

New Mexico  
Commission for Deaf & Hard of Hearing



Quarterly Report

FY20

Quarter 3



# FY20 Quarter 3 Board Report

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Thursday, June 11, 2020  
3:00 p.m.

The meeting will be held remotely via Zoom and the public can view the meeting livestream on YouTube with interpreters and captioning at this link: <https://youtu.be/sz2tNAp-RYo>

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**DRAFT AGENDA**

Posted: May 28, 2020

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of May 7, 2020
- IV. Reports
  - A. Executive Director Report
  - B. COVID-19 Deaf, Deaf Blind, Hard of Hearing Report
  - C. Department Reports Q & A
- V. Action Items
- VI. New Business
- VII. Adjournment

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

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





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

*Quarterly Board Meeting  
Thursday, May 7, 2020  
3:00 p.m.*

*The meeting was held remotely via Zoom and the public could view the meeting  
livestream on YouTube with interpreting and captioning at  
<https://youtu.be/il8IZGTNmY8>.*

***DRAFT – These minutes will be subject to another possible revision and approval by the  
commissioners at the next board meeting on June 11, 2020.***

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

Chair Concha Dunwell called the meeting to order at 3:04 p.m. Lori Neubauer, Administrative Operations Specialist, proceeded with roll call.

Present: Ms. Concha Dunwell  
Dr. Rosemary Gallegos  
Mr. Francis Vigil  
Mr. Johnny Robertson

Absent: Mr. Josh Pando

Quorum was met.

Six staff members from NMCDHH were present via Zoom: Executive Director Nathan Gomme, Deborah Romero, Lisa Dignan, Lori Neubauer, Corina Gutiérrez and Jessica Eubank. Jessica Eubank interpreted the meeting along with Andrea Ginn. Assistant Attorney General Delilah Tenorio was also present.

**II. APPROVAL OF AGENDA**

Chair Concha Dunwell asked for a motion to approve the agenda.

**20.8**

Commissioner Johnny Robertson made a motion to approve the agenda.  
Commissioner Rosemary Gallegos seconded.  
Ms. Neubauer took a roll call vote:

Commissioner Dunwell – Yes Commissioner Gallegos – Yes  
Commissioner Vigil – Yes Commissioner Robertson – Yes

Motion passed unanimously.

### **III. APPROVAL OF DECEMBER 19, 2019 MINUTES**

Chair Dunwell asked if there were any changes to the minutes from December 19, 2019.

#### **20.9**

Commissioner Francis Vigil made the motion to accept the minutes as written.

Commissioner Johnny Robertson seconded.

Ms. Neubauer took a roll call vote:

Commissioner Dunwell – Yes Commissioner Gallegos – Yes

Commissioner Vigil – Yes Commissioner Robertson – Yes

Motion passed unanimously.

### **IV. REPORTS**

#### **a. Executive Director Report**

Executive Director Nathan Gomme initially asked if there were any questions to his report. There were not, so Executive Director Gomme wanted to move on to the recent letter he wrote to the commissioners and what has been happening at the Commission since March. Due to COVID-19, the entire CDHH staff has had to adjust to working from home and faced new challenges. Staff members have entered the office from time to time, but they have followed best practices including social distancing and limiting the number of people in the office at the same time. The Commission wants to make sure our community is safe, and the staff are safe.

In the efforts of making “tele-everything” accessible as possible, we’ve faced challenges in regard to the homeless population, native population, as well as those on a lower socio-economic status. Those populations do not have the ability to reach out to us through webcam, email, or other internet-based technologies. CDHH has been working with the Department of Health and the Governor’s office to address these issues. In a recent discussion, we talked about contacting wireless services about setting up access points in rural and native communities. Broadband services will expand, but we need a solution now. We also are in discussion about how to provide equipment to residents in assistive living facilities. There are a lot of people there who are still using flip phones and don’t have the benefits of accessing telehealth services.

CDHH is continuing to distribute equipment and iPads, but we have shifted focus to iPads recently due to the enormous need for them for things like telehealth appointments. We have caught up on the waiting list of iPads and have seen a decrease in requests for amplified phones.

The Commission worked with the Massachusetts Commission and Wisconsin Council on Disabilities. They have come up with a visual tool and we have adapted it and it has been distributed to facilities in New Mexico. The document is in English and provides visual information and we are working on Spanish and Navajo translations, too.

There are constantly new issues to address, but there have been some positive results. We worked with several statewide, local and county agencies such as the Department of Health and the New Mexico Crisis Line when they reached out to us to talk about how to make their services more accessible. We worked with the Governor’s office to make sure that they provide interpreters and advised them on changes that would benefit the deaf and hard of hearing community. We’ve been in talks with various

news stations and helped them understand how captioning works. Press conferences are happening daily, and we want the deaf and hard of hearing to have access to important information. We've also needed to explain how to provide transcripts and visual descriptions for the Deaf-Blind community and talked with stakeholders about the importance of SSP services and interpreting services.

CDHH staff are tracking the number of hours that they have spent working on COVID-19 related activities. We all are keeping up with normal daily tasks at the same time.

Commissioner Vigil thanked Executive Director Gomme for the letter and how it addressed the needs of vulnerable communities.

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***The meeting was suspended temporarily as Chair Concha Dunwell experienced technical difficulties with her video feed. No business was discussed, or actions taken during this time. The board meeting resumed when Chair Dunwell was reconnected.***

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***b. Department Reports Q & A***

The commissioners were asked if there were any questions for Corina Gutiérrez, Director of Community Advocacy, on her report from the 2<sup>nd</sup> quarter board report. No one had any questions for Ms. Gutiérrez regarding her report.

The commissioners were asked if there were any questions for Lisa Dignan, Director of Community Engagement on her report from the 2<sup>nd</sup> quarter board report. No one had any questions for Ms. Dignan regarding her report.

The commissioners were asked if there were any questions for Deborah Romero, CFO, on her report from the 2<sup>nd</sup> quarter board report.

Commissioner Robertson wanted to know if there was a budget for the future, what it looked like and if there was a high amount of instability in CDHH finances.

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***The meeting was suspended briefly due to technical difficulties with the livestream. No business was discussed, or actions taken during this time.***

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Executive Director Gomme explained that the budget will be affected for FY20 and FY21, but currently we don't know the full impact until the State has the special legislative session. CFO Deborah Romero said we have to have some budget cuts and watch our spending, but we will have enough to close out FY20. We will have cuts to FY21, but we don't know what that is going to look like until the special session. Commissioner Robertson wanted to know when the special session would take place. Executive Director Gomme said that we do not know when or how it will be conducted at this time.

Commissioner Robertson also asked if there was any information regarding the telephone surcharge. Director Gomme said that is on hold during the pandemic.

Commissioner Gallegos and Chair Dunwell both made comments complimenting the staff of CDHH for their extra work during this time and for continuing to do business as usual as well.



**V. ACTION ITEMS**

**a. Adoption of Revised OMA Resolution**

Chair Dunwell asked if the commissioners had the opportunity to review the revised Open Meetings Act Resolution. Assistant Attorney General Delilah Tenorio explained that the biggest change in the resolution appears in paragraph ten, which incorporates the steps necessary in order to have virtual meetings with the Commission during a public health emergency. It also incorporates the language of the Attorney General published March 17, 2020 that provides public entities guidance on how to use virtual meetings and teleconferences during the COVID-19 pandemic.

Chair Dunwell asked to hear a motion to adopt the revision of the OMA Resolution.

**20.10**

Commissioner Robertson made a motion to adopt the OMA Resolution as revised.

Commissioner Gallegos seconded.

Ms. Neubauer took a roll call vote:

Commissioner Dunwell – Yes Commissioner Gallegos – Yes

Commissioner Vigil – Yes Commissioner Robertson – Yes

The motion passed unanimously.

**VI. NEW BUSINESS**

There was no new business.

**VII. ADJOURNMENT**

Before adjourning, Commissioner Robertson mentioned that he would like to have added to a future agenda is something regarding the impacts of COVID-19 and how it is impacting the communities the Commission serves and how CDHH responds. Executive Director Gomme said that it could be put on the next agenda as an item to discuss.

There was some discussion about having a special meeting, but Executive Director Gomme reminded the board that the next meeting would be June 11<sup>th</sup>. There would not be time to schedule a special meeting, inform the community, book interpreters and the captioning service between now and the June meeting. He added that there is a cost to the Commission to have these services and there were budget restrictions. Commissioner Gallegos felt that since the next meeting was scheduled so soon, there was no need to schedule a special meeting. Chair Dunwell agreed.

**20.11**

Commissioner Robertson made a motion to adjourn.

Commissioner Vigil seconded.

Ms. Neubauer took a roll call vote:

Commissioner Dunwell – Yes Commissioner Gallegos – Yes

Commissioner Vigil – Yes Commissioner Robertson – Yes

Motion passed unanimously.

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

# Executive Summary

*G. Nathan Gomme, Executive Director*

Commissioners and Community Members:

The 3<sup>rd</sup> quarter of FY20 has been a challenging quarter for the New Mexico Commission for Deaf and Hard of Hearing. The beginning of the quarter went rather well, we had a positive outcome during legislative session with some much needed general fund support for some ambitious projects. We interviewed and found some great staff members. We started working with several stakeholders to develop a plan to address the fact that our state still did not have Text to 911 across the state. We had the FCC come to New Mexico and present on several important topics. As we approached March it was becoming an increasing concern that we would have issues with the Corona Virus also known as COVID-19. We started to address the potential changes in our environment and as it relates to services and by mid-March, we had to leave our office for safety. Shortly after that we began to learn of how dramatic a change working in a world of COVID-19 was. In order to better address the impact of COVID-19, there is a separate COVID-19 report. It will discuss what happened, what we have done, and what the potential return to our offices might look like. First though I want to highlight some of the early work we were doing in the 3<sup>rd</sup> quarter.

We had a quick legislative session which went well. The short session usually centers around the budget for the state and we rarely see much else discussed during this time. The final House Bill 2 for the budget for Fiscal Year 21 saw an increase in the amount of general funds made available to our contractual services, specifically services for the Deaf-Blind and Deaf-Plus community. I had already begun preliminary work based on my budget request on the new contract for these services but had to wait on the final total which in HB2 is \$500,400 for those services. In my request I made a point in my request that the additional funds would go to support more services for our aging population. Those services had not been clearly identified in the past and would represent a change from years past. There was a good amount of dialogue about the need to change our collection amount and the importance of additional general funds to supplement our declining revenue. In December we were told the supplemental funding request had been approved which helped, but we wanted to make sure it was understood that we would be exploring an additional one in the future should the revenue continue to drop. Shortly after the budget was approved and signed by the governor, we began working on plans for the budget in FY21.

The City of Albuquerque passed a closed captioning ordinance in December for the entire city. This to my knowledge was the first of its kind in New Mexico. The ordinance started getting some attention in January, we were contacted by the city to start discussion on the ordinance which was passed and the enforcement. Essentially the ordinance puts the onus on the place of public accommodation to turn on the captioning

and leave it on. Typically a person with a hearing loss would have to show up at the public accommodation and go through the rather arduous process of requesting the captioning, which would result in some reason why the captions could not be turned on (these reasons vary but typically it puts, in the case of a restaurant, the server in the awkward position of trying to navigate the situation and inevitably no captions being turned on). Occasionally, the captions are turned on quite easily but the experience for anyone with a hearing loss is typically negative. One of the people who helped push this ordinance, Dr. Roy Miller, passed away shortly after it was passed, and I would like to take a moment to recognize his work not only here but nationally. We were scheduled to discuss this topic in March; however, it was postponed. We will still work with the city to see what concerns there are and the impact of the ordinance. We hope more cities take this proactive approach to making their venues more accessible.

We continue to work on addressing the matter of having no statewide Text to 911. Sandra, Corina, I have discussed this topic with member of the New Mexico Disability Emergency Planning Advisory Council. This core advisory group works with the Office of Disability Integration and Coordination (ODIC), Department of Homeland Security and Emergency Management (NMDHSEM), Department of Health; Bureau of Health Emergency Management (DOH/BHEM), Human Services Department (HSD), Children Youth and Family Department (CYFD), and NOAA (National Oceanic and Atmospheric Administration). There is representation from several disability-based groups. This relationship will help improve the progress towards getting Text to 911 implemented. The goal of this group is not only to improve communication access but to improve general disability access to emergency services. We are already working on signed videos with NOAA but there are many more areas of concern that need to be addressed such as Text to 911. For those of you who do not know Text to 911 means the direct ability of anyone in the state to contact their Public Safety Answer Point (PSAP) via text. This allows for people with a hearing loss or perhaps someone who is a dangerous situation to text 911 services and get help. This is not like those third part programs that simulate the ability to “text” someone through a chat program. The intent of Text to 911 is for a person to utilize their readily available Short Message System “SMS” texting service to contact 911 services. We were scheduled to meet at the end of March but were unable to do so.

I worked with the Federal Communications Commission to have them present to our community here in New Mexico. Several members of our team helped me coordinate with the FCC representatives so that they could have an opportunity to meet and answer some important questions from our community. They were able to touch on several topics including Accessible Video Programing, emergency communications, relay services, and how our community can help make a difference in the telecommunications. The event was open to the public and one of many of the FCC’s presentations to the states with a higher level of rural areas which included Arizona. During the meeting some of the FCC members participated in person and via Zoom teleconferencing software. Several resources were given to the community and the FCC

reiterated how important it was for them to hear from our community when there are barriers. We had attendees from several grass roots organizations, and it was well received. Our office has been fortunate enough to have several people well versed in the teleconferencing technology, we had to work around several logistical challenges to ensure communication access and eventually everything was worked out. Lisa and Andrea did an excellent job working with the FCC representatives to ensure communication access for our mixed group of attendees.

We had some departures during this fiscal year and some new additions, we have been fortunate enough to find some highly qualified individuals to help our agency, but vacancies did make an impact in the amount of work the departments have been doing, as I mentioned some individuals have stepped up to help make sure our services continue uninterrupted. This was especially true when we had to start making some difficult decisions due to COVID-19. I remain proud of the continued work and efforts of our current and new members of the team as they remain committed to improving access in our state. With our numbers growing I anticipate that we will be able to make up for some of the lost resources and numbers we had. However, I must fully acknowledge that we are walking into a total unknown as it comes to how to provide services during a pandemic. Several staff members put an additional load of work on their shoulders while at the same time adjusting to a situation that was awkward. We were fortunate enough to have resources such as teleconferencing software and a very mobile but robust hardware set up. We took several things and made them remote work friendly but several of our numbers for legislative numbers depend on the ability to do outreach to the community. COVID-19 did not just show up, it was a fast spreading virus that forced many of us to shift to a telework environment, which for some people was especially difficult. In the attached document I will highlight some of the steps we took and what we think are some great changes that we have made, at the same time I need to highlight the continued challenges of this new situation we find ourselves in.

Thank you,

*G. Nathan Gomme*



# 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.

### Community Advocacy / Communication Access

During the 3<sup>rd</sup> Quarter of FY20, the Director of Community Advocacy, Corina Gutiérrez, worked to fill some vacant positions in her department. With the vacancies DCA has had increasing difficulty in addressing the needs in the community during this fiscal year. Ms. Gutiérrez worked with the interview committee to fill one position for a Community Advocacy Specialist in January and again at the end of the quarter for an additional Community Advocacy Specialist in March. The two new Community Advocacy Specialists are Dennis Stidham and Myra Sandoval. Dennis Stidham is originally from Arizona, a graduate of the Arizona School for the Deaf and Blind and has been a resident of New Mexico since 2003. He has 14 years of experience working with Deaf, Deaf Blind, and Hard of Hearing throughout the Albuquerque, Los Lunas, Belen, and Santa Fe areas. Myra Sandoval is originally from Los Lunas, New Mexico and she is the third generation of a Deaf family and also a third generation graduate from the New Mexico School for the Deaf. Ms. Sandoval has experience working in the mental health field as Behavior Health Technician and has experience working with Deaf Blind, Deaf and Hard of Hearing communities as a Service Coordinator.

Corina Gutiérrez has been working with clients and customers who are hearing regarding communication access this quarter and has also been working on several projects prior to the COVID-19. In late March, the office was closed, and the staff started to telework from their home. Ms. Gutiérrez continued to do her work sometimes in the office and other times at home. She met with the new staff member, Myra Sandoval, who was just starting to onboard with our agency and Lisa Dignan as our Human Resource person did Ms. Sandoval's orientation at the office for one day. During this time all the staff present took additional steps to ensure that social distancing and safety protocols were followed. After the in-office requirements were complete, Ms. Gutiérrez and Ms. Sandoval continued to finish the orientation and to discuss the procedures and work of the advocacy department through Skype. This was the first time we have had someone begin their first day of work from home after a few hours of orientation at the office. I think all the parties did very well and I look forward to working with Ms. Sandoval.

Corina Gutiérrez has been working with clients and customers who are hearing regarding communication access this quarter and has also been working on several projects prior to the COVID-19. Ms. Gutiérrez learned that the Healthcare Providers would do telemedicine/telehealth. Ms. Gutiérrez sought to be proactive with this project and made plans to work with providers such as St. Vincent, Presbyterian, Lovelace, UNMH and Optum on how they would best serve Deaf clients and provide ASL interpreters and captioning to ensure effective communication access to our clients while the providers conduct telemedicine appointments. This project will be ongoing during the fourth quarter. This looks like it will become a huge issue due to COVID-19. Ms. Gutiérrez also worked with nursing homes, Walmart, and district courts to ensure that they are responsible to provide ASL interpreters for Deaf customers. The cases were successful.

Our Community Advocacy Specialist, Dennis Stidham, volunteered to take a role during the National Center for Biomedical Research and Training's (NCBRT) Integrated Response exercise at Spaceport America, south of Truth or Consequence (T or C). The purpose of the exercise was to help educate first responders who report to a mass casualty incident, hostage situation or active shooter event where there are multiple people with disabilities. We appreciate the opportunity to participate in this thanks to Lisa McNiven and our ongoing relationship with the NMDEPAC. During this exercise Mr. Stidham worked with the first responders so they would learn how to deal with people with disabilities and identify their priorities when they are in a situation where an active shooter is involved. Mr. Stidham was involved in the role play and had to articulate to the first responders any injuries or situations he could find himself in. He relayed specific information to the participants at any given time to assist them in responding and gathering intel on the situation. Mr. Stidham's experience at the exercise was interesting and educational for all because the first responders, medical staff and law enforcement had a hard time communicating with him. This is a situation that often occurs in crisis situations. When they realized that Mr. Stidham was Deaf, they just left him alone and looked for others who they were able to communicate with. There were two EMT's who tried to communicate by fingerspelling. Mr. Stidham took the time to educate them explaining that fingerspelling does not always work with some of our community members. He and the other participants were able to give feedback to the first responders on how to improve communication efforts with Deaf participants and at same time, the participants learned why the first responders had to leave some Deaf participants and to look for other participants who could hear and could easily communicate. The first responders had to move fast and ensure that the situation was under control and safe for all involved. Mr. Stidham found this exercise to be beneficial because it gave him the sense of being more aware of these emergency situations and gave him a chance to educate the first responders on how to work with our Deaf, Deaf Blind and Hard of Hearing community.

With this coronavirus pandemic, we are especially concerned with our Deaf, Deaf Blind, and Hard of Hearing community having full access to the information that is shared online or via news stations during this crisis. Our Community Advocacy Specialist, Myra Sandoval, was the primary person assigned to a project to research different cities and counties in New Mexico to see if the videos on their social media sites were accessible with interpreters, transcripts, and captions during live streaming for our Deaf, Deaf Blind and Hard of Hearing community. Ms. Sandoval learned that most of the videos were not accessible or these places didn't know how to make them accessible. She created a list of all cities, their Mayors, the contact information, and their website information. She shared with the staff who work in the Southern New Mexico, in order for them to start working with different Mayors in those cities. Ms. Sandoval started working with the Mayors in Northern New Mexico at the end of the process and continues to do so during the fourth quarter. This project is important for us to work with the hearing community in New Mexico to ensure that complete communication access is provided to our Deaf, Deaf Blind, and Hard of Hearing community.

Our Community Education Specialist, Roger Robb, assisted several clients to ensure that Social Security Administration, employers, and medical clinics provided appropriate communication accommodations. These clients needed access to their benefits information, their concerns at workplace, and medical appointments. Mr. Robb also provided systemic advocacy to ensure that the medical clinics know how to get interpreters for their Deaf patients. Mr. Robb's role shifted dramatically during the COVID-19 pandemic and as a result of hiring Mr. Stidham and Ms. Sandoval.

### Community Education

The Community Education Specialist, Roger Robb, was scheduled to do several more presentations but were postponed due to the COVID-19 pandemic. The emerging need to communicate in ASL the rapidly changing life experience as a result of the pandemic and Governor Lujan Grisham's Public Health Emergency Orders to stay home took priority. At the time it was agreed that Zoom Video Conferencing would not be effective for the presentations in this case. Many of these presentations will be rescheduled to future dates when it is most convenient for the community, but we may need to reassess how we do these presentations.

Mr. Robb completed 3 presentations/trainings during the third quarter of Fiscal Year 2020.

This is the breakdown of the presentations that Mr. Robb completed:

- Hearing Loss Sensitivity – 1



- Hearing Loss Sensitivity – Law Enforcement – 1
- Hearing Loss Sensitivity – Medical Staff – 1

The agencies/organizations/businesses that Mr. Robb provided presentations/trainings to were:

- Albuquerque Protective Services
- Albuquerque Police Academy
- Brookline College – Cottonwood Campus

### System Advocacy

Mr. Robb has added 5 new System Advocacy cases that have been ongoing for the third quarter of Fiscal Year 2020. Many of them were suspended or refocused after COVID-19 started to impact our community.

This is a summary of the cases that he has focused on:

- (New) Albuquerque Mayor's Office - Accessibility
- (New) Children, Youth, Family Division – COVID-19 Accessibility
- (New) KOAT TV – Accessibility
- (New) NM Department of Health – Accessibility
- (New) Popejoy Hall – Book of Mormon
- (New) Vortex Theatre – The Heart is a Lonely Hunter

### Special Projects

#### **COVID-19 Project**

Since the beginning of the COVID-19 Pandemic, Mr. Robb has been working with New Mexico Disability, Access and Functional Needs (DAFN) with Loren DeAzevedo of the NM Department of Health (NMDOH), Eli Fresquez with Children, Youth, and Family Division (CYFD), Lisa McNiven with NM Disability Emergency Planning Advisory Council (NMDEPAC), and Nathan Gomme in a core leadership group. Our initial goal was to help develop vlogs, but it grew beyond that rapidly. During the first few meetings, we would discuss accessibility needs when it comes to ensuring that the Disability community is aware of COVID-19, how to protect themselves, and working to ensure that Mayors of different cities and the NM Governor either have their press conferences captioned and/or have interpreters so that the Hearing Loss community would be able to access to any COVID-19 information that the government is dispensing. We then began to become more active in the DAFN Coordination or Leadership Group and had multiple weekly meetings through WebEx. This allowed him direct access to getting the script proofed for accuracy and made sure that our videos were disseminated widely for Governor's Stay Home Order vlog.

Mr. Robb worked on developing a vlog titled “What New Mexicans Need to Know about Coronavirus”. We were able to produce the video at NMCDHH before starting teleworking at home. We got the video out to the community through our Facebook page. The New Mexico Department of Health, City of Albuquerque, and the New Mexico Governor’s Office have also posted the video on their websites.

Mr. Robb also worked on developing a vlog on the Governor’s Stay at Home Order after having a discussion with N.M. Department of Health (NMDOH) and Children, Youth and Family Division (CYFD) in which they thought an ASL version would be beneficial. Although while teleworking from home, he was able to complete the video and get it out to the community along with a close captioned version for the Hard of Hearing community and a transcript to provide to the Deaf Blind community. The NM Department of Health and the Governor’s Office posted the video on their website as well.

Our growing relationship with Eli Fresquez at CYFD and Loren DeAzevedo made sure we had the videos up at Governor’s Office and the Department of Health for on their website quickly. Our involvement in this group has connected us with several other leaders and groups in the community to expand and increase our exposure to several statewide entities and city groups. This has created several positive and notable improvements that we are continuing to increase.

### **Deaf Blind and Deaf Plus Program**

The Community Outreach Program for the Deaf-NM Deaf Blind or Deaf Plus (Deaf/Hard of Hearing with a significant disability) has maintained its strength and has served 51 clients in total to date – 32 of whom are Deaf Blind and 19 of whom are Deaf Plus. These 51 New Mexicans live in 9 of New Mexico’s 33 counties. We are thankful that COPD continues to provide trainings which include the Support Service Providers during this quarter.

The Support Service Providers provide support to Deaf Blind and Deaf Plus clients when they want to participate in community events. The SSPs provided support to Deaf Blind and Deaf Plus clients at the following activities and events for the first quarter:

- Deaf Senior Citizens meetings on January 16<sup>th</sup>, February 13<sup>th</sup> and March 12<sup>th</sup>

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

- Potluck and Elections for new Board on January 25<sup>th</sup>
- Bowling at Holiday Bowl and Lunch Jason’s Deli on February 29<sup>th</sup>
- March event was cancelled due to COVID-19



# Outreach & Telecommunications

## **Telecommunications Equipment Distribution Program (TEDP)**

The Telecommunication Equipment Distribution Program (TEDP) lends telecommunication devices at no cost to qualifying New Mexico residents who need assistance in communicating via telephone. Equipment includes amplified telephones, iPads, speech assistive devices, and neck loops.

### **Equipment:**

The Telecommunication Equipment Distribution Program continues to operate well into the third quarter of fiscal year 2020. Equipment continues to be distributed throughout the state of New Mexico, in order to meet the communication needs of our community. We continue to do so during the COVID-19 crisis to ensure that everyone has access to communication tools. The number of applications ebbs and flows throughout this quarter as some of state's citizens seek to replace aging equipment that was distributed in the past. We also served new customers who recently learned of our agency and our TED program.

For the first two and half months, our agency continued to operate in and out of the office on a normal basis, but this changed in the middle of March as we shifted our work from the office to working from home (teleworking). Prior to teleworking, we were still in the process of evaluating new equipment that was presented to us by our partner, Teltex, to replace equipment that have been discontinued by their manufacturers. The equipment arrived piece by piece and we tested them some of them were added to our program. The equipment added to our program are:

- Medallion Smoke Alert
- Geemarc Ampli550 phone
- A new electrolarynx – Griffin Labs EMOTE

We took the evaluation process with the understanding that our community needs equipment that is as easy as possible to use and with the longevity in mind. This took some time due to the long wait time in receiving the equipment and we are still waiting for two additional pieces of equipment that we hoped to test by now but we were unable to do so at this time. The equipment are Clarity XLCgo and Clarity XLC8. We hope to receive and test them soon.

With the use of teleworking, we continue to provide services to those in need although it was a challenge to adapt and change to this new environment. We manage well as we changed how we interact with people and exchange paperwork with clients. All our communication is completed over the phone and via email. Paperwork is sent to us as scanned paperwork or as photographs and sent to us via email and in some cases text.

Staff while taking measures to remain safe and comply with social distancing protocols continue to go to the office to check for any physical mail, and applications are scanned to our email addresses for follow up. Jason goes to the office as needed to file and collect the documents when it is safe to do so. We have made a big effort to streamline the process as much as possible for the community understanding that they are scared, and our technology will help them with communication.

We are aware of the need for equipment such as an iPad during this time and as a result of the shift to tele-based systems. We are reassessing the reapplications for iPads due to the impact of COVID-19 at the same time the timetable on delivery has been changed with the impact of COVID-19. Our vendor has had to comply with health orders and that has meant less staff available and extra precautions to keep exposure to a minimum, thus affecting the pace of receiving and shipping equipment and the customer services as well. We appreciate the patience of our customers during these challenging days.

During the third quarter, we worked to improve the count of the actual number of items distributed. Often you see an accessory such as the Griffin Labs EMOTE, and we would count only the main components or items included in the package that is sent out. This is inaccurate and misrepresents what is in the package that includes much more than the main components. If you look at the Griffin Labs EMOTE on Google for example you will see the Electrolarynx device in the images, but it has several components that makes it unique. For example, the box the EMOTE comes in has 11 individual items:

- Electrolarynx
- Oral Adaptor
- Oral Straws
- Adjustment Screwdriver
- Caps
- USB Charging cord
- Lanyard

The screwdriver and USB charging cord as well as the lanyard are specific to the device, the Oral Adaptor's make the device unique and adjustable depending on the individual's needs, the Caps change the type of sound that is created when using the Electrolarynx. If any of these items are missing, we would expect a complaint and be expected to replace them otherwise the device is not complete. As a result, we decided to go through all boxes and "itemized" the items in a box and in then categorize them as a unit or a package. So, one unit of the Emote would have 11 items in the package/box After combing through the items and getting more accurate counts, the equipment tally has been corrected and updated accordingly.

With the new and improved format on equipment count, in the third quarter, our program was able to distribute 67 units consisting of 524 pieces of equipment to our clients throughout the state of New Mexico. The details are on the spreadsheets listed below.

Equipment distributed for the third quarter is as follows:

<b>Phone</b>	<b>Total items distributed</b>
Amplicom PowerTel 780 Combo	0
Amplicom PowerTel 785 Combo	0
Serene Innovations CL-60 Cordless Phone	5
Serene Innovations CL-60A Cordless Phone	0
Serene Innovations HD-65 Corded Phone	0
Clarity Alto	4
Clarity Alto Plus	8
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	0
Clarity XLC2+	4
Clarity XLC7BT	12
ClearSounds A1600BT	12
ClearSounds CSC600ER	6
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	0
Geemarc Ampli550	8
CapTel 840	12
<b>iPad</b>	
Deaf Package	36
Hard of Hearing Package	54
Speech Package	18
Deaf-Blind Package	9
<b>iPad mini</b>	
Deaf Package	0
Hard of Hearing Package	9
Speech Package	0
Deaf-Blind Package	9
<b>Total Phone/iPad Equipment Distributed Count:</b>	<b>206</b>

<b>Accessories</b>	<b>Total items distributed</b>
Amplicom AB900 Answering Machine	3
Geemarc AmpliCall 10 Telephone Ringer & Flasher	0
Silent Call 365-SKV Smoke Detector Kit	12
Amplicom NL100 Neckloop	2
Bellman Mino with neckloop	6
Bellman High Powered Neckloop (no device)	0
Clarity CE50 Bluetooth Neckloop	0
Clarity SR100 Super Phone Ringer	4

Clarity HA40 In-line Telephone Amplifier	0
ClearSounds Quattro Pro	9
ClearSounds ANS3000 Answering Machine	3
ClearSounds CS-CR200 Phone Ringer	4
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	55
Geemarc LH10PK Neckloop	0
Griffin Labs SolaTone	0
Griffin Labs SolaTone Plus	11
Griffin Labs EMOTE	22
Krown RA 05 Amplified Ringer with Strobe	0
Serene Innovations CentralAlert™ CA360	25
Serene Innovations CA380	0
Serene Innovations RF-200 Alerting System	12
Serene Innovations SA-40 Cell Phone Amplifier	3
Serene Innovations CentralAlert™ SS-201	4
Serene Innovations UA-45 Universal Phone Amplifier	3
Silent Call Medallion Kit	8
SonicAlert HA360MKBR	99
SonicAlert HA360BRK	4
Surge Protector (Phones and accessories)	29
<b>Total Accessories Equipment Distributed Count:</b>	<b>318</b>
<b>Total Overall Equipment Distributed Count:</b>	<b>524</b>

### **Relay New Mexico (RNM) and NMCDHH Outreach**

Relay New Mexico (RNM) under Hamilton Relay attended several events and provided booths, presentations, and field visits. At each event RNM explains current Telecommunications Relay Services including Speech to Speech services and services specifically for veterans throughout New Mexico. Mr. Sena has been presenting at several events including several health fairs across the state and at senior centers. This continued until March when it was decided due to COVID-19 that they were canceled and paused. Mr. Sena received nominations for the 2020 Deaf Community Leader Award which highlights a New Mexican for all their community work. Due to COVID-19 there have been some difficulties in working out a plan to award the individual that is selected, and it may not occur until the 4<sup>th</sup> quarter. The immediate impact of relay was significant as a result of the shift from in person interactions at various places to a remote type of communication. This meant that relay services saw a sudden surge in use at the same time as they had to transition to providing services in a limited capacity. The FCC took steps to relieve the regulations on relay services as a result. These

regulations were specific to the speed of answer which would be significantly impacted due to the limited number of operators available and the increase in calls.

Dennis Stidham and Roger Robb from the Albuquerque office attended 3 events during the third quarter of FY20. A total of 297 people visited our booth at these events. Visitors requested information about the Telecommunication Equipment Distribution Program (TEDP) and wanted to know about the Department of Community Advocacy. Two booth events for NMCDHH at the Senior Health Fair and Roadrunner Food Bank were cancelled due to coronavirus and 3 events for Relay NM were canceled in Las Cruces, Alamogordo, and Los Alamos.

Booths by both NMCDHH and Relay NM conducted include:

<b>Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
Children’s Law Institute Conference	Albuquerque	1/8-10/2020	350
Bosque Farms Senior Center	Bosque Farms	1/16/2020	45
North Valley Senior Center	Albuquerque	1/17/2020	60
Disability Right Awareness Day at Round House	Santa Fe	1/23/2020	76
New Mexico Academy of Family Physicians Winter Refresher	Albuquerque	2/8/2020	140
Senior Day at Round House	Santa Fe	2/14/2020	412
Cibola Senior Citizens Center	Grant	2/19/2020	50
Silver City Senior Center	Silver City	2/26/2020	50
Hatch Senior Center	Hatch	2/27/2020	15
Roadrunner Food Bank	Albuquerque	02/22/2020	29
Hands-On Workshop of Assistive Technology	Espanola	3/10/2020	20
		<b>Total:</b>	<b>1,247</b>





# Las Cruces Satellite Office

*Sandra Williams, Las Cruces Office Coordinator*

*Susana Santillan, Las Cruces Community Advocacy Specialist*

## **Individual Client Advocacy and Service Coordination**

In the 3<sup>rd</sup> quarter of FY20, the Las Cruces staff assisted 20 new consumers. The staff offer individual and system advocacy, coordination of services and provide information and referrals as necessary to remove communication barriers. The Las Cruces staff is diligent about advocating and then following up to make sure the needed resources were attained. Through their hard work, 417 communication barriers were removed during this quarter.

## **Las Cruces Staff's Accomplishments**

The Las Cruces staff provide advocacy services and education to individuals and businesses so that communication access is achieved. Below are a few examples of individual client advocacy services that had successful outcomes.

- A State agency failed to provide an interpreter for their client during an investigation until CDHH staff intervened. As a result, the client did receive and interpreter and for future for their on-gong services.
- A rural town movie theater failed to provide accommodations for deaf and hard of hearing guests. Their staff was educated on the importance of offering these accommodations and made a step towards the goal of providing captioning for all their movies.

## **Response to COVID-19:**

- The Las Cruces office complied with the telework directives and worked from their homes to ensure that clients' services were not delayed. We used their video phones, emails, telephones, text messages and physical mail to remain in contact.
- Forms such as Telephone Equipment Distributions, Financial assistance for reduced cost internet services were distributed both electronically and by mail.
- During this time there were several instances within our community where it was not understood what was happening. We received questions on topics such as the Governor's orders, what is Coronavirus and its' dangers if being exposed to it., how to prevent it, what to do if they had symptoms, where could they purchase masks, why are items were not stocked in stores. Some people didn't have access to the internet outside of their video phones, so we did wellness checks and contacted people as well as following up with those questions
- Additionally, we assisted teachers of deaf with resources such as financial assistance for reduced cost internet services and numerous resources from national and state levels to obtain support and ideas.
- Additionally, the staff monitored various rural town's websites and prompted them to provide communication access such as captioning, interpreters and transcripts on on-going basis. Also provided these towns information on captioning, where to find interpreters, resources and ADA information.

## **System Advocacy Services in Southern New Mexico**

- Addressed a concern at a rural town hospital that they were not providing accommodations for their deaf patients. Met with HR representative and provided information on ADA laws, as well as resources for providing interpreters or VRI.
- Participated in the Board of Luna County Commissioners Emergency Special Meeting and reminded them that they should be providing captioning and interpreters to reach the deaf, deaf-blind and hard of hearing community through this crisis and beyond. They agreed to work together to request information on captioning and obtaining signed language interpreters.
- Followed up with the City of Truth or Consequences when they didn't provide captioning and interpreters for the Emergency Meeting Notice on their website. Educated them on the use of closed captioning and/or signed language interpreters.
- Contacted the City of Las Cruces ADA Coordinator to report that the Las Cruces City Council Special Meeting video stream was not accessible to those with a hearing loss. Their Communications Director was immediately notified. In addition, one of our staff members addressed the matter on live chat and was told that the council meetings were closed captioned live on CLCTV Comcast Channel and closed captioning is usually available on the archived meeting on their YouTube channel. They were looking into getting closed captioning on the live stream as well.
- Ms. Santillan participated in the National Disability Institute's web streamed session, "Tell Us the Impact of Coronavirus Challenges." Partnering organizations provided brief information on their services. Among the many organizations participating were:
  - American Association of People with Disabilities (AAPD)
  - American Network of Community Options and Resources (ANCOR)
  - Association for People Supporting Employment First (APSE)
  - Autism Society of America, Bazelon Center for Mental Health Law
  - Council of State Administrators of Vocational Rehabilitation
  - National Association of Councils on Developmental Disabilities (NACDD)
  - National Council of Independent Living (NCIL)
  - National Down Syndrome Congress
  - World Institute on Disability (WID).

After the session, Ms. Santillan emailed the National Disability Institute and helped identify the needs and develop solutions and document the challenges of accessibility for the deaf, deaf-blind, and hard or hearing community. She also provided the following NMCDHH Fact Sheets: Real Time Captioning Resources, How to Find a Signed Language Interpreter, and the Americans with Disabilities Act Overview. The Institute replied, "Thank you for sharing this valuable information. I have passed in on to our staff who are working on Deaf and Hard

of Hearing issues and the impact of the Coronavirus crisis on the disability community.”

### **Community Collaboration**

The Las Cruces staff collaborated with several agencies including, but not limited to, the following:

- New Mexico Disability Emergency Preparedness Advisory Council (NMDEPAC). Discussed how to build a culture of preparedness and information to prepare for inevitable impacts of future disasters. Encouraged them to investigate E911 for Text to 911 purposes.
- Village at Northrise. Along with other community medical/social services, NMCDHH exchanged information about services for their patients.
- DVR in Alamogordo. Exchanged information about services for their clients.
- New Mexico Workforce Connection in Deming. Exchanged information about services for their clients.

Some of the other agencies the Las Cruces office collaborated with:

- New Mexico Department of Health/ Las Cruces
- Commission for the Blind Task Force meeting
- Las Cruces Interagency Meeting
- DVR Public Forum in Roswell
- ADA Celebration Committee
- Adelante Senior Meal Services
- Aging & Long-Term Services Department
- Alamogordo NM State University
- Behavioral Health Local Collaborative 3
- Carlsbad Social Security Office
- Center for Health Innovation Prevention
- City of Las Cruces Americans with Disabilities Act Advisory Board Committee
- Community Action Agency of Southern New Mexico
- Community Collaborations Unified Prevention Coalition
- Deming / Silver City Workforce Connection
- Deming Luna County Chamber of Commerce
- Deming Luna County Commission on Aging
- Deming-Luna County Chamber of Commerce
- Division of Vocational Rehabilitation Las Cruces
- Doña Ana Community College
- Doña Ana County Detention Center
- Goodwill Industries of NM
- La Casa, Inc.
- Las Cruces Commission for the Blind
- Las Cruces Livingston Hearing Aid Center
- Las Cruces Sunrise Lions Club

- Las Cruces Veterans Advisory Board
- Las Cruces Vista College
- Las Cruces Commission for the Blind
- Luna County Senior Citizens Center
- Memorial Medical Center
- Mesilla Valley Chapter Association for the Blind President
- Munson Center Long Term Care Manager/Quality of Life/Senior Programs
- NAMI Las Cruces
- National Association for the Blind Statewide President
- NM Office of the Attorney General Advocacy & Intervention Division Advocate
- NM Workforce Connection Las Cruces
- NM Workforce Connection Silver City
- NM Workforce Connection T or C
- Office of Emergency Management
- Presbyterian Healthcare Services
- Sierra Health Council
- Sierra Home Health and Hospice
- United Health Representatives
- UP! Coalition Networking Meeting
- Veterans Benefits Administration

Monthly-ongoing basis collaborations:

- ADA Celebration Committee to include representatives from Doña Ana County, City of Las Cruces, NM State DD, Disability Rights New Mexico
- Bridges 2 Wellness, Certified Peer Support Worker
- Hidalgo Medical Services
- Aging & Long-Term Services Department, APS Caseworkers
- Las Cruces Commission for the Blind, Blind Skills Instructor
- Las Cruces DVR
- Las Cruces NMSU
- National Federation of the Blind
- ZVRS/Purple
- NM Workforce Connection
- Behavioral Health Local Collaborative 3
- Western New Mexico University
- Las Cruces Central Public Health Office
- Tresco Inc.
- Las Cruces VA Clinic
- Concilio CDS Inc.
- Las Cruces National Alliance on Mental Illness
- Mobile Integrated Healthcare
- City of Las Cruces ADA
- Local Emergency Planning Committees
- Dona Ana County Health and Human Services Department

- Silver City Woman's Club
- T or C Housing Authority
- Disability Rights New Mexico
- Tender Care Home Health
- Celestial Hearing Solutions
- Las Cruces Interagency Monthly meetings

**Booths and Presentations:**

The Las Cruces staff has hosted 12 booths this quarter. We stopped after early March due to the increasing concern of COVID-19

<b>Events</b>	<b>Location</b>	<b>Date</b>	<b>Participants</b>
1. St. Thomas Moore Catholic Church	Chaparral	1/07/2020	40
2. Our Lady of All Nations Catholic Church	Rincon	1/17/2020	25
3. Our Lady of Mercy Catholic Church	Hatch	1/23/2020	36
4. San Jose Catholic Church San Jose Catholic Church	La Mesa	1/28/2020	27
5. VA Clinic	Las Cruces	1/31/2020	18
6. Immaculate Conception Catholic Church	Anthony	2/04/2020	34
7. Radium Springs Community Center	Radium Springs	2/13/2020	25
8. DACC Passport to Health Employment/Fair	Las Cruces	2/19/2020	100
9. NMSU -A – City Wide Health and Wellness Fair	Alamogordo	2/22/2020	100
10. VA Clinic	Las Cruces	2/28/2020	15
11. St. Thomas Moore Catholic Church	Chaparral	3/03/2020	26
12. San Pedro Mission-Catholic Church	Vado	3/10/2020	20



# Community Engagement

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

## **Director of Community Engagement Highlights**

- The Spring 2020 session of New Mexico Mentoring is progressing well. Many participants are impacted by the COVID-19 public health emergency, so the schedule will be more flexible this session.
- The Signed Language Interpreting Practices Board met in January. The voted to move forward with a Rule Hearing set for April to consider several proposed rule changes. However, that meeting has been postponed indefinitely due to the public health emergency.
- The Video Phones at the Albuquerque Sunport are both installed and operational.
- I was asked to provide a presentation about the differences between spoken and signed language interpreting at the New Mexico Translators and Interpreters Conference, which was well attended.
- I worked with several entities to provide guidance on issues related to communication access including:
  - Albuquerque Sign Language Academy
  - University of New Mexico Hospital
  - New Mexico School for the Deaf
  - Lovington Schools
  - Albuquerque BioPark
  - New Mexico State Personnel Office
  - Probation and Parole
  - Law Office of the Public Defender
  - Albuquerque International Sunport
  - Other individuals and private businesses

## **Communication Development Specialist and Apprentice Program Highlights**

Ms. Ginn resigned her position with the agency to return to freelance work. Ms. Jessica Eubank was hired for the position and has jumped in with great enthusiasm to fill the role capably. Ms. Eubank is a former Apprentice and Contractor, so she has extensive knowledge of the agency. She is working on several projects:

- Met with each of the Apprentices to get to know their skills and needs.
- Providing ongoing Apprentice sessions in Supervision and Reflective Practice.
- Getting oriented to her position and duties.
- Planning professional development opportunities to provide via teleconference.
- NMCDHH provided 101.75 hours of interpreting services in the third quarter.
- Unfortunately, 42 hours of interpreting services were cancelled due to the public health emergency.
- Referral agencies were not used at all this quarter.
- There were no unfilled interpreting requests.



The Apprentice Interpreter Program:

- Due to staffing changes and budget concerns, two apprentices were exited from the program.
- The remaining three Apprentice interpreters are continuing their participation in the program and developing their skills.
- Apprentices engaged in 67.75 hours of observation, interpreting, and professional development work in the quarter. We also had 12.75 hours of apprentice work cancelled due to the COVID-19 emergency.

**Human Resources**

The third quarter was very busy with HR activities:

- Conducted interviews for the re-posted Community Advocacy Specialist position and hired Dennis Stidham.
- Processed the resignation of Andrea Ginn.
- Posted the Staff Interpreter position, conducted interviews, and hired Jessica Eubank.
- Completed the reclassification of the second Community Advocacy Specialist position, posted it, conducted interviews, and hired Myra Sandoval.
- Implemented several policies and procedures related to the COVID-19 public health emergency, including getting the entire agency shifted to telework.
- Worked on further policy updates as required by the State Personnel Office and updated the Employee Handbook.
- Attended several Human Resources training webinars hosted by SPO and the Employee Benefit Bureau.

**NMCDHH Library**

- At the end of the third quarter, the library is effectively closed due to the public health emergency. Ms. Neubauer is communicating with individuals who have items checked out to assure their return when the library re-opens.
- The “NMCDHH Library Item of the Month” feature in our email newsletters continues to increase library awareness.
- The online library can be accessed at <https://NMCDHH.librarika.com>, where people can view all of our library materials, reserve items, and review their loan history.
- Currently 100 people have registered for access to the database.
- The library in Las Cruces didn’t have any activity in the second or third quarter even with additional promotion of that location. We will work more on that after our offices re-open.

Library Usage - FY 2020					
	Q1	Q2	Q3	Q4	Total
Patrons	11	5	5		21
Items Loaned	18	8	7		33

# Administration & Finance

*Deborah Romero, Director of Administrative Services*

FY20 - 3rd Quarter Board Report - Administrative Services @ March 31,2020					
Category	2020 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONNEL SERVICES	1,196,000.00	700,626.87		495,373.13	58.58%
300 CONTRACTUAL SERVICES	1,720,300.00	484,325.33	512,284.50	723,690.17	28.15%
400 OTHER	282,100.00	177,472.27	47,587.78	57,039.95	62.91%
500 OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total	3,314,900.00	1,478,924.47	559,872.28	1,276,103.25	44.61%
CDHH Monthly Revenue					
Month	General Fund Allotment		TRS Revenue		
Subtotal	\$245,400.00		\$1,137,552.18		

## Social Media

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

- Facebook: 1,395\* people have 'liked' our page
- Email announcement system (MailChimp): 219 subscribers
- Twitter: 407 followers

\*last quarter's Facebook likes should have been 1371 rather than 1471.

# Data & Statistics

*As required by Legislative Performance Measures*

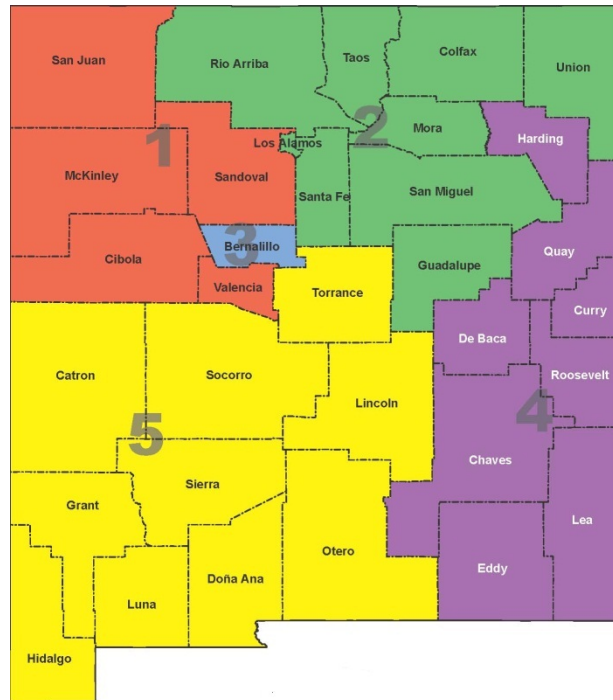
## Fiscal Year 2020

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training sessions conducted	135	63	47%
Number of outreach events coordinated	122	98	80%
Average number of relay minutes per month	10,000	8301	83%
Number of accessible technology distributions	1070	868	81%
Number of communication barriers addressed	20,000	6506	33%
Number of interpreters in CDHH sponsored professional development	200	34	17%

## Fiscal Year 2019

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

## Clients by Region



	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date
Region 1	5	8	16		29
Region 2	18	3	19		40
Region 3	52	37	109		198
Region 4	14	10	8		32
Region 5	114	39	38		191
<b>Total Clients by Quarter</b>	<b>203</b>	<b>97</b>	<b>190</b>		<b>490</b>

## Clients by Self-Identified Disability

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date
Deaf	81	34	44		159
Hard of Hearing	76	38	45		159
Deaf-Blind	9	4	6		19
Speech Disabled	3	3	3		9
Hearing	34	18	92		144
<b>Total Clients by Quarter</b>	<b>203</b>	<b>97</b>	<b>190</b>		<b>490</b>



Date: June 3, 2020

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

From: Reyes Gonzales and Christine Fuller –Field Operations Director and Statewide Supported Employment and Deaf & Hard of Hearing Coordinator for New Mexico Division of Vocational Rehabilitation (NMDVR).

Re: MOU Goals and Performance – Report for Third Quarter SFY2020 **January 1, 2020 – March 31, 2020.**

**New Mexico Division of Vocational Rehabilitation  
NMDVR Performance Measures SFY 20  
Third Quarter (1/1/2020-3/31/2020)**

**NMDVR Liaisons**

**New Mexico Association for the Deaf** – Is vacant at this time.

**NM Chapter – Hearing Loss Association of America** – Christine Fuller Statewide Supported Employment and Deaf & Hard of Hearing Coordinator.

**NMDVR Service Provision:**

**Order of Selection** – NMDVR is currently under active Order of Selection. Currently, the Most Significantly Disabled (MSD) category is open and individuals who are MSD are being served. All other categories are put on a wait list until resources (staff and funding) become available. The categories identified under order of selection are: Most Significantly Disabled (MSD), Significantly Disabled (SD), and All Other Eligible Participants (AOEP). NMDVR has been releasing names off the waitlist, as resources permit. The releases are based on 1) those individuals who are in the Significantly Disabled (SD) category and then 2) date of application. All applicants are provided Information and Referral services when they are added to the wait list.

**Information and Referral**- A list of places within the community the applicant may be able to get assistance while on the wait list.

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

**Other Hearing Impediments-** This is a category within the DVR AWARE database: It includes individuals who have: Tinnitus, Meniere's etc.

**Performance Measures** – All statistics are for this quarter only.

**Sign Language Interpreting:** Twenty (20) individuals have received sign language Interpreter services. A total of \$10,534.97 has been authorized and expended for this service.

**Hearing Aids and /or other hearing devices:** Twenty-one (21) individuals received hearing aids and/or other devices. A total of **\$76,940.04** has been authorized and expended for this service.

**Closed Successfully Rehabilitated (employed):**

Five (5) individuals who are Deaf have been closed successfully rehabilitated.

Eleven (11) individuals who are Hard of Hearing have been closed successfully rehabilitated.

**Employment Information**

Average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or Other Hearing Impediments is 32.88 hours per week. Average wage at closure is \$12.87 per hour.

**Caseload Activity**

Two Hundred forty-two (242) individuals who are Deaf/Deaf-Blind have been opened and/or opened and closed.

Fifty-eight (58) individuals who are Hard of Hearing and/or Other Hearing Impediments have been opened and/or opened and closed.

Six hundred ninety-nine (699) individuals who are Deaf/Deaf-Blind/Hard of Hearing and or Other Hearing Impediments have been opened and/or opened and closed.

**Ineligible for VR Services**

Zero (0) individuals who are Deaf/Deaf-Blind, Hard of Hearing or Other Hearing Impediments have been determined as ineligible for VR services.

**Transition Services**

Ninety-Three (**93**) individuals who are Deaf/Deaf-Blind, Hard of Hearing or Other Hearing Impediments have been identified as receiving Pre-ETS and/or Transition services.

**This is how DVR is providing services during COVID 19;**

- All DVR offices are closed to the public until further notice.
- We are sending one person a day to the check mail.
- All DVR staff are working from home.
- We are only working via the phone and internet.
- Bus passes and direct checks will be sent via mail.

- Individuals with disabilities can apply electronically via our web page at [www.dvr.state.nm.us](http://www.dvr.state.nm.us)
- These individuals will be called by staff to schedule an initial interview via phone or computer.
- Current DVR participants, vendors, etc. can call the 1-800 number attached for the office they want to reach. Individual office phones are being forwarded to the staff.

Respectfully Submitted:

Reyes Gonzales  
Field Operations Director

Christine Fuller  
Supported Employment/Deaf Hard of Hearing Coordinator







## Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD  
 Report By: Theresa Montoya, Board Administrator  
 Expiration Date: June 30, 2020

Quarter Reported:

1<sup>st</sup> (July-Sept) \_\_\_\_ 2<sup>nd</sup> (Oct-Dec)  X  3<sup>rd</sup> (Jan-Mar) \_\_\_\_ 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 2020 to the Signed Language Interpreting Practices Board for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act at NMSA 1978, Section 61-34-1 to 17.

Regulation and Licensing Department will:

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

### Performance Report

Category	Number	Comments
Licenses Issued	3	2 Community; 1 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

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

Last meeting: November 12, 2019

Next meeting: January 13, 2020

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)

