on Vlogs and revised the Community Advocacy part 1 Vlog to include our new employee. Also, the Community Education Specialist is working on pre-production stage: “Voice plan vs Video Plan” and “What is in your refrigerator now?” As for special project, the Community Education Specialist is working on developing an “I am Deaf” visor placard.

Deaf-Blind Program

The Community Outreach Program for the Deaf-NM Deaf-Blind or Deaf-Plus has maintained its strength and has served 39 clients in total to date. We are thankful that COPD continues to provide trainings which included the Support Service Providers during this quarter.

The Support Service Providers are supporting Deaf-Blind clients when they want to participate in community events. They have provided support to Deaf-Blind clients at these events for the second quarter:

- NMSD School Reunion
- Southwest Conference on Disability
- Visit to the Old Town
- The Special Shapes Balloon Glow
- Deaf Senior Citizens meetings and lunches

- Deaf Cultural Center Meeting
- Deaf Culture Center Halloween Party
- Zia Deaf Blind Board Meeting
- Zia Deaf Blind Holiday Part
- National Federation of the Blind local chapter meetings
- National Federation of the Blind board meeting
- Trailblazers Meeting (new group of oral Deaf Blind members)
- New Mexico Task Force meeting
- Christmas Shopping at the Malls

The Support Service Providers also are supporting Deaf-Blind clients for the Zia Deaf-Blind Club events for the second quarter.

- Special Shapes Balloon Glow on October 8th
- Zia Deaf-Blind Board Meeting at COPD on October 26th
- Holiday Party at Golden Corral on December 5th

Outreach & Telecommunications

Sam V. Martinez III, Outreach & Telecommunications Coordinator

Telecommunications Equipment Distribution Program (TEDP)

In the second quarter of FY16, the TEDP served 55 clients and distributed 234 pieces of equipment. The 2nd Quarter saw an increase in applicants during this Quarter due to the new application booklet being revised and distributed. The up-to-date amplified telephones and the expanded choices in the accessories has really boosted the distribution and choices for the constituents.

Teltex was diligently working with NMCDHH for the search of an Outreach person to fill the terms of the contract. Several people are interested in the position and they will be contacted for an Interview.

iPad® Program

The iPad® Program continues to have a steady flow of applications a week. As of this quarter; there were 26 iPad's distributed. There were 13 Deaf, 9 Hard of Hearing, 1 Deaf Blind and 3 Speech Disabled iPad clients. Now that both programs are in one catalog and there are more signaling devices that pair easily with the iPad to help alert the iPad users of incoming VP calls, emails, skype and text messages so access to the iPad will increase visibility and accessibility. The TED program is considering a small pilot program to experiment with the newest iPad Pro with our Deaf/Blind community.

Telecommunications Relay Service (TRS)

The Commission for Deaf & Hard of Hearing (CDHH) noticed an increase in the number of calls for Traditional Relay Service (TRS) and Captioned Telephone Service (CTS) in October, and then declining again by December. The average number of relay calls per month for FY16 Q2 is about 8613/month. The Performance Measure for Fiscal Year 2016 (FY16) is an average of 12,000 calls per month of all Telecommunications Relay Services.

Month	Traditional Relay	Caption calls	total
October	4951	4268	9219
November	4834	3666	8500
December	4711	3410	8121
FY16 2nd Quarter Total Relay Calls			25840

Relay New Mexico (RNM)

Relay New Mexico (RNM) continues its outreach about Telecommunications Relay Services and Caption Telephone services throughout New Mexico. Areas covered in New Mexico included senior centers in the North Valley and Palo Duro. Information booth at Zia Pueblo

Wellness fair. RNM continues its speech to speech (STS) outreach to the Stroke Clubs of NM, providing information on how STS services enrich the Stroke survivors' communication. RNM will continue to coordinate outreach events with NMCDHH and reach more New Mexicans with technology and services

Outreach

The Albuquerque office attended 13 booths, with 470 booth visitors this Quarter. Booths were conducted at the Southwest Conference on Disability, Prime Time Magazine's 50+ wellness fair, Rio Rancho Public Schools Transition Fair, Albuquerque Meadows Annual Wellness fair, New Mexico Speech-Language hearing Association annual Conference, City of Albuquerque employees Health fair. First time attended the New Mexico Library Association, the East Torrance Soil and Water Conservation District Annual Meeting in Estancia NM and the American Sign language Academy's parent's night. The department continues to look for more outreach events to increase visibility of NMCDHH and its services.

Las Cruces Satellite Office

Sandra Williams, Las Cruces Field Office Coordinator

Susana Santillan, Las Cruces Community Advocacy Specialist

This quarter, we are delighted to have Susana (Susie) Santillan on board with us here at the Las Cruces Office. She became employed by NMCDHH on October 24, 2015 and shadowed Ms. Sandra Williams, Las Cruces Office Coordinator. Susie is of tremendous assistance to our agency and our communities. She comes with knowledge and expertise on advocacy services to those with hearing loss.

Individual, System Advocacies and Service Coordination

This quarter, together we have served a total of 68 consumers by working on the basis of their individual issues regarding Advocacy and Services Coordination.

The following are the Systematic Advocacy Services that were provided by Sandra Williams and Susana Santillan this quarter:

1. Center Of Protective Environment (COPE), Alamogordo, NM
2. Women's Intercultural Center, Anthony, NM
3. Veterans Affairs (VA) Clinic, Las Cruces, NM
4. Probation and parole department, (state agency)
5. Sexual assault center (nonprofit agency)
6. A domestic violence shelter (nonprofit agency)
7. SSA office (Federal agency)

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

The Las Cruces office hosted one booth for this quarter.

No presentations/trainings were provided by us due to this task is normally provided by Mr. Roger Robb, Community Education Specialist. Although, due to our outreach in the community, there were eight (8) agencies that requested presentations on NMCDHH services. We referred these eight requests to Mr. Roger Robb.

This quarter we provided 921 Information and Referrals (I&R) which were made in person, networking, community collaboration, emails, and phone calls.

Community Collaboration

For this quarter, the following list indicates the agencies we collaborated with as necessary to strengthen our Deaf/HH communities in southern New Mexico. Some are on an on-going basis.

- Alamogordo's Center Of Protective Environment (COPE)
- ADA Celebration Committee

- City of Las Cruces ADA Advisory Committee
- NM Department of Health - SW Region
- ADA County Advisory Committee Meeting
- Silver City Mental Health Center
- New Mexico Aging & Long-Term Services
- Dona Ana Interagency Council Meeting
- Doña Ana County Americans with Disabilities Act (ADA) Advisory Committee
- Mescalero New Mexico Native American Cultural Center
- Oate High School
- Women's Intercultural Center
- Las Cruces Hearing Loss Association
- Munson Center City of Las Cruces Senior Programs
- Veterans Affairs Las Cruces Clinic
- Dona Ana Community College - ADA Advisory Board Meeting
- T or C HUD
- Eastern NM University of Roswell
- DVR in Las Cruces and Roswell
- Memorial Medical Center Hospital
- Language Access Advisory Board
- Office of Emergency Management
- CYFD
- Casa Advocacy
- First Responders and EMT (Las Cruces only)

Successes

We have outreached by mail, emails and in person because there are often “new faces” such as those who were recently hired to work in governmental and community agencies. Many of these service providers lacked the knowledge of their obligations to provide accommodation to their patients, clients and consumers with hearing loss. Furthermore, we educated them on the availability of our missions and resources. Susie is pleased to announce that one of the places she outreached invited her to come back on a monthly basis to meet with their consumers with hearing loss to offer NMCDHH services.

Data & Statistics

As required by Legislative Performance Measures

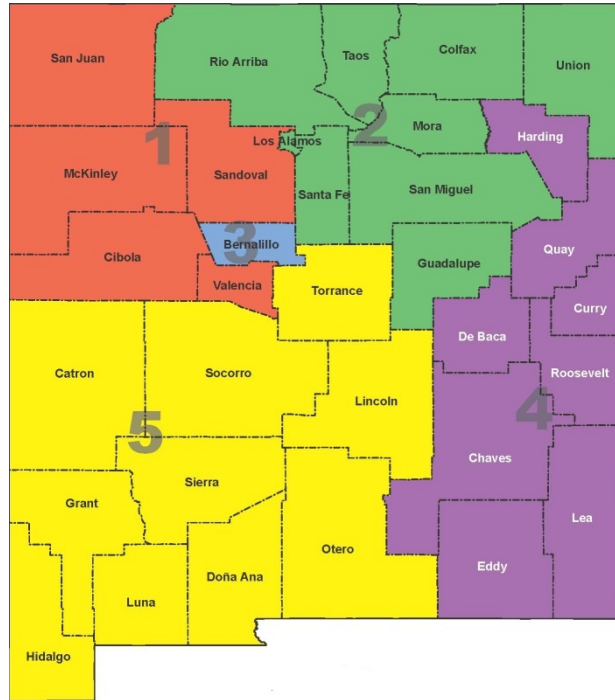
Fiscal Year 2016

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	120	41	34%
Number of outreach events coordinated	75	26	35%
Average number of relay calls per month	12,000	8375	70%
Number of accessible technology distributions	1,300	356	27%
Staff hours devoted to reducing communication barriers	18,000	10852	60%
Number of clients provided assistance to reduce or eliminate communication barriers	800	283	35%
Number of information referrals and outreach contacts	12,000	9813	82%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	4	27%
Number of interpreters in CDHH sponsored professional development	200	99	50%

Fiscal Year 2015

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	100	108	108%
Number of outreach events coordinated	70	53	76%
Average number of relay calls per month	10,000	8544	85%
Number of accessible technology distributions	1,000	829	83%
Staff hours devoted to reducing communication barriers	15,000	19,538	130%
Number of clients provided assistance to reduce or eliminate communication barriers	800	492	62%
Number of information referrals and outreach contacts	10,000	15,144	151%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	12	80%
Number of interpreters in CDHH sponsored professional development	200	226	113%

Clients by Region



	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY15 Year to Date
Region 1	9	15			24
Region 2	15	9			24
Region 3	45	65			110
Region 4	10	11			21
Region 5	47	57			104
Total Clients by Quarter	126	157			283

Clients by Self-Identified Disability¹⁵

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY15 Year to Date
Deaf	72	65			137
Hard of Hearing	40	87			127
Deaf-Blind	12	2			14
Speech Disabled	2	3			5

NMDVR
CDHH First Quarter Report
January 15, 2015
Board Meeting TBD
Performance Measures FY16
October 1, 2015 to December 31, 2015

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

From: Ellen K. Carpenter – Deaf and Hard of Hearing Coordinator for New Mexico Division of Vocational Rehabilitation (NMDVR).

Re: MOU Goals and Performance – Report for the period of **October 1, 2015 to December 31, 2015** (Second Quarter FY16)

NMDVR Liaisons – New Mexico Association for the Deaf – This position is currently not filled – DVR continues to recruit staff to fill this position.

NM Chapter – Hearing Loss Association of America – Christine Fuller VRC at the San Mateo/Central DVR office is currently assigned as liaison in this position.

Order of Selection – NMDVR remains under an Order of Selection; however, at this time, all priority categories are opened and being served. The categories identified under order of selection are: Most Significantly Disabled (MSD), Significantly Disabled (SD), and all other eligible participants (AOEP).

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

Performance Measures – (Second Quarter FY16)

Thirty-Four (**34**) individuals have received sign language interpreter services during the period of October 1, 2015 – December 31, 2015. A total of **\$7203.32** has been authorized and expended for this service October 1, 2015 through December 31, 2015.

Sixty-Nine (**69**) individuals have received hearing aids and/or other hearing devices during the period of October 1, 2015 – December 31, 2015. A total of **\$133,378.82** has been authorized and expended for this service during the period of October 1, 2015 through December 31, 2015.

Eighteen (**18**) individuals who are deaf have been closed successfully rehabilitated (employed) during the period of October 1, 2015 – December 31, 2015.

Twenty-One (**21**) individuals who are hard of hearing have been closed successfully rehabilitated (employed) during the period of October 1, 2015 – December 31, 2015.

Employment Information

Average number of hours worked for individuals who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired is **30.9** hours. Average wage at closure is **\$12.49** during the second quarter of FY16

Caseload Activity

Two Hundred Eighty-Six (**286**) deaf/deaf-blind, individuals have been opened and/or opened and closed during the period of October 1, 2015 – December 31, 2015.

Three Hundred Sixty Two (**362**) individuals who are hard of hearing and/or otherwise hearing impaired have been opened and/or opened and closed during the period of October 1, 2015 – December 31, 2015.

Six Hundred Forty Eight (**648**) individuals who are deaf/deaf-blind – hard of hearing and or otherwise hearing impaired have been opened and/or opened and closed during the period of October 1, 2015 – December 31, 2015.

Ineligible for VR Services

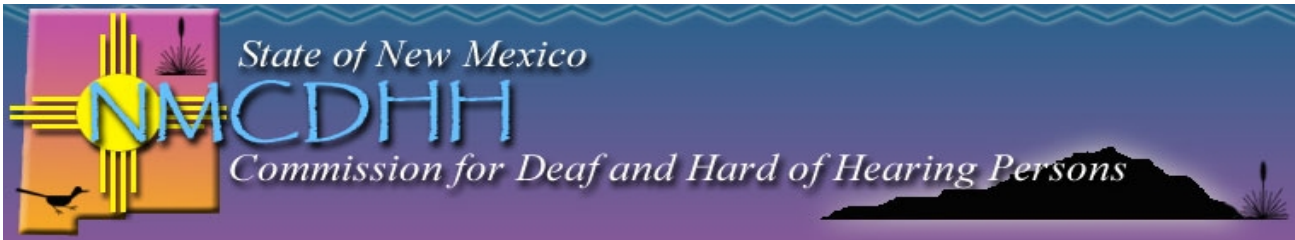
One (**1**) individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired have been determined as ineligible for VR services during the period of October 1, 2015 – December 31, 2015.

Transition Services

Forty Six (**46**) individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired have been identified as receiving transition services during the period of October 1, 2015 – December 31, 2015.

Respectfully Submitted:

Ellen K. Carpenter, M.A., CRC
Deaf and Hard of Hearing Coordinator



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD
 Report By: Amanda Lewis, Board Administrator
 Expiration Date: June 30, 2016

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

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 2015 to the Signed Language Interpreting Practices Board of the Regulation and Licensing Department for interpreter licensure services.
- B. The Commission for Deaf and Hard of hearing will process the transfer by October 31, 2015, or as early as practical after receiving the accounting string from the Regulation and Licensing Department, Chief Financial Officer.

Regulation and Licensing Department will:

- A. Deposit the transfer of \$25,000 with Signed Language Interpreting Practices Fund and use the funds only for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act per NMSA 1978, Section 61-34-13.
- B. Provide quarterly reports to the NMCDHH Director of Community Engagement including:
 - a. Number of licenses issued
 - b. Dates of Signed Language Interpreting Practices Act Board Meetings
 - c. Number of complaints
 - d. Number of license denials, suspensions, and revocations
- C. Provide budget reports for the Signed Language Interpreting Practices Fund upon request with appropriate advance notice.

Performance Report

<i>Reporting Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	8	5 Provisional; 3 Community; 0 Educational
Complaints	0	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: October 19, 2015

Next meeting: January 4, 2016

Agendas and draft minutes are available at the Board website:

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

