

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

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Fiscal Year 2012

# Quarterly Report

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

# Fiscal Year 2012, Quarter 3

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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: May 9, 2012

**COMMISSION MEETING**

Saturday, June 16, 2012  
 10:00 AM

Albuquerque Marriott  
 2101 Louisiana 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

-Vacant-  
 Parent

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

-Vacant-  
 Deaf/Hard of Hearing Representative of  
 Southern New Mexico

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

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**Ms. Shannon E. Smith**  
 Interim Executive Director

**Ellen Roth**  
 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
- 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.



## Tentative Upcoming Board Meeting Dates

### **FY12**

Q4    Apr-Jun        Saturday, August 11<sup>th</sup>, 2012

### **FY13**

Q1    Jul-Sep        Saturday, November 10<sup>th</sup>, 2012

Q2    Oct-Dec        Saturday, February 9<sup>th</sup>, 2013

Q3    Jan-Mar        Saturday, May 18<sup>th</sup>, 2013

Q4    Apr-Jun        Saturday, August 10<sup>th</sup>, 2013

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



**Saturday, March 3, 2012**  
Hilton Garden Inn  
6510 Americas Parkway 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, June 16, 2012.**

**I. CALL TO ORDER AND ROLL CALL**

Chairman Mark Apodaca called the meeting to order at 10:00 a.m.

Present: Mark Apodaca, Chair James DeBee  
David Romine, Vice-Chair Deb Hambel

Absent: Ron Stern  
Kimberly Silva

**II. APPROVAL OF AGENDA**

**12-6**

Commissioner James DeBee moved to approve agenda as presented.  
Vice-Chair Romine seconded.  
Motion passed unanimously.

**III. APPROVAL OF MINUTES**

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

**12-7**

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

**IV. BOARD REPORTS**

Chair Apodaca stated that currently there are no board reports, but soon will have to work on them. The Commissioner's Handbook was developed by a team consisting of BJ Wood, CB Buchholz and Kimberly Silva. Chair Apodaca stated that it would hopefully be discussed at the next Board Meeting under New Business. He also asked Interim Director Shannon Smith to make sure that new commissioners would get a copy of the Commissioner's Handbook. Chair Apodaca added that all the commissioners should have a copy of the Open Meetings Act as well.

Chair Apodaca commented that everyone has a copy of the draft for HR Policies and Procedures. Commissioner Silva was to review them; however she has a family situation that she needs to focus on, and is unable to take on this task, so the Board will need to ask someone else. He explained that there isn't much that to do with them because much of it is the State Personnel Office's policies. However he advised all the Commissioners to read them and to become knowledgeable about them.

For the finance report, Chair Apodaca stated that the Governor has already signed the new budget for FY13. Mark Apodaca was appointed by the Department of Finance and Administration (DFA) as Interim CFO since the Fiscal Year 2011 audit was submitted after deadline. Chair Apodaca stated he met with the auditor to review the audit report, and it has now been approved by the State Auditor. Apodaca said he would like all the commissioners to have a copy of that report for their review.

**V. AGENCY REPORTS**

**Executive Summary**

Interim Director Shannon Smith commented that she was pleased to announce that the Governor did sign the budget the previous day. The Commission received a flat budget including the \$300,000 to continue Deaf/Blind Services and Deaf Plus Services. Ms. Smith announced that CDHH will receive a new Request For Proposal (RFP) in the spring for a new contract to take effect July 1, 2012.

CDHH was successful in assisting State Purchasing with launching a statewide price agreement for sign language interpreting. It now includes five interpreter agencies and allows state agencies to use video remote interpreters. CDHH's telecommunication equipment distribution contract was once again awarded to Teltex, Inc. out of Missouri.

Ms. Smith went on to say that challenges faced in the second quarter of FY12 was still position vacancies including the Executive Director, Director of Public Policy and Advocacy and Chief Financial Officer.

A new hurdle that CDHH is facing is information technology. Currently the office is completely out of IP addresses and the investment to increase it is quite expensive due to the age of the building. This has led to the removal of the public video phone and staff that use both caption call and VP now must choose one or the other.

Ms. Smith shared that another challenge that CDHH faces this year is the TRS revenue collection. The Taxation and Revenue Department did request a new full-time employee to be

assigned to oversee this, but that request has been denied. Due to tough economic times, more and more senior citizens are moving to Magic Jack or bundling services through Comcast or Vonage. This is directly related to the decrease in revenue. In addition, Ms. Smith said she doubted that CDHH was getting the full revenue due from wireless carriers, and wireless carriers have informed Tax and Revenue that it is more difficult than ever to determine what states get what revenue. According to state statutes and rules, CDHH is eligible for revenue from wireless carriers if the phone call originates and ends in New Mexico. Wireless carriers are saying it takes more time to calculate the surcharge state by state than it does collecting. Smith mentioned that this is not the end of this issue, and that CDHH should be aware of this as we enter FY13.

Interim Director Smith said that the 2012 Conference on Hearing Loss will be held April 25<sup>th</sup> and 26<sup>th</sup> at the Albuquerque Marriott. Speakers are CJ Jones and Lou Ferrigno. Attorney General Gary King will do the welcoming address and additional speakers are Howard Rosenblum and Dr. Sam Trychin.

The Mini-Grant Process will be revamped for the next fiscal year. Ms. Smith explained that overall, compliance is not going well. Two of the Mini-Grant Awardees are completely compliant, but the others are behind. The Mini-Grant program was started to provide seed money for projects, but CDHH has found that agencies are becoming increasingly dependent on the Mini-Grants as opposed to seeking funds elsewhere. Management will discuss some changes to that program.

Smith said that another project in motion is regarding the office location. As stated in the Executive Summary, there are about six pages of issues with the current location ranging from accessibility, to our state car being vandalized in the parking lot. An ADA assessment was done on the building, and it was so far out of compliance that it will be extremely expensive for the building owner to bring it into compliance. Some of the ADA issues are the dual call elevators which if you press the button for the right, the left will show up and vice-versa, and a parking situation in which the accessible parking really is not accessible at all. CDHH has given a 30-day notice for everything to be brought up to code, however, a clause in our current lease states the building had 60 days to be in compliance after we moved in on December 17, 2004. Since the building was not in compliance since then, it is a breach of contract.

Two of the compliance issues, the door-handles on the accessible restroom and potted plants in front of the push buttons for the front doors, have been fixed. The staff have noticed people measuring the parking lot, and the owners have until March 25<sup>th</sup> to bring it into compliance. At that point, CDHH could legally break the lease, rent month to month, and begin the process of moving to an accessible location. Ms. Smith added that goal would not only be accessibility, but continuity; our board meetings and trainings could be held on site, saving up to \$6,000 on hotel space. Ms. Smith will keep the Board informed as things progress.

### **Upcoming Projects**

Interim Director Smith announced some of the upcoming projects for CDHH. The Deaf-Blind and Deaf Plus RFP will be issued in the spring. In the fall, the new RFP for Telecommunications Relay Service will be issued. Also in the fall, CDHH will be working on a Communication Access Realtime Translation (CART) Invitation to Bid (ITB) to increase the ability of state agencies to use CART when requested.

CDHH will be looking for locations for the Las Cruces office. The lease expires the end of April. The Las Cruces office has also had issues including a car set on fire in the parking lot and a SWAT situation nearby. The building itself is not safe and secure.

Commissioner James DeBee asked where CDHH is looking for a new location. Ms. Smith explained that CDHH is not allowed to pre-identify any locations since we need to do a full RFP

for office space identifying technical specifications: A first floor or one-story building would be preferable, enough office space for each staff member to have his/her own office, IT wiring and telephone requirements to meet our specific IT needs, and a conference room large enough to provide a communication access friendly environment. Smith added that when Property Control came out to look at the office, they didn't understand why large office space was necessary. They felt the commission could double-up in private offices and have cubicles in the hallways. It was necessary to have conversations with them about effective communication with Deaf and Hard of Hearing and confidentiality issues with our clients. Property Control needs to understand the Commission's specific needs that differ from other state agencies. Ms. Smith went on to say that it was unlikely to find the right location in the uptown area since rent is running anywhere from \$16 to \$24 a square foot. The I-25 corridor in the Jefferson area is also high at \$18 - \$27 a square foot. On the west side there is a new development that runs \$12 - \$16 a square foot so that looks more likely.

Commissioner Deb Hambel asked if CDHH had a timeline after the RFP was out. Ms. Smith answered that it may take 6 – 12 weeks, however Property Control and State Purchasing are aware that once we notify the landlord, we will need to get ready to vacate and it will have to be an expedited RFP.

Commissioner DeBee agreed that it would be nice to have enough space to have a showroom for the Telecommunication Equipment Distribution Program (TEDP). Chair Apodaca asked how much square footage the Commission would be allowed. Ms. Smith said that with the showroom for TEDP, a library and a full conference room, CDHH would need about 5,500 to 6,000 square feet.

It was brought up that it would be nice to have a conference room that could be used by the Deaf Culture Center (DCC), the New Mexico Association of the Deaf (NMAD), and other community organizations. Ms. Smith responded that as much as she would like to see that happen, General Services Division (GSD) frowns upon non-state entities using the conference room, because if someone were to be injured it would be a liability. Smith did see the benefit of having space available to community groups, and would continue to negotiate with GSD. She added that another hurdle to having a conference room open to community groups is they would need to have a staff member present. That could create budget issues with flex time and over time.

### **Finance and Administration**

Chair Apodaca asked why CDHH was over budget in the second quarter. Ms. Smith explained that it was for IT. Management, meeting with Finance and Administration, deemed it necessary to go ahead and upgrade all the computers within the agency. Every staff member will now have a 19-inch screen, docking station, and laptop with a camera. This was important because of the age of the current computers and also because CDHH is encouraging staff to use VRS software on their laptop when they go out into rural communities. Originally they were not budgeted, so each department cut budgets to move it to the IT supplies. Chair Apodaca asked if CDHH planned to do a Budget Adjustment Request (BAR) to move forward with this and Ms. Smith said the BAR was made last week, but was not yet approved.

Chair Apodaca also asked what the Rept Recor was and why it also showed that it was over budget, and there was also a line with no description at all. Ms. Smith said she didn't know the answers off hand, however she would find out and update him on the following Monday.

### **Communication Access and Development**

Chair Apodaca asked the Board if there were any questions regarding Communication Access and Development. Commissioner DeBee had concerns regarding the Statewide Price Agreement for on-site interpreting and VRI services that included out of state agencies. Knowing that Governor Martinez wanted to focus on keeping business in state, he asked why were the out of state agencies were chosen. Ms. Smith explained that these were not contracts but rather the approved responses to an Invitation to Bid (ITB) which results in a Statewide Price Agreement. The Communication Access & Development (CAD) department only participated by writing the "Scope of Work" portion of the ITB. To be able to respond to the ITB, an agency has to be registered with the state by filling out a W-9 form.

Commissioner DeBee questioned why out of state agencies were getting our money and Chair Apodaca asked why the interpreters and VRI providers were put together on one ITB. Ms. Smith replied first to Commissioner DeBee and explained that he had valid concerns about the money going out of state, but that VRI had to get started here. New Mexico has areas where there are no local licensed interpreters and people in the community go without or use individuals that are not qualified to interpret. Smith said it was her hope that once they start using VRI that it will get launched in New Mexico with local interpreters and local agencies.

In answer to Chair Apodaca's question, Ms. Smith stated that the State Purchasing Agent, Mr. Larry Maxwell, is working with the staff to reduce the number of procurements across the state; not just with CDHH, but all agencies need to streamline procurement. On the upside, the respondents to the invitation to bid did not have to be providers of both services.

Commissioner Hambel mentioned that DVR was working to have VRI and one important aspect that they have come across is the compatibility of the units. So to get the services started, DVR had to pick Communication Service for the Deaf (CSD) out of South Dakota as it is the only provider that will work with the firewall restrictions. Other state agencies may have to go with them as well.

Chair Apodaca asked how close local interpreting agencies are to having VRI. Ms. Smith said that three of them are working towards it, but she did not know how close they are. She would forward that question to Lisa Dignan who works closely with the interpreter referral agencies. Chair Apodaca asked to get back with him soon and do what we can to push for VRI in New Mexico.

There was a concern regarding the 93 provisional interpreting licenses and if they would soon be converting to the Community License. Ms. Smith assured the Board that Lisa Dignan was actively working with the community to give out notifications to stay active, alert them to license deadlines, make sure paperwork is disseminated and that everything is accessible through the website.

There was also a question asking if the agencies on the statewide price agreement would be reporting in the 3<sup>rd</sup> or 4<sup>th</sup> quarter. Ms. Smith explained that because CDHH does not have a contract with these entities, they are under no obligation to report to the Commission or Board. Chair Apodaca still wondered if it was possible to contact them and inform them that the Board would like to have some data on how they are serving the citizens of New Mexico. Ms. Smith said that we could contact them to request the information, but she wanted to emphasize that they are not obligated to do so.

### **Public Policy and Advocacy**

Under Public Policy and Advocacy, Chair Apodaca had a question under the 3<sup>rd</sup> quarter planning in regard to developing a Communication Access Fund for small businesses through the Chamber of Commerce. Ms. Smith explained that local, truly small businesses that want to comply with the ADA sometimes cannot due to the financial burden. CDHH worked with the

Chamber of Commerce to set up a fund so that small “mom & pop” businesses could tap into the fund. There would be a screening process involved. Chair Apodaca asked if part of our budget was being used for this fund. Smith replied that this fund would be established by the Chamber of Commerce and would solicit those members to contribute to the fund. This would have no effect on the CDHH budget at all.

Moving on to the Mini-Grants, Chair Apodaca noticed that some of the awardees are very far behind. Ms. Smith said that Nathan Gomme has issued warnings for agencies that are behind on their goals and cannot provide an adequate report. It may result in us not paying them the full amount. This is one reason CDHH will revamp the Mini-Grants. Some of the draft procedures so far involve time limits on the number of times and agency can receive a Mini-Grant, and putting caps on the amount they receive. For example, the Hearing Loss Association receives a Mini-Grant and uses that money for communication access. They do not do other fundraisers, such as a walk for hearing. There are other community-based organizations we should be involved in rather than continuously supporting the same ones over and over again.

Commissioner Hambel asked if CDHH had parameters within the Mini-Grants that allow for reporting sustainability efforts as they go forward. Ms. Smith said they do not, but that would be a great idea to look at as the program is being revamped. She added that the new procedures and applications need to be distributed around May 1<sup>st</sup> because the next Mini-Grant cycle would start July 1<sup>st</sup>.

#### **Telecommunications and Technical Assistance**

Vice-Chair Romine asked if CDHH would get a new training person. Ms. Smith replied that Rhiannon Sykes-Chavez is a contractor serving in the position. CDHH has not yet been able to approve the full-time position through the State. With the Conference on Hearing Loss coming up, Ms. Sykes-Chavez has taken the ball and run with it.

Chair Apodaca asked if some new products were coming out. Ms. Smith said they were adding a new product to the program that looks like a wristwatch and is wirelessly connected to a landline phone, so if a person falls down, they can press a button and it would wirelessly connect to the phone to call 911. Also the Commission is offering smoke alarms. The state Fire Marshal took our press release on the smoke alarms and put the information in departments all over New Mexico.

Interim-Director Smith also wished to highlight that she was proud of the Equipment Distribution Specialist, Jason Siergey. In the first half of FY12 he has distributed more equipment than was distributed in FY10 and 11 added together.

Commissioner DeBee wondered if the issue with distribution captioned phones had been resolved. Ms. Smith stated that CDHH still does not distribute CapTel, and the issue is the pricing of CapTel with Weitbrecht Communications, Inc. (WCI). WCI offers only a one-year warranty and the cost for that equipment is \$499. Right now consumers can purchase the CapTel for \$99. Smith asked repeatedly if CDHH could purchase that equipment for \$99 and get a 3-year warranty, and WCI is not willing to do so. Budget-wise, there was not a way to justify distributing a free device that will cost the Commission \$500, and that the consumer could buy for just \$99.

Chair Apodaca asked about the program CSD has in partnership with the federal government to distribute laptops or i-Pads. He asked if it was possible for the Commission to work with the federal government on a program like that for New Mexicans. Ms. Smith responded that it would be difficult to do that because everything CDHH distributes is related to a land line. There is a bit of a grey area for cell use. Smith added that she would be reluctant to get in the business of distributing laptops. The land line phones distributed by CDHH are very strong and can take a

beating, therefore they are inexpensive to repair or replace. A laptop is a whole other issue. However, in Florida they are launching an i-Pad pilot program and that's something the Commission can take a look at for the future. The feds were not happy with Project Endeavor because they would find the equipment for sale on e-Bay.

Ms. Smith added that what it really gets down to is paying for service. We cannot pay for a consumer's wireless service, internet service, or land line bill. Not only is it not in the budget, but if CDHH is really in the business of empowering the consumers, they should be paying their bill. The Commission can give them the equipment that gives them communication access, but if we start paying people's bills, we're opening up Pandora's box.

### **Las Cruces Office**

Interim-Director Smith stated that the Las Cruces Office now has one full-time staff and two contractors. Alexis Zarret is the Administrative Assistant and On-Site Interpreter. Tim Farr is the Service Coordinator.

Vice-Chair Romine commented on the collaboration with Mr. Farr on behalf of the Commission and the Lion's Club in Southern New Mexico to hopefully set up a hearing-aid bank. Ms. Smith said that we average a phone call a day from people asking how to get affordable hearing aids. She felt CDHH could build a better referral process with the Lion's Club. She stated also that there are people who call and say their parent or grandparent died and they have hearing aids they want to donate. Now CDHH can tell them to give them to John at the Lion's Club and they will issue a receipt for tax purposes, but the Commission still needs to work out all of that.

### **Strategic Plan**

Before former Executive Director B. J. Wood left, Chair Apodaca said that she was developing a strategic plan. He asked Interim Director Smith if she was aware of that, and she replied that she was not. Apodaca stated he would like to have that report for the next Executive Director, including ideas of what to do if our revenue started to decrease even more, what advancement we could be using and the things we can do to help our clients.

## **VI. PUBLIC COMMENTS**

*There were no public comments.*

## **VII. UNFINISHED BUSINESS**

*There was no unfinished business.*

## **VIII. NEW BUSINESS**

*There was no new business.*

## **IX. EXECUTIVE SESSION**

**12-8**

Vice-Chair Romine made a motion to go into Executive Session.  
Commissioner DeBee seconded.

Roll Call Vote:

Chair Apodaca:	yes	Vice-Chair Romine:	yes
Commissioner DeBee	yes	Commissioner Hambel:	yes

Board went into closed Executive Session at 11:10 a.m.

**12-9**

Commissioner Hambel made a motion to exit Executive Session.  
Commissioner DeBee seconded.

Chair Apodaca:	yes	Vice-Chair Romine:	yes
Commissioner DeBee:	yes	Commissioner Hambel:	yes

Public Board Meeting reconvened at 11:48 a.m. No action was taken during the Executive Session.

**12-10**

Vice-Chair made a motion to adjourn.  
Commissioner Hambel seconded.  
Motion passed unanimously.

Meeting adjourned at 11:49 a.m.

# Executive Summary

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

March 31<sup>st</sup>, 2012

Mark Apodaca, MBA  
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 3 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 3<sup>rd</sup> Quarter, the Commission for Deaf and Hard of Hearing:

- ❖ advertised and conducted interviews for the Executive Director position;
- ❖ awarded the Training & Development Coordinator contract;
- ❖ awarded the Signed Language Interpreter procurement process;
- ❖ maintained consistency in services with inclement weather delays and closures;
- ❖ testified at the Legislature budget hearing in January.

Below is an update regarding the accessibility of the Albuquerque office. At this point, the following violations have been resolved:

- Inaccessibility of interior door opener push buttons
- Non-compliance of fourth-floor accessible restroom door locking mechanism
- Non-compliance of first-floor drinking fountains

The following violations have been discussed, but have not been resolved:

- Non-compliance of location of security call box
- Inaccessibility of security call box to individuals with hearing loss
- Accessibility issues related to elevators
- Non-compliance of Accessible Parking

As we continue to communicate with the Property Manager, CBRE, and State Property Control and our attorney, Sally Malave, it seems that because some issues have been resolved and some are in process that the building owner is exercising Due Diligence under the Americans with Disabilities Act. This results in the Commission for Deaf & Hard of Hearing needing to allow for additional time for the issues to be resolved, and

the possibility that we will not be able to move until our lease expires in December 2014.

Regarding the Las Cruces office location and accessibility, their lease expires on April 30<sup>th</sup>, 2013, and we will begin working with State Property Control this fall to conduct the Request for Proposals process to move the Las Cruces office to an accessible and cost effective location. I must state that the NMCDHH can only provide Property Control with a list of technical specifications and mandatory specifications for the new office, but Property Control is in charge of the procurement process and we need to work within the State's guidelines and requirements for office space and office use.

Procedural changes for the 4<sup>th</sup> Quarter include the Commission's new office hours. The Governor's office mandated that all State agencies be open from 8am to 5pm Monday through Friday. Prior to the mandate, the previous Executive Director instituted the policy that NMCDHH staff members worked 8am to 4pm with a 30 minute paid lunch, and the offices remained open during lunch hours.

This change will start on Monday, May 7<sup>th</sup>, 2012 and will result in all NMCDHH offices being open from 8am to 12pm and 1pm to 5pm daily and closed from 12pm to 1pm for lunch. All staff members are required to work these hours and take lunch at the same time.

A potential procedural change that has been discussed by the Governor, but not mandated at this time, is that all State business be conducted Monday through Friday between 8am and 5pm. This would impact the current Commission board meetings, by requiring them to be held during this time frame, as opposed to on Saturdays. The purpose in this change is to limit or even eliminate work adjust time and compensatory time earned by State employees and standardizes State Government business hours. As soon as we are notified of the mandate, I will notify Chairman Apodaca.

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.  
James DeBee  
David Romine  
Debbie Hambel

## Administration & Finance

*Deborah Romero, Management Analyst*

The attached report highlights the Commission's financial activities and results from January 1, 2012 – March 31, 2012.

- During the month of January the department focused on FY12 Procurement, FY11 Audit reports, working with GSD Property control Bureau on the contract with ARC for the DCC (Deaf Culture Center) Feasibility Study. Prepare Budget Adjustment Request (BAR) to transfer budget between categories.
- During the month of February the department focused on FY12 Procurement and working with staff on preparing for the 2012 Conference on Hearing Loss.
- During the month of March focused on FY12 Procurement and working with GSD Property control Bureau on the Contract for DCC (Deaf Culture Center) Feasibility Study Contract was signed in March. The BAR was approved and posted. DFA Contract process training was provided to ASD staff. ASD staff attended training on FY12 Audit process. ASD is focused on preparing for Year End deadlines.
- State Budget Division posted FY13 Operating Appropriations. The Commissions total FY13 Appropriation is \$3,827,600; I have added the Appropriation breakdown in the attached spreadsheets.

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  
FY12, Q3**

<b>FY12 QUARTERLY REPORT</b>							
<b>3rd Quarter January 2012 - March 2012</b>							
<b>Account</b>	<b>Description</b>	<b>BUDGET</b>	<b>ENC</b>	<b>EXP</b>	<b>YTD</b>	<b>YTD Budget</b>	<b>%</b>
<b>U S E S</b>					<b>Total</b>	<b>Balance</b>	<b>Spent</b>
<b>200 Category Subtotal</b>		<b>\$ 975,300</b>	<b>\$ -</b>	<b>\$ 541,326</b>	<b>\$ 541,326</b>	<b>\$ 433,974</b>	<b>56%</b>
535200	Prof Serv	\$ 580,497	\$ 76,114	\$ 292,178	\$ 368,292	\$ 212,205	50%
535300	Other Serv	\$ 1,409,203	\$ 606,945	\$ 802,259	\$ 1,409,203	\$ (0)	57%
535400	Audit Serv	\$ 15,700	\$ 891	\$ 14,809	\$ 15,700	\$ -	94%
535600	IT Serv	\$ 5,000	\$ 2,855	\$ 2,145	\$ 5,000	\$ -	43%
<b>300 Category Subtotal</b>		<b>\$ 2,010,400</b>	<b>\$ 686,805</b>	<b>\$ 1,111,390</b>	<b>\$ 1,798,195</b>	<b>\$ 212,205</b>	<b>55%</b>
542100	EE IS Mile	\$ 2,350	\$ 1,204	\$ 1,146	\$ 2,350	\$ (0)	49%
542200	EE IS Meal	\$ 2,753	\$ 848	\$ 1,905	\$ 2,753	\$ -	69%
542300	Brd & Comm	\$ 1,500	\$ -	\$ 1,411	\$ 1,411	\$ 89	94%
542500	Trans Fuel	\$ 6,000	\$ 3,855	\$ 2,146	\$ 6,000	\$ -	36%
542600	Trans Part	\$ 500	\$ 410	\$ 90	\$ 500	\$ -	18%
542700	Trans Ins	\$ 900	\$ -	\$ -	\$ -	\$ 900	0%
542800	Trans Pool	\$ 10,500	\$ 4,743	\$ 5,757	\$ 10,500	\$ -	55%
543400	M Prop	\$ 1,495	\$ -	\$ 1,495	\$ 1,495	\$ -	100%
543820	Maint IT	\$ 1,410	\$ 391	\$ 1,020	\$ 1,410	\$ (0)	72%
544000	Supplies Inv T	\$ 19,333	\$ -	\$ 19,333	\$ 19,333	\$ 0	100%
544100	Supplies Offic	\$ 3,392	\$ 641	\$ 2,751	\$ 3,392	\$ (0)	81%
544900	Supplies Inv B	\$ 296	\$ -	\$ 296	\$ 296	\$ (0)	100%
545600	Rept Recor	\$ 20,956	\$ 16,249	\$ 4,707	\$ 20,956	\$ (0)	22%
545701	HCM Assmnt	\$ 3,750	\$ -	\$ 3,750	\$ 3,750	\$ -	100%
545900	Print Serv	\$ 2,529	\$ 2,435	\$ 94	\$ 2,529	\$ 0	4%
546100	Postage	\$ 3,332	\$ 383	\$ 2,950	\$ 3,332	\$ (0)	89%
546400	Rent Land	\$ 140,132	\$ 34,403	\$ 93,940	\$ 128,344	\$ 11,788	67%
546500	Rent Equip	\$ 28,596	\$ 8,428	\$ 10,168	\$ 18,596	\$ 10,000	36%
546600	Telecom-Non	\$ 21,701	\$ 6,493	\$ 15,207	\$ 21,701	\$ 0	70%
546601	GSD Telecom	\$ 54,607	\$ 17,793	\$ 26,914	\$ 44,707	\$ 9,900	49%
546700	Sub Dues	\$ 1,366	\$ 180	\$ 1,186	\$ 1,366	\$ -	87%
546800	EE Train	\$ 6,233	\$ 3,718	\$ 2,515	\$ 6,233	\$ 0	40%
546900	Advert	\$ 13,971	\$ 5,973	\$ 7,998	\$ 13,971	\$ 0	57%
547999	Prior Year	\$ 14,313	\$ -	\$ 7,313	\$ 7,313	\$ 7,000	51%
547900	Misc Exp	\$ 425	\$ 192	\$ 233	\$ 425	\$ -	55%
549600	EE OS Mileag	\$ 541	\$ -	\$ 541	\$ 541	\$ (0)	100%
549700	EE OS Meals	\$ 4,719	\$ -	\$ 3,719	\$ 3,719	\$ 1,000	79%
<b>400 Category Subtotal</b>		<b>\$ 367,600</b>	<b>\$ 108,339</b>	<b>\$ 218,584</b>	<b>\$ 326,923</b>	<b>\$ 40,676</b>	<b>59%</b>
555100	Other Fin Use	\$ 466,000	\$ -	\$ 466,000	\$ 466,000	\$ -	100%
<b>500 Category Subtotal</b>		<b>\$ 466,000</b>	<b>\$ -</b>	<b>\$ 466,000</b>	<b>\$ 466,000</b>	<b>\$ -</b>	<b>100%</b>
<b>TOTAL USES</b>		<b>\$ 3,819,300</b>	<b>\$ 795,144</b>	<b>\$ 2,337,300</b>	<b>\$ 3,132,445</b>	<b>\$ 686,855</b>	<b>61%</b>

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING  
FY 12, Q3**

	FY12 HB2 Budget	BAR	Adjusted Budget	Encumbrance	Expended	3/31/2012
200	\$ 975,300.00	\$	\$ 975,300.00	\$	\$ 541,326.00	\$ 433,974.00
300	\$ 2,105,400.00	\$ (95,000.00)	\$ 2,010,400.00	\$ 686,805.00	\$ 1,111,390.00	\$ 212,205.00
400	\$ 272,600.00	\$ 95,000.00	\$ 367,600.00	\$ 108,339.00	\$ 218,584.00	\$ 40,677.00
500	\$ 466,000.00	\$	\$ 466,000.00	\$	\$ 466,000.00	\$ -
<b>Total</b>	<b>\$ 3,819,300.00</b>	<b>\$</b>	<b>\$ 3,819,300.00</b>	<b>\$ 795,144.00</b>	<b>\$ 2,337,300.00</b>	<b>\$ 686,856.00</b>

HB2 Transfer to DVR  
\$466,000

FY13 Operating Appropriations	Revenue Source		Total	HB2 TRANSFERS	
	General Fund	Other State Funds		DVR	RLD
<b>FY13 HB2 Budget</b>					
200	\$ 973,300.00	\$ 973,300	\$ 973,300		
300	\$ 2,105,400.00	\$ 1,805,400	\$ 2,105,400		
400	\$ 257,900.00	\$ 257,900	\$ 257,900		
500	\$ 491,000.00	\$ 491,000	\$ 491,000	\$ 466,000	\$ 25,000
<b>Total</b>	<b>\$ 3,827,600.00</b>	<b>\$ 3,527,600</b>	<b>\$ 3,827,600</b>	<b>\$ 466,000</b>	<b>\$ 25,000</b>

**NEW MEXICO COMMISSION FOR THE DEAF AND HARD OF  
HEARING Revenue and Expenditure Report Ending 06/30/2010**

<b>APPROPRIATION:</b>	\$	3,819,300.00
<b>ENCUMBRANCE TOTAL:</b>	\$	795,144.00
<b>EXPENDITURE TOTAL:</b>	\$	2,337,300.00
	<b>TOTAL</b>	<b>\$ 3,132,444.00</b>

**EXPENDITURE BREAK  
DOWN:**

<b>Personal Services/Employee Benefits</b>	\$	541,326.00
<b>Contractual Service</b>	\$	1,111,390.00
<b>Operation Costs</b>	\$	218,584.00
<b>Inter-Agency Transfers:</b>		
Division of Vocational Rehabilitation (DVR)	\$	466,000.00
<b>TOTAL EXPENDITURE:</b>	\$	2,337,300.00

# Communication Access & Development

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

## Interpreting Services

- Collaborated with AOC on the selection and training of a contractor to coordinate statewide court assignments.
- Collaborated with DVR to plan and develop training for field office staff on use of VRI equipment.
- Negotiated with COPD to enter a separate price agreement for interpreting services with lower rates than those listed in the Statewide Price Agreement.
- Finalized plans for training to New Mexico Court Reporters Association members to develop additional resources for the provision of CART services.
- Collaborated with contractors and NMRID to provide interpreter professional development opportunities.
- Contracted with an interpreter/coordinator for internal NMCDHH services.
- Collaborating with AOC on 2012 NM Interpreters' Conference.
- Worked with contractors on end-of-year spending plans.

## New Mexico Mentoring

The Spring 2012 session is progressing well with ten mentors paired with ten mentees working with five different curricula. Participants are from Albuquerque, Santa Fe, Cochiti Lake, Cerrillos, Pecos, and Rociada.

## Signed Language Interpreter Licensure

The Signed Language Interpreting Practice Board (SLIPB) has a new Board Administrator, Tony Webb. Tony is learning a lot and doing a great job. RLD revamped their website, resulting in a change for all of their URLs. Documents are being updated to reflect the change. The SLIPB did not meet in the 3<sup>rd</sup> quarter.

As of the end of the quarter, there are 235 valid licenses in New Mexico – an increase of 13 over last quarter:

- Community Licenses: 128 Active
- Educational Licenses: 2 Active
- Provisional Licenses: 105 Active

Complete information and the searchable database of licensed interpreters may be found at the SLIPB website:

[www.rld.state.nm.us/boards/Signed\\_Language\\_Interpreting\\_Practices.aspx](http://www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices.aspx).

## Fourth Quarter FY12 Plans

- Plans for the 4th Quarter for Fiscal Year 2012 include:
- Provide training in collaboration with DVR to train field office staff on use of VRI equipment.
  - Continue process to revise existing and develop additional curriculum for New Mexico Mentoring.
  - Provide training on April 28 to New Mexico Court Reporters Association members to develop additional resources for the provision of CART services.
  - Legal Interpreting Task Force is working on ways to better meet the needs of consumers related to court interpreting and legal interpreting outside of court.
  - Work with contractors on end-of-year spending plans.
  - Renew contracts with several contractors.
  - Prepare for RFP to be issued in FY 13.

## Communication Access Statistics

Interpreting Requests Filled 3rd Quarter FY 12			
	January	February	March
Number of Requests Covered by COPD	4	2	4
Total Hours Interpreted by COPD	16.5	12	34.25
Number of Requests covered by WIN	4	1	1
Total Hours Interpreted by WIN	12.5	8.5	2
Number of Requests covered by CDHH Staff	10	25	37
Total Hours Interpreted by CDHH Staff	28	51	90.5

Interpreting Requests Filled Year-to-Date FY 12	
Number of Requests Covered by COPD	36
Total Hours Interpreted by COPD	339
Number of Requests covered by WIN	49
Total Hours Interpreted by WIN	314
Number of Requests covered by CDHH Staff	111
Total Hours Interpreted by CDHH Staff	256.5

CDHH staff members providing interpreting services: Lisa Dignan, Cheryl Padilla, Alexis Zarret, Timothy Farr, Michelle Rupanovic, and Rhiannon Sykes-Chavez.

## Contract and Procurement Updates

I understand there were several questions at the last meeting regarding some of the recent procurements and contract reporting. Below are some explanations that will hopefully be helpful.

- You will notice changes in the reporting from COPD and WIN this quarter. In the past, NMCDHH subsidized the costs of one of their interpreter referral departments. This is no longer the case – the contracts with these agencies are exclusively for:
  - Professional development of interpreters
  - Emergency referral services
  - Community education and outreachDue to this change, it is not appropriate for us to demand that they provide the level of detailed data previously included in the reporting. The data now being reported relates directly to one of two things:
  - The performance measures of the respective contract
  - An NMCDHH Legislative Performance Measure (explained below)
- One of NMCDHH's Legislative Performance Measures is: "Hours provided by the sign language interpreter referral service." This is an antiquated measure, and we will request that it be changed for FY14 as we no longer have access to this information due to the dramatically increased number of interpreter referral agencies serving New Mexico. We will collect and report the data from the two agencies with which we contract for additional services through FY13.
- The above-noted contracts will be renewed one more year (FY13) and then we will be required to issue an RFP. The scope of work in the new RFP will change dramatically to cover only development project – not ongoing work or projects that should be self-supporting. The scope of work has not been developed yet.
- The recent Invitation to Bid (ITB) that was issued by State Purchasing resulted in a Statewide Price Agreement for interpreting services. It covers both on-site and video remote interpreting (VRI). While NMCDHH functioned as the content expert and drafted the scope of work and technical specifications for this procurement, it was issued and is controlled solely by State Purchasing. Any procurement that results in agreements that can be used by all state agencies is 'owned' by State Purchasing.
- Statewide Price Agreements are not 'contracts' that result in guaranteed payments. They merely establish an agreement that allows entities to provide a service to state agencies, and codifies the price for that service from each agency for the term of the agreement. All responsive bids are accepted and bid prices are published, allowing state agencies to choose the entity most advantageous to them for the specific service.

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- State agencies are permitted to enter separate agreements with entities included on the Statewide Price Agreement if the price for the specific service is lower than that included in the Statewide Price Agreement.



## Contractor Quarterly Report

Contractor Name: Community Outreach Program for the Deaf  
 Report By (Name and Title): Cathy Shemash, Director of Interpreting Services  
 Contract Number: 90-000-00-00040  
 Contract Expiration Date: June 30, 2012

Quarter Reported:  
 1<sup>st</sup> (July-Sept) \_\_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_\_ 3<sup>rd</sup> (Jan-Mar) X 4<sup>th</sup> (Apr-June) \_\_\_\_

### Scope of Work

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 Albuquerque/Santa Fe 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 Albuquerque and Santa Fe.
- C. Provide professional development opportunities to assist pre-certified interpreters to achieve RID NIC certification.
- D. Provide other support services which will enhance communication access for people who are deaf or hard of hearing.

### Performance Report

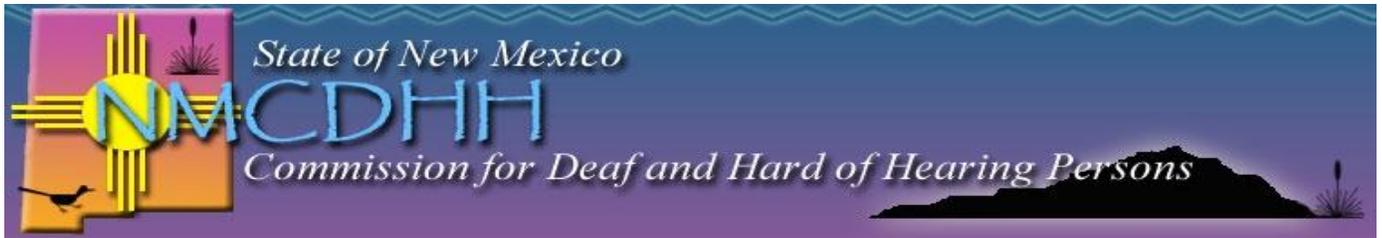
<b>Reporting Category</b>	<b>Number</b>	<b>Comments</b>
Total hours of interpreting provided	5,662.09	
Number of ER Pager Requests	351	
Number filled	334	
Number unfilled	17	
Total emergency hours provided	334	
Number of IN STEP interns	7	
Number of intern hours	2,459.95	Interpreting, observing, prof development
Professional development hours	1,721.5	
Number of pro-bono assignments	8	

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Total pro-bono hours	16	
Number of Workshops Provided	2	
Number of Attendants	23, 74	
Total CEUs Offered	1.4	

**Special Events, Exciting News, Highlights**

- We provided a free community workshop on 3/31/12
- We have had three interns pay for the NIC, one has already taken, 2 scheduling
- Peter Cook came and worked with the interns on skills development
- We are in the process of developing new forms and entrance/exit procedures



## 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:  
 1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_ 3<sup>rd</sup> (Jan-Mar) X 4<sup>th</sup> (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 NIC certification.
- D. Provide other support services which will enhance communication access for people who are deaf or hard of hearing.

### Performance Report

<b>Reporting Category</b>	<b>Number</b>	<b>Comments</b>
Total hours of interpreting provided	947.5	On-site and VRI (150 minutes VRI)
Number of ER pager requests	17	All Albuquerque area
Number filled	17	
Number unfilled	0	
Total emergency hours provided	77.5	All hours in the Albuquerque area
Total hours interpreters on call	1384	
Number of pro-bono assignments	0	
Total pro-bono hours	0	

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Number of Group Discussions	1	
Number of Attendants	3	
Total CEUs Offered	.2	
Number of Workshops Provided	0	
Number of Attendants	0	
Total CEUs Offered	0	
Total Screenings	15	
Number of interpreters mentored	1	We have one interpreter coming in twice a week to study for her written NIC test.
Number of Entities Contacted	560	
Number of Outreach Meetings	25	
Number of New Contracts	5	
Miles Traveled for Outreach	2072	
Calls/Support/Education to NM cities	680	
Community events	18	

**Special Events, Exciting News, Highlights**

- Mentoring coordinator position has been vacant
- VRI minutes not reported
- Our ER phone has not been used for the Las Cruces area we have however had several calls for Albuquerque
- The rural areas are using our VRI services more.

## 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 a both an individual and systemic level. Corina continues to work with Food banks on their communication access for deaf/hard of hearing individuals and families visiting multiple times over the course of the quarter. During the course of the quarter Corina has spearheaded work with the Bernalillo County Metropolitan Detention Center with the help of Shoshanah D. Epstein an assistant public defense attorney who helped identify communication access issues. All of the Public Policy members will be working with the Bernalillo County MDC to discuss any communication access concerns that the MDC and it's population have. One of the focuses will be the use of videophones in the facility. Nathan has been working with several members of the Transition community to provide a Teen Casa strand for students 7th grade and up during the NMSD Casa Conference. The strand will focus on student transition into adulthood with a key focus on the use of social media as a tool in finding information about colleges and job opportunities. The members of this group include representatives from NMSD, DVR, GCD, APS, COPD, UNM, and CNM. Nathan has also been working with Sandra Williams to provide NCIEC Self Advocacy training in rural areas in New Mexico after a successful training in Las Cruces. Recently the NMCDHH has provided workshops for the Hearing Loss Association of America's Albuquerque and Santa Fe Chapters. This presentation discussed mobile communication access technologies that are currently available. The HLAA workshops were well attended and included the Relay New Mexico representative Thomas Sena. All of the Service Coordinators are now trained and able to provide the workshops. Cheryl is working with the Administrative Office of the Courts (AOC) regarding Domestic Violence issues. Cheryl is talking with members of the AOC about the unique challenges of the deaf and hard of hearing people who have been involved in Domestic Violence situations and how to improve services for them. Individual advocacy remains a priority for the Service Coordinators. Based on the individual cases we have been working on we have started multiple projects to better reduce barriers for every unique individual for future reduction of barriers.

- The Service Coordinators continue to travel throughout the state of New Mexico working with individuals and agencies.
- Developed workshops for use in upcoming training and events. (Including a new cultural sensitivity training specific to Domestic Violence and another one specific to the unique situation in the MDC.)
- Provided Self-Advocacy Training from the NCIEC in Las Cruces. More training will be done in the Southern and Northern parts of New Mexico.
- Will be working with the members of MDC and their population to better resolve communication barriers. We will also be working with the Public Defender's office to identify members of the population that have a hearing loss.

The Public Policy & Advocacy Department has reviewed the videophone barriers and one of the many areas of concern was the prison system. With the progression of technology in the Deaf and Hard of Hearing community it has become an increasing necessity for current communication tools to be available. While TTY's still have a place in the community Deaf and Hard of Hearing persons are now able to communicate differently. The use of VRS services are not the only possible communication tool and the Hearing community needs to be made aware of Captioned Telephones such as the CapTel and Caption Call phones. We are working first with the MDC to resolve the barrier that many New Mexicans are facing. During recent individual advocacy work the need for access in the detention centers became clear. The MDC provides a TTY for the deaf and hard of hearing population, but due to evolving technological needs and barriers to using TTY services it became evident that a change was needed. The PP& A staff will be meeting with Chief Rustin and going through the Professional Visitor Program to become trained and meet with the population in the facility and to also get a better understanding of what can be done to ensure communication access. This work was developed as a result of collaboration between Shoshanah D. Epstein and the NMCDHH, specifically Corina. The systemic changes that can be made for an individual who enters the MDC will help facilitate the communication between legal advisors and the individual. Many of the MDC's population are there for various reasons, one such reason is the inability to secure bail bonds due to income and communication. Working together we hope to develop a model that can be shared with other detention centers.

Community Outreach for the Deaf-NM Deaf-Blind Services program has completed its third quarter with CDHH. Larry Rhodes and COPD-NM have been busy expanding the number of staff and working with various Deaf and Blind agencies to develop new plans. Steps are being made to provide much needed services in the rural areas of New Mexico expanding on the work done to provide SSP services in Roswell, Las Cruces, and the Taos/Española area. As the fiscal year continues we expect to see a plan of action from the needs assessment being developed with the New Mexico Deaf-Blind task force. The overall numbers continue to grow with COPD-NM working to develop transition

plans and give the deaf-blind individuals across the state specific tools necessary to have a the access they want. The Report COPD-NM from the second quarter follows this report.

## **Fiscal Year 2012, 4<sup>th</sup> Quarter Planning**

- I. Increase service coordination among agencies utilizing local services available based on customer's residence.
- II. Increase customer's ability to self-advocate pertaining to system and individual advocacy
- III. Oversee the FY12 mini-grant contracts;
- IV. Oversee the COPD Deaf-Blind contract
- V. Meet and develop a model for MDC first at Bernalillo Metropolitan Detention Center.
- VI. Provide supervision of all of the Service Coordinators;
- VII. Continue to provide workshops and trainings in coordination with the TT&A department.
- VIII. Work on increasing the prevalence of Video Communication devices in the public setting.
- IX. Oversee the latest national and state concerns for Deaf, Hard of Hearing and Deaf-Blind.



## 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:  
 1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_ 3<sup>rd</sup> (Jan-Mar) **X** 4<sup>th</sup> (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

<b>Reporting Category</b>	<b>Number</b>	<b>Comments</b>
Outreach and identify individuals who may be eligible for services and determine their eligibility.	Identified: 43 Services/Support: 41	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.	32	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.	32 persons 1,658.5 hours of SSP services; 35 persons 151 hours of SP/ Advocacy/Service Coordination; Total: 1,809.5	30 persons will obtain 2,500 hours of SSP/SP services.
Coordinate/monitor all services and supports provided ensuring that they	Appointment Needs: 33	30 unduplicated persons will obtain services and supports to meet

high quality and appropriate.	Transportation Services: 27 Interpreting / Communication: 25 Information/Referral: 10	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	20 consumers have been reviewed	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.)	There are currently 9 trained and active SSPs. There are currently 7 additional individuals who are in various stages of the hiring process. Two – three SSPs are reviewed in action each month for competency	20 different SSP's/SP's will be trained and matched. COPD will randomly review SSP's in action to for competency.

**Special Events, Exciting News, Highlights:**

1. The Deafblind Service has been working closely with the NM Commission for the Blind which has resulted in the successful placement of an individual who is deafblind in full time employment in March.
2. The Deafblind Service provides multiple types of support to the Zia Deaf-Blind Club. In January, the Club elected a full slate of active Board members. The Board and its membership plan monthly meetings and social events. Zia attended the circus in February and went bowling in March. A lunch and Putt-Putt golf is planned for April, a picnic is planned for May, and a yard sale is planned for June. In addition to providing SSP supports for the Zia meetings/activities (such as transportation, sighted guide, communication access, etc.), the Deafblind Service provides SSP to the Club's Treasurer and Secretary to support them in filling their duties as elected officers.
3. In January, the Deafblind Service facilitated a needs assessment with the statewide New Mexico Deaf-Blind Task Force. The Task Force is currently developing a strategic plan based upon the results of the needs assessment.
4. The Deafblind Service is participating in an ad hoc committee consisting of the Outreach Director of New Mexico School for the Blind and Visually Impaired, the Outreach Director of the New Mexico School for the Deaf, and the Coordinator of the Project for New Mexico Children and Youth with Deafblindness in developing a statewide consultant on deafblindness for K – 12 services (which will include transitioning from education to adult services including COPD-NM's Deafblind Service).
5. Update: In November 2011, a consortium of eight NM entities (i.e., the New Mexico Commission for the Deaf and Hard of Hearing, the New Mexico

- Commission for the Blind, the New Mexico School for the Deaf, the New Mexico Division of Rehabilitation, the New Mexico School for the Blind and Visually Impaired, the Project for New Mexico Children and Youth with Deafblindness, ATS, and the Deafblind Service of COPD-NM) joined with the Perkins School for the Blind and the Helen Keller National Center for Deaf-Blind Youths and Adults in submitted an application for the FCC's National Deaf-Blind Equipment Distribution Program. To date, the FCC hasn't announced the award for New Mexico, however, the Deafblind Service is moving forward with Perkins and is looking at a database to coordinate this program for the state. We anticipate hearing from the FCC with its decision in the next month or two with an expected start date of July 1<sup>st</sup> for the program.
6. In addition to the Albuquerque area, the Deafblind Service is providing SSP services to individuals in Roswell, Las Cruces, and Taos/Espanola.

## 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 1<sup>st</sup> Quarter average was 14,088 calls per month, the 2<sup>nd</sup> Quarter average was 14,066 calls per month, the 3<sup>rd</sup> Quarter average was 12,527; and the Year to Date average is 13,560 calls per month. An audit is scheduled for June 2012.

The fourth and final amendment to the original contract with Hamilton Relay was submitted, and approved by State Purchasing. 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 1<sup>st</sup>, 2013.

### Telecommunications Equipment Distribution Program (TEDP)

The Performance Measure for FY12 is 800. The 1<sup>st</sup> Quarter, the TEDP distributed 285 pieces of equipment; the 2<sup>nd</sup> Quarter, the TEDP distributed 220 pieces of equipment; the 3<sup>rd</sup> Quarter, the TEDP distributed 117 pieces of equipment; and the Year to Date total is 622 pieces of equipment.

The first amendment to the original contract with Teltex, Inc was submitted to the State Purchasing Division.

### Training & Development

The Performance Measure for FY12 is 60 workshops. The 1<sup>st</sup> Quarter had 5 workshops provided with 110 attendees; the 2<sup>nd</sup> Quarter had 3 workshops provided with 130 attendees; the 3<sup>rd</sup> Quarter had 2 workshops provided with 40 attendees; and the Year to Date total is 10 workshops with 280 attendees.

The first amendment to the original contract with Rhiannon Sykes-Chavez was submitted to the State Purchasing Division.

## Outreach

The Performance Measure for FY12 is 36 outreach events coordinated. The 1<sup>st</sup> Quarter had 9 outreach events coordinated with 347 booth visitors; the 2<sup>nd</sup> Quarter had 10 outreach events coordinated with 375 booth visitors; the 3<sup>rd</sup> Quarter had 20 outreach events coordinated with 1067 booth visitors; and the Year to Date totals are 66 outreach events coordinated with 1,789 booth visitors.

## Social Media

The Performance Measure for information referrals and outreach contacts for FY12 is 10,000. During the 3<sup>rd</sup> Quarter the NMCDHH had 184,004 website hits, 47,711 website views, 290 Facebook likes and 1,053 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.

- A. Workers' Compensation
  - a. There were no Worker's Comp claims during the 3<sup>rd</sup> Quarter.
- B. Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)
  - a. There were no COBRA claims filed during the 3<sup>rd</sup> Quarter.
- C. Fair Labor Standards Act (FLSA)
  - a. There were no FLSA claims filed during the 3<sup>rd</sup> Quarter.
- D. Family and Medical Leave Act (FMLA)
  - a. There were no approved FMLA leaves during the 3<sup>rd</sup> Quarter.
- E. Turnover & Position Postings
  - a. There were no resignations during the 3<sup>rd</sup> 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

## Project Management

Continued work on the below projects occurred during 3<sup>rd</sup> Quarter:

❖ 21<sup>st</sup> 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 March 31<sup>st</sup>, 2011, we have not received approval of the application from the FCC.

❖ 21<sup>st</sup> 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 25<sup>th</sup> & April 26<sup>th</sup>, 2012
  - Where: Albuquerque Marriott Hotel  
2101 Louisiana Blvd NE  
Albuquerque, NM 87110  
505.881.6800
  - Time: 8am-4pm (registration @ 7am daily)
  - Registration Fee:  
\$50 for 1 day, \$90 for 2 days
  - Keynote Speakers:  
Chief of Staff Keith Gardner  
Attorney General King
  - Spotlight Presenters:  
Howard Rosenblum  
Dr. Sam Trychin  
CJ Jones  
Lou Ferrigno  
Jared Dixon

## Fiscal Year 2012, 4<sup>th</sup> Quarter Planning

**P**lans for the 4<sup>th</sup> Quarter of Fiscal Year 2012 are:

- ❖ Prepare for incoming Executive Director
- ❖ Wrap Up 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:  
1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_ 3<sup>rd</sup> (Jan-Mar) X 4<sup>th</sup> (Apr-June) \_\_\_

### 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**

<b>Month</b>	<b>Number of Workshops</b>	<b>Number of Attendees</b>
January	3	160
February	2	33
March	3	24
<b>Total</b>	<b>8</b>	<b>217</b>

**Number of Outreach Events Coordinated**

<b>Month</b>	<b>Number of Outreach Events</b>	<b>Number of Attendees</b>
January	3	220
February	6	290
March	4	290
<b>Total</b>	<b>13</b>	<b>800</b>

**Number of Reviews & Audits of the Telecommunications Relay Service**

<b>Month</b>	<b>Reviews</b>	<b>Audits</b>
January	0	0
February	0	0
March	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

<b>Month</b>	<b>Number of Facebook Likes</b>	<b>Number of Twitter Tweets</b>
<b>Total</b>	<b>37</b>	<b>112</b>



## 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 30<sup>th</sup>, 2012

Quarter Reported:  
1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_ 3<sup>rd</sup> (Jan-Mar) X 4<sup>th</sup> (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.

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FY12, Q3**

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
3	80	117
<b>Total</b>	<b>371</b>	<b>622</b>

**Clients by Disability**

Quarter	Deaf	Hard of Hearing	Deaf-Blind
1	2	104	2
2	8	175	0
3	21	51	4
<b>Total</b>	<b>31</b>	<b>330</b>	<b>6</b>

**Clients by Region**

Quarter	1	2	3	4	5
1	16	17	45	3	27
2	33	29	85	12	24
3	12	12	29	13	14
<b>Total</b>	<b>61</b>	<b>58</b>	<b>159</b>	<b>28</b>	<b>65</b>



## Contractor Quarterly Report

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

Quarter Reported:  
1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_ 3<sup>rd</sup> (Jan-Mar) X 4<sup>th</sup> (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](http://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**

	<b>January</b>	<b>February</b>	<b>March</b>
<b>Hits</b>			
Total Hits	46800	77355	59849
Average Hits per Day	1509	2667	1930
Average Hits per Visitor	11.92	11.24	13.63
Cached Requests	10374	12823	11533
Failed Requests	3642	22902	4848
<b>Page Views</b>			
Total Page Views	7951	28804	10956
Average Page Views per Day	256	993	353
Average Page Views per Visitor	2.02	4.19	2.50
<b>Visitors</b>			
Total Visitors	3927	6882	4391
Average Visitors per Day	126	237	141
Total Unique IPs	1362	1925	1687
<b>Bandwith</b>			
Total Bandwidth	1.57GB	2.01GB	2.14GB
Average Bandwidth per Day	51.95MB	70.90MB	70.54MB
Average Bandwidth per Hit	35.24KB	27.22KB	37.41KB
Average Bandwidth per Visitor	419.98KB	305.95KB	509.92KB

## Las Cruces Satellite Office

*Sandra Williams is the Las Cruces Satellite Office Coordinator*

**L**as Cruces Office staff definitely are excited about the multitasking progress we have made and as we continue with 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

**I**ndividual 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 50 clients are currently being served in Regions 4 and 5 to include advocacy, service coordination and TED by Las Cruces Staff persons. Our clientele continues to expand but we continue to provide quality services.

### Information & Referral and Outreach

**T**o increase NMCDHH "visibility" and the availability of our services, 749 information/referrals were passed out this quarter.

Next in providing direct services to our consumers in southern New Mexico, Alexis, Tim and I continue to travel to surrounding rural towns to include Truth or Consequences, Hagerman, Roswell, Hobbs, Tularosa, Alamogordo, etc., we are seeing more and more results on clients' requests for Telephone Equipment applications, information on Hearing Loss and Advocacy Resources. We have provided 8 different presentations/workshops in various communities such as Carlsbad, Truth or Consequences, Las Cruces, and Roswell, in medical, mental health and educational settings as well public places.

### Information Booths

**F**or this quarter, the following list indicates our staff provided 7 booths/exhibit Fairs in Southern New Mexico for this quarter: (7)

- |                                   |                                    |
|-----------------------------------|------------------------------------|
| (1) Health and Fitness Expo       | (2) Chaparral Parent-Teacher Day   |
| (3) Mesilla Valley Hospice        | (4) Community Resource Health Fair |
| (5) Farm & Ranch Girl Scout Event | (6) Chaparral Community Center,    |
| (7) 2-Day Senior Expo Conference  |                                    |

We are thrilled to report over **1202 participants** has stopped by at our booth for inquiries and information for this quarter!

## Community Collaboration

It is important that we continue collaborating with other community agencies. Not only do we educate and provide leadership, but we saw how they are providing us moral support, ideas and input. Furthermore, we are receiving more and more invitations to participate in group events such as celebrating the ADA with the Las Cruces Mayor this upcoming summer and groups have invited us to speak on hearing loss at their conferences.

As Alexis reports; *"During the 3<sup>rd</sup> Quarter of the fiscal year I continued my work with community groups located in Dona Ana County, such as the Las Cruces Local Collaborative, and the Local Emergency Planning Committee and I also formed new relationships with the Otero County Community Health Council, the Alamogordo Local Behavioral Health Collaborative and the Continuity of Care group out of Chaves County. I was able to share a wealth of information on NMCDHH, the TED Program, general information on hearing loss and how to provide ADA accommodations to Deaf, Hard of Hearing and Deaf-Blind individuals. As a result these groups are now better equipped to sensitively serve and care for people with hearing loss."*

As Tim reports; *The Service and Advocacy for Gay, Lesbian, Bisexual, Transgender, Elders (SAGE) Program continues to make headway here in the South. We are actively seeking volunteers to get the Program extend further into rural areas which we are outreaching to at this time. The team is currently working towards hosting some LGBTQ "Seniors and Allies" meet-and-greet socials at the Center and are also forming support groups in the Las Cruces and Silver City areas with more cities to follow during the new fiscal year.*

*A concentrated effort has been made to identify the needs of Deaf, Hard of Hearing, Deaf-Blind, and people with Speech Disabilities by attending numerous senior forums on community health, health care and various other open public meetings while continuing to maintain a CDHH presence at many local Collaboratives.*

*With an office staff of three now, we are increasing our visibility here in the Southern Region of the State. This has led to a marked increase in the amount of service provision to other State Agencies, organizations, and businesses alike. We are seeing more people utilizing our amplified telephones and alerting devices through our Telecommunications and Technical Assistance Program as well. This in turn helps to better serve the clients that we serve at both the system and individual levels."*

The following list indicates various agencies we have been working collaboratively with in Southern New Mexico:

Each month, among 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 Ways 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/Sun City Interpreters for the Deaf
- Lions Club
- Las Cruces Emergency Preparation Committee
- Memorial Medical Hospital Language Advisory Board
- National Federation of the Blind
- Las Cruces Interagency Council
- Community Mental Health
- DVR
- Independent Living Centers
- Public and Private School Districts
- Las Cruces Hearing Loss Association

## Fiscal Year 2012 3<sup>rd</sup> 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, we will

- Continue with advocacy and increase service coordination to our consumers, their families and colleagues, especially in rural towns.
- Continue to collaborate and educate agencies and service-providers to provide effective communication access to our New Mexicans who are Deaf, HH and DB.
- Provide more Self Advocacy Workshops for our Deaf, HH and DB clients throughout the state. So far, Nathan Gomme and I have provided one Self Advocacy Workshop here in Las Cruces. We hope to do it again before the end of the next quarter.
- Continue 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.
- Co-host an event celebrating the ADA with our Las Cruces Mayor this coming July by encouraging the removal of communication barriers and improving access for our individuals who are Deaf and Hard of Hearing.

Sandra Williams  
Las Cruces Office Supervisor



## Data & Statistics

*As required by Legislative Performance Measure*

### **Fiscal Year 2012**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training session conducted	60	62	103%
Number of outreach events coordinated	36	54	150%
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	13,560	135%
Hours provided by the sign language interpreter referral service	30,000	33,282	110%
Number of sign language interpreting mentors	16	5	31%
Number of accessible technology distributions	800	628	78%
Staff hours devoted to reducing communication barriers	12,000	14,296	119%
Number of clients provided assistance to reduce or eliminate communication barriers	1,000	714	71%
Number of information referrals and outreach contacts	10,000	4,035	40%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	5	33%

**Fiscal Year 2011**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Percentage of Goal Met</b>
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**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Percentage of Goal Met</b>
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%

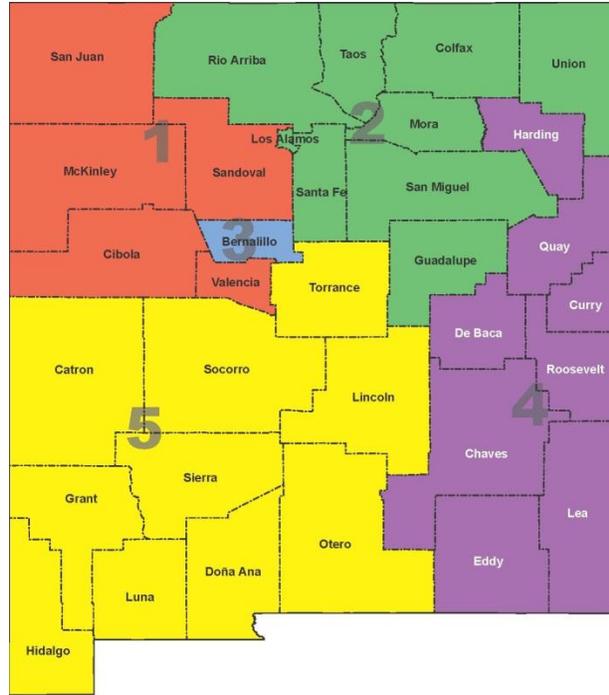
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FY 12, Q3**

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**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Percentage of Goal Met</b>
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



	<b>1<sup>st</sup> Quarter &amp; 2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>FY12 Total</b>
<b>Region 1</b>	<b>67</b>	<b>26</b>		<b>93</b>
<b>Region 2</b>	<b>64</b>	<b>25</b>		<b>89</b>
<b>Region 3</b>	<b>191</b>	<b>90</b>		<b>281</b>
<b>Region 4</b>	<b>35</b>	<b>29</b>		<b>64</b>
<b>Region 5</b>	<b>126</b>	<b>61</b>		<b>187</b>
<b>Total Clients by Quarter</b>	<b>483</b>	<b>231</b>		<b>714</b>

## Clients by Self-Identified Disability

	<b>1<sup>st</sup> Quarter &amp; 2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>FY12 Total</b>
<b>Deaf</b>	<b>137</b>	<b>120</b>		<b>257</b>
<b>Hard of Hearing</b>	<b>334</b>	<b>96</b>		<b>430</b>
<b>Deaf-Blind</b>	<b>10</b>	<b>10</b>		<b>20</b>
<b>Speech Disabled</b>	<b>2</b>	<b>5</b>		<b>7</b>
<b>Total Clients by Quarter</b>	<b>483</b>	<b>231</b>		<b>714</b>





## Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD  
 Report By: Anthony Webb, Board Administrator  
 Expiration Date: June 30, 2012

Quarter Reported:

1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) \_\_\_ 3<sup>rd</sup> (Jan-Mar) X 4<sup>th</sup> (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	13	1 Community; 0 Educational; 12 Provisional
Complaints	1	
License denials, suspensions, and revocations	0	

### Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: October 28, 2011

Next meeting: May 18, 2012

Agendas and draft minutes are available at the Board website:

[www.rld.state.nm.us/boards/Signed\\_Language\\_Interpreting\\_Practices\\_Members\\_and\\_Meetings.aspx](http://www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meetings.aspx)