

New Mexico Commission for Deaf & Hard of Hearing



Quarterly Report FY23 Quarter 2



FY23 Quarter 2 Board Report

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NMCDHH BOARD MEETING

Thursday, March 23, 2023

2:00 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://youtube.com/live/7UUKtq5ysnM>

FINAL AGENDA

Posted: 3/9/2023

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes- December 8, 2022
- IV. Action Items
 - a. Set Dates for Remaining 2023 Board Meetings
 - b. Adoption of Revised OMA Resolution
 - c. Election of Officers
- V. Reports
 - a. Auditor's Report
 - b. Executive Director Report
 - c. Department Reports Q&A
- 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.

The New Mexico Commission for Deaf and Hard of Hearing complies with the Americans with Disabilities Act of 1990 and provides Signed Language Interpreters and Real-Time Captioning at all public meetings. Additional reasonable accommodations will be provided 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 or equipment. Public documents can be provided in various accessible formats.



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

*Quarterly Board Meeting
Thursday, December 8, 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/xCbhaSFJoAg>

DRAFT – These minutes will be subject to another possible revision and approval by the commissioners at the next board meeting on March 23, 2023.

I. CALL TO ORDER AND ROLL CALL

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

Present: Mrs. Concha Dunwell
Dr. Jennifer Herbold
Dr. Ronald Stern
Mr. John Hooper
Ms. Casey Stone Romero
Mr. Francis Vigil

Absent:

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 Dana Murrah and Amy Bourque. Assistant Attorney General Delilah Tenorio was also present. Denise Miller from Partners Interpreting LLC. provided CART transcription.

II. APPROVAL OF AGENDA

Chair Dunwell asked for a motion to approve the agenda.

23.1

Commissioner Hooper made a motion to approve the agenda.

Commissioner Vigil seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Vigil – Yes

Commissioner Stone Romero – Yes

Commissioner Stern – Yes

Motion passed unanimously.

Commissioner Stern asked for the reason behind having a roll call vote. Assistant Attorney General Tenorio explained that roll call votes are held in virtual meetings for the purpose of creating a record of how each Commission member votes for each item.

III. APPROVAL OF September 8, 2022 MINUTES

Chair Dunwell asked if there were any additional changes to the minutes from September 8, 2022.

Commissioner Hooper noted an error that occurred under Item V in the second paragraph, Commissioner Herbold was identified as Commissioner Hooper.

Chair Dunwell asked for a motion to approve the amended minutes as corrected by Commissioner Hooper.

23.2

Commissioner Herbold made a motion to approve the minutes as amended.

Commissioner Hooper seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Vigil – Yes

Commissioner Stone Romero – Yes

Commissioner Stern – Yes

Motion passed unanimously.

IV. APPROVAL OF September 27, 2022 MINUTES

Chair Dunwell asked if there were any additional changes to the minutes from September 27, 2022. There were no further comments or changes.

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

23.3

Commissioner Stern made a motion to approve the minutes as written.

Commissioner Herbold seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Vigil – Abstained

Commissioner Stone Romero – Abstained

Commissioner Stern – Yes

Commissioners Stone-Romero and Vigil were absent from the September 27 meeting, and therefore abstained. Motion passed by majority vote.

V. EXECUTIVE SESSION

Chair Dunwell asked for a motion to close the meeting and enter into Executive Session to discuss the items listed on the agenda under item IV: Pursuant to Section 10-15-1-H(2) of the Open Meetings Act authorizing closed sessions to discuss limited personnel matters.

23.4

Commissioner Herbold made the motion to enter into a closed Executive Session.

Commissioner Hooper seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Vigil – Yes

Commissioner Stone Romero – Yes

Commissioner Stern – Yes

Motion passed unanimously.

The Board entered closed session at 3:22pm.

The Board returned from closed session at 4:57pm. Assistant Attorney General, Delilah Tenorio stated that the Commission had the following statement:

The Commission is aware of, and has looked into a matter involving the Executive Director, and after much discussion and under the authority of the Commission statute NMSA 1978 §28-11B-2, and with advice from the legal counsel, the Commission will take the appropriate steps moving forward and this matter is now closed. The Commission wishes to remind members of the public that it strives to provide effective leadership, education, and advocacy programs that reduce barriers to the social-economic, and cultural, well-being of New Mexicans and their families, friends, and colleagues. The Commission will continue to provide its professional services with integrity and transparency to the Deaf and Hard of Hearing Communities.

VI. DATE FOR NEXT REGULAR BOARD MEETING

Due to a hard stop at 5pm, due to the scheduled end of the meeting, beyond which accessibility services such as CART and Sign Language Interpreting could not be provided. The Commission, under recommendation from legal counsel, discussed the process to end the meeting, which was to set the date for the next Board Meeting, and then table any agenda items until that meeting. Therefore, The Commission Board discussed the date for the next regularly scheduled quarterly board meeting, at which time the Board will also set the remaining meeting dates for Calendar Year 2023.

23.5

Commissioner Herbold made the motion to schedule the next NMCDHH Board meeting for March 9, 2023.

Commissioner Hooper seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Vigil – Yes

Commissioner Stone Romero – Yes

Commissioner Stern – Yes

Motion passed unanimously.

VII. TABLING OF REMANING AGENDA ITEMS

23.6

Commissioner Vigil made the motion to table the remaining agenda items V-VI until the next regularly scheduled NMCDHH Board meeting on March 9, 2023.

Commissioner Hooper seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Vigil – Yes

Commissioner Stone Romero – Yes

Commissioner Stern – Yes

Motion passed unanimously.

VIII. ADJOURNMENT

23.7

Commissioner Herbold made a motion to adjourn.

Commissioner Vigil seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Vigil – Yes

Commissioner Stone Romero – Yes

Commissioner Stern – Yes

Motion passed unanimously.

The meeting was adjourned at 5:08pm.

Note: After the meeting adjourned it was noted that the March 9th date occurred during the State Legislative Session, presenting a scheduling conflict for multiple members of the Board. The Board agreed to move the date to March 23rd.

Respectfully submitted,

Trevor M. Brennan

Trevor Brennan

Administrative Operations Specialist

Executive Summary

G. Nathan Gomme, Executive Director

Commissioners and Community Members:

The New Mexico Commission for Deaf and Hard of Hearing is proud to provide a report on the second quarter of Fiscal Year 23. This quarter brings several critical steps for the agency as we move forward with our budget request and budget hearings just before the 60 Day session begins. We also are coming up on the midpoint of the fiscal year where we will need to review and ensure funding for the remainder of the year. With the transition in full swing from a COVID workforce to more in person services many things have to be reviewed and worked on to ensure we remain a mobile workforce serving our entire state.

As I mentioned in the previous quarter, we saw a shift to more and more in person services. The second quarter continues that trend with more events happening in person, which includes our booths and presentations, details of which you will see in this report. There are still some remote meetings occurring, but they are becoming less and less typical, unless meeting with out of state organizations. However, we continue to see the use of various remote platforms still being utilized in our community, and as they become more or less a prioritized service in working with our specific community while at the same time becoming less ubiquitous for the general community, the reliability and understanding with best practices for accessibility suffers. One example is the continued overreliance on telecommunication relay services to supplement remote calls that worked well with specific platforms, but don't work with them all. One situation that was discussed over the second quarter was the fact that Zoom and Webex for example have a multitude of plug ins which were critical in the COVID era, but these platforms have also throttled back, in terms of their time limits for a "basic" user call. For many people the impact of having a typically lengthy call remotely is now limited to 40 mins or so. Using an ASL interpreter for a 40-minute block of time due to industry standards, or Video Relay Service (VRS), becomes difficult if it is a lengthy

discussion. Utilizing a relay service with such a time limit isn't always successful for additional reasons such as the time of answer and availability on the VRS platform. These platforms continued to innovate new services and improve on things such as their Automated Speech Recognition (ASR), but not to the equivalency level of relay services in New Mexico. This means companies now have to explore additional licenses, or switching to platforms which don't have the same accessibility features, or level of access.

Luckily, this year's legislative session will still be utilizing Zoom, which has been one of the better performing platforms in terms of accessibility. The session will be in person but with the remote feature this means anyone in the state with an internet connection will have the opportunity to have their voice heard. You will also note just as our Legislative Session picks up an improved in my opinion, level of access to the remote and webcast platforms in terms of captioning and interpreter requests if needed. A discussion between myself, Disability Rights New Mexico, and the team at the Legislature reviewed the previous year's rollout and continued to tweak some findings for this upcoming year. The team at the Roundhouse have been fantastic and accommodating. In my experiences at the Roundhouse so far, I have found FM systems, and large screen TVs showing captions in the committee rooms. I will be looking at the other rooms and I expect I will find more of the same.

In this second quarter, our staff were busy, attending many booth events, presentations, and traveling. I previously mentioned that in terms of time, the more we go out to these events the less we have available for caseloads and Vlogs. We did initially see the issues with Vlogs, which we were able to work around and partner with other organizations, but now we are seeing the issue with meeting times with caseloads as well. We are working to schedule appointments to best serve the community and continue with increased booth and presentation attendance, but finding that gold spot might take some time. If we had the ability to remain mobile in our meetings with remote programs and a work policy that supported it, I believe these issues would be minimal. For example, if Susana or Dennis went to a booth and there was a lull in the event, they could utilize remote services to call someone from that location. Another perk with being mobile or nimble is that we can utilize interpreters from other parts of

the state, to offset the increased demand for interpreting services. With this in mind, we are looking at increasing our MiFi capacity and upgrading some of our aging equipment. With the continued reduction in national (and some local) opportunities having a remote option, the question of where to budget certain things is more and more a best educated guess. I believe that at least for the time being we must remain nimble and keep working with the remote platforms until everyone finds their footing. In this report, you will see examples, and some of our findings in the report that support this perspective.

We had one of our first hearings with the Legislature, it was promising, and we are seeing some additional support for general funds, I also got some feedback and support for the changes to our collection amount to a flat rate as opposed to the percentage which has been continuing to decline. We still have concerns as costs rise for various services, as I mentioned with our relay, the total costs increased and depending on the usage that can mean a high total cost over the years. With our equipment program, as we begin working on our Request For Proposal (RFP) we are seeing less and less variance in the types of equipment each provider has. If we are looking to support the broadband initiative and provide technology that is viable, we need to transition more to the mobile technology that is available today including mobile smart devices. I will be looking at the possibility of a pilot program in Quarter 3 as we continue to see supply challenges, and companies no longer continue to produce new hardware while other devices stopped being manufactured. Demand for interpreters throughout the state continues to be at an all-time high and we are seeing the impact in our internal work as well as across the state. We have also seen some concerning trends as they relate to increasing costs per hour, which may have a possible impact when it comes to interpreting costs and advocacy work related to in person interpretation.

I remain involved with the several groups working on broadband expansion throughout the state of New Mexico as well as nationally in the National Association for State Relay Administration (NASRA), and the Telecommunications Equipment Distribution Association (TEDPA) Board. I also recently rejoined the National Association of State Agencies for the Deaf and Hard of Hearing (NASADHH) Board. My focus continues to be ensuring that our community is actively involved in the investment of broadband services in some of our more underserved areas with regards to our specific

community. We continue to see some disparity when it comes to focal points in the distribution, it's a large goal with many communities severely underserved. I believe our state is on the right path considering the insight and advice from the members who represent some of these communities. During a recent meeting with members from DoIT with Eli Fresquez, Greg Trapp, and Kelly Burma, we had an opportunity to really address the overlay issues, and also accessibility statements, for those who are watching the federal government is working on an assessment of its own websites and how accessible they are, with some interesting and disappointing results with regards to Section 508. We have been providing training on how to create accessible content, ranging from well-placed and used captioning, the use of Alt Text, to avoiding using excessive overlays in the web space, and getting a lot of positive feedback.

Thank you,

G. Nathan Gomme

Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

Individual/System Advocacy & Public Policy

Our community, which includes individuals who are Deaf, DeafBlind, Hard of Hearing, and Speech Disabled, continues to face barriers with communication access to health care providers, clinical offices, Social Security Administration (SSA), Public Employees Retirement Association (PERA), non-profit organizations, law firms, and public/charter schools. During the second quarter of FY23, our department continued to work in the office, and continued to follow COVID-19 safety protocols by wearing masks in group settings, practicing 6-foot social distancing, and scheduling appointments with individuals in the large conference room only.

Our Director of Community Advocacy, Ms. Corina Gutiérrez successfully advocated for an individual to receive appropriate communication accommodation for their meeting with PERA utilizing the Zoom platform. At first, PERA suggested that this individual use captions to read the information presented. Ms. Gutiérrez explained the advantages and disadvantages regarding captions and ASL interpreters. It is important to provide a clear understanding of the difference between the effectiveness of captions, versus ASL interpreters for various constituents. ASR captions do not provide equal communication access in situations where both parties need to understand what is being said in spoken language and sign language and the subsequent interpretation. Additionally, ASR captions are typically not as accurate as those provided by CART, and rely on machine learning for accuracy, instead of a person listening and captioning the content as it is presented. ASR captions also cannot adapt to different situations encountered, such as background noise, enunciation, context, and jargon, which can all mean that the captions are potentially not available, or not understood. Something as simple as the distance between the speaker and the microphone can have a significant impact on the quality of ASR captions. PERA understood the complexities of factoring for equal communication access, and provided an ASL interpreter for their meeting.

Ms. Gutiérrez met with the Deaf Senior group which is part of the Deaf Senior Citizens of Greater Albuquerque (DSCGA). The Deaf Seniors would like to have workshops/training provided on a variety of topics, and more information about the services available to them from the Commission and other organizations. Ms. Gutiérrez is working on scheduling another meeting with the Deaf Seniors in the future.

Ms. Gutiérrez continues to participate in monthly/quarterly meetings with the University of New Mexico Hospital (UNMH) Patient and Family Advisory Committee (PFAC), the Interagency Transition Alliance (ITA), and the New Mexico DeafBlind Task Force. Ms. Gutiérrez is also on a NM DeafBlind Task Force subcommittee, developing a new brochure, the new brochure will be shared with the Task Force during their March 2023 meeting.

Ms. Gutiérrez successfully advocated for an individual to ensure that an ASL interpreter was present for their meeting with the case representative at the SSA office. Initially, SSA stated that the individual must call through Video Relay Service (VRS), however the individual wanted to meet in-person and go through all paperwork with the case representative. This was important to the individual to ensure that they fully understood everything related to this important and sensitive matter. Ms. Gutiérrez explained that in this type of situation, communication would be more effective if they met in-person and reviewed the paperwork together with an on-site ASL interpreter. The outcome was successful.

In a separate situation involving SSA, Community Advocacy Specialist, Myra Sandoval spent several months working with the manager of a rural SSA office to ensure they understand their responsibility to provide an interpreter, when requested, for Deaf individuals who have an appointment at the SSA office. Initially, they could not provide an on-site interpreter, due to the inability to find an in-person interpreter through referral services. Instead, they encouraged Deaf consumers to use Video Remote Interpreting (VRI) or written communication. These two approaches are not effective communication approaches for this specific situation. Ms. Sandoval clarified to the SSA representative that English is not the first language for this individual and that many

members of the community would likely have a similar barrier, therefore they aren't able to rely on written communication. Following several months of discussion, Ms. Sandoval was able to meet with the manager and the Deaf individual through the Zoom platform along with an interpreter. This allowed Ms. Sandoval to educate both SSA, and the Deaf individual on using VRI effectively, and the state-wide challenge of finding interpreting services. The outcome was successful.

Ms. Sandoval worked with a local public school to ensure that Deaf staff receive appropriate accommodations, so they can do their job effectively with full communication access. By the end of the meeting, they were able to develop a plan to ensure that appropriate accommodations will be provided.

Community Advocacy Specialist, Dennis Stidham worked very hard with two charter schools to educate them about the importance of providing an ASL interpreter for parent-teacher conferences, IEP meetings, and other meetings as needed. Mr. Stidham successfully advocated for Deaf individuals and the charter schools provided an ASL interpreter for meetings when requested.

Mr. Stidham advocated for a DeafBlind individual with a medical facility to ensure that they understand their responsibility to provide an on-site interpreter. Mr. Stidham explained that VRI for a DeafBlind patient, does not provide effective communication. For example, The patient is not able to see the interpreter using VRI because the tablet is too small. On-site interpreters result in effective communication for this patient. Ultimately, the facility provided an on-site interpreter for the appointment.

Mr. Stidham worked with a law firm to educate them that it was their responsibility to provide an interpreter when they meet with Deaf clients, which the law firm agreed to, and did provide, for a meeting with a Deaf individual.

Ms. Gutiérrez, Ms. Sandoval, and Mr. Stidham attended a webinar provided by the Helen Keller National Center (HKNC): "3rd Annual National Disability Employment Awareness". This particular webinar focused on the rights of our veteran community

and the specific types of support and resources that would be most beneficial to them. The information is of high value since there are typically some resources that are only for our veteran community.

Ms. Sandoval and Mr. Stidham attended 2 other webinars this quarter: “Title III of the ADA: Common Myths and Mix-Ups”, and “Providing Reasonable Accommodation to Veterans with Disabilities and Human Trafficking Awareness & Response” both sponsored by the Mid-Atlantic Americans with Disabilities (ADA) Center and provided by the State of New Mexico General Services Department.

DeafBlind, Deaf Plus, and Deaf Senior Program

The Community Outreach Program for the Deaf (COPD)- NM DeafBlind or Deaf Plus (Deaf/Hard of Hearing with a significant disability) program, has served 47 clients in total to date – 19 of whom are DeafBlind, 19 of whom are Deaf Plus, and 9 of whom are Deaf Senior Citizens. These 47 New Mexicans live in 6 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 second quarter:

- Deaf Senior Citizens meetings on October 6th, October 20th, November 3rd, November 17th, December 1st, December 15th, and December 29th.
- The following events were conducted by the Deaf Cultural Center: The October 29th Halloween party and meeting, the November 19th meeting, and the December 17th Holiday Party.
- The following Zia DeafBlind Club events: Zia DeafBlind Club’s Annual Yard Sale on October 1st and Zia’s Annual Holiday Party on November 19th.
- The memorial service for Ardith Elaine Lehnerz on December 3rd.
- The BioPark River of Lights event on December 10th.

Community Education

A total of 44 presentations were provided by Community Education Specialist, Mr. Robb and other staff members as well as staff at New Mexico Relay.

Corina Gutiérrez completed a total of 8 presentations. Two presentations were for classes on “Fingerspelling” for ASL students at UNM and five presentations on CDHH Overview and Hearing Loss Sensitivity Training provided to the CNM ASL students. Finally, Ms. Gutierrez presented a “Roundtable Conversation for Certification Commission for Healthcare Interpreting” to interpreters on a national level.

Susana Santillan provided a “NMCDHH Overview” presentation to the staff at the Alamo Senior Center in Alamogordo through Zoom.

Thomas Sena from New Mexico Relay provided one workshop in Rio Rancho covering CapTel phones provided by Hamilton.

Dennis Stidham provided a “Deaf Self-Advocacy” training to a student and staff of Rio Rancho high school.

In addition to all of these presentations from the team, Mr. Robb completed 33 presentations/trainings during the second quarter of Fiscal Year 2023.

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

- Introduction to ASL – 23
- Hearing Loss Sensitivity – Law Enforcement – 3
- Hearing Loss Sensitivity – Medical – 3
- Fingerspelling – 2
- Deaf Culture – 1
- NMCDHH Overview - 1

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

- Santa Fe Police Department
- UNM – Signed Language Interpreting Program
- UNM Hospital
- UNM Hospital (Women’s Health Center)

The meetings continue to be a hybrid of both virtual and in-person. We continue to assess whether COVID Safe practices are in place before we will consent to do in-person presentations.

Systemic Advocacy

Mr. Robb has 13 Systemic Advocacy Cases for the second quarter of Fiscal Year 2023.

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

Albuquerque Police Ambassadors (APA)- Mr. Robb continues to be in contact with the APA program.

Albuquerque Police Department (APD)- Placard Project-Mr. Robb had the opportunity to meet with Lt. Garcia and was able to submit the scripts (one for law enforcement personnel, and one for the hearing loss community) for training the two groups on how to use the placards appropriately. APD reviewed the scripts and made some suggestions. Videotaping will begin in 2023.

Albuquerque Public Schools- During a meeting with APS to advocate for Deaf staff at a school, it was recognized that the communication barrier encountered could be a schoolwide systematic situation that could impact other staff with hearing loss, whose requests for interpreters for meetings/events are being systematically denied. We reached out to the Southwest ADA Center to get feedback on how to best handle this issue. They identified a variety of strategies to help with this case. Mr. Robb continues to be available to discuss any communication barriers encountered, and is working on a positive outcome to this matter.

City of Albuquerque ADA Advisory Council (ADAAC)- Mr. Robb attended the council meetings in October, and November, but the meetings did not go on as scheduled due to a lack of interpreters. This resulted in a lack of access to communication and the quorum was not met. The December meeting was cancelled due to a combination of illness and scheduling difficulties.

Las Cruces Police Department(LCPD)- Mr. Robb worked on the lesson plan for the curriculum discussed in the FY23 Quarter 1 report, and submitted it to LCPD and they submitted it to get the training accredited. Accreditation was achieved by the end of the year 2022. We will discuss dates for the trainings which will occur in 2023.

Lovelace Healthcare System- We are still working with Lovelace to set up training for their employees.

National Weather Service (NWS)- With some revisions, Mr. Robb completed and submitted the Air Quality and Extreme Heat Advisory videos. The NWS will upload the videos on their website after they add subtitles and background information.

Popejoy Hall- We continue to work with UNM and Popejoy to adjust platform height and visibility for performances to ensure the best communication access for all participants.

Rio Rancho Police Department (RRPD)- Mr. Robb worked with RRPD to schedule Hearing Loss Sensitivity Training for their officers in early 2023.

Santa Fe Police Department(SFPD)- Mr. Robb provided two Hearing Loss Sensitivity presentations to SFPD officers. The Chief of Police attended, and recognized the importance of the training, and was very appreciative of the presentation. The Chief also was able to see the placards and supported the idea and wants to see the placards put in place. We plan to work on this project in 2023.

University of New Mexico Hospital – Diversity, Equality & Inclusion- Mr. Robb and Ms. Gutiérrez worked on an ASL gloss for the Patient’s Rights and Responsibilities video, which will be filmed in 2023.

University of New Mexico Hospital Patients & Family Advisory Committee (UNMH-PFAC)- Mr. Robb continues to participate on the Ambulatory Committee of the PFAC, providing feedback and asking questions for them to consider when it comes to providing high quality services to the patients in general. Mr. Robb felt that it would be beneficial to have a segment on using an interpreter during surgery. We are developing a script for this video and will continue to work on this project in early 2023.

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:

Jason Siergey worked with residents from all over New Mexico, providing information and resources related to TEDP.

Mr. Siergey assisted a resident of Dona Ana County with obtaining the necessary documentation for her application, proof of internet service bill, which is one of the required documents for a successful application. With this assistance, the application was successfully submitted.

Mr. Siergey worked with a resident of Bernalillo County for a few months, discussing her telecommunication options between an amplified phone and an iPad before deciding on an amplified phone. Once this decision was made, the resident was able to successfully complete an application.

Another resident of Bernalillo County, a person losing their hearing sought out NMCDHH for assistance on what TEDP has to offer, and understanding the capabilities of the different equipment available through the program. Mr. Siergey discussed a variety of phones and accessories explaining their capabilities, features, and how each device may uniquely benefit a person with hearing loss. After several exchanges of emails, the person was able to request equipment that best suited their communication access needs.

A resident of Valencia County sought assistance, in understanding how to best utilize their iPad and accessories to address her communication barriers, and help them be more independent. Mr. Siergey and the individual worked together to make sure she met all the application requirements to obtain the devices that she ordered.

A resident of Socorro County reached out to Mr. Siergey via email and phone, requesting assistance in choosing the best equipment for their communication needs. Mr. Siergey was able to help her pick equipment and successfully complete an application.

The availability of some of the equipment in our program, continues to be an ongoing challenge, due to global supply chain issues. Our program is continuing to seek solutions to replace equipment that has been discontinued, or is on backorder. We learned of some of our other equipment facing this challenge such as; the Sonic Alert Notification System, the Bellman Mino, and the Clear Sounds Quatro Pro.

For the second quarter of FY23, TEDP has distributed a total of 194 items of equipment: 70 Phones/iPads and 124 accessories. The tables below outline the items distributed between October 1 and December 31, 2022.

Phone	Total items distributed
Clarity Alto	16
Clarity Alto Plus	0
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	0
Clarity XLC2+	0
Clarity XLC7BT	0
Clarity XLC8	0
Clarity XLC8 with GLT	0
GLT	0
ClearSounds A1600BT	0

ClearSounds CSC600ER	0
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	0
Geemarc Ampli550	0
CapTel 840	0
iPad	
Deaf Package	18
Hard of Hearing Package	27
DeafBlind Package	0
Speech Package	0
iPad mini	
Deaf Package	0
Hard of Hearing Package	9
DeafBlind Package	0
Speech Package	0
Total Phone/iPad Equipment Distributed Count:	70

Accessories	Total items distributed
Amplicom NL100 Neckloop	0
Bellman Mino with Neckloop	0
Bellman High Powered Neckloop (no device)	0
Clarity CE50 Bluetooth Neckloop	6
Clarity SR100 Super Phone Ringer	0
Clarity HA40 In-line Telephone Amplifier	0
ClearSounds Quattro Pro	0
ClearSounds ANS3000 Answering Machine	5
ClearSounds CS-CR200 Phone Ringer	0
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	16
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	0
Serene Innovations CentralAlert CA360	6
Serene Innovations CentralAlert CA380	26
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	11
SonicAlert HA360MKBR	20
SonicAlert HA360BRK	3
Surge Protector (Phones and accessories)	5
Total Accessories Equipment Distributed Count:	124
Total Overall Equipment Distributed Count:	194

Outreach

During the second quarter of FY23, Mr. Stidham and Mr. Sena from Relay New Mexico hosted two booths at Prime Time 50+ and Head to Toe conferences in Albuquerque. Mr. Stidham also provided two booths at the Bear Canyon Senior Center and City of Albuquerque. The total number of individuals who visited our booths was 1,136.

Q2 Events	Location	Date	Visitors
Prime Time 50+	Albuquerque	10/11/2022	436
Bear Canyon Senior Center	Albuquerque	10/25/22	82
City of Albuquerque Health & Benefits Fair	Albuquerque	10/28/2022	218
Head to Toe Conference	Albuquerque	11/8-11/9/2022	400
		Total:	1,136

Relay New Mexico (RNM)

Mr. Sena attended and hosted booths at 7 additional locations as well as attended several locations for field visits in Rio Rancho. Mr. Sena also provided 1 presentation. In all he worked with over 13 individuals across the state and met with 1,190 attendees in the events he attended without Mr. Stidham. Mr. Sena already has several additional events planned in the upcoming months in Hobbs, Carlsbad, Artesia, and more.

Q2 Events	Location	Date	Visitors
Del Rio Senior Center	Belen	10/14/2022	20
Stand Down	Albuquerque	10/20/2022	80
New Mexico Speech & Hearing Association Convention	Albuquerque	10/21-22/2022	300
New Mexico Library Association	Albuquerque	10/26-28/2022	500
Rio Rancho Chamber of Commerce	Rio Rancho	11/10/2022	15
Rio Rancho Chamber of Commerce Luncheon	Rio Rancho	12/7/2022	75
Family Caregiver Conference	Albuquerque	12/10/2022	200
		Total:	1,190

Las Cruces Satellite Office

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Advocacy and Service Coordination

Ms. Santillan assists our community members with hearing loss 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 ASL Interpreter for an appointment at a specialty health clinic Las Cruces, NM. Ms. Santillan spoke with the Office Manager regarding the request, their responsibilities under ADA Title III, and provided them with multiple fact sheets regarding ASL, and ASL interpreters. The Office Manager confirmed receipt of the information, and informed Ms. Santillan that an interpreter will be available for the individuals appointment.

A Deaf individual requested advocacy assistance to obtain an ASL Interpreter for job training at a Hotel in Las Cruces, NM. Ms. Santillan contacted the Office Manager of the hotel regarding the individual's request. Ms. Santillan provided a summary of NMCDHH services, discussed ADA-Effective Communication, and provided various fact sheets on the ADA, ASL, and ASL interpreting. Following this conversation, the hotel successfully provided an interpreter.

Ms. Santillan continues to educate, provide guidance, and resources regarding reasonable accommodations for the Deaf, DeafBlind, and Hard of Hearing New Mexico community, and work with different cities in Southern New Mexico to ensure that their social media accounts, and at times their websites are accessible to our hearing loss community.

Systematic Advocacy Services

Ms. Santillan continues to participate in virtual and in-person meetings as appropriate, to continue her outreach efforts in southern New Mexico. She assists members of our

community who had questions regarding NMCDHH services, provides information, and helps find resources on how to better serve the hearing loss community.

Ms. Santillan continues to serve on five committees for FY23:

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 FY2020-2023
4. NM Workforce Connection Disabilities Committee
5. NM Workforce Connection Disabilities Monitoring Committee

Community Collaboration

This 2nd quarter Ms. Santillan promoted our agency's visibility in the community by building new relationships with local community partners:

- Acute & Peri-Operative Pain Management for Patients with Opioid Use Disorder
- Adult Protective Services Division
- Alamogordo Senior Center
- Amador Health Center
- Casa Noble Insurance Group
- City of Las Cruces LC3 Behavioral Health Collaborative
- Comfort Keepers Community
- Diersen Charities'
- Domestic Abuse Intervention Center Community
- Dona Ana County
- Empowerment Congress
- Genesis Health Care Director of Marketing & Admissions
- Healthcare Consortium of Las Cruces
- Hospice Las Cruces
- Independent Agent Jar Insurance
- Inhabit Home Health & Hospice
- Las Cruces Disability Resource Center
- Luna County Health Council
- Medicare Advance

- Mesilla Valley Hospice
- Molina Healthcare
- New Mexico State University Avanza Student Success
- New Mexico State University College of Agricultural, Consumer and Environmental Sciences
- Resilience Leaders
- Sierra Health Council
- Southwestern Area Workforce Development Board Monitoring/Performance Committee
- Western Region School-to-Work Transition Team

This 2nd quarter Ms. Santillan removed 584 communication barriers for our consumers in various settings.

Booths and Presentations

This first quarter, Ms. Santillan attended 32 events, where she interacted with community members and educated them about Commission services, resources, and contact information.

Q2 Events	Location	Date	Visitors
Hobbs Senior Center Health Fair	Hobbs	10/5/22	28
Aggie Community Resources Fair	Las Cruces	10/6/22	54
Calvary Baptist Church	Las Cruces	10/12/22	30
Salvation Army Food Pantry	Las Cruces	10/13/22	20
Lighthouse Food Pantry	Las Cruces	10/18/22	40
Our Lady of All Nations Catholic Church	Rincon	10/21/22	13
Doña Ana County Community Resource Center	Mesquite	10/25/22	35
Our Lady of Mercy Catholic Church	Hatch	10/27/22	31
Casa De Peregrinos Food Pantry	Las Cruces	11/7/22	28
Del Cerro Multipurpose Center	Vado	11/8/22	40
Calvary Baptist Church	Las Cruces	11/9/22	30
Radium Springs Community Center	Radium Springs	11/10/22	53
Our Lady of Guadalupe Catholic Church	Tortugas	11/14/22	34
Lighthouse Food Pantry	Las Cruces	11/15/22	20
United University Methodist Church	Las Cruces	11/18/22	22
San Jose Catholic Church	La Mesa	11/22/2	55

Casa De Peregrinos Food Pantry	Las Cruces	12/5/22	25
St. Thomas Moore Catholic Church	Chaparral	12/6/2022	41
Salvation Army Food Pantry	Las Cruces	12/8/22	21
Del Cerro Multipurpose Center	Vado	12/13/22	20
	Total Participants		640

Ms. Santillan performed 1 in person presentation this second quarter of Fiscal Year 2023.

This is the breakdown of the presentations/trainings Ms. Santillan provided:

- NMCDHH Overview– 1

The entities that Ms. Santillan provided the presentations/trainings to were:

- Alamogordo Senior Center

This is the same event counted earlier in the DCA report.

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 second quarter of FY23.

- Among other programs and services, the Community Engagement budget covers all agency interpreting and CART services. The budget is closely monitored to assure communication access needs can be met throughout the fiscal year. In the first half of this fiscal year, our direct contract interpreters have been busy working elsewhere, resulting in the need to use referral agencies for some assignments at a significantly higher cost.
- The Regulation and Licensing Department experienced a cyber-attack in October, resulting in their entire system becoming inoperable. The Signed Language Interpreting Practices Board (SLIPB) was unable to issue or renew licenses for several weeks while the agency quickly worked to implement temporary processes to do so while they prepare to move to an entirely new system. The license verification system was also left inaccessible and has been gradually rebuilt. During this time, the outgoing SLIPB Administrator, Justin Gonzales, and I worked together to train the new Board Administrator, Phyllis Gilmore. Ms. Gilmore is adapting quickly and is providing outstanding customer service to the community. The three of us worked together to share pertinent information with the interpreting community about the system interruptions, as well as to manage other challenges and to prepare proposed rule changes to present to the licensure board.
- I regularly receive questions about New Mexico Licensure requirements from both interpreters in New Mexico and from out of state. I continue to work closely with the interpreters and the Licensure Board staff to assure questions are answered timely and accurately.
- The Registry of Interpreters for the Deaf (RID) has made great strides in the changes to the process of becoming certified. Ms. Eubank covers these changes in her report below. RID has announced several other changes, as well, including the sale of their building in Maryland as they become a fully remote organization with all staff members working from their homes. This will result in significant cost savings for the organization.
- The NMCDHH Board Meeting on December 7 ran smoothly and effectively with all necessary communication access services provided. I was on medical leave and

am very grateful for Mr. Trevor Brennan's work managing all of the behind-the-scenes activities on Zoom and YouTube in my absence. The meeting ran longer than scheduled, resulting in increased cost for all communication access services.

- The Fall 2022 Session of New Mexico Mentoring concluded in December with all four mentor-mentee pairs successfully completing the session. Despite all normal recruiting efforts, I did not receive applications for the scheduled Spring 2023 session, so it was cancelled. When New Mexico Mentoring was created, it was the only opportunity of its kind in New Mexico. Now there are multiple mentoring, apprentice, and intern opportunities for interpreters to choose from. I will continue to adjust the program to keep it relevant and valuable to the community, and am hopeful that we will have applications for the Fall 2023 session.
- I provided guidance to several entities on issues related to communication access including:
 - New Mexico Division of Vocational Rehabilitation
 - United Way
 - Museum of International Folk Art
 - Albuquerque Community Foundation
 - Clovis Community College
 - Signed Language Interpreting Practices Board
 - ACES Technical Charter School
 - New Mexico Department of Transportation
 - Interpreter referral agencies and staffing agencies
 - Several other individuals and private businesses

Community Engagement Activities

•All agency email addresses, and the agency website were changed from state.nm.us to cdhh.nm.gov domain names in November. This required sharing information with the community, working with the website hosting company to manage the migration, and changes to every agency Fact Sheet and publication. Thanks to advance planning and excellent organization, these changes were handled effectively and efficiently. I am grateful to Mr. Brennan for all his work in this process.

•Fact Sheets are an efficient way for the community to access answers to common questions, whether they are emailed by a staff member or accessed directly from the website. Some new Fact Sheets were created this quarter and several existing Fact Sheets were revised and uploaded to the NMCDHH website.

•Our social media reach continues to grow. Currently we have 2271 connections across Facebook, Twitter, and Instagram, which is an increase of 20 over last quarter.

Subscriptions to the bi-weekly email newsletter is currently 278 subscribers, an increase of 11 from last quarter. Information shared includes meetings and events, open captioned movies in Albuquerque and Santa Fe, webinars, job postings, COVID-19 news, FEMA resources, and other information of interest to our constituents.

- We continue to respond to questions submitted via the “Ask the Expert” form on the website or directly to the NMCDHH.Info@cdhh.nm.gov email address which is monitored by Mr. Brennan and Ms. Dignan. Queries are answered directly or routed to the appropriate staff member. Staff members copy the NMCDHH.Info address on their initial replies so that we can track response times and question history.

- Mr. Brennan assists many community members over the phone and via email. During the second quarter, he addressed 199 communication barriers via phone or email. In the second quarter, the most common question was requests for information about the TEDP program. The remaining questions, in order of frequency were, information regarding 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 continued to share information with the interpreting community via her email distribution list. Messages regarding professional development opportunities, job postings, certification testing changes, licensure board and professional organization meetings, and other information relevant to interpreters were shared with an average of one email per week to over 200 interpreter subscribers.

- Except for the website, all these platforms are used at no cost to the agency.

Communication Development Specialist Highlights

Ms. Eubank has worked extensively this quarter on helping to ensure that New Mexico keeps up to date with ongoing changes in the interpreting field on a national level, as well as promoting information sharing and professional development locally. Her work includes the following:

- The Center for Assessment of Sign Language Interpreters (CASLI), which proctors the exams that the Registry of Interpreters for the Deaf (RID) uses to determine interpreter certification, has been going through an exam transition as they have completely revamped the structure of interpreter exams. All new exams were released nationally by the summer of 2022, and we have seen many New Mexico interpreters take advantage of these new testing opportunities.

- With the increase of interpreters taking these new exams there have been a lot of questions on what the exams look like and how to best prepare. Interpreters who already hold their National Interpreter Certification (NIC) are ineligible to take the new exams, so Ms. Eubank is unable to see the new exams firsthand. She has, however, spoken with local interpreters who have taken the test to inquire about strategies or study hints that may be helpful to share when working with interpreters who are preparing to take the exam. None of these conversations included discussion of direct exam material and were conducted in a manner careful to uphold the integrity of the exams and the testing candidates.
- RID is currently in the process of transitioning from a member led organization to a professional organization. There are a lot of questions about how this will impact the interpreting field both locally and nationally, so Ms. Eubank attended multiple board meetings and town hall sessions in the 2nd quarter to stay abreast of the coming changes.
- Ms. Eubank is currently serving as the President of the New Mexico Registry of Interpreters for the Deaf (NMRID). This is the local affiliate chapter of RID. NMRID welcomed a new board at the end of September and began work on establishing goals for professional development and support for New Mexico interpreters. In this process Ms. Eubank has received feedback on areas that NMRID and NMCDHH can partner to provide education and support to interpreters and stakeholders statewide. This has presented exciting opportunities that will be further explored in the 3rd quarter.
- The videoconferencing platform Zoom released an ASL interpretation feature in one of their upgrades. Working in collaboration with other NMCDHH staff and external interpreting partners, Ms. Eubank helped to test the new feature and provide feedback to Zoom on its efficacy.
- Ms. Eubank proctored one session of the Educational Interpreter Performance Assessment Written Exam for a local educational interpreter this quarter.
- NMCDHH provided a total of 134.5 hours of interpreting services in the 2nd quarter.
- Referral agencies were used once this quarter to provide two interpreters for one meeting.
- There were no unfilled interpreting requests.

The Apprentice Interpreter Program

Ms. Eubank continues to work with the interpreters in the Apprentice Interpreter Program for FY 23. Program highlights for this quarter are as follows:

- Our FY 23 apprentices have been able to secure ongoing work assignments in the community this fall. While this has somewhat limited their availability for NMCDHH interpreting needs, it has also provided them with excellent avenues to put into practice the skills they have been working on in professional development assignments within a variety of settings. Both apprentices have identified areas of skill improvement and have worked with Ms. Eubank on developing specific strategies and implementing them within their work both with NMCDHH and in community settings.
- Although they have ongoing assignments elsewhere, the apprentices have also taken advantage of opportunities to interpret for NMCDHH staff and consumers. They are doing well and consistently incorporate staff feedback. Ms. Eubank is able to assign them to interpret independently with other apprentices or interpreter contractors as appropriate.
- Both apprentices have also taken on leadership roles within NMRID. This has allowed them to begin making professional connections and to invest their time and skills in supporting our local interpreting community.
- Of the local interpreters taking the new CASLI exams, several were former NMCDHH apprentices. These interpreters worked with Ms. Eubank on developing strategies and specific skill development courses prior to taking the exams. They then met with Ms. Eubank after taking the exam to provide feedback on what worked and what could be improved when mentoring current and future apprentices. We look forward to our former apprentices receiving their exam results and hope to shortly add to the pool of certified interpreters in New Mexico.
- Apprentices engaged in 28 hours of observation, interpreting, and professional development work in the second quarter.

Human Resources

The second quarter was busy with HR activities, which included:

- Interviews for the Financial Services Specialist position were conducted in October. Ms. Priya Palanki was selected for the position and was onboarded in November.
- The State Personnel Office (SPO) again revised the COVID-19 Mitigation Self-Screening and Reporting Policy which each agency is required to adopt. These changes required adjustments to the NMCDHH COVID Safe Office Policy and Procedures to align with the SPO policies. These changes were implemented and provided to the staff.
- SPO also announced that the statewide Non-Mandatory Telework Policy would be rescinded. This has resulted in many questions from staff, which we have answered

to the best of our ability while we await further instructions and revised policies related to this change.

- We began doing interim FY23 Evaluations for all staff members, as required by the State Personnel Board Rules.
- Continued the “Employee Handbook Minute” weekly emails to agency staff to provide reminders about HR Policies and Procedures and notify staff of any changes from SPO or in agency policies.
- Regularly attended Human Resources Council meetings, State Personnel Board Meetings, Trainers Unite, and Recruiters Unite meetings.
- Attended training webinars hosted by SPO, Alternative Dispute Resolution (ADR), Department of Finance Administration (DFA) Payroll Bureau, and the Employee Benefit Bureau (EBB).
- I made further progress on the long-term goal of digitizing all current personnel files. All files have been scanned and are in the process of being organized for optimum access.

NMCDHH Library

- Library 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.
- Inquiries about accessing the library are starting to increase.
- 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 109 people have registered for access to the database.

Library Usage - FY 2023					
	Q1	Q2	Q3	Q4	Total
Patrons	1	0			
Items Loaned	1	0			

Administration & Finance

Deborah Romero, Director of Administrative Services

FY23 – Second Quarter Board Report						
Category		2023 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,213,700.00	498,284.66	0	715,415.34.00	41.06%
300	CONTRACTUAL SERVICES	1,229,300.00	206,524.11	216,263.77	806,512.12	16.80%
400	OTHER	282,100.00	101,915.00	4,727.79	175,457.21	36.13%
500	OTHER FINANCING USES	116,500.00			116,500.00	0.00%
Total		2,841,600.00	806,723.77	220,991.56	1,813,884.67	28.39%

FY23 Collected Revenue December 31, 2022		
Month	General Fund Allotment	TRS Revenue
Subtotal	\$593,100.00	\$607,962.01

Data & Statistics

As required by Legislative Performance Measures

Fiscal Year 2023

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	59	44%
Number of outreach events coordinated	122	71	58%
Average number of relay minutes per month	10,000	5,011	50%
Number of accessible technology distributions	1,070	453	43%
Number of communication barriers addressed	20,000	10,331	52%
Number of interpreters in CDHH sponsored professional development	200	70	35%

Fiscal Year 2022

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	125	93%
Number of outreach events coordinated	122	56	46%
Average number of relay minutes per month	10,000	6246	62%
Number of accessible technology distributions	1,070	994	93%
Number of communication barriers addressed	20,000	24247	121%
Number of interpreters in CDHH sponsored professional development	200	131	66%

Community Members by Region



	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Region 1	12	5			17
Region 2	12	13			25
Region 3	85	44			129
Region 4	7	7			14
Region 5	35	26			61
Total Members by Quarter	151	95			246

Individuals by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Deaf	68	28			96
Hard of Hearing	27	22			49
DeafBlind	3	4			7
Speech Disabled	4	0			4
Hearing	49	41			90
Total Individuals by Quarter	151	95			246



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

From: Casey Stone-Romero, Director
New Mexico Division of Vocational Rehabilitation

Re: MOU Goals and Performance – Report for Second Quarter SFY2023
(October 1 – December 31,2022)

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. All
categories are open, and all who are eligible are being served.

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 category within the DVR AWARE database
includes individuals who have: Tinnitus, Meniere's, etc.

Performance Measures – All statistics are for this quarter only.

Sign Language Interpreting: **Twenty-one (21)** individuals have received sign language Interpreter services. A total of **\$18,076.67** has been authorized and expended for this service.

Hearing Aids and /or other hearing devices: **Thirty-nine (39)** individuals received hearing aids and other devices. A total of **\$205,108.43** has been authorized and expended for this service.

Closed Successfully Rehabilitated (employed):

Zero (0) individuals who are DeafBlind have been closed and successfully rehabilitated.

Seven (7) individuals who are Deaf have been closed successfully rehabilitated.

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

Zero (0) 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 **30.94** hours per week. The average wage is **\$18.21** per hour.

Caseload Activity

Of the **two hundred-ten (210)** individuals who are Deaf/Deaf-Blind and on a DVR caseload, **Forty-two (42)** have been opened and/or opened and closed.

Of the **three-hundred seventy-three (373)** individuals who are Hard of Hearing and/or Other Hearing Impediments on a DVR caseload, **ninety-seven (97)** individuals 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

Due to a change in how NMDVR records services to Pre-ETS students, the recorded Pre-ETS and Transition numbers are significantly lower now.

Fifty-three (53) 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 currently providing services.

- All DVR offices are open, and staff was primarily working in the office with the option of teleworking from home one day a week.
- Individuals with disabilities can complete an online referral form electronically via our web page at www.dvr.state.nm.us or in person.
- All who complete an online or in-person referral will be contacted by staff to schedule an initial interview.

Respectfully Submitted:

Casey Stone-Romero

Casey Stone-Romero-Director
Division of Vocational Rehabilitation



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD

Report By: Phyllis Gilmore, Board Administrator

Expiration Date: June 30, 2023

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	11	5 Community, 0 Educational, 6 Provisional
Complaints	0	
License denials, suspensions, and revocations	1	License denial due to lack of education and/or experience

Note: Due to RLD's system disruption, some data may not have been captured.

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: June 6, 2022

Next meeting: January 9, 2023

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