

# New Mexico Commission for Deaf & Hard of Hearing



## Quarterly Report FY22 Quarter 1



# FY22 Quarter 1 Board Report

## Table of Contents

Agenda .....	3
Minutes 9/9/2021 .....	5
Executive Summary.....	9
Community Advocacy .....	14
Outreach & Telecommunications.....	21
Las Cruces Satellite Office .....	25
Community Engagement .....	28
Administration & Finance.....	32
Data & Statistics .....	34
DVR Report.....	36
RLD Report .....	40





## **NMCDHH BOARD MEETING**

**Thursday, December 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/EeBo6Wo3AYc>

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### **FINAL AGENDA**

Posted: 12/6/2021

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of September 9, 2021
- IV. Reports
  - a. Executive Director Report
  - b. Department Reports Q & A
- V. Action Items
  - a. Selection of Board Meeting Dates for 2022.
- VI. Adjournment

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

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





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

*Quarterly Board Meeting  
Thursday, September 9, 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/3ussAPYYHTs>

***DRAFT – These minutes are subject to possible future revisions and approval by the  
commissioners at the next board meeting on December 9, 2021***

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

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

**Present:** Mrs. Concha Dunwell  
Dr. Jennifer Herbold  
Dr. Dan Drury  
Mr. Francis Vigil  
Mr. John Hooper

**Absent:** Dr. Ronald Stern

Quorum was met.

Six staff members from NMCDHH were present via Zoom: Executive Director Nathan Gomme, Chief Financial Officer (CFO) Deborah Romero, Community Engagement Director Lisa Dignan, Director of Community Advocacy Corina Gutierrez, Community Engagement Specialist Jessica Eubank, and Trevor Brennan. Jessica Eubank interpreted the meeting along with Andrea Ginn and Ashley Wachter. Assistant Attorney General Delilah Tenorio was also present. Lenore Schatz from ACS provided CART transcription.

**II. APPROVAL OF AGENDA**

Before Chair Dunwell held a vote to approve the agenda, Executive Director Gomme asked that the agenda be modified to have the board training by Assistant Attorney General Delilah Tenorio take place during the December Board Meeting, or at another meeting to be scheduled. This change is due to only having 3 ASL interpreters instead of the usual 4, and the absence of the NMAD representative.

Chair Dunwell asked for a motion to approve the agenda as amended.

**21.17**

Commissioner Hooper made a motion to approve the agenda as amended.  
Commissioner Drury seconded.  
Mr. Brennan took a roll call vote:

Commissioner Dunwell – Yes	Commissioner Herbold – Yes
Commissioner Drury – Yes	Commissioner Vigil – Yes
Commissioner Hooper – Yes	

Motion passed unanimously.

**III. APPROVAL OF June 10, 2021 MINUTES**

Chair Dunwell asked if there were any changes to the minutes from June 10, 2021. There were no comments or changes. Chair Dunwell asked for a motion to approve the minutes as written.

**21.18**

Commissioner Hooper made the motion to accept the minutes as written.  
Commissioner Herbold seconded.  
Mr. Brennan took a roll call vote:

Commissioner Dunwell – Yes	Commissioner Herbold – Yes
Commissioner Drury – Yes	Commissioner Vigil – Yes
Commissioner Hooper – Yes	

Motion passed unanimously.

**IV. REPORTS**

***a. Executive Director Report***

Executive Director Gomme shared that we saw the highest number of relay minutes in years during the pandemic, and then as the state began to reopen, the minutes dropped significantly. As the COVID Delta variant is currently spreading rapidly, we are again seeing an increase in the number of minutes, as people are staying home again. We are currently in the last year of our agreement with Hamilton Relay, and this means the highest per minute cost. This will need be addressed with a Request for Proposal (RFP) in the coming fiscal year. We have also seen a 33% increase in captioned telephone services (CTS), and we have also seen an increase in Traditional Relay Services (TRS) usage as well. If concerns about COVID variants continues to be high, we anticipate a continued increase in minutes, and therefore cost.

With the upcoming RFP, it is anticipated that the cost for relay services for the next agreement will be almost double based on national data. This is something that will have to be monitored as revenues continue to decrease. The future of relay usage will also heavily depend on the reopening of the state, and continued work on internet infrastructure. Even as reopening progresses, we anticipate many services around the state will be permanently tele based which will impact relay.

The ADA kits we helped to develop and distribute have proven to be successful, and they are very much in use. One situation where the ADA kit will be used is at a mass vaccination event in Santa Fe. The city

of Santa Fe is currently looking into purchasing ADA kits of their own, and we have had discussions with them regarding their use. We are also aware of other areas and agencies in the state that are interested in having ADA kits of their own to improve their accommodation abilities. These ADA kits have been a very positive outcome during COVID, and if a third vaccine booster shot is needed, we anticipate them being in use heavily at booster shot events.

With regards to the pandemic, the State of New Mexico was able to re-open during the summer, and for a time was able to reduce its mask mandates. As the Delta variant began to spread, mask mandates have been re-instated, and this creates a communication barrier for Deaf and Hard of Hearing. The Access and Functional Needs (AFN) coalition had been meeting less as COVID case numbers decreased, but meetings are now occurring more frequently as we begin to plan for booster shot events and deal with communication barriers. Currently there are no firm plans for the booster, and we continue to work the Department of Health to distribute the vaccine to those with disabilities and access needs with additional barriers such as transportation issues. We are also working to address barriers encountered with COVID testing, both on site and at home. We are currently waiting on guidance from the Federal Government on many of the issues related to the booster.

The Commission has re-opened via appointment only, and all visitors must complete a health screening and contact tracing form to help keep everyone safe. We also have policies in place for testing and quarantining in the event of an exposure. So far, things have been going well and due to our well-developed policies and procedures and our high departmental vaccination rate, some of our staff have returned to working in the office full time. There is now a vaccine mandate (with some exceptions) for all state employees, and we continue to use appropriate Personal Protective Equipment (PPE) as needed.

**b. Department Reports Q & A**

Executive Director Gomme highlighted the great success that we had at the Berna Facio mass vaccination event as described in Lisa Dignan's Community Engagement report. Mrs. Dignan, Executive Director Gomme, and several interpreters were on site for the event and were able to work with the community to overcome initial hesitations, and highlight the accessibility equipment that we are able to offer. This was the first time we were able to demo the captioning tablets to community members, and we also saw an increase in Telecommunication Equipment Distribution Program (TEDP) requests as a result.

Commissioner Vigil asked for more information regarding the conversations that the Commission has had with New Mexico Tribal communities. Executive Director Gomme, Ms. Gutierrez, and Thomas Sena from Hamilton have had several meetings with a Rebecca Baca, who is the Tribal Liaison with ALTSD Office of Indian Elder Affairs, on how to address better work with the various communities and address communication access, technological challenges, and how to inform various Tribal entities about the services the Commission offers.

Commissioners Vigil, Herbold, Chair Dunwell, and Executive Director Gomme discussed the importance of working with all members of Tribal communities, and the importance of dissemination of information in a variety of ways and through interagency collaboration. Chair Dunwell asked if there was any data on the number of Deaf and Hard of Hearing individuals within the indigenous community in New Mexico. Collecting data has been difficult and we have not seen any official data available, but the Commission has made efforts to work with a variety of individuals from a diverse number of Tribes over the years to collect said data. Data collection is an ongoing issue, and is a frequent topic of discussion when working with other agencies. Another barrier that can affect information dissemination is the low number of potential interpreters who are fluent in a Tribal language, this is also true of Spanish, Russian and other



spoken languages. Addressing communication barriers with Tribal communities is an ongoing, complex discussion, one that the Commission is looking forward to being part of going forward.

**V. ACTION ITEMS**

**a. Election of Vice-Chair**

Due to the departure of Dr. O' Brien, a new Vice-Chair needed be elected. Chair Dunwell asked for nominations for Vice-Chair from the other commissioners. Hearing none, Chair Dunwell nominated Commissioner Hooper, who accepted. There were no other nominations for Vice-Chair.

**21.19**

Chair Dunwell asked for a vote to elect Commissioner Hooper as Vice-Chair.

Mr. Brennan took a roll call vote:

Commissioner Dunwell – Yes

Commissioner Herbold – Yes

Commissioner Drury – Yes

Commissioner Vigil – Yes

Commissioner Hooper – N/A

Motion passed unanimously.

Mr. Hooper thanked his fellow commissioners for their trust in him, and looks forward to working with them.

**VI. ADJOURNMENT**

**21.20**

Commissioner Vigil made a motion to adjourn.

Commissioner Hooper seconded.

Mr. Brennan took a roll call vote:

Commissioner Dunwell – Yes

Commissioner Herbold – Yes

Commissioner Drury – Yes

Commissioner Vigil – Yes

Commissioner Hooper – Yes

Motion passed unanimously.

The meeting was adjourned at 3:58pm.

Respectfully submitted,

Trevor M. Brennan

Trevor Brennan  
Administrative Operations Specialist

# Executive Summary

*G. Nathan Gomme, Executive Director*

Commissioners and Community Members:

In the first quarter of FY22 we began by opening our office to the public for the first time in over a year by appointment only. This process was planned out with careful consideration for our community, and the staff in the agency, with the goal of creating a hybrid system of both virtual and in person resources to maximize our ability to work with the community. We continued our work when needed virtually, while offering the opportunity for the community to enter a space they could feel safe and receive the services they are seeking. As we opened our offices, we also saw continued concern and apprehension as the pandemic continues to have a large impact on our day-to-day operations and also with the challenges our community continues to face. During the first quarter we began to look back and see what worked and what still needed addressing. Three things came to mind as I worked on this report and in this summary, I will discuss them below.

First, our way of working has forever shifted. Much of the state is looking to reduce the impact of the pandemic and offset the pandemic reigniting in our office spaces. The result of this is that we continue to see a hybrid of in person work and remote work. This fact has created a new barrier of access, one that started when remote work was the default system of how we did our day-to-day work. The barrier specifically is the fact that our community must work within the confines of the tools that satisfy our hearing counterparts in the community. The consideration not only for Deaf access but several other disabilities is often a far second or even further down the list. It can often feel like we have to conform or utilize resources not typically utilized in combination. One example I hear time and time again was of a Deaf individual utilizing Video Relay Services (VRS) to join some type of Zoom meeting. The use of VRS is not new, but now we have people at home and people in offices, and our discussions are more and more visual with people not always screen sharing and utilizing a combination of formal meeting procedures as if they were in person and some virtual procedures depended on access the meeting platform. The Deaf user in the hybrid situation has multiple tools available to them like they do in a traditional virtual setting, but the VRS interpreter does not since they are removed from both settings due to the use of a separate platform. So, the Deaf user must now face the issue of having to work with the VRS interpreter to identify the item being shown physically or remotely because the interpreter is not an active participant in either the virtual or physical system. One such issue is the visual cues such as someone physically raising their hand and the quicker paced nature of in-

person conversation and at the same time virtually this occurs with the interpreter not able to see this or address it in a timely way. At best this puts our community at a disadvantage, one increased when an interpreter has to switch out after a period of time, or if the call is dropped. When VRS is not used it creates another dynamic of difficulty because the interpreting referral agencies must now figure out how to classify these meetings since they are not in person completely. I have written some articles and begun to work with committees to both address the issues with how to develop best practices for these hybrid meetings, but also to look at how interpreting services are being evolved to fit the new dynamics.

The second topic is one that we have discussed repeatedly, our revenue continues to drop. I met with Tax and Revenue, our analysts, and our CFO to work on addressing these issues. For that meeting I worked on finding the companies in New Mexico that were paying little or no funds into our revenue. While some companies are not contributing to the surcharge collections the issue, I found is that even if they did, they would contribute very little to how they are directed to apply the surcharge. An example I used recently was comparing wireless carrier billing procedures a decade ago, to the current billing procedures the average consumer sees today. If you look back at how we were billed for telecommunication services, you will probably remember that we used to have a per minute charge on how many minutes we talked on the phone. This charge depended on if the call was long distance or not and also had overages if you called at certain times of the day. All of these costs were part of the collection pool our surcharge was attributed to. So, in the past it was easy to collect a good portion of funds from the monthly cost of the service. This would also be the model for text messaging when it began to become popular. Nowadays the cost is a flat rate which no longer looks at the distance of the call, the amount of time, or the time you make the call. They call these unlimited plans, and they are the norm when it comes to telecommunication via phone. Instead, they charge you for the amount of data used and if you go over the data cap. The costs depend on which data plan and speed of the data. This area is not something that is considered in our language for telecommunications both federally and on the state level. If you look at the growth of data used, it has grown exponentially. Now, we have 5G services which does not have a significant impact on the ability to carry out a phone conversation but does significantly impact how fast we can download an app or watch a movie on our phone. What this information tells me is that what we have understood to be the best path forward is really the only path forward and that is to establish a flat surcharge as opposed to the percentage. The question now is how much and can we apply it correctly.

The third topic is how we reintegrate as a general community with a hearing loss into the day to day in person experience, which is now almost always done with a mask or with a see-through barrier between two individuals. With a mask we lose some of the

sound and also the ability to lipread if able. With the barrier we often lose much of the sound and anyone who is not able to read lips loses a lot of the benefit of being able to see another person's lips and facial expressions. Often though, both the mask and the barrier are used so any residual hearing is not enough to go about the day to day. The hope was that with vaccinations and the reduction of cases we would see these barriers go away but they seem to be here to stay for the foreseeable future. We see an increased demand for captioning tools and communication tips being shared on how to alleviate these barriers but the burden to communicate is more on our community than ever. I receive more and more requests on where to find transparent masks and how to utilize various tools for captioning. Just this quarter the ADA kits we developed for access for the vaccines were being discussed for use in places where people pay bills or work. The election officials are buying masks and figuring out how to communicate safely and the day-to-day experience for a person with a hearing loss is usually full of writing, or texting back and forth. State and local offices are getting on board with what needs to happen to be accessible for general hearing loss, but a number of these barriers can make it very difficult for our DeafBlind community. In the past, Video Remote Interpreting or captioning was not always an effective tool to communicate, but it is now more and more a necessity, this helped some of our community as we reopened but for our DeafBlind community it is not effective. This requires increased exposure and education to the hospitals, lawyers, and general community.

We did see and continue to see some great outcomes as a result of our work, and we continue to work closely with several agencies on improving access overall in our state. Santa Fe at the time of reading this has passed a captioning ordinance, which we are now working to assist in educating the community, we are growing the placard program with several law enforcement communities. I worked with Telecommunications for the Deaf and Hard of Hearing (TDI) to provide a training about the issues we are seeing with relay services, and I continue to take part in several national organizations developing and addressing our needs here in New Mexico. I continue to work on addressing text to 911 in the state and have had meetings with NAD and am looking at more meetings with the state to address this issue. I am also working to address broadband inequity and with new state laws and an upcoming investment in broadband that our state will benefit from, I think we are starting to turn that corner to make sure broadband exists in all parts of our state. This will change a number of things and continued involvement with this progress will keep us in mind, so we don't lose access and influence.

The team here at the Commission continue to work diligently and with a high level of commitment and flexibility to address the needs of our community and when training opportunities are available, they have been able to take advantage of them. We continue to look for more chances to improve our understanding and experience in our

work and are looking forward to some chances at learning more about underserved communities and enhance our ability to work with these communities in the near future.

Thank you,

*J. 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 clients 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, Department of Transportation, Public Employees Retirement Association of NM (PERA), non-profit organizations, public schools, and local employers. During the first quarter of FY22, our department returned back to work in the office and followed COVID-19 protocols by wearing masks, practicing 6 feet social distancing, and scheduling appointments with individuals in the large conference room. To minimize risk to contracting COVID-19 staff are also expected to not come into work if there are any symptoms of sickness. We also created a process in which the community could interact with us in person safely.

Our Director of Community Advocacy, Corina Gutiérrez, initiated contact with the Las Cruces and Santa Fe Police Departments to set up a Zoom meeting with the Community Education Specialist, Roger Robb to discuss the placards, the use of ASL interpreters for our hearing loss community, and a few situations on communication access within our hearing loss community – how do we both handle the situation and how we can prevent the situation again. The meetings went well, and the Police Departments were excited about the placard project, further information can be found in the report as to the steps that Mr. Robb took after the meeting.

Ms. Gutiérrez continues to participate in monthly/quarterly meetings with the Patient and Family Advisory Committee (PFAC), the Interagency Transition Alliance (ITA), 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). Each of these meetings focus on the specific needs of several groups within our community. Ms. Gutiérrez continues to explore other partnerships and participate in meetings to address the specific communities.

Ms. Gutiérrez worked with the University of New Mexico Hospital (UNMH) to create a recorded interview, discussing her experience as a Deaf Patient with healthcare providers, her perspective as a Deaf advocate, and important information on how healthcare workers can work and communicate with coworkers and patients that have a hearing loss. This video will be shared with all UNMH staff to help them understand the communication barriers and important issues that must be addressed when working with the hearing loss community.

Ms. Gutiérrez was asked to do a presentation on Deaf Self Advocacy Training (DSAT) for the National Association of the Deaf (NAD) Leadership Training Conference (NLTC) the week of September 20<sup>th</sup>. Ms. Gutiérrez, one of the few qualified trainers in the area of DSAT in the nation, presented on Monday, September 20<sup>th</sup> to 183 participants via webinar platform. Some audience members showed interest in becoming a trainer for DSAT after learning how few trainers there are on this important topic, and they also wanted to learn more about self-advocacy.

Ms. Gutiérrez and the Executive Director, Nathan Gomme met with one of our Board Commissioners, Francis Vigil to discuss the Native American community. We discussed the issues of awareness and concerns that are specific to our Deaf, Hard of Hearing, DeafBlind community, and their families. Part of the work that needs to be done revolves around training and ensuring that it considers the intersectional nature of our community as a whole. We will be planning further meetings to work out more concrete plans for the future.

Ms. Gutiérrez worked with a Spanish speaking mother of a Deaf student at the New Mexico School for the Deaf (NMSD) to create and present a presentation on “Working with Spanish Speaking Families during IEP Meetings” for NMSD staff. The purpose for this presentation is to educate staff about communication barriers and specific issues when working with and hosting IEP meetings for the Spanish speaking families, to ensure that staff understand cultural considerations in the families, and to understand the importance of using trilingual interpreters and translation teams to translate from English to Spanish and vice versa to ensure all parties have equal understanding of the subjects being discussed.

Ms. Gutiérrez also worked with Community Education Specialist, Roger Robb, Community Advocacy Specialist, Myra Sandoval, and the Department of Transportation to discuss communication access for driving schools, and how we can work together to lessen communication barriers for our hearing loss community when they go to the various driving schools across the state. Often the issue stems in a lack of understanding of responsibilities of the school to provide effective communication. Other factors, such as the rareness of having to provide these services (such as interpreting), can mean that people forget that there are procedures they can follow to find an interpreter. This is coupled with the fact that funds are often not set aside to provide for effective communication. Mr. Robb explained to them about the Hearing Loss Sensitivity training that he can provide to them at no cost. They are interested in having the training, and Mr. Robb will follow up with them in the 2nd quarter.

Ms. Gutiérrez worked with some community members regarding communication barriers encountered when dealing with three organizations: 1. Public Employees Retirement Association of NM (PERA), 2. Santa Fe Police Department (SFPD) and 3. Social Security Administration (SSA).

Ms. Gutiérrez contacted PERA and SFPD to find out why they didn't provide interpreters for public meetings and to educate them about their responsibility to provide interpreters



for said meetings. PERA has acknowledged that in the future, they will provide an interpreter for requested meetings. Work with SFPD to address communication barriers is ongoing. Ms. Gutiérrez worked with the manager at SSA to ensure that they provide an interpreter for an individual's appointment. The case was successful, and they provided an interpreter.

Community Advocacy Specialist, Myra Sandoval successfully worked with a nonprofit organization to educate them about their responsibility to provide an ASL interpreter for a Deaf parent of hearing children. The organization now understands that it is their responsibility to provide the appropriate communication accommodation for each individual with hearing loss. After Ms. Sandoval educated the organization and advocated for the parent, the organization provided an ASL interpreter for all the remaining appointments.

Community Advocacy Specialist, Dennis Stidham successfully worked with a district court to address barriers as a result of the pandemic for a specific court case that are being conducted virtually. Mr. Stidham explained that the barriers which include access to appropriate technology, the virtual platform, and lack of high-speed internet were creating communication barriers for the individual. The individual in question was using an iPad for the virtual hearings which was not effective. The initial request was to meet in person with an onsite interpreter, but due to continuing COVID restrictions, that wasn't possible. The compromise was that the court would provide a laptop for the individual, so the individual could access their virtual court hearing. If the restrictions are lifted the plan is to again push for onsite hearings with onsite interpreters.

Mr. Stidham successfully worked with a lawyer about providing an interpreter who was proficient in tactile sign to communicate with a DeafBlind individual. During the individual's first meeting, the lawyer provided an ASL interpreter who was not experienced with tactile sign and therefore the individual experienced great difficulty in effectively understanding communication during the meeting. The lawyer was not familiar with the additional needs, so Mr. Stidham educated the lawyer about the importance of getting an interpreter who knows how to use tactile sign with a DeafBlind individual.

Mr. Stidham also worked with another lawyer to educate them about providing an ASL interpreter for a mediation meeting. The lawyer wasn't aware that it was their responsibility to provide an interpreter however the lawyer agreed that they would provide one, and the Deaf individual was happy with the outcome.

Staff members Myra Sandoval and Dennis Stidham attended NAD NLTC through virtual platform during the week of September 20<sup>th</sup>. Ms. Sandoval participated in 5 different workshops: DSAT, Befriending Legislators, Communication Strategies, Self-Care & Mental Health During the COVID Pandemic, and Leadership & Mental Health. Mr. Stidham participated 4 workshops: Deaf Self Advocacy Training (DSAT), Befriending Legislators, Self-Care & Mental Health During COVID Pandemic, and Leadership & Mental Health.

Both Ms. Sandoval and Mr. Stidham are interested in completing DSAT certification training in the future in order to improve their own advocacy skills and to help them educate the community on how to advocate for themselves.

### **Community Education**

Our first quarter has started off well with an increase of numbers in the trainings compared with the first quarter of the 2021 Fiscal Year. A total of 32 presentations were provided by Community Education Specialist Roger Robb and other staff members. Dennis Stidham provided the Telecommunication Equipment Distribution Program presentation to Albuquerque Public Schools. Susana Santillan provided a Hearing Loss Sensitivity training through Zoom, to the LC3 Behavioral Health's Wellness in Las Cruces. Corina Gutiérrez provided 2 presentations as previously mentioned. Jason Siergey provided 1 presentation to NMCDHH Apprentice Interpreters regarding the TEDP program and the equipment available. Nathan Gomme did 3 different presentations this quarter. One of the presentations was a national presentation for TDI, the second presentation was on digital accessibility, and the third presentation was about the ADA kits. Thomas Sena with Relay New Mexico collaborated with Roger Robb to do 5 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 4 other workshops for Relay New Mexico. Lisa Dignan provided two different trainings for the NMCDHH Mentoring Program. The first one was NM Mentoring Orientation for new mentors and the second one was NM Mentoring Orientation for mentors and mentees.

Jessica Eubank provided six trainings to NMCDHH apprentices and some students from the UNM Signed Language Interpreting Program. The presentations/trainings were conducted through Zoom.

The trainings provided were:

- DC-S: Demands of Interpreting & Controls of Interpreting
- DC-S: Rubric & EIPI Categories
- DC-S: Demand-Control Interactions & Technology & Practice Values
- DC-S: Demand Constellations & Consequences
- DC-S: Dialogic Work Analysis & Reflective Practice
- DC-S: Supervision & Reflective Practice in Action

Mr. Robb completed 12 presentations/trainings during the first quarter of Fiscal Year 2022.

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

Deaf Culture for 911 Dispatchers – 5  
Hearing Loss Sensitivity (Medical) - 3  
Hearing Loss Sensitivity (General) – 1  
Hearing Loss Sensitivity (Law Enforcement) – 1

Hearing Loss Sensitivity (T-Mobile) – 1  
Tips on working with the Hearing Loss Community - 1

The entities that Mr. Robb provided the presentations/trainings to were:

911 Dispatchers for New Mexico  
Albuquerque Police Academy  
Lovelace Health System  
NM Election School  
T-Mobile  
UNM Healthcare System

All presentations were conducted via Zoom except one. The only exception was the Election School, which was done in-person at the Sheraton Hotel with COVID-19 Safety Protocols in place.

### **Systemic Advocacy**

Mr. Robb has 3 new and 3 ongoing Systemic Advocacy Cases for the 1<sup>st</sup> Quarter of the Fiscal Year 2022.

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

- Access & Functional Needs All Agencies Coalition
- Albuquerque Police Ambassadors
- Albuquerque Police Department
- Department of Cultural Affairs – City of Albuquerque
- Las Cruces Police Department
- Popejoy Hall
- Santa Fe Police Department

### **Special Projects**

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

With fewer updates to COVID-19 guidelines during the 1<sup>st</sup> Quarter, Mr. Robb did not have to do as many vlogs, making only 4. The vlog titles in order of production date, with summaries, are described below. Ms. Sandoval assisted with the post-production for the Extension of Mask Mandates vlog.

1. NMCDHH Reopening  
This vlog focused on how NMCDHH would reopen to the public with some procedures that everyone who comes to the office will need to follow.
2. Updated COVID-19 Information for New Mexico  
This vlog focused on two different topics:  
Mask Guidance where we explained that even though people are vaccinated, they are being recommended to wear face masks indoors.

Information regarding vaccination incentives, where the State of New Mexico encouraged New Mexicans who have not been vaccinated to get vaccinated in order to receive \$100.

3. Several New Updates Regarding COVID-19 for New Mexicans

This vlog focused on 4 different topics:

The re-implementation of the requirement for face masks for all individuals 2 years and older regardless of vaccination status.

Information regarding a new public health order mandating all workers in NM hospitals and congregate facilities be fully vaccinated with some exceptions.

People who are granted exemptions must provide documentation of COVID-19 testing on a weekly basis.

Information on the policy that vaccinations or weekly COVID-19 tests are required for school workers who are not fully vaccinated or unwilling to provide proof of vaccination.

Requirement's attendees must adhere in order to be able to go to the 2021 New Mexico State Fair. They are required to show proof of vaccination or for those who have met the exemption rules must provide proof that they have tested negative for COVID-19 within 48 hours prior to entering the fairgrounds.

4. Extension of Mask Mandates for New Mexico

This vlog focused on the extension of the mask mandate, which was set to expire on September 15, 2021, explaining that it would be extended to October 15, 2021.

### **Placard Project**

**Albuquerque:** Mr. Robb met with Detective Nix and Detective Vigil to discuss the Albuquerque Police Ambassador program and the placard project. He also discussed presenting Hearing Loss Sensitivity training for officers who did not have the opportunity of attending the training in the past. The detectives were in support of this recommendation. Mr. Robb and Ms. Gutiérrez also met with Lt. Garcia and Ms. Jordan Vargas with the City of Albuquerque to follow up on the placard project. They were in the process of printing the placards and Mr. Robb has worked on the script for two placard vlogs one which will be for officers, and another for the hearing loss community so everyone will know how to use the placards appropriately.

**Las Cruces:** Mr. Robb and Ms. Gutiérrez met with several individuals from the Las Cruces Police Department (LCPD), including Deputy Chief Kiri Daines, to discuss partnering with NMCDHH regarding the placard project and providing the Hearing Loss Sensitivity training. LCPD agrees that this partnership would be beneficial, and we continue to work on this project with them going forward.

**Santa Fe:** Mr. Robb and Ms. Gutiérrez also met with officers from the Santa Fe Police Department (SFPD) including Chief Andrew Padilla to discuss the placard project. We discussed an issue of not providing appropriate communication accommodation for a Deaf person, which led to discussing the Hearing Loss Sensitivity training which they

thought their officers would greatly benefit from. Our conversation with SFPD was productive, and we look forward to working with them going forward.

### **Popejoy Hall**

Mr. Robb met with Carissa Gariss, the Box Office coordinator, and Ferris, the stage manager along with Amanda Butrum and Tommi Tejada from the UNM Interpreting Department to discuss interpreter placement during their performances. During this meeting it was determined that placing the interpreters on the stage or near it does not violate the fire code. Now, patrons will be able to see the interpreters better. This is the plan for this season. We will revisit the plan before the next season to see if it was effective or not.

### **After Action Response (AAR)**

Mr. Robb, Ms. Gutierrez, Ms. Sandoval and Mr. Gomme met with Ms. Lisa McNiven to discuss the survey which will be shared with the community regarding the experience the community in general had when receiving services, goods, and such during the COVID-19 pandemic. The plan currently is to develop the survey with UNM and create signed versions of each of the survey questions. After developing the questions they will be modified to work through a glossing process which will allow the questions to be done in ASL. The plan currently is to finish the videos in December.

### **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 32 clients in total to date – 14 of whom are DeafBlind, 13 of whom are Deaf Plus, and 5 of whom are Deaf Senior Citizens. These 32 New Mexicans live in 7 of New Mexico's 33 counties. We are thankful that 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 first quarter:

- Deaf Senior Citizens meetings on July 8<sup>th</sup>, July 29<sup>th</sup>, August 19<sup>th</sup>, August 26<sup>th</sup>, September 7<sup>th</sup>, and September 23<sup>rd</sup>
- Regular and special meetings of the Deaf Cultural Center on July 24<sup>th</sup>, August 4<sup>th</sup>, September 7<sup>th</sup>, September 11<sup>th</sup>, September 17<sup>th</sup>, September 24<sup>th</sup>, and September 25<sup>th</sup>
- Zia Yard Sale on September 11<sup>th</sup>.

In addition, SSPs supported individuals who are DeafBlind and Deaf Plus when they attended the funeral on August 7<sup>th</sup> of a member of New Mexico's Deaf community who was also a former SSP.

# Outreach & Telecommunications

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

The Telecommunication Equipment Distribution (TED) Program lends telecommunication devices at no cost to qualifying New Mexico residents who need assistance in communicating via telephone. Equipment includes amplified telephones, iPads, speech assistive devices, notification systems, loud ringers, and assistive listening with neckloops.

### **Equipment:**

Our office reopened on July 12, 2021 by appointment only. NMCDHH staff developed a plan to keep staff and visitors, who schedule an appointment to come in-person to look at our equipment, safe. We have relocated the equipment to our large conference room where there is plenty of space to maintain a safe social distance while working with the TEDP visitors. We utilize a variety of protective equipment and barriers, such as clear face masks and plexiglass shields to ensure safety but also accessibility. Commission staff will use our staff interpreter/apprentice interpreters through Zoom to meet with visitors to discuss their applications and the equipment that will work best for them. When the meetings are done, staff clean and sanitize all surfaces and TEDP equipment.

Commission staff worked hard to figure out how to make virtual streaming of meetings work when meeting with a TEDP client in the large conference room. The purpose of streaming these meetings is to allow more participants to participate remotely, reducing contact and risk. Another aspect is that with the streaming technology we are able to insert an interpreter without adding them to the physical space. This will not always be used in situations where tactile ASL is necessary, but for a majority of the meetings we are able to reduce the number of people in the room at one time. We utilize captioning and sound systems to ensure anyone who does rely on other accessibility tools is able to participate as well. When the meetings are done, we hold a debrief to discuss the outcome of using streaming and share the outcomes with our Executive Director, Mr. Gomme to continuously improve the experience. The meetings are always a learning process, and we strive to make modifications to the meetings to enhance the interaction between staff and the TEDP clients while keeping in mind the safety of everyone involved.

The Director of Community Advocacy, Corina Gutiérrez worked with Jeff Williamson at Teltex to update our catalog and application in English and Spanish for FY22. The update was for new equipment, we added the XLC8-GLT and GLT stand alone. Once the English and Spanish versions of the catalog and application are approved, they will be printed and posted on our website.

For the first quarter of FY22, we have distributed a total of 289 items of equipment: 117 phones and iPads and 172 accessories. Below are the tables outlining the items distributed between July 1, 2021, and September 30, 2021.

Equipment distributed for the first quarter is as follows:

<b>Phone</b>	<b>Total items distributed</b>
Clarity Alto	8
Clarity Alto Plus	0
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	0
Clarity XLC2+	14
Clarity XLC7BT	0
Clarity XLC8	0
ClearSounds A1600BT	0
ClearSounds CSC600ER	0
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	11
Geemarc Ampli550	0
CapTel 840	12
<b>iPad</b>	
Deaf Package	27
Hard of Hearing Package	45
DeafBlind Package	0
Speech Package	0
<b>iPad mini</b>	
Deaf Package	0
Hard of Hearing Package	0
DeafBlind Package	0
Speech Package	0
<b>Total Phone/iPad Equipment Distributed Count:</b>	<b>117</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	3
Clarity HA40 In-line Telephone Amplifier	0
ClearSounds Quattro Pro	12
ClearSounds ANS3000 Answering Machine	0
ClearSounds CS-CR200 Phone Ringer	0
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	8
Geemarc LH10PK Neckloop	0

Griffin Labs EMOTE	0
Krown RA 05 Amplified Ringer with Strobe	0
Serene Innovations CentralAlert CA360	18
Serene Innovations CentralAlert CA380	39
Serene Innovations RF-200 Alerting System	10
Serene Innovations SA-40 Cell Phone Amplifier	6
Serene Innovations UA-45 Universal Phone Amplifier	0
Silent Call Medallion Kit	22
SonicAlert HA360MKBR	40
SonicAlert HA360BRK	0
Surge Protector (Phones and accessories)	11
<b>Total Accessories Equipment Distributed Count:</b>	<b>172</b>
<b>Total Overall Equipment Distributed Count:</b>	<b>289</b>

### **Outreach:**

During the first quarter of FY22, Dennis Stidham provided a presentation and hosted a booth event for Albuquerque Public Schools students and their families through Zoom. He showed some of our equipment and explained how the application process works.

<b>Q4</b>	<b>Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
	ACT2	Virtual	09/13/2021	56
			<b>Total:</b>	<b>56</b>

### **Relay New Mexico (RNM)**

Relay New Mexico (Hamilton Relay) continues to do some of the exhibits virtually but with the state opening up, was able to do a number of them in person during this quarter. As mentioned in Mr. Robb's report, Mr. Sena was able to work with Mr. Robb, and provide several presentations. There were also some presentations that were done independently including; the Assistive Technology Conference, The City of Vision Civitan Club, and the Route 66 Civitan Club. The booths Mr. Sena attended were fairly well attended given some hesitance with the pandemic and we hope to see more events in the coming months depending on how the pandemic tracks.

<b>Q1</b>	<b>Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
	Palo Duro Senior Center	Albuquerque	7/1/2021	50
	ALS Association New Mexico Chapter	Virtual	7/6/2021	5



Bear Canyon Senior Center	Albuquerque	9/7/2021	55
Elevate the Spectrum	Virtual	9/17/2021	5
Raton Family Health Fair	Raton	9/23/2021	90
		<b>Total:</b>	<b>205</b>

# Las Cruces Satellite Office

*Susana Santillan, Las Cruces Community Advocacy Specialist*

## **Individual Advocacy and Service Coordination**

Susana Santillan from the Las Cruces Office began the new fiscal year 2022 teleworking from home. By mid-July she had returned to working from the Las Cruces Office. During the first quarter Ms. Santillan assisted 25 additional individuals in Southern New Mexico. She assisted with various services including individual advocacy and service coordination to remove communication barriers.

## **Susana Santillan's Accomplishments**

- A Deaf individual requested advocacy assistance to obtain an ASL Interpreter for their son's appointment at a healthcare facility in Southern New Mexico. The facility had difficulties accommodating this request at first to provide an ASL Interpreter due to not having someone active in the facility to interpret. They asked the individual if they could provide their own interpreter. Ms. Santillan educated the Office Manager about the American with Disabilities Act (ADA), as to their responsibilities and the requirements for the facility under the law. Ms. Santillan also provided various NMCDHH fact sheets addressing how to find interpreters and the ADA. The facility agreed to provide ASL Interpreters going forward after discussions and education.

## **COVID-19**

- Ms. Santillan met a Deaf consumer at their COVID 19 Vaccine appointment to provide advocacy and support services by assuring that an in-person ASL Interpreter was provided for the appointment.
- Ms. Santillan worked with two deaf individuals in Southwest New Mexico to ensure that they were able to register for and receive their COVID-19 vaccine with an in person interpreter. Ms. Santillan continues to work with the Public Health Division Southwest Region on ensuring that in person interpretation is provided.
- Ms. Santillan continues to provide guidance and resources regarding reasonable accommodations for the Deaf, DeafBlind, and Hard of Hearing New Mexico community. She assists members of our community who had questions regarding the Governor's live streamed messages on the COVID-19 situation. Ms. Santillan shares the Commission VLOG's regarding restrictions, the use of masks, social distancing, and virtual accessibility.
- Ms. Santillan continues to work on the Southern New Mexico COVID-19 Project by looking into the Deming, Lordsburg, Silver City, and T or C city websites, Facebook pages, and City Council Meetings to see if their sites are accessible for the Deaf, DeafBlind, and Hard of Hearing communities.

### **Systematic Advocacy Services**

- Mrs. Santillan continues to participate in virtual meetings to network and educate agencies regarding reducing communication barriers for Deaf, DeafBlind, and Hard of Hearing Community. She also provides information and referral resources to many entities who are in the community collaboration list.
- Ms. Santillan continues to serve on five committees for the fiscal year of 2022:
  - (1.) Behavioral Health Local Collaborative 3 Member
  - (2.) Behavioral Health Local Collaborative Policy & Advocacy State Committee
  - (3.) City of Las Cruces Americans with Disabilities Act Advisory Committee/elected Secretary for FY2020-2022
  - (4.) NM Workforce Connection Disabilities Committee
  - (5.) NM Workforce Connection Disabilities Monitoring CommitteeMs. Santillan provides education on hearing loss awareness programs to reduce barriers to the social, economic, educational, cultural, and intellectual well-being of Deaf and Hard of Hearing New Mexicans and their families, friends, and colleagues.

### **Community Collaboration:**

Ms. Santillan has built several new relationships with local community partners to promote our agency's visibility in the community:

- Adult Mental Health/Substance Abuse/Medicaid Subcommittee (ASAM)
- Adult Protective Services
- Doña Ana Communities United
- La Casa
- Las Cruces De Norte Lions Club
- Los Lunas School-to-Work Transition Team (SWTT)
- Meca Therapies
- Navajo Region, Branch of Human Services
- New Mexico Center for Development & Disability
- New Mexico Technology Assistance Program
- Otero/Lincoln County School-to-Work Transition Team (SWTT)
- South Valley-Los Lunas-Socorro Division of Vocational Rehabilitation
- Southwestern Area Workforce Development Board (SAWDB) Disabilities Committee
- Southwestern Area Workforce Development Board Monitoring Committee
- Southwestern NM School-to-Work Transition (SWTT)
- Western Sky Community Care

This quarter Ms. Santillan removed 1209 communication barriers for our consumers in various settings.

### **Booths and Presentations:**

There were no in person booths or outreach events this quarter due to safety reasons as a result of the pandemic. We are hoping there will be more in the future. Ms.

Santillan performed one presentation this quarter, presenting to a monthly behavioral health collaborative meeting held virtually, on Hearing Loss Sensitivity.

**Presentations:**

<b>1st Quarter July-September Presentation</b>	<b>Location</b>	<b>Date</b>	<b>Participants</b>
LC3 Behavioral Health's Wellness Monthly Meeting	Zoom	9/1/2021	8
<b>Total Participants</b>			<b>8</b>

# Community Engagement

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

## **Director of Community Engagement Highlights**

The first quarter of FY22 involved a variety of activities:

- As guidance was released regarding third booster doses of the Pfizer COVID-19 vaccine, work began on planning for accessible vaccine events to take place in the second quarter. Booster information was shared with constituents via social media and the interpreting community via the New Mexico Interpreter Distribution List I created and maintain.
- Continued making changes the NMCDHH website, including the addition of several new Fact Sheets and more resources to the COVID-19 Resources page.
- Shared information on Facebook, Twitter, Instagram, and through the bi-weekly email newsletter. Mr. Brennan's work on the email newsletter is still greatly appreciated.
- The Signed Language Interpreting Practices Board (SLIPB) website was completely redesigned, including all new URLs and new locations for several resources. This required updates to the NMCDHH website and several Fact Sheets. I shared the changes with the interpreting community so they can find the resources they need.
- Worked with the SLIPB Administrator to identify corrections and additions needed on their new website.
- Worked extensively with members of the interpreting community on successfully renewing licenses by the expiration deadline. The changes on the SLIPB website made the process more complicated than in previous years.
- Met with the SLIPB Rules Committee to prepare for additional rule changes needed to comply with changes made by the Legislature that apply to all Boards and Commissions. The changes must be implemented by the end of 2021.
- Coordinated with the Taxation and Revenue Department to analyze how changes to the application of Gross Receipts Tax impacts freelance interpreters, met with a group of stakeholders to assure mutual understanding, and created information to share with the interpreting community about the changes.
- The Fall 2021 session of New Mexico Mentoring began in August with five mentor-mentee pairs. Participants are from Albuquerque, Santa Fe, and Las Cruces, and Mentor Training and Orientation were fully remote via Zoom again. The session is progressing well with all participants fully engaged.
- Attended portions of the Registry of Interpreters for the Deaf virtual conference. Sessions were recorded and will remain available for 12 months, so I will watch the remaining sessions in the future.
- Visited the Albuquerque Sunport twice to troubleshoot the two VideoPhones (VPs) installed there through a partnership with NMCDHH, the Sunport, and Sorenson Communications. This project is ongoing to assure the VPs work well and have adequate signage.

- Attended the Zoomtopia virtual conference to gain further insights into best practices using the tools available in Zoom for both fully remote and hybrid meetings.
- I worked with several entities to provide guidance on issues related to communication access including:
  - The Division of Vocational Rehabilitation
  - Alamogordo Public Schools
  - Rio Rancho Public Schools
  - New Mexico Technical Assistance Program
  - Explora
  - New Mexico Employee Benefit Bureau
  - Other individuals and private businesses

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

Ms. Eubank has worked extensively on professional development and information referral this quarter, as well as worked on several ongoing projects, including the following:

- Attended the Registry of Interpreters for the Deaf national conference, this year held virtually. The workshops and meetings attended totaled 39 hours of professional development over the course of 4 days.
- Attended the 19<sup>th</sup> annual Mental Health Interpreter Training Institute session. Based out of Alabama but this year held virtually, this mental health training is the first step in the process to become a Qualified Mental Health Interpreter.
- Created 5 fact sheets for the website under “Resources for Interpreters.” These fact sheets focus on interpreter testing, how to register for exams, and what to study in preparation.
- Proctored two Educational Interpreter Performance Assessment Written Exams for interpreters from the southeastern part of the state.
- Created and consolidated online resources for novice interpreters to work in self-paced practice and skill development as the COVID-19 pandemic continues to limit these opportunities.
- NMCDHH provided a total of 110 hours of interpreting services in the first quarter.
- Referral agencies were not used this quarter.
- There were no unfilled interpreting requests.

### **The Apprenticeship Interpreter Program:**

The Apprenticeship Interpreter Program is off to a great start for this fiscal year. Although opportunities are still limited due to the COVID-19 pandemic, we are providing as many opportunities as possible, including the following:

- Successfully completed our orientation for the three new apprentices for this fiscal year. All three also had one-on-one mentor meetings with Ms. Eubank to provide interpreting baseline samples and discuss goals for this year.

- Worked with an apprentice from FY21 who is continuing to work with us on skill development in FY22 to create goals for this year.
- Hosted a six-week professional book club for apprentices. This year we also invited recent UNM interpreting graduates who have shown dedication to professional development to join, for a total of 6 participants. NMRID agreed to provide CMP sponsorship so those who participated would receive Continuing Education Units necessary for interpreter licensure.
- Collaborated with the Department of Community Advocacy to provide training to the apprentices about the Telecommunication Equipment Distribution Program to help them prepare to interpret future client meetings or booth events.
- Apprentices engaged in 86.5 hours of observation, interpreting, and professional development work in the first quarter.

### **Human Resources**

HR activities in the first quarter included:

- Posted the Community Engagement Specialist position with the intent to fill it in September but had to cancel the posting due to lack of revenue.
  - Continually revised the agency internal procedures implementing COVID-19 mitigation policies for staff working in the office. Revisions were made to maintain alignment with SPO Policies and the Governor's Executive Orders, and to assure maximum safety for staff and clients.
  - Attended several Human Resources Council meetings, SPO Board Meetings, and Trainers Unite meetings.
  - Attended training webinars hosted by SPO and the Employee Benefit Bureau.
  - Attended ADA webinars provided by the Southwest ADA Center and other entities.
  - Worked with the management team to begin to open employee and manager evaluations for Fiscal Year 2022.
  - Shared information with NMCDHH staff regarding the upcoming Open Enrollment for employee benefits and coordinated with the Employee Benefits Bureau to provide interpreters for benefit webinars.
- **NMCDHH Library**
  - Now that the office is open for services by appointment, the library is being slowly opened following the same principle. Patrons may not enter the library to browse the collection, but individuals who contact us requesting to borrow materials may pick them up by appointment.
  - Five items from the collection are still overdue. We continue to work on getting 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 111 people have registered for access to the database.

<b>Library Usage - FY 2022</b>					
	Q1	Q2	Q3	Q4	Total
Patrons	5				
Items Loaned	5				



# Administration & Finance

*Deborah Romero, Director of Administrative Services*

## FY22 - 1st Quarter Board Report - Administrative Services @ September 30, 2021

Category		2021 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,080,100.00	233,268.90		846,831.10	21.60%
300	CONTRACTUAL SERVICES	1,330,300.00	123,822.40	511,241.80	695,235.80	9.31%
400	OTHER	282,100.00	68,107.97	124,047.80	89,944.23	24.14%
500	OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total		2,809,000.00	541,699.27	635,289.60	1,632,011.13	19.28%

## FY22 Collected Revenue September 30, 2021

Month	General Fund Allotment	TRS Revenue
Subtotal	\$272,701.00	\$381,439.90



## Data & Statistics

*As required by Legislative Performance Measures*

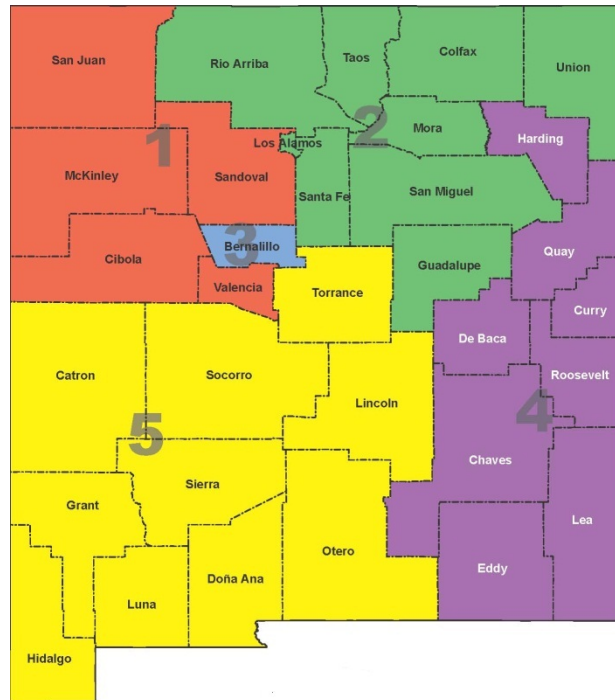
### **Fiscal Year 2022**

<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	32	24%
Number of outreach events coordinated	122	1	1%
Average number of relay minutes per month	10,000	7090	70.9
Number of accessible technology distributions	1,070	289	27%
Number of communication barriers addressed	20,000	6289	31%
Number of interpreters in CDHH sponsored professional development	200	19	10%

### **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%

## 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	11				11
Region 2	19				19
Region 3	81				81
Region 4	8				8
Region 5	26				26
<b>Total Members by Quarter</b>	<b>145</b>				<b>145</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	64				64
Hard of Hearing	30				30
DeafBlind	5				5
Speech Disabled	0				0
Hearing	46				46
<b>Total Individuals by Quarter</b>	<b>145</b>				<b>145</b>



Date: November 15, 2021

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

From: Dan Drury – Interim Director, Nash Sisneros – 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 First Quarter SFY2022

**New Mexico Division of Vocational Rehabilitation  
NMDVR Performance Measures SFY 22  
First Quarter SFY2022 July 1, 2021 – September 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:** Ten (10) individuals have received sign language Interpreter services. A total of **\$10,148.51** has been authorized and expended for this service.

**Hearing Aids and /or other hearing devices:** Eleven (11) individuals received hearing aids and/or other devices. A total of **\$54,712.00** has been authorized and expended for this service.

**Closed Successfully Rehabilitated (employed):**

No (0) individuals who are DeafBlind have been closed successfully rehabilitated. Three (3) individuals who are Deaf have been closed successfully rehabilitated. Nine (9) individuals who are Hard of Hearing have been closed successfully rehabilitated.

Five (5) 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 30.89 hours per week. Average wage at closure is \$15.61 per hour.

### **Caseload Activity**

Of the two hundred twenty-two (222) individuals who are Deaf/DeafBlind, and on a DVR caseload, thirty-nine (39) have been opened and/or opened and closed.

Of the four hundred forty-two (442) individuals who are Hard of Hearing and/or Other Hearing Impediments, on a DVR caseload, fifty-nine (59) individuals have been opened and/or opened and closed.

Of the six hundred-fifty-nine (659) individuals who are Deaf/DeafBlind/Hard of Hearing and/or Other Hearing Impediments and are on a DVR caseload, ninety-eight (98) 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**

Ninety-One (91) individuals who are Deaf/DeafBlind, Hard of Hearing or Other Hearing Impediments have been identified as receiving Pre-ETS and/or Transition services.

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

- All DVR offices are open.
- Many staff are working a hybrid schedule, part-time at home, and part-time in the office.
- Bus passes and direct checks are available for pick-up in the office.
- Everyone in a DVR office is required to always wear a mask.
- 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)
- These individuals will be called by staff to schedule an initial interview.

Respectfully Submitted:

Dan Drury,

*Dan Drury*

Interim Director

Christine Fuller

*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, 2022

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

### Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 2020 to the Signed Language Interpreting Practices Board for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act at NMSA 1978, Section 61-34-1 to 17.

Regulation and Licensing Department will:

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

### Performance Report

<i>Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	5	4 Community, 0 Educational, 1 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

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

Last meeting: September 24, 2021

Next meeting: November 30, 2021

Agendas and draft minutes are available at the Board website:

[www.rld.nm.gov/boards-and-commissions/individual-boards-and-commissions/signed-language-interpreting-practices/slip-board-information/slip-board-meetings](http://www.rld.nm.gov/boards-and-commissions/individual-boards-and-commissions/signed-language-interpreting-practices/slip-board-information/slip-board-meetings)