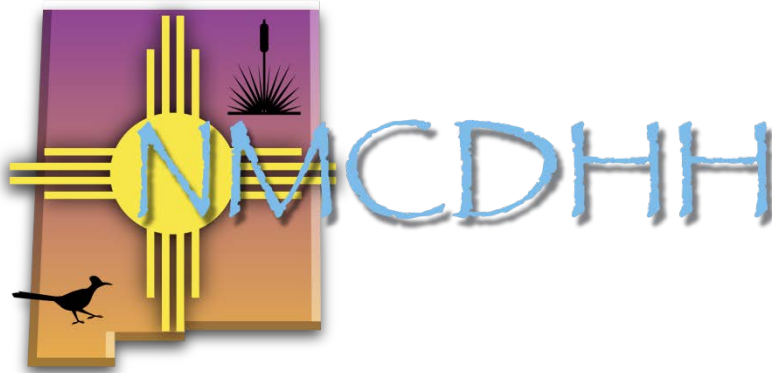


# New Mexico Commission for Deaf & Hard of Hearing



© NMCDDH  
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## Quarterly Report FY16 Quarter 3



# FY16 Quarter 3 Board Report

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**NMCDHH BOARD MEETING**  
**Thursday, June 16, 2016 at 3:00 p.m.**  
**NMCDHH Conference Room**  
**505 Marquette Ave. NW, Suite 1550**  
**Albuquerque, NM 87102**

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**DRAFT AGENDA**

Posted: May 9, 2016

- I. Call to Order and Roll Call
- II. Approval of agenda
- III. Approval of Minutes of March 3, 2016
- 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.

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

***DRAFT – These minutes will be subject to another possible revision and approval by the commissioners at the next board meeting on June 16, 2016.***

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

Chair Austin Welborn called the meeting to order at 3:04 p.m.

Present: Austin Welborn, Chair Rosemary Gallegos

John Fullinwider  
Concha Dunwell

Johnny Robertson  
Don Johnson

Absent: Luis Quiñonez

Fourteen staff members from NMCDHH were present: Executive Director Nathan Gomme, Jason Siergey, Corina Gutiérrez, 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. Six other interpreters were present, Rachelle Clifford and Adam Romero (tactile), Mary Collard, Brandi Burrell, Audrey Blanco and Monica Sower. Eleven members of the community were in the audience.

**II. APPROVAL OF AGENDA**

**16.8**

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

**III. APPROVAL OF December 3, 2015 MINUTES**

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

## 16.9

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 welcoming the new members of the NMCDHH Board, Commissioners Concha Dunwell and Don Johnson. He also announced that Sam Martinez took a position with another agency, which meant some changes with the staff and their responsibilities.

Executive Director Gomme shared that before Mr. Martinez left, he had done a lot of work in establishing collaborative efforts within the state of New Mexico as well as on a national level. Mr. Martinez attended the National Association of State Relay Administrators (NASRA) conference as well as the Telecommunications Equipment Distribution Program Association (TEDPA) conference. There Mr. Martinez presented about the Commission's iPad program. Mr. Gomme mentioned that the CDHH iPad program was the first in the nation, and has started to spread across the country as other states adopt this program. Mr. Martinez was able to talk about the positives about the program as well as some of the hardships that CDHH faced while establishing the program.

Executive Director Gomme also talked about the Southwest Conference on Disability which took place in October. Haben Girma, a Deaf-Blind lawyer and Harvard graduate, gave a presentation there. She presented on some of the struggles of the Deaf-Blind and Mr. Gomme came away from her presentation realizing CDHH could do more for the Deaf-Blind community. Recently there was a Deaf-Blind awareness event for the State of New Mexico. Executive Director Gomme was invited to that event and heard from the group that employment was a major issue; Deaf-Blind individuals want to work. The Commission for Deaf and Hard of Hearing needs to see how Deaf-Blind services can be improved.

Dr. Juliette Sterkens came to the state to work with the three Hearing Loss Association of America (HLAA) chapters here as well as CDHH, to provide presentations on the Loop, t-coil and assistive technology in general. NMSD also supported her presentation in Santa Fe, and at the Commission conference room here in Albuquerque she gave a presentation to approximately 14 audiologists and hearing aid providers. In Las Cruces, Sandra Williams and Susana Santillan worked hard to help Dr. Sterkens' presentation happen there.

At the same time it was clear there was a need for legislative action. Executive Director Gomme said that the Commission with all three chapters of HLAA developed a communications access committee. That committee discussed the need for t-coil education, and House Bill 70, which would require audiologists and hearing aid dispensers to educate those provided with hearing aids about how their hearing aids work with assistive listening devices. So far the bill has proceeded through the process. A lot of work was done with different legislators, developing relationships and a positive rapport.

Aside from HB70, the Commission was able to discuss with the legislators the future needs of CDHH. The state had to make some tough budgetary decisions, and the final outcome is not yet shown in writing, but a possible change that could affect CDHH in a positive way is having surcharge assessed on Voice over Internet Protocol (VoIP) and pre-paid cell phones. Executive Director Gomme stated that he was happy to say he found people within the Legislative Finance Committee (LFC) and the Department of Finance and Administration (DFA) that were willing to listen to his concerns. To apply the surcharge to VoIP and pre-paid cell phones will require legislative action.

Commissioner Rosemary Gallegos asked if Executive Director Gomme could expand more on what is happening with the budget and asked if it was still not finalized. Mr. Gomme responded that he was aware that Governor Martinez had signed the budget, House Bill 2, but he had not received it from the DFA. He explained that there were two separate proposals, one from the LFC and one from the DFA. The executive budget proposal allowed CDHH a bit more room for the new initiatives Mr. Gomme previously discussed with the Board: the mental health and the veterans' initiatives. That proposal also

eliminated the DVR transfer in full. The LFC budget did not stop the transfer completely, but reduced it, and did not include additional funding for the initiatives. Mr. Gomme added that Paul Aguilar, Interim Executive Director of DVR, was also in favor of eliminating the transfer of funds from CDHH to DVR. HB2 recommended cuts statewide, so Mr. Gomme knew there were reductions, but has yet to see the exact numbers. Mr. Gomme also mentioned that the State was facing a funding crisis due to the drop in gas and oil prices, and that no one at the legislative level wants to cut our agency. They want to ensure that services are going to continue and are concerned about sustainability for every agency.

Commissioner Johnny Robertson asked if Executive Director Gomme could talk about what the future holds for CDHH in the next five years. Executive Director Gomme responded that he was approached by members of the deaf community who want to establish a task force on deaf issues, and he had been working with the Hard of Hearing community, too. Eventually they needed to be brought together and CDHH can proceed from there. CDHH cannot move forward until some of the issues facing the deaf community and the divisiveness is resolved. An example would be the capital outlay funds for the DCC multi-purpose center. Mr. Gomme said he was approached to participate in their focus group. He did and also worked with NMAD and discussed transferring the capital outlay funds to the city of Albuquerque, which amounted to \$20,000. He said this was the first time in several years he had seen this kind of collaboration and it has a lot to do with the current DCC and NMAD boards.

Commissioner Concha Dunwell asked how the funding was divided between the deaf and the hard of hearing. She stated that in Las Cruces most of the deaf know about the Commission, but when she talks to hard of hearing people they have no idea about CDHH. Executive Director Gomme agreed she had a valid point and that was why he had been involved with HLAA with Steve Frazier, and the presidents of the Las Cruces and Santa Fe chapters. Sandra Williams and Susana Santillan from the Las Cruces office are also working hard networking in that area. As far as the question about allocation of funds, Mr. Gomme clarified that there is no designation to hard of hearing versus deaf. CDHH advocates work with everyone, whether deaf, hard of hearing or deaf-blind.

**b. Department Reports**

**i. Community Advocacy**

Corina Gutiérrez introduced herself to the new board members as Director of Community Advocacy. She is also responsible for community education, the Telecommunications Equipment Distribution (TED) Program, and individual and systemic advocacy all over the state of New Mexico. Ms. Gutiérrez explained that many individuals struggle with communication access, and her department is there to solve those issues. For systemic advocacy, her department works with different organizations such as law enforcement.

With Sam Martinez leaving CDHH, Ms. Gutiérrez said that Jason Siergey has taken on the responsibility of the TED Program and she wanted to recognize his hard work. Mr. Siergey has brought some great ideas to the table. One thing he has done is work closely with Luke Adams to develop a card to send to clients after they've had equipment for three years, reminding them to contact CDHH about reapplying for new equipment.

Roger Robb worked with law enforcement and came up with a placard that deaf individuals can show to an officer if they are pulled over. The officer would be able to point on the card to show what has happened and they will be able to communicate quickly and effectively. Ms. Gutiérrez explained that this particular card was developed for the needs of the deaf community, and a separate placard will be developed for the hard of hearing community because deaf individuals and hard of hearing individuals have different needs.

Ms. Gutiérrez announced that Roger Robb will be working with Amy Lucero from COPD to help seniors at NMSD understand the differences between CDHH and COPD. When the students graduate, they will be aware of what resources are available to them.

In the Las Cruces office, Sandra Williams has been working with the Director of Dispatch, Hugo Gomez, to have a system for deaf individuals to contact the 911 dispatchers. For example, if a deaf person is on the road and an emergency comes up, they can now contact 911 by text. Currently this is only happening



in Doña Ana County. Hopefully it will spread to other counties as well. Ms. Gutiérrez explained that for this to work individuals need to sign up to be able to use the system.

Ms. Gutiérrez mentioned that there were a many clients in southern New Mexico that spoke Spanish, and she was thrilled that Susana Santillan is able to speak Spanish with those clients. Furthermore, in the short amount of time that Ms. Santillan has worked there, she has already had 40 clients.

Commissioner Robertson asked if CDHH and COPD will talk to the mainstreamed students about the roles of each agency. Ms. Gutiérrez agreed that might be a good idea. Commissioner Robertson also asked if the placard for the deaf drivers was supposed to be displayed somewhere. Ms. Gutiérrez responded it was not meant to be displayed, but it could be kept in a glove box or purse. She also clarified that this was still in development.

Executive Director Gomme also added to the discussion about the placards saying that CDHH was in the process of providing training for law enforcement, and showing them the best way to interact with deaf or hard of hearing individuals when they are pulled over for routine traffic stops. The police are motivated to learn this information. Other states, such as Arizona and Kentucky, are using placards and have found it very useful. It is also reducing anxiety in the deaf individuals who are pulled over and have to interact with the police. The police can just point at the icon that indicates what the violation was. It reduces barriers and helps establish a relationship with law enforcement. Mr. Gomme added that Mr. Robb was doing great work with APD, and this training is ongoing.

## **ii. Community Engagement**

Director of Community Engagement, Lisa Dignan, explained for the new board members that the department had a staff of three, herself, Andrea Ginn, who was one of the team of interpreters at the meeting, and Richard Bailey, our Communication Engagement Specialist.

Ms. Dignan and Mr. Bailey work together on the website and social media, and Mr. Bailey handles all the Request for Proposals (RFP). He is currently working on the RFP for Deaf-Blind Deaf-Plus Services. CDHH currently has a contract with the COPD, but it has reached the maximum number of times it can be renewed. CDHH is required by the state to go out for RFP again.

Mr. Bailey attended the pepnet 2 summit in Atlanta which was entirely paid for by pepnet 2 and he was able to be involved in other state teams on the subject of serving deaf and hard of hearing students. He was also an important part of the Career Expo that took place at NMSD, coordinating presenters. CDHH had two presenters with a total of ten presentations and CDHH also participated in the stakeholders meeting and a panel presentation in the evening in which Ms. Gutiérrez participated.

Ms. Ginn coordinates all the internal requests for interpreting services and is CDHH's Staff Interpreter. She runs our apprentice program and there are three apprentice interpreters who are currently working with the Commission. The apprentices are pre-certified interpreters who are working towards certification. They come into the office and do professional development activities with other interpreters as well as deaf and hearing staff members. With Sam Martinez no longer with our agency, Jason Siergey and Luke Adams are doing booths at outreach events. Since both are deaf, the apprentice interpreters will go with them and this gives them experience in a fairly mellow environment. One of the apprentices will complete the program by the end of March and CDHH plans to keep her on as a contract interpreter.

Ms. Ginn will be presenting to the Signed Language Interpreting Program at UNM. CDHH has a great relationship with the program and Ms. Ginn will talk to them about professional development opportunities, involvement with NMRID and about the apprentice program.

Ms. Dignan mentioned other professional development opportunities including New Mexico Mentoring which is for signed language interpreters throughout New Mexico and her department also collaborates with other entities for professional development activities for interpreters. This year two of the curricula used in New Mexico Mentoring will be revised: the medical interpreting curriculum as well as fingerspelling and numbering curriculum. All of the curricula age out at some point and need to be revised regularly. Ms. Dignan stated that the goal of all professional development was to increase the pool of well qualified, certified, community licensed interpreters for New Mexico.

Ms. Dignan said that at the last meeting she mentioned that the Administrative Office of the Courts (AOC) no longer had a centralized coordinator for ASL services, but now the AOC has completed the RFP and has entered a contract with Rhiannon Sykes Chavez to be the statewide coordinator. To have centralized coordination again is good news for advocates as well as for the deaf and hard of hearing community when they need services.

The new website is getting positive feedback. Ms. Dignan asked that if anyone noticed anything on the website that needed adjustment, to let her know. Unlike before, certain staff members that work on the website have the ability to make changes and do not need to pay our web designer to make those changes. It seems to be an effective tool to reach out to the community. One of the features is the "Ask the Expert" and we have seen an increase in the questions asked to us through that feature.

At the last board meeting, Ms. Dignan talked about the Registry of Interpreters for the Deaf (RID) placing a moratorium on certifications. The Licensure Board met in January and made a decision to suspend the expiration on provisional licenses for six months. Although there is no guarantee that RID will be certifying again at that time, the hold is in place until July and then it will be revisited. The Licensure Board is actively working on ways to avoid a negative impact on the deaf and hard of hearing community as well as on interpreters working towards certification. The Licensure Board has said that if there are interpreters who have concerns about their specific situation, and would like to bring their questions directly to the board, it is important to submit those questions to the board administrator before the April meeting. The Board is expecting to receive several concerns.

In addition to all her responsibilities as Director of Community Engagement, Ms. Dignan informed the board that she also handles Human Resources for the agency. At the last board meeting, Ms. Dignan announced that CDHH would soon be fully staffed, which lasted six weeks until Sam Martinez moved to another agency. Ms. Louise Chavez-Rasgado joined CDHH on January 2<sup>nd</sup> as Financial Services Specialist and has been a great fit for the agency. The Director of Administrative Services, Deborah Romero, is happy to have her since Ms. Joyce Croker will be retiring within the month.

Ms. Dignan explained that State workers have an Employee Assistance Program that offers excellent training in the form of webinars, which were not accessible to deaf staff. After contacting the people in Risk Management and the EAP program, they agreed to start captioning all their webinars. Luke Adams and Rich Bailey participated in the first captioned webinar and the captioning was successful.

### **iii. Administrative Services**

Deborah Romero, Director of Administrative Services, said she currently had four people in her department, but as Ms. Dignan had said, Joyce Croker will be retiring near the end of March. Ms. Croker has worked for the State of New Mexico for 28 years. She is also a veteran and was in the U. S. Air Force. She will be missed. The new employee, Louise Chavez-Rasgado, has a great deal of experience with the State and many of Ms. Croker's duties are being transferred to her. The department is working hard, meeting deadlines and attending trainings.

Ms. Romero was happy that there was a reduction in the transfer to DVR and the new amount is \$183,000 for FY17. Since she didn't have the final numbers for the FY17 budget, Ms. Romero talked about the FY16 budget. Currently about 41% of the budget has been spent. The TRS revenues are decreasing as Executive Director Gomme discussed, and Ms. Romero projected that we will bring in \$2.2 million for FY16. The budget that was approved for FY16 was \$3.7 million. It will be necessary for the agency to save \$562,000 of the unspent budget since there will not be the revenue to cover it.

Commissioner Robertson asked why TRS surcharges were declining. Executive Director Gomme explained that it was the rise in VoIP phones and pre-paid cell phones. The FCC said that VoIP is not telecommunication, therefore they are not paying the surcharge. With pre-paid cell phones, customers buy a card to pay for the phone service and the surcharge is not applied. The language needs to be changed to fit the definition of telecommunications, which has happened in Maine and California, and New Mexico is trying to follow their lead. This would require legislative action.

Deborah Romero concluded by saying that CDHH has no control over the amount received from the TRS surcharge through the Taxation and Revenue Department. Other than the TRS surcharge, CDHH has money from the general fund and the fund balance.

**iv. Summary**

Executive Director Gomme wanted to add that he has taken over the Relay Administration responsibilities now that Sam Martinez has left. He also wanted to applaud Jason Siergey for his motivation in the TED program, he has already found things to fix to make it easier for applicants and the process more efficient, and has taken on a great deal of additional responsibility. He also said that all members of the staff have taken on every task that's been handed to them.

A new person representing Teltex, Shannon Qualls, will be working directly with clientele here in New Mexico. She will be able to directly answer people that have the Teltex equipment from our TED program. Ms. Qualls just started a month and a half ago and has already done ten booths.

Executive Director Gomme said that CDHH will work closer with NMSD, the DCC, HLAA and increase collaboration. He reiterated that deaf, hard of hearing, and deaf-blind will all receive services from CDHH.

**V. ACTION ITEMS**

**a. Election of Officers**

Chair Welborn announced that it was time to elect officers, which would be Chairperson, Vice-Chair and Secretary.

**16.10**

Commissioner Robertson moved that Commissioner Austin Welborn maintain his position as Chair.  
Commissioner Welborn accepted.  
Commissioner Gallegos seconded.  
Motion passed unanimously.

**16.11a**

Commissioner Robertson moved that Commissioner Concha Dunwell be Vice-Chair.

Commissioner Dunwell inquired what the position entailed. Executive Director Gomme explained that the board would be working with CDHH's attorney Rick Word to present a brief summary of the commissioners' roles and responsibilities and CDHH's vision. NMSD had a great training and Mr. Gomme said he thought CDHH could borrow from that for CDHH Commissioners.

**16.11b**

Commissioner Dunwell accepted the nomination.  
Commissioner Don Johnson seconded.  
Motion passed unanimously.

Chair Welborn nominated Commissioner Gallegos as Secretary; Commissioner Gallegos asked for clarification on her responsibilities. Executive Director Gomme explained that in the past Dr. Ronald Stern was secretary and worked with Lori Neubauer in taking care of the minutes and documentation. Ms. Neubauer stated that she took care of the minutes unless a special meeting was held and then Dr. Stern would take the minutes, making sure that she received them to post on the website and keep in the records. Commissioner Gallegos felt that it being her first year as NMSD Superintendent, should decline at this time.

**16.12**

Commissioner Dunwell nominated Commissioner Don Johnson as Secretary.  
Commissioner Johnson accepted.  
Commissioner Robertson seconded.  
Motion passed unanimously.

**b. OMA Resolution**

Executive Director Gomme stated that Lisa Dignan would explain the OMA Resolution. Ms. Dignan stated that the OMA, the Open Meetings Act, is a state statute that all Boards, Commissions and Public Bodies are required to follow. All board members were emailed a copy the day before. It has been approved by the Commission's attorney, Rick Word. All public bodies are required to adopt an OMA Resolution annually. Ms. Neubauer and Executive Director Gomme also deal with this as well to make sure all public notices for the meetings are sent out to the appropriate places within the appropriate amount of time and final agendas and meeting minutes are also posted within the required time.

**16.13**

Commissioner Robertson made a motion that the Board adopt the OMA Resolution as written. Commissioner Dunwell seconded.  
Motion passed unanimously.

**c. Future Board Meeting Dates**

Executive Director Gomme explained that dates of board meeting should be set well in advance to help reduce the complexity of the OMA regulations and we can post information in a timely manner so the community is able to attend. Mr. Gomme stated that the next potential date would be in June. There must be four meetings annually.

**16.14**

Commissioner Robertson made a motion that the Board set the dates for future meetings. Commissioner Dunwell seconded.  
After discussion the following dates and times were selected for future board meetings:  
Thursday, June 16<sup>th</sup> at 3:00 p.m.  
Thursday, September 8<sup>th</sup> at 3:00 p.m.  
Thursday, December 8<sup>th</sup> at 3:00 p.m.  
All were in support of the proposed dates; motion passed unanimously.

**VI. NEW BUSINESS**

There was no new business to discuss.

**VII. ADJOURNMENT**

Chair Welborn adjourned the meeting at 4:37 p.m.



# Executive Summary

*G. Nathan Gomme, Executive Director*

Commissioners and Community Members:

The third quarter of FY16 has had a number of bittersweet changes due to staff departures. The high level of hard work from the staff here at the agency has been consistent and overall the New Mexico Commission for Deaf and Hard of Hearing has been very active in making efforts to improve the community. During the last board meeting we mentioned that we were no longer fully staffed. Sam Martinez and Joyce Croker are no longer with the agency. Mr. Martinez has moved to on to another state position and Ms. Croker has retired from the agency. I wish them both well in their future endeavors. Fortunately we have dedicated staff members who have been able to minimize the impact of our loss. Jason Siergey has picked up a number of Mr. Martinez's responsibilities and has been hard at work making sure the services continue uninterrupted. Louise Chavez, Lori Neubauer, and Deborah Romero have worked to make sure all financial paperwork is processed quickly and efficiently.

As I noted in the last quarter the New Mexico Commission for Deaf and Hard of Hearing requested a reduction of the transfer of funds to the Division of Vocational Rehabilitation in our budget request for FY17. We also requested funding for two new initiatives, one was for mental health services and the other was for veteran services. We were unable to secure funding for the initiatives for FY17, but were able to secure a reduction to the transfer. During this time we also began working on changing the language for the Telecommunications Access Act.

I would like to thank Commissioner Robinson for his assistance in meeting with the Public Regulation Commission during this past quarter. During the meeting with the Public Regulation Commission representatives, we discussed the issues with the declining revenue from the telecommunication relay surcharge. More specifically, I explained that our telecommunication law does not explicitly state that the relay surcharge is to be collected from both Voice over Internet Protocol (VoIP) and prepaid mobile phones. We are now seeing laws that apply the surcharge to both VoIP and prepaid mobile phones that now occurs in various states such as Maine and California. Recently there was a bill proposed for the same purpose in Colorado. The purpose of the meeting with the PRC members was to see what if any support we would get if language changes were recommended for the current telecommunications statute. I am happy to report that the meeting was extremely positive and as a result of

Commissioner Robinson's support, we will be presenting to the PRC commissioners this year.

The Committee for Communication Access of New Mexico (CCA-NM), created to advocate for the needs and concerns of hard of hearing New Mexicans, was disappointed to see that HB 70 Hearing Aid Option Information was vetoed. The work of the committee however has created a great opportunity for the Commission to work with the hard of hearing community in determining the focal points for concern that are had. With this committee we have already identified some work that can be done to improve communication access in the Roundhouse and are working to improve dialogue with hearing care providers. Along with the deaf community stakeholders, I have met with Commissioner Robinson regarding the concerns from the New Mexico Association for the Deaf and we have agreed to work together along with members from the Deaf Grassroots Movement after their rally. The focus will be on composing and developing some plans for the upcoming legislative years to improve access for the Deaf Community.

I have been working with the Deaf Cultural Center focus group as a member. We were able to successfully see one of the remaining balances for Capital Outlay funds transferred to the City of Albuquerque to ensure that the planning for the Cultural Center with the apartments continues.

There will be some upcoming developments related to transitioning between TTY technology and Real-Time Text Technology that hasn't been released yet. I believe some information will become available by June to report. My focus of this upcoming quarter will be on the leg work with the community stakeholders on developing the goals for future changes to improve communication access.

# Administration & Finance

Deborah Romero, Director of Administrative Services

FY16 Third Quarter Board Report - Administrative Department					
	2016 Budget	Expenditures	Encumbrances	Remaining Budget	% Expended
<b>200 PERSONAL SERVICES</b>	1,108,400.00	741,818.74	0	366,581.26	66.93%
<b>300 CONTRACTUAL SERVICES</b>	1,830,700.00	674,995.04	573,332.36	532,504.82	36.87%
<b>400 OTHER</b>	333,200.00	201,646.08	54,163.59	77,390.33	60.52%
<b>500 OTHER FINANCING USES</b>	491,000.00	491,000.00	0	0	100.00%
<b>Subtotal</b>	<b>3,763,300.00</b>	<b>2,109,459.86</b>	<b>627,495.95</b>	<b>976,476.41</b>	<b>56.05%</b>

CDHH Monthly Revenue		
Month	General Fund Allotment	TRS 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	\$274,318.36
January	\$25,000.00	\$177,001.98
February	\$25,000.00	\$172,720.66
March		
April		
May		
June		
<b>Subtotal</b>	<b>\$200,000.00</b>	<b>\$1,472,131.72</b>



## Social Media

The New Mexico Commission for Deaf and Hard of Hearing ended the third quarter of FY16 with the following Social Media statistics:

- Facebook: 805 people have 'liked' our page
- Email announcement system (MailChimp): 195 subscribers
- Twitter: 314 followers
- Ask the Expert: 56 Inquiries

# Community Engagement

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

- NMM Spring 2016 is going well and participants are happy with the electronic curriculum instead of paper, which will show a significant budget savings.
- Two curricula are being revised: Medical Interpreting and Fingerspelling and Numbering Systems. The Mental Health interpreting curriculum will be revised next.
- The AOC completed their RFP and contracted with Rhiannon Sykes-Chavez as the ASL Interpreter Coordinator for state courts.
- The Interpreter Licensure Board imposed a toll (hold) on expiration of provisional licenses at their January meeting, to be revisited in July.
- We are receiving positive feedback about the new website, and have seen a dramatic increase in Ask the Expert questions.
- I continue to work with multiple court committees:
  - I presented the Literacy Challenges Working Group's proposed Supreme Court rule changes to allow court staff to scribe documents for individuals who are unable to do so to the Access to Justice Commission, which referred it to their Rules Subcommittee.
  - The draft guidelines on interpreting audio and video files in court are still awaiting AOC feedback and implementation.
- I was re-elected for a second term as Vice Chair of Council for Purchasing from Persons with Disabilities, and named Procurement Manager for the RFP for a contract with a Central Non-Profit to operate the program in New Mexico.
- NMCDHH is sponsoring several professional development opportunities in the remainder of the fiscal year in collaboration with NMRID and Compass Mentoring.

## **Community Engagement Specialist Highlights**

- The Deafblind/Deaf-Plus Services RFP was approved by GSD and was released on March 17, 2016. Proposals are due on April 12, 2016.
- Mr. Bailey attended the Pepnet2 Summit in Atlanta, where he participated in workshops and met with other state teams to discuss capacity building strategies, and to further develop our interagency transition alliance's planned goals and expectations. This trip was fully funded by Pepnet2.
- Mr. Bailey coordinated presenters and presentations from NMCDHH at the two-day New Mexico Deaf and Hard of Hearing Career Expo, in Santa Fe. Presenters from NMCDHH gave ten presentations during the first day, of which six were in collaboration with NMTAP. Mr. Bailey, along with Ms. Gutiérrez, our Director of Community Advocacy, also participated in the stakeholders' meeting after the close of the Expo to discuss how to improve postsecondary transition outcomes and services.
- A joint post-secondary transition presentation with NMSD was given to two Division of Vocational Rehabilitation offices.

- Mr. Bailey participated in a discussion on Video Relay Interpreting protocols with members of the judicial system.
- Upon Sam Martinez's move to another agency, Mr. Bailey took over representing NMCDHH on two conference planning committees: the Southwest Conference on Disability, and the Conference on Aging hosted by Aging and Long-Term Services. Additionally, he has taken over Information and Referral (I&R) duties.
- NMCDHH interpreter apprentices enjoyed a "mini-workshop" presentation from Mr. Bailey on the basics of transition services.

### **Interpreting Services and Apprentice Program Highlights**

- Ms. Ginn will be presenting to the UNM Signed Language Interpreting Program about professional engagement and the NMCDHH Apprentice program.
- Ms. Ginn attended the ADARA Breakout 2016 conference in Colorado Springs. During that time, Ms. Ginn gathered information about the current approach to mental health care for deaf individuals, and received additional training on providing communication assessments for deaf clients.
- Cuts to contract dollars in the NMCDHH budget resulted in the need to eliminate block scheduling of contract interpreters. Any negative impact on the availability of interpreters is being closely observed.

The Apprentice Interpreter Program:

- Two apprentices are increasing the work they are doing with staff, and one apprentice left the program.
- "Mini-workshops" featuring NMCDHH staff are proving successful and will continue.
- NMCDHH provided 207 hours of interpreting services in the third quarter.
- Due to the success of block scheduling, only ten hours required use of services through referral agencies, and there were no unfilled interpreting requests.
- Ms. Ippel, Ms. Clifford, and Ms. Eubank engaged in 136.5 hours of observation, interpreting and professional development work in the quarter.
- Applications are now being accepted to add one additional apprentice in July 2016.

### **Human Resources**

Third quarter HR activities included:

- The Financial Services Specialist, Louise Chavez-Rasgado, started in January and has already become an invaluable member of the team.
- The building has completed more of the improvements discussed in the last report, and continues to be very responsive to requests for assistance.
- We were fully staffed for six weeks, until Sam Martinez left for a position with another state agency.
- After more than 25 years with the State of New Mexico, Joyce Croker retired at the end of March 2016.
- All employees completed mandatory annual Civil Rights training.
- I worked with the state Employee Assistance Program to add captions to webinars offered to all employees.
- When the company offering free health screenings for all employees with state insurance coverage refused to provide an interpreter for an appointment, I successfully advocated for communication access for all state employees.

- The Board's request for a pay increase for the Executive Director was submitted to the Governor's office in December, and we are still awaiting action.

**NMCDHH Library**

- New materials were added to the library collection.
- The online library can be accessed at <https://NMCDHH.librarika.com>, where people can view all of our library materials, reserve items and even review materials they have borrowed.
- Currently 33 people have registered for access to the database.

<b>Library Usage - FY 2016</b>					
	Q1	Q2	Q3	Q4	Total
Patrons	10	9	14		43
Items Loaned	17	14	17		48



# 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.

Our Community Advocacy Specialist, Luke Adams, has been very active as of late giving a number of presentations about various topics such as his life, the agency telecommunication program and how technology can help through transition. Luke gave three presentations at three different locations; NMSD Residential Program, Hodgin Elementary School, and Central New Mexico Community College's sign language program about his life as a Deaf person and his experience on *The Amazing Race*. This helped to encourage the students to work hard and advocate for themselves. Also this quarter Mr. Adams teamed up with Jesse Armijo and Samuel Castillo from the New Mexico Technology Assistance Program to give the presentation at the NMSD Career Expo in Santa Fe. The presentation focused on the Telecommunication Equipment Distribution Program (TEDP) as it relates to transition from high school. One of his more recent presentations was regarding the NMCDHH's Telecommunication Equipment Distribution Program to the Hearing Loss Association of America Santa Fe Chapter. The presentations were all very successful.

Outside of presentations, Mr. Adams has been working hard to improve access in tribal courts. Recently he has been focusing on improving access to both qualified legal interpreters and Certified Deaf Interpreter's (CDI) in legal settings for deaf Native American's. Mr. Adams' work has produced some positive outcomes. Mr. Adams has also been working diligently with apartments in New Mexico to make sure communication is provided Deaf and Deaf-Blind residents.

Our Community Advocacy Specialist, Cheryl Padilla, has assisted in obtaining communication access for numerous people. Some of her work includes obtaining resources needed to get through the court system/legal system for domestic violence clients. Ms. Padilla has also worked on improving communication access for Deaf clients' children at their schools. A difficult topic has been improved communication access in medical settings with regards to making sure that Video Remote Interpreting (VRI) is a quality tool for communication that will give full access for Deaf patients when

seeking medical care. Ms. Padilla has worked to improve Deaf and Hard of Hearing clients' communication access for staff meetings at their work place and educated supervisors about the Americans with Disabilities Act to provide accommodations for the Deaf and Hard of Hearing employees. Ms. Padilla also worked with the Motor Vehicle Division to provide accommodations at their court hearings for Deaf and Hard of Hearing clients. Ms. Padilla has accomplished many things with her clients. Her outcomes have been consistently positive and productive.

### **Community Education**

The Community Education Specialist, Roger Robb, has done 16 presentations/trainings (not including his work in Southern New Mexico) during the third quarter of Fiscal Year 2016.

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

- Hearing Loss Sensitivity – 6
- Deaf Sensitivity – 1
- NMCDHH Overview – 4
- Deaf Self-Advocacy – 4
- NMCDHH/COPD - 1

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

- Presbyterian Hospital – Patient Advocacy Department – Albuquerque, NM
- Dialysis Clinic Inc. – Rio Rancho, NM
- United Healthcare – Webex
- UNM Hospital – Albuquerque, NM
- Albuquerque Police Academy – Albuquerque, NM
- Sierra County Health Council – Truth or Consequences, NM
- Social Security Administration – Hobbs, NM
- NMSD Career Expo – Santa Fe, NM
- Luna County CAN – Deming, NM
- Las Cruces Police Academy – Las Cruces, NM
- Albuquerque Ambulance Services – Albuquerque, NM
- NMSD Independent Living Students Program – Santa Fe, NM

Mr. Robb has revised and updated several PowerPoint presentations, which are listed below:

- Hearing Loss Sensitivity for Law Enforcement
- Hearing Loss Sensitivity for First Responders
- Telecommunication Equipment Distribution (Updated for one presentation and developed on entirely different presentation for another presentation.)

Mr. Robb has 11 Systematic Advocacy cases that have been ongoing for the third quarter of Fiscal Year 2016. Here is the summary of the cases that have been focused:

- Albuquerque Police Department
- Albuquerque Sunport

- City of Las Cruces Seniors Program
- Department of Public Safety – Communications
- Lovelace Hospital – Downtown
- Placard for Deaf Drivers
- Placard for Hard of Hearing Drivers
- Presbyterian Hospital (Farmington, Las Cruces and Albuquerque)
- Secretary of State Voting Board
- Taos Central Communications

Mr. Robb has completed an informational Vlog: “Voice Plan vs Video Plan,” and is in the pre-production stage for a new introduction Vlog “Red and Green” to help the community learn more about the staff here at the NMCDHH. Mr. Robb has a great new special project, “I am Deaf” visor placards and is working on developing “I am Hard of Hearing” visor placards. His work with the placards is ongoing.

### **Deaf-Blind Program**

The Community Outreach Program for the Deaf-NM Deaf-Blind or Deaf-Plus has maintained its strength and has served 46 clients in total to date. COPD-NM 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. These are the events for the third quarter:

- Deaf Senior Citizens meetings on January 21<sup>st</sup>, February 18<sup>th</sup>, and March 10<sup>th</sup>
- Deaf Senior Citizens events:
  - February 11<sup>th</sup> – Valentine’s Day party
  - March 17<sup>th</sup> – St. Patrick’s Day party
  - March 24<sup>th</sup> – Easter Day party
- Deaf Cultural Center meetings on March 10<sup>th</sup> and 12<sup>th</sup>
- Deaf Cultural Center Chili Cookout on January 16<sup>th</sup>
- Local Chapter of the National Federation for the Blind meetings on January 21<sup>st</sup>, February 18<sup>th</sup> and March 17<sup>th</sup>
- Disability Rights Awareness Day event on January 25<sup>th</sup> and 26<sup>th</sup> in Santa Fe
- Deaf-Blind Awareness Day on February 1<sup>st</sup> at the State Capitol
- New Mexico Task Force on Deaf-Blindness meeting on February 25<sup>th</sup>
- New Mexico Commission for the Deaf and Hard of Hearing Persons Board meeting on March 3<sup>rd</sup>

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

- Zia Annual Meeting and Potluck on January 16<sup>th</sup>
- Bowling and Lunch at Genghis Grill on February 20<sup>th</sup>
- Visit to Holocaust Museum and Old Town on March 19<sup>th</sup>



The Trailblazers had events which the Support Service Providers worked with the members for the third quarter.

- Meetings on January 23<sup>rd</sup>, February 23<sup>rd</sup>, and March 22<sup>nd</sup>
- Field trip to the Unser Museum and lunch on March 12<sup>th</sup>

# Outreach & Telecommunications

## Telecommunications Equipment Distribution Program (TEDP)

The Telecommunication Equipment Distribution Program (TEDP) lends telecommunications devices at no cost to qualifying New Mexico residents who need assistance in communicating equipment includes amplified telephones, iPads, TTYs, speech-generating devices, and neck loops.

### Teltex

Teltex has found an Outreach person as an in-state subcontractor for the state of New Mexico. The Outreach person is Shannon Qualls who used to work for TEDP with NMCDHH a several years ago. She has experience and a background in equipment and is familiar with our community in New Mexico. She received intensive training at Teltex in Kearney, Missouri before she began to do outreach. We at NMCDHH are very fortunate to have Ms. Qualls as our in-state subcontractor for Teltex and we also are very excited for her passion to work with our community. Ms. Qualls will be performing outreach in the state of New Mexico and will be performing survey work.

Here is what Ms. Qualls has done for outreach in state of New Mexico:

Events	Location	Date	Number of Booth Visits
Las Cruces HLAA Presentation	Las Cruces	January 21 – 23, 2016	25
Social Workers Conference (with Tom Sena from Hamilton Relay)	Albuquerque	February 24, 2016	42
Rio Rancho Transition Fair (with Jason Siergey)	Rio Rancho	March 1, 2016	65

### Equipment

Sam Martinez has left the agency and due to his departure we made internal changes to maintain services in our department. Jason Siergey took over most of Mr. Martinez's duties and he has done an amazing job! We continue to work on ways to improve to provide our program to the community.

In the third quarter of FY16, the TEDP has distributed 270 pieces of equipment to 70 customers throughout the state of New Mexico. Due to some of the equipment now

being discontinued the department had to find comparable equipment to replace what is no longer available.

Equipment distributed for the third quarter are as follows:

<b>Phone</b>	<b>Count</b>
Clarity XLC3.4	8
Amplicom PowerTel 785 Combo	
PowerTel 760 Corded Telephone	4
PowerTel 701 Expandable Handset	4
PowerTel 601 Wireless Wrist Shaker	4
Clarity Alto Plus	4
Serene Innovations CL-60A Cordless Phone	4
Amplicom PowerTel 780 Combo	
PowerTel 760 Corded Telephone	2
PowerTel 701 Expandable Handset	2
Clarity XLC2	2
ClearSounds A1600BT	2
Geemarc AMPLI600 Corded Phone with ER	2
Serene Innovations HD-65 Corded Phone	2
Clarity Alto	1
Clarity D704	1
Clarity JV35	1
Geemarc Ampli100VM	1
Serene Innovations CL-60 Cordless Phone	1
<b>Total Phone Counts</b>	<b>45</b>
<b>iPad + Otterbox</b>	<b>Count</b>
Apple iPad 2 Hard of Hearing	20
Apple iPad 2 Deaf	16
Apple Mini iPad 4 Hard of Hearing	6
Apple iPad 2 Speech	4
Apple Mini iPad 4 Deaf	4
Apple iPad 2 Deaf Blind	2

<b>Total iPad Counts</b>		<b>52</b>
<b>CapTel</b>		<b>Count</b>
CapTel 840		4
<b>Total CapTel Counts</b>		<b>4</b>
<b>Accessories</b>		<b>Count</b>
Surge Protector		22
Clarity AL12 AlertMaster		10
Silent Call 365-SKV Smoke Detector Kit		
	Smoke Detector with Transmitter	10
	Sidekick Receiver with Strobe Light	10
	Bed Vibrator	10
Clarity AL10 AlertMaster		
	AL10 Device	9
	Doorbell	9
	Bed Vibrator	9
Serene Innovations CentralAlert™ CA360		
	Wireless Notification System CA360	8
	Wireless Doorbell Model CA-DB	8
	Bed Shaker Model BS-100	8
LifeTone HLAC 151		7
Geemarc AmpliCall 10 Telephone Ringer & Flasher		6
Amplicom AB900 Answering Machine		5
ClearSounds Quattro 4.0 Bluetooth Neckloop		4
Serene Innovations UA-45 Universal Phone Amplifier		4
Bellman Audio Maxi Package 3 Neckloop		3
ClearSounds ANS3000 Answering Machine		3
Serene Innovations RF200 Alerting System		3
VitaSound PAE Talk Neckloop - discontinued		3
Clarity CE50 Bluetooth Neckloop		2
Clarity SR100 Super Phone Ringer		2
ClearSounds CS-CR200 Phone Ringer		2
Griffin TruTone ElectroLarynx		
	Oral Adapter with Straws	2
	Tone-Adjustment Screwdriver	2
	Extra-Sharp Sound Cap	2
Krown RA 05 Amplified Ringer with Strobe		2
Clarity WR100 Super Phone Ringer		1
ClearSounds CS-WIL95 Amplifier		1
Serene Innovations RF-105 Super Loud Ringer and Flasher		1

Comfort Audio Duett Neckloop	1
<b>Total Accessories Count</b>	<b>169</b>

### Telecommunications Relay Service (TRS)

Below is the reported numbers for Traditional Relay Service (TRS) and Captioned Telephone Service (CTS). The average number of relay calls per month for FY16 Q3 is about 7,764/month. The Performance Measure for Fiscal Year 2016 (FY16) has an average of 12,000 calls per month of all Telecommunications Relay Services.

Month	Traditional Relay	Caption calls	total
January	5,261	3,248	8,509
February	4,084	3,214	7,298
March	3,850	3,635	7,485
<b>FY16 3rd Quarter Total Relay Calls</b>			<b>23,392</b>

### Relay New Mexico (RNM)

Relay New Mexico (RNM) under Hamilton Relay did a number of exhibit, events, and field visits this quarter. All of the events are to explain Telecommunications Relay Services and Caption Telephone services throughout New Mexico. With Mr. Martinez's departure Tom Sena from RNM will coordinate outreach events with Ms. Gutierrez and Mr. Siergey to educate New Mexicans about available captioned phone technology and relay services. Mr. Sena is also working with Shannon Qualls from Teltex to assist in making new connections in the community.

Exhibits covered by RNM for the 3<sup>rd</sup> quarter in New Mexico include:

Event	Location	Date	Booth Visits
Children's Law Institute Conference	Albuquerque	Jan. 6-8, 2016	250
Corrales Senior Day	Corrales	Jan. 13, 2016	35
Senior Day at NM Legislature	Santa Fe	Jan. 20, 2016	250
Tijeras Senior Center	Tijeras	Feb. 16, 2016	40
Bosque Farms Senior Center	Bosque Farms	Feb. 23, 2016	45
National Association of Social Workers-NM Conference (Shannon from Teltex joined Tom)	Albuquerque	Feb. 24-25, 2016	150
Del Rio Senior Center	Belen	Mar. 9, 2016	50
Corrales Senior Center	Corrales	Mar. 16, 2016	65

RNM continues providing workshops across the state. These workshops include field visits and presentations. Field visits include the Veterans Integration Center, presentations on speech to speech (STS) to the Stroke Clubs of NM, and presentations to HLAA and NMAD.

**Outreach**

For the third quarter of FY16, before the Outreach and Telecommunications Coordinator, Sam Martinez left our agency, he had attended five booths and the Telecommunication Equipment Distribution Program Specialist, Jason Siergey has attended 1 booth. The total number of booth events year to date booth events as of the 3<sup>rd</sup> quarter of FY16 is 37. The department continues to look for more outreach events to increase visibility of NMCDHH and its service.

Booths conducted include:

Events	Location	Date	How Many People
Barelas Senior Day	Albuquerque	January 22, 16	152
KOB	Albuquerque	January 23, 16	179
KOB	Albuquerque	January 24, 16	87
Disability Awareness Day	Round House – Santa Fe	January 26, 16	37
Indian Day	SFIS – Santa Fe	February 5, 16	56
Rio Rancho Public School	Rio Rancho	March 1, 16	31



# Las Cruces Satellite Office

*Sandra Williams, Las Cruces Field Office Coordinator*

*Susana Santillan, Las Cruces Community Advocacy Specialist*

In the third quarter, the Las Cruces office saw a significant increase of clientele and requests for our services from our communities.

## **Individual, System Advocacies and Service Coordination**

Year to date, we have served a total of 130 consumers in Southern New Mexico, helping them with 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 and/or on-going basis:

- Center Of Protective Environment (COPE), Alamogordo, NM
- Women's Intercultural Center, Anthony, NM
- Veterans Affairs (VA) Clinic, Las Cruces, NM
- Probation and parole department, (state agency)
- Sexual assault center (nonprofit agency)
- A domestic violence shelter (nonprofit agency)
- SSA office (Federal agency)
- New Mexico Police Academy
- Dona Ana County 911 –Text to 911
- Detention Center and Dona Ana ADA Coordinator- Needs VP in Detention Center
- NM State Prison
- NMDVR
- La Clinica De Familia Chaparral, NM
- Las Cruces City Police Department (How to request for interpreters and to work with ADA Coordinator)
- Eastern NM University due to lack of providing accommodations.

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

The Las Cruces office has provided 15 booths for this quarter. Ms. Santillan was able to provided most of these booths. The booths helped promote the mission of our agency with the visibility of the agency. Booths occurred at:

- Thu 1/21/2016 Montana Senior Village
- Wed 2/17/2016 Doña Ana Community College (DACC)
- Thu 2/18/2016 Montana Senior Village



- Fri 2/19/2016 Women's Intercultural Center
- Tue 2/23/2016 Women's Intercultural Center
- Fri 2/26/2016 Women's Intercultural Center
- Fri 3/4/2016 Women's Intercultural Center
- Mon 3/7/2016 Colombia Elementary
- Tue 3/8/2016 Women's Intercultural Center
- Fri 3/11/2016 Women's Intercultural Center
- Tue 3/15/2016 Women's Intercultural Center
- Tue 3/22/2016 Women's Intercultural Center
- Thu 3/24/2016 Casa Del Rio apartments
- Thu 3/24/2016 University Hills Elementary
- Tue 3/29/2016 Women's Intercultural Center

Our outreach in the community produced eight (8) presentations which were done with Roger Robb. These presentations focused on the services provided by the NMCDHH. The eight agencies that requested the presentations are:

1. Thursday, March 10, 2016 2:33 PM Miguel Cervantes
2. Monday, March 07, 2016 4:37 PM the Girl Scouts
3. Monday, February 22, 2016 1:00 PM Women's Intercultural Center
4. Thursday, February 11, 2016 11:15 AM Department of Health
5. Monday, February 01, 2016 4:04 PM Teresa Reed T or C
6. 3/7/16 Police academy
7. 4/14/16 Las Cruces City
8. 5/6/16 The ARC
9. TBA- Hobbs School District

Year to date we have provided 5,349 Information and Referrals (I&R).

### **Community Collaboration**

The following list below, are the agencies we collaborated with to strengthen our Deaf/HH communities in Southern New Mexico each month. Some are on a recurring 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
- Ocate 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)
- Behavioral Health Local Collaborative
- Mesilla Valley Hospital
- Las Cruces public school
- Truth or Consequences Housing Authority
- Girl Scouts of the Desert Southwest
- Rio Grande Trail Commission 3rd Public Meeting
- El Mirador
- Healthcare Consortium
- MVP Housing Authority
- HELP NM
- Quarterly Community Relations Meeting
- Montana Senior Village/Roadrunner Food Bank
- NM Hands and Voices
- La Clinica De Familia Chaparral, NM
- RV Park manager in Elephant Butte
- HLAA-LC Chapter
- Mesilla Valley Community of Hope
- NM Workforce Connection
- Early Headstart
- Colombia Elementary
- CenturyLink
- Good Samaritan
- Connect Hearing, Inc.

### **Successes and Juliette Sterkens' Visit**

To address the needs of those who work with the hard of hearing community and those with a hearing loss, the NMCDHH co-sponsored a workshop with the New Mexico Chapters of HLAA. The Las Cruces office met with several local audiologists and churches to personally invite them to attend this workshop with Juliette Sterkens, AuD. Dr. Sterkens has been traveling to present workshops on loop and t-coil technology. The Las Cruces also worked with several members of the Las Cruces Chapter of HLAA to develop and plan for Dr. Sterkens visit. Overall the visit was a great success in Las Cruces.

The Las Cruces staff believes that outreach is crucial and so far we have done so via many mediums. The results of our letters, emails, phone calls, and in person contacts have been very productive. Many service providers are contacting us on a daily basis, thus keeping us very busy.

As mentioned we have collaborated with the Las Cruces Chapter of HLAA we have also worked more with the NM Hands and Voices, the Roadrunner Food Bank in Las Cruces and the Woman's Intercultural Center. As a result we are pleased to announce that we have improved outreach to Anthony, NM and surrounding towns as well as their schools and senior centers. This is especially positive due to the area's unique language and cultural needs.

# Data & Statistics

As required by Legislative Performance Measures

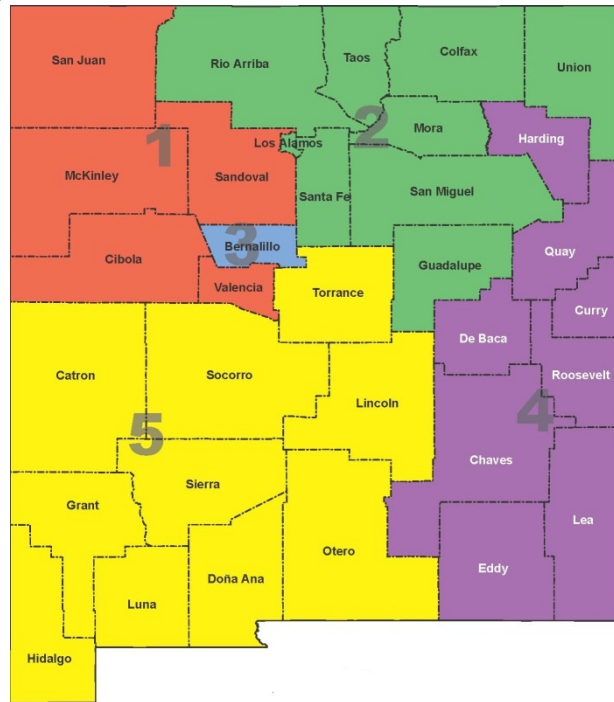
## Fiscal Year 2016

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training session conducted	120	73	61%
Number of outreach events coordinated	75	58	77%
Average number of relay calls per month	12,000	8141	68%
Number of accessible technology distributions	1,300	626	48%
Staff hours devoted to reducing communication barriers	18,000	16956	94%
Number of clients provided assistance to reduce or eliminate communication barriers	800	465	58%
Number of information referrals and outreach contacts	12,000	17477	146%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	8	53%
Number of interpreters in CDHH sponsored professional development	200	129	65%

## Fiscal Year 2015

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training session conducted	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 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	FY15 Year to Date
Region 1	9	15	13		37
Region 2	15	9	20		44
Region 3	45	65	56		166
Region 4	10	11	12		33
Region 5	47	57	81		185
Total Clients by Quarter	126	157	182		465

## Clients by Self-Identified Disability<sup>15</sup>

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	FY15 Year to Date
Deaf	72	65	61		198
Hard of Hearing	40	87	114		241
Deaf-Blind	12	2	3		17
Speech Disabled	2	3	4		9

**NMDVR**  
**CDHH Third Quarter Report**  
**April 15, 2016**  
**Board Meeting TBD**  
**Performance Measures FY16**  
**January 1, 2016 – March 31, 2016**

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 **January 1, 2016 – March 31, 2016**

(Third 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** – (Third Quarter FY16)

Thirty-six (**36**) individuals have received sign language interpreter services during the period of January 1, 2016 – March 31, 2016. A total of **\$9,191.80**, has been authorized and expended for this service January 1, 2016 – March 31, 2016.

Sixty-Six (**66**) individuals have received hearing aids and/or other hearing devices during the period of January 1, 2016 – March 31, 2016. A total of **\$198,746.04** has been authorized and expended for this service during the period of January 1, 2016 – March 31, 2016.

Eighteen (**18**) individuals who are deaf have been closed successfully rehabilitated (employed) during the period of January 1, 2016 – March 31, 2016.

Thirty-Seven (**37**) individuals who are hard of hearing have been closed successfully rehabilitated (employed) during the period of January 1, 2016 – March 31, 2016.

### **Employment Information**

Average number of hours worked for individuals who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired is **32.1** hours. Average wage at closure is **\$12.86** during the third quarter of FY16.

### **Caseload Activity**

Two Hundred Ninety-Four (**294**) deaf/deaf-blind, individuals have been opened and/or opened and closed during the period of January 1, 2016 – March 31, 2016.

Three Hundred Ninety-Eight (**398**) individuals who are hard of hearing and/or otherwise hearing impaired have been opened and/or opened and closed during the period of January 1, 2016 – March 31, 2016.

Six Hundred Ninety-Two (**692**) individuals who are deaf/deaf-blind – hard of hearing and or otherwise hearing impaired have been opened and/or opened and closed during the period of January 1, 2016 – March 31, 2016.

### **Ineligible for VR Services**

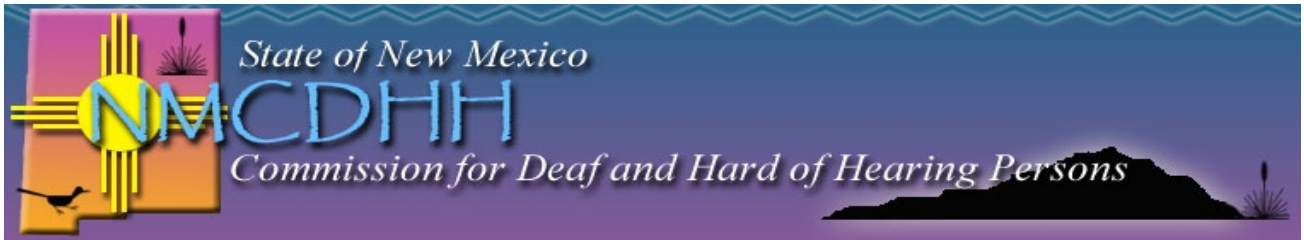
Five (**5**) individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired have been determined as ineligible for VR services during the period of January 1, 2016 – March 31, 2016.

### **Transition Services**

Fifty-Five (**55**) individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired have been identified as receiving transition services during the period of January 1, 2016 – March 31, 2016.

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:

1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_ 3<sup>rd</sup> (Jan-Mar) X 4<sup>th</sup> (Apr-June) \_\_\_

### Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 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	6	2 Provisional; 4 Community; 0 Educational
Complaints	1	
License denials, suspensions, and revocations	1	Application Denial

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

Last meeting: January 4, 2016



Next meeting: April 11, 2016

Agendas and draft minutes are available at the Board website:

[www.rld.state.nm.us/boards/Signed\\_Language\\_Interpreting\\_Practices\\_Members\\_and\\_Meetings.aspx](http://www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meetings.aspx)