

New Mexico Commission for Deaf & Hard of Hearing



Quarterly Report FY22 Quarter 3



FY22 Quarter 3 Board Report

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NMCDHH BOARD MEETING
Thursday, June 9th, 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/g5TLyYXCKYA>
https://youtu.be/T_y2PKb0cBY

FINAL AGENDA

Posted: 6/3/2022

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of March 10, 2022
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports Q & A
- V. Action Items
- VI. Adjournment

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

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



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

*Quarterly Board Meeting
Thursday, March 10, 2022.
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/FoNOnGAKDcE>

DRAFT – These minutes will be subject to another possible revision and approval by the commissioners at the next board meeting on June 9, 2022.

I. CALL TO ORDER AND ROLL CALL

Chair Concha Dunwell called the meeting to order at 3:01pm. Trevor Brennan, Administrative Operations Specialist, called roll call.

Present: Mrs. Concha Dunwell
Dr. Jennifer Herbold
Dr. Ronald Stern
Mr. John Hooper

Absent: Mr. Francis Vigil
Dr. Dan Drury

Quorum was met.

Six staff members from NMCDHH were present via Zoom: Executive Director Nathan Gomme, Chief Financial Officer (CFO) Deborah Romero, Director of Community Advocacy Corina Gutiérrez, Director of Community Engagement Lisa Dignan, Community Engagement Specialist Jessica Eubank, and Trevor Brennan. Jessica Eubank interpreted the meeting along with Andrea Ginn and Amy Bourque. Assistant Attorney General Delilah Tenorio was also present. Jill Pesti from Partners Interpreting LLC. provided CART transcription.

II. APPROVAL OF AGENDA

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

22.5

Commissioner Hooper made a motion to approve the agenda.

Commissioner Herbold seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Stern – Yes

Motion passed unanimously.

III. APPROVAL OF December 9, 2021 MINUTES

Chair Dunwell asked if there were any changes to the minutes from December 9, 2021. There were no comments or changes.

Chair Dunwell asked for a motion to approve the minutes as written.

22.6

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

Commissioner Herbold seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Stern – Abstained

Motion passed by majority vote.

IV. REPORTS

a. Executive Director Report

Executive Director Gomme shared that that some of the information for the 2nd quarter report has already changed in the 3rd quarter, such as changes to the statewide mask mandate, CDC COVID-19 guidelines, and testing metrics.

Commissioner Stern, Chair Dunwell, Executive Director Gomme, and Assistant Attorney General Delilah Tenorio discussed what this means for NMCDHH Board Meetings in the 3rd quarter and beyond: will they be in-person, virtual, or hybrid? As the COVID-19 pandemic is still on-going, there are questions that

must be addressed in regard to capacity limits of the space used for board meetings, and ability for the general public to participate. The Commission has purchased some equipment, such as cameras and streaming equipment to facilitate a hybrid type meeting in the future if needed. This is a cyclical discussion that has been re-occurring when case numbers drop, and then subsequently rise, as was especially noted after the 2021 Holidays. The Commission also recognizes that we must be extra cautious given we serve some of the most at-risk individuals in our state. The Open Meetings Act (OMA) currently has an emergency resolution that allows for virtual meetings due to COVID-19, it is unknown if that resolution will remain in place, or for how long. If we do resume in-person meetings, or conduct hybrid meetings, the OMA must be followed, which includes making sure we clearly publish whether the meeting is online, in-person, or hybrid. Additionally, we must ensure that there is adequate space for safety of individuals involved, and adequate capacity to allow the public to participate. As we are still dealing with the ongoing pandemic, there is no further action on this item to be taken at this time.

During the legislative session, Executive Director Gomme attended the Legislative Finance Committee (LFC) hearing, due to a computing error in the financial reports submitted to the LFC on the executive side, it appeared that the Commission was given double the amount of money than was actually proposed in the appropriation. In the end, the Commission was given the legislative recommendation, but this still included an increase from the State General Fund, which will allow us to open some vacant positions for hiring, however the Commission does not have final numbers at this time from the House Bill. We must also balance the need to fill these positions, while also dealing with the impact of salary raises on the existing budget, which is impacting all state agencies.

The Commission is currently working on a Request for Proposals (RFP) for relay services. The RFP has been submitted to the State Purchasing Office for review. Nationally we are seeing a drastic increase in the cost for relay services per minute, and we will have to see what impact that has.

On April 9th 2022, the Commission will be co-hosting a Town Hall meeting with the University of New Mexico Hospital (UNMH) to address the concerns of the hearing loss community. This partnership with UNMH has gone well, and we are also discussing the expansion of mental health services within the hospital with them.

Executive Director Gomme has been involved with the broadband expansion effort in New Mexico, which has received grant money after the passing of a federal law related to broadband infrastructure. There are several different state organizations working on this process, one of them being the Statewide Education Network (SEN), which is working to examine the impact of broadband expansion on students. One of the technologies being looked at is Starlink, a satellite based broadband option. The Commission continues to work to ensure that the needs of the hearing loss community are considered.

Discussions continue with the state and local governments on Text to 911 service. The City of Santa Fe is testing a program called Smart 911, and another called AccessSOS. While these applications are helpful, they are not true text to 911 services as they require a smartphone application. The Commission

continues to advocate for a 911 texting service in New Mexico that does not require an external application per FCC requirements.

b. Department Reports Q & A

Chair Dunwell complimented Commission staff member Roger Robb, for his work on the vlogs he has produced in American Sign Language (ASL), and their impact on communicating information to the hearing loss community.

Commissioner Herbold, Chair Dunwell, and Executive Director Gomme discussed a bill that did not pass committee during the Legislative session regarding a hearing aid fund for adults in the state of New Mexico. Executive Director Gomme had a conversation with the sponsor for the bill after he was informed of its existence regarding language, terminology, and the possibility of expanding the bill to cover all New Mexico residents. Due to the limited 30 day session, there was no time for these considerations to be included in the bill during this legislative session. More research is needed to determine how great the need is amongst the residents of New Mexico and the associated costs to cover the purchase of hearing aids.

V. ACTION ITEMS

There were no action items.

VI. ADJOURNMENT

22.7

Commissioner Hooper made a motion to adjourn.

Commissioner Herbold seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Stern – Yes

Motion passed unanimously.

The meeting was adjourned at 3:59pm.

Respectfully submitted,

Trevor M. Brennan

Trevor Brennan
Administrative Operations Specialist

Executive Summary

G. Nathan Gomme, Executive Director

Commissioners and Community Members:

It is my pleasure to bring you the Third Quarter of FY22 report for the New Mexico Commission for Deaf and Hard of Hearing. This quarter has been a very busy one as we shift more and more back into the regular way of doing business, with a twist. As most of you are aware we continue to work through the adjustments that come with regular operations in a space where the risks of COVID have not completely been diminished. However, with the work done in this state we are beginning to see more and more open up which includes conferences, legislative work, and other events. Finding a balance remains the goal of our agency as we work to provide the necessary and required resources to our community. Perhaps the most significant shift has come in the form of many “in-person events” beginning to slowly make their way back into our community. This was very clear as the participant numbers for the ADARA conference began to creep up as we got closer to the event in March. Almost at the same time we began to see increases in the number of cases of COVID. The work at balancing this has been challenging at times, especially for those of us who are in the disability community. I continue to work with many other agencies in this area to push for considerations on both ends of the discussion which I will describe in my work with the Roundhouse during the session. A number of other things occurred during the 3rd quarter with regards to some challenges after some relatively positive news on the legislative side and we also were able to host and attend several events in the latter half of the 3rd quarter which allowed us to catch up on some of measures that have been hindered by the lack of events throughout the year.

During the month of January, we moved forward with our request for more general funds, which we were able to secure during the legislative session. However, later on in the 3rd quarter we learned that we would not receive any additional general funds for the pay increases which were approved during the session. I am happy to see many of our hard-working staff get these increases as they were sorely needed, I do have to make several considerations to our budget as a result of this change and have been working

with Deborah to make them palatable as possible. A lot will depend on the total cost we will have to expect with the upcoming RFP for relay services which I won't be able to comment on until the process is completed. We were able to start that process at the end of the 3rd quarter and anticipate it being completed this June. Another thing that I was able to be a part of was working with the team from the Roundhouse handling the new security requirements, which included metal detectors and COVID checks. For the first time they were doing both for entry into the Roundhouse and along with Disability Rights New Mexico we had a chance to provide a training in regard to individuals with a disability. I focused on the various aspects of hearing loss and speech disabilities when people are trying to enter a place with new guidelines and rules for entry. One of the issues we addressed was making sure those guidelines were clear and explained ahead of time. The training went very well, and we were able to address other topics such as wheelchair access and visual notices that may not be seen. One other thing we completed working with DOH and several members of the Access and Functional Needs group was addressing information and misinformation related to vaccinations of children aged 5-11. There was a well-attended town hall like forum for parents of children with disabilities which had several doctors and professionals explaining the truths related to the vaccination now that it was available for children aged 5-11.

During the month of February, we worked on two big projects for the 3rd and 4th quarter. The first was the American Deafness and Rehabilitation Association (ADARA) conference which was the first big Deaf/Hard of Hearing Conference happening in New Mexico in quite some time. We were able to assist in a number of ways, along with both the Division of Vocational Rehabilitation (DVR) and the Community Outreach Program for the Deaf (COPD) for this conference. We were also able to get some additional support from Teltex, who is our equipment distribution vendor, and they were able to provide a lot of support in the form of accommodations and items. The ADARA conference was a national conference which focused on topics such as mental health, diversity, job attainment, vocational services for transition aged students, and more. Many other local agencies such as Rio Grande Connections and the New Mexico School for the Deaf played a role in assisting in various capacities which brought a lot of attention to the resources here in New Mexico for our community. Due to my work with them I was asked to help introduce the conference with Dr. Herbold from NMSD. It was an honor to do so, and the conference as well as the state came across very well. Part

of the reason a lot of people enjoyed the conference was due to COPD assisting conference attendees in visiting old town after the conference was unfortunately forced to move venues at the last minute. I received a good amount of positive feedback and gratitude from the team of people at ADARA for the overall support. Another project that we began working on was an in-person Town Hall with University of New Mexico Hospital (UNMH) set for early April. The goal with this town hall is to include three different groups of our community in a town hall setting to hear from the communities their respective experiences in utilizing services provided by UNMH. We split between three different groups: Deaf, DeafBlind, and Hard of Hearing. The reason for this is because each of these groups has a specific experience and while there is some intersection in the experience, they don't all have the same primary concern. The group from UNMH agreed with this and is providing a number of things to address this. UNMH will be providing interpreters for each section with consideration for the specific communication needs of the audience. They will also be providing CART services for each group. One thing we will be doing is working with the team at UNMH to make sure they set up the room with access in mind. One thing I noted is a general level of uncertainty from the UNMH team when it comes to how a room should appear. When Roger and I met with them in March for an in person check we had to suggest several changes to ensure access was effective. Prior to the town hall and on two occasions, Corina and I were able to discuss our collected information from the community that had been collected over the last few years, the information included some of the most frequent barriers we have heard about. It will be helpful to see if those comments from the community from the last several years are still present and what if anything will be heard during these town halls. At the end of these town halls, UNMH plans to incorporate the input and add it to their strategic plans for the next 3 years.

Other projects this quarter included doing a survey on our digital security protocols and steps that need to be taken to improve our protocols, Broadband and Digital Access Initiatives, and my work with NAD. As with many agencies we are working on making our security protocols more robust. Often, we see phishing attempts using falsified email credentials in the hopes of confusing staff members into revealing their information or other malicious activities. Other issues that have to be considered are physical security, multifactor authentication (MFA), and additional issues such as digital education. I worked with Trevor to address a list of over 700 questions that needs to be

assessed and addressed. A number of these questions fall into the work that is done by the Department of Information Technology (DoIT) but with respect to individual elements of security there are some areas that still need to be addressed. One such tool that everyone is now using is MFA tools that we have installed and are now being used by all of our team. With Broadband and Digital Access Initiatives, I have been joining several groups pushing for addressing both the digital divide and making sure that we are considering digital access issues when it comes to ensuring that once our community has broadband access, that they are able to utilize it without unneeded accessibility barriers. One issue that we see is that our community, once they are able to afford or utilize a high-speed network, aren't able to access certain websites due to a lack of digital literacy or they don't have the tools due to cost to access some applications that would enable them to utilize the websites. Another factor is that the websites aren't made with the consideration of things such as Alt Text, captioning, and embedding services into their entire website. As I started working with the broadband groups, I began to see concerns with education after the increase in broadband services. Another example of some barriers we might see is that the equipment for captioning phone calls may no longer work due to a transition from legacy lines to digital lines but that the community wouldn't know that they have been switched. So far, we are focusing on how to educate the community on when they have seen their lines changes, and ways to transition to more modern technology for continued access, another area we are looking at is how to continue supporting those communities as they wait for access to high-speed internet. I was informed that NAD will be working on the accreditation for interpreting agencies again. I initially worked with a task force to develop guidelines for a possible accreditation process for agencies, those guidelines were brought to the NAD board, and we are now working on the actual implementation of the guidelines now. One last thing we are working on is a Disability Access and Functional Needs Summit to discuss all of the findings from the past 3 years with COVID, technology challenges, and health issues during the pandemic for our community to name a few. The summit will occur in June, and we will be hosting it at the Indian Pueblo Cultural Center.

Our office continues to work hard on addressing the needs of community and partner with groups across the state to enhance and improve access. With the continued changes and adapting to the impact of COVID we are only starting to see a return to

regular operations but must remain vigilant as we enter a period where the numbers could rise again and with the fire season looking to be one of the worst in some time. We need to remain flexible as we work to meet the legislative measures and address a community that is tired of the continued challenges they face. We also need to be mindful of the stressors creating an environment where mental health and isolation have exasperated them and that the challenges, they face may be a combination of old challenges with new issues and they will be looking at us to solve issues they haven't faced in several years. As you can see from the reports, we are taking steps to include the community and their voices as we work towards transforming their experiences for the better.

Thank you,

G. Nathan Gomme

Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

Individual/System Advocacy & Public Policy

The Department of Community Advocacy continues to impact and empower 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, detention centers, Amazon, non-profit organizations, and local employers. During the third 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 successfully worked with a case worker at a local detention center to ensure that a Deaf inmate has a signed language interpreter for his appointments as needed. At first, the detention center did not know where to find a signed language interpreter. Ms. Gutiérrez educated them about communication access and how important it is for a Deaf inmate to have access to information, and how to contact local interpreting agencies. They now understand that it is their responsibility to provide an interpreter for meetings. Ms. Gutiérrez also worked with one of the sergeants at the detention center to discuss having the Community Education Specialist, Roger Robb, conduct the Hearing Loss Sensitivity training for their staff. The conversation was successful, and we expect this training to happen during the fourth quarter of this Fiscal Year. The training will help their staff better understand how to work with Deaf/Hard of Hearing inmates.

Ms. Gutiérrez will be joining the Presbyterian Patient and Family Advisory Committee (PFAC) in addition to her work with a similar committee with the University of New Mexico Hospital. The meetings will be held through Zoom monthly. The first meeting is scheduled for Wednesday, March 23rd at 5:00 was cancelled because several members were unable to attend. The next meeting will be on April 27th. Ms. Gutiérrez is excited to meet the members and is ready to work with them and to educate them about our Deaf, DeafBlind, and Hard of Hearing community. Also, Ms. Gutiérrez will check with

other healthcare providers to see if they have their own advisory councils, and she wants to work more closely with them during the 4th quarter.

Ms. Gutiérrez continues to participate in monthly/quarterly meetings with the University of New Mexico Hospital (UNMH) 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.

As for PFAC at UNMH, Ms. Gutiérrez had several meetings with the facilitator and the members to work on our presentation for a PFAC internal partner and the New Hospital Tower Committee including the Chief Operating Officer. The topic for the presentation is "Quality & Safety Basics". We, the members of PFAC shared our stories and experiences related to the topic. The outcome of our presentation was fabulous. The internal partner and the New Hospital Tower Committee appreciated our time to educate them, and they felt that the presentation was very beneficial.

For our ITA meeting, we were able to meet the State Engagement Coordinator with the National Deaf Center (NDC). The coordinator explained about their program and the resources and services they provide for middle and high school students.

Community Advocacy Specialist, Myra Sandoval worked very hard with the Chief Financial Officer (CFO) at a local medical facility to educate them about providing appropriate communication access for a Deaf individual. Typically, they provide Video Remote Interpreting (VRI) service for any Deaf patients however some Deaf patients have vision loss and are unable to see the interpreter through VRI clearly, accessing VRI for these individuals is very difficult and frustrating. VRI is not an effective communication tool for these individuals. Ms. Sandoval educated them about using VRI and when it is more appropriate to use on-site interpreters for Deaf patients who have vision loss. Ms. Sandoval provided them with the fact sheet on how to find an interpreter, and they made a contractual agreement with one of the interpreter referral agencies. The Deaf individual was thrilled with the positive outcome.

Ms. Sandoval worked with the social workers from a local healthcare providers hospice service to provide different assistive listening devices for communication access for Hard of Hearing patients and their families. Also, they provided a tablet that has speech to text apps so the Hard of Hearing patients will be able to use to communicate with their families and the staff at the hospice. The social workers now know how important

it is for them to provide communication access to Hard of Hearing patients. Hospice typically has a lot of senior citizen patients with hearing loss, the tablet and assistive listening devices will be helpful and beneficial for those individuals.

Community Advocacy Specialist, Dennis Stidham successfully worked with the Human Resources (HR) manager at a local Amazon facility to ensure that they provided laptops that have VRI service for each floor at the facility for their Deaf employees. The goal was to ensure that the laptops would be available on a consistent basis as opposed to having to wait or not be able to access the laptop for VRI services when needed. In the past, only one laptop in total was provided for all the staff on each floor. There are many Deaf employees that work in different areas on each floor, oftentimes they have had to wait until the laptop became available for the next Deaf employee. Now that there is a laptop available on each floor this should reduce the wait time, already communication access has improved significantly. Also, Mr. Stidham suggested the HR manager that they improve visibility and awareness of the Deaf employees. The hearing employees do not know about their hearing loss, and they think that the Deaf employees are ignoring the hearing employees. This can be rectified, and they can reduce communication barriers if they make some changes. The hearing employees for example learned to tap the Deaf employee's shoulder or wave to get their attention. Overall, our interaction with Amazon was successful in reducing communication barriers. This also led to a presentation to Amazon staff by Roger Robb, which is detailed later in this report.

Community Education

A total of 19 presentations were provided by Community Education Specialist, Roger Robb and other staff members as well as staff at New Mexico Relay.

Ms. Gutiérrez provided 5 different presentations. Two of the trainings were for the UNMH PFAC on "Quality & Safety Basics" for PFAC internal partners and for the New Hospital Tower Committee including the Chief Operating Officer. The other three presentations were Deaf Self-Advocacy trainings (Module 3 on "Working with Interpreters", Module 4 on "Ethics of Working with Interpreters", and Module 5 on "Interpreting Services using Video Technology") to the national Deaf community. Jessica Eubanks provided a "How to Establish Independent Interpreter Contracts" for NMCDHH apprentices. Lisa Dignan provided a "Legal Interpreting" presentation for the UNM Signed Language Interpreting Program which was conducted in-person.

Nathan Gomme provided 3 presentations, one focusing on the topic of vaccinations for children aged 5-11, another was for disability access at the Roundhouse after they

established new procedures for entry during the session, and the last one was on how technology and broadband access are essential for individuals with a hearing loss.

Thomas Sena from New Mexico Relay provided 3 presentations in Santa Fe, Clovis, and Portales on technology related to CapTel, TRS, and Relay services.

Mr. Robb completed 6 presentations/trainings during the third quarter of Fiscal Year 2022.

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

- Hearing Loss Sensitivity – 2 (In-Person)
- Hearing Loss Sensitivity - 2 (Zoom)
- Hearing Loss Sensitivity – 1 (Zoom)
- NMCDHH Overview – 1 (Zoom)

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

- Amazon
- Brookline College
- Hyatt Regency (Downtown Albuquerque)
- NM Junior College (Hobbs)

We continue to adapt to COVID Safe practices that are in place before we will consent to do in-person presentations or not.

Systemic Advocacy

Mr. Robb has 1 new and 7 ongoing Systemic Advocacy Cases for the third quarter of the Fiscal Year 2022.

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

New:

- Amazon -
After Mr. Stidham's work with Amazon, Mr. Robb provided a Hearing Loss Sensitivity presentation to Amazon to help them understand how to better work/communicate with Deaf employees and they invited him to do a site visit which we expect will occur during the 4th quarter.

Ongoing:

- Albuquerque Police Ambassadors
- Albuquerque Police Department
- Las Cruces Police Department
- National Weather Service
- Popejoy Hall
- Rio Rancho Police Department
- Santa Fe Police Department

Special Projects

COVID-19 Project

There were no COVID-19 related videos produced during the 3rd Quarter.

UNM Hospital

1. Mr. Robb produced a vlog to notify the Deaf & DeafBlind community regarding the Town Hall Event that UNMH and NMCDHH partnered with to gather examples of positive/negative experience to help them with their 5-year strategic planning.
2. Mr. Robb was invited to participate in the Ambulatory Committee of the Patient and Family Advisory Committee which meets on the last Thursday of each month. Mr. Robb had the opportunity to attend two meetings. The first meeting, Mr. Robb introduced himself and explained his experience dealing with one of the hospitality staff. The second meeting, we had several healthcare workers speaking about their experiences during the COVID pandemic which was heartbreaking and heart wrenching.

Placard Project

Albuquerque: This project is still ongoing.

Las Cruces: This project is still ongoing. Mr. Robb met with Mr. Arenibas, one of the trainers for the Las Cruces Police Department to review the Hearing Loss Sensitivity PowerPoint to see if any information was missing or needed to be removed. He was

satisfied with the content that was provided. We look forward to providing the Hearing Loss Sensitivity training to the Las Cruces Police Department in the near future.

Santa Fe: This project is still ongoing.

Popejoy Hall

The performance of Anastasia was interpreted in ASL on Saturday, March 5th by two interpreters, located stage left just in front of the orchestra. The interpreters and Popejoy have done a wonderful job and have continued to work towards providing access for theatergoers. However, there was a situation where a patron was harassing the interpreters during the first half of the performance, but he left during the intermission. This is the first time this has been experienced and the type of issue that will be addressed when we review the pros and cons of the season before the new season begins to resolve any issues.

After Action Response (AAR)

Mr. Robb did the video shooting for 40 segments of the AAR survey questions and Ms. Sandoval did the post-production editing. They met with Ms. McNiven and Mr. Weeks to discuss the segments and it was decided that 4 segments needed to be re-done and will be completed during the 4th Quarter.

American Deafness & Rehabilitation Association (ADARA) 2022 Conference

Mr. Robb had the opportunity to attend the ADARA 2022 conference here in Albuquerque at the Hyatt Hotel (March 14 – 17, 2022). There were several workshops that Mr. Robb attended. The workshop he benefitted the most from was the Deaf Community and Law Enforcement: Lessons Learned and Moving Forward because this topic fits his work responsibilities and interests. He had the opportunity to get more information which will help him with presenting the Hearing Loss Sensitivity training to law enforcement and will help with how to have a better partnership with the Police Departments in the state.

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 44 clients in total to date – 17 of whom are DeafBlind, 17 of whom are Deaf Plus, and 10 of whom are Deaf Senior Citizens. These 44 New Mexicans live in 7 of New Mexico's 33 counties.

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

- Deaf Senior Citizens meetings on January 27th, February 10th, and February 25th, March 10th, and March 17th.
- The following events conducted by the Deaf Cultural Center: Town Hall meeting regarding the PAH! Deaf Apartment on February 26th and a general meeting/elections/fundraising event (spaghetti dinner) on March 19th.
- The following Zia DeafBlind Club events: Annual Meeting/Pot-Luck with election of new board on January 10th and Bowling on March 5th.

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:

The Telecommunication Equipment Distribution Program continues to see changes while providing service throughout the state of New Mexico. The recent changes include, discontinuing Clarity XLC7BT as its manufacture, Clarity, is no longer producing this phone and shifting primarily to the XLC8 which has Bluetooth. The XLC8 is the most recent iteration of the XLC line of phones. Also, two Panasonic phones, KX-TGM430B AND KX-TGM450S, are on back order and this delay is projected to last until January 2023 as far as we know with its likely fate unknown – it could be reinstated, or it may be permanently discontinued. These phones have been removed from our demonstration tables and booths since they are not available till at least January of 2023. There are a few other devices that may be discontinued as we continue to see supply changes and demand issues for the devices as a result of the pandemic and shifting to new products. The catalogs and applications that were recently printed will have “discontinued” stamps on the removed items.

The Telecommunication Equipment Distribution (TED) Specialist, Jason Siergey was able to continue meeting a few individuals in-person in our large conference room where the equipment can be tested. Mr. Siergey and the individuals maintained and followed health/safety protocols to ensure all of us are safe. All individuals who are interested in testing out equipment are required to contact our staff to schedule an appointment.

As Mr. Siergey continues to review information for individuals from past years, Mr. Stidham and Mr. Siergey continue to reach out to those who received equipment from us recently. This process allows them to follow up and check to ensure the equipment

they received are still working to provide them the communication access they need, especially for those community members who are at high risk.

Despite the challenges we are going through, we were able to distribute a total of 230 items of equipment: 110 phones/iPads and 120 accessories. The tables below outline the items distributed between January 1 and March 31, 2022.

Phone	Total items distributed
Clarity Alto	8
Clarity Alto Plus	0
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	0
Clarity XLC2+	0
Clarity XLC7BT	14
Clarity XLC8	28
Clarity XLC8 with GLT	0
GLT	0
ClearSounds A1600BT	9
ClearSounds CSC600ER	0
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	0
Geemarc Ampli550	0
CapTel 840	6
iPad	
Deaf Package	18
Hard of Hearing Package	18
DeafBlind Package	0
Speech Package	9
iPad mini	
Deaf Package	0
Hard of Hearing Package	0
DeafBlind Package	0
Speech Package	0
Total Phone/iPad Equipment Distributed Count:	110

Accessories	Total items distributed
Amplicom NL100 Neckloop	0
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	0
ClearSounds ANS3000 Answering Machine	0
ClearSounds CS-CR200 Phone Ringer	0
ClearSounds CS-WIL95 Amplifier	4
Comfort Audio Duett Neckloop	24
Geemarc LH10PK Neckloop	0
Geemarc V2T-10	0
GLT with V2T-10	0
Griffin Labs SolaTone	0
Griffin Labs SolaTone Plus	0
Griffin Labs EMOTE	0
Krown RA 05 Amplified Ringer with Strobe	4
Serene Innovations CentralAlert CA360	12
Serene Innovations CentralAlert CA380	0
Serene Innovations RF-200 Alerting System	10
Serene Innovations SA-40 Cell Phone Amplifier	0
Serene Innovations UA-45 Universal Phone Amplifier	0
Silent Call Medallion Kit	22
SonicAlert HA360MKBR	30
SonicAlert HA360BRK	0
Surge Protector (Phones and accessories)	8
Total Accessories Equipment Distributed Count:	120
Total Overall Equipment Distributed Count:	230

Outreach:

During the third quarter of FY22, Dennis Stidham went to the ADARA conference at the Hilton Hotel in Albuquerque. He met many people and talked with them about the equipment in our TED program. In addition, Mr. Stidham explained the application process and the requirements to apply for TEDP. Mr. Stidham also shared information about our Advocacy department and the services we provide regarding communication access. The total number of individuals who visited our booth was 373.

Q3	Events	Location	Date	Visitors
	ADARA Conference	Hilton Hotel, ABQ	3/13 – 3/17/2022	373
			Total:	373

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 3 training events this quarter. Mr. Sena was also able to do 5 unique events, one was at the same location as Mr. Stidham for ADARA, and provide 4 field visits which has been something that we were unable to do effectively during the pandemic and are pleased to see occurring now. Mr. Sena also had 3 opportunities to meet with rotary clubs and the Albuquerque Chamber of Commerce.

Q3	Events	Location	Date	Visitors
	Rio Rancho Chamber of Commerce Qtrly. Member Luncheon	Rio Rancho	1/6/2022	70
	Disability Rights Awareness Day Pre-Legislative Session	Albuquerque	1/8/2022	20
	Barelas Senior Center	Albuquerque	1/13/2022	45
	New Mexico Academy of Family Physicians Winter Refresher	Albuquerque	2/19/2022	110
	National Association of Social Workers-NM Conference	Albuquerque	3/23-25/2022	525
			Total:	770

Las Cruces Satellite Office

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Advocacy and Service Coordination

This third quarter of FY22, Ms. Santillan assisted 19 individuals in Southern New Mexico by providing 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. Ms. Santillan worked with the facilities Chief Executive Officer (CEO) to ensure an in-person ASL Interpreter was provided. The CEO informed Ms. Santillan they have a contract with a VRI service provider. Ms. Santillan explained that VRI does not work for all Deaf individuals, so the CEO stated if this doesn't work for the patient then they will hire an in-person interpreter. Ms. Santillan followed up with the consumer and the Deaf individual agreed on this decision. The consumer informed Ms. Santillan the VRI worked well.
- Ms. Santillan worked with the director of a Southern New Mexico community organization to schedule an appointment for a Deaf individual for income tax preparation services, and ensure that an in-person ASL Interpreter was provided.

COVID-19

Ms. Santillan worked with the Public Health Division, Southwest Region to ensure that an in-person ASL Interpreter was schedule for an appointment for two Deaf individuals to receive doses of the COVID-19 vaccine.

Ongoing:

- Ms. Santillan continues to assist members of the community who had questions regarding the COVID-19 situation by providing guidance and resources regarding reasonable accommodations for the Deaf, DeafBlind, and Hard of Hearing New Mexico community, and by looking into 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

- Ms. Santillan collaborated with Southern New Mexico Workforce Connections again, to ensure an in-person ASL interpreter was present for the NM Workforce Solutions community job fair hosted in February.

Ongoing

- Mrs. Santillan continues to educate agencies regarding reducing communication barriers for Deaf, DeafBlind, and Hard of Hearing communities by providing information and referral resources, and 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

This third quarter Ms. Santillan promoted our agency's visibility in the community by building new relationships with the following local community partners:

Constellation Behavioral Health Advisory Council Committee

Good Samaritan Society

Las Cruces WESST

LC3 Behavioral Health Collaborative

LC3 Wellness Wednesday

Mesilla Valley Hospital

NUPAC/Constellation Consulting - Behavior Health Advisory Committee

Post-COVID Primary Care ECHO

Presbyterian Centennial Care

Presbyterian Health Insurance

Southcentral School-to-Work Transition (Lincoln and Otero County)

Southeast School-to-Work Transition Team Meeting (Lea, Eddy Chavez Counties)
 Southwest School-to-Work Transition (Grant, Hidalgo, and Luna County)
 West central school-to-work transition team meeting (Catron, Socorro, Sierra counties)

This 3rd quarter Ms. Santillan removed 1610 communication barriers for our consumers in various settings.

Booths and Presentations

We continue to provide virtual booths and presentations at this time due to safety reasons because of the pandemic. We will be doing in person events and presentations starting in the 4th quarter.

Presentations:

Ms. Santillan did not provide any presentations this 3rd quarter.

Booths:

3rd Quarter January-March Events	Location	Date	Participants
Interagency Council	Virtual	1/13/2022	17
Southern New Mexico Department of Health Promotora Committee	Virtual	1/26/2022	18
Total Participants			35

Community Engagement

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

Director of Community Engagement Highlights

Ms. Dignan was involved in a variety of tasks and projects in the third quarter of FY22.

- After nine years of service as Vice Chair or Chair of the Council for Purchasing from Persons with Disabilities, I stepped down from the Executive Committee. I will continue to serve another term as a member of the Council, but service will be much less time consuming with this change.
- The latest Signed Language Interpreting Practices Board rule changes were fully implemented. A new Board Administrator will be taking over the Board in April and I was heavily involved in working with the current Administrator to train him for the position. He asks lots of excellent questions and I am confident he will serve the interpreting community well.
- After months of effort, issues with our previous CART provider were unable to be resolved, resulting in their cancelling services for the March NMCDHH Board Meeting with only one week notice. I secured a new vendor, Partners Interpreting, and thanks to outstanding collaboration with Administrative Services staff, we were able to get an agreement and Purchase Order in place, run several tests, and successfully have services in place for the meeting rather than needing to cancel. Even with the last-minute changes, I successfully administered the NMCDHH Board meeting assuring that it was fully accessible on Zoom and on the YouTube livestream, maintaining compliance with the Open Meetings Act (OMA).
- Administrative Operations Specialist Trevor Brennan discovered that the “Ask the Expert” form submission on the NMCDHH website was not working. After contacting the website contractor and receiving a quote for the repair, I found that it was not set up correctly when the new website went live in February 2021. The website contractor then agreed to resolve the issue at no cost to the agency and added a security enhancement to the form at no cost. Mr. Brennan found all the failed submissions and each individual was contacted by the appropriate staff member to apologize for the issue and respond to their respective questions.
- Due to budget challenges, we were asked to reduce as many Purchase Orders as possible in support of overall agency needs. Communication Development Specialist Jessica Eubank and I analyzed projected interpreting needs and current Purchase Order balances to disencumber as much as possible. Ms. Eubank assures that quality services are provided at the lowest possible cost, including

providing interpreting services on days she is scheduled off when last minute meetings would result in having to submit a request to a referral agency.

- As is mentioned elsewhere in this report, the American Deafness and Rehabilitation Association (ADARA) held their annual conference in Albuquerque in March. Ms. Eubank provided many hours of service setting up and coordinating volunteers to assist with the conference. Those volunteers included the NMCDHH Apprentice Interpreters who were able to gain much needed in-person experience at a national professional conference. Ms. Eubank provides additional details in her report below.
- I attended multiple webinars and workshops to continue my own professional development including offerings from the Registry of Interpreters for the Deaf (RID), the National Center for State Courts, the African American Conference on Disabilities, and the ADARA conference.
- I worked with the management company for the Albuquerque office on several items such as maintenance requests, building access cards, and access to building services.
- I provided guidance to several entities on issues related to communication access including:
 - San Juan College
 - El Paso Community College
 - Santa Fe Community College
 - Courts in Albuquerque and Santa Fe
 - The State Personnel Office Training Department
 - Santa Fe Police Department
 - A private counselor
 - Other individuals and private businesses

Community Engagement Activities

The ways we engage with our community continue to evolve.

- We regularly make improvements to the NMCDHH website, including keeping all Fact Sheets up to date and adding new ones to meet the needs of our constituents. This quarter several new Fact Sheets related to interpreter licensure and certification testing were added, and pages redesigned for more intuitive access to information.
- Our social media presence on Facebook, Twitter, and Instagram grows with over 2,150 followers across the three platforms. Subscriptions to the bi-weekly email newsletter increase most quarters, with 246 current subscribers. Information shared includes meetings and events, open captioned movies in Albuquerque and Santa Fe, webinars, job postings, and other information of interest to our constituents.

- Questions are frequently submitted via the “Ask the Expert” form on the website or directly to the NMCDHH.Info email address which is monitored by Mr. Brennan and Ms. Dignan to respond to queries or route them to the appropriate staff member.
- Mr. Brennan assists many community members over the phone and via email. During the third quarter he received 127 phone calls and addressed 138 communication barriers via phone or email. The most common phone calls in order of frequency are requests for information about the TEDP program; requests for financial assistance for hearing aids; requests for information regarding how to find an interpreter and who pays for interpreting services; and requests for community advocacy.
- Ms. Dignan also maintains a distribution list specific to the interpreting community where she shares information about professional development opportunities and other information relevant to interpreters. Over 200 interpreters are currently subscribed to the distribution list.
- Except for the website, all these platforms are used at no cost to the agency.

Communication Development Specialist Highlights

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

- Attending Registry of Interpreters for the Deaf (RID) town halls and board meetings to stay abreast of national interpreting trends and topics.
- Representing New Mexico in RID Region IV meetings with the RID national board.
- Continuing to meet with pre-certified interpreters on a one-on-one basis to discuss testing options and strategies for certification.
- Updating New Mexico Mentoring curricula to more modern stimulus materials.
- Revising Fact Sheets on the NMCDHH website related to the Center for Assessment of Sign Language Interpreters (CASLI) to reflect changes in their exam transition.
- Coordinating daily volunteers for the ADARA conference.
- Continuing professional development through participation in the ADARA conference, as well as virtually attending sessions of the Annual African American Conference on Disabilities.
- NMCDHH provided a total of 106.5 hours of interpreting services in the third quarter.
- Referral agencies were used for 2 hours this quarter.
- There were no unfilled interpreting requests.

The Apprentice Interpreter Program:

Ms. Eubank continues to provide outstanding opportunities for the participants in the

Apprentice Interpreter Program. She used this quarter to provide the apprentices with opportunities to put into practice the skills they worked on in the first two quarters of this fiscal year. Some of the great work they have done is as follows:

- Apprentices transitioned from observing Ms. Eubank work to being observed by Ms. Eubank in their own interpreting work for staff. The apprentices have been consistently open to feedback and have maintained excellent working relationships with NMCDHH staff and contractors.
- Apprentices also transitioned in their professional development from building specific interpreting skills to building their professional portfolios. This included training and conversations about setting up both agency and independent contracts, creating resumes, and professionally engaging with clients who are unfamiliar with what the provision of interpreting services entails.
- Apprentices were dedicated volunteers with the ADARA conference. They provided more than 32 hours of volunteer service and were an important part of helping the conference function smoothly.
- In addition to their assigned duties at the ADARA conference, apprentices also took advantage of the time at the conference to network with other professionals in our field. They also took the time to connect with the volunteer students from the UNM interpreting program who are next year's practicum students. Apprentices provided insights as to what life in the world of interpreting is like and were fantastic role models of how professionals should behave and engage with their peers.

Apprentices engaged in 77 hours of observation, interpreting, and professional development work in the third quarter.

Human Resources

HR activities in the third quarter included:

- The New Mexico Legislature authorized additional 3% pay increases for all state employees to be effective in April 2022, and further increases in Fiscal Year 2023 effective in July. I gathered data and prepared spreadsheets to implement both increases. While the 3% increase preparation was straightforward, the FY23 increases are significantly more complicated and utilize two different multipliers depending on each employee's pay band and comparison ratio to midpoint of the pay band. Statewide, increases will range from 4% to 25%. After completing the calculations, I sent an individual email to each staff member with estimates of what to expect in April and in July.
- Continued the "Employee Handbook Minute" weekly emails to agency staff to provide reminders about HR Policies and Procedures. There are several pending changes to the Employee Handbook so this will be helpful disseminating the changes to the staff.

- Maintained all records related to COVID-19 such as client screening forms, vaccination records, and test results where required, and made all entries into SHARE.
- Regularly attended Human Resources Council meetings, State Personnel Board Meetings, Trainers Unite, and Recruiters Unite meetings.
- Attended several training webinars hosted by the State Personnel Office, Alternative Dispute Resolution, and the Employee Benefit Bureau.
- Worked with the management team to begin the process of completing final employee and manager evaluations for Fiscal Year 2022. Employees will not be eligible for FY23 pay increases without a final evaluation entered in SHARE by June 30, 2022.
- Continued working toward the long-term goal of digitizing all current personnel files.

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.
- A few items from the collection are still overdue. If they are not returned by the end of the Fiscal Year, 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	1		8
Items Loaned	5	10	3		18

Administration & Finance

Deborah Romero, Director of Administrative Services

FY22 – 3rd Quarter Board Report - Administrative Services @ March 31, 2022

Category		2022 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,080,100.00	686,412.98		393,687.02	63.55%
300	CONTRACTUAL SERVICES	1,330,300.00	369,527.70	493,746.92	440,025.38	29.81%
400	OTHER	282,100.00	163,959.14	37,706.93	80,433.93	58.12%
500	OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total		2,809,000.00	1,363,399.82	531,453.85	914,146.33	48.54%

FY22 Collected Revenue December 31, 2021

Month	General Fund Allotment	TRS Revenue
Subtotal	\$518,103.00	\$949,963.28

Data & Statistics

As required by Legislative Performance Measures

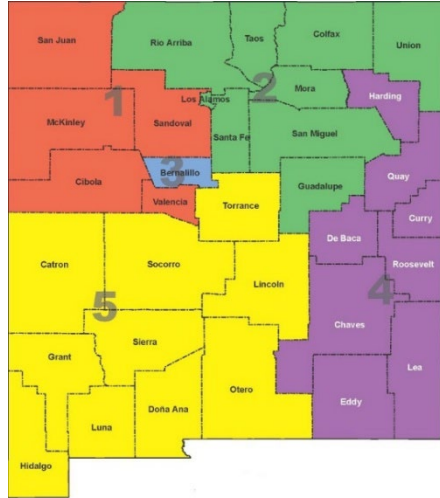
Fiscal Year 2022

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	87	64%
Number of outreach events coordinated	122	22	18%
Average number of relay minutes per month	10,000	6544	65%
Number of accessible technology distributions	1,070	708	66%
Number of communication barriers addressed	20,000	17,941	90%
Number of interpreters in CDHH sponsored professional development	200	91	46%

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	10		29
Region 2	19	5	8		32
Region 3	81	33	29		143
Region 4	8	10	8		26
Region 5	26	22	23		71
Total Members by Quarter	145	78	78		301

Individuals by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Deaf	64	28	21		113
Hard of Hearing	30	23	26		79
DeafBlind	5	3	2		10
Speech Disabled	0	0	1		1
Hearing	46	24	28		98
Total Individuals by Quarter	145	78	78		301



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 Third Quarter SFY2022

**New Mexico Division of Vocational Rehabilitation
NMDVR Performance Measures SFY 22
Third Quarter SFY2022 January 1, 2022-March 31, 2022**

June 6, 2022

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 300 names released from the waitlist this quarter. A total of 1344 individuals have come off the waitlist since September of 2019 (1138 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: Sixteen (16) individuals have received sign language Interpreter services. A total of **\$2,834.99** has been authorized and expended for this service.

Hearing Aids and /or other hearing devices: Sixteen (16) individuals received hearing aids and/or other devices. A total of **\$61,989.73** has been authorized and expended for this service.

Closed Successfully Rehabilitated (employed):

None (0) individual who is Deaf-Blind have been closed successfully rehabilitated.

Four (4) individuals who are Deaf have been closed successfully rehabilitated.

Fifteen (15) individuals who are Hard of Hearing have been closed successfully rehabilitated.

One (1) individual who has 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 34.60 hours per week. The average wage is \$16.55 per hour.

Caseload Activity

Of the two hundred nineteen (219) individuals who are Deaf/Deaf-Blind and on a DVR caseload, Thirty-nine (39) have been opened and/or opened and closed.

Of the Four hundred thirty-one (431) individuals who are Hard of Hearing and/or Other Hearing Impediments on a DVR caseload, fifty-one (51) individuals have been opened and/or opened and closed.

Of the Six hundred forty-seven (647) individuals who are Deaf/Deaf-Blind/Hard of Hearing and /or Other Hearing Impediments and are on a DVR caseload, one hundred eleven (111) 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 2/7/2022, all DVR offices are open and have limited staff. Many staff are still teleworking.
- 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
Supported Employment/ Deaf, DeafBlind, and Hard of Hearing Coordinator

Christine Fuller



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) ___ 3rd (Jan-Mar) X 4th (Apr-June) ___

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

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

Regulation and Licensing Department will:

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

Performance Report

<i>Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	12	7 Community, 2 Educational, 3 Provisional
Complaints	1	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: November 30, 2021

Next meeting: April 15, 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