

New Mexico Commission for Deaf & Hard of Hearing



Quarterly Report FY21 Quarter 3



FY21 Quarter 3 Board Report

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NMCDHH BOARD MEETING

Thursday, June 10, 2021

3:00 PM

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/hs6AiEOEL-Q>

[The final agenda will be posted 72 hours prior to the meeting.](#)

FINAL AGENDA

Posted: June 7, 2021

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of March 11, 2021
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports Q & A
- V. Action Items
- 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, March 11, 2020.
3:00pm*

*The meeting was held remotely via Zoom and the public could view the meeting
livestream on YouTube with interpreting and captioning at
<https://www.youtube.com/watch?v=orHTQgoyVD4>*

***DRAFT – These minutes are subject to possible future revisions and approval by the
commissioners at the next board meeting on June 10, 2021***

I. CALL TO ORDER AND ROLL CALL

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

Present: Mrs. Concha Dunwell
Dr. Rosemary Gallegos
Dr. Michael O'Brien
Mr. Francis Vigil
Dr. Ronald Stern
Mr. John Hooper

Quorum was met.

Six staff members from NMCDHH were present via Zoom: Executive Director Nathan Gomme, Deborah Romero, Lisa Dignan, Lori Neubauer, Trevor Brennan and Jessica Eubank. Jessica Eubank interpreted the meeting along with Andrea Ginn, Ashley Wachter and Melissa Leslie-Urist. Assistant Attorney General Delilah Tenorio was also present along with Thad Porch from Porch & Associates. Chrissy W. from ACS provided CART transcription.

II. APPROVAL OF AGENDA

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

21.11

Commissioner Hooper made a motion to approve the agenda.

Commissioner Vigil seconded.

Ms. Neubauer took a roll call vote:

Commissioner Dunwell – Yes Commissioner Gallegos – Yes

Commissioner O'Brien – Yes Commissioner Vigil – Yes

Commissioner Stern – Yes Commissioner Hooper – Yes

Motion passed unanimously.

III. APPROVAL OF DECEMBER 10, 2020 MINUTES

Chair Dunwell asked if there were any changes to the minutes from December 10, 2020.

21.12

Commissioner O' Brien made the motion to accept the minutes as written.

Commissioner Vigil seconded.

Ms. Neubauer took a roll call vote:

Commissioner Dunwell – Yes Commissioner Gallegos – Yes

Commissioner O'Brien – Yes Commissioner Vigil – Yes

Commissioner Stern – Yes Commissioner Hooper – Yes

Motion passed unanimously.

IV. REPORTS

a. Auditor's Report

Thad Porch presented on the annual auditor's report. NMCDHH account practices have not changed year-to-year and there were no auditor findings or issues identified in NMCDHH accounting practices. CFO Deborah Romero was complimented on her recordkeeping, and assistance in making the audit process as easy as possible. Porch and Associates gave NMCDHH an unqualified, unmodified opinion, which is the best opinion possible. This is the third year in a row NMCDHH has received an unqualified, unmodified opinion.

Commissioner Hooper asked if the Commission would be able to tap in the stimulus package signed by President Biden earlier in the day for funding. Mr. Porch did not know the answer to that question.

Chair Dunwell asked what the long-term financial implications of not receiving the special appropriation would be for the commission and also asked if it would be possible to reduce the contribution to the State Treasurer General Fund Investment Pool. Mr. Porch said this would present a challenge for the Commission, as there is only so much more cost-cutting that can be done. Mr. Porch asked Executive Director Gomme if he had anything to add and Mr. Gomme explained that a lot of the federal funding is assigned to specific areas and that we can only address this upcoming year in terms of general funds and our budget and that he would explain more in his report.

Chair Dunwell and Commissioner Hooper thanked Mr. Porch for his report and commended Ms. Romero and her staff for a job well done.

b. Executive Director Report

Executive Director Gomme shared that he was currently busy with the NM State Legislative Session, specifically working on House Bill 2, the general appropriations act for 2021, which contains the Commissions budget appropriation. Mr. Gomme has requested additional general funding for the next fiscal year and there are also discussions about a small appropriation in a junior bill to create additional funding. Mr. Gomme had a chance to explain to the house finance committee that with everything we have done, the only way to improve our revenue collection is to change the calculation method for taxes from a percentage to a flat rate concept. These changes will not happen this legislative session. We needed to provide TRD with enough time to examine the issue, and possible financial models if the change is made. We believe that this method would work better to fund the commission given that carriers have changed their billing mechanism which has impacted our revenue. There has been no additional revenue created by the move from 4G networks to 5G for example and they bundle several things into the cost of the equipment instead of the specific phone bill. Outside of this specific bill we are keeping an eye out for other bills and during this legislative session the Commission has been able to work with Legislative staff in training them best practices for communication access, such as video spotlighting and closed captions.

The Commission has been able to save a good amount of money this year due to the lack of travel due to the Pandemic and having several resources purchased prior to this pandemic. However, when this health crisis is over, we will need to serve the constituents of this state in all areas, rural and metro. Savings that are occurring now, will not be happening when the Commission is able to return to in person services.

Chair Dunwell asked about the possibility of working from home continuing for Commission staff after the pandemic is over and reducing travel to save money. Mr. Gomme said that the Commission was very fortunate to be in a good position in some areas prior to the pandemic; it had laptops ready for staff, staff were already familiar with virtual meeting software, and had already utilized technology to provide education and advocacy through virtual means. However, New Mexico is a largely rural state, and NMCDHH still needs to provide services to those who do not have access to high-speed internet, we do not want them to feel excluded. In the legislature, there is a lot of support right now to strengthen and expand broadband access, with two bills under consideration. When the pandemic is over, NMCDHH will have to work to find a balance and support all constituents, and the Commission is exploring a hybrid model. However, nothing is set yet, and the Commission is still awaiting re-opening guidance from the state, and there are no plans to return to the office at this time.

Regarding National travel, again there is none planned for FY2021. However, NMCDHH must still maintain its national representation among agencies such as the Federal Communications Commission (FCC), Registry of interpreters for the Deaf (RID), and the National Association for the Deaf (NAD). Director Gomme has not left the state in over a year and utilizes all technological and virtual resources at his disposal to maintain a national representation with these organizations. New Mexico was supposed to host the national NAD leadership conference next year, it has now been canceled. A National relay service conference has been canceled, as well as the Telecommunications Distribution Administration Conference. NMCDHH staff will attend virtual national conferences if appropriate for the next Fiscal Year.

Regarding the COVID-19 vaccination process; The Commission assisted in ensuring that ASL interpreters and Support Service Providers (SSP's) were added to the 1a vaccination tier. To date, 123 interpreters, that we know of, have been vaccinated as well as 14 SSP's. The purpose for placing them in this tier was to ensure that Deaf and Hard-of-Hearing (HOH) have access for medical appointments and transportation services. There is continuous communication between NMCDHH, the Department of Health (DOH) and other disability groups regarding accommodation needs and feedback from the community. The Commission is hearing that some Deaf people are also starting to receive the vaccine, and this largely depends on location and availability of the vaccine. Overall New Mexico has done an incredible job for everyone in the state and is #1 in vaccine distribution nationwide.

We are now focusing on finetuning the system for others. The Commission wants to ensure that the Deaf, HOH, DeafBlind, and Speech Disabled communities are not going to different locations and having different experiences for the vaccines. Roger Robb

has also been non-stop in making informational ASL VLOGS for the community regarding the vaccine process. We have seen interpreters added to various press conferences from various departments during the year when they discuss the changes in the state as it relates to the vaccine distribution.

Commissioner Stern asked if there was any information regarding issues of equitable distribution of the vaccine for minority populations and other vulnerable positions. Director Gomme said from his observations, the biggest issue is technology access disparity, being able to register for the vaccine is one example. The Community Outreach Program for the Deaf (COPD) is assisting the DeafBlind community in filling out registration forms, and the Commission is constantly looking for ways to improve the process.

c. Department Reports Q & A

There were no questions on the Community Advocacy or Community Engagement reports. Chief Financial Officer (CFO) Deborah Romero requested time for two announcements: Lori Neubauer, after 14 years of dedicated service is retiring at the end of April. Director Gomme and Ms. Romero both commented that Ms. Neubauer has been a bedrock of the community and will be sorely missed. Today's board meeting will be her last. The Commission received approval from the state for a short-term double fill, so that Ms. Neubauer's replacement could be trained before she retires. The commission hired Trevor Brennan to replace her as Administrative Operations Specialist, and he will be working with Ms. Neubauer closely through March and April. There were further comments or questions.

V. ADJOURNMENT

21.13

Commissioner O'Brien made a motion to adjourn.

Commissioner Hooper seconded.

Ms. Neubauer took a roll call vote:

Commissioner Dunwell – Yes Commissioner Gallegos – Yes

Commissioner O'Brien – Yes Commissioner Vigil – Yes

Commissioner Stern – Yes Commissioner Hooper – Yes

Motion passed unanimously.

The meeting was adjourned at 4:23 p.m.

Executive Summary

G. Nathan Gomme, Executive Director

Commissioners and Community Members:

Our third quarter report for FY21 comes with many levels of progress coupled with a continued frustration with the ongoing pandemic. Our work though has had significant impact from something as personal as someone finding their voice to a continued trend of access and collaboration on a large scale. The continued work of all of the staff here at the Commission has been one of trial and error and also one of great accomplishments in the state. Every small impact we have serves the individual need and every large-scale change serves the many individuals in the state. We continue to find long term partners and coalitions to make significant long-term decisions. The mark of the new calendar year marked one of hope that we turned the corner. I believe with the steps being taken with the pandemic, time will tell but it does seem we can feel like this is true. The same goes for communication access in our state and with our community. In a year of unknowns, we have faced many and come away with some positive changes. As I mentioned in the last report the collaboration of the Access and Functional Needs (AFN) Group helped our interpreters and Support Service Providers (SSP's). That collaborative AFN group then turned its heads on the community. We planned vaccine events throughout the third quarter and beyond. We worked on concepts to solve access issues in the rural areas not only for the vaccine events but for any emergency where we see limited resources. We had frameworks set up with state officials covering the vaccine, and COVID-19 press conferences to ensure access considerations, and also worked with the major news outlets to make sure the captions and the interpreters were visible during these press conferences. We also had some challenging moments that we need to look at as we proceed into the fourth quarter and beyond. Moments that showed inequity of services, and issues that will take more resources and discussions to overcome. I will share some of our progress and successes and also explain some of the areas we saw that need to be improved.

We worked with University of New Mexico Hospital (UNMH) and Presbyterian to work out the kinks in their large-scale vaccine operations. The entire process of registering and securing an appointment continues to evolve and change as we proceed through the months moving to each phase of the plan established here in the state. The Department of Health (DOH), UNMH, and Presbyterian all had large scale events in the Albuquerque Metro Area. DOH had events in other parts of the state as well as some private companies such as Walgreens and CVS at locations such as the Hispanic Cultural Center and at the Rio Rancho Convention Center. There were events at

various large venues and then there were several small locations with various companies behind them. We made efforts to work with them all when we were able to and provide technical guidance when we could not. FEMA also had tools that could be utilized such as FEMA Video Relay Interpreting (VRI) which was beginning to be used in March. Whenever effective communication was not possible with FEMA VRI or any VRI, we provided guidance on other tools and resources. UNMH and Presbyterian were two big groups that worked on this right away. Both had VRI resources that they planned to use and to some extent they worked very well but we also had groups where VRI was not an option. We met with UNMH via the AFN group and our DOH peers to work out a plan for the Pit location , we were provided details and information that helped us map out the process and explain the best steps to be taken in providing communication access at various stages of the Vaccine process. We were able to set up a Point Of Contact (POC) system to request on site interpretation and create a video to explain it to the community. After some back and forth, we were able to get the process established and never looked back. After everything was set up, the process at the Pit became the jump off point for how to get these events done. We worked with Presbyterian at first in much the same way at their Aloft Site, eventually they figured out some additional things they wanted to do, and they became a great tool in getting our DeafBlind and Deaf Plus community vaccinated. We worked with Presbyterian, DOH to schedule, and COPD NM to create events for this community in March and April. The end results were fantastic, and we were able to serve our most vulnerable members of the community in a system that worked around their individual needs. At the end of the event everyone left and knew that when they came back for their second dose, they would be taken care of. COPD NM provided the SSP's and the interpreters for the event via our contract and the benefit of getting both groups fully vaccinated helped tremendously in making this happen. We had some misses in some sites but with our relationship and collaboration with the AFN group we were able to get them worked out. One in particular happened in Las Cruces, where a miscommunication and missed opportunity created a reliance on VRI which caused a great deal of stress. With every national group calling for the use of VRI for both testing and vaccinations it can be easy to see why everyone wants to use it. We had to work extra hard to explain why VRI isn't a solution for every situation and breakdown the spectrum of hearing loss. In this instance with VRI, the hearing loss community is lumped together. Almost every member of our community does not like being lumped together for access tools. This is an ongoing issue and the education that needs to happen and will continue to happen, but it is especially challenging when it is mixed with the logistical challenge of a new crop of volunteers every day for these events. This isn't exclusive to the hearing loss community; every member of the disability community faces these assumptions and with mixed results. To address this, we are creating smaller events with more resources and time dedicated to accessibility.

While we worked on the events, we also worked with the AFN group and the various agencies to address some of the issues we saw with the website. One of the main issues with the website is that not everyone had access to it which means they could only make a phone call. To address this, we partnered with UNM Office for Community Health (OCH). This allowed us to partner and focus on the community needs and collect information about disability and transportation status. With this connection people would call OCH and Aging and Long-Term Services (ATLS) and that data would be processed to identify individuals who needed additional supports. The information was only shared with permission and this process helped us coordinate with COPD NM to provide transportation when needed and also helped us communicate with veterans and other homebound individuals who needed additional supports for their vaccines. Privacy was a big part of the process so we had to wait at times for permission to be given and then once that occurred the information would only be processed on an as needed basis. As a result, minimal information was shared. Often, we would get a call after the fact thanking us for our support. While we appreciated it, the thanks needs to be shared with all of the people who helped us make this possible and coordinated with us to make this possible. I also wanted to add that there were questions at the last board meeting about equity. I can report that we are having townhall events specifically to address different portions of our community. One is occurring the evening of June 10th specifically for our youth and parents with the vaccine.

In the area of internet access, we actually saw some progress. There were some bills passed that worked to streamline the process of growing broadband access and there was also some progress in the form of a new ADA kit that the Emergency Managers would have on hand. These kits came with a version of internet access that I think will change how we provide communication access in the state. The thought process behind this was how can we make these tools we want to use work in environments where hard lined internet access might not work. The Kit comes with two different cellular plans which can be utilized, one might work better so that one is used. The router is commercial grade and low energy so that means using it is like using a MiFi times 100. Instead of a few devices tapping into a small wireless access point, you can have multiple devices tapping into a super-fast wireless access point. The items in the kit are placed in a hard case with foam inserts to protect the items and portable to most terrains. These kits include loop technology, magnifiers, captioning technology, and amplifiers, AAC programs and other tools to provide access in various emergencies. We worked to incorporate as many concepts as possible and then kept making changes. With an iPad and an Android device we are able to take advantage of both systems technology and they both keep getting better with access. We are looking at other ways to improve access to interpreters during emergencies as well and I will be able to touch on the topic after some meetings during the fourth quarter. Another topic that we continue to address is Text to 911. Prior to the pandemic we actually had

already begun discussions about how to improve our state with Text to 911. In January, I was able to meet with two individuals with the Department of Finance Administration who are directly involved with all things 911 including Text to 911 and Next Gen 911 (NG911). We talked about the pilot programs they are planning, and we talked about the timeline in our state for all things NG911. I will be following up in the fourth quarter to see the progress, but they have already begun the work towards resolving our lack of statewide Text to 911. While talking with DFA I also talked with a company called AccessSOS, they are a California based company that has an app that can be utilized for emergency services as well. This app is not Text to 911 but it could be helpful for communicating with more visual icons and tools.

With relay services, we finally did see a drop in the usage once the state began using a reopening framework. The numbers we provide often show only part of the story that we see monthly. The month of December is one of the highest usage months, this is typical because families are calling for the holidays. During FY21 our December numbers were higher than they have been since FY18. The pandemic has made connections crucial and the fact that our state has areas of seriously limited internet access means traditional relay services were crucial. As the third quarter began, we started to see a decline in our numbers as progress in our state and our older members of the community received their vaccine and were able to meet with their family with the correct precautions. When there was an increase in the number of cases, and our state had to tighten down the restrictions we saw the numbers go up. This correlation touches on the points I made in the last report that with working from home and doing a majority of our day-to-day business remotely there is a high dependence on these resources. Once that need decreases so do the minutes, however we are continuing to hear a likelihood that a vast majority of things will continue to be done remotely.

During the legislative session we had a fairly busy time. Before we even began the session, we had to make sure the staff and members at the Roundhouse understood what was needed to be accessible during the session. Each chamber (the House and the Senate side) have different rules established and that can create differences in how a committee hearing is held. This of course impacts the ability to create a uniform approach to access. The result was not good at times and we had to meet several times during the session to address variances in the way access was provided. There were several apologies and admissions of the process being foreign to members of the teams. There were also some positive outcomes which lead to a better understanding of the complexity of securing interpreter services and captioning. There was also the fact that technology just isn't where we need it to be with some elements of access. A good example of that is the reliance on Machine Learning for captioning. Automated Speech Recognition is still relatively new and what many would call an emerging technology. The result is grammar mistakes and words being just flat out not what was said. These issues popped up during different committees. We had three big topics we

were paying attention to. The first was our budget which we had two proposals for. We had to settle for a middle ground due to some factors beyond our control for the House proposal but there was also a Jr. bill with additional funding that was introduced and passed on the Senate side. Like many state agencies this represents a decrease in total funding, but we were able to maintain a healthy amount of general funding for services such as the SSP program. The second topic was the Deaf Education Bill also known as House Bill 237. The bill did not get out of the first committee and there were some questions about how we responded or in some eyes did not respond to the bill. The bottom line is that all appropriate parties should be at the table before any bill is proposed that has such a significant impact on the quality of education for any child with a hearing loss. If they are not, then we are not collecting all of the feedback necessary to make meaningful change. What I saw with this bill was that not all parties were invited, and this inevitably resulted in people not understanding or agreeing with the intent of the bill. When that happens, no one is getting what they need. Deaf Education has and always will be an important topic to our agency and if we can figure out collectively a way to improve the end result statewide of our community then we should, but it should not result in a situation that creates two sides. The third bill/s address broadband access, the broadband bill/s passed, and I believe will help usher in a significant broadband expansion in our state that is very much needed.

Several people in our agency played crucial parts in the progress I have mentioned in my report. Roger continues to work on VLOGs, Corina's relationships with the various hospitals created openings to improve vaccine access. Myra, Dennis, and Susana were instrumental in developing relationships with our community that helped us register anyone who wanted a vaccine and helped them understand what they needed to do. Lisa and Jessica played a big part in getting services ready for the upcoming vaccine events for our disability community which will include our apprentices and UNM students. Lisa and Jessica have also played a big part in connecting with the interpreting community about testing and vaccine opportunities. Jason continues to work with our individual community in getting equipment to them, this year has been especially challenging doing this remotely, but Jason has had some great success stories. Deb and Hector keep our office fiscally set and working with help from Lori and now Trevor. Teltex has helped us recreate the ADA kit, Hamilton has been working to educate the community and keep our relay services working consistently. COPD NM played a large role in helping get some of our most vulnerable community members vaccinated. Everyone plays a role and has done so in very unusual situations. Our staff continue to work remotely for most of our work and I know many of us are looking forward to being back in the office when it is appropriate to do so. We are already working with SPO on the policy, and we remain fortunate to be in New Mexico where we are ahead of the curve in so many areas.

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 individuals in our community with communication access.

Community Advocacy / Communication Access

Our community, which includes individuals who are Deaf, DeafBlind, Hard of Hearing, and Speech Disabled continue to face barriers with communication access to health care providers, clinical offices, law enforcement, attorneys, Social Security Administration, Housing and Urban Development, Adult Protective Service, Children, Youth & Families Department, apartment managers, and local employers. Our department continued to address this during the third quarter even as we continued to work remotely due to the pandemic.

The Director of Community Advocacy, Corina Gutiérrez continued to participate in the Patient and Family Advisory Committee (PFAC) monthly meetings during this quarter. The PFAC is one of many partnerships that was developed thanks in part to her work with UNMH. She worked very closely with the chair of the committee and one of the committee members to share case stories from our Deaf, DeafBlind and Hard of Hearing community. She introduced Community Education Specialist, Roger Robb to the Advisory Committee and discussed having Mr. Robb conduct the Hearing Loss Sensitivity training for the PFAC members as well as frontline staff. The long-term goal is to improve access for medical services at UNMH. During the 2nd and 3rd quarter our work with UNMH has resulted in wonderful coordination of communication access at the Pit Location for the vaccine here in Albuquerque.

Ms. Gutiérrez also continues to participate in the Interagency Transition Alliance meeting to discuss students who decide to drop out of school and what can be done to support them if they decide to join the workforce especially in the middle of a pandemic. The alliance discussed the type of support the Department of Vocational Rehabilitation (DVR) and New Mexico Department of Workforce Solutions (WFS) could provide for these students to earn a General Equivalency Degree (GED). We also discussed the idea of selecting a Chair member for this group to lead the meeting and create an agenda. A chair will be voted on at our next meeting scheduled for May.

Ms. Gutiérrez also worked with the Fostering Connections Specialist through the Fostering Connections Bureau that is contracted with Children, Youth and Families Department (CYFD). She worked to ensure that the agency provided interpreters for families of Deaf children. Ms. Gutiérrez also referred them to various organizations and

shared different resources and information about WFS, DVR, Social Security Administration, therapy, etc.

Ms. Gutiérrez continued to participate in the DeafBlind Task Force during this quarter. During the regular meeting, the task force discussed communication difficulties that agencies are experiencing working with individuals. Task force members worked together to share resources and ideas to support various agencies. The task force elected a chair, Tracy Agiovlasis, who will be coordinating this task force moving forward.

Ms. Gutiérrez continues to work with supervisors in the Lovelace Health System to ensure they understand how to support Deaf employees working from home. They initially assumed that it would be appropriate for Deaf employees to use ASR captions and chat through virtual platforms with no video. Ms. Gutiérrez explained the need to provide visual access via webcams, and signed language interpreters through a virtual platform. Ms. Gutiérrez will meet with the agency next quarter after the Deaf employees receive webcams to ensure that communication barriers have been addressed.

Community Advocacy Specialist, Myra Sandoval, worked with one of our local hearing aid centers to address communication barriers. There were issues with providing reasonable accommodations such as ASL interpretation. Ms. Sandoval worked with the receptionist and clarified that it was their responsibility to provide an interpreter for any appointments. They are now aware of the need to provide appropriate access, and they submitted a request for an interpreter for this situation. The individual was very happy with the outcome.

Ms. Sandoval has been working closely with Housing and Urban Development (HUD) to ensure that they provide signed language interpreters for individuals. Although they are aware of this requirement, there was an instance where they did not provide an interpreter. It appears that it was assumed the situation which occurs yearly would not require one and this inadvertently created a very stressful situation for the individual. Ms. Sandoval explained the importance of providing an interpreter to facilitate communication and reduce any potential stress between the individual and the manager in completing the paperwork. The manager is aware of their responsibilities and agreed to provide interpreters in the future so this type of situation will not occur again.

Ms. Sandoval was referred to work with an Associate Director for the VAMOS program at Mandy's Farm. They provide employment training to transition students preparing to graduate high school. They are working closely with a group of students who are Deaf, and want to provide training on their rights, how to use interpreters, etc. Ms. Sandoval provided two different presentations, one on basic self-advocacy, and one about understanding the American with Disabilities Act (ADA). Ms. Sandoval was able to educate the students about their rights and what they can do self-advocacy wise when they go to college or look for a job, and need to request accommodations. Ms. Sandoval has developed a great partnership with the Director of Mandy's Farm and will continue working with the Director and providing presentations to new students soon.

Community Advocacy Specialist, Dennis Stidham worked with apartment managers to provide signed language interpreters for residents to review and sign their leases. He was also instrumental in getting managers to install Deaf accessible fire alarms and doorbells for the apartments. The residents who reside at these apartments were very happy with the accommodations provided.

Mr. Stidham worked with his direct supervisor, Ms. Corina Gutiérrez, regarding an individual who had communication access issues at a healthcare provider location. The individual is DeafBlind was not able to use Video Remote Interpreting (VRI) and complained that health care providers continued to schedule VRI services even though these are not accessible for this individual. Ms. Gutiérrez contacted one of the committee members at the healthcare provider about this case. They addressed the issue immediately and a Patient Advocate from the healthcare provider assisted the individual in filing a complaint against the Emergency Department (ED) for neglecting the person's request to have an onsite interpreter at the ED.

Mr. Stidham also worked with a private business regarding counseling/therapy for some community members who are Deaf. Mr. Stidham explained the businesses responsibility to provide signed language interpreter for counseling sessions. The outcome for this was successful and the individuals are happy to have ongoing interpreter access for their sessions.

Mr. Stidham also worked with the Motor Vehicle Division (MVD) in Albuquerque on a situation where they would not provide a signed language interpreter for an individual who is Deaf, and wanted to take a written test in Santa Fe. The manager from the Albuquerque office worked with the manager from the Santa Fe office to ensure that they would provide the appropriate accommodation for the written test.

Community Education

Our third quarter is traditionally the slowest quarter when it comes to presentations, however we did have several great opportunities to present during this quarter. A total of 10 presentations were provided, Thomas Sena from Relay New Mexico provided one to the Santa Ana Star Casino. Lisa Dignan, Myra Sandoval, and Dennis Stidham all provided presentations for the agency. We provided presentations about the NMCDHH Apprentice Program for the program in FY22 to the upcoming interpreter program graduates, this had a wonderful turnout. We also provided presentations to the NM Mentoring Orientation and Licensure (more about this can be found in Ms. Dignan's report), Mandy's Farm, and to the Hearing Loss Association of America – Santa Fe Chapter (a booth for the Telecommunication Equipment Distribution Program was also provided).

Mr. Robb specifically completed 4 presentations/trainings during the third quarter of Fiscal Year 2021.

Mr. Robb presented on the following topics:

- Hearing Loss Sensitivity (Medical) - 3 presentations
- Hearing Loss Sensitivity (Law Enforcement) – 1 presentation

These presentations were provided to:

- Brookline College
- Albuquerque Police Academy

Systemic Advocacy

Mr. Robb has 1 new and 2 ongoing Systemic Advocacy Cases for the third quarter of Fiscal Year 2021. Mr. Robb completed 2 cases prior to the beginning of the third quarter. Those cases were with the census, and ReadyOP/DOH.

- Mr. Robb began working with the University of New Mexico Hospital to provide Hearing Loss Sensitivity trainings to their staff after a recent issue with communication access.
- Mr. Robb continues to be involved with the Access & Functional Needs Coalition meetings. Mr. Robb continues to share different resources from these meetings with the advocacy department to great effect.
- Mr. Robb met with Lieutenant Garcia of the Albuquerque Police Department (APD), who is the new point of contact between NMCDHH and APD, and with Jordan Vargas of the City of Albuquerque to discuss the signed an existing Memorandum of Understanding and to determine if a new one would be needed since Chief Geier retired. It was determined that the current one would be sufficient. We also discussed the placards project and met after Mr. Robb submitted action items to get the project rolling. APD is ready to print the placards, Mr. Robb will provide the placard templates and deliver them to Lieutenant Garcia.

Special Projects

COVID-19 Project

Mr. Robb continued to be very busy during the 3rd quarter of Fiscal Year 2021 with vlogs. He worked to develop and produce 7 different vlogs regarding COVID-19 over the last three months. Here are the vlog titles in order of production date and their summaries. Mr. Robb has logged over 114 hours on the vlogs which includes researching, developing scripts, ASL glossing, recording and post-production.

1. Vaccine Registration for N.M.

The vlog focused on the step-by-step registration process on the vaccine portal to receive a vaccine when it is available. Note: This vlog had to be revised 3 times after the initial release due to changes made on the vaccine registration portal and remains subject to revisions due to the continues evolution of the webpage.

2. Updates on COVID-19 News for N.M.
The vlog focused on the fact that many counties in New Mexico have successfully moved from Red to Yellow and some have made it to Green. In addition, the Governor announced changes to the travel quarantine requirements where New Mexicans or visitors arriving from “high-risk” states would not be required to self-quarantine but are still encouraged to do so.
3. Turquoise Level and Revised Restrictions to the Red to Green Framework Part One
The vlog focused on the addition of “Turquoise Level” to the Red to Green Framework and explains the restrictions for counties who are in the Turquoise level.
4. Turquoise Level and Revised Restrictions to the Red to Green Framework Part Two
The vlog focused on revisions to the Yellow and Green levels which explains changes of percentages to ease restrictions that were previously ordered in the initial framework.
5. 3 important Updates
The vlog focused on three updates. The first one focused on school reentry and the choice students have between remote learning or returning to campus. The second one focused on the Red to Green Framework Map update where more counties have turned from green to turquoise and from Yellow to Green. The third one focused on prioritizing New Mexicans who are 60 years and older with chronic conditions to be scheduled for vaccination appointments.
6. Vaccine Process at the Pit
The vlog focused on the process of getting vaccinated at the Pit and what to expect while there. Also, it focused on how to request communication accommodations when at the Pit.
7. Winter Weather
This vlog was shared again with the community prior to the North American Winter Storm between February 13 – 17, 2021 to remind people how to stay safe during the storm.
8. DVR Vlog
Mr. Robb assisted the Division of Vocational Rehabilitation with adding subtitles and audio to a video of a Deaf individual thanking DVR for helping her complete her courses to be able to land a job.

DeafBlind and Deaf Plus Program

The Community Outreach Program for the Deaf-NM DeafBlind or Deaf Plus (Deaf/Hard of Hearing with a significant disability) has maintained its strength and has served 35 community members in total to date – 17 of whom are DeafBlind and 18 of whom are Deaf Plus. These 35 New Mexicans live in 9 of New Mexico's 33 counties. We are thankful that COPD continues to provide trainings for the Support Service Providers during this quarter.

The Support Service Providers provide support to DeafBlind and Deaf Plus individuals when they want to participate in community events. They provided support to DeafBlind and Deaf Plus individuals at the following activities and events for the third quarter:

- New Mexico DeafBlind Task Force meeting: Monday, March 22, 2021
- Provided transportation to four individuals to receive a COVID Vaccine.

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

- The Trailblazers (DeafBlind group) –Meetings and outings
- Zia DeafBlind Club – Meetings and outings
- Deaf Senior Citizens of Greater Albuquerque – Meetings
- Deaf Culture Center - Meetings

Outreach & Telecommunications

Telecommunications Equipment Distribution Program

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, notification systems, loud ringers, and assistive listening with neckloops.

Equipment

Corina Gutiérrez and Nathan Gomme worked with Teltex to convert the updated English versions of the catalog and application to Spanish. For those of you reading this, they are both now live on the NM Commission for Deaf and Hard of Hearing website under Telecommunications Equipment Distribution Program, we had them printed as well, and those are available upon request. We will be adding the Google Live Transcription tablet (GLT) via a label due to just adding it to the printed programs and it will be available in Spanish and English as well.

During the pandemic we have had a lot of difficult situations and when we get good news or positive responses, we try to share them. Recently, a community member who received a – Griffin Laboratory EMOTE electrolarynx – expressed with sincere gratitude that the electrolarynx can now give him the voice he sorely needed. Often when discussing our services, the speech portion can be overlooked. It was great to hear from our community that they were able to use the wide range of tools that the EMOTE provides and find their voice.

This past quarter we distributed a total of 290 items to qualified users in the state of New Mexico.

Equipment distributed for the third quarter is as follows:

| Phone | Total items distributed |
|----------------------|-------------------------|
| Clarity Alto | 0 |
| Clarity Alto Plus | 0 |
| Clarity BT914 | 0 |
| Clarity D704 | 0 |
| Clarity D714 | 0 |
| Clarity JV35 | 0 |
| Clarity XLC2+ | 14 |
| Clarity XLC7BT | 14 |
| Clarity XLC8 | 28 |
| ClearSounds A1600BT | 0 |
| ClearSounds CSC600ER | 0 |
| Panasonic KX-TGM430B | 0 |
| Panasonic KX-TGM450S | 11 |

| | |
|--|------------|
| Geemarc Ampli550 | 12 |
| CapTel 840 | 0 |
| iPad | |
| Deaf Package | 27 |
| Hard of Hearing Package | 36 |
| Deaf-Blind Package | 0 |
| Speech Package | 0 |
| iPad mini | |
| Deaf Package | 0 |
| Hard of Hearing Package | 0 |
| Deaf-Blind Package | 0 |
| Speech Package | 9 |
| Total Phone/iPad Equipment Distributed Count: | 151 |

| Accessories | Total items distributed |
|---|--------------------------------|
| 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 | 0 |
| ClearSounds ANS3000 Answering Machine | 5 |
| ClearSounds CS-CR200 Phone Ringer | 0 |
| ClearSounds CS-WIL95 Amplifier | 0 |
| Comfort Audio Duett Neckloop | 0 |
| Geemarc LH10PK Neckloop | 0 |
| Griffin Labs EMOTE | 13 |
| Krown RA 05 Amplified Ringer with Strobe | 0 |
| Serene Innovations CentralAlert CA360 | 0 |
| Serene Innovations CentralAlert CA380 | 0 |
| Serene Innovations RF-200 Alerting System | 5 |
| Serene Innovations SA-40 Cell Phone Amplifier | 0 |
| Serene Innovations UA-45 Universal Phone Amplifier | 0 |
| Silent Call Medallion Kit | 77 |
| SonicAlert HA360MKBR | 30 |
| SonicAlert HA360BRK | 3 |
| Surge Protector (Phones and accessories) | 6 |
| | |
| Total Accessories Equipment Distributed Count: | 139 |

Total Overall Equipment Distributed Count: 290

Relay New Mexico (RNM) and NMCDHH Outreach

Dennis Stidham gave a presentation and hosted a virtual booth event to the Hearing Loss Association of America (HLAA) in Santa Fe virtually regarding TEDP. Mr. Stidham explained the different devices we have available in our program, and also went through the application process and explained the criteria and requirements to apply for our program. There was a total of 23 participants, and they were very curious about our program, asking many questions about different device options. There were supposed to be two other events, but the events had to be postponed to May.

Relay New Mexico (Hamilton Relay) was able to conduct some more events this quarter all virtual. They were able to conduct one webinar and host 3 booths. The booths were fairly well attended virtually, and we are starting to see more people become comfortable with the idea of virtual events. We expected that trend to continue as we see more events planned for April and June.

Virtual Events/Booths conducted include:

| Events | Location | Date | Visitors |
|--|-------------------------|---------------|--------------------|
| Children’s Law Institute | Statewide Virtual Event | 1/13-1/15/21 | Total Virtual (69) |
| Hearing Loss Association of America-Santa Fe Chapter | Santa Fe | | Virtual (23) |
| Bear Canyon Senior Center | Albuquerque | 3/9/21 | Virtual (75) |
| Barelas Senior Center | Albuquerque | 3/17/21 | Virtual (25) |
| | | | |
| | | | |
| | | Total: | Virtual (192) |

Las Cruces Satellite Office

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Community Member Advocacies and Service Coordination

During the 3rd quarter of FY21, Susana Santillan from the Las Cruces Office assisted 26 individuals. Services included Advocacy, Service Coordination, and Information and Referrals as necessary to remove communication barriers.

Susana Santillan's Accomplishments

- Assisted an individual who is Hard of Hearing with scheduling an appointment at a vision center. The individual encountered several communication barriers, some aggravated due to COVID-19 precautions. Mrs. Santillan contacted the doctor's office and sent them fact sheets regarding Title III of the Americans with Disabilities Act (ADA), How to Find a Sign Language Interpreter, and Who Pays for Interpreters. The agency thanked Mrs. Santillan for providing the information and promised that they would work on staff education to avoid future incidents.
- Mrs. Santillan assisted community members who are Deaf in advocating for a signed language interpreter to be present at the Individualized Education Program (IEP) meetings for their hearing children. Mrs. Santillan is still waiting to hear when this will be scheduled.
- Mrs. Santillan assisted an individual who is Deaf with communication between the individual and the New Mexico Motor Vehicle Division (MVD). The individual had an issue with their license and did not understand why, and how to resolve the issue. Mrs. Santillan was able to assist the individual with communication barriers through advocacy and provided information regarding community resources for the individual.
- Provided three individuals who are Hard of Hearing, with fact sheets regarding financial assistance for hearing aids.
- Provided referral information to an individual who is Deaf, regarding affordable health insurance.
- Assisted an individual who is Hard of Hearing in finding resources to help with vision costs, and installation of a walk-in shower.
- Provided an individual who is Hard of Hearing with the Fact Sheet on Lifeline.
- Assisted an individual who is Deaf in finding resources for free tax-help.
- Assisted a community member who is Deaf in addressing communication barriers regarding home loans.

COVID-19

- Mrs. Santillan continues to work on the Southern New Mexico COVID-19 ongoing project. She daily searches the Southern New Mexico city websites for updated news to see if the information is accessible for community members with disabilities.
- Mrs. Santillan worked with four community members to ensure they were able to receive the COVID-19 vaccine. She contacted local vaccine distribution centers to ensure they were providing communication access to community members and provided fact sheets how to obtain and pay for signed language interpreters as needed.
- Mrs. Santillan continues to educate members of our community regarding the COVID-19 crisis restrictions by answering questions regarding the use of masks, social distancing, and virtual accessibility. She also provides information and referral regarding resources for food and housing assistance.

System Advocacy Services

Mrs. Santillan provided the following System Advocacy Services:

- Provided the various NMCDHH forms and fact sheets to the following agencies: Alamogordo Independent Living Resource Center, AmeriCorps Seed Corps, Encompass Home Health, Luna County Health Council, Memorial Family Medicine Center, Munson Senior Center, New Mexico Department of Health, Southwest Region Health, New Mexico State University, New Mexico Tobacco Use Prevention and Control Program (TUPAC), Roswell Choices Center for Independent Living, Select Realty Group, Sierra County Health Council, and The University of New Mexico Center for Development and Disability.
- Mrs. Santillan continues to participate in virtual meetings to network and educate agencies regarding reducing barriers for New Mexicans with a hearing loss and provided services, information, and referral resources to many places who are meeting virtually; several of which are in the communication collaboration list.
- Mrs. Santillan was invited to join the Doña Ana Communities United Steering Committee.
- Mrs. Santillan continues to provide resources to agencies, businesses, individuals, and families as needed.

Community Collaboration

Mrs. Santillan promoted our visibility by Community Collaboration involvement with the following entities:

- Alamogordo Independent Living Resource Center
- Alliance General Meeting via Cisco WebEx Meetings,
- AmeriCorps Seed Corps Member Community Outreach
- Arrey Elementary Community Schools
- Clinical Operations Tender Care Home Health & Hospice
- Cochlear Southwest
- Community Action Agency
- Doña Ana Communities United Fridays
- Doña Ana County Unified Prevention (UP!) Coalition

- Encompass Home Health
- Las Cruces City Americans with Disabilities Act (ADA) Advisory Committee
- Munson Senior Center
- New Mexico Behavioral Health Planning Council
- New Mexico Department of Health Tobacco Use & Prevention Control Program Behavioral Health CORE Group
- New Mexico School for the Deaf
- New Mexico State University
- New Mexico Tobacco Use Prevention and Control Program (TUPAC)
- Roswell Choices Center for Independent Living
- Select Realty Group
- Southeast Mental Health Technology Transfer Center Network
- Southwest New Mexico Workforce Connection
- Southwest Region Tuition Assistance Youth Academy
- Tender Care Home Health & Hospice
- The Arc of New Mexico
- The University of New Mexico Center for Development and Disability, Partners for Employment
- Tobacco & Nicotine Treatment Behavioral Health Core Group
- Villages of Santa Fe

Monthly-ongoing basis collaborations

Ongoing collaborations with the following agencies were established in quarter 3:

- Aging & Long-Term Services Department-
- American Association of Retired Persons (AARP)
- Arc of New Mexico
- Behavioral Health Local Collaborative 3 (LC3)
- Behavioral Health Local Collaborative 3 (LC3) Policy & Advocacy Committee
- Behavioral Health Planning Council Adult/Substance Abuse/Medicaid Subcommittee
- Community Academy - SW NM
- Deming, New Mexico Silver City Care Center
- Doña Ana Community College
- Doña Ana County Local Emergency Planning Committee (LEPC)
- FCC Monthly Consumer Information
- First Responder ECHO
- Hear Now Program
- Human Services Department Behavioral Health Services Division
- Interagency Council
- Las Cruces American Association of Retired Persons (AARP)
- Las Cruces Housing Authority
- Las Cruces Lion's Club Community Center
- Las Cruces Lions Club HARP/Hearing Aid Recycling Program
- Las Cruces Livingston Hearing Aids Center

- New Mexico First
- New Mexico Technology Assistance Program
- New Mexico's Aging & Long-Term Services Department the Ombudsman Program
- New Mexico Workforce Connection
- Project ECHO University of New Mexico Health Sciences Center
- Southwest ADA Center
- Southwestern Area Workforce
- State of New Mexico Disability Determination Services
- State Rehabilitation Council (SRC)
- United Healthcare
- University of New Mexico Center for Development and Disability, Partners for Employment
- Western Sky Community Care

This quarter the Las Cruces office staff removed 2,488 communication barriers for our community in various settings.

Booths and Presentations

While following safety protocols especially with health-related events the Las Cruces office provided 6 resource/information booths virtually. Mrs. Santillan has taken steps to make her virtual environment just as productive for booths as her in person environment. While we are not able to meet in person that does not mean we cannot work around our limitations and Mrs. Santillan has done a wonderful job of that. :

| 3rd Quarter January-March Events | Date | Participants |
|--|-------------------------------|---------------------|
| The Community Academy – Southwestern New Mexico Members | 1/14/2021 | 30 (Virtual) |
| The Sierra Health Council | 1/20/2021 | 24 (Virtual) |
| New Mexico State University Black Programs Black Health Matters Event | 2/23/2021 | 30 (Virtual) |
| Luna County Health Council | 2/25/2021 | 35 (Virtual) |
| Villages of Santa Fe Virtual Resource Booth | 3/3/2021 | 20 (Virtual) |
| Ruidoso School to Work Transition Training (SWTT) Fair | 3/11/2020 | 20(Virtual) |
| | Total Participants | 159 |

Community Engagement

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

Director of Community Engagement Highlights

- I worked with interpreters statewide to register on the NMDOH Vaccine Registration Portal with the correct information to identify them as members of the priority 1A category and shared updates with the community as the process evolved. Through these efforts, I have confirmed that over 125 interpreters successfully received vaccinations.
- I have been working with Executive Director Gomme to find ways to provide interpreting services at vaccination sites. Jessica Eubank, the Communication Development Specialist, has also been involved with these efforts.
- The new NMCDHH website launched in January and is a vast improvement. I coordinated trainings via Zoom for the staff who manage the website on using the new Content Management System (CMS), and the trainings were recorded for future reference. We are effectively keeping the website updated, and further improvements are planned since the new CMS has significantly greater capabilities than the old system.
- Additional resources are added regularly to the COVID-19 Resources page on the NMCDHH website. They are also shared on Facebook, Twitter, Instagram, and through the email newsletter. Lori Neubauer, the Administrative Operations Specialist, is instrumental in this work and has been training her replacement, Trevor Brennan, who will take over upon her retirement at the end of April.
- The Signed Language Interpreting Practices Board met in March. The Rule changes approved in November have been published and are awaiting implementation. I have shared information about the coming changes with the interpreting community.
- The Spring 2021 session of New Mexico Mentoring is progressing well with all three mentor-mentee pairs expected to successfully complete the session.
- I have continued to improve my skills leveraging accessibility features in Zoom, making meetings of the NMCDHH Board, the Council for Purchasing from Persons with Disabilities, and many other meetings and presentations more successful.
- I collaborated with the New Mexico Translators and Interpreters Association (NMTIA) and the Kentucky Administrative Office of the Courts to provide a webinar on Court Interpreter Ethics in Remote Settings for spoken and signed language interpreters. It was attended by 118 interpreters in several states.
- I participated in remote training sessions and meetings related to remote interpreting best practices and the status of certification testing for interpreters.
- I worked with several entities to provide guidance on issues related to communication access including:
 - New Mexico General Services Department
 - Aging and Long-Term Services Department
 - The Law Office of the Public Defender

- San Juan College
- Rocky Mountain Youth Corps
- Other individuals and private businesses

Communication Development Specialist and Apprentice Program Highlights

Ms. Eubank has continued work on several projects while teleworking:

- Providing ongoing virtual apprentice sessions in professional development. This quarter was focused on better adapting to interpreting in the virtual world and preparing for the interview portion of the National Interpreter Certification Performance Exam where interpreters must respond to various ethical vignettes.
- Attending 11 hours of professional development workshops and trainings. Most of these trainings centered on working with individuals from marginalized communities such as those who are Deaf Blind, BIPOC, or who have mental health disorders and language deprivation.
- Attending multiple virtual RID townhall and board meetings to stay abreast of current national trends in the interpreting field.
- Proctoring an Educational Interpreter Performance Assessment Written Exam for an interpreter from the Las Cruces area. We took care to proctor the exam in such a way as to follow all COVID-19 safety protocols and social distancing.
- NMCDHH provided 121 hours of interpreting services in the second quarter.
- Referral agencies were not used at all this quarter.
- There were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- All three apprentices are working hard at developing their skills. This quarter we have worked on putting the Code of Professional Conduct into action by responding to various ethical scenarios. Each apprentice has shown improvement in the fluidity and coherency of their ethical arguments. This will help them prepare to take the Interview portion of the National Interpreter Certification Performance Exam.
- The Community Advocacy Department set aside a day to meet with the apprentices to discuss what advocacy looks like and how interpreters can best serve our local community. The apprentices came with a lot of questions, and it was wonderful for them to have the opportunity to engage with our knowledgeable Deaf staff.
- Community interpreting work is finally on the uptick and all three apprentices are engaged in active interpreting outside of what assignments NMCDHH has to offer.
- NMCDHH has had an increase in the number of interpreting assignments appropriate for the apprentices to interpret. We saw a 73% increase in the number of apprentice interpreting hours as compared to the second quarter.
- Apprentices engaged in 55.5 hours of observation, interpreting, and professional development work in the third quarter.

Human Resources

Many HR activities took place during the third quarter, including:

- Began processing Lori Neubauer’s coming retirement after over 14 years of dedicated service to the agency.
- Secured approval to double-fill Ms. Neubauer’s position and an exemption to the hiring freeze to post and fill it so that she can train her replacement.
- Posted the position, conducted interviews, and successfully hired the new staff member, Trevor Brennan. Orientation was successfully conducted remotely via Zoom.
- Submitted exemption requests to fill two more positions: the Community Engagement Specialist and the Financial Operations Specialist. Both have been approved by SPO and are awaiting DFA approval.
- Attended several Human Resources Council meetings and training webinars hosted by SPO and the Employee Benefit Bureau to support the agency and employee wellbeing while working remotely.
- Began the process of closing employee evaluations by the end of June.

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 | 0 | 0 | | 3 |
| Items Loaned | 3 | 0 | 0 | | 3 |

Administration & Finance

Deborah Romero, Director of Administrative Services

| FY21 - 3rd Quarter Board Report - Administrative Services @ March 31, 2021 | | | | | |
|--|------------------------|---------------------|-------------------|---------------------|---------------|
| Category | 2021 Budget | Expenditures | Encumbered | Remaining Budget | % Expended |
| 200 PERSONNEL SERVICES | 1,199,300.00 | 701,198.49 | | 498,101.51 | 58.47% |
| 300 CONTRACTUAL SERVICES | 1,995,300.00 | 490,001.35 | 440,381.23 | 1,064,917.42 | 24.56% |
| 400 OTHER | 282,100.00 | 159,615.77 | 39,615.77 | 82,868.46 | 56.58% |
| 500 OTHER FINANCING USES | 116,500.00 | 116,500.00 | | 0.00 | 100.00% |
| Total | 3,593,200.00 | 1,467,315.61 | 479,997.00 | 1,645,887.39 | 40.84% |
| | | | | | |
| | | | | | |
| FY21 Collected Revenue July 2020 - March 2021 | | | | | |
| Month | General Fund Allotment | | TRS Revenue | | |
| Subtotal | \$360,754.00 | | \$772,289.88 | | |

Data & Statistics

As required by Legislative Performance Measures

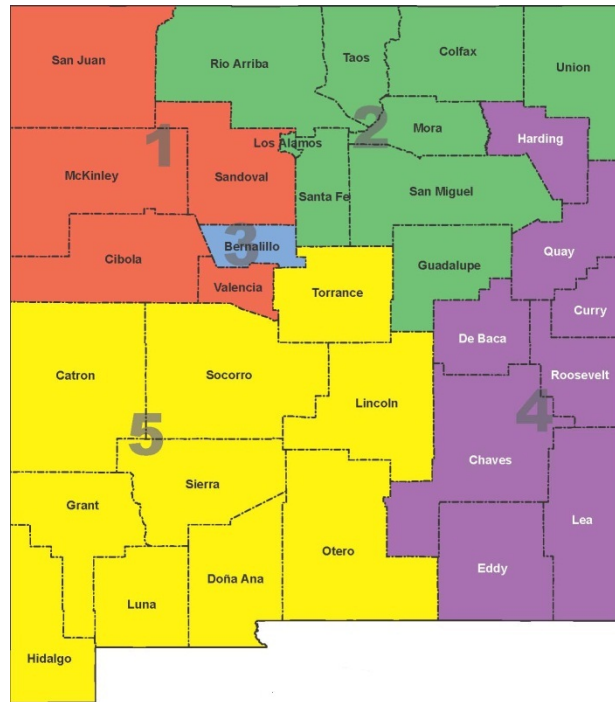
Fiscal Year 2021

| Legislative Performance Measure | Target | Year to Date | YTD % of Goal Met |
|---|---------------|---------------------|--------------------------|
| Number of workshops & training sessions conducted | 135 | 51 | 38% |
| Number of outreach events coordinated | 122 | 23 | 19% |
| Average number of relay minutes per month | 10,000 | 9506.26 | 95% |
| Number of accessible technology distributions | 1070 | 840 | 79% |
| Number of communication barriers addressed | 20,000 | 17293 | 86% |
| Number of interpreters in CDHH sponsored professional development | 300 | 173 | 58% |

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% |

Community Members by Region



| | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Year to Date |
|---------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------|
| Region 1 | 8 | 8 | 5 | | 21 |
| Region 2 | 16 | 13 | 13 | | 42 |
| Region 3 | 68 | 33 | 37 | | 138 |
| Region 4 | 14 | 4 | 11 | | 29 |
| Region 5 | 53 | 26 | 28 | | 107 |
| Total Members by Quarter | 159 | 84 | 94 | | 337 |

Individuals by Self-Identified Disability

| | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Year to Date |
|-------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------|
| Deaf | 65 | 25 | 35 | | 125 |
| Hard of Hearing | 55 | 34 | 34 | | 123 |
| Deaf-Blind | 9 | 4 | 4 | | 17 |
| Speech Disabled | 3 | 2 | 2 | | 7 |
| Hearing | 27 | 19 | 19 | | 65 |
| Total Individuals by Quarter | 159 | 84 | 94 | | 337 |



Date: May 12, 2022

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

From: Dan Drury- Interim Director, Nash Sisneros– Interim Administrator – Rehabilitation Service Unit, Christine Fuller 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 SFY2021

**New Mexico Division of Vocational Rehabilitation
NMDVR Performance Measures SFY 21
Third Quarter SFY2021 January 1, 2021 – March 31, 2021.**

NMDVR Liaisons

New Mexico Association for the Deaf – Currently vacant.

NM Chapter – Hearing Loss Association of America – Christine Fuller 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. There have been no new releases from the Order of Selection wait list. A total of 1044 individuals have come off 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: Nine (9) individuals have received sign language Interpreter services. A total of **\$4,838.88** has been authorized and expended for this service.

Hearing Aids and /or other hearing devices: Twenty-eight (28) individuals received hearing aids and/or other devices. A total of **\$ 65,802.02** has been authorized and expended for this service.

Closed Successfully Rehabilitated (employed):

Two (2) individuals who are Deaf have been closed successfully rehabilitated. Eleven (11) individuals who are Hard of Hearing have been closed successfully rehabilitated.

Three (3) individuals who have Other Hearing Impediments have been closed successfully rehabilitated.

Employment Information

Average number of hours worked for individuals who are Deaf/DeafBlind/Hard of Hearing or Other Hearing Impediments is 30.97 hours per week. Average wage at closure is \$14.98 per hour.

Caseload Activity

Two Hundred sixteen (216) individuals who are Deaf/DeafBlind have been opened and/or opened and closed.

Three hundred ninety-eight (398) individuals who are Hard of Hearing and/or Other Hearing Impediments have been opened and/or opened and closed. Six hundred-eleven (611) individuals who are Deaf/DeafBlind/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/DeafBlind, Hard of Hearing or Other Hearing Impediments have been determined as ineligible for VR services.

Transition Services

One hundred fourteen (**114**) individuals who are Deaf/DeafBlind, Hard of Hearing or Other Hearing Impediments have been identified as receiving Pre-ETS and/or Transition services.

New RCD

DVR hired a new Rehabilitation Counselor for the Deaf (RCD) in our Gibson Office in Albuquerque. Zaklina Parzych started with DVR, March 20, 2021.

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 are being 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:

Dan Drury,
Interim 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, 2021

Quarter Reported:

1st (July-Sept) ___ 2nd (Oct-Dec) ___ 3rd (Jan-Mar) X 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

| <i>Category</i> | <i>Number</i> | <i>Comments</i> |
|--|---------------|------------------------------|
| Licenses Issued | 4 | 1 Educational, 3 Provisional |
| Complaints | 0 | |
| License denials, suspensions, and revocations | 0 | |

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: March 8, 2021

Next meeting: May 10, 2021

Agendas and draft minutes are available at the Board website:

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