

# New Mexico Commission for Deaf & Hard of Hearing



## Quarterly Report

FY21 Quarter 4



# FY21 Quarter 4 Board Report

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## **NMCDHH BOARD MEETING**

**Thursday, September 9th, 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/3ussAPYYHTs>

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### **FINAL AGENDA**

Posted: 9/1/2021

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of June 10, 2021
- IV. Welcome Ex-Officio Commissioner Dr. Jennifer Herbold
- V. Reports
  - a. Executive Director Report
  - b. Department Reports Q & A
- VI. Action Items
  - a. Election of Vice-Chair
- VII. Board Training by Assistant Attorney General Delilah Tenorio
- VIII. 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, June 10, 2021.  
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://youtu.be/hs6AiEOEL-Q>

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

Chair Concha Dunwell called the meeting to order at 3:06pm. Trevor Brennan, Administrative Operations Specialist, called roll call.

Present: Mrs. Concha Dunwell  
Dr. Rosemary Gallegos  
Dr. Dan Drury  
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, Corina Gutierrez, Trevor Brennan 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 from ACS provided CART transcription.

**II. APPROVAL OF AGENDA**

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

**21.14**

Commissioner Stern made a motion to approve the agenda.

Commissioner Vigil seconded.

Mr. Brennan took a roll call vote:

Commissioner Dunwell – Yes

Commissioner Gallegos – Yes

Commissioner Drury – Yes

Commissioner Vigil – Yes

Commissioner Stern – Yes

Commissioner Hooper – Yes

Motion passed unanimously

**III. APPROVAL OF March 11, 2021 Minutes**

Chair Dunwell asked if there were any changes to the minutes from March 11, 2021. Commissioner Stern pointed out that the “vulnerable positions” wording on page 3 of the minutes should be corrected to read “vulnerable populations”. The board accepted this change, and Chair Dunwell asked for a motion to approve the minutes as amended.

**21.15**

Commissioner Hooper made the motion to accept the minutes as amended.

Commissioner Vigil seconded.

Mr. Brennan took a roll call vote:

Commissioner Dunwell – Yes

Commissioner Gallegos – Yes

Commissioner Drury – Yes

Commissioner Vigil – Yes

Commissioner Stern – Yes

Commissioner Hooper – Yes

Motion passed unanimously.

**IV. REPORTS**

**a. Executive Director Report**

Executive Director Gomme reviewed some of the contents of the ADA kit mentioned in his report with the board. The ADA kits will start arriving the week of July 13<sup>th</sup>, and there are a total of 25 kits, with 25 more expected to be ordered in the next fiscal year. The kits contain various items that help a variety of individuals with disabilities, such as: a magnifying glass, a tape measure (to measure space for wheelchairs and equipment), a Wi-Fi hotspot, a portable T-coil loop, and an iPad with various accessibility apps. These kits will be distributed throughout the state. These kits are not only for vaccine events, they can also be used in the event of mass evacuations (such as those required due to a natural disaster), or other emergency situations.

The Commission continues to work with other organizations to ensure that vulnerable populations have access to the vaccine. One of the ways that this is being addressed is through collaborative town hall meetings. One town hall meeting has already occurred, and the second will be this evening, June 10. During the first town hall on April 20, a Deaf physician named Lorne Farovitch, who has been studying the coronavirus, presented and was able to explain important information to the community. Dr. Farovitch is also a person of color and was able to work with and address the concerns of the BIPOC community. After this town hall, an increase in the number of registrations to receive the vaccine was noted.

Additionally, there were two recent vaccination events hosted collaboratively with the Community Outreach Program for the Deaf (COPD) and other organizations for Deaf, DeafBlind, Deaf Plus, and Deaf senior citizens. These events were held at the Berna Facio Professional Development Center in Albuquerque. In southern New Mexico, there was an issue regarding interpreting services and the Commission was able to work with the Department of Health (DOH) to have these issues fixed. Overall, New Mexico has been one of the best states in regard to vaccine rollout.

Chair Dunwell asked if there has been additional guidance regarding the possibility of a 3rd (booster) shot. Executive Director Gomme responded that nothing has been finalized at this time, but current guidance suggests it will be a process very similar to receiving the flu shot annually.

Work continues on text to 911 services. The state has signed a contract with a provider for SMS text services, the text will be displayed on a computer so that a 911 dispatcher can respond to a text within their Public Safety Answering Point (PSAP). Work continues on funding sources. Currently, the state is on track to have the system in place and ready to go by 2025. More information about Text to 911 will be distributed to New Mexico residents through a variety of social media and news outlets, and will benefit all populations, not just the Deaf and Hard of Hearing communities.

In regard to the legislative session, some very important bills passed. House Bill 10 and Senate Bill 93 are important acts to bolster New Mexico's internet accessibility, which currently ranks 49<sup>th</sup> in the United States, above Alaska. Implementation of these bills is currently a work in progress. The Commission saw some reduction in the general fund funding, but this was expected, and the Commission will be able to continue offering services effectively. TRS funding continues to decline, so talks with legislative members to address changes in TRS funding language are ongoing. House Bill 237, which impacted Deaf Education, did not make it out of committee.

Commissioner Stern asked if anything was being done regarding the accessibility rules for both the House and Senate chambers at the State Capitol. Executive Director Gomme briefly explained that many of the processes and rules are very different for both chambers. Conversations were held with both groups, and Executive Director Gomme shares the frustrations that people with disabilities have faced in regard to equal access. These conversations will be continuing this summer, and Executive Director Gomme is working to ensure that accessibility improves before the next legislative session.

Commissioner Stern asked if there were any other bills that did not pass that would have impacted New Mexico residents with disabilities. Executive Director Gomme responded that a bill related to Division of Vocational Rehabilitation did not pass, though it is unclear why.

Commissioner Vigil expressed concern regarding ongoing accessibility issues such as public captioning of events and on televisions located in public places and asked if anything could be done outside of the legislative process, such as through Americans with Disabilities Act (ADA) advocacy. Executive Director Gomme pointed out that the ADA does not cover the majority of today's technology, which was invented after the ADA was written. Some of these items are covered under the Communications and Video Accessibility Act of 2010, but not all. For example, the captioning of social media content, such as on TikTok or Facebook Live, are not covered by this act. ADA accessibility language is also very broad, for example most Deaf community members prefer Open Caption at movie theaters, however under the ADA, captioning glasses are a reasonable accommodation. Unfortunately, the law-making process on both the National and State level is not rapid. Work has been ongoing for over 20 years to have Hearing Aids labeled as a medical device, but this has still not been resolved.

Commissioner Vigil asked what groups are in New Mexico advocating at a state level. Executive Director Gomme responded that in addition to the Commission, The New Mexico Association for the Deaf (NMAD), The Hearing Loss Association of America (HLAA) New Mexico Chapters, the New Mexico School for the Deaf (NMSD), and the American Association of Retired Persons (AARP) continue to advocate for New Mexico's Deaf and Hard of Hearing populations.



Chair Dunwell commented that the accessibility situation seems even worse in southern New Mexico, as most advocacy efforts begin in the northern metropolitan areas. Executive Director Gomme acknowledged that he had heard of this issue before, and pointed out that a southern New Mexican Deaf resident, JoJo Lopez, would be presenting in the town hall meeting this evening. The Commission continues to make efforts to connect with southern New Mexicans to discuss the issues facing Deaf and Hard of Hearing residents. However, these discussions require participation and involvement from those residents. Executive Director Gomme reiterated that we strongly encourage southern New Mexico residents to contact us if they have any concerns or ideas for improvement. Chair Dunwell will encourage people to contact the Commission as she is able.

The Commissioners and Executive Director Gomme held a brief discussion about the importance of advocacy and communication in improving the lives of New Mexico residents. There are multiple programs around the state working to address these issues, such as Jr. NAD training, Deaf Self-Advocacy Training that Corina Gutierrez is trained as a facilitator and instructor for, and NMAD's partnership with the National Association for the Deaf (NAD) for advocacy training, some of which will occur at this fall's NMAD conference. Commissioner Stern shared that NMAD is working to become more politically active in the state, and strongly encourages more Deaf and Hard of Hearing residents to become involved with the organization. A recent NMAD town hall meeting had low attendance. Low participation and lack of effective communication continue to be challenges for many organizations. The Commission is actively working to improve communication and awareness across a variety of channels, such as through VLOGs and partnerships with other organizations such as the Department of Health, which allows us to broaden our communication abilities and reach more residents. The Commission recently launched a revamped website that is more accessible, and lists many tools and resources.

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

There were no questions regarding the Community Advocacy, Community Engagement, or Administration & Finance reports.

#### **V. Action Items**

There were no action items for this meeting. At the next meeting on September 9<sup>th</sup>, the Commission will need to elect a new Vice-Chair to replace former Commissioner O'Brien. The board will also welcome a new ex-officio member, Dr. Jennifer Herbold, who will be replacing Commissioner Gallegos as she is retiring as the Superintendent of NMSD. Dr. Jennifer Herbold was recently selected by the NMSD Board, and is the first Deaf woman Superintendent in NMSD history. Executive Director Gomme and the Commissioners thanked Commissioner Gallegos for her many years of work, engagement, and service to the Deaf and Hard of Hearing Community, and especially with New Mexican Deaf and Hard of Hearing children.

Chair Dunwell asked if the next Commission Board meeting would be in person. Executive Director Gomme responded that at this time, there are no anticipated changes to meeting structure. The next Board meeting on September 9<sup>th</sup> will occur in the same format, hosted on Zoom and livestreamed on YouTube. There was no further discussion.

**V. ADJOURNMENT**

**21.16**

Commissioner Vigil made a motion to adjourn.

Commissioner Hooper seconded.

Mr. Brennan took a roll call vote:

Commissioner Dunwell – Yes

Commissioner Drury – Yes

Commissioner Stern – Yes

Commissioner Gallegos – Yes

Commissioner Vigil – Yes

Commissioner Hooper – Yes

Motion passed unanimously.

The meeting was adjourned at 4:39pm.

Respectfully submitted,

Trevor M. Brennan

Trevor Brennan

Administrative Operations Specialist

# Executive Summary

*G. Nathan Gomme, Executive Director*

Commissioners and Community Members:

A full fiscal year working in a pandemic, a year of uncertainty, trial and error, and ingenuity. In our fourth quarter report of FY21 we continued our work as much of the state reopened to levels where community activities started to increase, and we could begin to safely consider opening our offices. Many of us are excited about returning to the office, but we must make sure that we can return to a teleworking presence if needed. What has been notable in our report we finally saw an increase in outreach and training opportunities due to the success our state has had with the pandemic. We unfortunately are seeing barriers specific to in person events, which are occurring with more frequency but with several precautions such as masks that inadvertently created communication barriers. As we continue to see the vaccinations numbers rise for those who can get the vaccine and our state improving in reducing the spread of COVID-19 we are seeing less need for some of our work with large vaccination locations but instead we are seeing a need to address the groups who have vaccine hesitancy or are unable to travel to the vaccine locations. The Access and Functional Needs group is seeing the same and we are adjusting our meetings and work to reflect the needs in our state. With the state reopening we have also seen a significant impact on our relay numbers which will need to be monitored closely and we also see a lot of our working coming to fruition from past quarters.

With reopening our offices, it is important to note that we are following the State Personnel Guidelines, we cannot rush to open and must wait for these guidelines to be clear and agreed upon by multiple parties. The guidelines will include masking procedures, how we address vaccination status, what questions will be asked when someone comes for an appointment and how we keep everyone safe. One thing that is clear is that we cannot just open our doors to walk ins. In order to do contact tracing and ask the appropriate questions before meeting with someone, we need to have an appointment scheduled. As a result, we will not have our front doors open to anyone to enter. In order to explain this to the community we will create a VLOG and also a script that our staff will use to communicate with our community if they want to visit our locations. That video and info will be available on our social media in July before the board meeting if anyone would like to see it.

In the report you will see many notes of in-person events such as the vaccination events that we were a large part of. Several members of our community showed up for this event held in Albuquerque and it was very successful as was the subsequent

vaccination event for the second shot. Lisa and I both attended this event and made sure communication access was provided. These events also provided a chance to showcase the new ADA kit which I am happy to say proved invaluable. The result of the events were more vaccinations for our community and the Department of Health moving forward and purchasing more ADA kits. In Las Cruces Susanna also worked and went to some vaccination sites in person to ensure that communication access was provided not just with FEMA VRI which some people are requesting not to use due to difficulty with understanding what is being said. With more and more people getting vaccinated we are starting to slowly get back into in person events and if the trend continues positive, we will start being able to go to other events which is a welcome change since we have had difficulties with outreach events in virtual settings until this quarter. We will take steps to see where our state is with the pandemic before approving in person events so it will be a gradual process and not immediate due to safety. One thing that we want to get moving with right away is our tribal communities which we were finally able to connect with some key individuals to start moving forward with events.

The Access and Functional Needs group will continue to meet but will do so with less frequency. One of the pressing issues is vaccine hesitancy in some groups due to lack of correct information. We are addressing this with town halls and working with stakeholders to ensure those town halls are accessible. Some other concerns are, with the shutdown of the mass vaccination sites, how do we make sure that the small sites are still accessible? The work is ongoing on this topic, and we will continue to address it as we move forward with the vaccines. We are also concerned that if there is a booster vaccine to those who are already fully vaccinated, will we be able to get the groups that we worked with set up in the same accessible environment as last time? While we are meeting less frequently that doesn't mean our work is done.

Relay services saw a significant drop in the last quarter, we are seeing this due to the reopening of several locations including work sites, schools (they are also going into break), medical facilities, etc. This shows the correlation between the pandemic and the shutdown with relay services. I am concerned that if the vaccinations numbers wane, and with things reopening that we may see a return to stay at home orders, which will be during the last year of our current contract, which is also the year with the highest per minute cost. If the numbers jump up again to the numbers we saw at the end of last fiscal year, and most of this fiscal year we will be spending a significant amount of our budget for those services. The dependence on traditional relay in our state during a pandemic highlights the fragmentation in resources and I will continue to push this matter until that is rectified. If we move forward to RTT without fixing that inequity that means a good portion of our community will be left behind and that is not acceptable especially with the numbers, we saw and the decline once we saw the state fully reopen. To date Captioned Telephone Services alone saw a 33% increase in the time

frame on Jan-June over last year. This increase was unique to specific states such as ours where access to high-speed quality internet was not widely found. On a federal level, Video Relay Services were also overwhelmed with calls to provide day to day support on environments that we do not usually see VRS being used such as courts and schools. While our community is happy, we have such services, it shows that in the virtual world we haven't applied the ADA in a way that we see access, as we can with in person services. Interpreting agencies that provide in-person ASL interpreting are now providing ASL through remote means, but they are using the term VRI or Video Remote Interpreting, this is causing confusion for the hearing community. To the hearing community they no longer see the distinction between the two services and down the road I expect a number of challenges to using in person interpreting services. Some we are seeing already.

New ADA kits are being provided to emergency managers across the state, interpreters at vaccinations are occurring statewide, (sometimes with some reeducation) and showcases of Deaf and Hard of Hearing professionals during the town halls are happening in our state. Our work has done a lot to improve access in our state during this pandemic, issues like finding an interpreter for press conferences were the first things we had to address, then it was where to show them during a Zoom press conference, now the process is well known. Collaborations with state agencies and organizations is creating new tools and systems access. We now have agencies contacting us about modified versions of the ADA kit for their own offices and we are one of the first contact points for several agencies where barriers are found. We still have more work to do but as you can see from our numbers, we surpassed the number of barriers address in recent years and this year. This is due to the dedication of our staff, in areas where we struggled like booths/events and presentations it was due to restrictions not a lack of effort by our team. We created programs and concepts to educate our community that will be used for the foreseeable future because of how successful they were.

With the fourth quarter are wrapping up contracts for the fiscal year and beginning to work on new services for the next fiscal year. Our team last year was trying to figure out how to do that in the middle of the pandemic, now we are able to do it and do it well. Our new team members started during a pandemic and have picked up the tools and dove into the work. That is a testament to our onboarding and our collaborative nature. I am proud of what we accomplished in this quarter and over the year. As we reopen, I know we will have new challenges, but I feel that we are well on our way to fulfilling many of our legislative obligations.

Thank you,

***G. Nathan Gomme***



# Community Advocacy

*Corina Gutiérrez, 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 continues to face barriers with communication access to health care providers, clinical offices, law enforcement, attorneys, Social Security Administration, Housing and Urban Development, Adult Protective Services, Children, Youth & Families Department (CYFD), Motor Vehicle Division (MVD), correctional facilities, apartment managers, non-profit organizations, a hot air balloon company, public schools, and local employers. Our department continued to address this during the fourth quarter even as we continued to work remotely due to the pandemic. In total this year the entire team addressed 25,098 barriers to communication, exceeding our annual goal.

Our Director of Community Advocacy, Corina Gutiérrez worked with a Director of Human Resources with a local healthcare provider to discuss the option of Deaf community members using Zoom accounts for meetings and trainings, as the preferred remote meeting software for the provider did not provide accessibility for Deaf individuals. The IT department from the Healthcare provider agreed that the members of the Deaf community can use the Zoom with the understanding that they will only be able to accept Zoom invitations and participate; they cannot initiate or create a Zoom call from their computers. That was a significant positive outcome! Staff Member Roger Robb will begin to work with them to schedule presentations on Hearing Loss Sensitivity during FY22.

Ms. Gutiérrez continues to participate in monthly/quarterly meetings with the Patient and Family Advisory Committee (PFAC), the Interagency Transition Alliance (ITA), Fostering Connections Bureau, the New Mexico DeafBlind Task Force and two outside agencies, the Department of Vocational Rehabilitation (DVR) and the Community Outreach Program for the Deaf (COPD).

Ms. Gutiérrez worked with our Executive Director, Nathan Gomme, the Director of Tribal Liaison for office of Indian Elders Affairs with Aging and Long-Term Services Department, and the representative for Hamilton Relay to discuss the Native American community engagement webinars. We began meeting with the Director of Tribal Liaisons office in March in an effort to gather resources and develop improved connections with different tribal leaders where we are seeing barriers. Our agency and Hamilton Relay want to partner together, to host the webinar with the Native American community to share and improve access to relay services, our equipment program, and develop better relations. During the fourth quarter we met through Zoom and worked

together to share the ideas of what we can do. We are planning several webinars during the next fiscal year and depending on the protocols with COVID-19, we may go in person.

Ms. Gutiérrez worked with a nonprofit organization to educate them about communication access and their responsibility to provide an American Sign Language (ASL) interpreter for Deaf and Hard of Hearing individuals. The organization understood the need to provide interpreters, and asked for assistance in locating resources specific to how to identify and contract with qualified interpreters. Ms. Gutiérrez provided them with resources for how to find ASL interpreters and gave them the contact information for COPD and explained how they could benefit by working with the case managers for Deaf and Hard of Hearing individuals.

Ms. Gutiérrez worked with the Director for the Albuquerque metro area Adult Protective Services to discuss communication access for our Deaf/Hard of Hearing community, after several situations where equal communication access was not provided. Ms. Gutiérrez thought it was important to meet with the Director to review the communication access requirements. The director agreed to work with his staff in the Metro area to improve communication access and would like to have staff member Roger Robb provide the Hearing Loss Sensitivity training to his staff. This was another positive outcome.

Community Advocacy Specialist, Myra Sandoval worked with one of the healthcare providers in northern New Mexico to address communication access for a Deaf individual. Ms. Sandoval educated the doctor's office about the American with Disabilities Act (ADA) which clearly states that it is the healthcare providers' responsibility to provide communication access for any community member who is Deaf, whether or not they are the patient. They agreed and worked with an interpreter referral agency to send a request for an interpreter for the medical appointment.

Ms. Sandoval also worked with an attorney and an individual with Hearing Loss to ensure that the attorney understood that they were responsible to provide an ASL interpreter for an individual. Ms. Sandoval also educated the individual that the attorney cannot bill their clients for interpreter fees. The attorney provided interpreters for a mediation meeting and communication access was productive and successful.

Ms. Sandoval also worked with a local hot air balloon to educate them about providing an ASL interpreter for community members who are Deaf and Hard of Hearing. After a long discussion between Ms. Sandoval and the company, they agreed to provide an ASL interpreter. The community members were thrilled and were very happy with the result of having communication access while they were riding in the hot air balloon.

Community Advocacy Specialist, Dennis Stidham worked with the Motor Vehicle Division in southern New Mexico to educate employees about providing a signed language interpreter for an individual who is Deaf and wanted to take the written test. He worked with an interpreter referral agency and with the MVD to schedule an interpreter. Mr. Stidham also worked with MVD in Albuquerque to ensure that they



would provide ASL interpreters for community members who are Deaf and want to take the written test. The members were very happy to have interpreters available when they took the written test. With this type of appropriate access, they passed the test. This was clearly a positive outcome!

Mr. Stidham worked with a corporation's Human Resource staff to educate them that they cannot do a performance evaluation for employees who are Deaf without providing appropriate communication access. He helped them understand the importance of communication access to the discussion regarding work performance. The HR staff agreed to provide an interpreter for their meetings to discuss work performance.

Mr. Stidham also worked for a long time with the National Sinus Institute which works with several specialists across the state to provide on-site interpreters for an individual in one specific area. They had been using Video Remote Interpreting (VRI) for Deaf individuals, however they had poor internet access at their facility which often caused the video to freeze. This does not allow for effective communication when a person is cut off from an interpreter every so often and medical concerns are not addressed. Dennis advocated and educated the institute that on-site interpreters would provide the most effective communication in situations where internet speeds were not fast enough for VRI. Great news, they agreed and provided an on-site interpreter for an individual.

Mr. Stidham also worked with a local security service to help them understand that it is their responsibility to provide an ASL interpreter for an individual. Mr. Stidham explained their responsibilities under the ADA. They understood and were willing to work with Mr. Stidham. This resulted in a positive outcome.

Mr. Stidham also worked with a representative for Albuquerque Public School (APS) because they didn't provide an ASL interpreter for a Deaf parent at parent/teacher conferences and meetings. The representative mentioned that they only had a budget for Deaf/Hard of Hearing students who go to APS, and they don't have any budget for Deaf parents. They worked with other departments to develop the budget for sending ASL interpreters for Deaf parents. They were able to set up funding to send interpreters for Deaf parents at their parent conference and meetings.

### **Community Education**

In total, we provided 30 presentations/trainings for the 4<sup>th</sup> Quarter of the 2021 Fiscal Year which is a huge improvement since the COVID-19 pandemic started. Dennis Stidham did the Telecommunication Equipment Distribution Program presentation for the Albuquerque Public School Transition Fair and for the Hearing Loss Association of Albuquerque through Zoom. Susana Santillan provided an overview of the New Mexico Commission for Deaf & Hard of Hearing for the NM Lions Operation KidSight, Inc. in Las Cruces through Zoom. Myra Sandoval worked with 5 different groups of a students at UNM. Corina Gutiérrez did a Deaf Self Advocacy Training – Module One for a group of Deaf individuals through Zoom. Nathan Gomme did 3 different presentations. The first one was for the Disability Vaccine Townhall and the second one was for Youth with Disabilities Townhall which both were through Zoom. He also did a presentation for New Mexico Secretary of State regarding face masks challenge for the Hearing Loss

community in the polling place. Thomas Sena with Relay New Mexico collaborated with Roger Robb to do 10 presentations for different 911 centers all over New Mexico. Thomas focused on explaining about Hamilton Relay services specific to New Mexico while Roger focused on Deaf Culture to different 911 Dispatcher centers all over New Mexico. Mr. Sena also did several other workshops for Relay New Mexico. Lisa Dignan and Jessica Eubank from the Community Engagement Department also provided 6 presentations. Further information can be found in the Community Engagement section of this report.

Mr. Robb completed 15 presentations/trainings himself during the fourth quarter of Fiscal Year 2021. The entire fiscal year saw a total of 88 presentations/trainings provided.

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

Deaf Culture - 11  
Hearing Loss Sensitivity (Medical) - 2  
Hearing Loss Sensitivity (Dual Role Interpreting) – 1  
Introduction to ASL – 1

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

911 Dispatchers all over New Mexico  
American Academy of Professional Coders (Santa Fe Chapter)  
Presbyterian Healthcare System  
UNM Hospital  
UNM Signed Language Interpreting Program

### **Systemic Advocacy**

Mr. Robb has 3 new and 1 ongoing Systemic Advocacy Cases for the 4<sup>th</sup> Quarter of the Fiscal Year 2021.

Mr. Robb started working with the City of Albuquerque's new Department of Cultural Affairs. They reached out to NMCDHH to partner with them to ensure that their cultural events are/will be accessible to the Hearing Loss community. This is an ongoing project.

Mr. Robb has been working with Lovelace Health System to make sure that Zoom can be used for him to provide the necessary Hearing Loss Sensitivity trainings to the employees of Lovelace.

Mr. Robb and Ms. Gutiérrez met with Deputy Chief Rodriguez, Captain Rees, Lieutenant Bushetti, and Officer Ingram of the Rio Rancho Police Department. The meeting was through Zoom, and we discussed the Driver's Placard project, their Standard Operating Procedures for effectively communicating with the Deaf & Hard of

Hearing residents of Rio Rancho, and conducting the Hearing Loss Sensitivity trainings for their officers.

Mr. Robb continues to be involved with the Access & Functional Needs Coalition meetings. The meetings occur every Wednesday and Thursday afternoon. As the case numbers start to go down and we see a transition for vaccines to smaller locations as needed, it was decided that we would meet every 3<sup>rd</sup> Thursday of the month.

### **Special Projects** ***COVID-19 Project***

Mr. Robb continues to be very busy during the 4th quarter of Fiscal Year 2021 with many vlogs. He worked on developing and producing 13 different vlogs regarding COVID-19 over the last three months. Here are the vlog titles and summaries in order of production date. Commission staff have logged over 132 hours on the vlogs which includes researching, developing scripts, ASL glossing, video shooting and post-production.

1. Vaccine Process at the Pit  
This vlog focused on the process of getting a vaccination at the Pit.  
This was a re-do since new information was disseminated after the original vlog was shared with the community.
2. Breaking News Regarding Vaccine in N.M.  
The vlog focused on 3 important updates which are:  
Individuals who are 75 and older would no longer need an event code to schedule a vaccination appointment.  
We can schedule our own booster shot, pick the location and date that we would like to have the booster shot taken. However, each location will only provide a specific vaccine (Pfizer, Moderna, or Johnson & Johnson).  
After April 15, 2021, people who are 16 and older will be eligible to get the vaccine if they have registered.
3. Important News for New Mexicans 60 Years & Older  
The vlog focused on the announcement that on April 8, 2021, residents who are 60 and older would be able to schedule their vaccine appointment without an event code.
4. Disability Vaccine Event – April 26 & 27, 2021  
The vlog focused on the vaccine event for the Disability community which occurred on April 26 & 27<sup>th</sup>. The April 27<sup>th</sup> event would be tailored for the Hearing Loss community with communication accommodations provided. They also asked that the Hearing Loss community contact the Point of Contact to be placed on the list to get the vaccine shot on that day.
5. April 20 Town Hall  
The vlog focused on the COVID-19 Vaccine and Individuals with Disabilities Town Hall virtual event which occurred on April 20, 2021, where different guests

answered questions and, helped to clarify any misunderstandings, misinformation, mistrust, or anxiety about getting the vaccine.

6. Important News for 40 and Older

The vlog focused on the news that people who are 40 and older would be able to get a vaccine shot without an event code.

7. Process of Getting a Vaccine Shot at the April 27, 2021, Event

This vlog focused on the process of getting the shot at the Berna Facio Professional Development Center and what to expect during the event.

8. Consent Form for April 26 & 27 Vaccine Event

This vlog focused on explaining the consent form in depth along with the questionnaire which the participants who shows up for the vaccine event need to answer.

9. Important Update: Registration Changes for 16 & Older and Student Vax Week

This vlog focused on two different topics. The first was about New Mexicans who are 16 and older who would be able to self-schedule their own vaccination appointment without an event code.

The second was about “Student Vaccination Week” where students 16 and older would be given priority to get their vaccine during the week of May 3<sup>rd</sup> to 8<sup>th</sup>.

10. 3 New COVID-19 Announcements from April 28<sup>th</sup> Press Conference

This vlog focused on 3 different announcements made by Governor Lujan Grisham during her press conference:

The first focused on the changes to the key health metrics used to assign risk levels to determine the color level for the counties and the state target within the vaccination goal.

The second focused on establishing the vaccine goal of 60% where New Mexico would remove the Red to Turquoise levels and to fully operate without any restrictions.

The third focused on the changes to the face mask expectations where people who are fully vaccinated are not required to wear one while exercising outdoors alone, attending a small, outdoor gathering with people who are fully vaccinated, and such. However, face masks are still required in any public indoor space with the exception of when the individual is eating or drinking.

11. 2 Big Vaccine Updates as of 5.14.2021

This vlog focused on two important updates regarding the vaccine:

The first focused on the fact that the US Food and Drug Administration approved the use of the Pfizer vaccine for individuals 12 – 15 years old.

The second focused on Somos Unidos partnering with Western Sky Community Care to provide COVID-19 vaccination services to anyone who wanted to get one during the tailgating activities prior to the game on May 15, 2021. However, they were requiring face masks during the game.

## 12. Updated Guidance on Face Masks for NM

This vlog focused on Center for Disease Control & Prevention updating their guidance on face coverings for those who are fully vaccinated. They would no longer be required to wear face masks either indoors or outdoors, but they should continue to wear face masks where required by localities, tribal entities, and individual businesses/agencies. Also face masks should continue to be worn in schools for all students and staff since most students were not vaccinated yet.

## 13. Important Update for Vaccine Event @ Berna Facio PDC – May 24<sup>th</sup>

This vlog focused on the 2<sup>nd</sup> Booster vaccine event at the Berna Facio Professional Development Center and that the event will be on May 24<sup>th</sup> instead of May 24<sup>th</sup> and 25<sup>th</sup> as mentioned in the first vaccine event vlog. Also, the event will have two different vaccine sections. One will be for Moderna and the other one will be for Johnson & Johnson.

Roger partnered with CYFD and the NM Department of Health to subtitle 4 different “Why I Got Vaccinated” videos.

### ***New NMCDHH Studios logo***

Roger developed a new logo for the NMCDHH Studios to be used for the opening of each vlog produced by NMCDHH.

### **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 48 community members in total to date – 20 of whom are DeafBlind and 28 of whom are Deaf Plus. These 48 New Mexicans live in 11 of New Mexico’s 33 counties. We are thankful that the Community Outreach Program for the Deaf (COPD) COPD continued to provide trainings which include 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 fourth quarter:

- New Mexico DeafBlind Task Force meeting: Monday, June 14, 2021
- Provided transportation to nine 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 (note: Zia will begin to resume social events in the fall of 2021)

- Deaf Senior Citizens of Greater Albuquerque – Meetings (note: DSC recently contacted COPD informing COPD that DSC will soon resume in person 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**

As we close the Fiscal Year 2021, the Telecommunication Equipment Distribution Program Specialist, Jason Siergey continued to telework most of the week but would go in once a week to check for applications and process them. He continues to serve people who are interested in equipment from our program for themselves. The majority of communication has been through virtual means, mostly phone calls but at times emails, etc. Several improvements and adjustments to our application process has been streamlined to the point that we are able to explain and showcase the equipment.

Mr. Siergey works with coworker Dennis Stidham, Community Advocacy Specialist, in reaching out to new and existing customers to let them know we are here and providing services and distributing equipment if there is a need. Typically, this would be done via booths, but because of the pandemic we have taken different approaches. To those who have been in our program for years, we let them know of their eligibility to apply for newer equipment. Some of the new equipment includes the GLT, which is the Live Transcription Tablet which we now have demo to showcase. The Tablet provides captioning in real time through the device itself.

Exciting news for our community is that Community Advocacy staff will return to the office in July 2021, as the pandemic conditions continue to improve. We will still be following safety protocol by wearing masks at the office and maintaining 6 feet of social distance. Mr. Siergey will be able to meet individuals in person at the office to see our equipment inventory and determine what best fits their needs. For some of our community this has been a request, and we are pleased that we will be able to do so.

For the fourth quarter of FY21, we have distributed total 249 items of equipment, and distributed 1,089 pieces of equipment for the full year. Exceeding our annual goal.

Equipment distributed for the fourth quarter is as follows:

<b>Phone</b>	<b>Total items distributed</b>
Clarity Alto	0
Clarity Alto Plus	0
Clarity BT914	0
Clarity D704	0
Clarity D714	0

Clarity JV35	0
Clarity XLC2+	14
Clarity XLC7BT	0
Clarity XLC8	28
ClearSounds A1600BT	0
ClearSounds CSC600ER	11
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	11
Geemarc Ampli550	0
CapTel 840	0
<b>iPad</b>	
Deaf Package	9
Hard of Hearing Package	18
DeafBlind Package	0
Speech Package	0
<b>iPad mini</b>	
Deaf Package	18
Hard of Hearing Package	9
DeafBlind Package	0
Speech Package	0
<b>Total Phone/iPad Equipment Distributed Count:</b>	<b>118</b>
<b>Accessories</b>	<b>Total items distributed</b>
Bellman Mino with Neckloop	0
Bellman High Powered Neckloop (no device)	0
Clarity CE50 Bluetooth Neckloop	3
Clarity SR100 Super Phone Ringer	0
Clarity HA40 In-line Telephone Amplifier	4
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	0
Krown RA 05 Amplified Ringer with Strobe	0
Serene Innovations CentralAlert CA360	6
Serene Innovations CentralAlert CA380	26
Serene Innovations RF-200 Alerting System	0
Serene Innovations SA-40 Cell Phone Amplifier	0
Serene Innovations UA-45 Universal Phone Amplifier	0
Silent Call Medallion Kit	66
SonicAlert HA360MKBR	10



SonicAlert HA360BRK	3
Surge Protector (Phones and accessories)	8
<b>Total Accessories Equipment Distributed Count:</b>	<b>131</b>

**Total Overall Equipment Distributed Count: 249**

**Outreach:**

Dennis Stidham was able to provide a presentation and host booth events for two different groups through Zoom during this fourth quarter. He showed some of our equipment and explained how the application process works. Our Hard of Hearing community really enjoyed hearing and learning more about our TED program, and they had the opportunity to ask many questions. Mr. Stidham did a fabulous job working with them. With the efforts of Mr. Stidham, Ms. Santillan, and Mr. Sena we were able to provide 38 outreach events total this fiscal year. This number was short of our Year-to-Date goal, and we feel it is an outlier due to the pandemic. We are already expecting many more events in the next fiscal year and are already aware of a national event coming to Albuquerque next March.

Q4	Events	Location	Date	Visitors
	APS Transition Fair	Virtual	04/13/2021	16
	HAAA- Albuquerque (TEDP)	Virtual	05/15/2021	21
			<b>Total:</b>	<b>37</b>

**Relay New Mexico (RNM)**

Relay New Mexico (Hamilton Relay) was able to increase the number of events done this quarter as more opportunities are available. All of them were done in a virtual setting for safety. Mr. Sena is looking at some events happening on site soon with the cases trending downward. Several webinars were conducted, some were with Mr. Robb, and some were presented independently. The booths Mr. Sena attended 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 in FY22.

<b>Q4</b>	<b>Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
	North Valley Senior Center	Virtual	4/5/2021	125
	Highland Senior Center	Virtual	4/15/2021	40
	National Association of Social Workers NM Conference	Virtual	4/21-23/21	4
	Palo Duro Senior Center	Virtual	5/6/2021	55
	Palo Duro Senior Center	Virtual	6/3/2021	50
			<b>Total:</b>	<b>274</b>

# Las Cruces Satellite Office

*Susana Santillan, Las Cruces Community Advocacy Specialist*

## **Individual Advocacy and Service Coordination**

During the 4<sup>th</sup> quarter of FY21, Susana Santillan from the Las Cruces office assisted 16 new individuals. Services included advocacy, service coordination, and information and referrals as necessary to remove communication barriers.

## **Susana Santillan's Accomplishments**

- A Deaf individual requested advocacy assistance to obtain an ASL Interpreter for an appointment at a medical center in Southern New Mexico. Mrs. Santillan contacted the medical center and spoke with the Office Manager regarding the interpreter request. After the discussion an ASL interpreter was scheduled for the individuals visit. Mrs. Santillan provided the medical center with various NMCDHH fact sheets regarding interpreters and ADA law for future reference if needed.
- An individual who is Deaf requested an in-person ASL Interpreter for their COVID-19 vaccination. Mrs. Santillan contacted the New Mexico Department of Health (DOH) Disease Prevention Program Manager and was able to ensure that an ASL interpreter was present for the appointment.

## **COVID-19**

- Mrs. Santillan worked with eleven Deaf community members at the Las Cruces Convention Center at two different dates and times to provide support and advocacy services regarding communication access for COVID-19 vaccination appointments.
- A Hard of Hearing individual requested assistance with information and referral regarding COVID programs that assist individuals with disabilities to purchase land to place a mobile home. Mrs. Santillan emailed the COVID support services for persons with disabilities and the Elderly for New Mexico.
- Mrs. Santillan continues to educate members of our community regarding the COVID-19 crisis restrictions by sharing Commission VLOG's, 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 system advocacy services by providing Community Education to a local health care company regarding training for Behavioral Health professionals in support of Deaf individuals.

- Provided information and referral resources to a local realty group regarding how to find an ASL interpreter and who pays for interpreters.
- Mrs. Santillan continues to participate in virtual meetings to network and educate agencies regarding reducing barriers for New Mexicans with hearing loss and provided services, information, and referral resources to many places who are meeting virtually; several of which are in the community collaboration list.

**Community Collaboration:**

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

- Adult Protective Services
- Albuquerque Independent Resource Living Center
- Behavioral Health Local Collaborative 3 (LC3)
- Ben Archer Health Clinic
- City of Las Cruces Americans with Disabilities Act Advisory Committee
- Constellation New Mexico Department of Health (DOH) Tobacco Use & Prevention Control Program
- Consumer Affairs and Outreach Division's
- Deming, NM Supporting People in Need (SPIN)
- Division of Depositor and Consumer Protection, Federal Deposit Insurance Corporation
- Doña Ana Public Health Office
- First Responder Resiliency TeleECHO Program
- Interagency Council
- La Clinic De Familia
- Las Cruces New Mexico Lions Operation KidSight, Inc.
- Local Emergency Planning Committees (LEPC) / Office of Emergency Management
- Luna County Driving While Intoxicated Program
- Luna County Health Council
- Munson Senior Center
- New Mexico First
- Optum Health Systems
- Resilience Sector Leaders
- Ruidoso School-to-Work Transition Team (SWTT)
- Select Realty Group
- Sierra Health Council
- Southern New Mexico Society for Human Resource Management (SNMSHRM)
- Southwestern Area Workforce Development

- Unified Prevention Coalition

The Las Cruces office staff removed 1,475 communication barriers for our community in various settings during the 4<sup>th</sup> quarter.

**Booths and Presentations**

The Las Cruces office provided virtual resource information booths and presentations due to COVID-19 during the 4<sup>th</sup> quarter.

**Booths:**

<b>4th Quarter April-June Events</b>	<b>Location</b>	<b>Date</b>	<b>Participants</b>
Southern New Mexico Virtual Transition Fair	Zoom Meeting	4/14/2021	25 (Virtual)
Luna/Grant County Virtual Transition Fair	Zoom Meeting	4/21/2021	26 (Virtual)
Southern New Mexico Virtual Transition Fair in Spanish	Zoom Meeting	4/28/2021	16 (Virtual)
Otero County Virtual Transition Fair	Zoom Meeting	5/6/2021	16 (Virtual)
<b>Total Participants</b>			<b>83</b>

**Presentations:**

<b>4th Quarter April-June Events</b>	<b>Location</b>	<b>Date</b>	<b>Participants</b>
Las Cruces New Mexico Lions Operation KidSight, Inc.	Zoom Meeting	5/27/2021	1 group (Virtual)
<b>Total Participants</b>			<b>1</b>

# Community Engagement

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

## **Director of Community Engagement Highlights**

It was another busy quarter filled with a broad range of activities:

- I worked closely with Executive Director Gomme to find ways to provide interpreting services and other effective communication options at COVID-19 vaccination sites around New Mexico. Jessica Eubank, the Communication Development Specialist, has also been a key player in these efforts.
- Additionally, I was involved with the planning of two large COVID-19 vaccine events designed specifically for individuals with disabilities in at the Berna Facio Professional Development Center in Albuquerque in April and May. A broad array of accommodations were available for individuals with a variety of disabilities at these events, which were planned in partnership with several disability services agencies. I was on-site all three days of the events, as were a large contingent of interpreters available to provide services as needed. Ms. Eubank has provided more detail about the coordination and provision of interpreting services at the events in her portion of this report below. Among the highlights of these events were opportunities to work with NMCDHH apprentice interpreters, UNM Signed Language Interpreting Program practicum students, and volunteers at the events who were very interested in the services we were providing. Additional highlights were working with members of the community at the event to overcome vaccine hesitation and successfully get individuals vaccinated.
- Ms. Dignan and Ms. Eubank delivered remote professional development opportunities to 201 signed language interpreters from New Mexico through various workshops and programs. Our FY21 target was 200 participants, which we slightly exceeded with 201. This was due to creative work on the part of our staff and collaboration with external organizations to provide remote professional development opportunities throughout the fiscal year. Many of our participants this year were from other states. To continue meeting this target regularly we will need additional revenue and budget to allow us to contract with high-quality presenters for on-site or remote professional development opportunities that will benefit a larger number of interpreters each time.
- The new NMCDHH website continues to evolve and improve. Trevor Brennan, the Administrative Operations Specialist, is instrumental in this work. We updated and revised all 34 of the Fact Sheets on the website and have added additional resources to most sections of the site and reformatted several of them for easier access.
- Additional resources are still 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. Mr. Brennan's work on the email newsletter is also greatly appreciated.
- The Signed Language Interpreting Practices Board rule changes approved in November of 2020 have been implemented. I shared information about the changes

with the interpreting community and updated all information on the NMCDHH website and Fact Sheets to reflect the changes. I continue to work with the Licensure Board Administrator on the updating of forms and documents to implement the changes.

- The Spring 2021 session of New Mexico Mentoring concluded with all three mentor-mentee pairs successfully completing the session.
- I am currently accepting applications for the Fall 2021 mentoring session that will begin in August.
- I worked with several entities to provide guidance on issues related to communication access including:
  - The Division of Vocational Rehabilitation
  - The State Personnel Office
  - New Mexico Technical Assistance Program
  - Rocky Mountain Youth Corps
  - Explora
  - Other individuals and private businesses

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

- Ms. Eubank provided a two-part presentation to students in the UNM Sign Language Interpreting Program entitled, “Demand-Control Schema for Ethical Decision-Making.” This workshop taught interpreting students the framework we use with our apprentice interpreters for how to respond to ethical situations that come up while interpreting, and how to engage in reflective practice to improve one’s own ethical reasoning.
- Ms. Eubank was invited to attend the UNM Seminar Panels. These panels are an annual rite of passage for graduating interpreters where community stakeholders are invited to observe the graduating class interpret professional panel presentations, then provide feedback to help them prepare for working in the field. This opportunity allowed Ms. Eubank to develop a rapport with the graduating class, many of whom would apply for the FY 22 round of the Apprenticeship Program.
- Recently the New Mexico Signed Language Interpreting Practices Board implemented a rule change to allow interpreters who successfully meet certain certification levels of the Texas based Board for Evaluation of Interpreters (BEI) to apply for a New Mexico Community Interpreter License. To prepare for any questions our community may have as a result of this rule change, Ms. Eubank reached out to several interpreters who hold BEI certification and attended a BEI Board meeting to gain more information on this certification process.
- In April and May Ms. Eubank coordinated interpreting efforts for the two vaccine clinics hosted at the Berna Fascio Professional Development Center. Interpreters included in this effort were NMCDHH apprentices and contract interpreters, as well as UNM practicum students. For many of the interpreters present it was the first in-person assignment since the beginning of the pandemic, and for some of the practicum students it was the first time working face to face with individuals with disabilities and team members. Prior to the events, the Community Engagement and Community Advocacy departments coordinated meetings with the interpreters to talk about the logistics of interpreting the vaccine events, including COVID-19 specific

vocabulary and best practices for interacting with DeafBlind, Deaf Plus, and Deaf Seniors in a safe and respectful manner.

- NMCDHH provided a total of 256.75 hours of interpreting services in the fourth quarter. Of these hours, 141.75 hours were performed during regular Commission business, while 115 hours were performed during the April and May vaccine clinics.
- Referral agencies were used for 3 hours this quarter.
- There was one unfilled interpreting request.

### **The Apprentice Interpreter Program:**

- This quarter marked the wrap up activities for our FY 21 apprentice interpreters. Because the pandemic created significantly fewer opportunities than apprentice cohorts have historically had, we offered the option for all three apprentices to extend their involvement in the apprenticeship program for an additional year. One accepted and will continue with us working on professional development. Two were grateful for the opportunity but have decided to continue with us as contractors rather than apprentices. All three have shown remarkable resilience and an unparalleled desire to grow and improve their skills, and we anticipate great things lie in store for all three as they continue in their interpreting careers.
- The vaccine clinics offered a great opportunity for our apprentices to step into a leadership role and guide their peers through the complex process of providing communication access in a drive through vaccine scenario. All three apprentices served as fantastic models for professional interpreting conduct to the UNM practicum students who shadowed them and were able to provide a great deal of support in making sure both events were successes. We received good feedback on their flexibility and their enthusiasm in interacting with our community members.
- Apprentices engaged in 130.5 hours of observation, interpreting, and professional development work in the fourth quarter.
- We completed the application process for FY 22 apprentices and received a higher than anticipated number of applicants. Many of the recent UNM graduates recognize the need for mentoring to foster their skills as they orient themselves to this profession. Of the many great applicants, our interview committee selected three to whom we offered positions as apprentices for FY 22. All three accepted our offer, and we look forward to beginning working with them in the coming fiscal year.

### **Human Resources**

HR activities in the fourth quarter included:

- Successfully processed Lori Neubauer's retirement.
- Exemption requests were granted to fill two more positions: the Community Engagement Specialist and the Financial Operations Specialist. Both should be filled in the first half of Fiscal Year 2022.
- Attended several Human Resources Council meetings, SPO Board Meetings, and Trainers Unite meetings.
- Worked with Executive Director Gomme to prepare Return to Office and Non-Mandatory Telework policies and procedures as developed by SPO. Also created



internal procedures in preparation for staff starting to return to working in the offices in July 2021.

- Attended training webinars hosted by SPO and the Employee Benefit Bureau to support the agency and employee wellbeing while working remotely.
- Attended several ADA webinars provided by the Southwest ADA Center.
- Worked with the management team to successfully close employee and manager evaluations and enter them in SHARE by the end of June.
- All staff successfully completed the mandatory annual Civil Rights Training by the June deadline.

**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 redoubling efforts to get those patrons to 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.

<b>Library Usage - FY 2021</b>					
	Q1	Q2	Q3	Q4	Total
Patrons	3	0	0	0	3
Items Loaned	3	0	0	0	3

# Administration & Finance

*Deborah Romero, Director of Administrative Services*

## FY21 - 4th Quarter Board Report - Administrative Services @ June 30, 2021

Category	2021 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONNEL SERVICES	1,199,300.00	932,497.28		266,802.72	77.75%
300 CONTRACTUAL SERVICES	1,995,300.00	777,312.90		1,217,987.10	38.96%
400 OTHER	282,100.00	200,714.17		81,385.83	71.15%
500 OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total	3,593,200.00	2,027,024.35	0.00	1,566,175.65	56.41%

## FY21 Collected Revenue July 2020 - March 2021

Month	General Fund Allotment	TRS Revenue
Subtotal	\$480,400.00	\$1,310,130.79



## Data & Statistics

*As Required by Legislative Performance Measures*

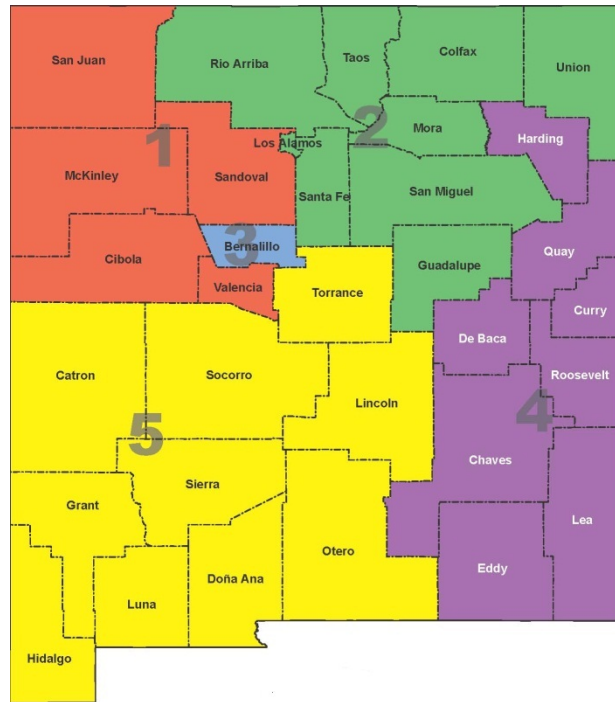
### **Fiscal Year 2021**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training sessions conducted	135	88	65%
Number of outreach events coordinated	122	38	31%
Average number of relay minutes per month	10,000	8,814	88%
Number of accessible technology distributions	1,070	1,089	102%
Number of communication barriers addressed	20,000	25,098	125%
Number of interpreters in CDHH sponsored professional development	200	201	101%

### **Fiscal Year 2020**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training sessions conducted	135	80	59%
Number of outreach events coordinated	122	101	83%
Average number of relay minutes per month	10,000	9,567	96%
Number of accessible technology distributions	1,070	1,674	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 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date
Region 1	8	8	5	5	26
Region 2	16	13	13	11	53
Region 3	68	33	37	48	182
Region 4	14	4	11	9	38
Region 5	53	26	28	21	132
<b>Total Members by Quarter</b>	<b>159</b>	<b>84</b>	<b>94</b>	<b>94</b>	<b>431</b>

## Individuals by Self-Identified Disability

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date
Deaf	65	25	35	45	170
Hard of Hearing	55	34	34	21	144
DeafBlind	9	4	4	2	19
Speech Disabled	3	2	2	2	9
Hearing	27	19	19	24	89
<b>Total Individuals by Quarter</b>	<b>159</b>	<b>84</b>	<b>94</b>	<b>94</b>	<b>431</b>



Date: August 19, 2021

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

Rudy Grano Field Operations Director - 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 Fourth Quarter SFY2021

**New Mexico Division of Vocational Rehabilitation  
NMDVR Performance Measures SFY 21  
Third Quarter SFY2021 April 1, 2021 – June 30, 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:** Twelve (12) individuals have received sign language Interpreter services. A total of **\$2,910.00** 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 **\$ 99,426.00** has been authorized and expended for this service.

**Closed Successfully Rehabilitated (employed):**

Two (2) individuals who are DeafBlind have been closed successfully rehabilitated.

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

Sixteen (16) 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 30.91 hours per week. Average wage at closure is \$15.51 per hour.

### **Caseload Activity**

Of the two hundred nineteen (219) individuals who are Deaf/DeafBlind, and on a DVR caseload, twenty-three (23) have been opened and/or opened and closed.

Of the Four hundred thirty-three (433) individuals who are Hard of Hearing and/or Other Hearing Impediments, on a DVR caseload, sixty-six (66) individuals have been opened and/or opened and closed.

Of the Six hundred-fifty-two (652) individuals who are Deaf/DeafBlind/Hard of Hearing and /or Other Hearing Impediments and are on a DVR caseload, 89 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 fifteen (**115**) individuals who are Deaf/DeafBlind, Hard of Hearing or Other Hearing Impediments have been identified as receiving Pre-ETS and/or Transition services.

### **DVR is providing services during COVID 19 by;**

- All DVR offices are open by appointment only.
- Many staff are working a hybrid schedule, parttime at home and parttime in the office.
- Bus passes and direct checks are available for pick-up in the office, with an appointment.
- Everyone in a DVR office is required to always wear a mask.
- Everyone must check in using Dr. Owl.
- DVR is following the Governors mandates related to vaccines and testing.
- Individuals with disabilities can apply electronically via our web page at [www.dvr.state.nm.us](http://www.dvr.state.nm.us), or in person.
- These individuals will be called by staff to schedule an initial interview.

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:

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

### 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	17	5 Community, 2 Educational, 10 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

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

Last meeting: March 8, 2021

Next meeting: August 9, 2021

Agendas and draft minutes are available at the Board website:

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