

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 2



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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: February 10, 2012

COMMISSION MEETING

Saturday, March 3, 2012
 10:00 AM

Hilton Garden Inn
 6510 Americas Parkway NE
 Albuquerque, NM 87110

Susana Martinez
 Governor

-Commissioners-

Mr. Mark Apodaca
 Chairperson
 Deaf Professional

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

Ms. Deb Hambel
 Division of Vocational Rehabilitation

Ms. Kimberly Silva
 Parent

Mr. James DeBee
 President, New Mexico Assoc. for the Deaf

-Mr. Ralph Vigil-
 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
 - Policies & Procedures
- 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

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, November 5, 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, February 11, 2012.

I. CALL TO ORDER AND ROLL CALL

Chairman Mark Apodaca called the meeting to order at 10:02 a.m. He explained that the meeting was using remote CART for captioning and therefore all speakers should identify themselves. Chair Apodaca introduced new members of the board, James DeBee, president of NMAD and Deb Hambel from DVR. He also announced that he was reappointed by Governor Martinez to serve five more years.

Present:	Mark Apodaca, Chair	David Romine, Secretary
	Raul Rodriguez, Vice-Chair	Deb Hambel
	James DeBee	Kimberly Silva

Absent: Ron Stern

II. APPROVAL OF AGENDA

12-1

Commissioner Kimberly Silva moved to approve agenda as presented.
Vice-Chair Rodriguez seconded.
Motion passed unanimously.

III. APPROVAL OF MINUTES

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

12-2

Commissioner Deb Hambel made a motion to approve the minutes as presented.
Commissioner James DeBee seconded.
Motion passed unanimously.

IV. BOARD REPORTS

Chair Apodaca stated that no committees met since the last meeting. There are two committees: Finance and Policies and Procedures.

Chair Apodaca stated that it was his understanding that the Commission's former Executive Director, B. J. Wood, was working on policies with the current Interim Executive Director, Shannon Smith. He asked Ms. Smith how close they were to being finished. Ms. Smith responded that she was actively working with the State Personnel Office (SPO) on the Policies and Procedures. The next step would be to make sure our internal agency procedures are in line with SPO, after which they would be submitted to SPO for review and approval. At that point, Policies and Procedures would be presented to the Board for the final review. Ms. Smith added that it should be finished around the first of the year. Mr. Apodaca asked if we would have the Policies and Procedures by the next Board Meeting, and Ms. Smith answered that it would depend on how quickly SPO reviewed them. She added that the State is seeing a lot of interpreted memos being issued about changing policies, so the Commission has to keep making changes to its policies to be in line with those changes.

Chair Apodaca said the Finance Committee had not yet met, but asked Ms. Smith when the next time the Commission would be meeting with the Legislative Finance Committee (LFC.) Ms. Smith said that there was a hearing in October and she had a report on that for later in the meeting. Chair Apodaca stated that the next Board Meeting would be February 11th, and that the Finance Committee would need to meet during the month of January to get ready for the meeting with both houses on the budget. He added that they needed two more people on the committee as he was the only one left, and to let him know if anyone was interested.

V. AGENCY REPORTS

Executive Summary

Interim Director Shannon Smith announced that since Executive Director B. J. Wood left, the management team and staff have really pulled together to continue running on the high level that Ms. Wood established in her tenure with the agency.

Ms. Smith stated that currently we are in preparation for the FY11 audit. Debbie Romero, the Budget Director for CDHH, is working to finalize the contract and have all of the required documents compiled for the auditors.

CDHH continues to improve coordination of professional development with multiple agencies, including New Mexico Registry of Interpreters for the Deaf (NMRID), Community Outreach Program for the Deaf (COPD), We Interpret.Net (WIN), New Mexico School for the Deaf (NMSD), the Administrative Office of the Courts (AOC), and Sorenson Video Relay Service (SVRS.)

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 12, Q 2**

Ms. Smith stated that New Mexico Mentoring had a slow fall session with five mentees and mentors, however there was at least sixteen signed up for the next session.

In the Public Policy and Advocacy Department, Ms. Smith announced that Nathan Gomme has taken over as Interim Director. Suzanne Ruble was the previous director until her resignation in July. Mr. Gomme will continue as Interim Director until CDHH is allowed an exemption to the hiring freeze and staff are grateful he is filling those shoes. He is working on increasing service coordination among agencies, utilizing local services, overseeing the FY12 Mini-Grant contracts as well as the Deaf/Blind Contract with COPD. He is also exploring communication access funds for small business through the Chamber of Commerce. A lot more small businesses want to comply with the ADA and provide accommodations, but they truly cannot afford it. Therefore, CDHH is trying to assist them in finding funds from the community to supplement their own funding to provide accommodations.

In Telecommunications and Technical Assistance Ms. Smith and staff are continuing to plan the 2012 Conference on Hearing Loss to be held in April. Lou Ferrigno from "The Incredible Hulk" is a confirmed keynote speaker for the conference. Tentatively planned for day two of the conference is Katie LeClerc from the ABC Family show "Switched at Birth."

Ms. Smith announced that CDHH continues to work on the website and social media. More and more people are accessing the up-to-date information about CDHH's programs and services through Facebook. It has been very active and very successful.

CDHH is currently working on the FY11 Annual Report for the 2012 Legislative Session. In the upcoming week the Commission will be working with the FCC on text to 911 which is a provision of the 21st Century Communications Act. Ms. Smith relayed that everyone is excited about providing text to 911 services, but there is still a question as to where the funding will come from. The Telecommunications and Technical Assistance Department is also examining the feasibility of the National Deaf-Blind Equipment Distribution Program.

A proposal was sent to the State Purchasing agent to release an RFP for the Training and Development Coordinator position. The position has been vacant since February of this year, and an exemption to the hiring freeze is still pending. CDHH is falling behind in legislative performance measures for providing training, and that position is very intricate to the success of the upcoming conference. By having a contractor, CDHH can accomplish goals and insure the conference will be a success.

Vacancies within the agency are currently: The Executive Director, Chief Financial Officer, the Director of Public Policy and Advocacy, and the Training and Development Coordinator. SPO will not allow CDHH to move forward with posting any positions other than Executive Director until there is a full-time Executive Director, as they want that person to have time to analyze the agency's programs and structure to see if he or she wants to move forward with the posting of those positions.

Ms. Smith stated that CDHH continues to experience a number of websites being blocked by the State's Department of Information Technology (DoIT.) There was a successful meeting with DoIT's cabinet secretary regarding the communication access needs of CDHH. He is working to resolve the issues that prevent CDHH from having greater access to websites while maintaining state government network security.

Ms. Smith reported that recently there has been discussion coming from the administration on reducing flex time and comp time. There has also been discussion on having most agencies mandated to be open Monday through Friday from 8:00 A.M. to noon and 1:00 P.M. to 5:00 P.M. with all business being conducted within those hours. Often CDHH staff are on the road early in the morning or late at night. There might be a chance to apply for an exemption or else staff from

CDHH will need to find a way to alter the provision of services to fall within the dedicated hours. Ms. Smith stated that nothing is official yet, but an interpretive memo should be released in the next 60 days and she will make sure the Board is informed.

Legislative Finance Committee

In October, CDHH had a hearing in front of the Legislative Finance Committee. Ms. Smith stated that many topics were covered in the testimony: statistics on hearing loss, performance measures, and CDHH's working relationship with other agencies, i.e. E911 or AOC, how the 21st Century Communications Act is impacting programs and services, the needs of communication access in rural areas, issues surrounding the relay surcharge, and the upswing in equipment distribution numbers. Ms. Smith also reported that CDHH was the only agency that the LFC had questions for. They asked if CDHH worked with NMSD and the Albuquerque Sign Language Academy, and the answer was yes. They asked if CDHH keeps the community informed of new technologies in hearing aids and cochlear implants; also a yes. There was much discussion on whether or not hearing aids were covered by insurance. The LFC would like to see CDHH start working towards universal coverage of hearing aids and expand on the already passed legislation covering children's hearing aids. Additionally, the LFC Chair asked that we relay to NMSD that they are eligible for capital outlay funds as a public school.

New Staff

Ms. Smith announced that there are four new team members at CDHH. Jason Siergey is the Communications Specialist who started in August and Ms. Smith wanted to publicly recognize his work: For FY11, only 252 phones were distributed for the entire year; however in the two months of the first quarter of FY12 that Jason was here, he distributed 285 phones. Thomas Sena is the new Outreach Coordinator for Hamilton Relay. In the Las Cruces office there are two contractors: Tim Farr is the Hard of Hearing Specialist and Alexis Zarret returned to be the Administrative Assistant/Interpreter.

Questions from the Board

Chair Apodaca asked if there were any questions for Interim Director Smith. Vice-Chair Raul Rodriguez asked if issues with the Mini-Grants in Las Cruces had been resolved. Ms. Smith said that the issues were resolved and that CDHH learned from FY11's Mini-Grant process. For FY12, all contracts were signed by July 1st and the first round of invoices will be received December 31st. The Commission shifted the way invoices are accepted from the awardees and it will be done just twice a year as opposed to monthly or quarterly. Vice-Chair Rodriguez asked if we had contacted the previous awardees to inform them of the changes. Ms. Smith replied that they were informed and one of the previous awardees, The Ability Center is one of the FY12 awardees. Also Nathan Gomme touches base with them at least bi-weekly.

Chair Apodaca asked about the tax surcharge that Ms. Wood was working on with Tax and Revenue, and if that surcharge is set to be increased or changed in any way. Ms. Smith responded that she has a meeting scheduled with Tom Dillon and two representatives of Tax and Revenue on November 15th to bring the surcharge conversation back to the table. Secretary Padilla of Tax and Revenue assigned Tom Dillon to the project because he had the most knowledge of the surcharge. Mr. Dillon has already started multiple conversations at Tax and Revenue regarding the surcharge and has kept us posted that he's not getting the desired results. Many people at Tax and Revenue do not see the surcharge as a priority. Ms. Smith stated that she will have more information after the November 15th meeting.

Chair Apodaca asked if the Board could be of assistance in this area. Ms. Smith commented that when she attended the National Association of State Relay Administrators Conference that she learned other states have the exact same issue. On the federal level, voice over internet protocol service providers and pre-paid wireless are now required to submit their surcharge to the

interstate TRS fund. Most states that have attempted to add these services within the intrastate funds have been denied repeatedly. Ms. Smith went on to say that if the time comes to write a bill, she will need the assistance of the commissioners.

Ms. Smith also brought up that TRS numbers have stabilized for the last year and a half. With the cost of high-speed internet consistently rising, many individuals who moved from traditional relay to internet are now returning to traditional relay. Users will continue to increase because it is not for just traditional relay, but captioned telephone service. Commissioner James DeBee commented that the hard of hearing community does rely on traditional relay because they do not sign. VP is preferred by those who sign, but hard of hearing people rely on traditional relay services. Ms. Smith stated that traditional relay use and captioned telephone use are tracked separately, but the hard of hearing community predominantly uses captioned telephone service, and those numbers continue to grow.

Chair Apodaca asked Ms. Smith if the revenues decline, will it make it more difficult to fill vacant positions. She responded that it would and that CDHH hasn't felt the full impact yet, but with the decline in revenue, it will make it difficult to seek individuals who are the most qualified. Currently there are funds reserved in the budget, however if the Commission continues to run with those vacancies, those funds could be cut from the budget. Vice-Chair Rodriguez asked, with Shannon Smith as Interim Director, why the positions couldn't be filled. He stated that the business of the Commission does not stop because we don't have a full-time director. Chair Apodaca said that discussion would be saved for the Executive Session.

Chair Apodaca mentioned that at the NMAD Conference, CDHH staff member, Corina Gutierrez, gave a workshop and discussed how difficult it is to explain to government agencies about the ADA. He asked, with only three people in the Public Policy and Advocacy Department, how they can take on all the requests regarding violations of the ADA, and what the time frame was for a complaint to make it to the federal level.

Ms. Smith said that this is just one area where the vacancies hurt CDHH. Nathan Gomme plays a double role as Interim Director of Public Policy and Advocacy, and Service Coordinator. Corina Gutierrez is a full-time Service Coordinator. Cheryl Padilla does Service Coordination and also handles all of CDHH's internal communication access requests; so that part of her workload will be given to the contract Staff Interpreter which will give Ms. Padilla more time to focus on her clients. In the Las Cruces Office, Sandy Williams and Tim Farr also provide advocacy services. So Ms. Smith said it is anywhere from nine to eighteen months from the time they open a case to filing with the Department of Justice. She added that the Service Coordinators are finding that the larger state government agencies are some of the worst offenders. Service Coordinators not only have to meet with the front line staff, they meet with management and also sit down with the financial staff to discuss cost and how to build it into their future budget to ensure they continue to provide communication access.

Commissioner Kimberly Silva said she had first-hand experience when she tried to get a sign language interpreter for a deaf board member of the American Sign Language Academy who was attending a conference. It was a huge conference and they stated they did not pay for interpreters. It was a very frustrating experience. She was amazed that this was still happening in 2011.

NASRA and TEDPA Conferences

Chair Apodaca commented that Shannon Smith was away at a conference and was interested to know how this helped the Commission. Ms. Smith explained that she had attended two conferences back-to-back. The first one was the National Association of State Relay Administrators (NASRA) which was four days, and then the Telecommunications Equipment

Distribution Program Administrators (TEDPA) was another four days. At the conferences there was a presentation from the FCC updating them on the 21st Century Act and the way it impacts state relay. Starting around the middle of November, relay providers will be required to accept interoperability of calls, which means a TTY user can now contact a VRS user through relay. Before those calls were rejected because the calls were considered double-dipping of relay funds.

Another presentation from FCC, the Helen Keller National Center and Perkins School for the Blind was on the National Deaf-Blind Equipment Distribution Program (NDCEDP). The program is a federal initiative coming out of the 21st century act where the FCC set aside \$50,000 per state and additional funds base of the incidence of deaf-blindness per state. Ms. Smith stated that in theory it is an amazing program, but in practice it will be a challenge. The way the FCC has written the rules, it will be a reimbursement program. Government and non-profit agencies that participate will be responsible for the application process, database tracking, and the purchase of equipment which averages about \$9,000 per piece of equipment. Every six months the agency would submit specific reports and reimbursement from the FCC. The challenge is that CDHH is non-revenue generating, which means there is no way of accepting that reimbursement. Also, because the program was rolled out so quickly, CDHH was not able to budget additional funding to pay for the equipment initially. Ms. Smith added that CDHH will work with COPD and UNM's project for children who are deaf-blind to figure out how we can make the program happen.

Ms. Smith reported that the FCC is still working diligently on correcting the fraud that has occurred with Video Relay Service. Because of the fraud, the FCC is not comfortable with handing VRS to the states yet.

Another big focus at the conferences this year was fire alarms. CDHH will be adding smoke detectors and visual fire alarms to the equipment distribution program January 1st. CDHH will start a campaign and work with fire marshals in different cities across the state to get the equipment distributed.

Lastly, Ms. Smith noted that in the years she has attended NASRA and TEPA conferences, she has seen many positive changes, including standardization of amplified phones. This directly impacts the Commission's constituents because we can adequately match equipment to each individual's hearing loss.

VI. PUBLIC COMMENTS

Chair Apodaca opened the floor for public comments. Charles Grote introduced himself and asked what progress CDHH was making on the search for an Executive Director. Chair Apodaca stated that there were some good candidates interviewed and names were submitted to the Governor's office. However they withdrew before the interviews with the Governor took place. The Commission will repost the position.

Mr. Grote also asked who made the decisions to have a hiring freeze when internal agencies are in need of people. Mr. Apodaca referred the question to Interim Director Smith who replied that initially the hiring freeze started with Governor Richardson in an effort to balance the budget. It has continued with Governor Martinez to decrease the size of government. The protocol established by the Governor's office is if there are any reclassifications (changing duties), increasing or decreasing salary, or any exemption to the hiring freeze, they are first sent from the agency to the state personnel office where they review and then approve or deny. If approved, the request goes to the Department of Finance Administration to review for budget approval. If approved, the request goes to the Governor's Chief of Staff, who does the final approval or denies it. Additionally, there is discussion happening regarding streamlining government services, e.g. the Department of Finance & Administration (DFA) is looking at taking over finance

duties from agencies with less than 25 employees and SPO is looking at taking over Human Resources of agencies of that size as well. Ms. Smith said that in her opinion, they are hesitant to post and hire and then have to lay off personnel.

VII. UNFINISHED BUSINESS

There was no unfinished business.

VIII. NEW BUSINESS

Election of Officers

Commissioner Silva nominated Mark Apodaca to continue as Chair. Chair Apodaca accepted.

Vice-Chair Rodriguez nominated David Romine to replace him as Vice-Chair. Commissioner Romine accepted.

Chair Apodaca nominated Kimberly Silva as Secretary. Commissioner Silva accepted.

IX. EXECUTIVE SESSION

12-3

Commissioner DeBee made a motion to go into Executive Session.
Commissioner Deb Hambel seconded.

Roll Call Vote:

Chair Apodaca:	yes	Commissioner Romine:	yes
Commissioner Silva	yes	Commissioner Rodriguez:	yes

Board went into closed Executive Session at 11:00 a.m.

12-4

Commissioner Rodriguez made a motion to exit Executive Session.
Commissioner Romine seconded.

Chair Apodaca:	yes	Commissioner DeBee:	yes
Commissioner Silva:	yes	Commissioner Hambel:	yes

Public Board Meeting reconvened at 11:45 a.m. No action was taken during the Executive Session. Chair Apodaca did announce that Raul Rodriguez was resigning from the Board after many years of service and there was now an opening for a Southern New Mexico representative.

12-5

Commissioner Rodriguez made a motion to adjourn.
Commissioner Silva seconded.
Motion passed unanimously.

Meeting adjourned at 11:48 a.m.

Executive Summary

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

December 31st, 2011

Mark Apodaca, Chairman
Commission for Deaf & Hard of Hearing
1060 Cerrillos Road
Santa Fe, NM 87505-1696

Dear Chairman Apodaca and Commissioners:

Please find enclosed the Fiscal Year 2012 Quarter 2 Board Report. I am pleased to report that due to the hard work and dedication of the Commission for Deaf and Hard of Hearing staff members, the agency continues to function at the highest level of service; and that even with our current position vacancies, constituents continue to receive timely and professional services.

During the 2nd Quarter, the Commission for Deaf and Hard of Hearing:

- ❖ advertised and conducted interviews for the Executive Director position;
- ❖ awarded the Telecommunications Equipment Distribution Program contract;
- ❖ conducted the Training & Development Coordinator procurement process;
- ❖ conducted the Signed Language Interpreter procurement process;
- ❖ conducted the FY11 audit;
- ❖ finalized the Draft Human Resources policies and procedures;
- ❖ maintained consistency in services with inclement weather delays and closures;
- ❖ testified at the Legislative Finance Committee budget hearing in October.

At the end of the 2nd Quarter, the Commission changed the format for collecting data. After attending two Legislative Budget Hearings, it was decided that the CDHH needed to refocus its efforts on collecting data that one, reflected the Legislative Performance Measures; and two, design data collection that allowed for ease in collection and an increase in accuracy. The updated data collection format is included under the Data & Statistics tab in the report. Please note that Quarters 1 & 2 are combined in an effort to capture the data quickly. Quarters 3 & 4 will be reported separately.

The 2012 Conference on Hearing Loss is quickly approaching. This year's Conference will be held on April 25th & 26th, 2012 at the Albuquerque Marriott. Confirmed presenters include Lou Ferrigno, Howard Rosenblum and Dr. Sam Trychin. The Commission is already receiving sponsors and attendee registration forms and the hope is to have more sponsors and attendees than the 2010 Conference.

Lastly, a project currently in process is an examination the physical location of the Albuquerque Office. Though the current lease does not expire until December 2014, ongoing issues are making the location increasingly difficult for staff and consumers. Below is a bulleted list of issues that have been reported to the General Services Department, Property Control Division:

- ❖ On many levels the building meets the technical specifications for access as required by the ADA and AGAAG, but in reality it still creates many barriers that create challenges for our the specific consumers who visit our office for services. This is particularly true due to the fact that the majority of consumers who visit our office are coming to access the Telephone Equipment Distribution Program (TEDP) which distributes amplified and accommodative telephone equipment for individuals with hearing loss. The majority of those consumers are senior citizens, and many have mobility issues in addition to their hearing loss.
 - Those mobility issues range from difficulty walking, to use of a cane or walker, to use of a wheelchair or mobility scooter. In addition, many have low vision or other health concerns that require the use of oxygen or other equipment. When arriving at the building, the visitor parking is located near the front door on the south side of the building. There are no reserved accessible spots in this area, and the path to the door involves several steps. There are five reserved accessible parking places on the east side of the building, but most of our visitors are unaware they are there, and they are often used by bank customers; sometimes appropriately, but often by customers without parking placards. The accessible route is accessed from those parking places, but it is neither marked nor intuitive, is quite a long walk, has only one small curb cut from the parking lot, and has obstacles such as a parking lot bumper that is crumbling and has rebar sticking out of it. Additionally, the accessible route contains two ground-mounted lights which encroach on the usable space of the walkway.
 - The visitor spaces at the front of the building are often full, and the available parking in the main lot to the east of the building is always a significant distance away from the entrance. While the property manager sends periodic memos to all tenants reminding them to not park in the visitor spaces or the spaces reserved for bank customers, no real effort to enforce these policies is made, and both the visitor spaces and customer spaces are often full of cars belonging to tenants.
 - Once a consumer arrives at the front doors, each are equipped with door opener push-buttons. However, the push-buttons seem to work less than 50% of the time. When the push-buttons aren't working the doors are heavy and difficult to maneuver, and impossible to navigate for a person using a wheelchair or mobility scooter. The door opener push-buttons inside the lobby are located in each corner of the space and blocked by potted plants. While this is easily resolved by moving the plants, it is a perfect example of the lack of sensitivity to access needs continuously demonstrated by the building management.
 - The front doors of the building are on a timer system so that they are automatically secured outside of business hours. If a consumer arrives while the doors are secured, there is a call system that is meant to allow

the consumer to call the office and be granted access to the building. Of course, this system is wholly inaccessible to the vast majority of our consumers due to their hearing loss, and is not intuitive even for consumers who can hear well enough to utilize it, and is mounted too high to be accessible to individuals using wheelchairs or mobility scooters. The call system was installed approximately three years ago and when the Property Manager was asked to add a video component for our clientele, she refused. She stated that any video addition would be at the cost of the NMCDHH, and she has refused to address the topic further.

- Once inside the lobby, the directional signage is small and has limited contrast, making it inaccessible to any consumers with vision loss.
 - The building has two elevators located on either side of a center hallway. When the call button is pressed for one elevator, the first available elevator arrives. Staff regularly observe visitors to the building (not only our consumers) waiting for the elevator and being unaware that the elevator on the other side of the lobby has opened. Additionally, the distance between the elevators is sufficient that consumers with mobility issues can often not get to the open elevator before the doors close and it leaves. They then push the button near that elevator, only to have the other elevator arrive next, causing them to have to hurry to catch it. Unless another person is in the lobby to assist, this cycle can continue indefinitely. The elevators do not have an audible signal as each floor is passed or an audible announcement of the floor on which the doors are opening, creating additional barriers for individuals with vision loss.
 - The entire building is only equipped with two accessible restrooms, and neither have adequate directional signage. One is located on the first floor down the hallway between the elevators, and the other is on the fourth floor near the back door to our suite. There is no directional signage on the fourth floor regarding the accessible restroom. Other restrooms in the building are so small that even a person of larger than average size has difficulty accessing them, and they are completely inaccessible for a person using a walker, crutches or cane. The accessible restroom on the fourth floor was closed at one point for over four months in spite of our regular calls and emails to the property manager. It has also been closed for extended periods of time when maintenance has been waiting for a part to make repairs to the fixtures. When the restroom is in need of attention due to a clogged toilet or other issue, it takes at least 24 hours from the time we call maintenance to have the issue resolved.
 - Hallways on each floor are very poorly lit, creating hazards for individuals with a variety of mobility or vision issues, and the building has yet to comply with the new requirement to have an escape slide or chair in stairwells for individuals who use wheelchairs in case of an evacuation.
- ❖ In addition to the above concerns regarding accessibility, the building has many other issues that create challenges. The electrical system is very odd, resulting in frequent tripped breakers and even a fire that started in the suite next to us on the fourth floor about 18 months ago. When simultaneous use of the coffee

maker and microwave in the kitchen cause the breaker to trip, two of our staff members on the other side of the suite lose power in their offices.

- ❖ The HVAC system is unreliable and insufficient. Most spaces have window units that don't work reliably, are inadequate to heat or cool the space, and are so noisy that they preclude effectively conducting business while they are running. We make frequent calls for repairs to the window units, but with unreliable results. Common areas and two office spaces don't have any HVAC control at all. The conference room is often either too hot or too cold to be comfortably usable, and has no temperature control. We have attempted to use portable heaters and fans in spite of their prohibition by the property manager, but the additional noise created by these devices interfere with communication access for individuals who are hard of hearing and use hearing aids or other assistive listening devices.
- ❖ None of the windows in the building can be opened, and the lack of ventilation in the suite has raised concerns on a regular basis. When one staff member becomes ill, the illness is often quickly shared by numerous staff members. In spite of our best efforts of regularly wiping down surfaces and even investing in two air purifiers, we have been unable to stop this cycle.
- ❖ The conference room is within the secured area of the office rather than adjacent to the lobby, creating security concerns for staff. On several occasions we have found meeting participants wandering down the hall of the office, or even sitting at staff members' desks to use the phone or conduct private meetings.
- ❖ Our TEDP Testing Room is the room used by the consumers who come to our office to test a variety of amplified or accommodative phone equipment in order to determine which piece of equipment should be provided to them through the TEDP program. As previously mentioned, the majority of those consumers are senior citizens and many have a disability or disabilities in addition to their hearing loss. The Testing Room is located a significant distance from our lobby, and the consumers often complain about the long walk they are required to make in order to reach it. Unfortunately, the overall layout of the suite doesn't provide any options to move the Testing Room closer to the lobby.
- The number of offices in the suite is insufficient for the number of staff and contractors in our agency. We have two staff members currently sharing one office space, and several vacant positions that we hope to fill in the coming months. At that point, we expect to have at least three offices occupied by two or more staff members. This is problematic for many staff members who meet with several consumers each day, often dealing with highly confidential and sensitive information. The suite has only one conference room, often creating conflicts regarding meeting space.
- One of NMCDHH's long-term lease cars had a rock thrown through a window in the parking lot. The window was replaced, but the car upholstery sustained water damage.
- The second floor of the building is being remodeled for new tenants. On multiple occasions over the last two months the odor of cigarette smoke has been very strong in several offices on our floor, as well as in the elevators. The property manager was utterly dismissive of our complaints.

- NMCDHH has been forced to close the office on two occasions due to there being no heat in the building and temperatures dropping to 55 degrees or below in our offices. On the second occasion, the boiler was intentionally shut down during business hours to make a repair. The building management did not notify tenants in advance, and we were unaware of the situation until we called to complain about the lack of heat.
- We have been without heat at least part of the day on several other occasions. When staff have attempted to use space heaters to maintain workable conditions, electrical breakers have been tripped in multiple offices.
- The two suites that share the 4th floor with us experienced significant water damage due to pipes freezing and bursting over the Christmas weekend. The building management made no attempt to contact other tenants to inform us of the issue.
- The broken pipes resulted in a strong sewage odor throughout our suite, causing complaints from staff and consumers, and causing headaches for staff members.
- The accessible restroom was closed for two days as a result of the water issue, although there is no evidence of water damage in the restroom. It was only re-opened when NMCDHH called to complain about its closure.

The Commission for Deaf and Hard of Hearing is working closely with Property Control to see if correction of the above issues can occur, and if not, can the lease be broken without penalty and allow the CDHH to find office space elsewhere. As this project continues, I will notify the Commissioners with updated information.

If you have any questions or require additional information please feel free to contact me.

Sincerely,



Shannon E. Smith, MBA/HRM
Interim Executive Director

cc: Ron Stern, Ph.D.
Kimberly Silva
James DeBee
David Romine
Debbie Hambel

Administration & Finance

Deborah Romero, Management Analyst

The attached report highlights the Commission's financial activities and results from October 1, 2011 – December 31, 2011.

- During the month of October the department focused on FY12 Procurement, FY11 Audit reports, working with GSD Property control Bureau on the RFP process for the DCC (Deaf Culture Center) RFP and attended the LFC (Legislative Finance Committee Hearing for the FY13 request and FY12 Procurement.
- During the month of November 2011 the department focused on FY12 Procurement and working with the GSD Property control Bureau on the RFP for the DCC (Deaf Culture Center). The FY11 Audit procedure begun on November 26, 2011, by Griego Professional Services, LLC
- During the month of December 2011 the department focused on FY12 Procurement and working with GSD Property control Bureau on the RFP for the DCC (Deaf Culture Center). During the FY11 audit Exit Conference with Griego Professional Services, LLC, we were notified that the audit was not going to be complete by the December 15, 2011 deadline. The auditor stated that due to the fact that our FY10 audit was done late, it made the FY11 audit late. The auditor predicts we should be able to meet the deadline for our next audit for FY12. A notification letter was sent to the NM State Auditor's office and the NM State Controller's office, notifying that our FY11 Audit was not going to be complete by the deadline.

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 2**

FY12 NM COMMISSION FOR DEAF AND HARD OF HEARING						
2ND QUARTER ENDING DECEMBER 31, 2011						
Account Description	FY12	ENC	EXP	YTD	YTD Budget	Percent
USES	OPBUD			Total	Balance	Spent
200 Category Subtotal	\$ 975,300	\$ -	\$ 374,488	\$ 374,488	\$ 600,812	38%
535200 Prof Serv	\$ 982,500	\$ 27,500		\$ 27,500	\$ 955,000	
535300 Other Serv	\$1,112,200	\$ 404,061	\$ 187,213	\$ 591,274	\$ 520,926	
535400 Audit Serv	\$ 10,700	\$ 7,383	\$ 3,317	\$ 10,700	\$ -	
300 Category Subtotal	\$2,105,400	\$ 438,944	\$ 190,530	\$ 629,474	\$ 1,475,926	9%
542100 EE IS Mile	\$ 2,254	\$ 1,500	\$ 594	\$ 2,095	\$ 159	
542200 EE IS Meal	\$ 1,646	\$ 382	\$ 1,264	\$ 1,646	\$ -	
542300 Brd & Comm	\$ 500	\$ 943	\$ -	\$ 943	\$ (443)	
542500 Trans Fuel	\$ 6,000	\$ 4,350	\$ 1,650	\$ 6,000	\$ -	
542600 Trans Part	\$ 500	\$ 410	\$ 90	\$ 500	\$ -	
542700 Trans Ins	\$ 900			\$ -	\$ 900	
542800 Trans Pool	\$ 18,000	\$ 14,415	\$ 3,585	\$ 18,000	\$ -	
543400 M Prop	\$ 1,495		\$ 1,495	\$ 1,495	\$ -	
543820 Maint IT	\$ 101	\$ 34	\$ 68	\$ 101	\$ (0)	
544000 Supplies Inv IT	\$ 806	\$ 20,155	\$ 806	\$ 20,961	\$ (20,155)	
544100 Supplies Office	\$ 1,236	\$ 89	\$ 1,811	\$ 1,899	\$ (663)	
545600 Rept Recor	\$ 588	\$ 7,526	\$ 3,631	\$ 11,156	\$ (10,568)	
545700 ISD Serv	\$ 18,734			\$ -	\$ 18,734	
545701 HCM Assmnt Fees	\$ 3,800		\$ 3,750	\$ 3,750	\$ 50	
545900 Print Serv	\$ 94		\$ 94	\$ 94	\$ 0	
546100 Postage	\$ 1,000	\$ 474	\$ 1,578	\$ 2,051	\$ (1,051)	
546400 Rent Land	\$ 111,645	\$ 19,705	\$ 63,631	\$ 83,337	\$ 28,308	
546500 Rent Equip	\$ 10,396	\$ 5,646	\$ 4,750	\$ 10,396	\$ -	
546600 Telecom-Non-GSD	\$ 20,851	\$ 11,861	\$ 8,989	\$ 20,851	\$ 0	
546601 GSD Telecom	\$ 54,607	\$ 37,159	\$ 17,449	\$ 54,607	\$ (0)	
546700 Sub Dues	\$ 991	\$ 180	\$ 1,011	\$ 1,191	\$ (200)	
546800 EE Train	\$ 1,270	\$ 750	\$ 865	\$ 1,615	\$ (345)	
546900 Advert	\$ 11,789	\$ 8,627	\$ 5,679	\$ 14,306	\$ (2,517)	
547999	\$ -		\$ 3,806	\$ 3,806	\$ (3,806)	
547900 Misc Exp	\$ 425	\$ 281	\$ 144	\$ 425	\$ -	
549600 EE OS Mileage	\$ 238		\$ 238	\$ 238	\$ (0)	
549700 EE OS Meals	\$ 2,734		\$ 2,930	\$ 2,930	\$ (196)	
400 Category Subtotal	\$ 272,600	\$ 134,487	\$ 129,907	\$ 264,394	\$ 8,206	48%
555100	\$ 466,000		\$ 466,000	\$ 466,000	\$ -	
500 Category Subtotal	\$ 466,000	\$ -	\$ 466,000	\$ 466,000	\$ -	100%
TOTAL USES	\$3,819,300	\$ 573,431	\$ 1,160,925	\$ 1,734,357	\$ 2,084,944	30%

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 12, Q2**

	FY12 HB2 Budget	Proposed BAR	Encumbrance	Expended	12/31/2011
200	\$ 975,300.00			\$ 374,488.00	\$ 600,812.00
300	\$ 2,105,400.00		\$ 438,944.00	\$ 190,530.00	\$ 1,475,926.00
400	\$ 272,600.00		\$ 134,487.00	\$ 129,907.00	\$ 8,206.00
500	\$ 466,000.00			\$ 466,000.00	\$ -
Total	\$ 3,819,300.00		\$ 573,431.00	\$ 1,160,925.00	\$ 2,084,944.00
Contracts 300					
		Amount	Expended		
We Interpret Net (Contrac	\$ 134,500.00		18,842.72		
We Interpret Net (Price A	\$ 30,000.00		11,501.49		
COPD (Contract)	\$ 204,300.00		42,172.54		
COPD (Price Agreement)	\$ 30,000.00		20,758.94		
COPD (Price Agreement)	\$ 2,000.00		372.22		
Hamilton Communication	\$ 1,050,000.00		208,698.11		
Professional Services					
COPD - Deaf Blind	\$ 112,500.00	\$	43,991.98		
NM Abilities - Ashleigh J	\$ 898.80	\$	672.00		
Market Center	\$ 5,000.00		644.80		
NM Abilities - Timothy Fa	\$ 39,583.38		12,185.05		
Alexis Zarret	\$ 47,110.10		11,884.40		
Cintas	\$ 1,128.00		262.15		
Teltext, Inc.	\$ -		0.00		
Griego Prof Svs	\$ 10,700.00		0.00		
Community Services					
Mentoring	\$ 6,298.07		6,221.80		
Mini Grants					
DeBee Communications	\$ 14,786.00	\$	14,786.00		
RGC	\$ 7,500.00	\$	-		
HLAA	\$ 10,000.00		0.00		
The Ability Center	\$ 10,000.00		0.00		
COPD	\$ 7,500.00		0.00		
TOTALS	\$ 1,723,804.35		392,994.20		

HB2 Transfer to DVR \$466,000

**NEW MEXICO COMMISSION FOR THE DEAF AND HARD OF
HEARING Revenue and Expenditure Report Ending 12/31/11**

APPROPRIATION:	\$	3,819,300.00
ENCUMBRANCE TOTAL:	\$	573,431.00
EXPENDITURE TOTAL:	\$	1,160,925.00
	TOTAL	\$ 1,734,356.00

**EXPENDITURE BREAK
DOWN:**

Personal Services/Employee Benefits	\$	374,488.00
Contractual Service	\$	190,530.00
Operation Costs	\$	129,907.00
Inter-Agency Transfers:		
Division of Vocational Rehabilitation (DVR)	\$	466,000.00
TOTAL EXPENDITURE:	\$	1,160,925.00

Communication Access & Development

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

Interpreting Services

- Successfully coordinated a workshop in partnership with NMRID that was attended by more than 40 interpreters from all over New Mexico.
- Collaborated with the AOC to write an RFP for a contractor to coordinate court interpreting assignments statewide.
- Issued an RFP for an interpreter/coordinator for internal NMCDHH services.
- Completed a VRI project with DVR to purchase equipment and services.
- Worked with RLD to remind licensed interpreters of renewal requirements.
- State Purchasing granted a new Statewide Price Agreement for on-site and VRI services that includes six agencies: four in New Mexico and two out of state.

New Mexico Mentoring

The Fall 2011 session concluded with all mentors successfully completing the program. Selection was completed for the Spring 2012 session with ten mentors paired with ten mentees working with five different curricula. Participants are from Albuquerque, Santa Fe, Cochiti Lake, Cerrillos, Pecos, and Rociada. No interpreters from southern New Mexico applied this session.

Signed Language Interpreter Licensure

The Signed Language Interpreting Practice Board (SLIPB) heard several requests for renewal extensions and exceptions, resulting in a campaign to assure all license holders are well aware of requirements. The 60 day grace period for renewals ended on November 30, and over 40 provisionally licensed interpreters failed to renew. Several Community or Educational licenses were not renewed, but all but four of those licensees have moved away from New Mexico or are deceased.

As of the end of the quarter, there are 222 valid licenses in New Mexico:

- Community Licenses: 127 Active
- Educational Licenses: 2 Active
- Provisional Licenses: 93 Active

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

Third Quarter FY12 Plans

Plans for the 3rd Quarter for Fiscal Year 2012 include:

- Legal Interpreting Task Force is working on ways to better meet the needs of consumers related to legal interpreting outside of court.
- Collaborate with AOC on the selection and training of a contractor to coordinate statewide court assignments.
- Collaborate with DVR to train field office staff on use of VRI equipment.
- Continue process to develop additional curriculum for New Mexico Mentoring.
- 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 – Internal Accommodations 2nd Quarter FY 12			
	October	November	December
Number of Requests Covered by COPD	3	3	4
Total Hours Interpreted by COPD	18	29	35.25
Number of Requests covered by WIN	8	3	6
Total Hours Interpreted by WIN	95	23	35
Number of Requests covered by CDHH Staff	11	7	7
Total Hours Interpreted by CDHH Staff	27	9	14.5

Interpreting Requests Filled Year-to-Date FY 12	
Number of Requests Covered by COPD	26
Total Hours Interpreted by COPD	276.25
Number of Requests covered by WIN	43
Total Hours Interpreted by WIN	291
Number of Requests covered by CDHH Staff	39
Total Hours Interpreted by CDHH Staff	87

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 Shemash, Interpreting Operations Director
 Contract Number: 90-000-00-00031
 Contract Expiration Date: June 30, 2012

Quarter Reported:
 1st (July-Sept) ____ 2nd (Oct-Dec) X 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	1641	All requests minus pager duty
Number filled	1331	All filled, including cancelled
Number unfilled	310	All not cancelled or filled
Total hours of interpreting provided	5864.09	All hours scheduled minus pager duty & unfilled
Number of last-minute requests	181	All 24-hr or less requests
Number filled	164	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	685.25	All 24-hr requests scheduled
Number of emergency requests (911)	358	All ER requests
Number filled	330	All ER requests filled, including cancelled
Number unfilled	28	All ER requests not cancelled or filled
Total emergency hours provided	7072	All ER requests scheduled
Number of pro-bono assignments	0	
Total pro-bono hours	0	Hours of interpreting provided to the community without payment.
Number of IN STEP interns	7	
Number of intern hours (by category)	2259.5	All interpreting, in or outside office hours
- Interpreting	759	
- Professional development	1500.5	Professional Development during office hours

Special Events, Exciting News, Highlights

- We had one intern exit in December, and we hired two more interns.
- I am currently preparing one more intern for an exit and interviewing more interns for future openings.
- Two interns have taken the new NIC exam, but results are still pending.
- We are currently planning to bring more deaf mentors in to work with interns.
- We are currently beginning work on learning to do self-assessments through a CD workshop.
- We have Toni Eidson coming to work with interns on sign vocabulary on a volunteer basis.



Contractor Quarterly Report

Contractor Name: We Interpret.Net
 Report By: Marti Stockdale, Office Manager
 Contract Number: 90-000-00-00040
 Contract Expiration Date: June 30, 2012

Quarter Reported:
 1st (July-Sept) ___ 2nd (Oct-Dec) X 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 hour 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	431	
Number filled	265	
Number unfilled	166	Some left unfilled because they were cancelled with notice.
Total hours of interpreting provided	1547	
Number of last-minute requests	11	

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 12, Q2**

Number filled	11	
Number unfilled	0	
Total last-minute hours provided	24.25	
Number of emergency requests (911)	0	Covering Las Cruces area
Number filled	0	
Number unfilled	0	
Total emergency hours provided	1428	
Total hours interpreters on call	1428	Interpreter hours available
Number of pro-bono assignments	0	
Total pro-bono hours	0	

Number of Group Discussions	1	
Number of Attendants	1	Interpreters and Staff
Total CEUs Offered	.2	
Number of Workshops	3	One workshop postponed to Jan due to snowstorm
Number of Attendants	7	
Total CEUs Offered	.5	
Total Screenings	12	
Number of Mentees	15	
Number of Entities Contacted	15	Staffing changes caused numbers to be low
Number of Outreach Meetings	10	Most done via Video Conferencing
Number of New Contracts	7	Several using our VRI services
Miles Traveled for Outreach	444	
Calls/Support/Education to NM cities	40	Albuquerque, Alamogordo, Gallup, Clovis, Santa Fe, Rio Rancho, Hobbs
Hours of other services provided	80	Due to staffing change other services remains low.
Walk-In	4	Interpreters coming to get feedback
Community events	0	WIN hosted no community events

Highlights:

- **Food for Thought sessions offered every Tuesday and Thursday for Interpreter community;**
- **Hired Deaf staff for Education and Outreach position;**
- **VRI services growing with several new customers using VRI**

Public Policy & Advocacy

Nathan Gomme, Interim Director of Public Policy & Advocacy

Individual/System Advocacy & Public Policy

The Public Policy & Advocacy department has been performing very well this quarter. Members of the PP&A team have been traveling the state and providing training and support on both an individual and systemic level. Corina has been working with food banks on their communication access for deaf/hard of hearing individuals and families. Nathan attended and worked with the Native Pride nonprofit to establish and help train deaf/hard of hearing native individuals on how to live sober lives. Cheryl worked with Crisis Centers in Silver City and the South East regarding communication access. By making these programs accessible for deaf and hard of hearing individuals we are providing a systemic change that allows previously unavailable resources to become available. Individual Advocacy work has been done by the Service Coordinators including work with state agencies, public companies, and nonprofits. All of the service coordinators are working on various projects including transition, self-advocacy, and culture in conjunction with the TT&A department. Some of the highlights by the team of the quarter include:

- The Service Coordinators continue to travel throughout the state of New Mexico.
- Worked with Native Pride to increase the use of the curriculum developed by Clayton Small with Deaf/Deaf-Blind/Hard of Hearing Native youth and men. The curriculum covers substance abuse, anger management, and other challenges as they relate to the unique perspectives of the various tribes in New Mexico.
- Developed workshops for use in upcoming trainings and events. These workshops cover cultural, language, and transition.
- Provided Self-Advocacy Training from the NCIEC Curriculum in the northern part of New Mexico. In January there will be a Self-Advocacy Training in Las Cruces. More will be set up to cover the state.

The Public Policy & Advocacy department is working with other agencies on improving the prevalence of Public Video Phones in public settings. Currently very few state and nonprofit agencies provide public phone services. With the usage of mobile video phone services and tablets it has become fairly easy for deaf consumers to communicate if they have the devices. However the populations of individuals who have a low income and live in areas that have

little service are still underserved. With the limited selection of areas that have videophones and the frequent complaints of how much traveling is required to get to the agencies with videophones it becomes more and more obvious that a change is needed. PP&A looks forward to exploring how to change the lack of Public Video Phones.

Community Outreach for the Deaf-NM Deaf-Blind Services program has completed its second quarter with CDHH. Larry Rhodes has met with CDHH staff to discuss multiple plans looking towards the future of the program. Larry has developed and helped grow the Deaf-Blind services which include adding more staff. The NMCDHH has already met with the COPD-NM Deaf-Blind Services to discuss the next two quarters of this fiscal year. The proposed ideas include more services in the South and more staff to better serve the number of Deaf-Blind SSP users. The Report COPD-NM from the second quarter can be found on page 48.

Fiscal Year 2012, 3rd 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
- ❖ Develop a plan of action for the widespread establishment of Public Video Phones.
- ❖ Provide supervision of all of the Service Coordinators;
- ❖ Continue to provide workshops and trainings in coordination with the TT&A department.
- ❖ Work on increasing the prevalence of Video Communication devices in the public setting.
- ❖ Oversee the latest national and state concerns for Deaf, Hard of Hearing and Deaf-Blind.
- ❖ Develop a Communication Access Fund plan for small businesses through the Chamber of Commerce.

Mini Grants

Reports from the five mini grants that were awarded this fiscal year have come in and the results are promising. Below is a key explaining all of the abbreviations and codes. Each report shows the percentage of work done and if there are any attachments explaining the work and information. There is also a short informational blurb with the reports.

Project Performance Metric Definitions

S#	Metric	Abbrev.	Description	Formula/Value
1	Work Completed	CD	Percentage of work done for project	
2	Uncompleted Work	UNC	Percentage of work uncompleted for Project	
3	Remaining Amount of Work	RM	Percentage of work remaining	
4	Status	See Key		
			Status key:	
			1 = On track	≥1.0
			2 = Slightly behind schedule/budget	≥0.85 but <1.0
			3 = Needs immediate attention	≥0.65 but <0.85
			4 = Needs to be reevaluated	<0.65

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY12, Q2**

The Ability Center for Independent Living (TACIL) has developed a wonderful program called Project ASL. This project helps to educate hearing individuals with deaf/hard of hearing people in their lives. By teaching them ASL they are better able to communicate with their deaf/hard of hearing counterparts. The ASL Project also has been working on literacy enrichment for Deaf/Hard of Hearing Individuals. All of these services are being provided free with the funding from the mini-grant.

S#	Item Description	Work			Status	Date of Completion
		CD	UNC	RM		
1st	1st Half					12/30/2011
A.1	ASL Classes	80%	30%	20%	2	12/30/2011
A.1.1	75 Hours of Class	59%	41%	41%	4	12/30/2011
A.1.2	Attendance/Material Documents	100%	0%	0%	1	9/30/2011
B.1	Literacy Enrichment	100%	0%	0%	1	12/30/2011
B.1.1	25 Hours of Class	100%	0%	0%	1	12/30/2011
C.1	Outreach	100%	0%	0%	1	12/30/2011
C.1.1	Market TEDP/CDHH	100%	0%	0%	1	12/30/2011
2nd	2nd Half					6/30/2012
A.2	ASL Classes				4	6/30/2012
A.2.1	75 Hours of Class				4	6/30/2012
A.2.2	Attendance/Material Documents				4	3/20/2012
A.2.3	Demonstrate 30% increase in skill				4	6/30/2012
B.2	Literacy Enrichment				4	6/30/2012
B.2.1	25 Hours of Class				4	6/30/2012
B.2.2	Demonstrate 15% increase in skill				4	6/30/2012
C.1	Outreach				4	6/30/2012
C.2.1	Market TEDP/CDHH				4	6/30/2012

**The Ability Center for Independent Living (TACIL), Las Cruces, NM 88001
Report by (Name and Title): Albert Montoya, Executive Director**

Contract Number: MG 60400-12/04

Progress Report by Goal:

A.1. Work Completed: 44 hours of ASL instruction was provided to the general public. TAC had 41 participants come and take part in the classes. Individuals commented that classes at TAC were better and of higher rigor than those of New Mexico State University (NMSU). Individuals who completed TAC ASL classes were able to converse effectively at social gatherings offered by NMSU at a higher level than those participants who had successfully completed the university's intermediate ASL courses.

- Classes were marketed using our electronic newsletter, Facebook, and physical Outreach.

- Work Scheduled: At the request of the participants, TAC will increase classes from 1 hour to 2 hours for ASL classes especially for intermediate ASL as the level of the content as increased and more time is needed for guided instruction and enrichment.

- Assessment of Work: Overall this project is online with our intended goals and mission. We know that with the monitoring and evaluation conducted regarding the implementation of this project, we will meet the agreed contract outputs by the end of the project in June of 2012.

B.1. Work Completed: We completed an initial marketing cycle for this service but did not get the response we were looking forward and that was present when the grant application was completed. We are devising an Outreach Plan to address individuals addressed by this goal as we speak.

- Work Scheduled: implement the Outreach Plan designed to get more entities involved with this part of PROJECT ASL. We look forward to providing content-area literacy enrichment to qualifying individuals through our systems and processes in place.

- Assessment of Work: TAC acknowledges that it is behind on this goal and will work ardently to get this goal back on track. Furthermore, TAC is confident it will meet its goal now that it does not have to divert human resources to other grants.

C.1 Work Completed: Several Outreach activities were conducted into the 6 Counties TAC serves and various printed materials were disbursed by TAC at these venues. TAC believes in marketing the materials of partner agencies to increase the efficacy of Outreach and the effect of improvement for persons with disabilities.

- Work Scheduled: We will continue to market the services of NMCDHH along with its TED program even though we have already completed the work on this objective.

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY12, Q2**

-Assessment of Work: TAC is glad to have accomplished part of this project. In the final report, TAC will compile all the necessary forms etc. in a project manual and mail to NMCDHH for their reports.

TAC will mail a documentation binder for applications and attendance rosters along with financial materials including invoices and receipts for NMCDHH to reimburse TAC for expenses.

Respectfully,

THE ABILITY CENTER

Albert Montoya

Executive Director

Rio Grande Connections Project Report

Rio Grande Connections (RGC) has been working with the NMCDHH and their consultants to develop a plan for application based VRI. What has been exciting is the evolution of the project from the initial web-based concept of VRI to the modern mobile application based VRI implementation. NMCDHH looks forward to seeing the end result to the Research and development phase.

S#	Item Description	Work			Status	Date of Completion
		CD	UNC	RM		
A	R&D VRI					12/30/2011
A.1	R&D VRI Options	98%	2%	2%	1	12/30/2011
A.1.1	Budget Plan	95%	5%	5%	1	12/30/2011
A.1.2	VRI Source	100%	0%	0%	1	12/20/2011
A.1.n	Plan of Action	100%	0%	0%	1	12/30/2011
B	Workshops					6/30/2012
B.1	Materials				4	
B.1.1	TED/RGC Forms				4	
B.2	Trials/Evals				4	
B.2.1	Trial Workshop 1				4	
B.2.2	Trial Workshop 2				4	
B.2.n	Evaluations				4	

Rio Grande Connections

NMCDHH Mini-Grant Report

August – December, 2011

In August of 2011, Rio Grande Connections (RGC) was awarded a mini-grant of \$7500, with an agency match of 10%, by the NM Commission for Deaf and Hard of Hearing Persons (NMCDHH). The grant's intention was to support research into a wireless, Internet based Video Remote Interpreting (VRI) system and, if deemed viable, an eventual pilot project and two accompanying community workshops.

RGC's goal in establishing a VRI system is twofold; 1: to be able to provide much needed interpreting services to the more rural areas of the state in a timely manner until an on-site interpreter can travel there if needed, and 2: to provide an online alternative to any Deaf or hard of hearing individual who might prefer the increased privacy or ease of accessibility with a video streamed interpreter.

Having had prior experience in researching hardwire systems, RGC staff's initial focus was on attempting to find already established Internet based VRI systems. After fairly extensive on-line research, it became evident that this type of system was rarely in use, if at all, and most systems were of the hardwired kind.

Once it became clear that borrowing from an already existing program was not to be an option, we experimented with Skype, a free on-line video communication system. This was an initial probe into the feasibility of an on-line program being used effectively with signed language that had very mixed results. The picture was often choppy with reoccurring pixilation. We then met several times with representatives from other companies that provide an Internet based conferencing software systems. The meetings took place using their programs with attendees in several states. These companies had not had prior experience with handling the type of movement inherent in signed language, and again, the chopiness of the images attested to that fact. Recognizing that a much more in depth look at various on-line video communications systems was needed, we brought in a consultant, Derek Roff, to assist in narrowing down those programs already available in the hopes that one could be found which would provide an adequate picture while not being cost prohibitive.

Below is a synopsis of what Mr. Roff found:

Both the cost and the reliability of Internet video communication decrease with the level of control over the major components of the system, hardware, software, and networking. The most reliable systems are those which use dedicated data transmission lines, rather than the Internet, and have proprietary hardware and software, such as the systems used by the courts and some distance education programs. These systems provide reliable service, but have high installation and maintenance/leasing costs. They are not agile, in the sense that setting up a station is a lengthy and expensive process that only makes sense for repeated, fairly frequent use between specific offices or usage points. Many of the needed services for the Deaf community in New Mexico demand lower costs, more flexibility in location, more rapid response, and simpler setup requirements at the remote end.

The next tier of video communication options includes systems that use the Internet (or cellular phone network), which increases flexibility, but decreases reliability. Systems in this group gain reliability by working with a restricted and known set of the hardware and software. We tested Apple's Facetime technology, which runs on any newer Apple computer, iPhone, iPod Touch, and iPad. Our testing was done in marginal conditions, to replicate what might be faced in many smaller New Mexico communities. We tested Facetime on a slow DSL Internet service feed, in a residence about 5 miles north of Cerrillos, NM, using consumer level wireless connecting the computers to a slow DSL line. This system provided high-quality video image quality and very smooth movement, which Lin and Dale judged to be more than adequate. The advantage of this system is that the software is generally free with the hardware, and costs 99 cents, if additional copies are ever needed. Further advantages include a minimum of setup and configuration issues, beyond establishing or finding the account names for the people who will communicate. Given the many locations in New Mexico where computer hardware capable of running video conferencing technology is limited or absent, the simplicity of shipping an iPad to a site which doesn't have the needed hardware and software, may be a significant plus. Also important to video access in marginal areas is the ability to use that iPad or the ubiquitous iPhone with both WiFi and cellular signals.

In searching for a video conferencing system that could take advantage of the Windows computers that might be more frequently available in many offices and locations, we found that the reliability drops off somewhat. (It should be noted that while Windows computers are very common, only some of the newer models with sufficiently powerful processors and graphics cards are likely to be able to provide the level of video conferencing quality that the Deaf community is looking for. It is not known how often such computers will be available at the remote sites where VRI services are needed.) Subscription-based company-hosted Internet video conferencing systems can provide a middle level of video conferencing performance. Adobe Connect is probably the best known of these systems, although it may not be the first choice for this project. These systems have to make compromises, since they run on a range of hardware platforms, under different operating systems. The better options all require a monthly subscription fee, in the range of \$50/month. Some of them require the downloading of a small software application to the local computer. This means that installation and configuration will be more complex, and problems harder to troubleshoot, but access may be greater. These systems can be reliable when the Internet is behaving, if both sides have a good, high-speed Internet connection, running on fairly new, fairly powerful computers with the latest operating systems. We need to do more testing to see how they would perform in the smaller communities that we want to serve.

In the bottom tier of options are the free video chat systems, such as Skype and Google+. These systems use the Internet to send video over the Internet between almost every modern computer-like device. While the video can be adequate from time to time, the frequency of frozen images, dropped frames, and irregular video frame rates make these systems unacceptable for serious and professional sign language communications. The technology is improving, so we may see a time when free services like Skype will be more useful to the Deaf community.

As a result of the above information, our prior experimentation with Skype and testing of the Facetime program, we have determined that an on-line VRI system appears to be both feasible and cost effective. Our current vision is to be able to provide VRI through

both the more reliable use of Facetime, or, if Apple equipment is not available on the consumer's end, through Skype with the understanding that the service will be less than optimal. In some rare cases we might choose to ship a "loaner" iPad with Facetime to the consumer with proper equipment protections in place.

Our next step is to purchase equipment and begin a pilot program using Apple technology and the Facetime program. It has been suggested by NMCDHH staff that we work with NMCDHH staff members who are Deaf or hard of hearing while testing the system and we are awaiting approval of that suggestion.

Once we have proven this system's viability through actual use, we will develop a presentation to be given both in a metropolitan area and rural area of the state.

Community Outreach Program for the Deaf of NM Project Report

Community Outreach Program for the Deaf (COPD) submitted their report with a goal of more education for the community. They worked to secure many highly qualified speakers for this fiscal year. They were only able to report two workshops completed by the December 30th deadline, but they were able to work out presentations that meet the final goal of 12 workshops by the end of the fiscal year. The soonest one will happen January 11th 2012.

S#	Item Description	Work			Status	Date of Completion
		CD	UNC	RM		
1st	Workshops 1st Half					12/30/2012
A.1	Deaf/HOH Seniors	25%	25%	50%	4	12/30/2011
A.1.1	WS Materials and #s	10%	0%	90%	4	
A.1.2	TED/CDHH Materials	100%	0%	0%	4	
A.1.3	WS Evaluations	10%	0%	90%	4	
B.1	Deaf/HOH Concerns	25%	25%	50%	4	12/30/2011
B.1.1	WS Materials and #s	10%	0%	90%	4	
B.1.2	TED/CDHH Materials	100%	0%	0%	4	
B.1.3	WS Evaluations	10%	0%	90%	4	
2nd	Workshops 2nd Half					6/30/2012
A.2	Deaf/HOH Seniors				4	
A.2.1	WS Materials and #s				4	
A.2.2	TED/CDHH Materials				4	
A.2.3	WS Evaluations				4	
B.2	Deaf/HOH Concerns				4	
B.2.1	WS Materials and #s				4	
B.2.2	TED/CDHH Materials				4	
B.2.3	WS Evaluations				4	

Community Outreach Program for the Deaf
Report to: New Mexico Commission for Deaf and Hard of Hearing
Related to
Professional Services Contract #MG 60400-12/03

Summary Report
July 1 - December 30th, 2011

- 1. Deaf/HOH Seniors Workshops**
- 2. Deaf/HOH Community Workshops**
- 3. Workshop Promotional Materials**
- 4. Workshop Evaluation Results**
- 5. Summary**

1. Deaf/HOH Senior Workshops:

COPD worked with the seniors in the creation of the workshop series. Identification of a “lead” person with the seniors was completed and services began in November. The first workshop for the Senior Citizens was held on November 3, 2011 at the Palo Duro Senior Center from 9:00 to 11:00 am. Presentation was on Hospice Misconceptions and Department of Senior Affairs – (services the agency provides to community members). Interpreters were arranged by COPDNM. An attendance/sign in sheet was collected and evaluations were completed by attendees (see section 4.) Promotional materials regarding these two presenters were handed out to the attendees. The workshop was promoted to Deaf Seniors of Greater Albuquerque through previous meeting announcements. Staff attended NM Conference on Aging to obtain ideas and needs for workshops.

Upcoming Workshops:

January 19th: as yet unscheduled

February 16th: 9:00 – 11:00 Claire Dickson Medicare Part D information

March 15th: 9:30 – 10:30 Terry Tobey Brain Fitness (brain and memory enhancement)

April 19th: 9:00 – 11:00 Amy Wilson Diabetes Prevention and Control

2. Deaf/HOH Community Workshops

Community Outreach Program for the Deaf (COPD-NM) has worked with various groups to determine the needs within the community. COPD staff, and DVR staff were directly contacted for a list of possible topics needed by consumers of their system as well as general information on community need. COPD-NM also did an informal survey with various community groups to include the COPD-NM Board, community members and consumers to aid in determining the best topic areas for training. COPD has developed business agreements with three different individuals to provide various workshops. COPD-NM will continue to survey as well as analyze attendance at workshops to determine next steps in providing the needed services to the community. The first community workshop will be held on January 11, 2012 at the Deaf Culture Center from 5:00 to 7:00 pm. Presentation focus is Identifying Domestic Violence and workshop

presenter is Lisa Gomme. Promotional flyer was distributed and posted December 30, 2011 (see attached.)

Upcoming Workshops:

February/March: Presented in Albuquerque, Las Cruces and Santa Fe
Financial Literacy to include; Budgeting, Understanding a Scam, Housing issues

March/April: Albuquerque and Santa Fe
Conflict Resolution, Positive Discipline

Others to be announced to include a parenting class series.

3. Workshop Promotional Materials

Workshop Promotional Materials include pertinent information for the workshop and the NMCDHH TEDP program. Additionally the TEDP program information and applications are made available to attendees of the workshops. The promotional materials are distributed to the Deaf Community via email as well as posted at several locations based on the audience and subject matter.

4. Workshop Evaluation Results

Results for the attendance and evaluations of the November 3rd Deaf Senior Citizen workshop are as follows:

November 3rd Workshop Results:					
Attendance:	24				
Ratings: (19 evaluations turned in)	Excellent	Good	Okay	Not Helpful	no response
	11	5	-	-	3
	YES	NO			
The information was helpful:	19				
The organization of the workshop material was good:	19				
I understood the information:	19				
The interpreter's communication was easy to understand:	18.5	0.5			
I would like more information on Hospice:	11				
I would like more information on Dept. of Sr. Affairs:	13				
Suggestion comments:	See attachments				

5. Summary

COPD continues to build relationships and remain in constant contact with community partners and consumers to gather pertinent information on community members and consumer education needs and bring appropriate workshops to both the community and to those consumers consistent with their needs. COPD staff have attended NM Conference on Aging to obtain ideas and information on providing senior consumers' relevant information; as well as surveyed consumers and staff to learn of desired subject matter for trainings and workshop events. Detailed planning is ongoing to fulfill the entire scope of work in the contract: 12 community/senior workshop events. COPD is on target to complete all tasks required by the end of the contract period.

Hearing Loss Association of Albuquerque Project Report

Hearing Loss Association of Albuquerque (HLAA) has continued to provide education meet all of the goals of the mini-grant. The sole exception was due to the reporting time and meeting date making it impossible to add that the fourth meeting had had CART services. After attending the meeting though I can say that CART was provided.

S#	Item Description	Work			Status	Date of Completion
		CD	UNC	RM		
1st	1st Half					12/30/2011
A.1	Public Education Meetings	80%	30%	20%	2	12/30/2011
A.1.1	4 Public Education Meetings	100%	0%	0%	1	12/30/2011
A.1.2	CART provided 2 meetings	100%	0%	0%	1	9/30/2011
A.1.3	CART provided 2 meetings	50%	50%	50%	4	12/30/2011
B.1	Public Awareness	100%	0%	0%	1	12/30/2011
B.1.1	Market TEDP/CDHH	100%	0%	0%	1	12/30/2011
C.1	Loop New Mexico Initiative	100%	0%	0%	1	12/30/2011
C.1.1	Presentations/Information	100%	0%	0%	1	12/30/2011
2nd	2nd Half					6/30/2011
A.2	Public Education Meetings				4	6/30/2012
A.2.1	6 Public Education Meetings				4	6/30/2012
A.2.2	CART provided 3 meetings				4	3/20/2012
A.2.3	CART provided 3 meetings				4	6/30/2012
B.2	Public Awareness				4	6/30/2012
B.2.1	Market TEDP/CDHH				4	6/30/2012
B.2.2	One Outreach Exhibit/Booth				4	6/30/2012
C.1	Loop New Mexico Initiative				4	6/30/2012
C.2.1	Presentations/Information				4	6/30/2012

ACTIVITY SUMMARY

At each meeting we make available brochures promoting the NMCDHH, CaptionCall, and the upcoming Conference on Hearing Loss. At our September meeting, CaptionCall was demonstrated and members were allowed to set up appointments to have one installed.

We have also promoted NMCDHH and promoted CaptionCall and the Conference on Hearing Loss in our publication, *Wired For Sound*, and on our website. We are now distributing *Wired For Sound* to the local libraries. We have also expanded our mailing of *Wired For Sound* to the entire state with concentration in Albuquerque, Santa Fe, and Las Cruces.

We had the opportunity to exhibit at the following:

- October 24, 2011 VA Disability Fair
- October 25, 2011 Kirtland Air Force Disability Fair
- November 9, 2011 Wounded Warriors Luncheon

At each event we handed out materials on the NMCDHH Conference on Hearing Loss and CaptionCall. There has been much interest in CaptionCall and amplified phones.

Friendship Coffees were held at North Valley Senior Center and Los Volcanes Senior Center, and a bingo was sponsored at Corrales Senior Center. Our Membership Chair keeps the local senior centers stocked with brochures and information. He also makes himself available to answer questions.

Loop New Mexico did a presentation at the Southwest Conference on Disability in October. They are also seeking funding to install an induction loop system in the Kimo Theatre. Loop New Mexico also did a mass mailing of 3000 brochures to our membership and hearing aid providers. Brochures with an insert listing public facilities providing hearing assistance are being distributed at hearing aid dispenser locations. Brochures with an insert listing hearing aid providers with induction loops in their offices are being left at churches with a loop system.

DeBee Communications Project Report

DeBee Communications and NMCDHH have developed all of the scripts for the upcoming Public Service Announcements and looks forward to their release.

S#	Item Description	Work			Status	Date of Completion
		CD	UNC	RM		
1st	1st Half					12/30/2011
A.1	Pre-Production 4 PSA's	100%	0%	0%	1	12/30/2011
A.1.1	E911 PSA	100%	0%	0%	1	12/30/2011
A.1.2	NMCDHH Services PSA	100%	0%	0%	1	12/30/2011
A.1.3	TED PSA	100%	0%	0%	1	12/30/2011
A.1.4	VRI PSA	100%	0%	0%	1	12/30/2011
B.1	Provide Documentation	100%	0%	0%	1	12/30/2011
B.1.1	Scripts, Treatment, Etc.	100%	0%	0%	1	12/30/2011
2nd	2nd Half					6/30/2012
A.2	Produce and Edit 4 PSA's				4	6/30/2012
A.1.1	E911 PSA				4	6/30/2012
A.1.2	NMCDHH Services PSA				4	6/30/2012
A.1.3	TED PSA				4	6/30/2012
A.1.4	VRI PSA				4	6/30/2012
C.1	Provide Masters				4	6/30/2012
C.2.1	Master Copies of 4 PSA's				4	6/30/2012
C.1	Captioning/Voice Overs				4	6/30/2012
C.2.1	Caption and Voice Over 4 PSA's				4	6/30/2012



Contractor Quarterly Report

Contractor Name: Catholic Community Services of Southern Arizona, Inc., D/B/A Community Outreach Program for the Deaf of New Mexico
 Report By (Name and Title): Larry Rhodes, Program Director
 Contract Number: 00-645-00-00177
 Contract Expiration Date: June 30 2012

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

Scope of Work:

A. Provision of services by Support Service Personnel to Individuals Who Are Deaf or Deaf/Blind in the State of New Mexico.

1. **Provide Services to Individuals who are deaf or deaf/blind:** The Contractor shall oversee and manage the provision of services to individuals who are deaf or deaf/blind.

Performance Report

Reporting Category	Number	Comments
Outreach and identify individuals who may be eligible for services and determine their eligibility.	39 ⁱ	Outreach efforts will result in 50 persons identified throughout the state and 50 persons obtaining service and/or support.
Assess individual needs and develop highly individualized support plans for those individuals.	33 ⁱⁱ	Assessment and plan development on comprehensive services will occur with 30 persons.
Match the individuals receiving services and supports to an appropriate SSP/SP taking into consideration factors such as the individuals' communication modes/styles, support needs, availability, etc.	28 persons / 1,493.75 hrs ⁱⁱⁱ	30 persons will obtain 2,500 hours of SSP/SP services.
Coordinate/monitor all services and supports provided ensuring that they	17 – Appts;	30 unduplicated persons will obtain services and supports to meet

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 12, Q2**

high quality and appropriate.	22 – trans; 15 – interp; 27 - info	appointment needs, 30 unduplicated persons will obtain transportation services, 25 persons will request and obtain support in the use of interpreting and communication services, 50 persons will obtain information.
Ensure individuals have access to information and the kinds of services and supports needed to function as independently as possible	Oct – 0 Nov – 5 Dec – 13 Total: 18 ^{iv}	COPD will review 5 consumers monthly to ensure matching of the individual’s goals and services obtained.
Support individuals in the community (including communication access, transportation, assistance in performing some activities of daily living, etc.)	10 ^v	20 different SSP’s/SP’s will be trained and matched. COPD will randomly review SSP’s in action to for competency.

- i. This includes 29 individuals who are deafblind and 10 individuals who are deaf with disabilities or significant challenges. In addition, during this reporting period, two individuals passed away and one moved out of state. There are two individuals pending (that is, we’re waiting for releases of information, etc.).
- ii. Although the Deafblind Service has identified 39 individual who may be eligible for services, at this time intakes and assessments have been completed on 33 of them. One of the 39 individuals wishes to maintain contact with the Deafblind Services, but is currently receiving supports from the family/community and does not require SSP services at this time.
- iii. Although 28 individuals received 1,258.25 hours of SSP/SP services during this three month period, an additional 235.5 hours of SSP/SP services/supports were provided to individuals by the Deafblind Service’s staff. The total number of hours SSP/SP type services/supports is 1,493.75.
- iv. The Service recently developed a system to conduct a thorough review of 2 – 3 consumers during each of its weekly team meetings. The purpose of the weekly review is to: 1) assure that all consumers have current plans; 2) assure that actual services/supports provided match each consumer’s plan; 3) monitor the progress in meeting the goal(s) in each consumer’s plan; 4) check to see if additional supports and/or services are needed by the client. In November and December, the team reviewed over half of the consumers.
- v. There are currently 10 SSPs/SPs providing services. Two more have submitted applications for employment that are currently being processed and will be trained. Starting in September, the Service began conducting a 2 hour monthly training for the SSPs to improve their knowledge and skills in both content (vision, audition, and communication) and process (COPD policies, procedures, etc).

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, the 2nd Quarter average was 14,066 calls per month; and the Year to Date average is 14,077 calls per month. An audit is scheduled for June 2012.

The current contract with Hamilton Relay expires on June 30th, 2012. We plan to exercise our right to a fourth and final amendment to the original contract, and will prepare the contract amendment in March 2012. The final amendment will run from July 1st, 2012 through June 30th, 2013. The Commission will need to release a Request for Proposals (RFP) for the continuation of Traditional Relay Service and Captioned Telephone Service. The RFP will be drafted in July 2012 and released in September for a contract award to occur on July 1st, 2013.

Telecommunications Equipment Distribution Program (TEDP)

The Performance Measure for FY12 is 800. The 1st Quarter, the TEDP distributed 285 pieces of equipment; the 2nd Quarter, the TEDP distributed 220 pieces of equipment; and the Year to Date total is 505 pieces of equipment.

The Commission for Deaf and Hard of Hearing released a Request for Proposals (RFP) on August 12th, 2011 for the Telecommunications Equipment Distribution Program vendor. Two responsive offers were received for the Telecommunications Equipment Distribution Program (TEDP) Request for Proposals (RFP) #20-604-00-00373. The first from Teltex, Inc (Teltex) was received in its entirety on Tuesday, September 6th, 2011 and the second from New Mexico Relay Network, Inc DBA ATS Resources (ATS Resources) on Wednesday, September 7th, 2011.

Teltex's and ATS Resources' proposal binders were distributed to evaluation committee members for their respective individual evaluation. Evaluators were instructed to read

all material and familiarize themselves with the contents to verify mandatory factors and evaluate preferred factors as identified in the RFP. The evaluation committee members were also instructed to wait to read the cost proposal binders until they had read the other binders. The members scored the proposals individually and not as a group, which we believe helps to ensure the objectivity of the scoring process. Each committee member was provided a scoring sheet for this purpose.

The committee met on Friday, September 16th, 2011 to discuss the proposal and begin individual scoring of the proposals based upon the evaluation criteria set forth in the RFP. At this time, it was decided to move forward with both Teltex and ATS Resources as finalists and request Teltex and ATS Resources to provide an oral presentation and product demonstration.

Teltex and ATS Resources provided their individual oral presentations and product demonstrations on Friday, September 23rd, 2011. After the presentation and demonstration the evaluation committee members individually completed the scoring of the proposals based upon the evaluation criteria set forth in the RFP.

The committee members' individual scores were then tabulated to arrive at the total averaged score for each Offeror.

After a thorough review and scoring of the Offeror's Proposal, the Evaluation Committee recommends that contract be awarded to Teltex, Inc.

Teltex's contract was signed on November 7th, 2011 and runs through June 30th, 2012. The Commission then can renew the contract for three additional one year terms.

National Association of State Relay Administrators & Telecommunications Equipment Distribution Program Administrators

The National Association of State Relay Administrators (NASRA) and Telecommunications Equipment Distribution Program Administrators (TEDPA) Conferences was in Salt Lake City, Utah from October 19th, 2011 through October 27, 2011. NASRA & TEDPA have their conferences back to back due to many of the attendees being both the Relay and TEDP Administrators for their State.

NASRA's workshops focused on the provisions of the 21st Century Communications and Video Accessibility Act; stopping Relay fraud; and an introduction of the new Interstate TRS Administrator. The FCC has replaced NECA (National Exchange Carrier Association) with Rolka Loube Saltzer Associates as Interstate Telecommunications Relay Service Fund Administrator.

TEDPA's workshops focused on standardization of equipment; impact of the National Deaf-Blind Equipment Distribution Program; and the introduction of wireless technology into TEDPs.

Training & Development

The Performance Measure for FY12 is 60 workshops. The 1st Quarter had five workshops provided with 110 attendees; the 2nd Quarter had 3 workshops provided with 130 attendees.

A Request for Proposals (RFP) for the Training & Development Coordinator position was released on November 23rd, 2011. One responsive offer was received for the Training & Development Coordinator Request for Proposals (RFP) #20-604-00-00374. The responsive was received from Rhiannon Sykes-Chavez in its entirety on Friday, December 9th, 2011. Ms. Sykes-Chavez's proposal binders were distributed to evaluation committee members for their respective individual evaluation. Evaluators were instructed to read all material and familiarize themselves with the contents to verify mandatory factors and evaluate preferred factors as identified in the RFP. The evaluation committee members were also instructed to wait to read the cost proposal binders until they had read the other binders. The members scored the proposals individually and not as a group, which we believe helps to ensure the objectivity of the scoring process. Each committee member was provided a scoring sheet for this purpose.

The committee met on Friday, December 16th, 2011 to discuss the proposal and begin individual scoring of the proposals based upon the evaluation criteria set forth in the RFP. At this time, it was decided to move forward with Ms. Sykes-Chavez as a finalist and request that she provide an oral presentation and training demonstration.

Ms. Sykes-Chavez provided her individual oral presentation and training demonstrations on Friday, December 23rd, 2011. After the presentation and demonstration the evaluation committee members individually completed the scoring of the proposals based upon the evaluation criteria set forth in the RFP.

The committee members' individual scores were then tabulated to arrive at the total averaged score for each Offeror. After a thorough review and scoring of the Offeror's Proposal, the Evaluation Committee recommends that contract be awarded to Rhiannon-Sykes-Chavez.

Ms. Sykes-Chavez's contract began on January 17th, 2012 and runs through June 30th, 2012. The Commission then can renew the contract for three additional one year terms.

Outreach

The Performance Measure for FY12 is 36 outreach events coordinated. The 1st Quarter had 9 outreach events coordinated with 347 booth visitors; the 2nd Quarter had 10 outreach events coordinated with 375 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 142,200 website hits, 40,158 website views, 267 Facebook likes and 948 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. As we do not have an Executive Director, we cannot complete evaluations on the Managers, but evaluations are completed on staff members.

During the 2nd Quarter, the Human Resources Policies and Procedures were completed in Draft form and are included in this packet. Per the State Personnel Office, the Commissioners do not have authority over the policies, as they apply only to the classified employees, but the agency felt it was important for the Commissioners to review the polices prior to their submission to the State Personnel Office for review, revision and approval.

- A. Workers' Compensation
 - a. There were no Worker's Comp claims during the 2nd Quarter.
- B. Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)
 - a. There were no COBRA claims filed during the 2nd Quarter.
- C. Fair Labor Standards Act (FLSA)
 - a. There were no FLSA claims filed during the 2nd Quarter.
- D. Family and Medical Leave Act (FMLA)
 - a. There were no approved FMLA leaves during the 2nd Quarter.
- E. Turnover & Position Postings
 - a. There were no resignations during the 2nd 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. FY12 Employee of the Quarter
 - i. Q1: Debbie Romero
 - ii. Q2:

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 Commission for the Deaf & Hard of Hearing (CDHH), the School for the Deaf (NMSD), the Commission for the Blind (CFTB), the School for the Blind & Visually Impaired (SBVI), the Deaf-Blind Children's Project (DBCP) and the Community Outreach Program for the Deaf created a consortium to meet the requirements of the National Deaf-Blind Equipment Distribution Program.

The Consortium agreed to have Perkins School for the Blind (Perkins) and the Helen Keller National Center (HKNC) apply for the State of New Mexico, and then have the Community Outreach Program for the Deaf be the primary service entity locally. The CDHH, NMSD, CFTB, SBVI & DBCP all drafted letters of support and assured the Federal Communications Commission (FCC) that the five agencies would provide oversight and supervision to COPD, Perkins and HKNC.

As of December 31st, 2011, we have not received approval of the application from the FCC.

❖ 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)

Fiscal Year 2012, 2nd Quarter Planning

Plans for the 3rd 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.



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
October	2	18
November	2	60
December	0	0
Total	4	78

Number of Outreach Events Coordinated

Month	Number of Outreach Events	Number of Attendees
October	5	635
November	2	600
December	0	0
Total	7	1235

Number of Reviews & Audits of the Telecommunications Relay Service

Month	Reviews	Audits
October	0	0
November	0	0
December	0	0
Total	0	0

Month	Number of Facebook Likes	Number of Twitter Tweets

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October		
November		
December		
Total		38 95



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) 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.

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

Quarter	Number of Clients Served	Number of Equipment Distributed
1	108	285
2	183	220
Total	291	505

Clients by Disability

Quarter	Deaf	Hard of Hearing	Deaf-Blind
1	2	104	2
2	8	175	0
Total	10	279	2

Clients by Region

Quarter	1	2	3	4	5
1	16	17	45	3	27
2	33	29	85	12	24
Total	49	46	130	15	51



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

	October	November	December
Hits			
Total Hits			47,400
Average Hits per Day			1,529
Average Hits per Visitor			8.38
Cached Requests			9,395
Failed Requests			10,283
Page Views			
Total Page Views			13,867
Average Page Views per Day			447
Average Page Views per Visitor			2.74
Visitors			
Total Visitors			5,054
Average Visitors per Day			163
Total Unique IPs			1,519
Bandwith			
Total Bandwidth			1.36GB
Average Bandwidth per Day			44.89MB
Average Bandwidth per Hit			30.07KB
Average Bandwidth per Visitor			281.98KB

**Data
Unavailable**

Las Cruces Satellite Office

Sandra Williams is the Las Cruces Satellite Office Coordinator

Las Cruces Office staff definitely are making great progress this quarter. At this office, our staff are like the Energizer Bunny, with multitasking to include advocacy, consulting, educating, outreaching, providing presentations, hosting informational booths, collaborated with other agencies/service providers, providing Service Coordination and System Advocacy.

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, a total of 46 clients have been served in Regions 4 and 5 to include advocacy, service coordination and TED-related issues by Las Cruces Staff persons.

System Advocacy

To strengthen our Deaf, Deaf-Blind and Hard of Hearing Services, A total of 12 System Advocacies were provided in Regions 5 and 4 to include state contracted driving schools, Child Care Licensure Programs, ABE at Dona Ana Community College, County Hospitals in Roswell and Las Cruces, Domestic Violence Shelter in Las Cruces

Information & Referral and Outreach

To increase NMCDHH "visibility" and the availability of our services, over **614** information/referral were passed out this quarter. Alexis discovered an overwhelming need/interest for our services among our smaller rural towns when she outreached these typical rural towns and colonies to include;

Chaparral	San Miguel	Mesquite
Vado	Radium Springs	La Mesa

Alexis reports that she met with nearly 100 Senior Citizens who speaks primarily in Spanish but expressed strong desire to apply for TED program. They have asked her to come back again as they expect more consumers in this coming spring.

Tim has outreached to the Quemado Community Center and provided a presentation to the Quemado Senior Center. The population from those communities too, expressed a strong interest for services. Again, we learned the smaller towns we outreached, the larger attendance or interest for services are requested.

Information Booths

The following list indicates our staff provided 10 booths/exhibit Fairs in Southern New Mexico: (10)

- | | |
|---|---------------------------------|
| (1) Pagan Pride and Health Community | (2) DVR Job Fair |
| (3) DACC Disability Awareness | (4) NASA Health Fair |
| (5) Mesquite/Vado Community Center | (6) Chaparral Community Center, |
| (7) Radium Springs Health Fair, | (8) Hobbs Senior Center Health |
| (9) Reserve Health Fair (2 days-two different places) | |

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:

Alexis has been collaborating with the local Behavioral Health Collaborative and Crisis Collaboration Committee which focus on behavioral/mental health issue. She ensures these community organizations are educated to provide appropriate communication access to individuals who are deaf or hard of hearing. At these coalitions, they have spoken highly of Alexis of her educating on removing communication barriers and ensuring effective communication access among their consumers who are Deaf and Hard of Hearing. Furthermore, she collaborates with Las Cruces Emergency Preparedness Council and the Las Cruces Interagency Council every month to inform other local agencies of our agency.

Tim has met with the Lions' Club and the Lion's Club Host Group, presenting on the availability of New Mexico Commission's services. Furthermore, because of his collaboration, the Lions' club now expressed an interest in collecting hearing aids throughout the Southern half of the state with hopes to set up a hearing aid bank where individuals could obtain refurbished hearing aids from programs to get them re-programmed and fitted at an affordable price. They hope to work with LC HLA group. He also found by collaborating with the SAGE Affiliate, the older adults make up a significant and growing share of American's ages of 65 and older population to have some degree of hearing loss. His area of focus to increase the awareness by working and collaborating with several agencies to improve the quality of life for individuals with diverse cultural, aging, Lesbian, Gay, Bisexual, Transgender population. Tim's

leadership and expertise on hearing loss are geared in educating on how to remove communication barriers and improving quality of lives.

Each month, between the 3 of us, we continue to collaborate with:

- ADA City Council Board of Las Cruces
- Southern New Mexico Disability Coalition
- Las Cruces Hearing Loss Association
- NMGLBTQ, S.A.G.E. Organization
- 211 Information
- United Way Directors
- American Association of Retired Persons
- Jewish Family Services of New Mexico
- New Mexico Department of Aging
- New Mexico Adult Protective Services
- Senior Citizen's Law Office
- Alma De Arte charter school
- Advanced Technology Services
- NMRID
- Lions Club
- Las Cruces Emergency Preparation Committee
- Memorial Medical Hospital Language Advisory Board
- National Federation of the Blind
- Las Cruces Interagency Council

Fiscal Year 2012 3rd Quarter Planning

I continue to look forward to a great year of providing effective leadership training, education, and advocacy programs to reduce barriers to our southern communities across the state and to improve the quality of lives among our consumers who are Deaf, Hard of Hearing and Deaf-Blind. Furthermore,

- To continue with advocacy and to increase service coordination to our consumers especially in rural towns such as Lordsburg, Silver City, Hobbs, Carlsbad, etc.,
- To continue to collaborate and educate our agencies and service-providers to provide effective communication access to our New Mexicans who are Deaf, HH and DB.
- To provide more Self Advocacy Workshops for our Deaf, HH and DB clients throughout the state.
- To continue in outreaching throughout the southern part of New Mexico as well the city and county ADA coordinators as needed to inform, educate and provide information about the availability of NMCDHH's services.

Data & Statistics

As required by Legislative Performance Measure

Budget Hearing

The Commission for Deaf & Hard of Hearing (CDHH) has changed the format for collecting data. After attending two Legislative Budget Hearings, it was decided that the CDHH needed to refocus its efforts on collecting data that one, reflected the Legislative Performance Measures; and two, design data collection that allowed for ease in collection and an increase in accuracy.

Below is the new data collection. The data provided below includes the Legislative Performance Measure, the target for that fiscal year as defined by the Legislature, and the actual performance for the fiscal year. For this report, a retrospective of data from FY09, FY10 and FY11 is provided, in addition to the data for Q1 and Q2 of FY12.

Lastly, the CDHH will continue to collect data on where clients reside, and what disability clients self-identify as. Though this data is not required by Legislative Performance Measure, it is quality data in planning ahead for programs, services and staffing.

In the charts below, if the measure is labeled "0" that means the Legislature did not require that measurement during the Fiscal Year; if labeled "N/L", that means the Legislature did not list that a measure that Fiscal Year; and if labeled "N/A", that means the Legislature did not apply that measure during that Fiscal Year, but the CDHH collected data.

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FY 12, Q 2**

Fiscal Year 2012

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	60	42	70%
Number of outreach events coordinated	36	33	92%
Number of review and audits of the Telecommunications Relay Service	1	0	0%
Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines	95%	50%	53%
Average number of relay calls per month	10,000	14,077	141%
Hours provided by the sign language interpreter referral service	30,000	26,245	87%
Number of sign language interpreting mentors	16	5	31%
Number of accessible technology distributions	800	511	64%
Staff hours devoted to reducing communication barriers	12,000	8,679	72%
Number of clients provided assistance to reduce or eliminate communication barriers	1,000	483	48%
Number of information referrals and outreach contacts	10,000	3630	36%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	5	33%

Fiscal Year 2011

Legislative Performance Measure	Target	Actual	Percentage of Goal Met
Number of workshops & training session conducted	40	34	85%
Number of outreach events coordinated	24	92	383%
Number of review and audits of the Telecommunications Relay Service	1	1	100%
Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines	90%	50%	56%
Average number of relay calls per month	10,000	15,568	156%
Hours provided by the sign language interpreter referral service	30,000	25,904	86%
Number of sign language interpreting mentors	16	17	106%
Number of accessible technology distributions	800	252	32%
Staff hours devoted to reducing communication barriers	15,000	6,861	46%
Number of clients provided assistance to reduce or eliminate communication barriers	1,300	747	57%
Number of information referrals and outreach contacts	10,000	8,000	80%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	N/A	35	N/A

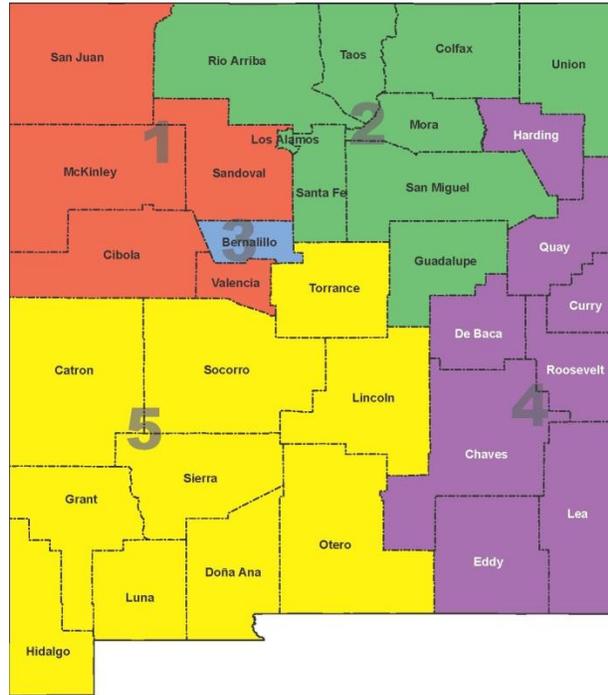
Fiscal Year 2010

Legislative Performance Measure	Target	Actual	Percentage of Goal Met
Number of workshops & training session conducted	40	107	268%
Number of outreach events coordinated	55	38	69%
Number of review and audits of the Telecommunications Relay Service	N/L	N/L	N/L
Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines	N/L	N/L	N/L
Average number of relay calls per month	10,000	13,213	132%
Hours provided by the sign language interpreter referral service	134	33,161	24,747%
Number of sign language interpreting mentors	18	15	83%
Number of accessible technology distributions	1500	492	33%
Staff hours devoted to reducing communication barriers	13,000	6422	49%
Number of clients provided assistance to reduce or eliminate communication barriers	1,100	867	79%
Number of information referrals and outreach contacts	11,000	5,363	49%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	N/A	N/A	N/A

Fiscal Year 2009

Legislative Performance Measure	Target	Actual	Percentage of Goal Met
Number of workshops & training session conducted	35	80	44%
Number of outreach events coordinated	N/L	154	N/L
Number of review and audits of the Telecommunications Relay Service	0	0	0%
Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines	N/L	47%	N/L
Average number of relay calls per month	N/L	10,000	N/L
Hours provided by the sign language interpreter referral service	40,000	32,428	81%
Number of sign language interpreting mentors	N/L	16	N/L
Number of accessible technology distributions	1750	805	46%
Staff hours devoted to reducing communication barriers	N/L	10,400	N/L
Number of clients provided assistance to reduce or eliminate communication barriers	N/A	N/A	N/A
Number of information referrals and outreach contacts	12,500	7,225	58%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	N/A	N/A	N/A

Clients by Region



	1 st Quarter & 2 nd Quarter	3 rd Quarter	4 th Quarter	FY12 Total
Region 1	67			67
Region 2	64			64
Region 3	191			191
Region 4	35			35
Region 5	126			126
Total Clients by Quarter	483			483

Clients by Self-Identified Disability

	1 st Quarter & 2 nd Quarter	3 rd Quarter	4 th Quarter	FY12 Total
Deaf	137			137
Hard of Hearing	334			334
Deaf-Blind	10			10
Speech Disabled	2			2
Total Clients by Quarter	483			483



Collaborating Agency Quarterly Report

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

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. 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	2	1 Community; 0 Educational; 1 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: October 28, 2011

Next meeting: April 13, 2012 (but will probably change due to a conflict)

Agendas and draft minutes are available at the Board website:

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

To: Shannon Peinado: Acting Executive Director – NM Commission for the Deaf and Hard of Hearing

From: Debbie L. Hambel: SE – Deaf /Hard of Hearing Coordinator NM Division of Vocational Rehabilitation

Date: February 3, 2012

NM Commission for Deaf and Hard of Hearing - Commission Meeting - March 3, 2012

Re: MOU Goals and Quarterly Performance Report for the Period of: 7/1/11-12/31/11

Note: This is a bi-annual report and only reflects DVR activity for the First Two (2) Quarters of FY 12

DVR Liaisons

DVR Liaisons: Andi Czaban of the DVR Santa Fe Office is assigned as the liaison to the New Mexico Association of the Deaf.

Christine Fuller of the San Mateo-Albuquerque DVR Office is assigned as the liaison to the Hearing Loss Association of America-NM Chapter

Performance

174 clients who are deaf have been served through December 31, 2011. This is 49% of the targeted goal (350) for FY 12 ending June 30, 2012.

28% of the clients who are deaf have been closed successfully rehabilitated for the period of 7/1/11-12/31/11, with employment. The average hourly wage is 10.66 per hour. The average weekly hours of work is 32.8. The goal for the fiscal year is to close 40% of clients who are deaf in employment.

50 Deaf and Hard of hearing students served by DVR have been identified as enrolled in post-secondary training/education. **34** students who are deaf served by DVR are currently participating in post-secondary training/education. This is currently **11%** of the targeted goal (15%) for FY 12.

289 clients who are Hard of Hearing have been served through December 31, 2011. This is 57% of the goal (500) for FY 12.

50% of clients who are deaf whose cases were closed successfully employed during the period of 7/1/11-12/31/11 had assistive technology purchases that were primarily hearing aid purchases and/or repairs.

Wireless Program:

As of this report, the Commission has not yet issued and RFP or ITB that would allow selection of vendors for use of wireless devices. DVR staff will continue to work with the Commission staff to establish a referral process for potential DVR eligible individuals who may benefit from provision of this service by DVR. Any individual served under this provision of the MOU must meet DVR eligibility criteria and must participate in an Individualized Plan for Employment (IPE).

Establishment of VRI Units at DVR

DVR and Commission staff continue to work together to establish VRI units in select DVR offices statewide. The units have been purchased and statewide training is planned in the near future for DVR staff serving Deaf and Hard of Hearing clients. This service is expected to increase accessibility for Deaf and Hard of Hearing individuals across the state.

Respectfully Submitted

Debbie L. Hambel M.A.,CRC
NMDVR SE-Deaf/HH Coordinator