

New Mexico Commission for Deaf & Hard of Hearing



Quarterly Report

FY21 Quarter 1



FY21 Quarter 1 Board Report

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Thursday, September 10, 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/g5TLyYXCKYA>

DRAFT AGENDA

Posted: November 12, 2020

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of September 10, 2020
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
- V. Action Items
 - a. Adoption of Revised OMA Resolution
 - b. Election of Officers
 - c. Set dates for 2021 Board Meetings
- VI. 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, September 10, 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/J6rp_c89laE

DRAFT – These minutes will be subject to another possible revision and approval by the commissioners at the next board meeting on December 10, 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, called roll call.

Present: Ms. Concha Dunwell
Ms. Joanne Corwin, designee for NMSD Superintendent
Dr. Michael O'Brien
Mr. Francis Vigil
Mr. Johnny Robertson
Mr. John Hooper

Quorum was met.

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

II. APPROVAL OF AGENDA

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

21.1

Commissioner Michael O'Brien made a motion to approve the agenda.
Commissioner Francis Vigil seconded.
Ms. Neubauer took a roll call vote:

Commissioner Dunwell – Yes

Commissioner Corwin – Yes

Commissioner O'Brien – Yes
Commissioner Robertson – Yes

Commissioner Vigil – Yes
Commissioner Hooper – Yes

Motion passed unanimously.

III. **APPROVAL OF JUNE 11, 2020 MINUTES**

Chair Dunwell asked if there were any changes to the minutes from June 11, 2020.

21.2

Commissioner Joanne Corwin made the motion to accept the minutes as written.

Commissioner John Hooper seconded.

Ms. Neubauer took a roll call vote:

Commissioner Dunwell – Yes

Commissioner Corwin – Yes

Commissioner O'Brien – Yes

Commissioner Vigil -Yes

Commissioner Hooper – Yes

Commissioner Johnny Robertson was not present during vote due to technical issues.

Motion passed with majority vote.

IV. **REPORTS**

a. Executive Director Report

Executive Director Nathan Gomme reported that the pandemic is still in full force. New Mexico is in a positive trend as there are lower numbers, but nationally we are still on shaky ground. The health of the community is important to CDHH; we want to host events and participate in booths, but we cannot due to the restrictions of the number of people who gather and our current public health orders. This means that we must re-invent our approach to our work.

Executive Director Gomme said that one of the biggest challenges still is that the entire state does not have accessible internet services, making it a challenge to provide events and booths to the community who needs them. We have started developing a plan working with our vendors Hamilton and Teltex.

Hamilton has the capability of hosting virtual vendor conferences and we have been in communication with them about how to accomplish that. They also have the capability of providing Continuing Education Units (CEUs), so we are collaborating on that as well.

We also are discussing what we can do in person and what that would look like. We have purchased Personal Protective Equipment (PPE) including shields that would allow us to interact with people face to face. There is a problem with masks as Deaf and Hard of Hearing cannot see the mouth when spoken to. Clear masks are available, but there are concerns about the efficiency in preventing the spread of the virus. We are continuing to research a variety of different tools and resources.

Our vendor, Teltex, has created a video that shows all the equipment we provide in our Telecommunication Equipment Distribution (TED) program and it doesn't require internet access. The video can be installed directly on an iPad and the iPad does have 4G internet access. We can send our constituents the iPad and when it is received, they can look at the different options and select the equipment that is right for them. We would have a video conference that would be set up before hand and we will have an audiologist on the call to discuss the specifics of that individual's hearing loss. Since many people do not feel safe going to an audiologist appointment right now to get their audiogram, we

would be able to have communication with the audiologist using that platform. When all is done, they will send the iPad back to Teltex who will wipe it clean and sanitize it so it can be sent to the next person.

The next big challenge is the budget. State funding is on the decline and we have already seen reductions to the general fund, and we will most likely see more. We have already expressed our concerns to the legislature, and they have told us that the Taxation and Revenue Department is understaffed, so they are not able to do the audit process that they need to do for us. The pandemic has made that situation worse. We are still constantly in contact with them about this issue.

Executive Director Gomme said that with the challenge of the declining revenue there has been an increase in the need for Traditional Relay Services (TRS). One of the TRS services CTS has had a 36% increase as of July and the increased numbers didn't stop there. There is a continual increase in usage moving through August, and if we are in the midst of this pandemic, we are going to see those numbers climb. He said he has heard stories about people using Relay for academic course work, and people using Relay to access their mental health providers, so what would have been a five minute call has become hours and hours of Relay service minutes being used.

Executive Director Gomme said that on a positive note, CDHH did receive an increase in funding for the Deaf-Blind Deaf Plus Program. We want to have discussions about how to address the pandemic for those in that community. We are very grateful money is there for those who need it.

Back to the concern of masks, those who are Deaf-Blind and are in need of communication, masks present a unique challenge, as well as Hard of Hearing and a large portion of our Senior population. We are working with the Disability Access and Functional Needs (DAFN) group. The Department of Health, Children Youth and Families Department (CYFD), the Attorney General's office, the Commission for the Blind, the Developmental Disabilities Planning Council (DDPC), and DVR are all involved in the DAFN. DAFN meets on a weekly basis, and CDHH's new commissioner, John Hooper, was able to participate in one of the recent meetings. Everyone was attentive and aware of the challenges that exist, but the bottom line is that masks are an issue and they are also here to stay. We are working on providing training for people about best practices regarding the use of masks, and the Department of Health is looking at the potential of buying more transparent masks.

Executive Director Gomme had new information regarding an Android phone, specifically the Google Pixel phone, which now has Live Transcribe. It will caption a phone call in real time. All Pixel devices will have the capability of doing that now as well as Android devices level 10 or more recent.

Another issue we've had in the past is interacting with our New Mexico Legislature. We spoke with them about captioning their sessions, and they stated they will provide captioning and are determining how to provide that now. One of the committees, the Committee for Health and Human Services, provides interpreters for their committee meetings. The pandemic has created some access to interpreters and captioners that were not previously provided.

Executive Director Gomme said that one of his goals this year is to emphasize the need for more broadband access throughout the state of New Mexico. There are places in areas of the state that have no internet access, which means that individuals in those communities are not able to get the resources they need. CDHH has been pushing that we would like to see more broadband access in rural areas, and we will be supporting the push for that in the next legislative session. This is related to Deaf and Hard of Hearing individuals needs for access to education, medical and health services, as well as other needs that our community is facing.

Chair Concha Dunwell asked if there was some way, despite the issues with funds, that the schools could provide hot spots for those families that don't have internet. Executive Director Gomme replied that the Public Education Department has worked with the DAFN and have talked about the need for internet access, and the New Mexico School for the Deaf (NMSD) has provided many hot spots already. However, he had heard that some families have tried to use those hot spots and still were unable to get internet access. Some areas have been provided buses that create mobile hot spots that they can use while traveling from location to location, the result have been mixed so far due to coverage. That is why there is a push for a widespread broadband across the state. It's unacceptable that some of our children cannot access their education, and it's unacceptable that the community is not able to access services.

b. Department Reports Q & A

There were no questions on the Community Advocacy or Community Engagement reports. Commissioner Hooper had a question about the expenditures being higher than the revenue. Deborah Romero, CFO, explained that what he was seeing on the report was the General Fund that was allocated for FY20 and what was collected in the TRS for FY20. She explained that we also have a special supplemental revenue of \$400,000. There was sufficient revenue to cover the budget.

Executive Director Gomme said we don't exceed what is in our budget, but there are concerns about receiving enough revenue to satisfy what our budgetary needs are. Therefore Ms. Romero and the Executive Director have ongoing discussions with Taxation and Revenue to discuss the need to fix and improve our TRS revenue.

V. ACTION ITEMS

There were no action items.

VI. NEW BUSINESS

There was no new business.

VII. ADJOURNMENT

21.3

Commissioner Johnny Robertson made a motion to adjourn.

Commissioner John Hooper seconded.

Ms. Neubauer took a roll call vote:

Commissioner Dunwell – Yes

Commissioner Corwin – Yes

Commissioner O'Brien – Yes

Commissioner Vigil - Yes

Commissioner Robertson – Yes

Commissioner Hooper - Yes

Motion passed unanimously.

The meeting was adjourned at 3:56 p.m.

Executive Summary

G. Nathan Gomme, Executive Director

By the time you are reading this we will have entered the 9th month of our response to this pandemic. When we completed the 4th quarter of fiscal year 20, we were moving forward into the summer and there was hope that we would return to some level of normalcy. During the first few months of the new fiscal year, we began to see that this was not going to occur and as a result we spent a good portion of the first quarter of FY21 learning how to adapt to the new work environment we are in. Over the course of 9 months, I believe a number of us have had some experience or exposure to COVID-19 and those of us with that experience know that it is not something to be ignored or marginalized. With that in mind, my first priority remains safety, the second remains continuation of services. In some ways I feel we did better than I could have anticipated but our workarounds and our efforts have still not satisfied everyone. Our agency has to acknowledge the very real attitudes of our community that this pandemic is not as bad as we think it is. To those who feel that way, this is very real, and this is very scary for other members of our community. We will continue to act in the best interests of everyone who may be at risk for contracting COVID-19 and I will not stop sharing information about how to best protect yourselves and your families. With that in mind I would like to talk about the work our agency has been doing as we continue to work in this ongoing crisis.

I want to first acknowledge where we are still struggling. Over the course of the 1st quarter we made several attempts to improve access to the internet in rural areas for our community. One of my largest concerns was how to get our videos out to the far reaches of New Mexico and make VRI a possibility in emergency situations. To date we have had not had enough successes to solve the issue. We have worked with our vendor Teltex to create a solution that includes a meshing system for mobile networks that will create a Wi-Fi location in emergency situations. This concept was presented to our state emergency management leaders. They are looking at possibly purchasing this system in the second quarter. One of the issues we have seen is the choice of carrier. As most of the board knows not all carriers function in New Mexico at equal levels. Initially we were looking at specific carrier sim cards for the mesh system. Every time we tried to pick just one carrier; we found a spot in New Mexico where the service was not strong enough. The same problem began to occur when we were working on our plans for the mobile certification program for our Telecommunications Equipment Program. In one area Verizon works best, in another T-Mobile works best. We can develop a workaround, but actual testing and use will determine where each carrier will give us the best results. We began to share our information with various stakeholder

groups including the AARP with the hopes of encouraging them to take more action with us as we push for better broadband and carrier coverage in the state.

We continue to see restrictions on mass gatherings which does put a barrier on our ability to provide booths in a traditional sense. Our relay provider has been a big help leveraging their infostructure and resources to continue providing booths remotely via video conferencing programs but we wanted to see if we could figure out a different way to have booths and provide information to our community. During the first quarter Corina and I met with our outreach staff and talked about ways we could do booths remotely. This would ensure that our apprentice interpreters could still get some work and we could still get information out to the community. To do this we brought our testing rooms into our homes and set up a center for explaining our equipment to the community. We also started working with local agencies and centers to see how we could leverage their resources to provide information not only to the people who have internet but to those who might not. Shelters and locations that are essential are still operating so we began communicating with them. With Hamilton leading the way and assisting we were able to get our feet wet on their process. Afterwards our staff did a mock event internally and worked out the kinks. Our Las Cruces office is already getting ready for a virtual booth that we developed for the second quarter and our Albuquerque office is working on coordinating some asap. We will continue to develop and try new ideas until we can meet in person again.

Mr. Robb has worked very hard and has become quite good at creating informational videos and presenting online. We have also started partnering more and more with other agencies and resource providers to help them develop videos for our community. Our work has led us to begin working on videos for a vaccine once the plans are finalized and we hope to get a video out on all platforms not just the internet once that video is complete. We are also working with the providers to ensure that the online resources the hospitals plan to use for registration are clear and understandable and that we do not leave out our rural community members. As I explained in the last report, we have developed many partnerships and we remain a vocal community as it relates to our community needs as we move forward with the COVID response. All of the members of our agency have grown in their use of technology as a result we have been able to participate in some new and previously unknown groups. We are often seen now as subject matter experts in things most of the general community would have not thought of. For example, captioning was once just a problem with tv stations, now every meeting on a website will need captions. Our work is making this a reality thanks to our partnerships. Just recently our legislative services signed an agreement for captions during the session. We have seen more interpreter uses during the committee hearings, and they are transitioning to a better video conferencing platform. There is still work to

be done, as new problems that didn't exist at one time now do. But we have a great team of experts and a community of experts at NMSD and UNM to work with as well as our interpreting agencies who are making a real difference that we would not have expected a year ago.

We anticipate a continued decrease to our general fund budget which will notably impact our funds for Deaf-Blind, Deaf Plus, and Deaf Senior community but because we were able to increase the amount in the previous session it will still be higher than previous years. The long-term fiscal impact of this pandemic will have a significant impact for many years to come. I am already concerned and have expressed my concerns about the budget impact of the increased relay usage due to stay at home orders and they share my concerns but the pandemic is having much more dire impact in other areas as the state address joblessness and medical issues. We are fortunate to have everyone working but we have had to make changes to our plans for training and opportunities. This does not mean we won't still have training opportunities just that they will be remote and likely consist of no cost opportunities. I will present during a remote committee hearing in the second quarter, but I do not anticipate any action will be taken at that time due to the election and also due to the uncertainty of the state budget. During the 4th quarter we began to see the level of financial impact we will be seeing in FY22, fortunately we only saw a small decrease to our FY21 budget which included a decrease in the General Fund appropriation for Support Service Providers.

Relay services continues to see a larger than usual use due to the public health orders. As I said at the end of the last fiscal year, I do not see those numbers going down. I said the increase is due to an increased usage for traditionally in person services that have become remote based services. This includes medical, legal, financial, etc. These services often require longer conversations due to their complexity which means that phone calls last longer. There are some areas where I am growing increasingly concerned with this trend. Technically relay services can be used as long as the two parties are communicating with each other in two different locations. This pandemic has shifted traditional office to remote locations which means that relay can be used. In some situations, it is not too much of an impact but there have been some stories of relay being used for court and school. Relay was not built or intended for use in a court room for example. Relay services and providers have limited abilities in many situations and also have rules that they need to follow internally which can add to their limits. I have already reached out to the national organizations to see what can be done about this matter and if a temporary order can be established but it is not likely we will see a reduction in usage but those situations I heard about in other states are now occurring here. We are handling each case we hear about, but I suspect this issue is more widespread.

I continue to work with the Access and Functional Needs (AFN) group, I already mentioned some of the positives of this group which includes connection state emergency management personal with interpreters and SSPs to secure additional PPEs for interpreters across the state. We are now working with them in regard to the vaccination plan for the state. We want to ensure that the interpreters and SSPs are among the first who receive this vaccination so that they continue to serve our population in hospitals and when getting food. We also continue to work on making that information accessible and educate stakeholders on how to make their locations accessible. There are many unknowns with the vaccine such as which vaccine will our state get, and who will dispense it. Many of the logistical challenges vary when you are dealing with rural areas and various agencies. I want to commend the work done by our state on communicating this with our group and making sure we have a place at the table. Several of our staff have also been involved in completing an After-Action Report that will be submitted as part of a larger response to the Disability and Access and Functional Needs community working group and then presented to the various stakeholders to improve outcomes for the community. During the first quarter our Deaf Blind and Deaf groups were able to meet and discuss what worked and what did not for their communities throughout this pandemic. We will also have a hard of hearing group meet to discuss this topic during the second quarter. Overall, the response has been mixed as was expected. We are looking forward to sharing the final responses with the board in the next board meeting so that we can determine some areas that need to be improved. I want to acknowledge that there have been some issues with adding interpreters to the last press conference from the governor. We are already working on potential solutions with them, but a bulk of the barriers is in the technology that is being used. I have heard already some people say why not just add interpreters after the fact online. This is not equal access and while it may make some people feel better it does not provide access to our rural community or to the people who cannot afford the internet. We need to make sure that interpreters are added in real time as well as captions. All of my work thus far has been on how to make the initial press conference accessible. We already provide supplementary information for the community online and I already have concerns that this is not sufficient this is why I continue to work on improve access to the internet in rural areas. We need to continue working towards a comprehensive solution not just a solution for some of us.

With the first quarter in the books I want to continue to applaud everyone in the agency and thank them for their work during this time. I also want to acknowledge that we have been fortunate this quarter to continue our work. We have had to make adjustments to our lives and how services look in order to continue serving our community and there are challenges to this. Our board meetings look different, our staff meetings look different, and our workdays look different. Each member of our team has had to adjust

to what we assumed would be a short experience. This is the same for the entire state and there is a significant learning curve. There will continue to be challenges and changes as we continue through the year and I we do not know when we will return to in person services to the same level they were before the pandemic but we will continue working towards that goal and continue working to address the communication barriers in our state.

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 our community with communication access.

Community Advocacy/Communication Access

The first quarter of Fiscal Year 21 has been incredibly challenging for a variety of reasons. While our 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, we have to acknowledge that the pandemic has changed a lot of what and how we do our work. I also want to acknowledge the impact we felt with the retirement of Sandra Williams, our Las Cruces Office Coordinator, who has been a long-time face in our agency and department.

Our advocacy department continues to work with Deaf, Deaf-Blind, and Hard of Hearing individuals regarding communication access with healthcare providers, clinical offices, law enforcement, government agencies, and local employers. A bulk of that work has taken on new meaning. We work with them frequently to ensure that our community receives the resources that we need during this pandemic. We also work to address the disparities we are seeing in our community as the pandemic highlights much of the socioeconomic impacts of our community and highlights the difficulties in rural areas across New Mexico.

First, I want to highlight some work that we have seen done by Community Advocacy Specialists. Myra Sandoval has worked very hard to get into working with our community here at the Commission. Ms. Sandoval has constantly worked with individuals regarding COVID-19 to ensure that they understand the COVID-19 protocols and rules. The protocols and rules are often updated, and Ms. Sandoval continues to keep our community informed of the current protocols. Ms. Sandoval also continues to work with different cities to ensure that they maintain communication access for our community on their social media. When they share videos regarding COVID-19, they make sure that the videos are captioned, and they include the transcripts too. That has been successful in some areas, but some cities are not following this protocol, so Ms. Sandoval continues to work with them. We are hopeful that, this will be successful in the next quarter.

Ms. Sandoval also did some work to ensure that areas such as a dialysis center will provide signed language interpreters during this pandemic. One of the challenges we have seen these days is a concern about having interpreters during in-person visits. In one situation the center would communicate by writing back and forth, but this way of communicating was not effective. The information is often very complicated, and the patient needed to understand fully, but this is challenging for Deaf people whose second language is English and they may not be proficient in medical terminology. Ms. Sandoval successfully advocated and the center provided ASL interpreters for meetings to discuss the patient's health. This helped one patient in particular but also helped make sure the center understood that interpreters were still a necessary tool in this pandemic.

Community Advocacy Specialist, Dennis Stidham, worked with different healthcare providers, the Social Security Administration, Law Enforcement, the Motor Vehicle Department, and a few different employers regarding communication access. Again we find ourselves in a new world of communication access and Mr. Stidham worked very hard to educate these agencies to ensure that they take responsibility to provide communication access for our Deaf, Deaf-Blind and Hard of Hearing community even in this new normal. The initiatives were very successful. Mr. Stidham also worked hard with our community to make sure that they understand the COVID-19 protocols and rules and to make sure that they follow them appropriately. Mr. Stidham continues to work with some cities to ensure that they maintain their social media with closed captions on and transcripts are available to those who need access. That was hard work but a successful project for some cities. However, some other cities continue not to follow the protocol and Mr. Stidham continues to work with them. We hope the outcome will be successful for the next quarter.

The Director of Community Advocacy, Corina Gutiérrez, worked with the community regarding communication access this quarter. Ms. Gutiérrez continues to receive complaints from the community about healthcare providers who do not provide communication access. Ms. Gutiérrez continues to work with healthcare providers to educate and remind them that they are responsible to provide onsite interpreters for any appointments at clinics, hospitals and for members of the Deaf, Deaf-Blind and Hard of Hearing community who are walk-ins at Emergency Rooms. Ms. Gutiérrez also worked with the Social Security Administration, Children, Youth & Families Department, Santa Fe Community College, and the United States Citizenship and Immigration Services to ensure that they continue to be responsible to provide communication access such as ASL interpreters and Assistive Listening Devices (ALD) for our Deaf, Deaf-Blind, and Hard of Hearing community. The more we continue this work the more people see interpreters as an essential part of the services they provide.

The University of New Mexico Hospital (UNMH) has created a Patient and Family Advisory Committee (PFAC). Their goal is to have various members to be part of this committee in order for us to serve UNMH patients and our community better. They believe this committee will help build a stronger and healthier community. Ms. Gutiérrez was invited to join their PFAC. The meetings will be held monthly through Zoom. This hasn't happened yet during this quarter. Ms. Gutiérrez looks forward to the monthly meetings to educate them about communication access for our community.

Community Education

Our first quarter saw 13 presentations/trainings provided to kick off a unique Fiscal Year 2021 where each presentation/training was done virtually. With virtual meetings we have been able to partner more effectively with our vendors and present joint training modules to our community. Mr. Robb has partnered with other staff and our vendor, Hamilton Relay, during this first quarter and as a result we have matched our typical number of presentations in the first quarter from previous years. This is quite an accomplishment given our initial difficulties on preparing and adapting to this pandemic. Thomas Sena from Hamilton Relay (New Mexico Relay), Ms. Dignan and Mr. Gomme have all been assisting with some of the presentations. Mr. Sena and Mr. Robb worked together to complete a timely presentation for the Lea County 911 group, Mr. Robb and Ms. Dignan provided a wonderful training to our Public Defenders, and Mr. Gomme provided some new training on how to use different remote tools during this pandemic.

This is the breakdown of the presentations/trainings Mr. Robb specifically completed:

- Deaf Culture for 911 Dispatchers – 3
- Hearing Loss Sensitivity (Medical) - 3
- Hearing Loss Sensitivity – 2
- Deaf Culture for Public Defenders – 1
- Telecommunication Equipment Distribution - 1

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

- Brookline College
- City of Albuquerque
- Lea County 911
- Metro Law Office of Public Defenders
- T-Mobile
- UNM Hospital – Speech Language Pathologists/Audiologists

Systemic Advocacy

Mr. Robb has 7 new Systemic Advocacy Cases that have been ongoing for the 1st quarter of Fiscal Year 2021. New Mexico was in danger of being undercounted so Mr. Robb worked with the DFA Census committee to develop some videos on the Census in ASL to help the Hearing Loss community understand that it is important to fill out the census and be counted so that New Mexico can receive federal money. With 2020 General Elections coming up, Mr. Robb contacted Maggie Toulouse Oliver, the NM Secretary of State, to set up a meeting to discuss the partnership of developing videos in ASL with subtitles to help encourage people to register to vote and vote either by absentee ballot or in-person voting. Ms. Toulouse Oliver was in favor of this endeavor, so she brought Kari Fresquez on board to assist Mr. Robb with developing scripts.

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

- Access & Functional Needs Leadership
- Access & Functional Needs All Agencies Coalition
- DFA – Census
- Secretary of State
- NM Elections Board
- National Weather Services (New Mexico)
- Popejoy Hall

Special Projects

COVID-19 Project

Mr. Robb was very busy during the 1st quarter of Fiscal Year 2021 developing many vlogs. He worked on 13 different vlogs regarding COVID-19 during the past three months. Here are the vlog titles in order of production date along with their summaries. Mr. Robb has logged over 110 hours on the vlogs which includes researching, developing scripts, providing ASL gloss, video shooting and post-production.

1. NM Governor's Extended Public Health Order (July 1, 2020):
The vlog focuses on extending the July 1, 2020 Public Health Order to July 15, 2020 since COVID-19 cases is rising again. The vlog also stressed the importance of mitigating the spread of COVID-19 by wearing face coverings, restricting traveling and avoid public gatherings during the 4th of July weekend.
2. NM to Re-enact Certain Public Health Restrictions
The vlog focuses on restrictions such as indoor dining, school sports and recreational leagues and restrictions at NM State Parks to out of state visitors. However, restaurants would be allowed to operate with outdoor seating at 50% maximum occupancy.

3. Additional Information on the July 13, 2020 NM Public Health Order
This vlog focuses on explaining that businesses that were not deemed essential which included gyms, tattoo parlors, and such to operate at 50% maximum occupancy would now be required to operate at 25% because of the rise of COVID-19 cases in New Mexico.
4. Hand Sanitizer Warning
This vlog focuses on why some hand sanitizers were being recalled by FDA due to containing ethanol or ethyl alcohol which could be toxic when absorbed through the skin or ingested. A list of hand sanitizers not to use was provided.
5. NM Schools Re-entry Update
This vlog explained about the delay of in-person learning until after Labor Day and the plan to work on phasing in a hybrid model of remote learning and in-person learning to ensure the safety of students, teachers, and staff.
6. Extended July 13, 2020 Public Health Order
This vlog focused on the extension of the Public Health Order which was set to expire on July 30, 2020 would be extended to the end of August 28, 2020. Many of the restrictions would remain the same. However, wineries and breweries would be allowed to re-open their patios at limited capacity. The vlog also explained unemployment benefits through the Federal and State government.
7. FDA's Updated List of Potentially Toxic Hand Sanitizer
This vlog included information on additional hand sanitizer brands not to use.
8. Amended State Quarantine Requirements and New Visitation Guideline
This vlog focused on revising/amending quarantine requirements along with a list of exemptions. It also explained the new visitation guidelines for long-term care facilities so that people can visit their loved ones safely.
9. Combined Quarantine and Visitation
This vlog focuses on more revisions on the quarantine and visitation guidelines. A list of counties where long-term facilities can have visitors are listed.
10. NM Governor Amends the Emergency Public Health
This vlog focuses on the extension of the August 28, 2020 public health order that was extended to September 18, 2020 with new amendments that increased the maximum occupancy in houses of worship, food and drink establishments, museums, and the number of gatherings from 6 to 10 people.

11. Revised NM Quarantine Requirement Order & Safe-Certified Lodgings
This vlog focuses on not needing to quarantine for 14 days if anyone is traveling from a low-risk state which is listed. Also listed are the high-risk states as well. The vlog also focuses on safe-certified lodgings and provided resources where to find lodgings that are in compliant with COVID-19 safe protocols.

12. Updated NM Public Health Order (Sept. 18, 2020)
This vlog focuses on updated guidance within the public health order which was set to expire on September 18, 2020. The guidance provided information about several sports events which can operate but with some restrictions. Also New Mexicans would be able to camp overnight at some state parks.

General Projects

Mr. Robb also produced 3 general vlogs on:

1. Heat Stress
This vlog focuses on how to protect yourself and have a plan of action when temperatures reach triple digits. The plan of action includes having back up batteries whenever there are “Brown Outs” or “Black Outs”.
2. Air Quality
This vlog focuses on the air quality and smoke due to wildfires in California, Arizona, Colorado, and New Mexico. Also, it explains how to limit outdoor activities and limit exposure to the smoke.
3. Important 2020 Census Information for the NM Hearing Loss Community
This vlog focuses on the importance of filling out the census several ways (paper form, online, and having a Census worker stop by).

Mr. Robb also was able to complete 7 different videos in partnership with the National Weather Services in Albuquerque. The videos focus on how to protect yourself from these disasters:

1. Severe Thunderstorms
2. Flooding
3. Tornadoes
4. Winter Weather
5. Wildfires
6. NOAA Weather Radio
7. Being Prepared

Training

Mr. Robb has been training Ms. Myra Sandoval on how to do video editing using the Camtasia software. The purpose of this is to have a back-up plan in case a video on Governor's Public Health Order is needed while Mr. Robb is unavailable. Ms. Sandoval has been assisting Mr. Robb with developing scripts and has been able to use the Camtasia software.

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 26 clients in total to date – 13 of whom are Deaf-Blind and 13 of whom are Deaf Plus. These 26 New Mexicans live in 8 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. They provided support to Deaf Blind and Deaf Plus clients at the following activities and events for the first quarter:

Due to Covid-19, the following activities have been suspended:

- The Trailblazers (deafblind group) – both meetings and outings
- Zia Deaf-Blind Club – both meetings and outings
- Deaf Senior Citizens of Greater Albuquerque - meetings
- Deaf Culture Center - meetings
- New Mexico Deafblind Task Force – meetings

Outreach & Telecommunications

Telecommunications Equipment Distribution (TED) Program

The Telecommunication Equipment Distribution (TED) Program 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, notification systems, loud ringers, and assistive listening devices with neckloops.

Equipment

The Telecommunication Equipment Distribution (TED) Program staff began the new fiscal year 2021 still teleworking due to the Coronavirus pandemic. The Telecommunication Equipment Distribution Specialist, Jason Siergey, continues to provide telecommunication services to meet the needs of Deaf, Hard of Hearing, Deaf-Blind, and individuals with a speech loss in New Mexico. Mr. Siergey continues to communicate with our community regularly during the pandemic. One thing that needs to be pointed out is that our equipment is regularly used by individuals who are in the age range that is also highly susceptible to COVID-19. Some members of our community have asked to come look at our equipment in person both here in Albuquerque and in Las Cruces. We have been working on ways to increase protection for the testing room, but information on the pandemic continues to guide our decision-making process. Currently the certification and information process are too interactive to provide safely. As a result, Mr. Siergey explains the advantages of each device via Videophone (VP), Video Relay Services (VRS), emails and text messages. Our work on a remote certification program continues as well and we are hoping to roll it out soon. One of the snags we need to address is the carrier we use for each iPad. Our research has shown that no one carrier covers every part of the state well enough to depend on.

We continue to update and improve our catalog selection every quarter. Due to some delays we had to wait on evaluating some products that were intended for the previous fiscal year. We received two products during the first quarter. During the first quarter we took the opportunity to remotely discussed and examine the new equipment to determine if they are appropriate for our program. The first is Clarity XLC8 which is a Bluetooth-enabled phone. This phone shows a number of improvements over the last generation and it was determined by our testing group that it should be added to our program. The second piece of equipment is the Clarity XLCgo. This item was designed as an accessory to work with Bluetooth technology or to work as an extended device with the Clarity XLC series phones. After testing and experiencing some issues that reduce its functionality, we believe the XLCgo is not going to be added to our Telecommunication Equipment Distribution Program. We continue to work with our vendor to enhance and improve our selection of devices to expand our program options

to improve access to the Deaf, Hard-of-Hearing, Deaf-Blind, and Speech Disabled community of New Mexico. We will be looking at some additional items in the coming months and we hope to have some timely additions.

Equipment distributed for the first quarter is as follows:

Phone	Total items distributed
Clarity Alto	0
Clarity Alto Plus	8
Clarity BT914	7
Clarity D704	0
Clarity D714	0
Clarity JV35	0
Clarity XLC2+	28
Clarity XLC7BT	14
Clarity XLC8	0
ClearSounds A1600BT	18
ClearSounds CSC600ER	0
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	0
Geemarc Ampli550	0
CapTel 840	12
iPad	
Deaf Package	9
Hard of Hearing Package	27
Deaf-Blind Package	0
Speech Package	0
iPad mini	
Deaf Package	0
Hard of Hearing Package	18
Deaf-Blind Package	0
Speech Package	9
Total Phone/iPad Equipment Distributed Count:	150

Accessories	Total items distributed
Amplicom NL100 Neckloop	0
Bellman Mino with neckloop	0
Bellman High Powered Neckloop (no device)	0
Clarity CE50 Bluetooth Neckloop	0
Clarity SR100 Super Phone Ringer	0
Clarity HA40 In-line Telephone Amplifier	0
ClearSounds Quattro Pro	12
ClearSounds ANS3000 Answering Machine	10

ClearSounds CS-CR200 Phone Ringer	5
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	8
Geemarc LH10PK Neckloop	0
Griffin Labs SolaTone	0
Griffin Labs SolaTone Plus	0
Griffin Labs EMOTE	0
Krown RA 05 Amplified Ringer with Strobe	4
Serene Innovations CentralAlert CA360	12
Serene Innovations CentralAlert CA380	0
Serene Innovations RF-200 Alerting System	10
Serene Innovations SA-40 Cell Phone Amplifier	6
Serene Innovations UA-45 Universal Phone Amplifier	0
Silent Call Medallion Kit	0
SonicAlert HA360MKBR	10
SonicAlert HA360BRK	0
Surge Protector (Phones and accessories)	11
Total Accessories Equipment Distributed Count:	88
Total Overall Equipment Distributed Count:	238

Relay New Mexico (RNM) and NMCDHH Outreach

This first quarter of FY21, Dennis Stidham has not been able to attend any outreach/booth events due to the COVID-19 pandemic. Mr. Stidham has been working to figure out how to host booth events through virtual approaches. In all honesty this looks like it will become the norm for as long as the pandemic continues to be a barrier. To do this we are creating a workspace in his home office that will enable him to present on the devices that we have in our TED program as well as learning how to share information effectively over Zoom. Mr. Stidham has been in contact with several stakeholders who are thinking in very much the same way we are and trying to develop virtual programs. In Las Cruces, Ms. Santillan will be the first to try our set up and we are hoping that Mr. Stidham will have some events in the next quarter.

Relay New Mexico also had some difficulties working out plans for Outreach events and worked to implement web-based events. Their first event was the first week of July followed by another one later in August. The time between events was a little longer than previous years partially due to the public health orders preventing gatherings and other factors such as dedicated internet connections on their end. By September Hamilton was able to host 6 web-based outreach events.

Las Cruces Satellite Office

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Advocacy and Service Coordination

The New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) Las Cruces office began the first quarter of Fiscal Year 2021 by assisting a total of 50 consumers with services including Individual Advocacy and Service Coordination while teleworking from home.

At the beginning of the fiscal year we bid a bittersweet farewell to Sandra Williams who leaves us after a long tenure dedicated to our community in Southern New Mexico. For 14 years she has been a fixture in our agency and in Las Cruces, everyone here will miss her and so will members of our community. During this pandemic, Susana Santillan, Community Advocacy Specialist, will continue to serve our community here in the Las Cruces office and members of the Albuquerque team will absorb her case load. Ms. Santillan continued her diligent work and advocated to remove communication barriers at the individuals' homes, community mental health facilities, medical and nursing centers, and local agencies. She provided essential information and referrals and followed up when needed to make sure the needed resources were attained.

Las Cruces Staff Accomplishments

This quarter, Individual Advocacy was provided in the following situations by Ms. Santillan:

- Provided advocacy services to a Deaf individual whose language is Mexican Sign Language. This individual requested assistance with communicating with the State of New Mexico Disability Determination Services (NMDDS). This was a unique situation given the additional barriers to receiving trilingual services and there were requests for documentation indicating the hearing loss. She asked for my assistance with contacting NMDDS to confirm receipt of the letter and wanted assistance when scheduling an appointment as well as requesting a trilingual interpreter. She had been unsuccessful trying to reach them to discuss this matter. An additional factor was that staff at NMDDS were teleworking due to the pandemic. Ms. Santillan assisted the individual by calling several times and leaving messages to contact her regarding the accommodation request. Both were able to connect with NMDSS and schedule an appointment and they were also able to request a trilingual sign language interpreter. A letter will be sent confirming the appointment and we will remain prepared to offer our assistance if necessary, to ensure communication access.
- Assisted an individual who identifies as Hard of Hearing who requested advocacy services. The individual went to an appointment at a medical center in Alamogordo, New Mexico. She felt they did not provide appropriate and effective communication. The individual requested that Ms. Santillan contact them to let them know her concerns and requested their staff obtain hearing loss awareness training. Ms. Santillan spoke with their Human Resource Department

representative and discussed the matter in full detail. They agreed to investigate this matter and will work to ensure this does not happen again.

- Information was provided to a Deaf individual who was looking for the location of a video phone in the greater Las Cruces area. The individual wanted to know where there was a public video phone. Ms. Santillan contacted the Thomas Branigan Memorial Library and inquired how people can access the video phone. They requested the community call them and schedule an appointment in advance. I explained that if they need access to the video phone, they cannot actually call them to make an appointment. We discussed an alternative and they provided me their email address for the Deaf community to schedule an appointment. This resolved the situation for the initial complaint and the individual was able to email them to schedule an appointment to go use the video phone.

COVID-19

Ms. Santillan continued to provide guidance and resources regarding reasonable accommodations for the Deaf, Deaf-Blind, and Hard of Hearing New Mexico community regarding the pandemic. She assisted those who had questions regarding the Governor's live streamed messages on COVID-19 crisis restrictions, the use of masks, social distancing, and virtual accessibility.

Ms. Santillan continues to work on the Southern New Mexico COVID-19 Project by looking into the Deming, Lordsburg, Silver City, and T or C city websites, Facebook pages, and City Council Meetings to see if their sites are accessible for Deaf, Deaf-Blind, and Hard of Hearing. She has contacted the City Clerk of each city to introduce herself, provided a summary of the NMCDHH services, and discussed ADA Effective Communication and reasonable accommodations. Ms. Santillan was informed they will be providing accommodations upon request.

Systemic Advocacy Services

The following are the Systemic Advocacy Services that were provided by Ms. Santillan this quarter:

- Contacted Project ECHO, University of New Mexico Health Sciences Center Program Manager regarding how to implement both closed caption and sign language interpreters on a Zoom webinar.
- Provided the NMCDHH Fact Sheet: "Who Pays for Interpreters?" to the Wellness Medical Management
- Provided NMCDHH Fact Sheet: "Americans with Disabilities Act (ADA) Overview" to the following: Lordsburg City Council City Clerk, Las Cruces Beloved Community, and Doña Ana Communities United.
- Provided information regarding accessible virtual meetings guidance to the Hearing Loss Association of America who was seeking to make upcoming event accessible on behalf of educator participants.
- Referred clients to the Las Cruces Lions Club for assistance with obtaining financial assistance for hearing aids.
- Pride Industries Inc. requested Ms. Santillan's assistance with sharing the following openings available with her clients/contacts: Service Order Supervisor,

Water Systems Specialist, Maintenance Trade Helper, General Clerk III, Grounds Maintenance Laborer, Service Order Operations Manager, and part time Custodian.

- Provided the NMCDHH Brochure and Fact Sheet, “Financial Assistance for Hearing Aids” to a Tesco representative who inquired about assistance with hearing aids and NMCDHH services.
- Referred a staff member from the New Mexico Aging & Long-Term Services Department Ombudsman Program to the Las Cruces Lion’s Club regarding donating used hearing aids.
- Ms. Santillan participated in virtual meetings to provide NMCDHH services information and educate on hearing loss accessibility awareness. The following are some of the meetings she joined:
 - Adult Mental Health/Substance Abuse/Medicaid Subcommittee
 - Behavioral Health Local Collaborative 3 Membership Meeting,
 - Behavioral Health Local Collaborative 3 Policy & Advocacy Committee Meeting, Beloved Community Meeting
 - Doña Ana Communities United, Interagency Council Meeting
 - Luna County Health Council
 - National Alliance on Mental Illness, Southern New Mexico,
 - New Mexico Alliance of Health Councils and Public Health Partners
 - NM State College of Agricultural, Consumer and Environmental Sciences
 - NM Workforce Connection Monitoring/Performance Committee
 - Project ECHO University of New Mexico Health Sciences Center
 - Ruidoso South West Transition Team
 - Sierra Health Council
 - Southern New Mexico Society for Human Resource Management
 - Unified Prevention Coalition
 - VISTA Timebank
 - WESST – Las Cruces
 - WESST – Farmington
 - WESST – Roswell
- Ms. Santillan linked community members and their families to needed resources.
- Ms. Santillan joined the Behavioral Health Local Collaborative Policy & Advocacy State Committee.
- Ms. Santillan will serve on five committees for the fiscal year of 2021: (1.) Behavioral Health Local Collaborative 3 Member, (2.) Behavioral Health Local Collaborative Policy & Advocacy State Committee, (3.) City of Las Cruces Americans with Disabilities Act Advisory Committee/elected Secretary for FY2020-2021, (4.) NM Workforce Connection Disabilities Committee, and (5.) NM Workforce Connection Disabilities Monitoring Committee.

Community Collaboration

Community Collaboration involvement with the following entities promotes our visibility in the community:

- Adult Mental Health/Substance Abuse/Medicaid Subcommittee
- Beloved Community

- Blue Cross Blue Shield Roswell, NM
- Center for Health Innovation
- City of Las Cruces Thomas Branigan Memorial Public Library
- Doña Ana County Humane Society
- Human Services Department Behavioral Health Services Division
- Las Cruces Behavioral Health Local Collaborative 3
- Las Cruces De Norte Lions Club
- New Mexico Alliance of Health Councils and Public Health Partners
- New Mexico's Aging & Long-Term Services Department the Ombudsman Program
- Rio Grande Hearing Center, Dr. Robert G. Ivey
- Ruidoso South West Transition Team
- Social Security Administration, Roswell, NM
- State of New Mexico Disability Determination Services
- Thriving Families Community Action Agency of Southern New Mexico
- VISTA Timebank
- Wellness Medical Management
- WESST Farmington

Monthly-ongoing basis collaborations:

- Behavioral Health Local Collaborative 3
- City of Las Cruces Americans with Disabilities Advisory Committee
- Disability Rights New Mexico
- Doña Ana Communities United
- Families & Youth, Inc.
- Las Cruces DVR
- Las Cruces Interagency Council
- Little Creek Behavioral Health
- Luna County Health Council
- National Alliance on Mental Illness, Southern New Mexico
- PRIDE Industries Inc.
- Sierra Health Council
- Southern New Mexico Society for Human Resource Management
- Southwestern Area Workforce Developmental Board Disabilities Committee
- Southwestern Area Workforce Developmental Board Monitoring/Performance Committee
- Tresco, Inc.
- Unified Prevention Coalition for Dona Ana County, Las Cruces, NM
- WESST Las Cruces Region
- WESST Roswell Region

Las Cruces office staff removed 1279 communication barriers for individuals in various settings.

Booths and Presentations: The Las Cruces office is working to create a virtual outreach event in the portion of Southern New Mexico. Initially there was some thought that perhaps we would start seeing a reduction in the number of cases here in the Las Cruces area. That was not the case, so we were directed to develop alternative methods for outreach. Ms. Santillan began contacting different groups we had worked with in the past across the state and she also began working with Mr. Stidham in the Albuquerque office on different ways to provide outreach. Due to this work we already have outreach events planned for early in the second quarter.

Currently all presentations/trainings are referred to Mr. Robb as we work through this pandemic. Mr. Robb works with each location to address logistics during virtual training events and also works with other staff personnel to have them provide the trainings when necessary. One of the challenges is becoming accustomed presenting virtual and to becoming comfortable with the wide range of available virtual presentation tools. We continue to learn how to use platforms such as Zoom but still need to work around the some of the agencies and locations that use other tools.

Community Engagement

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

Director of Community Engagement Highlights

- The Fall 2020 session of New Mexico Mentoring started with six mentor-mentee pairs from Albuquerque, Los Ranchos, Rio Rancho, Santa Fe, Santa Teresa, and El Paso. Orientation was approached differently this session - it was held all remotely via Zoom due to the COVID-19 pandemic. I held one meeting with the new mentors, a separate meeting with all the mentees, then a joint session with all the mentors and mentees. This approach allowed the greatest level of interaction and accessibility and avoided an all-day Zoom meeting. All mentor-mentee meetings are taking place remotely. One mentor-mentee pair had to drop out, but the other five pairs are doing well.
- The Signed Language Interpreting Practices Board held their first remote meeting on September 18 and handled all the business that had been holding since January. A Rule Hearing and regular meeting has been scheduled for November to move forward with the proposed rule change that have been pending since last year.
- We continue to add COVID-19 Resources to the designated page on the NMCDHH website, NMCDHH social media accounts, and the email newsletter. Lori Neubauer, the Administrative Operations Specialist, is a tremendous support in this work.
- The NMCDHH website will be completely redesigned and I am working with the designer, project manager, and a committee of NMCDHH staff to prepare for the launch of the new site by the end of 2020.
- New features in Zoom are being leveraged to make meetings of the NMCDHH Board, the Council for Purchasing from Persons with Disabilities, and many other meetings and presentations more successful.
- Roger Robb and I provided a presentation via Zoom to the Law Office of the Public Defender Metro Division attorneys that was well attended and very successful, and that has resulted in additional collaboration with several attorneys from the office.
- Jessica Eubank and I were both approved as proctors for the Educational Interpreter Performance Assessment (EIPA) Written Test and started scheduling dates to offer the test in compliance with COVID-safe practices. The previous proctor had retired, making the test unavailable in New Mexico even though it is required for the Educational Interpreting License. Three tests have been scheduled and several more interpreters have expressed an interest in taking the test in 2021.
- I participated in several remote training sessions related to the Americans with Disabilities Act, Zoom features, and remote interpreting best practices.
- I worked with several entities to provide guidance on issues related to communication access including:
 - The City of Albuquerque
 - Las Cruces Public Schools
 - ReadWest Adult Literacy
 - Two private law firms
 - Other individuals and private businesses

Communication Development Specialist and Apprentice Program Highlights

Ms. Eubank has effectively worked on several projects while teleworking:

- Providing ongoing virtual Apprentice sessions in professional development. This quarter was focused on meeting with each Apprentice individually to determine their unique strengths and weaknesses to better tailor current and future professional development to their needs.
- Working with a former Apprentice to administer a virtual mock NIC test and provided feedback to help prepare her to take the real test soon.
- Providing a session of Supervision and Reflective Practice for current and former apprentices and program applicants to discuss ethical situations impacting their work.
- Attending 13 professional development workshops and trainings on a variety of topics including best practices for virtual interpreting, as well as ADA and legal policy trainings.
- One of the trainings Ms. Eubank attended was a 20 hour online module that focused on interpreting for individuals who have gone through traumatic situations, including information on how trauma can impact language use and how to interpret mindfully so as not to trigger flashbacks or cause additional harm.
- NMCDHH provided 132.25 hours of interpreting services in the first quarter. This is a 62% increase in hours of service provided compared to the previous quarter. For the first time since March 2020, no interpreting hours 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:

- We welcomed three new Apprentices for the FY21 term. We hosted a virtual welcome day and orientation at the beginning of the fiscal year, and they began working on professional development and observation opportunities.
- All three Apprentices have shown a fantastic level of dedication to their field. Each one has participated in professional development beyond what is assigned to them as part of this program. They have also shown great motivation to maintain and increase their skill sets even as community interpreting work remains scarce for new interpreters.
- Our department has been working with the Community Advocacy department to create opportunities for Apprentices to engage in more interaction with Deaf staff members as we continue to work from home.
- The Apprentice Program hosted a six-week professional book club focusing on the Demand Control Schema for interpreters. This book club was open to all current and former NMCDHH Apprentice interpreters, as well as to the applicants for the FY21 term. We had all three apprentices for FY21, two former apprentices, and one recent applicant join and successfully participate in the book club.
- Apprentices engaged in 104.5 hours of observation, interpreting, and professional development work in the quarter. This is a 55% increase compared to the previous quarter. For the first time since March 2020, no apprentice hours were cancelled due to the public health emergency.

Human Resources

It was another busy quarter in the HR department:

- Successfully processed the retirement of Sandra Williams from the agency.
- Attended webinars for the 2020 Open-Switch Enrollment for employee benefits.
- Revised the NMCDHH Employee Handbook to bring several policies in compliance with State Personnel Board Rules and update revisions to statewide policies distributed by the State Personnel Office.
- Attended several Human Resources Council meetings and training webinars hosted by SPO and the Employee Benefit Bureau.

NMCDHH Library

- The library is still closed due to the public health emergency. We have made special allowances for a few of our contractors to borrow items when we could do so safely.
- Due dates have been extended for seven items that are still on loan and we are working with those patrons to safely return those materials.
- 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 105 people have registered for access to the database.

Library Usage - FY 2021					
	Q1	Q2	Q3	Q4	Total
Patrons	3				3
Items Loaned	3				3

Administration & Finance

Deborah Romero, Director of Administrative Services

FY21 - 1st Quarter Board Report - Administrative Services @ September 30, 2020					
Category	2021 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONNEL SERVICES	1,199,300.00	244,377.21		954,922.79	20.38%
300 CONTRACTUAL SERVICES	1,995,300.00	116,121.18	547,296.80	1,331,882.02	5.82%
400 OTHER	282,100.00	58,614.94	45,113.72	178,371.34	20.78%
500 OTHER FINANCING USES	116,500.00			116,500.00	0.00%
Total	3,593,200.00	419,113.33	592,410.52	2,581,676.15	11.66%
FY21 Collected Revenue July 2020 - September 2020					
Month	General Fund Allotment		TRS Revenue		
Subtotal	\$120,100.00		\$339,904.53		

Data & Statistics

As required by Legislative Performance Measures

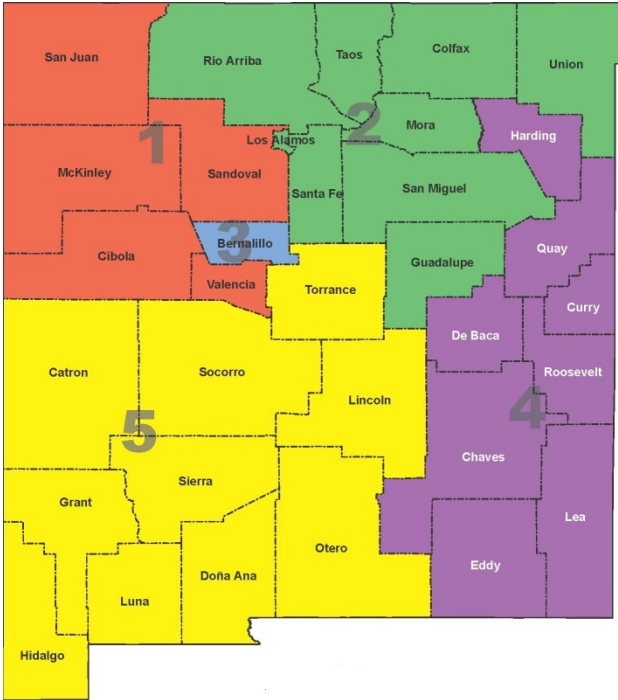
Fiscal Year 2021

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	14	10%
Number of outreach events coordinated	122	6	5%
Average number of relay minutes per month	10,000	9548	95%
Number of accessible technology distributions	1070	238	22%
Number of communication barriers addressed	20,000	5602	28%
Number of interpreters in CDHH sponsored professional development	300	21	7%

Fiscal Year 2020

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	80	59%
Number of outreach events coordinated	122	101	83%
Average number of relay minutes per month	10,000	9567	96%
Number of accessible technology distributions	1070	1674	156%
Number of communication barriers addressed	20,000	13,057	65%
Number of interpreters in CDHH sponsored professional development	200	77	39%

Clients by Region



	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Region 1	8				8
Region 2	16				16
Region 3	68				68
Region 4	14				14
Region 5	53				53
Total Clients by Quarter	159				159

Clients by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Deaf	65				65
Hard of Hearing	55				55
Deaf-Blind	9				9
Speech Disabled	3				3
Hearing	27				27
Total Clients by Quarter	159				159



Date: November 17, 2020

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

From: Michael O'Brien, Ed.D., CRC, CVE– Administrator – Rehabilitation Service Unit
Christine Fuller Statewide Supported Employment and Deaf & Hard of Hearing
Coordinator for New Mexico Division of Vocational Rehabilitation (NMDVR).

Re: MOU Goals and Performance – Report for First Quarter SFY2021 **July 1, 2020 – September 30, 2020.**

**New Mexico Division of Vocational Rehabilitation
NMDVR Performance Measures SFY 21
First Quarter SFY2021 July 1, 2020 – September 30, 2020.**

NMDVR Liaisons

New Mexico Association for the Deaf – Is vacant at this time. However, the position has been advertised and we are attempting to interview potential candidates.

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. On November 9, 2020, DVR released 200 names off the waitlist. A total of 1044 individuals have been taken off of the waitlist since September of 2019 (838 since June 2020).

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: Seven (7) individuals have received sign language Interpreter services. A total of **\$5,922.84** has been authorized and expended for this service.

Hearing Aids and /or other hearing devices: Thirty-five (35) individuals received hearing aids and/or other devices. A total of **\$ 105,937.47** has been authorized and expended for this service.

Closed Successfully Rehabilitated (employed):

Nine (9) individuals who are Deaf have been closed successfully rehabilitated.

Four (4) individuals who are Hard of Hearing have been closed successfully rehabilitated.

No (0) individuals who have Other Hearing Impediments 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 27.23 hours per week. Average wage at closure is \$16.53 per hour.

Caseload Activity

Two Hundred forty-two (222) individuals who are Deaf/Deaf-Blind have been opened and/or opened and closed.

Two hundred eighty-eight (393) individuals who are Hard of Hearing and/or Other Hearing Impediments have been opened and/or opened and closed.

Six hundred sixty (643) 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 (**96**) 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

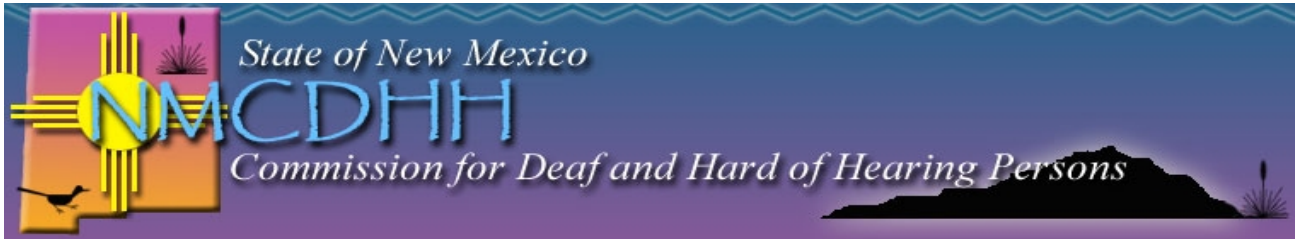
www.dvr.state.nm.us

- 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:

Michael O'Brien, Ed.D., CRC, CVE
Administrator – Rehabilitation Service Unit

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, 2021

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

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 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	7	2 Community; 5 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: September 18, 2020

Next meeting: November 23, 2020 – Rule Hearing and Regular Board Meeting.

Agendas and draft minutes are available at the Board website:

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

