

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

Fiscal Year 2012

Quarterly Report

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

Fiscal Year 2012, Quarter 1



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STATE OF NEW MEXICO
Commission for Deaf and Hard of Hearing Persons
PUBLIC NOTICE



Pursuant to Section 10-15-1 NMSA 1978, notice is hereby given to the members of the New Mexico Commission for Deaf and Hard of Hearing Persons (NMCDHH) and to the general public that the New Mexico Commission for the Deaf and Hard of Hearing Persons will be holding a Board Meeting open to the public. The board may vote to go into executive session to discuss certain matters, as allowed by law, which will not be open to the public.

Posted: October 25, 2011

COMMISSION MEETING

Saturday, November 5, 2011
 10:00 AM

Albuquerque Marriott
 2101 Louisiana NE
 Albuquerque, NM 87110

Susana Martinez
 Governor

-Commissioners-

Mr. Mark Apodaca
 Chairperson
 NM Association of the Deaf

Ron Stern, Ed.D.
 Superintendent of the
 New Mexico School for the Deaf

Ms. Deb Hambel
 Division of Vocational Rehabilitation

Ms. Kimberly Silva
 Parent

Ms. Christine "CB" Buchholz
 Professional

Mr. Raul Rodriguez
 Deaf/Hard of Hearing Representative of
 Southern New Mexico

Mr. David Romine
 Deaf/Hard of Hearing Representative of
 Northern New Mexico

Ms. Shannon E. Smith
 Interim Executive Director

AGENDA

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes
- IV. Board Reports
- V. Agency Reports
- VI. Public Comments
- VII. Unfinished Business
- VIII. New Business
 - Election of Officers
- IX. Executive Session
 - Executive Session pursuant to Section 10-1-15-H NMSA 1978-limited to personnel matters
- X. Adjournment

Mark Apodaca
 Chair

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



Upcoming Board Meeting Dates

FY12

Q2	Oct-Dec	Saturday, February 11 th , 2012
Q3	Jan-Mar	Saturday, May 19 th , 2012
Q4	Apr-Jun	Saturday, August 11 th , 2012

FY13

Q1	Jul-Sep	Saturday, November 10 th , 2012
Q2	Oct-Dec	Saturday, February 9 th , 2013
Q3	Jan-Mar	Saturday, May 18 th , 2013
Q4	Apr-Jun	Saturday, August 10 th , 2013



STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING PERSONS

Saturday, August 6, 2011
Albuquerque Marriott
2101 Louisiana Blvd. NE
Albuquerque, NM 87110
10:00 a.m.

DRAFT – These minutes will be subject to another possible revision and approval by commissioners at the next commission meeting scheduled Saturday, November 5, 2011.

I. CALL TO ORDER AND ROLL CALL

Chairman Mark Apodaca called the meeting to order at 10:15 a.m.

Present: Mark Apodaca, Chair
Christine "CB" Buchholz
David Romine, Secretary
Judy LeJeune

Absent: Raul Rodriguez, Vice-Chair
Ron Stern
Kimberly Silva

II. APPROVAL OF AGENDA

11-12

Commissioner Judy LeJeune moved to approve agenda as presented.
Commissioner David Romine seconded.
Motion passed unanimously.

III. APPROVAL OF MINUTES

Chair Apodaca asked if there were any revisions to the minutes.

11-13

Judy LeJeune made a motion to approve the minutes as presented.
Commissioner Christine Buchholz seconded.
Motion passed unanimously.

IV. BOARD REPORTS

Chair Apodaca stated that no committees met since the last meeting; therefore the board would move on to Agency Reports.

V. AGENCY REPORTS

Executive Summary/Executive Director's Report

Executive Director B. J. Wood announced that the Mini-Grants for FY12 were completed. In all, five of six Mini-Grants applications received were awarded. Three of those five, DeBee Communications, Hearing Loss Association of Albuquerque (HLAA), and The Ability Center were approved and Ms. Wood will meet with the other two within the next week before announcing who they are. The Mini-Grant for HLAA will be used to provide workshops and promote listening devices in public places. DeBee Communications will work on 4 Videos including one on emergency services and one promoting our Telephone Equipment Distribution Program (TEDP). The Ability Center in Las Cruces will host ASL, English and Reading Classes for their customers.

CDHH renewed the interpreter service contracts with Community Outreach Program for the Deaf (COPD) and We Interpret.Net (WIN). Each is working on improving their 24 hour emergency services and CDHH will continue to work toward expanding the pool of interpreters.

CDHH also renewed contracts with Hamilton Relay. Hamilton provides wonderful service to those who use relay and we're currently looking for a new contract to provide is the distribution service of telecommunication equipment.

Ms. Wood mentioned that Shannon Smith developed a new RFP to continue looking for the best accommodations and technology for CDHH clients. CapTel still will not offer CDHH a discount but more captioned telephone options are coming out. Sorensen will soon have available "Caption Call" which has interesting features such as programmed information from the client's audiogram.

Looking forward to FY13, Director Wood proposed redefining the board to include representatives from HLAA and D/HH Native American Community. CDHH will need to work closer with Tax & Revenue to secure funding, as well as the Department of Finance and Administration (DFA) and the Legislative Finance Committee (LFC). CDHH will have better collaboration via MOU (Memo of Understanding) with the Division of Vocational Rehabilitation (DVR) and Independent Living Centers. CDHH needs to continue to assist with workforce development, and attract staff that has the skill set to work with our consumers, i.e. a mental health worker that can sign.

Ms. Wood showed the old organizational structure as well as the current structure of CDHH. Whereas before it was top-heavy, now CDHH has four managers: a manager of Finance, a manager for Telecommunications and Training, a manager for Communication Access and Development and a fourth manager is responsible for Public Policy and Advocacy. Suzanne Ruble was manager in that last position. It is currently vacant and waiting for approval of reclassification. Commissioner Buchholz questioned why that position needed to be reclassified, and Ms. Wood explained that the pay level was for a Deputy Director and it needed to be changed to Manager for the Public Policy and Advocacy Dept.

Other vacancies brought up by Ms. Wood were a training position which was sent to the State Personnel Office for approval in March, and her own position was recently advertised. She announced that

Shannon Smith had already received applications and plans to be ready to schedule interviews the second week in September.

Chair Apodaca asked about the CFO position and Ms. Wood explained that she and Deborah Romero, CDHH's Management Analyst, had researched other smaller agencies and concluded that an agency our size does not need a full-time CFO. Ms. Romero had been doing a great job, and CDHH can contract with a CFO to go over the books every few months.

Two additional goals for FY12 will be the Deaf-Blind Support Service Providers (SSP's) financed through the General Fund, and developing a feasibility study for the Multi-Purpose Deaf Culture Center (DCC). Ms. Wood and Lisa McNiven worked in tandem to post an RFP to do the study for the DCC project. The RFP will be posted September 1st. The guesstimated cost for the DCC Project with Housing could be about \$20 million. A company (Cardinal Capital Management) helped Arizona and Wisconsin establish their housing unit by working with HUD, banks and the federal system to figure out how to get the funded needed. As soon as the RFP is sent out, Lisa McNiven will be working with that company to explore further funding. Senator Rodriguez sponsored this bill and would like to see its success.

Ms. Wood emphasized the need to expand services, to work in collaboration, to have staff familiar with Hearing Loss and fluent in American Sign Language and make sure we include all people in the deaf and hard of hearing community, Native American and other cultures. This is part of the five-year plan Ms. Wood is putting together to provide the commissioners, reminding them that it is their decision as to whether they recommend the plan to the new Executive Director.

Executive Director Wood concluded her report by thanking Chair Apodaca and the board for their support, and by thanking the community for educating her on New Mexico culture.

Administration & Finance

Chair Apodaca had a few questions regarding the Administration and Finance Report. The budget balance, according to page 15 in the Board Report, was \$250,000, but on page 18 the numbers don't seem to reflect that. Also there was an error on page 18 stating that was the report ending 06/30/2010 instead of 2011. Ms. Wood told Mr. Apodaca that she would do some research and get back with the board.

Also Chair Apodaca noted that Ms. Wood mentioned the revenue for FY12 would be about 3.5 million, but the budget is 3.8 million. Ms. Wood clarified that the budget includes the general fund. The revenue from TRS was 3.5 million and there is an additional \$300,000 from the General Fund which raised it to 3.8 million.

Communication Access & Development

Commissioner LeJeune asked about the part of the report that says Lisa Dignan is working with state purchasing to reissue the ITB for video remote interpreting (VRI) state price agreements. She wanted to know if the existing state price agreements expired. Ms. Wood explained that we did submit a request for advertising it; it was sent back and then sent again. She said currently we are waiting for the Purchasing Department to post the request to bid for VRI services. Commissioner LeJeune said it was her understanding that two vendors were already on the statewide price agreement, and she would like DVR to utilize the equipment that they have for VRI. Ms. Wood said she would look into that and get back to Commissioner LeJeune.

Chair Apodaca noticed there were 112 provisional licenses for interpreters and asked what the timeline was for them to be fully certified. Ms. Wood stated she didn't have that information with her, but she estimated it was four years. Commissioner LeJeune questioned why there were only three educational licenses for the entire state. Ms. Wood explained that many interpreters opted for the community license process rather than the educational license since the community license is comprehensive.

There was discussion regarding if there were enough interpreters statewide. All together there were 254 licensed interpreters, but many have full time or part time jobs. There are also deficiencies in rural areas. It would be difficult to determine an exact number or ratio to make sure that all requests were filled, but it would be researched with other states.

Commissioner Buchholz asked if the Las Cruces emergency interpreter service was being utilized. Ms. Wood answered yes and no, because there a person in the community that is interpreting at very low cost, but the contract still has an obligation to offer a 24-hour system in place and the folks who are on duty are standing by.

Commissioner LeJeune read on the WIN Contractor Report on page 27 that there were visits to 21 DVR sites under Calls/Support/Education to NM cities. She asked if she could get clarification on when and where those occurred. Paul Keough would be the person to contact regarding that question, but he was not present. Ms. Wood said she would find out the answer to Commissioner LeJeune's question.

Public Policy & Advocacy

On page 30 of the Public Policy Report, Chair Apodaca wanted to know more about the "great accomplishment" regarding interpreters for mental health patients mentioned in the report. Ms. Wood explained that CDHH has an improved relationship with OptumHealth through Wendy, a mental health/disabilities specialist. Wendy worked closely with the service coordinator and made sure that clients that needed communication access were getting them.

Chair Apodaca asked Ms. Wood if there were plans related to this, working with agencies to get qualified interpreters in a similar way. Ms. Wood replied that she did have a plan. She wrote a draft memo to be considered by the Attorney General's Office, as a reminder to all state agencies of their responsibilities under Section 504 of the Rehabilitation Act of the ADA. Chair Apodaca remembered that Dom Bonura had a problem with a state agency and since he was in the audience, he asked Mr. Bonura if he had that situation resolved. Mr. Bonura stated he had not had any more problems with that agency.

Telecommunications and Technical Assistance

In the Telecommunications and Technical Assistance report, Chair Apodaca noticed that a member of the staff attended an audit in Maryland and was wondering why. Shannon Smith, Director of Telecommunications and Technical Assistance, was in the audience and explained that the Relay New Mexico call center is actually located in Maryland, and operated by Hamilton Relay. Ms. Smith said that Maryland Relay, Georgia Relay and another state shared the call center which created a cost savings for CDHH. Also, as part of the audit, customers visited the call center, interviewed the director, interviewed staff, saw their IT room and their back-up servers, participated in training, provided training and reviewed their standard operating procedures.

Chair Apodaca asked for clarification as to why there were no bids in response to the invitation to bid for wireless carriers. Ms. Smith explained that CDHH released the invitation to bid and State Purchasing issued a memo that they received no responses. Ms. Smith explained this is, unfortunately, a national trend that most state equipment distribution programs are dealing with. As much as TED programs want to distribute wireless devices and as much as the manufacturers of wireless devices want them to, the carriers are the biggest hurdle. The carriers don't feel that these programs bring in enough subscribers to the wireless service to really make it in their best financial interest to participate in the programs. Ms. Smith added that in October, there will be a discussion as to whether the TED programs should launch a national wireless distribution program for deaf, hard of hearing and deaf-blind consumers. By grouping together as multiple states, they may be able to convince the carriers to participate by bringing them a larger number of subscribers. Commissioner LeJeune added that she had worked with Shannon on a plan that DVR provides wireless technology to consumers who were seeking employment, but they will have to wait and see what the market will bring.

In reviewing the report, Chair Apodaca noticed the number of website views increased dramatically to 115,438 and he wondered if that was a typo. Ms. Smith responded that the number was correct and was in response to our new website. The website is up-to-date and more user friendly, so CDHH is seeing the results of that. Chair Apodaca asked if CDHH had plans for vlogs, and Ms. Smith responded that CDHH hopes to, but they are still working with the State's Department of Technology (DoIT) to get YouTube access.

Commissioner LeJeune said that it was her understanding that the website was hosted off state internet. Ms. Smith confirmed that the CDHH website is hosted on a private server and that contract expires December 31st. CDHH will need to petition the State's CIO to maintain that exemption. There is a new CIO for the state and Ms. Smith is on a task force and council with him. Ms. Smith is hoping to invite him to the commission to review all of the IT needs. She believes that the CIO has a better understanding of disability access than any one prior, and therefore feels he will approve the exemption so CDHH can maintain the website on a private server. In addition to other benefits, the monthly rate is considerably lower than a state-run website.

Commissioner LeJeune expressed some concern about CDHH's Facebook and Twitter accounts should the commission's website be no longer hosted off-site. Ms. Smith explained that we do have the exemption to be able to update Facebook and Twitter from the office, and if need be, she would update from home, because CDHH is getting information to people who didn't know about the Commission six months ago. Ms. Smith also made the comment that she was "tweeting" the board meeting live.

Commissioner LeJeune thanked Ms. Smith for her hard work.

Ten Minute Break

After the break, Chairman Apodaca gave Commissioner LeJeune a few minutes to introduce her replacement on the CDHH Board, since Ms. LeJeune would be retiring soon. He commented that Ms. LeJeune has served on the Board for nearly ten years.

Commissioner LeJeune commented on the progress made over the time she has served on the Board and complimented Executive Director Wood and staff for being the most productive.

Commissioner LeJeune introduced Deb Hambel who will be representing DVR on the Board. She stated that Ms. Hambel had been formally appointed as the State Coordinator for Deaf Duties and DVR needed that distinct position for a while; it has formerly been part of Ms. LeJeune's duties as Field Operations Director. Ms. LeJeune went on to say that Ms. Hambel serves as Supportive Employment Coordinator and works with the Behavioral Health Collaborative, and has a wealth of experience and a real interest in providing services to the deaf and hard of hearing community.

Las Cruces Office

Chair Apodaca noticed that the Las Cruces Office provided 29 booth or exhibit fairs and wondered if Sandra Williams had sufficient staff for that and future goals. Ms. Wood explained that CDHH had two contracted employees for the Las Cruces Office who assisted her. Albuquerque Staff also travel to the Las Cruces Office and work in tandem with Ms. Williams. Ms. Wood went on to say that Ms. Williams has ambitious goals, and always gets the job done. Ms. Wood is still working on obtaining one FTE to work at the Las Cruces Office.

VI. PUBLIC COMMENTS

Chair Apodaca opened the floor for public comments.

James DeBee said that he had been observing many websites, not only for CDHH, but other government websites and noticed that there are no captions. He complained to the Director of Communications, and that went back and forth and currently he has not heard anything for a couple of months. All deaf and hard of hearing should be aware that it is the law now to have videos captioned. The videos from the federal level are captioned, but not here in New Mexico. Commissioner Buchholz suggested that be added to negotiations with the Attorney General.

Stefan Esterley wanted to thank BJ for all of her hard work in the community and with the Native American groups. He also wanted to clarify from the minutes of the last meeting, that when he was discussing VRI licensure and had transferring duties to Paul Keough, he was asked to step out of his role as interpreter for that discussion. He wanted to clarify that he did ask if anyone would mind if he stepped out of his role to make the clarifications. Commissioner Buchholz asked if he wanted to amend the previous minutes; Chair Apodaca said that Mr. Esterley's comments would be reflected in the minutes for the current meeting.

Dom Bonura wanted to also thank Ms. Wood and LeWana Clark for their hard work in New Mexico. He also commented on the situation with deaf students graduating and entering the work force; less students are going on to college. He suggested we encourage the students to do junior college or community college.

Commissioner LeJeune agreed that it is true, and she meets with COPD, along with Ms. Wood and other staff from CDHH, to discuss the problem of transitioning young adults. One of the projects that DVR initially funded, the DELTA project, was to help young adults improve their academic functioning so that they could be successful in the classroom. Ms. LeJeune went on to say that education is the key to quality employment and it is her hope that the DELTA project will be brought back to the table. DELTA not only helped with academic functioning, but independent living skills, and how to self-advocate. She said that she will work with Deb Hambel with the client data to get a report built that would tell us how many clients who are deaf are participating in post-secondary training.

Commissioner LeJeune said when the DELTA program was first put together; they didn't get all the money they needed. DVR figured out how many students would be enrolled and paid a fee for each student. Ms. LeJeune said the program made a huge difference and that is the answer to Dom Bonura's question on how to help young deaf adults prepared for college.

James DeBee brought up the issue of the economy and how it impacts the agency's ability to help the community. Mr. DeBee said that economic empowerment is essential and then DVR and the commission will be able work together to create opportunity. He said that he has his own business and, therefore, is not looking for a job, but even with three degrees he would still find it very hard to find work because he is deaf. One solution to the problem is to set up a business and hire deaf employees. Mr. DeBee wanted to thank DVR and CDHH for creating that opportunity for him, highlighting the economic empowerment philosophy for the community, and not just helping them find menial jobs.

Catherine Maenzo wanted to bring to light the status of the Native American Deaf Community and the help that they need. Ms. Maenzo said they are connected at the federal level yes, but not at the state level. There are many Deaf Native Americans throughout the state and in rural areas, almost like a third world country here in New Mexico, and it is sad to see they don't have the services they need. She added that the BIA was not doing a great job, either. Ms. Maenzo wanted to know what resources or outreach was there for those in the pueblos or on the reservations? She would like to see more representation of the native population on the board. Also there needs to be help getting Deaf Native Americans in post-secondary education. Many want to go to the Southwest Indian Polytechnic Institute (SIPI), and the question is how to we help them get there?

Ms. Wood thanked Ms. Maenzo for reminding her again about including our Native American populations. She recalled that the first person to come up to her when she first started working for CDHH was Johnny Robertson with his concern for Native American Deaf and a task-force set up. Information was gathered which will be included in her five-year plan; how to integrate Native American services within CDHH and its sister agencies. Ms. Wood stated that she is recommending a liaison to represent these tribes and populations. She added that this would not be a quick fix, but it is a start.

Commissioner LeJeune also responded to Ms. Maenzo's concerns. Commissioner LeJeune stated that the Navajo, Jemez Pueblo, and Laguna/Acoma already receive VR funds from the federal government. Also DVR has had a contract with New Vistas in Santa Fe, and had the Native American Liaison Program. They hired individuals who were from the pueblos, and they were doing information and outreach, and educating tribal members about VR services. DVR also works very closely with the Mescalero in southern New Mexico. Commissioner LeJeune stated that there are always efforts, but they must maintain effort and consistently serve in those areas.

VII. UNFINISHED BUSINESS

There was no unfinished business.

VIII. NEW BUSINESS

There was no new business

IX. EXECUTIVE SESSION

11-14

Commissioner Buchholz made a motion to go into Executive Session.

Roll Call Vote:

Chair Apodaca:	yes	Commissioner LeJeune:	yes
Secretary Romine:	yes	Commissioner Buchholz:	yes

Board went into closed Executive Session at 12:32 p.m. and reconvened at 1:08 p.m. No action was taken during the Executive Session.

X. ADJOURNMENT

11-15

Secretary Romine made a motion to adjourn.
Commissioner Buchholz seconded.
Motion passed unanimously.

The meeting adjourned at 1:10 p.m.

Administration & Finance

Deborah Romero, Management Analyst

The attached report highlights the Commission's financial activities and results from July 1, 2011 – September 30, 2011.

- During the first quarter, July 2011 the department focused on closing all of FY11 issues, so that we would meet the, (DFA) Department of Finance Administration deadline. All payments were submitted and paid. To ensure our agency would not have any Prior year payments in FY12. The final expenditures for FY11 are \$3,467,700, with a savings of \$221,000.
- During the month of August, 2011 the department focused on FY12 Procurement and Preparation of the FY13 Request. The FY13 Budget requested amount is \$3,819,300, the agency was asked not to request an increase in budget due to the difficulty the state is having with current revenue issues.
- During the month of September, 2011 the department has been working on FY12 Procurement and preparation for the FY11 Audit.

On the pages following is an overall budget spreadsheet, Line item expenditure report with percentage, and Fund balance report.

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 12, Q 1**

FY12 NM COMMISSION FOR DEAF AND HARD OF HEARING						
1st QUARTER ENDING SEPTEMBER 30, 2011						
Account Description	FY12	Enc	Exp	YTD	YTD Budget	Percent
U S E S	OPBUD			Total	Balance	Spent
200 Category Subtotal	\$ 975,300	\$ -	\$ 174,787	\$ 174,787	\$ 800,513	18%
535200 Prof Serv	\$ 982,500	\$ 34,619	\$ 5,732	\$ 40,351	\$ 942,149	1%
535300 Other Serv	\$ 1,112,200	\$ 1,385,205	\$ 124,737	\$ 1,509,942	\$ (397,742)	11%
535400 Audit Serv	\$ 10,700	\$ 10,700	\$ -	\$ 10,700	\$ -	0%
535600 IT Serv	\$ -	\$ 4,633	\$ 367	\$ 5,000	\$ (5,000)	
300 Category Subtotal	\$ 2,105,400	\$ 1,435,157	\$ 130,837	\$ 1,565,993	\$ 539,407	6%
542100 EE IS Mile	\$ 1,900	\$ 1,736	\$ 164	\$ 1,900	\$ -	9%
542200 EE IS Meal	\$ 2,000	\$ 705	\$ 850	\$ 1,555	\$ 445	43%
542300 Brd & Comm	\$ 500	\$ -	\$ 333	\$ 333	\$ 167	67%
542500 Trans Fuel	\$ 6,000	\$ 5,307	\$ 693	\$ 6,000	\$ -	12%
542600 Trans Part	\$ 500	\$ 474	\$ 26	\$ 500	\$ -	5%
542700 <i>Trans Ins</i>	\$ 900	\$ -	\$ -	\$ -	\$ 900	0%
542800 Trans Pool	\$ 18,000	\$ 17,361	\$ 639	\$ 18,000	\$ -	4%
543400 <i>M Prop</i>	\$ 1,495	\$ -	\$ 1,495	\$ 1,495	\$ -	100%
543820 Maint IT	\$ 101	\$ -	\$ 101	\$ 101	\$ (0)	100%
544000 Supplies Inv I	\$ 806	\$ -	\$ 806	\$ 806	\$ (0)	100%
544100 Supplies Offic	\$ 1,236	\$ 909	\$ 327	\$ 1,236	\$ (0)	26%
545600 Rept Recor	\$ 588	\$ 123	\$ 466	\$ 588	\$ -	79%
545700 ISD Serv	\$ 18,734	\$ -	\$ -	\$ -	\$ 18,734	0%
545701 <i>HCM Assmnt</i>	\$ 3,800	\$ -	\$ 3,750	\$ 3,750	\$ 50	99%
545900 Print Serv	\$ 94	\$ -	\$ 94	\$ 94	\$ 0	100%
546100 Postage	\$ 1,000	\$ 791	\$ 209	\$ 1,000	\$ -	21%
546400 Rent Land	\$ 111,645	\$ 80,249	\$ 31,396	\$ 111,645	\$ (0)	28%
546500 Rent Equip	\$ 10,396	\$ 7,935	\$ 2,461	\$ 10,396	\$ (0)	24%
546600 Telecom-Non	\$ 20,851	\$ 16,959	\$ 3,892	\$ 20,851	\$ 0	19%
546601 GSD Telecom	\$ 54,607	\$ 49,746	\$ 4,861	\$ 54,607	\$ (0)	9%
546700 Sub Dues	\$ 991	\$ 480	\$ 511	\$ 991	\$ -	52%
546800 EE Train	\$ 1,270	\$ 720	\$ 550	\$ 1,270	\$ -	43%
546900 Advert	\$ 11,789	\$ 10,326	\$ 1,463	\$ 11,789	\$ 0	12%
547900 Misc Exp	\$ 425	\$ 377	\$ 48	\$ 425	\$ -	11%
549600 EE OS Mileag	\$ 238	\$ -	\$ 238	\$ 238	\$ (0)	100%
549700 EE OS Meals	\$ 2,734	\$ -	\$ 2,734	\$ 2,734	\$ 0	100%
400 Category Subtotal	\$ 272,600	\$ 194,198	\$ 58,107	\$ 252,305	\$ 20,295	21%
555100 Other Fin Use	\$ 466,000	\$ -		\$ 466,000	\$ -	0%
500 Category Subtotal	\$ 466,000	\$ -	\$ 466,000	\$ 466,000	\$ -	100%
TOTAL USES	\$ 3,819,300	\$ 1,629,354	\$ 829,731	\$ 2,459,085	\$ 1,360,215	22%

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 12, Q 1**

FY12 HB2 Budget	Proposed BAR	Amount	Encumbrance	Expended	9/30/2011	HB2 Transfer to DVR
200 \$ 975,300.00				\$ 174,787.00	\$ 800,513.00	
300 \$ 2,105,400.00			\$ 1,435,157.00	\$ 130,837.00	\$ 539,406.00	\$466,000
400 \$ 272,600.00			\$ 194,198.00	\$ 58,107.00	\$ 20,295.00	
500 \$ 466,000.00				\$ 466,000.00	\$ -	
Total \$ 3,819,300.00			\$ 1,629,355.00	\$ 829,731.00	\$ 1,360,214.00	
Contracts 300		Amount	Encumbrance Expended			
We Interpret.Net (Contract)		\$ 134,500.00	134,500.00	\$ 10,648.91		
We Interpret.Net (Price Agreement)		\$ 30,000.00	30,000.00	\$ 2,238.71		
COPD (Contract)		\$ 204,300.00	204,300.00	\$ -		
COPD (Price Agreement)		\$ 30,000.00	30,000.00	\$ 1,291.75		
COPD (Price Agreement) DCC		\$ 2,000.00	2,000.00			
Hamilton Communications		\$ 1,050,000.00	1,034,250.00	\$ 55,667.16		
Professional Services						
COPD - Deaf Blind		\$ 112,500.00	\$ 112,500.00			
NW Abilities - Ashleigh Jerome		\$ 898.80	\$ 672.00	\$ 672.00		
Market Center		\$ 5,000.00	5,000.00	\$ 367.45		
NW Abilities - Timothy Farr		\$ 19,678.93	19,678.93	\$ 1,555.65		
Alexis Zarret		\$ 47,110.10	47,110.10	\$ 2,306.40		
Cintas		\$ 1,128.00	1,128.00	\$ 96.30		
Griego Prof Svs		\$ 10,700.00	10,700.00			
Community Services						
Mentoring		\$ 6,298.07	6,298.07	\$ 856.00		
Mini Grants						
DeBee Communications		\$ 14,786.00	\$ 14,786.00			
RGC						
HAAA		\$ 10,000.00	10,000.00			
The Ability Center		\$ 10,000.00	10,000.00			
COPD		\$ 7,500.00	7,500.00			
TOTALS		\$ 1,696,399.90	1,680,423.10	\$ 75,700.33		

NEW MEXICO COMMISSION FOR THE DEAF & HARD OF HEARING
Revenue and Expenditure Report

APPROPRIATION:	\$	3,819,300.00
ENCUMBRANCE TOTAL:	\$	1,629,354.00
EXPENDITURE TOTAL:	\$	829,731.00
	TOTAL	\$ 2,459,085.00

**EXPENDITURE BREAK
DOWN:**

Personal Services/Employee Benefits	\$	174,787.00
Contractual Service	\$	130,837.00
Operation Costs	\$	58,107.00
Inter-Agency Transfers:		
Division of Vocational Rehabilitation (DVR)	\$	466,000.00
TOTAL EXPENDITURE:	\$	829,731.00

Communication Access & Development

Lisa Dignan, M.Ed., CI/CT, Director of Communication Access & Development

Interpreting Services

- Attended 2011 Registry of Interpreters for the Deaf Conference in Atlanta.
- Improving coordination of professional development opportunities with multiple agencies including NMRID, COPD, WIN, NMSD, AOC, and SVRS.
- Legal Interpreting Task Force is working on ways to better meet the needs of consumers related to court interpreting and legal interpreting outside of court.
- State Purchasing granted two Statewide Price Agreements for VRI services.
- Developed a plan with New Mexico Court Reporting Association to work on expanding the provision of CART services in New Mexico.
- Collaborated with the Administrative Office of the Courts (AOC) to host a very successful 4th Annual New Mexico Interpreters' Conference.

New Mexico Mentoring

The Fall 2011 session progressing well with five mentor-mentee pairs from Albuquerque, Santa Fe, Rio Rancho, Hobbs, and Las Cruces. Recruiting is underway for the Spring 2011 session with a tremendous response thus far. The New Mexico Mentoring Advisory Board has made several positive changes to the program to better meet the needs of the interpreting community.

Signed Language Interpreter Licensure

The Signed Language Interpreting Practice Board (SLIPB) completed their rule change process. There were no major changes, but several oversights from the original rule promulgation were resolved. Renewals of all licenses concluded on September 30, but a 60 day grace period is permitted for late renewals, so final numbers of licenses that were not renewed will not be available until next quarter.

As of the end of the quarter, there are 216 valid licenses in New Mexico:

- Community Licenses: 128 Active
- Educational Licenses: 2 Active
- Provisional Licenses: 86 Active

These numbers are significantly lower than last quarter (a total of 38 fewer valid licenses) but I expect them to increase again by the end of the 60 day grace period.

Complete information and the searchable database of licensed interpreters may be found at the SLIPB website: www.rld.state.nm.us/SignedLanguage.

Second Quarter FY12 Plans

Plans for the 2nd Quarter for Fiscal Year 2012 include:

- Continue improving coordination of professional development opportunities with multiple agencies including NMRID, COPD, WIN, NMSD, AOC, and SVRS.
- Improve coordination of court interpreting services in conjunction with AOC staff.
- Begin process to develop additional curriculum for New Mexico Mentoring.
- Continue to meet with interpreters around the state to determine their needs and how NMCDHH can support them.
- Finalize plans for training to New Mexico Court Reporters Association members to develop additional resources for the provision of CART services.

Communication Access Statistics

Interpreting Requests Filled 1st Quarter FY 12			
	July	August	September
Number of Requests Covered by COPD	3	7	6
Total Hours Interpreted by COPD	31	90	73
Number of Requests covered by WIN	5	11	10
Total Hours Interpreted by WIN	18	66	54
Number of Requests covered by CDHH Staff	0	4	10
Total Hours Interpreted by CDHH Staff	0	13.5	23

Interpreting Requests Filled Year-to-Date FY 12	
Number of Requests Covered by COPD	16
Total Hours Interpreted by COPD	194
Number of Requests covered by WIN	26
Total Hours Interpreted by WIN	138
Number of Requests covered by CDHH Staff	14
Total Hours Interpreted by CDHH Staff	36.5

CDHH staff members providing interpreting services: Lisa Dignan, Cheryl Padilla, Alexis Zarret, and Timothy Farr.



Contractor Quarterly Report

Contractor Name: Community Outreach Program for the Deaf - Interpreting Services Department
 Report By (Name and Title): Cathy Wolvos, Interpreting Operations Director
 Contract Number: 90-000-00-00031
 Contract Expiration Date: September 30, 2011

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

Scope of Work

Statewide interpreter referral/coordination services; continued after-hours emergency dispatch interpreting services Albuquerque and Santa Fe.

Performance Report

Reporting Category	Number	Comments
Number of interpreting requests	1987	All requests minus pager duty
Number filled	1892	All filled, including cancelled
Number unfilled	95	All not cancelled or filled
Total hours of interpreting provided	4456	All hours scheduled minus pager duty & unfilled
Number of last-minute requests	212	All 24-hr or less requests
Number filled	195	All 24-hr or less filled, including cancelled
Number unfilled	17	All 24-hr or less not cancelled or filled
Total last-minute hours provided	607.17	All 24-hr requests scheduled
Number of emergency requests (911)	372	All ER requests
Number filled	349	All ER requests filled, including cancelled
Number unfilled	23	All ER requests not cancelled or filled
Total emergency hours provided	4909	All ER requests scheduled
Number of pro-bono assignments	5	
Total pro-bono hours	19	Hours of interpreting provided to the community without payment.
Number of IN STEP interns	6	
Number of intern hours (by category)	1979.05	All interpreting, in or outside office hours
- Interpreting	550.25	
- Professional development	1428.8	Professional Development during office hours

Special Events, Exciting News, Highlights

- All of the interns, Cathy and Brian, attended the RID National Convention. As a group, we attended workshops and held discussions. They also had the opportunity to meet the deaf woman, Mary, whose videotapes they often use for practice. It was an exciting and educational trip, as it was the first convention for most.
- Erin Wilson was hired on to the In-Step program as the newest intern. She has been a great addition to the team.
- The month flew by as school came back in session and the interns' workload increased. We are now learning how to balance workload and be accountable for schedules and billing. The "business practice" side of the profession is becoming increasingly emphasized.
- We are in the process of evaluating a possible next intern. We will have a decision made by the end of October.
- Two of the interns received results from the EIPA exam. Both interns came close to reaching their goal scores, and we are now incorporating the exam feedback into their current set of goals. It was good for them to see a rated breakdown of their work so they can better conceptualize the areas they are doing well in, as well as the areas needing improvement. We are currently discussing retaking the EIPA and setting dates to take the NIC.
- All of the interns are going through a modification and re-assessment of goals, as is standard every so many months. We have two interns planning to test for the NIC before the end of the year.
- I am currently planning a late winter/early spring workshop on mentoring. I am hoping to recruit more community interpreters to work with interns by allowing them to observe or partner with these certified interpreters. They could then offer feedback based on the training they received in the workshop.
- We have had some interpreters from the community volunteer their time to come and talk with the interns. I have supervised these interactions.



Contractor Quarterly Report

Contractor Name: We Interpret.Net
 Report By (Name and Title): Martha Stockdale, Office Manager
 Contract Number: 90-000-00-00031
 Contract Expiration Date: June 30, 2012

Quarter Reported:

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

Scope of Work

Description of project:

Funding from the New Mexico Commission for Deaf and Hard of Hearing persons will be used to provide statewide Signed Language Interpreter Referral service, 24 hours emergency interpreter referral in the Las Cruces area, professional development opportunities to assist pre-certified interpreters to achieve RID NIC certifications and other support services, which will enhance communication access for people in New Mexico who are deaf or hard of hearing.

The contractor shall perform the following work:

- A. Provide statewide Signed Language Interpreter referral.
- B. Provide 24 hour emergency signed language interpreter referral in Las Cruces.
- C. Provide professional development opportunities to assist pre-certified interpreters to achieve RID and NIC certification.
- D. Provide other support services which will enhance communication access for people who are deaf or hard of hearing.

Performance Report

Reporting Category	Number	Comments
Number of interpreting requests	277	All requests except emergency pager
Number filled	261	
Number unfilled	16	
Total hours of interpreting provided	952.5	
Number of last-minute requests	30	All 24-hour or less requests
Number filled	29	
Number unfilled	1	
Total last-minute hours provided	81	

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 12, Q 1**

Number of emergency requests (911)	0	Covering Las Cruces area
Number filled	0	
Number unfilled	0	
Total emergency hours provided	0	
Total hours interpreters on call	1416	Interpreter hours available
Number of pro-bono assignments	0	
Total pro-bono hours	0	

Number of Group Discussions	3	
Number of Attendants	16	Interpreters and Staff
Total CEUs Offered	.6	
Number of Workshops	0	
Number of Attendants		
Total CEUs Offered		
Number of Mentees	3	Interpreters Preparing for the NIC/CDI exam
Number of Entities Contacted	19	Companies, Medical Facilities, Schools, Etc.
Number of Outreach Meetings	5*	See Notes
Number of New Contracts	3*	See Notes
Miles Traveled for Outreach	706	Various New Mexico Cities Santa Fe, Espanola, Las Cruces, Socorro, Belen
Calls/Support/Education to NM cities	9*	Clovis, Las Cruces, Santa Fe, Rio Rancho, Taos, Espanola, Lordsburg, Isleta, Belen
Hours of other services provided	240	20 Hours /week x 12
Walk-In		
Community events		

*Accurate records were not kept and due to a staffing change were not entirely known. Next quarters numbers will be accurately tracked

Highlights:

- Linda Carroll coordinated CEUs for the New Mexico Interpreters' Conference hosted by the Administrative Office of the Courts. Thirty interpreters earned up to 1.7 CEUs.
- Three other remote entities are interested in using VRI to provide interpreting.
- Mentoring Café is up and running Linda has been diligently working to help interpreters prepare for the NIC/CDI.

Public Policy & Advocacy

Nathan Gomme is the Interim Director of Public Policy & Advocacy

Individual & System Advocacy

The Public Policy & Advocacy department has gone through a few changes this quarter. With the changes the quality of advocacy performed by the Service Coordinators in Albuquerque has remained steady and the quality remains high. Every member of the team has provided support and has shown tremendous teamwork. Individual Advocacy work done by the Service Coordinators has led to opportunities for system advocacy to be done on a consistent basis. This has allowed more wide spread changes to be made by various entities. Some of the highlights by the team for the quarter include:

- The Service Coordinators continue to travel throughout the state of New Mexico.
- Work with the behavioral health field has created increased collaboration with various agencies. This includes an increased use of established complaint procedures. Optum Health has worked with all of our service coordinators to ensure effective communication in the behavioral health field.
- Working with small business has been a challenge for the service coordinators. However due to some creative thinking many solutions have been found including the use of in-kind services. This has led to many discussions about the future of communication access with small businesses and possible solutions. Some solutions include collaborating with the many Chambers of Commerce and development of communication access funds.

Public Policy

Behavioral Health Collaborative (BHC) organization Deaf, Hard of Hearing and Deaf-Blind sub-committee has continued to work on access in Behavioral Health. Recently the committee had two Behavioral Health workers develop guidelines for counseling deaf and hard of hearing consumers. The press release was made available to all providers under Optum Health and is included at the end of the full board report. The sub-committee was also involved with the Southwest Conference on Disability with the Behavioral Health strand. The CDHH, COPD and Department of Health all helped plan the Behavioral Health strand and some agencies provided presentations including CDHH and COPD.

Community Outreach for the Deaf-NM Deaf-Blind Services program is now being funded by a contract with CDHH. The contract for Deaf-Blind Services was initially through the Governor's Commission on Disability and was transferred to CDHH this fiscal year. Their new program director for the COPD-NM Deaf-Blind Services is Larry Rhodes who is working with the Deaf-Blind Services staff. Prior to our Executive Director BJ Wood's departure, she met with Larry and Anne Levy and created an in-depth overview of the Deaf-Blind Services. The mission of the COPD-NM's Deaf-Blind Services program is to provide services to individuals with deaf-blindness/dual sensory impairments as well as individuals who are deaf/hard or hearing with disabilities that enable these individuals to live more independent lives and to obtain access to and participation in the community. More information can be found in the first quarter report from COPD-NM Deaf-blind Services which will be available at the November 5th Board Meeting.

Mini Grants

There were five mini grants for the total sum of approximately \$45,000 awarded this fiscal year. The five were: Community Outreach Program for the Deaf (COPD), Hearing Loss Association of Albuquerque (HLAA), Rio Grande Connections (RGC), The Ability Center for Independent Living (TACIL) and DeBee Communications. All of the awardees will help the NMCDHH promote and empower communication in the state of New Mexico. The first reports for the mini grants are due the end of December and will be included in the 2nd Quarter report.

Fiscal Year 2012, 2nd Quarter Planning

- ❖ Increase service coordination among agencies utilizing local services available based on customer's residence.
- ❖ Increase customer's ability to self-advocate pertaining to system and individual advocacy
- ❖ Oversee the FY12 mini-grant contracts;
- ❖ Oversee the COPD deaf-blind contract
- ❖ Provide supervision of all of the Service Coordinators;
- ❖ Work collaboratively statewide with state agencies and other organizations pertaining to: behavioral health, developmentally disabled and post-secondary transition services;
- ❖ Oversee the latest national and state concerns for Deaf, Hard of Hearing and Deaf-Blind.
- ❖ Explore Communication Access Funds for small businesses through the Chamber of Commerce.

Telecommunications & Technical Assistance

*Shannon E. Smith, MBA/HRM is the Director of Telecommunications
& Technical Assistance*

Telecommunications Relay Service (TRS)

The Commission for Deaf & Hard of Hearing (CDHH) continues to experience stability in the number of minutes for Traditional Relay Service (TRS) and Captioned Telephone Service (CTS). The Performance Measure for Fiscal Year 2012 (FY12) is an average of 10,000 calls per month and 1 review and audit of the Telecommunications Relay Service. The 1st Quarter average was 14,088 calls per month and 1 audit is scheduled for June 2012.

In August 2011, Hamilton Relay hired the new Relay New Mexico Outreach Coordinator, Thomas Sena. Thomas was born and raised, in Albuquerque. He graduated from Eldorado High School in 2000, and earned his Bachelor's Degree from the University of New Mexico in 2005. In 2009, Thomas earned his Masters in Business Administration from the University of Phoenix. Prior to joining the Relay New Mexico team, Thomas worked as a Research Analyst for an advertising research firm. He also spent eight years in the radio industry, working in various capacities such as promotions, engineering, and on the air.

Telecommunications Equipment Distribution Program (TEDP)

The Performance Measure for FY12 is 800. The NMCDHH is proud to announce that during the 1st Quarter 285 pieces of equipment were distributed to 108 clients across New Mexico. In comparison, the TEDP has already met and exceeded the number of equipment distributions during FY11 during the 1st Quarter of FY12.

On July 27th, 2011, the new TEDP Specialist, Jason Siergey, began working at the NMCDHH. Jason is originally from Chicago, and is working toward a Masters in Information Systems. Jason has an extensive IT background, including 20 years with major corporations such as Walgreens.

On July 18th, 2011, Clarity, the manufacturer of the amplified telephones the Telecommunications Equipment Distribution Program distributes, released a press release in partnership with the NMCDHH. This press release (copied on the following page) was picked up by the Associated Press (AP) wire, and was published on the

following websites: MarketWire; Wall Street Journal; Hearing Aids Help; TMC.net; XYDO; 123NewMexico; AND.es/Bolsa; EyeFireVlogs; and Deafness News. In addition, the press released was printed in the Albuquerque Journal, Taos News, Las Cruces Sun and Gallup Independent. Lastly, stories were featured in the Albuquerque Journal and Rio Rancho Observer, and the program was featured on the 1030pm news on KOAT Channel 7. The publicity generated by the press release directly contributed to the increase in interest in the TEDP and the increase in service numbers. A second press release is already planned for January 2012 in an effort to replicate the success of the first press release.



Contact: Ryan Witherell
615.327.7999

rwitherell@seigenthaler.com

Date: July 18, 2011

New Mexico Program Offers New Digital Amplified Phones and Visual Alert System Free to Residents with Hearing Loss

State Offering Three New Clarity Devices at No Cost to Deaf and Hard of Hearing New Mexicans

Albuquerque, New Mexico – New Mexicans who are deaf or hearing impaired can now obtain one of two new amplified cordless phones or a visual alert system at no cost thanks to New Mexico Commission for Deaf & Hard of Hearing (NMCDHH), the State Government Agency that distributes specialized telecommunications equipment.

Developed by Clarity, a division of Plantronics (NYSE: PLT) that provides smart communication solutions for seniors, the new phones—the Clarity XLC2 and XLC3.4—amplify incoming sounds up to 50 decibels and are the most powerful of NMCDHH’s cordless options. The statewide distributor is also offering Clarity’s AL10, a visual alert system that helps the deaf and those with profound hearing loss stay connected to the world around them and remain secure in their homes.

New Mexico residents who are certified as having a hearing loss can easily obtain the XLC2, XLC3.4 or AL10 by completing an application, providing a copy of a landline phone bill, and a

copy of a driver's license or state issued identification card For more information, call NMCDHH at 1-800-489-8536 or visit <http://www.cdhh.state.nm.us/TEDP.aspx>.

"NMCDHH was founded to provide New Mexico's hearing impaired with information, resources and powerful communication solutions like Clarity's digital amplified phones and visual alert system," said Shannon Smith, NMCDHH's Director of Telecommunications & Technical Assistance/Relay Administrator. "We serve people of all ages with minor hearing loss to complete deafness. So, we are constantly searching for the best solutions that will meet all of these needs and we believe Clarity's products are the best out there for our state."

Both the XLC2 and XLC3.4 use Digital Clarity Power™ to amplify incoming sounds and remove unwanted and distracted noises, much like a hearing aid. Also, the phones boost outgoing speech up to 15 decibels, making communication much easier for people who have trouble hearing and speaking loudly.

Along with powerful amplification technology, the XLC2 and XLC3.4 provide assistance with other common health challenges. For example, the phones feature Talking Caller ID, which announces the incoming caller, and a Talking Dial Pad with back-lit buttons to help people with low vision. And the large, soft-touch buttons on the handset and phone base are spaced apart to be easily accessible to those with dexterity issues or Arthritis. Both products include a loud and clear speakerphone and Talking Caller ID in which the handsets speak the number of the incoming caller so you always know who's trying to reach you. The XLC3.4 features a Caller ID screen as well. The extra loud (95dB) and super bright visual ringers on both phones make sure you never miss a call.

The multi-purpose AL10 utilizes sensors to monitor activity within the home, such as doorbells, telephone and videophone calls, children's cries or motion. When detected, bright flashing lights and large backlit icons on the AL10 alert users to the activity.

The AL10 also can be configured to flash a lamp in a room or shake a bed or pillow when activity occurs. The AL10 pairs well with existing home security systems, helping alert users when an alarm is triggered. With nearly a dozen accessories ranging from baby sound monitors to door announcers to motion sensors, the AL10 can be expanded for use throughout the home.

"NMCDHH is an outstanding program which helps so many people throughout New Mexico," said Carsten Trads, president of Clarity. "Hearing loss impacts millions across the U.S., yet the issue is often overlooked, and few are aware that solutions like amplified telephones even exist. With NMCDHH's help, hopefully more people in New Mexico will find the assistance they need for their hearing loss."

About NMCDHH

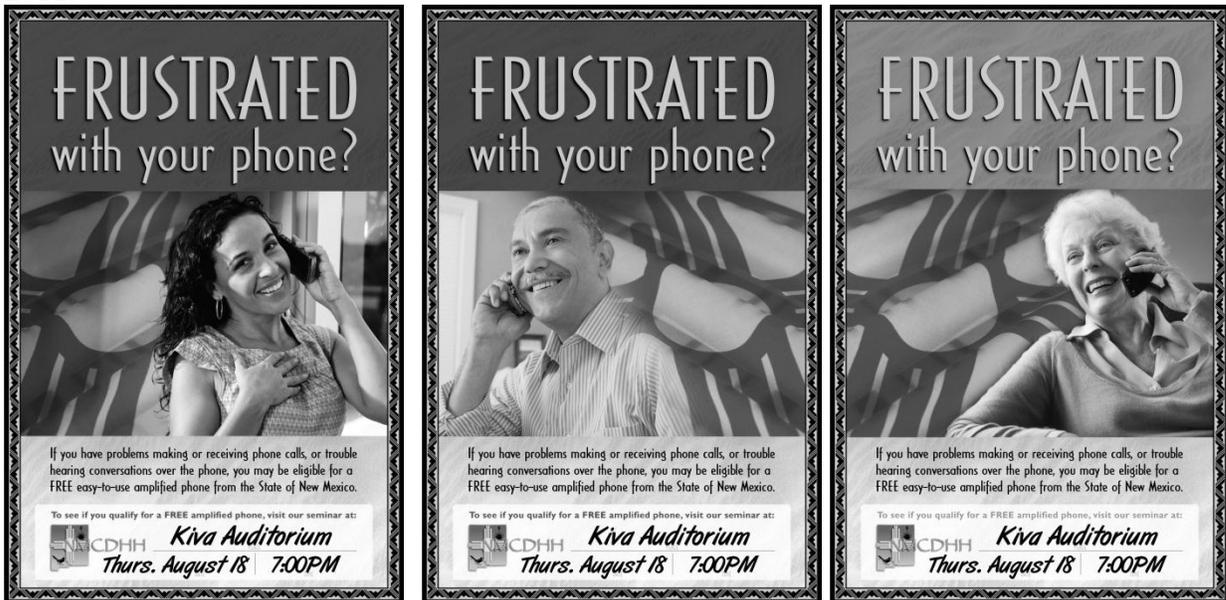
The State of New Mexico Commission for Deaf and Hard of Hearing provides effective leadership, education, advocacy and programs to reduce barriers to the social, economic, educational, cultural and intellectual well-being of Deaf and Hard of Hearing New Mexicans and

their families, friends and colleagues. For more information, visit www.cdhh.state.nm.us or call 1-800-489-8536.

About Clarity – Smart for Seniors™

Clarity, a division of Plantronics (NYSE: PLT), creates smart communication solutions that help seniors live richer, more engaged lives. For more than 40 years, Clarity’s innovative products—such as amplified telephones, notification systems and assistive listening devices—have helped people with hearing loss, low vision, limited mobility, dexterity issues and other health challenges. Clarity has pioneered many firsts—from digital sound processing in 2005 to remote-access customer service in 2010. Millions rely on Clarity to communicate at home, at work and throughout their lives. For more information, please visit www.clarityproducts.com or call 1-800-426-3738.

In addition to the press release, Clarity’s graphic arts department designed artwork that the NMCDHH has used for TEDP advertising. The artwork is below. The artwork was also mass produced into posters that will be distributed to Government Agencies, Community Based Organizations and Community Centers across New Mexico announcing when the TEDP Specialist will be at the entity to give a presentation on the TEDP, have equipment available for testing and process applications. This program will launch in November 2011.



Training & Development

The Performance Measure for FY12 is 60 workshops. During the 1st Quarter five (5) workshops were conducted with 110 attendees.

The Training & Development Coordinator position remains vacant as it cannot be approved for an exemption to the hiring freeze until it is reclassified from a Community

& Social Service Specialist to a Training & Development Specialist. The State Personnel Office and the Department of Finance Administration are holding the reclassification until the NMCDHH has a new Executive Director who can analyze the programs, services and positions of the NMCDHH and determine if the current organization of the Agency is the direction that individual wants to continue in.

Outreach

The Performance Measure for FY12 is 36 outreach events coordinated. During the 1st Quarter 9 outreach events were coordinated with 347 booth visitors.

Social Media

The Performance Measure for information referrals and outreach contacts for FY12 is 10,000. During the 1st Quarter the NMCDHH had 209,589 website hits, 83,734 website views, 250 Facebook likes and 896 Twitter tweets.

Human Resources Management

Continuous monitoring of the Agency's Human Resources Management systems continue. The Performance Measure for Human Resources is 95% of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines.

- A. Workers' Compensation
 - a. There were no Worker's Comp claims during the 1st Quarter.
- B. Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)
 - a. There were no COBRA claims filed during the 1st Quarter.
- C. Fair Labor Standards Act (FLSA)
 - a. There were no FLSA claims filed during the 1st Quarter.
- D. Family and Medical Leave Act (FMLA)
 - a. There were no approved FMLA leaves during the 1st Quarter.
- E. Turnover & Position Postings
 - a. There was one resignation of a Governor Exempt employee during the 1st Quarter.
 - b. The NMCDHH has the below vacant positions:
 - i. Executive Director
 - ii. Director of Public Policy & Advocacy
 - iii. Chief Financial Officer
 - iv. Training & Development Coordinator
- F. Employee Recognition
 - a. FY11 Employees of the Quarter
 - i. Nathan Gomme
 - ii. Malissa Lyons
 - iii. Sam Martinez

- iv. Lori Neubauer and Sandy Williams
- b. FY11 Employee of the Year
 - i. Lori Neubauer



- c. FY12 Employee of the Quarter
 - i. Debbie Romero

Project Management

Continued work on the below projects occurred during 1st Quarter:

❖ **21st Century Communications and Video Accessibility Act's Deaf-Blind Equipment Distribution Program**

The 21st Century Communications and Video Accessibility Act (21st CVAA) is a wide-ranging law aimed at assuring that people with disabilities have access to all aspects of modern communication. Recognizing that individuals who are deaf-blind face significant barriers in accessing communication and video, the law mandates the FCC establish the National Deaf-Blind Equipment Distribution Program (NDBEDP).

This pilot program is authorized to spend up to \$10 million annually. Each state will be eligible for a minimum of \$50,000.00 plus additional funding based on the state's general population. The estimated amount available to each state can be found on pages 68-69 at this link

<http://fjallfoss.fcc.gov/ecfs/document/view?id=7021686554>. Please note the September 21, 2011 Federal Register announcement is attached.

The FCC will operate a pilot program running for no more than three years beginning in 2012. They will invite locally-based organizations to become their state's deaf-blind equipment distribution program. The potential benefits for adults and children who are deaf-blind from this program are enormous. Programs are encouraged to consider partnering with others where it can be beneficial to maximize the resources.

Many individuals will be provided with equipment and training that will enable them, for the first time in their lives, to take advantage of such 21st century communications options as Skype, instant messaging, e-mail, text messaging, and even Facebook and Twitter.

CHALLENGES TO CONSIDER:

The FCC, through the NDBEDP, will certify organizations that have the capacity and resources to assess a wide range of individuals who are deaf-blind with a variety of needs. Potential clients might run the gamut of needs from school-aged children to people living with Usher syndrome to older individuals losing their sight or hearing as a result of aging. Specialized equipment can be very expensive, and successful organizations will need to demonstrate an ability to match these tools with the individual users' needs and to provide evaluation, equipment selection and procurement, installation and training.

Moreover, the program includes stringent and rigorous reporting requirements and audits to ensure compliance and reimbursement. Any organization considering an application for NDBEDP should certainly take these significant factors into consideration.

A reliable and robust information management system will be required to track information including data related to the clients, each assessment, and each piece of equipment and related details. Reports on activities and expenses are required every six months (and possibly more frequently with FCC approval); annual independent audits need to be submitted. Information on equipment distribution, warranties, maintenance, repairs, and refurbishing also must be tracked.

Lastly, as the NMCDHH is a non-revenue generating agency and does not have the current budget capacity to purchase the specialized equipment, we will work with local non-profits on their application to the FCC for the program.

❖ **21st Century Communications and Video Accessibility Act's Emergency Access and Real-Time Text Support**

The Commission has established the due dates for comments and reply comments on a Notice of Proposed Rulemaking (NPRM) on the development and deployment of Next Generation 911 (NG911) services. NG911 will enable the public to send texts, photos, videos, and other data to 911 call centers. This will:

- allow consumers to communicate with 911 in the same way they communicate with others on a daily basis;
- enhance public safety by giving consumers the ability to text 911 when they cannot make a voice call;

- be particularly beneficial to people with disabilities; and
- provide 911 call centers and first responders with enhanced information that can save lives during emergencies.

The Commission seeks comment on short-term and long-term options for enabling consumers to send texts to 911. It specifically asks about the benefits of SMS text messaging, Internet-based messaging, and real-time text to communicate with 911 centers. As noted above, it also asks about the use of multimedia NG911 technology that would support delivery of photos, videos, and data to 911 call centers, in addition to text.

❖ 2012 Conference on Hearing Loss

When: April 25th & April 26th, 2012

Where: Albuquerque Marriott Hotel
2101 Louisiana Blvd NE
Albuquerque, NM 87110
505.881.6800

Time: 8am-4pm (registration @ 7am daily)

Registration Fee:

Early Bird Registration January 1st, 2012 – February 29th, 2012
\$50 for 1 day, \$90 for 2 days

Regular Registration March 1st, 2012 – April 11th, 2012
\$60 for 1 day or \$100 for 2 days

Keynote Speakers:

Lou Ferrigno (confirmed)

Katie Leclerc (pending final confirmation)

Fiscal Year 2012, 2nd Quarter Planning

Plans for the 2nd Quarter of Fiscal Year 2012 are:

- ❖ Prepare for incoming Executive Director
- ❖ Continued planning of the 2012 Conference on Hearing Loss.
- ❖ Continued updating of the NMCDHH's website, Facebook, Twitter, YouTube, Wikipedia and LinkedIn pages.
- ❖ Complete the FY11 Annual Report in preparation for the 2012 Legislative Session



Contractor Quarterly Report



Contractor Name: Relay New Mexico
Hamilton Telecommunications
Report By (Name and Title): Christa Cervantes, Account Manager
Contract Number:
Contract Expiration Date: June 30, 2010

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

Scope of Work

The Americans with Disabilities Act of 1991 (ADA) requires Common Carriers to provide Telecommunications Relay Service for Deaf, Hard of Hearing, and Speech Impaired individuals. The ADA mandated this nationwide communications service be available to all individuals in the U.S.

In January 1993, as a result of Title IV of the Americans with Disabilities Act of 1990 (ADA), the Telecommunications Relay Service was included in the State of New Mexico Telecommunications Access Act, Section 63-9F-6, which also assigns responsibility for the program to the New Mexico Commission for Deaf and Hard of Hearing Persons (NMCDHH).

Goals.

1. Provide equal access to telecommunications services for Hearing, Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled constituents.
2. Meet and/or exceed the Federal Communications Commission (FCC) Standards for Telecommunication Services.
3. Meet and/or exceed the requirements of the New Mexico Telecommunications Access Act.

Objectives.

The Contractor shall be responsible for the implementation and operation of the State’s Telecommunications Relay Service and associated equipment 24 hours per day, three hundred and sixty-five days per year.

Activities.

The telecommunications relay system shall:

1. Be available statewide for operation twenty-four hours a day every day of the year;
2. Relay all messages promptly and accurately;
3. Protect and maintain the privacy of individuals using the system;
4. Preserve the confidentiality of all telephone communications; and
5. Conform to all applicable standards established by state and federal laws and regulations adopted pursuant to those laws.

Performance Report

Number of Workshops & Training Sessions Conducted

Month	Number of Workshops	Number of Attendees
July	0	0
August	0	0
September	0	0
Total	0	0

Number of Outreach Events Coordinated

Month	Number of Outreach Events	Number of Attendees
July	2	400
August	4	600
September	0	0
Total	6	1000

Number of Reviews & Audits of the Telecommunications Relay Service

Month	Reviews	Audits
July	0	0
August	0	0
September	0	0
Total	0	0

Average Number of Relay Calls per Month

Month	TRS Calls	CTS Calls
July	6,721	7,956
August	6,808	7,914
September	5663	7202
Total	19192	23072

Month	Number of Facebook Likes	Number of Twitter Tweets
July		
August		
September		
Total	35	79



Contractor Quarterly Report

Contractor Name: Teltex, Inc.
Report By (Name and Title): Andrew Bond, President
Contract Number: 00-604-00-60400
Contract Expiration Date: June 30th, 2012

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

Scope of Work

Per the State of New Mexico, Telecommunications Access Act, Section 63-9F-6: The commission shall design, establish and administer a program for providing specialized telecommunications equipment to impaired individuals. The commission shall adopt regulations for the program that:

- a. shall include eligibility requirements for participation in the program, which requirements:
 - i. shall provide financial eligibility conditions; and
 - ii. shall include provisions for determining eligibility thresholds based on:
 1. the quality and severity of the individual's impairment;
 2. the availability of current telecommunications services at the individual's place of residence;
 3. New Mexico residency; and
 4. minimum age;
 - iii. establish detailed procedures and forms to be used by impaired individuals wishing to apply for participation in the program;
- b. establish minimum training requirements for all applicants receiving telecommunications equipment regarding etiquette and use of telecommunications equipment;
- c. include a statewide survey and information gathering component to identify the extent of the hearing and speech impairment problem in the state, the number of impaired individuals in the state and the existence and availability of any specialized telecommunications equipment; and
- d. include an outreach component designed to provide information about and facilitate access to the program for impaired individuals.

The Telecommunications Equipment Distribution Program (TEDP) provides specialized telecommunications and access equipment to Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled New Mexicans.

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 12, Q 1**

Goals.

1. Provide equal access to telecommunications equipment for Hearing, Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled constituents.
2. Meet and/or exceed the Federal Communications Commission (FCC) Standards for Telecommunications equipment.
3. Meet and/or exceed the requirements of the New Mexico Telecommunications Access Act.

Objectives.

Hold Contractor responsible for the warehousing, sale, distribution, warranty and repair of the Telecommunications Equipment Distribution Program equipment.

Activities.

The contractor shall:

1. Provide the requested telecommunications equipment and assistive devices;
2. Provide the optional and value added services as defined in the contractor's response to the RFP;
3. Provide advertising and marketing as defined in the deliverables;
4. Provide equipment that meets and exceeds all applicable Federal Communications Commission (FCC) standards for accessible telecommunications equipment;
5. Conform to all applicable standards established by state and federal laws and regulations adopted pursuant to those laws.

Performance Report

Number of Clients Served & Number of Equipment Distributed

Month	Number of Clients Served	Number of Equipment Distributed
July	4	4
August	53	63
September	51	218
Total	108	285

Clients by Disability

Month	Deaf	Hard of Hearing	Deaf-Blind
July	0	4	0
August	2	53	0
September	0	47	2
Total	2	104	2

Clients by Region

Month	1	2	3	4	5
July	0	0	4	0	0
August	7	10	18	1	17
September	9	7	23	2	10
Total	16	17	45	3	27



Contractor Quarterly Report

Contractor Name: Market Center Technologies
Report By (Name and Title): Dan Cavazos, President
Contract Number: 604-11026
Contract Expiration Date: June 30th, 2012

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

Scope of Work

The purpose of the website is to have twenty-four hour per day, three hundred and sixty five(six) day per year information available to constituents on the Commission's programs and services and information to other areas.

This will meet the Commission for Deaf and Hard of Hearing Vision of:
~Impact and Empower~

The State of New Mexico, Commission for Deaf and Hard of Hearing Persons is a dynamic resource that will enhance the quality of life for Deaf and Hard of Hearing citizens of New Mexico by being:

- The recognized advocate in important issues impacting the Deaf and Hard of Hearing community.
- The proactive provider of innovative programs and services.
- The statewide umbrella and information clearinghouse for interested individuals, organizations, agencies and institutions.

(<http://www.cdhh.state.nm.us/Vision.html>)

Goals:

1. Provide instant information access to constituents;
2. Provide information for the first time to Spanish speaking only populations;
3. Provide up-to-date information and resources for those wanting to learn about hearing loss.

B. Objectives.

1. Instant information to constituents will be provided 24 hours per day, 365(6) days per year;
2. The Commission will provide information in English, Spanish and American Sign Language via the website;
3. Information will be relevant and up-to-date.

C. Activities.

- a. The contractor will design the Commission for Deaf and Hard of Hearing website to replace current website design. The new design will be located at www.cdhh.state.nm.us.
- b. The Commission for Deaf and Hard of Hearing website will be hosted at the New Mexico Datacenter at the Department of Information Technology upon completion. During the design phase, the website will be hosted on Thomas Garcia Studios server where the Project Manager can access and test.

Performance Report

	July	August	September
Hits			
Total Hits	81,501	64,580	63,508
Average Hits per Day	2,629	2,083	2,116
Average Hits per Visitor	11.93	12.33	15.83
Cached Requests	12,395	15,303	13,501
Failed Requests	37,260	10,389	12,231
Page Views			
Total Page Views	45,801	18,457	19,476
Average Page Views per Day	1,477	595	649
Average Page Views per Visitor	6.71	3.53	4.86
Visitors			
Total Visitors	6,830	5,236	4,011
Average Visitors per Day	220	168	133
Total Unique IPs	1,488	1,631	1,356
Bandwith			
Total Bandwidth	1.48GB	1.80GB	1.74GB
Average Bandwidth per Day	48.86MB	59.62MB	59.38MB
Average Bandwidth per Hit	19.03KB	29.30KB	28.72KB
Average Bandwidth per Visitor	227.08KB	361.45KB	454.77KB

Las Cruces Satellite Office

Sandra Williams is the Las Cruces Satellite Office Coordinator

Las Cruces Office staff had a successful outcome this quarter. I am pleased to say because we now have two contract employers, the outcome of our daily tasks has now increased, our visibility, and the availability of services are now multiplying. Furthermore, our promoting of our Commission is now magnified. Our two short term contract employers, Mr. Timothy Farr and Ms. Alexis Zarret, who comes with a diverse background in working with individuals with hearing loss, culture and interpreting expertise.

At this office, our "never-ending-multiple" tasks include advocacy, consulting, educating, outreaching, providing presentations, hosting informational booths, collaborated with other agencies/service providers, providing Service Coordination and System Advocacy.

Below are listed a brief data information as outlined;

Individual Advocacy and Service Coordination

Individual Advocacy, Service Coordination included assistance to consumers with hearing loss, family members addressing their needs to improve their quality of lives as well community/service providers to meet the needs of our Deaf, Deaf-Blind and Hard of Hearing Consumers in their communities.

For this Quarter, (January, February, March 2011)

A total of 34 clients have been served in Regions 4 and 5.

A total of 21 advocacy hours served on clients during this quarter.

A total of 198.5 service-coordination hours served for clients during this quarter.

A total of 6.0 TED hours served to our clients during this quarter.

System Advocacy

To strengthen our Deaf, Deaf-Blind and Hard of Hearing Services,

A total of 5 System Advocacies were provided in Regions 5 and 4.

A total of 35.75 hours served to include Las Cruces City ADA Council Board, State agencies, and vendors who have contracts with state of New

Mexico.

Information & Referral and Outreach

To increase NMCDHH "visibility" and the availability of our services,, Over **298** information/referral were passed out this quarter.

Tim and Alexis had outreached (Over 50 places) the southwestern territories such as Catron and Grant Counties to include;

Magdalena

Presbyterian Health Center
Public Library Information Center
Village of Magdalena (City Hall)

Quemado

Quemado Community Center
Quemado Senior Center

Reserve

Catron County Behavioral Health Council
Catron Public Health Office
Reserve Senior Center
Health Council (Director of services)
Grant County
Grant County Children's Medical Services
Grant Public Health Office

Silver City

Grant County Wellness Coalition
Silver City Senior Center
Wellness Center
Green Chamber of Commerce

Information Booths

The following list indicates where we provided 2 booth/exhibit Fairs in Southern New Mexico: (2)

(1) New Mexico Disabled Veteran's Fair and (2) Town of Organ Community Center

Community Collaboration

I am thrilled to see the outcome as we are collaborating with other community agencies. Not only we educate, provide leadership but we saw how they are providing us the moral support, ideas and input. The following list indicates various agencies we have been working collaboratively in Southern New Mexico:

- ADA City Council Board of Las Cruces, as we have developed a good working rapport and hope to continue these relations as well to establish similar relationships in other southern New Mexico rural towns.
- Ability Center
- Choices (Roswell)
- DVR
- Southern New Mexico Disability Coalition
- Las Cruces Hearing Loss Association
- Women's Intercultural Center
- National Center for Interpretation Training, Policy and Research
- Cochlear America
- NMGLBTQ, S.A.G.E. Committee
- PUSH America Organization
- Project H.O.P.E.
- Lions Club
- Las Cruces Emergency Preparation Committee
- Memorial Medical Hospital Language Advisory Board
- National Federation of the Blind

Met Needs

The following indicates the goals and needs we have meet in Southern New Mexico:

Last year, I wrote a RFP so we could hire additional support staff. We are pleased that Ms. Alexis Zarret began her employment in August. Mr. Tim Farr who is contracted through New Mexico Ability also started his employment in August too. I will expect an increase of our outreaches and clientele. I also appreciate the tremendous support I have received from the staff in Albuquerque.

We are thrilled to have TED phones demo so that our clients can try them out before signing up. We also appreciate the FM Loop for our future presentations those who are hard of hearing.

Unmet needs:

- In order to recruit new consumers, to provide quality advocacy/case management services TED services, we had identified earlier to consider in meeting with ADA Coordinators in various cities Southern New Mexico in each town. So far Carlsbad has asked the Commission to provide a presentation to elaborate our mission. We plan to start collaborate with other rural towns ADA Coordinators and County ADA Coordinators. This will help us to do more system advocacy to ensure they are providing quality services with their population who are deaf and hard of hearing. Now that we have additional staff members, we should be able to meet our goals this fiscal year.

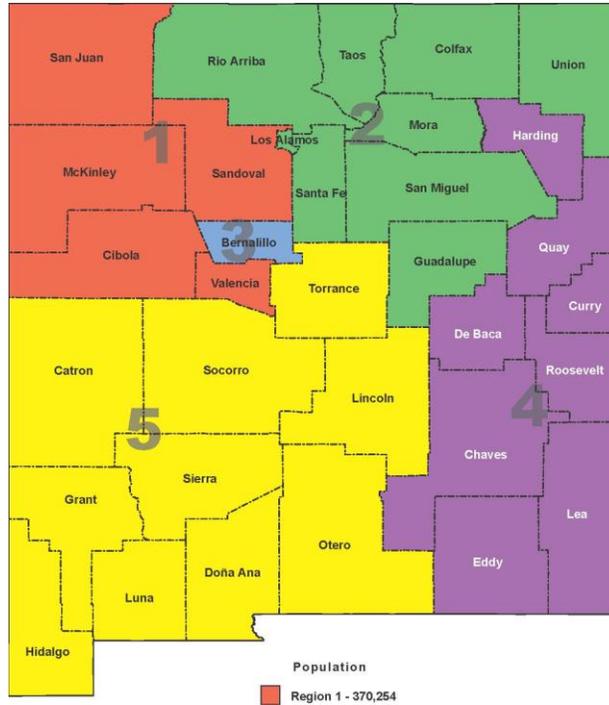
Pending

- Serious outreach has begun towards those places providing physical and mental health care to New Mexico citizens. This is especially needed as the rate of depression for late deafened adults is five times the national average, and the rate of severe anxiety is 2.5 times the national average. I would like to re-visit mental health setting here in southern New Mexico towns.
- We need to focus outreaching more in the Southwestern territories since the past spring; most of the outreach was made in the Southeastern areas. Now that I have additional support staff persons here, we will continue to outreach both.
- I am also pleased to see more and more people walking in and calling in requesting for services now that we have additional staff persons.
- We are working hard to collaborate with Southern New Mexico Coalition with hopes to strengthen our communities.

I look forward to a great year in providing effective leadership training, education, advocacy and programs to reduce barriers to our southern communities across the state.

Sandra Williams
Las Cruces Coordinator

Consumer Service Data & Statistics for FY 2011



Clients By Region

Advocacy, Case Management & Telecommunications Equipment Distribution

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY11 Total
Region 1	25				
Region 2	26				
Region 3	73				
Region 4	16				
Region 5	57				
Total Clients by Quarter	197				

Clients By Self – Identified Disability
Advocacy, Case Management & Telecommunications Equipment
Distribution

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY11 Total
Deaf	71				
Hard of Hearing	120				
Deaf-Blind	6				
Speech Disabled	0				
Total Clients by Quarter	197				

Client Service Hours

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY11 Total
Advocacy	694.75				
Case Management	430				
System Advocacy	550.25				
Telecommunications Equipment Training	6.0				
Referral	276.25				
Total Clients Hours by Quarter	1951.25				

Number of:

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY11 Total
Equipment Distributed	285				
Information Provided	797				
Training/Workshops Provided	8				



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD
 Report By: Pauline Varela
 Expiration Date: June 30, 2012

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

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Communicate with the Signed Language Interpreting Practices Board program of the Regulation and Licensing Department to determine future transfer amounts for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act.

Regulation and Licensing Department will:

- A. Use the fund balance remaining from previous transfers into the Signed Language Interpreting Practices Fund only for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act per 61-34-13 NMSA 1978.
- B. Provide quarterly reports to the NMCDHH Director of Communication Access and Development 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

Performance Report

<i>Reporting Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	11	4 Community; 0 Educational; 7 Provisional
Complaints	1	Pending Review
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: July 7, 2011

Next meeting: October 28, 2011

Agendas and draft minutes are available at the Board website:

www.rld.state.nm.us/SignedLanguage/index.htm