

New Mexico Commission for Deaf & Hard of Hearing



Quarterly Report

FY22 Quarter 2



FY22 Quarter 2 Board Report

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NMCDHH BOARD MEETING
Thursday, March 10th, 2022
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/FoNOnGAKDcE>

Streamtext Link: <https://www.streamtext.net/player?event=NMCDHH&delay=16>

FINAL AGENDA

Posted: 3/4/2022

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

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

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



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

*Quarterly Board Meeting
Thursday, December 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/EeBo6Wo3AYc>

***DRAFT – These minutes will be subject to another possible revision and approval by the
commissioners at the next board meeting on March 11, 2021.***

I. CALL TO ORDER AND ROLL CALL

Vice-Chair John Hooper called the meeting to order at 3:02pm. Trevor Brennan, Administrative Operations Specialist, called roll call.

Present: Dr. Jennifer Herbold
Dr. Dan Drury
NMAD Designee Dale Loper
Mr. John Hooper

Absent: Dr. Ronald Stern (NMAD Designee Dale Loper attended)
Mrs. Concha Dunwell

Excused: Mr. Francis Vigil

Quorum was met.

Five staff members from NMCDHH were present via Zoom: Executive Director Nathan Gomme, Chief Financial Officer (CFO) Deborah Romero, Director of Community Advocacy Corina Gutiérrez, Community Engagement Specialist Jessica Eubank, and Trevor Brennan. Jessica Eubank interpreted the meeting along with Andrea Ginn and Amy Bourque. Anthony Trujillo from ACS provided CART transcription.

II. APPROVAL OF AGENDA

Chair Dunwell was unable to attend, therefore Vice-Chair John Hooper officiated the meeting. There was no discussion regarding the agenda items.

Vice-Chair Hooper asked for a motion to approve the agenda.

22.1

Commissioner Vigil made a motion to approve the agenda.
Commissioner Herbold seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes
Commissioner Drury – Yes
Designee Loper – Yes

Commissioner Herbold – Yes
Commissioner Vigil – Yes

Motion passed unanimously.

III. **APPROVAL OF September 9, 2021 MINUTES**

Vice-Chair John Hooper asked if there were any changes to the minutes from September 9, 2021. Commissioner Dr. Jennifer Herbold commented that the NMSD representative in attendance was identified as former Commissioner Dr. Rosemary Gallegos, when it was Commissioner Herbold who attended.

There was no further discussion.

22.2

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

Commissioner Vigil seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes
Commissioner Drury – Yes
Designee Loper – Yes

Commissioner Herbold – Yes
Commissioner Vigil – Yes

Motion passed unanimously.

IV. **REPORTS**

a. Executive Director Report

Executive Director Gomme reiterated that as mentioned in the report, the Commission had re-opened by appointment only. However, as we are seeing case numbers rise and the introduction of the Omicron variant, there was a COVID-19 exposure in our office building, some staff are quarantining for theirs and the community's safety. Exposures are likely to happen in the months ahead, however Executive Director Gomme emphasized that the Commission is still open, several staff are working in the office, and we are having meetings with community members.

These events are part of the ongoing evolution of how we work in a hybrid setting, with some people being at home and some in the office. Executive Director Gomme was involved in a recent conversation with several other state organizations that talked about how we classify interpreting services in virtual meetings. This is a discussion and an issue that impacts not only at the state level, but also a national one. We are seeing an evolution in how interpreters work and bill for these types of meetings, how our respective communities interact with them, and constant evaluation of what are the best practices and approaches for virtual settings. The Registry of Interpreters for the Deaf (RID) has been hosting many conversations about these issues.

One issue we have heard about is the use of Video Relay Service (VRS) interpreting. Often, the interpreters and sign language users for VRS must use a separate application from the meeting in order

to communicate with each other. This can mean that the interpreters are unable to see shared presentations, or are unable to identify who is talking during a meeting and the end user has to facilitate this and take additional responsibility in the meetings. The benefit to using VRS for a workplace is that it is free for the workplace to use. Video Remote Interpreting (VRI) is another issue, in traditional situations on site interpreters are often booked on a two-hour minimum, with travel costs included. In a virtual or hybrid setting, when using VRI there are no travel costs, and these meetings may not run for two hours, therefore agencies are having to adapt and adjust their billing practices, or take advantage of using VRS which raises concerns about ongoing funding for VRS services. Limited access to Broadband internet service in our state adds to that challenge, and creates an across the board communication access barrier for the hearing loss community. Executive Director Gomme recently had conversations with a research and analyst group called MITRE, who are working for the Federal Communications Commission (FCC) to gather information on topics of utilizing modern technology in hybrid worlds and what the various states are distributing to address similar issues in this area as well as captioning.

As mentioned, the challenge is not limited only to interpreting issues, but they also include the issue of effective captions. Communication Access Realtime Translation (CART) service is very difficult to get due to the increasing demand for the service, and the inclusion of CART must be planned well in advance. This is somewhat offset by the increased presence of automatic captioning applications for phones, and captioning service plugins for services like Zoom but they are not as effective as CART.

Finally, our DeafBlind community is greatly impacted by all of these issues. Zoom and other meeting platforms do not always work out well for the DeafBlind community, who may depend on tactile signing, which is not possible in a virtual environment. The DeafBlind community also does not benefit from the increasing presence of captions in the same way as other hearing loss community members might.

Executive Director Gomme continues to work with state leaders to address the decline in revenue from Relay services, which is also a national trend. Meetings have been held with the Taxation and Revenue Department (TRD) during this quarter, and we are working with them to address the issue and examine how the taxation models that worked for phone services in the 80's, 90's and early 2000's do not necessarily work for today's services. Data use is where most of the costs are attributed to, while actual voice phone cost has remained largely the same or decreased for most carriers. Work on addressing funding and possible alternative funding sources for the Commission is ongoing, and there will be conversations with state leaders during the upcoming legislative session.

Executive Director Gomme has had meetings with city leaders from Albuquerque, Santa Fe, Rio Rancho, and Las Cruces to talk about the barriers that members of the hearing loss community experience in their daily lives, such as masks and plexiglass barriers and how these barriers can be addressed. Executive Director Gomme was able to demonstrate for them the ADA kits that are now available, and how they can benefit the community in a number of ways. ADA kits have been used successfully at vaccine clinics, and the Commission encourages their use in multiple settings, while still promoting the use of interpreting services as appropriate.

NMAD Designee Dale Loper asked about the contents of the ADA kit. Some of the items included: an iPad which has a variety of communication applications, an Android tablet for captioning (capable of captioning in over 90 languages), a portable FM and loop system, a vibrating pager system, magnifying glass, and a Braille refresh kit for DeafBlind/Low Vision participants.

Vice-Chair Hooper asked if there had been any conversations with TRD about a tax increase. Executive Director Gomme shared that yes, that idea had been discussed, but there is not currently enough

information to effectively determine what an appropriate rate increase might look like, or if this is the correct approach. Vice-Chair Hooper asked what the decline in revenue was for Q1 FY22 vs Q1 FY21. Chief Financial Officer Deborah Romero shared that there was a decline of revenue of \$58,185.00.

Vice-Chair Hooper commented that he was involved with the recent passing of a Closed Captioning Ordinance for the City of Santa Fe, and asked if there was any work being done to have a similar ordinance brought before the legislature for the 2023 60 day session. Executive Director Gomme shared that he had a meeting with the city of Santa Fe after the ordinance passed, and during this meeting many hearing individuals present shared that they did not know how Closed Captions work, how to turn them on, or even what technology was needed. Turning on the captions can vary from device to device, and can even be influenced by whether the TV itself is digital or analog. Therefore, we must recognize that in addition to passing these ordinances, we must also work to educate communities, and help them to understand how to utilize the resources available to them.

In addition to captions, there are other accessibility barriers that the Commission continues to address such as text to 911, information sharing regarding COVID-19 and vaccines, captioning in movie theaters, and access to medical services. Commissioner Herbold shared that in regard to movie theaters, it is great that more theaters are starting to add open captions to their films, but that sometimes it can be hard for a member of the hearing loss community to get a ticket for these showings, as they are often full.

Commissioner Herbold asked that the Commission send quarterly reports to Board Members further in advance of Board meetings so that commissioners had adequate time to prepare. Executive Director Gomme shared that in the process of preparing the Q1 report, there was an exposure at the Commission building, and dealing with that became a high priority for everyone's safety, creating a shift in schedule. The Commission will work to provide Quarterly reports with more lead time for Board members.

b. Department Reports Q & A

Commissioner Herbold asked if the Community Advocacy Department has done any work with organizations and clubs for children, such as after school sports and summer programs. Commissioner Herbold shared that her daughter is involved with gymnastics and the organization was resistant to the idea of providing interpreters due to funding, and she has heard from other parents of similar stories.

Executive Director Gomme and Director of Community Advocacy Corina Gutiérrez thanked Commissioner Herbold for sharing her story, and encouraged Commissioner Herbold to please have other parents contact us if they are experiencing communication barriers and advocacy issues. When Ms. Gutiérrez is aware of these issues, the Advocacy Department staff members are often able to work with organizations directly to resolve the communication barrier successfully. However, we need to be made aware of these situations in order to provide aid, therefore we encourage parents and community members to contact us when these situations occur. Dr. Herbold commented that this may also be an issue that needs to be addressed with the legislature, in regard to earmarking funds for communication and access needs. Executive Director Gomme shared he does have discussions regarding these issue with legislative members, and had recently had a meeting in regard to childcare for people with disabilities.

Commissioner Vigil was excused from the meeting during the reporting period, a quorum was still present, therefore the meeting continued.

V. ACTION ITEMS

A. Selection of Board meeting dates for Calendar Year 2022

Vice-Chair Hooper shared that the Board needed to select meeting dates for the Calendar Year 2022. Vice-Chair Hooper suggested that the Board continue to meet on the second Thursday of the required month (March, June, September, December), as this seemed to work well for the Board members. The suggested dates for Board meetings during Calendar Year 2022 are:

March 10th
June 9th
September 8th
December 8th

There was no discussion regarding the suggested dates.

22.3

Commissioner Drury made a motion to set the meeting dates for the Board in 2022 as discussed. Commissioner Herbold seconded. Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes	Commissioner Herbold – Yes
Commissioner Drury – Yes	
Designee Loper – Yes	

Motion passed unanimously.

VI. ADJOURNMENT

22.4

Commissioner Herbold made a motion to adjourn. Commissioner Drury seconded. Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes	Commissioner Herbold – Yes
Commissioner Drury – Yes	
Designee Loper – Yes	

Motion passed unanimously.

The meeting was adjourned at 4:03pm.

Respectfully submitted,

Trevor M. Brennan

Trevor Brennan
Administrative Operations Specialist

Executive Summary

G. Nathan Gomme, Executive Director

Commissioners and Community Members:

The Second Quarter has come and gone, not without its challenges and the hopes for a more traditional celebration of the holidays for everyone. During the second quarter, many efforts were made to attempt to create a “normal” work experience as we continue to move forward with our offices being open, but not without challenges in both making sure that people coming to our office comply with COVID safety measures, and that we are aware of potential exposures ourselves. There have been hiccups, and with the continuing impact of COVID with no clear end in sight, it can be difficult to remain in the office at all times due to possible exposures. During the holidays, serious consideration had to be given to the ability of our agency to not bring in possible exposures and ensure that the community we served was not at risk. We comply with State Personnel Office (SPO) guidelines, but given the nature of our work with a community that is generally older, we made additional considerations to mitigate exposure. For example, when a person comes to evaluate technology, we must address their safety more so than anything else due to their risk of COVID. During holidays this can be difficult due to both our staff and the community wanting to celebrate with family after getting vaccinated. While difficult, it is at the same time appreciated by the staff that they now have more of a separation of work and home life. Thus far everyone has embraced these requirements to continue working at the office. Another benefit of working in the office is that our ability to create videos and do the work in the community is more efficient and our ability to work with our partners in the state on projects on site has been instrumental in getting our community what they need. We were able this quarter to assist with on-site vaccinations on several occasions, provide support for 5–11-year-old vaccinations, and work with several local governments to enhance their accessibility footprint. This work as we begin to see what remains after the pandemic, and what goes back to some sense of normal will be essential in the coming months as we will see shifts in the barriers. A good example will be the continuation of masks, or the possible ending of them, and the barriers experienced by many community members who are Hard of Hearing. This will give way to other potential barriers perhaps forgotten about from previous years now appearing again.

During the month of October, we had several planning meetings for another vaccination event, for a town hall focusing on 5–11-year-old vaccinations that was being planned, captioning ordinances, and developing training for virtual accessibility. All of these meetings led to positive outcomes in the community including some additional

opportunities to distribute vaccination boosters, an improved approach to enforcing the captioning ordinance, and plans for the City of Santa Fe to invest in additional ADA accommodations based off of the DOH ADA kits. We also completed our Audit Exit Conference, joined the Statewide Education Network in their work on Broadband Access, and continued to work on our budget request for the next fiscal year. The month of October was a busy and productive month that had the new experience of a hybrid world where virtual meetings would occur while also being out and about in the community. At one point I was having a virtual meeting while a vaccination event was occurring where I was present. In person events which would typically mean putting off meetings, now could be done as long as a Wi-Fi connection was had, and a break in the action was available.

This carried over into November where we began to partner with University of New Mexico Hospital (UNMH) on improving access to mental/behavioral health services and expanding our investment on Qualified Mental Health Interpreters. Another hot topic related to interpreters on a national level was how they were beginning to see a difference in how they quantified their work. In the past a two-hour minimum when doing in person work was the norm, whereas in a virtual setting, interpreters in theory could bounce from meeting to meeting in their home. While this was quite similar to VRI work or VRS work, some of the meetings required a more nuanced use of the interpreters which included prep material. How then could they be classified in terms of time paid, how also would they be impacted by losing that two hour minimum cushion when the hybrid world required them to follow both methods? Similar to how I explained my ability to jump into a virtual meeting while on site at a specific location an interpreter could in theory do the same but is that best practices? Would this however be acceptable? Should we create a different tier of interpreting billing? These questions were asked from a perspective of several state agencies but also of the interpreters as we work to figure out what will be the status quo for billing purposes in various states.

During the month of December, I met with MITRE, a federal R&D organization that works on several programs but for this meeting was focused on research on state Equipment Distribution Programs (EDPs). They were tasked with compiling a report for the Federal Communications Commission (FCC) about state EDPs. We discussed the viewpoints held after three surveys and several meetings with state EDPs to discuss how each state operated their EDPs. They will be presenting their findings at an upcoming conference called TEDPA in July. We will be able to discuss best practices and concerns prior to their report being submitted to the FCC. I also had the opportunity to again meet with AccessSOS and test their application out in real time. While this application provides a possible additional solution to the need to contact emergency services without using relay, it still does not resolve the issues of a lack of across the state Text to 911 access. I continued working on a town hall to discuss vaccination for 5–11-year old's during December for a January presentation and getting

presenters who specialize in vaccines for that age range. We did a lot to address the specific concerns we had heard in the Deaf and Hard of Hearing community but also other communities that may have concerns. During December I also learned of the plans for the legislative session to be in person, which also included some restrictions and security checks, that had not been in place in previous years. I started working with Disability Rights New Mexico to ensure that they had the necessary training to address multiple possible accessibility barriers. We will be meeting with the staff handling security in January prior to the session. I am also prepping for the session requesting additional funds to offset the declining revenue until it can be resolved. The other big ask for the session is to reactivate a position that was frozen during the pandemic. This will be important as we begin to move forward with a Request for Proposal (RFP) for relay services and oversight on some big changes with the relay world and allow me to work on some issues related to broadband access.

The team here at the Commission continues to work diligently and with a high level of commitment and flexibility to address the needs of our community. As we move forward with the decreasing numbers and potential of returning more to a normal setting, we keep in mind the community we serve and how COVID could potentially impact them, and us. I remain confident that we are taking the steps to both serve and keep everyone as safe as possible and that we are getting to a place now where our legislative measurements are possible to achieve which I believe you will see in the reports from each department.

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, continue to face barriers with communication access to health care providers, clinical offices, law enforcement, attorneys, judicial courts, daycare centers, non-profit organizations, and local employers. During the second quarter of FY22, our department continued to work in the office, and followed the COVID-19 protocol by wearing masks, practicing 6 feet social distancing, and scheduling appointments with individuals in the large conference room.

Our Director of Community Advocacy, Corina Gutiérrez and the Community Education Specialist, Roger Robb had a follow up meeting with the Santa Fe Police Department (SFPD), regarding providing American Sign Language (ASL) interpreters for the Deaf/Hard of Hearing community in Santa Fe. The great news is that they established a contract with one of the interpreter referral agencies. We are thrilled that our conversations with SFPD led to them being aware of the need for providing an ASL interpreter for their Deaf/DeafBlind and Hard of Hearing community.

Ms. Gutiérrez worked with a local health clinic in Albuquerque regarding their responsibility to provide an ASL interpreter for a Deaf individual who may not be the patient in question, but have a relation to the patient which requires their involvement in after care. Ms. Gutiérrez worked with one of their Executive Directors to educate the clinic to ensure they are aware that it is their responsibility to provide an interpreter. The outcome for this case was positive, as the clinic acknowledged that they are responsible to provide an ASL interpreter for Deaf individuals.

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 specific communities.

Community Advocacy Specialist, Myra Sandoval, worked with the staff from a local charter school to address communication barriers encountered by a Deaf parent. The daycare/school refused to provide an ASL Interpreter for parent teacher conferences

and other meetings, expecting the Deaf individual to communicate in written English. Ms. Sandoval educated them about the fact that because English is not the first language of the Deaf individual, this method would not provide adequate communication access. Ms. Sandoval's persistent and ongoing efforts led to a successful outcome, as she helped the school to understand that it is their responsibility to provide an ASL interpreter for their annual parent conferences and meetings. Ms. Sandoval provided them with contact information for local interpreter referral agencies as well.

Ms. Sandoval worked with a local District Court to ensure that they provide appropriate communication access for an individual who was called as a witness in a court proceeding. The court was not aware that this individual had a need for equal communication access. Fortunately, the court was able to hire an ASL interpreter at the last minute for this individual at the hearing and everything went smoothly.

Community Advocacy Specialist, Dennis Stidham, successfully worked with a local allergy medical center to provide effective communication access for their patients with hearing loss. At first, they were resistant about providing an interpreter but with Mr. Stidham's intervention, they were willing to provide Video Remote Interpreting (VRI) services. However, the Deaf patients did not want to use VRI because it is not an effective form of communication for them. Mr. Stidham educated and advocated that they need to provide in person interpreters for effective communication. It was a long journey to finally get them to understand how important it is to ask each Deaf patient which approach allows for more effective communication for that individual. This situation was an example of why the Commission works so hard to educate the community that VRI is not a solution for all individuals with hearing loss.

In another similar situation, Mr. Stidham successfully worked with a local medical center on their need to provide in person interpreting services for DeafBlind individuals. The center wanted to use VRI for a DeafBlind individual and Mr. Stidham had to educate them about the individual's vision loss and how VRI wasn't an appropriate accommodation for them, or any DeafBlind individuals. After Mr. Stidham's discussion with them, they agreed to provide in person interpreters for future appointments with DeafBlind individuals.

Community Education

A total of 36 presentations were provided by Community Education Specialist Roger Robb and other staff members, as well as New Mexico Relay.

Susana Santillan provided 2 Effective Communication presentations to Adult Protective Services staff in Las Cruces. Corina Gutiérrez provided 3 different presentations: One was for the Roundtable Conversation for Certification Commission for Healthcare Interpreting for UNMH. The other two were Deaf Self Advocacy trainings (Module 1: Advocacy and Module 2: Self Esteem & Self Determination) to the national Deaf Community. Nathan Gomme provided 3 different trainings and presentations on effective accessibility for digital access, and for in person access through ADA technology. Thomas Sena from New Mexico Relay was able to do 5 trainings in Rio

Rancho, Socorro, and Albuquerque on technology related to CapTel, TRS, and Relay services. The presentations/trainings were conducted through Zoom due to COVID-19 safety considerations.

Mr. Robb completed 23 presentations/trainings during the second quarter of Fiscal Year 2022.

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

Introduction to ASL - 15
Fingerspelling - 2
Hearing Loss Sensitivity (Medical) - 2
Deaf/DeafBlind/Hard of Hearing Consumers – 1
Deaf Culture - 1
Hearing Loss Sensitivity (Law Enforcement) – 1
NMCDHH Overview - 1

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

Central NM Community College – Law Enforcement Academy- Zoom
NMCDHH Apprentices- Zoom
UNM Signed Language Interpreting Program (SLIP)- In person
UNM SLIP – Practicum- In person
UNM- Zoom

Only the meetings with the UNM SLIP program were conducted in person, with COVID-19 safety protocols such as masks and social distancing in place. All other meetings were on Zoom. We continue to adapt to whatever COVID safe practices are in place before we consent to do in person presentations or Zoom presentations.

Systemic Advocacy

Mr. Robb has 2 new and 7 ongoing Systemic Advocacy Cases for the 2nd Quarter of the Fiscal Year 2022.

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

New:

- Central NM Community College – Law Enforcement Academy
- National Weather Service

Ongoing:

- Access & Functional Needs All Agencies Coalition
- Albuquerque Police Ambassadors
- Albuquerque Police Department
- Las Cruces Police Department
- Popejoy Hall
- Rio Rancho Police Department

- Santa Fe Police Department

Special Projects

COVID-19 Project

Despite the rising numbers of COVID-19 cases, there have not been many changes to the guidelines during this quarter. Mr. Robb worked on developing 6 different vlogs regarding COVID-19 over the last three months. Many of the videos focused on the Vaccine Event held at the Community Outreach Program for the Deaf (COPD) office to try to get as many members from the hearing loss community as possible vaccinated. Here are the vlog titles in order of production date and their summaries. Ms. Sandoval did a majority of the post-production work for this quarter.

1. **NM Face Mask Mandate Extension VLOG**
This vlog focused on the extension of the face mask mandate by Governor Lujan Grisham from October 15, 2021, to at least November 12, 2021. Also, they are advising all New Mexicans aged 6 months and older to get a flu shot by the end of October.
2. **Vaccine Event at COPD VLOG**
This vlog focused on informing the community that the NM Department of Health, FEMA, NMCDHH, and COPD would be hosting a Vaccine Booster event on Tuesday, October 26, 2021, which would be a drive-in/drive-up event. The vlog showed what the procedure of getting a vaccine would look like.
3. **3 New Updates for New Mexico (11/15/2021) VLOG**
This vlog included 3 different updates:
Extension of the face mask requirement from November 12, 2021, to December 10, 2021.
COVID-19 vaccine information for children (5 – 11 years old) along with the link to register to receive a vaccine.
Information regarding the availability of the vaccine booster for everyone 18 years and older in New Mexico.
4. **December 3, 2021, 2nd Vaccine Event at COPD**
This vlog focused on providing more information about the vaccine/booster event which includes children aged 5 – 11 years.
5. **Process of Getting a Vaccine Shot at COPD (12/3/2021) VLOG**
This vlog focused on the procedure of getting a vaccine/booster shot during the December 3, 2021, event at COPD.
6. **Consent Form for Minors VLOG**
This vlog provided an ASL translation of the consent form for minors.

Placard Project

Albuquerque: This project is still ongoing.

Las Cruces: This project is still ongoing.

Santa Fe: Commission staff met with Chief Padilla before his retirement, and he assured us that this project will continue. Mr. Robb has had discussions with Janell Martinez, who oversees trainings for the SFPD officers. She plans to schedule the hearing loss sensitivity training for law enforcement during the third quarter.

Popejoy Hall

- A. Mr. Robb has developed a script on how to purchase tickets for the ASL interpreted performances but is waiting on the approval of the procedure before he can do a vlog.
- B. A live performance of Mean Girls was interpreted at Popejoy Hall on December 11, 2021. There was some feedback on the placement of Deaf patrons who couldn't see most of the stage, but were able to see the interpreters since they stood on a podium. Information will be gathered after each interpreted performance and shared with the appropriate Popejoy Hall staff at the end of the season to see whether things need to be revised or remain as is.

After Action Response (AAR)

Mr. Robb had been hard at work developing the ASL gloss of the whole survey and has started video shooting for most of the survey questions. He anticipates that the video shooting will be completed in January of 2022.

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 41 clients in total to date – 17 of whom are DeafBlind, 16 of whom are Deaf Plus, and 8 of whom are Deaf Senior Citizens. These 41 New Mexicans live in 7 of New Mexico's 33 counties.

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 second quarter:

- Deaf Senior Citizens meetings on October 7th, October 28th, November 18th, December 16th, and December 30th
- The following events hosted by the Deaf Cultural Center: Halloween Party and meeting on October 30th and the Thanksgiving Party and meeting on November 20th
- The following Zia DeafBlind Club events: Pumpkin Carving and Picnic on October 23rd and the Holiday Potluck and Gift Exchange on December 4th.

In addition, SSPs supported individuals who participated in two COVID Vaccination Booster Clinics held at COPD on October 26th and December 3rd.

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:

TEDP staff continue to work at the office during the ongoing COVID-19 pandemic. We continue to meet with individuals on an appointment-only basis to protect the health and safety of all participants. This way we can provide a safe place for those who want to try out different devices to determine which devices are the best fit for the individual. We are striving to let the people of New Mexico know that we are still here and still providing services and support for any equipment needs.

The Director of Community Advocacy, Corina Gutiérrez, worked with Jeff Williamson at Teltex on updating our catalog and application in both English and Spanish. The additions for this update were the addition of the GLT tablet. These changes were approved during the second quarter, and Teltex plans to print updated copies of the catalogue during the third quarter.

TEDP Specialist Jason Siergey continues to review previous TEDP applications and works with Dennis Stidham to reach out to these individuals to check if the equipment they have received, such as amplified phones, iPads, and accessories, continues to meet their needs. Recognizing that the pandemic means that many community members are staying home more than usual, we want to ensure they have access to the communication resources that they need.

Equipment availability has proven to be a challenge as the pandemic continues to impact supply chains around the globe. Teltex, has experienced delays in being able to fulfill some equipment orders such as those for Apple iPads. Some of the other phones and accessories offered through our program are also being impacted. We are continuously checking on the status of pending orders, and we keep program applicants apprised of the situation, and any delays.

Despite the challenges we are going through, we were able to distribute a total of 189 items of equipment: 115 phones/ iPads and 74 accessories. The tables below outline the items distributed between October 1, 2021, and December 31, 2021.

Phone	Total items distributed
Clarity Alto	0
Clarity Alto Plus	0
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	8
Clarity XLC2+	0
Clarity XLC7BT	0
Clarity XLC8	42
Clarity XLC8 with GLT	25
GLT	0
ClearSounds A1600BT	0
ClearSounds CSC600ER	0
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	22
Geemarc Ampli550	0
CapTel 840	0
iPad	
Deaf Package	0
Hard of Hearing Package	0
DeafBlind Package	0
Speech Package	0
iPad mini	
Deaf Package	18
Hard of Hearing Package	0
DeafBlind Package	0
Speech Package	0
Total Phone/iPad Equipment Distributed Count:	115

Accessories	Total items distributed
Amplicom NL100 Neckloop	0
Bellman Mino with Neckloop	16
Bellman High Powered Neckloop (no device)	6
Clarity CE50 Bluetooth Neckloop	0
Clarity SR100 Super Phone Ringer	0
Clarity HA40 In-line Telephone Amplifier	4
ClearSounds Quattro Pro	0
ClearSounds ANS3000 Answering Machine	0
ClearSounds CS-CR200 Phone Ringer	0
ClearSounds CS-WIL95 Amplifier	0

Comfort Audio Duett Neckloop	0
Geemarc LH10PK Neckloop	0
Geemarc V2T-10	0
GLT with V2T-10	16
Griffin Labs SolaTone	0
Griffin Labs SolaTone Plus	0
Griffin Labs EMOTE	0
Krown RA 05 Amplified Ringer with Strobe	4
Serene Innovations CentralAlert CA360	0
Serene Innovations CentralAlert CA380	0
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	11
SonicAlert HA360MKBR	10
SonicAlert HA360BRK	0
Surge Protector (Phones and accessories)	7
Total Accessories Equipment Distributed Count:	74
Total Overall Equipment Distributed Count:	189

Outreach:

During the second quarter of FY22, Dennis Stidham and Trevor Brennan hosted two staff from the New Mexico Technology Assistance Program (NMTAP) in our large conference room to look at the TEDP equipment. They showed the equipment and explained how each device works. They also explained how the application process works and the program requirements. The staff from NMTAP were excited to learn about the equipment our program offers, and hope to refer qualifying community members to us for assistance in the future.

Q2	Events	Location	Date	Visitors
	NMTAP	Albuquerque	10/29/2022	2
			Total:	2

Relay New Mexico (RNM)

Relay New Mexico (Hamilton Relay) was able to do a number of in person outreach events this quarter. As mentioned in Mr. Robb’s report, Mr. Sena was able to provide 5 training events this quarter, with 4 of them in person and 1 virtually. These included the Veterans Engagement Event, Good Samaritan Society Home Care, Veterans Business Support Coalition, the Socorro Rotary Club, and the Sandia Civitan Club. The booths

Mr. Sena hosted were well attended with more and more people attending events as we progress through the fiscal year.

Q2	Events	Location	Date	Visitors
	Palo Duro Senior Center	Albuquerque	10/7/2021	30
	PrimeTime 50+ Expo	Albuquerque	10/13/2021	200
	City of Alb Health and Benefits Fair	Albuquerque	10/29/2021	250
	Palo Duro Senior Center	Albuquerque	11/4/2021	15
	Family Caregiver Conference	Albuquerque	11/6/2021	3
	North Valley Senior Center	Albuquerque	11/10/2021	55
	Los Volcanes Senior Center	Albuquerque	11/19/2021	45
	Barelas Senior Center	Albuquerque	11/30/2021	20
	Palo Duro Senior Center	Albuquerque	12/2/2021	25
	North Valley Senior Center	Albuquerque	12/8/2021	35
	Los Volcanes Senior Center	Albuquerque	12/14/2021	40
			Total:	718

Las Cruces Satellite Office

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Advocacy and Service Coordination

During the second quarter of FY22, Ms. Santillan assisted 22 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 American Sign Language (ASL) interpreter at a healthcare facility in Southern New Mexico. The individual requested, but was not provided, an interpreter for several scheduled appointments. Ms. Santillan educated the Office Manager about their responsibilities to provide effective communication for individuals with hearing loss, and the requirements for the facility under the American with Disabilities Act (ADA). Ms. Santillan also provided various NMCDHH fact sheets addressing the ADA, how to find interpreters, and who pays for interpreters. After discussion and education, the facility agreed to provide ASL interpreters for future appointments upon request.
- A Deaf individual requested advocacy assistance to obtain an ASL Interpreter at a county courthouse in Southern New Mexico. Ms. Santillan worked with the District Language Access Coordinator for responsible Judicial District, to ensure that an interpreter is available for legal proceedings going forward.

COVID-19

- 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.
- Ms. Santillan worked with 9 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 present. Ms. Santillan continues to work with the Public Health Division Southwest Region on ensuring that in person interpretation is provided when requested.
- Ms. Santillan continues to assist members of the community with hearing loss who have questions regarding the COVID-19 situation by providing guidance and resources regarding reasonable accommodations. She assists individuals who had questions regarding the Governor's live streamed messages on the COVID-19 situation and shares the Commission VLOG's regarding restrictions, the use of masks, social distancing, and virtual accessibility.

Systematic Advocacy Services

- Ms. Santillan advocated for the Deaf community in Southern New Mexico by providing guidance and resources to NM Workforce Solutions to ensure that an in person ASL interpreter was present for a community job fair, hosted by NM Workforce Solutions.
- Mrs. Santillan continues to educate agencies regarding reducing communication barriers for Deaf, DeafBlind, and Hard of Hearing community by providing information

and referral resources by participating in virtual networking meetings. 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 to educate and provide guidance on hearing loss awareness programs and 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.

- (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 Committee

Community Collaboration

Ms. Santillan promotes our agency's visibility in the community by building new relationships with local community partners:

Blue Cross Blue Shield of NM Community Health

Celestial Hearing

Central School-to-Work Transition Team (SWTT) (Valencia and Torrance Counties)

CLG Consulting Substance Abuse Prevention

Community of Hope

Division of Vocational Rehabilitation Las Cruces

El Corazon de Columbus New Mexico

New Mexico Coalition to End Homelessness

New Mexico Department of Health Southern

New Mexico Workforce Connections

Presbyterian Medical Services

PRIDE Industries

Project ECHO NM

Sierra Home Health and Hospice

Socorro/Sierra/Catron County School-to-Work Transition Team (SWTT)

South-Central School-to-Work Transition Team (SWTT)

Sunland Park, NM Light Angels

SW Adult Protective

SW NM Workforce Connection

Valencia/Torrance County School-to-Work Transition Team (SWTT)

WESST Las Cruces NM

West Central School-to-Work Transition Team (SWTT)

This 2nd quarter Ms. Santillan removed 1096 communication barriers for our consumers in various settings.

Booths and Presentations

We continue to provide virtual booths and presentations due to safety reasons because of the pandemic.

Ms. Santillan presented twice to the Adult Protective Services Division under Aging and Long Term Services (ALTSD), to address two different groups of staff in Southern New Mexico, on effective communication as requested.

Booths:

2nd Quarter October-December Events	Location	Date	Participants
1. Workforce Partner Meeting	Zoom Meeting	12/9/2021	18
Total Participants			18

Presentations:

2nd Quarter October-December Presentation	Location	Date	Participants
1. Adult Protective Services- Effective Communication	Zoom	10/25/2021	42
2. Adult Protective Services- Effective Communication	Zoom	10/28/2021	40
Total Participants			82

Community Engagement

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

Director of Community Engagement Highlights

The second quarter of FY22 involved a variety of activities:

- Shared time sensitive information with the community regarding third booster doses of the COVID-19 vaccine. Booster information was shared with constituents via social media, the website, and the bi-weekly email newsletter, and with the interpreting community via my New Mexico Interpreter Distribution List.
- Participated in the planning and execution of two accessible vaccine events that took place in Albuquerque in October and December, respectively. Ms. Eubank has additional details about the interpreting services provided for these events in her report below.
- Continued making changes the NMCDHH website, including the revision of several Fact Sheets and adding more resources to the COVID-19 Resources page with much appreciated assistance from Trevor Brennan, the Administrative Operations Specialist.
- Shared a broad variety of information on Facebook, Twitter, Instagram, and through the bi-weekly email newsletter in collaboration with Mr. Brennan. Information includes meetings and events, open captioned movies in Albuquerque and Santa Fe, webinars, job postings, and other information of interest to our constituents.
- Worked with the Signed Language Interpreting Practices Board (SLIPB) Administrator to identify further corrections and additions needed on their new website, and to work through issues around license renewals.
- Worked with the SLIPB Rules Committee to finalize proposed rule changes, then participated in the Rule Hearing and Regular meeting where all of the changes recommended by the Rules Committee were adopted. The changes will be implemented in early 2022.
- Completed the Fall 2021 session of New Mexico Mentoring with all five mentor-mentee pairs successfully completing the program.
- Promoted the Spring 2022 session of New Mexico Mentoring but received very few applications from mentors and no applications from mentees. Therefore, this session was cancelled, and I will try again for the Fall 2022 session. This is the first session to be cancelled in 15 years, and I believe the primary cause for the lack of interest at this time is simply Zoom fatigue.
- Taught Mr. Brennan to successfully administer the behind-the-scenes Zoom and YouTube components of NMCDHH board meetings. I was on medical leave following hand surgery the day of the December board meeting, and I am very grateful for Mr. Brennan's assistance with this process that is critical to maintain compliance with the New Mexico Open Meetings Act (OMA).
- Attempted to continue to make progress on the VideoPhone project at the Albuquerque Sunport to assure the VPs work well and have adequate signage. Staffing changes within the Sunport and Sorenson Communications have stalled this project, but I will continue pushing forward.

- Attended several webinars presented by the National Center for State Courts regarding effective communication during remote and hybrid hearings.
- Worked with several entities to provide guidance on issues related to communication access including:
 - Clovis Public Schools
 - Rio Rancho Municipal Court
 - Duke City Cares
 - Two private therapists
 - Other individuals and private businesses

Communication Development Specialist and Apprentice Program Highlights

Ms. Eubank has worked on engaging with systemic changes within the field of interpreting this quarter, as well as worked on ongoing projects, including the following:

- Proctoring an Educational Interpreter Performance Assessment (EIPA) Written exam for an interpreter from the Sandoval County area. We took care to proctor the exam in such a way as to follow all COVID-19 safety protocols and social distancing.
- Attending Registry of Interpreters for the Deaf (RID) town hall and board meetings to stay abreast of national interpreting trends and topics.
- Attending the Video Interpreter Member Section of RID meetings to discuss best practices for video remote interpreting and to discuss how the pandemic is continuing to impact the delivery of interpreting services.
- Maintaining communication with The Center for Assessment of Sign Language Interpreters (CASLI) which proctors the exams used to determine national interpreter certification. CASLI has been undergoing an exam transition, so Ms. Eubank has been in frequent communication with the CASLI testing coordinator to determine how this transition process will impact the certification process for New Mexico interpreters with a Provisional license.
- Meeting with pre-certified interpreters on a one-on-one basis to discuss testing options and strategies these interpreters can use to navigate the CASLI exam transition.
- Coordinating interpreting services for two accessible vaccine events held at the Community Outreach Program for the Deaf, one in October and one in December. NMCDHH provided interpreting services through our staff, contract, and apprentice interpreters. We also worked with COPD and UNM Practicum students to provide additional interpreters to ensure we had plenty of communication access available on site. The total number of interpreter hours provided across both events was 96 hours, which reflects a significant amount of our interpreting hours this quarter.
- NMCDHH provided a total of 177.5 hours of interpreting services in the first quarter.
- Referral agencies were used for 4 hours this quarter.
- There were no unfilled interpreting requests.

The Apprentice Interpreter Program

The Apprentice Interpreter Program kept the momentum of the first quarter rolling into the second and has been heavily focused on specific skill development among our apprentices. Some of the great work they have done is as follows:

- Apprentices engaged in providing samples of interpreting work and collaborated to provide feedback, tips, and encouragement to one another as part of their skill development.
- Roger Robb provided a mock Hearing Loss Sensitivity training for the apprentices to practice interpreting some of the work that NMCDHH does on a regular basis in a safe space without the pressure of an audience. This allowed the apprentices to ask Mr. Robb questions, to practice their teaming skills, and to work on vocabulary choices that accurately reflect the content of Mr. Robb's trainings.
- Ms. Eubank met with the apprentices in reflective practice sessions that allowed the apprentices to talk about challenging ethical decisions they have made in their work and to discuss best practices.
- Ms. Eubank also hosted a professional development session for current and former apprentices to discuss current trends in the field of interpreting.
- Apprentices were key to our accessible vaccine clinics held this quarter. It was the first time that this cohort were able to meet and work together in person. Apprentices showed fantastic motivation to engage with NMCDHH staff and with community members on site.
- Apprentices engaged in 62.5 hours of observation, interpreting, and professional development work in the first quarter.

Human Resources

HR activities in the second quarter included:

- Continually revised the agency internal procedures implementing COVID-19 mitigation policies for staff working in the office. Revisions were made to maintain alignment with the most recent versions of State Personnel Office (SPO) Policies and the Governor's Executive Orders, and to assure maximum safety for staff and clients.
- Revised the NMCDHH Employee Handbook to implement several rule changes made by the State Personnel Board in 2021, and to align the policies to apply to both staff who are working in the office and staff who are teleworking.
- Began a new series of "Employee Handbook Minute" weekly emails to agency staff to provide reminders about HR Policies and Procedures. I did this a few years ago and it was decided that with several new staff members it would be helpful to do it again. I will gradually work through the entire Employee Handbook.
- Regularly attended Human Resources Council meetings, State Personnel Board Meetings, and Trainers Unite meetings.
- Attended training webinars hosted by SPO and the Employee Benefit Bureau.
- Began working with the management team to complete interim employee and manager evaluations for Fiscal Year 2022.

- Gradually scanning existing personnel files so that digital access is available for them. This will be a long-term project.

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 are making one final effort to get the items returned. If we are unsuccessful, those items will be removed from the collection and the patrons who failed to return them will be banned from any future use of the library.
- 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.

Library Usage - FY 2022					
	Q1	Q2	Q3	Q4	Total
Patrons	5	2			7
Items Loaned	5	10			15

Administration & Finance

Deborah Romero, Director of Administrative Services

FY22 – 2nd Quarter Board Report - Administrative Services @ December 31, 2021

Category		2021 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,080,100.00	462,224.72		617,875.28	42.79%
300	CONTRACTUAL SERVICES	1,330,300.00	291,848.67	346,715.47	691,735.86	21.94%
400	OTHER	282,100.00	113,048.56	80,448.90	88,602.54	40.07%
500	OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total		2,809,000.00	983,621.95	427,164.37	1,398,213.68	35.02%

FY22 Collected Revenue December 31, 2021

Month	General Fund Allotment	TRS Revenue
Subtotal	\$445,402.00	\$648,291.65

Data & Statistics

As required by Legislative Performance Measures

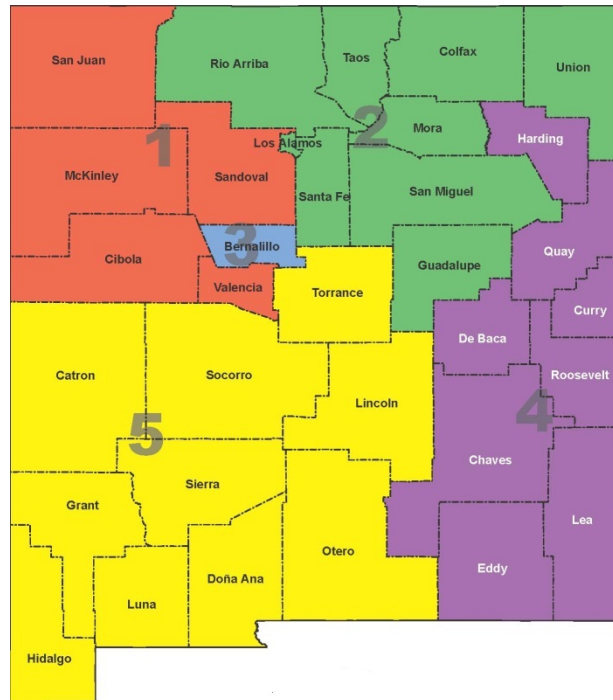
Fiscal Year 2022

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	68	50%
Number of outreach events coordinated	122	14	11%
Average number of relay minutes per month	10,000	6985.81	70%
Number of accessible technology distributions	1,070	478	45%
Number of communication barriers addressed	20,000	11743	54%
Number of interpreters in CDHH sponsored professional development	200	35	18%

Fiscal Year 2021

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
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 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Region 1	11	8			19
Region 2	19	5			24
Region 3	81	33			114
Region 4	8	10			18
Region 5	26	22			48
Total Members by Quarter	145	78			223

Individuals by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Deaf	64	28			92
Hard of Hearing	30	23			53
DeafBlind	5	3			8
Speech Disabled	0	0			0
Hearing	46	24			70
Total Individuals by Quarter	145	78			223



February 3, 2022

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

From: Casey Stone-Romero - Director

Nash Sisneros - RSU Deputy Director – Rehabilitation Service Unit

Rudy Grano - Field Operations Director - Rehabilitation Service Unit

Christine Fuller - Supported Employment and Deaf & Hard of Hearing Coordinator for New Mexico

Re: MOU Goals and Performance – Report for Second Quarter SFY2022

**New Mexico Division of Vocational Rehabilitation
NMDVR Performance Measures SFY 22
First Quarter SFY2022 October 1, 2021.-December 31, 2021**

NMDVR Liaisons:

New Mexico Association for the Deaf – Currently vacant.

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

NMDVR Service Provision:

Order of Selection (OOS) – NMDVR is currently under active OOS. Currently, the Most Significantly Disabled (MSD) category is open, and individuals who are MSD are being served. All other categories are put on a waitlist until resources (staff and funding) become available. The categories identified OOS are as follows: 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 in the Significantly Disabled (SD) category and then 2) date of application. All applicants are provided Information and Referral services when added to the waitlist. There have been no new releases from the OOS waitlist. 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 waitlist.

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: Fifteen (15) individuals have received sign language Interpreter services. A total of **\$5,841.85** has been authorized and expended for this service.

Hearing Aids and /or other hearing devices: Twenty-two (22) individuals received hearing aids and/or other devices. A total of \$53,420.00 has been authorized and expended for this service.

Closed Successfully Rehabilitated (employed):

One (1) individual who is Deaf-Blind have been closed successfully rehabilitated.

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

Seventeen (17) individuals who are Hard of Hearing have been closed successfully rehabilitated.

One (1) individuals who have Other Hearing Impediments have been closed successfully rehabilitated.

Employment Information

The average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or have Other Hearing Impediments is 32.36 hours per week. The average wage is \$14.87 per hour.

Caseload Activity

Of the two hundred thirteen (213) individuals who are Deaf/Deaf-Blind and on a DVR caseload, Twenty-six (26) have been opened and/or opened and closed.

Of the Four hundred thirty-two (432) individuals who are Hard of Hearing and/or Other Hearing Impediments on a DVR caseload, seventy-seven (77) individuals have been opened and/or opened and closed.

Of the five hundred-eighteen (518) individuals who are Deaf/Deaf-Blind/Hard of Hearing and /or Other Hearing Impediments and are on a DVR caseload, one hundred-four (104) have been opened and/or opened and closed.

Ineligible for VR services

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

Transition Services

One hundred forty-two (142) individuals who are Deaf/Deaf-Blind, Hard of Hearing, or Other Hearing Impediments have been identified as receiving Pre-ETS and/or Transition services.

This is how DVR is providing services during COVID 19.

- Effective 1/11/2022, all DVR offices are closed due to an uptick in Covid infections. The continued need to keep offices closed will be assessed on a weekly basis.
- Effective 1/11/2022, staff are teleworking. The continued need to maintain employees 100% telework will be assessed on a weekly basis.
- During this time, arrangements can be made on a case-by-case basis for participants to obtain direct checks and bus passes.
- When in the office, all DVR staff are required to 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 or in person.
- These individuals will be called by staff to schedule an initial interview.

Respectfully Submitted:

Casey Stone-Romero
DVR Executive Director

Casey Stone-Romero

Christine Fuller

Christine Fuller

Supported Employment/ Deaf, DeafBlind, and 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:

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

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

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

Regulation and Licensing Department will:

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

Performance Report

<i>Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	10	7 Community, 2 Educational, 1 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: November 30, 2021

Next meeting: March 7, 2022

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