

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

Fiscal Year 2013, Quarter 1



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



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

Posted: November 26, 2012

COMMISSION MEETING

Thursday, December 6, 2012
10:00 AM

NMCDHH Conference Room
2500 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

Ellen Roth
Executive Director

AGENDA

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Comments from the Public
- IV. Action Items
 - a. Approval of Minutes
 - b. Election of officers for 2013 calendar year
 - c. Board meetings for 2013 calendar year
- V. Agency Reports
 - a. Executive Director
 - b. Department Reports
- VI. New Business (discussion only)
- VII. Executive Session
 - Executive Session pursuant to Section 10-1-15-H NMSA 1978-limited to personnel matters
- VIII. Adjournment

Mark Apodaca
Chair



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

Wednesday, October 24th, 2012
Albuquerque NMCDHH Conference Room
2500 Louisiana Blvd. NE, Suite 400
Albuquerque, NM 87110
5:00 p.m.

DRAFT – These minutes will be subject to another possible revision and approval by commissioners at the next commission meeting scheduled Thursday, December 6, 2012.

I. CALL TO ORDER AND ROLL CALL

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

Present: Mark Apodaca, Chair Dom Bonura designee of James DeBee
Deb Hambel Dr. Ronald Stern

Chair Apodaca announced that Vice-President David Romine was on his way and that quorum was met.

Six staff members from NMCDHH were present: Sam Martinez, Deborah Romero, Nathan Gomme, Lori Neubauer, Ellen Roth and Lisa Dignan. Four interpreters were present: Helen Arenholz, Brian Rasmussen, Tommi Tejada and Michelle Rupanovik. Nine members of the community were in the audience.

II. APPROVAL OF AGENDA

12-14

Commissioner Ronald Stern moved to approve agenda as presented.
Commissioner Deb Hambel seconded.
Motion passed unanimously.

III. APPROVAL OF MINUTES

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

12-15

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

IV. BOARD REPORTS

Chair Apodaca stated that the Finance Committee met to review the year-end report. Everything looked good.

V. AGENCY REPORTS

Executive Summary

Executive Director Ellen Roth announced she had now been with the CDHH for four months and the agency was doing well. All departments were running efficiently. Ms. Roth said she would be approaching the Legislative Finance Committee (LFC) regarding the FY14 budget plan.

TRS funds that go to the Commission are reduced because much of the public are giving up their landlines. We are not getting our fair share from the wireless companies, so she will be working on that. Ms. Roth met with former Executive Director, Tom Dillon, as well as Mark Apodaca, to get their input before discussing the situation with the Department of Finance and Administration (DFA). Ms. Roth wants to make sure they will audit the telephone companies to collect the current lost revenues and work with lawmakers to revise the current legislation to increase the current .33% rate that CDHH is currently receiving from them.

Ms. Roth mentioned her concern for current lack of effective and efficient employment services for the deaf and hard of hearing in the state of New Mexico because of a recent report from the Department of Labor that show a national statistic of 78% unemployment rate for the Deaf and Hard of Hearing, compared to 9% for hearing counterparts nationwide. She also was concerned that the Telecommunication Equipment Distribution Program (TEDP) does not really serve the Deaf, because all that is furnished for the Deaf clients are TTY's, which are rarely used anymore. The Commission have approved that the telecommunication department will initiate an iPad program. The iPads used will be locked so that they cannot be used to download apps since they are to be used as communication devices.

Ms. Roth announced that three new positions were approved by the State Personnel Office (SPO): the Director of Public Policy and Advocacy, Training and Development Coordinator, and a Financial Coordinator. The interviews are closed for Public Policy and Advocacy Director and the Training and Development Coordinator. Interviews will take place in November for the Finance position. Some current staff positions had to be reclassified, because those employees were not getting the pay that they deserved. Commissioner Hambel asked if CDHH was experiencing classification problems with the SPO. Ms. Roth responded that Shannon Smith, our Human Resources Representative is the one working with SPO, and she wasn't aware if that was a problem for the new positions, however, the current staff is having issues with equity in pay and salaries have been frozen for five years. Commissioner Hambel agreed that that was true for state agencies across the board. Ms. Roth said that it was her priority to get this straightened out, but she commended the staff of CDHH for working hard in spite of no increase in pay.

Executive Director Roth was asked about how many staff members there were. With the added positions, there will be 15 full time staff and 4 contractors for a total of 19. There was also a question as to whether any of the contractors could become FTE's. Ms. Roth said it depends on how much money there was in the budget. She would be travelling to Las Cruces to discuss this with Sandy Williams November 5th – 7th.

Within the next two years, there will be conferences coming to New Mexico pertaining to the Deaf and Hard of Hearing community. Ms. Roth stated that the combined TDI-ALDA would be in Albuquerque in October 2013, the National Council of Hispano Deaf and Hard of Hearing will have a conference in New Mexico in the fall of 2014, and our Conference on Hearing Loss will be in April 2015.

Chair Apodaca asked if Executive Director Roth had recently attended a Domestic Violence Conference, and she responded that the Justice for Deaf Victims National Coalition took place in Denver and she attended with three of the Commission's front-line staff who provide services and talk to victims of sexual assault. It was a great opportunity to network and learn about services for Deaf people affected by sexual assault and a great opportunity to collaborate with certain agencies. Many of the shelters that are set up for women and children, who need to leave their house in an emergency, do not allow pets. A new shelter has been set up in Seattle that will allow pets as well, and hopefully we can have something like that in New Mexico.

Ms. Roth stated we need to get the community to be accountable to each other and make sure we have programs that changes the behavior that leads to domestic violence. Survivors of domestic violence and sexual assault need to be supported and educated to break the cycle, so our goal is to have some service established for that. The Deaf community has a 30% higher rate of domestic violence and sexual assault; they feel they have no one to call. If they go to a hearing agency for services, they need interpreters. It's important to make sure there is a place they can go because of the higher rate of domestic violence and sexual assault.

Finance and Administration

Ms. Deborah Romero, CDHH's Management Analyst, was asked if everything was ready for the audit. Ms. Romero stated that everything would be done by November 19th. Chair Apodaca said he noticed the MD&A which summarizes the highlights was missing. Ms. Romero replied that she did not believe that was requested, but that she would work on it with Chair Apodaca's assistance.

Communication Access and Development

Lisa Dignan, Director of Communication Access and Development, was asked about the RFP in her fourth quarter report. Ms. Dignan said that CDHH had a contract with both COPD and We Interpret for the last four years. One of the components in the scope of work has been to provide professional development for interpreters. It was decided that CDHH could make better use of that funding if it was opened up more broadly. So a little of the money from each contract was put in a pool to be used for an RFP for more creative, innovative ways to build interpreters in the state such as face to face mentoring in rural areas. Ms. Dignan stated that more detailed information will be in the 1st quarter report of FY13 since this took place in October.

Ms. Dignan stated that the Administrative Office of the Courts (AOC) and CDHH have been collaborating for years on the New Mexico Interpreter Conference, and that conference recently took place at the Marriott. It involved spoken and signed interpreters in Legal, Medical, and Behavioral Health settings. Almost 200 interpreters from 16 different states attended representing 12 different languages. It was very successful and was another indication that New Mexico was leading the way in this approach to interpreter training and professional development.

Chair Apodaca asked that since interpreters need to be licensed in New Mexico, what happens to an agency using a non-licensed interpreter. Ms. Dignan stated that an interpreter can be fined and/or jailed for interpreting without a license, there is no statutory authority to do anything with that agency and CDHH has no particular role in that process. There would need to be a statute change to hold agencies accountable. CDHH has been involved in situations like this, making sure that the interpreter is not licensed and then the agency involved has made changes. However, if no one comes to the Commission, then it's very difficult for us to make changes. The real authority for enforcement of the licensure statutes falls with the Signed Language Interpreter Practices Board which is under the Regulation and Licensing Department (RLD). CDHH has two roles related to licensure: First, it funds the operation of the Signed Language Interpreting Practices Board, and secondly, Ms. Dignan works as the liaison to the board.

A comment was made that there are some interpreters in the schools that are not licensed, but especially in rural areas, there are not enough interpreters. Ms. Dignan stated that interpreters in schools fall under the Public Education Department (PED). They are ignoring the law, and a complaint would have to be filed. Ms. Dignan clarified that educational interpreters are still required to be licensed. They can get a provisional license, an educational license, or a community license. There are school districts around the state who, in spite of the licensure law, are hiring interpreters who don't have a license. Commissioner Stern agreed that this is not a new situation. There are just not enough interpreters period. Ms. Dignan agreed that there wasn't a state in the country that didn't have a shortage of interpreters, and the Deaf children in the rural areas are not getting a good education, but we fail them if we do not set high standards to provide the education the children need.

Dom Bonura asked who developed the licensures. Ms. Dignan responded that the original people working on getting licensure in New Mexico were Dr. Barb Shaffer and Koko Chino. They brought bills to at least 3 legislative sessions. This took place before Ms. Dignan moved to the state; however she did recently speak to Dr. Shaffer about documenting the history of how this came about.

Mr. Bonura asked how the law could be improved and Ms. Dignan responded that it's too early to make any changes. Since it is within the first five years of the law, there still are provisional licensees working toward their licenses. September 30, 2014 will be five years, and then everything will be evaluated. There are basically two groups of provisional license holders: The group that has been working in the K-12 setting more than 20 years and the others that are graduating from the interpreting program. The grassroots interpreters, from the first group, are the ones with no formal training and are struggling to move up, and this is the case throughout the country. Chair Apodaca asked how many graduates there are in the interpreter training program and Ms. Dignan estimated about 18, clarifying that not all of them stay in the field.

Public Policy and Advocacy

Chair Apodaca asked if the Public Policy and Advocacy Department had made progress working with the Metropolitan Detention Center (MDC). Nathan Gomme, Interim Director of Public Policy and Advocacy, responded that they were focusing on VRI, video phones and having captioning for their sound system. Also, the PPA Department has been talking with the MDC about providing interpreter and having them when someone is being brought into the booking process and filling out forms. The CDHH advocates also now have professional ID's that allow them access to the inmates currently there. They are educating them on interpreters as well, letting them know that one interpreter is not always sufficient. Overall, they are showing improvement.

There have been technical issues with VP's because they are not compatible with the prison system, but they have been working on that, speaking with Sorenson, Purple, and ZVRS. Right

now they have Polycom, and have had progress with that, but there needs to be hardware that will work with their system.

VI. PUBLIC COMMENTS

Helene Bonura, from Rio Rancho, asked about VRI. She had a doctor's appointment and they had Video Relay Interpreting (VRI) set up. She was not happy with it, and was told she has the right to have an actual interpreter. The office said the board made that decision, so how can she resolve the problem? Lisa Dignan replied that in situations like that, Ms. Bonura should file a complaint with CDHH. Mr. Gomme's department or Ms. Dignan's department will work with medical centers and different providers. Ms. Dignan added that VRI is a great solution in certain situations, but it should not be used in every situation. Ms. Bonura agreed that in an emergency, VRI would be fine with her, but in this case, she had made the appointment six months in advance. Ms. Dignan suggested that we encourage the Deaf Community to call their doctor's office before the appointment to see if they have an interpreter. That would help the Deaf consumers to be aware of what is happening and go to the Commission before the appointment.

Ms. Roth commented that VRI is a fast-growing communication technology and for rural areas or last minute requests. Some love it, while others do not want it, but the field is still growing.

Dom Bonura recalled that a few years ago, he had gone to New Mexico Aging and Long Term Services to request an interpreter, but they gave him a phone number to contact an interpreter himself. When former Executive Director B. J. Wood got involved, everything was taken care of. It turned out that CDHH took \$5,000 for Aging and Long Term Services to pay for those interpreters. Recently, there was another conference put on by them, and Mr. Bonura was curious who paid for the interpreting services. Ms. Dignan responded that this time a member of the Commission staff, Sam Martinez, was on the planning committee, and all interpreting services were paid by the persons responsible for the conference.

Executive Director Ellen Roth made a comment regarding the high unemployment rate for Deaf in New Mexico, which is higher than the national average. Ms. Roth said she hasn't received clarification on the numbers from COPD, but the Commission's goal is to increase employment opportunities for Deaf and Hard of Hearing consumers from entry level on up.

Charles Grote, from Corrales, wanted to bring up a few issues speaking as a board member of NMAD. Although he understood the financial reasons for not having board meetings out of Albuquerque, communities such as Roswell would still like to participate. Mr. Grote asked if we could use some type of video conferencing. People there are feeling left out as there has been nothing there for seven years. Nathan Gomme responded that in 2011, former Executive Director B. J. Wood did actually go to Roswell and he was just there on Monday. He wasn't hearing any comments like this.

Commissioner Stern stated that he sensed there was a lack of understanding within the Deaf community as to the Commission Board and the Commission Agency. So he clarified that the Board of the Commission for Deaf and Hard of Hearing should be referred to as the Board, and the staff and their work is the Commission. New Mexico School for the Deaf (NMSD) has a board, but it has a separate function than the everyday work at the school. So the community needs to be trained as to what the different functions are of the Board and the Commission. Chair Apodaca stated that a town hall might be a good idea so that people could be educated on policy, operations and meet with Executive Director Roth. It was also suggested that CDHH staff attend NMAD meetings to inform them of what the Commission has to offer as far as ADA training, empowerment training, and other trainings to help the community to be able to engage in their lives as active citizens.

VII. UNFINISHED BUSINESS

There was no unfinished business.

VIII. NEW BUSINESS

There was no new business.

IX. EXECUTIVE SESSION

There were no items to be discussed in Executive Session.

Chair Apodaca called for a motion to adjourn.

12-16

Commissioner Stern made a motion to adjourn.
Commissioner Hambel seconded.
Motion passed unanimously.

Meeting adjourned at 6:53 p.m.

Executive Summary

Ellen Roth, Executive Director of NMCDHH

September 30th, 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 2013 Quarter 1 Board Report.

The 1st Quarter of Fiscal Year 2013 brought positive change to the Commission for Deaf & Hard of Hearing. I have spent the Quarter learning about the:

- Agency's mission, vision, programs and services;
- Structure of New Mexico State Government;
- Meeting with stakeholders, both from the Government and Community.

In my brief tenure, I have identified the below key areas that will require focus and project management over the remainder of the Fiscal Year:

- Filling vacant position;
- Required funding transfer to the Division of Vocational Rehabilitation;
- Continuous quality improvement of contracted services with the Community Outreach Program for the Deaf.

I am truly thrilled to have relocated to New Mexico, and in starting my position with the Commission for Deaf & Hard of Hearing. Whereas Fiscal Years 2009 – 2012 were focused on analyzing, creating and maintaining compliance with State Statutes, Rules and Regulations, the Agency is healthy and ready to move forward now with growth in the upcoming fiscal years. With a high quality team, the Commission for Deaf & Hard of Hearing is on track to move forward, and increase services across New Mexico.

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY13, Q1**

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

Sincerely,

Ellen Roth,
Executive Director

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

Administration & Finance

Mark Apodaca, NMCDHH CFO

FY13 NM COMMISSION FOR DEAF AND HARD OF HEARING						
1ST Quarter Ending September 30, 2012						
Account Description	FY13	ENC	EXP	YTD	YTD Budget	PERCENT
	OPBUD			Total	Balance	SPENT
200 SALARY	\$ 973,300	\$ 3,309	\$ 194,273	\$ 197,582	\$ 775,718	20%
535200 Prof Serv	\$ 1,613,274	\$ 178,822	\$ 172,450	\$ 351,272	\$1,262,002	
535300 Other Serv	\$ 481,427	\$ 338,783	\$ 142,644	\$ 481,427	\$ 0	
535400 Audit Serv	\$ 10,700	\$ 10,700	\$ -	\$ 10,700	\$ -	
300 CONTRACTS	\$ 2,105,400	\$ 528,305	\$ 315,094	\$ 843,399	\$1,262,002	15%
542100 EE IS Mile	\$ 700	\$ 495	\$ 475	\$ 970	\$ (270)	
542200 EE IS Meal	\$ 24,800	\$ 158	\$ 1,121	\$ 1,279	\$ 23,521	
542300 Brd & Comm	\$ 2,100	\$ -	\$ -	\$ -	\$ 2,100	
542500 Trans Fuel	\$ 7,000	\$ 2,641	\$ 609	\$ 3,250	\$ 3,750	
542600 Trans Part	\$ 300	\$ -	\$ -	\$ -	\$ 300	
542700 Trans Ins	\$ 900	\$ -	\$ -	\$ -	\$ 900	
542800 Trans Pool	\$ 15,900	\$ 2,511	\$ 1,489	\$ 4,000	\$ 11,900	
543400 M Prop	\$ 600	\$ -	\$ 657	\$ 657	\$ (57)	
543820 Maint IT	\$ 4,000	\$ 4,474	\$ 812	\$ 5,287	\$ (1,287)	
544000 Supplies Inv IT	\$ 500	\$ 426	\$ -	\$ 426	\$ 74	
544100 Supplies Office	\$ 500	\$ 186	\$ 1,086	\$ 1,272	\$ (772)	
544900 Supplies Inv Exe	\$ -	\$ -	\$ 40	\$ 40	\$ (40)	
545600 Rept Recor	\$ -	\$ 8,918	\$ 1,083	\$ 10,000	\$ (10,000)	
545700 ISD Serv	\$ 17,500	\$ -	\$ -	\$ -	\$ 17,500	
545701 HCM Assmnt Fe	\$ 3,700	\$ -	\$ -	\$ -	\$ 3,700	
545900 Print Serv	\$ 400	\$ 146	\$ -	\$ 146	\$ 254	
546100 Postage	\$ 500	\$ 467	\$ 33	\$ 500	\$ -	
546400 Rent Land	\$ 114,000	\$ 21,318	\$ 35,946	\$ 57,264	\$ 56,736	
546500 Rent Equip	\$ 5,000	\$ 7,278	\$ 2,010	\$ 9,288	\$ (4,288)	
546600 Telecom-Non-G	\$ 25,000	\$ 5,891	\$ 4,534	\$ 10,425	\$ 14,575	
546601 GSD Telecom	\$ 28,000	\$ 14,209	\$ 8,591	\$ 22,800	\$ 5,200	
546700 Sub Dues	\$ 1,000	\$ -	\$ 1,431	\$ 1,431	\$ (431)	
546800 EE Train	\$ 1,000	\$ 50	\$ 2,070	\$ 2,120	\$ (1,120)	
546900 Advert	\$ 3,000	\$ 530	\$ 1,147	\$ 1,677	\$ 1,323	
547900 Misc Exp	\$ -	\$ 149	\$ 211	\$ 360	\$ (360)	
549600 EE OS Mileage	\$ 500	\$ 621	\$ 2,449	\$ 3,070	\$ (2,570)	
549700 EE OS Meals	\$ 1,000	\$ -	\$ 7,498	\$ 7,498	\$ (6,498)	
400 OPERATIONAL	\$ 257,900	\$ 70,468	\$ 73,292	\$ 143,759	\$ 114,141	28%
555100 Other Fin Uses	\$ 491,000	\$ -	\$ 233,000	\$ 233,000	\$ 258,000	
500 OPERATING TRANSFER	\$ 491,000	\$ -	\$ 233,000	\$ 233,000	\$ 258,000	47%
TOTAL USES	\$ 3,827,600	\$ 602,082	\$ 815,658	\$ 1,417,740	\$2,409,860	21%

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 13, Q 1**

	FY13 HB2 Budget	Encumbrance	Expended	Budget Balance	9/30/2012	OPERATING TRANSFER OF FUNDS	
200	\$ 973,300.00	\$ 3,309.00	\$ 194,273.00	\$ 775,718.00	\$ 261,111.00	DVR	\$ 466,000.00
300	\$ 2,105,400.00	\$ 528,305.00	\$ 315,094.00	\$ 1,262,001.00	\$ 95,565.00	RLD	\$ 25,000.00
400	\$ 257,900.00	\$ 70,468.00	\$ 73,292.00	\$ 114,140.00	\$ 6,381.00		\$ 491,000.00
500	\$ 491,000.00		\$ 233,000.00	\$ 258,000.00	\$ -		
Total	\$ 3,827,600.00	\$ 602,082.00	\$ 815,659.00	\$ 2,409,859.00	\$ 363,057.00		

NMCDHH FY13 CONTRACTS

- We Interpret.Net (Contract)
- We Interpret.Net (Price Agreement)
- COPD (Contract)
- COPD (Price Agreement)
- COPD (Deaf/Blind)
- Hamilton Communications

Professional Services

- MarketCenter Technologies
- NM Abilities - Timothy Farr
- Alexis Zarret
- Cintas
- Teltex, Inc.
- Griego Prof Svs
- Rhiannon Sykes-Chavez
- Michelle Rupanovic

Community Services

- Mentoring
- Misc. Interpreting Services

Communication Access & Development

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

Communication Access and Development Activities

- Attended and provided a standing-room-only presentation at the RID Region IV Conference in Denver, Colorado.
- Provided training in collaboration with DVR to train field office staff on use of VRI equipment throughout the state with assistance from several staff members.
- Participated in Court Interpreter Advisory Committee Pay Equity workgroup meetings, resulting in new classification recommendations for ASL interpreters.
- Finalized all details for the 2012 New Mexico Interpreters' Conference and began preparations for the 2013 Conference.
- Appointed to Rules Subcommittee of the Signed Language Interpreting Practices Board (SLIPB).

New Mexico Mentoring

The Fall 2012 session started in August, with five mentor-mentee pairs working with three different curricula. Participants are from Albuquerque, Santa Fe, Mountainair, Clovis, Las Cruces, and Aztec. Recruiting is underway for the Spring 2013 session.

Signed Language Interpreter Licensure

The Signed Language Interpreting Practice Board (SLIPB) met on July 24, 2012, and will meet again on November 16, 2012.

Renewal of licenses expiring in 2012 concluded on September 30. Interpreters who didn't renew have a 60-day grace period in which to renew. New statistics will be available next quarter.

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.

Second Quarter FY13 Plans

- Plans for the 2nd Quarter for Fiscal Year 2013 include:
- Co-chair the 2012 New Mexico Interpreters' Conference on October 5-7, 2012.
 - Participate in Language Access Advisory Committee (formerly Court Interpreter Advisory Committee) subcommittee meetings, including classification and pay equity.
 - Continue process to revise existing and develop additional curriculum for New Mexico Mentoring.
 - Assemble Legal Interpreting Task Force to discuss categories and requirements for court interpreters and legal interpreting outside of court.
 - Prepare for RFP for interpreter professional development to be issued in 2013.
 - Begin preparations for the 2013 New Mexico Interpreters' Conference.

Communication Access Statistics

Interpreting Requests Filled 1 st Quarter FY 13			
	July	August	September
Number of Requests covered by COPD	1	1	0
Total Hours Interpreted by COPD	2	2	0
Number of Requests covered by WIN	2	1	0
Total Hours Interpreted by WIN	8	7	0
Number of Requests covered by CDHH Staff	59	41	28
Total Hours Interpreted by CDHH Staff	119	93.5	48.5

Interpreting Requests Filled in FY 13	
Number of Requests covered by COPD	2
Total Hours Interpreted by COPD	4
Number of Requests covered by WIN	3
Total Hours Interpreted by WIN	15
Number of Requests covered by CDHH Staff	128
Total Hours Interpreted by CDHH Staff	261

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY13, Q1**

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

In the first quarter of FY 2013 there were 21 interpreting requests totaling 143 hours with fewer than 24 hours' notice, and six interpreting assignments totaling 22 hours cancelled with fewer than 24 hours' notice. NMCDHH realized over \$3000 in savings on those assignments alone by having in-house contract interpreters.

Public Policy & Advocacy

Nathan Gomme, Interim Director of Public Policy & Advocacy

Individual/System Advocacy & Public Policy

The Public Policy & Advocacy department has begun the new fiscal year off with great strides in the first quarter. Bernalillo County Metropolitan Detention Center

Cheryl, Corina, and I have established a working relationship with the Bernalillo County Metropolitan Detention Center. A lot of credit goes to Cheryl for her work with the Detention Center. At this point we are now able to access the Center more freely after being given proper credentials. The NMCDHH interpreters have also gotten the credentials. As mentioned in the last report we have worked hard to eliminate the barriers with telecommunications and interpretation. Part of the work has included going back and forth in determining best practices with VRI and interpretation. While Purple was willing to work with the Poly Com system we have learned that ZVRS has continued to explore resolutions for the Detention Center. The current plan involves establishing a set amount of funds for the respective services and incorporating that into the yearly budget. A discussion has also occurred about the training needed for the respective administrators in each division of the Detention Center. The long term goal of this project has been to cover all of the communication access needs of the inmate in the Detention Center. The Chief will after working with us present this system to the rest of the state centers as a model of what to do. Once we have done so the long term goal will be to implement the same plans in all of the Centers in the state of New Mexico. By the 2nd quarter board meeting I should have the specifics of the plan that has been worked out by each member of groups meeting.

During the course of the quarter a number of legal and procedural events have started regarding allegations of discrimination on the basis of disability. These matters are being worked on individually at this time. It has become increasingly apparent that multiple people are experiencing similar matters. It is unfortunate but it is necessary that if needed the NMCDHH has the ability to get involved, however this must be done with care. Some members of the community have asked for this to happen. In order for this department and our agency to get involved we need to have the community members become active in their complaints and concerns not just by telling their friends or neighbors. An example of this is writing letters together with support from others. This can be done through grassroots movements or through established community based groups such as the DCC or NMAD. If necessary petitions can be done to show how things have affected many. We have seen the power of written letters and petitions through things such as Change.org. Recently Hunter Spanjer has become a focus of attention due to his sign name after community support and petitions. If it had just been chatted about there would have been no focus. The PP&A department knows that there

are numerous deaf and hard of hearing people who share concerns but because of the individual nature of complaints and the privacy rules we cannot combine and put those complaints together. The PP&A department will be working with groups across the state and members who present letters and petitions to coordinate and advocate for the needs of many of the members.

- The Service Coordinators continue to travel throughout the state on New Mexico working with individuals and agencies.
- Presented various workshops at a number of trainings and various events
- Working with individuals to improve their advocacy skills and the skills of the community. Calling on the members who have had an opportunity to learn and advocate becoming grassroots leaders in the community and helping to share where the NMCDHH can better serve the people.

The Public Policy & Advocacy Department been working a variety of things this quarter these matters started to become addressed last Fiscal Year and as a result of hard work some fruitful changes are happening. To begin with last year in light of some growing concerns regarding transition age students a group has been formed. The focus is on the ability of students to access/meet with the necessary agencies to plan for their post-secondary life. The group includes representatives from the Public Education Department, New Mexico School for the Deaf, the Division of Vocation Rehab, Work Force Solutions, and the New Mexico Commission for the Deaf. Nathan has attended 2 meetings so far and the plan has been to develop a working strategy for the entire state that covers the needs of Deaf and Hard of Hearing students. Workforce Solutions has already put forth an effort to attend the IEP's of the students and has opened up to changes in how they have perceived the needs of the students who are deaf and hard of hearing. For the most part the meetings have been an opportunity to work out the kinks in how each respective agency views the other in terms of what each can provide. In January a group of the members will be attending a national conference to flesh out a plan for the entire state.

During the month of August, Cheryl and Nathan went to the New Mexico Coalition Against DV (NMCADV) Meeting. The Network meeting allowed two items to be presented about. The first was what our agency is and what we do through NMCADV. The second talked about the grant that NMCADV has received to provide accommodations for the Deaf and Hard of Hearing who need services. The grant came from the hard work of the NMCADV member David and the NMCDHH representative Cheryl.

During September the Sexual Assault Nurse Examiners (SANE) met with Cheryl hoping to better understand how to work with interpreters. They had more questions about sending more than one interpreter and how the use of interpreters worked then could be answered alone. SANE was referred to COPD interpreting Department with Cheryl leading the meeting. COPD responded wanting to know more information before

meeting such as contracts with agencies however due to internal structure changes they never got back to me about the meeting. At this point we are not sure if a meeting occurred and will be following up in the next quarter.

Cheryl and Corina went to the National Hispano Council for the Deaf and Hard of Hearing Conference in September with the executive director Ellen Roth and Sandra Williams from the Las Cruces office. Corina was very active at the conference presenting during the preconference and the conference itself. Corina provided workshops for High School students from Texas, Connecticut, New Jersey, and Pennsylvania during the preconference. The workshops centered on Self Advocacy training with a focus on the respective schools Latino students. Corina also provided a workshop on Self Advocacy during the conference itself. The Conference is very important with a large Hispano population in the state of New Mexico it is crucial that we as a state agency are involved in such events. A number of things were learned and taught and we as an agency look forward to implementing some things that were learned.

Community Outreach for the Deaf-NM Deafblind was able to provide limited services during the month of July due to an agreement made between the New Mexico Commission for the Deaf and Hard of Hearing that Report and the September Report can be found on page 54.

Fiscal Year 2013, 1st Quarter Planning

- Increase communication with groups in New Mexico to better understand the problems in their respective community.
- Increase customer's ability to self-advocate pertaining to filing and communicating with members who share similar concerns.
- Oversee the COPD Deaf-Blind contract
- Continue working with the Bernalillo Metropolitan Detention Center, develop a structured explanation of how everything was set up and use that as a basis for a model in the state of New Mexico.
- Provide supervision of all of the Service Coordinators
- Continue to provide workshops and trainings in coordination with the TT&A department.
- Work in collaboration with various agencies to improve transition outcomes and involvement across the state of New Mexico. Determine Who will provide; What will be provided; and How it will be provided to the transition aged community.
- Oversee the latest national and state concerns for Deaf, Hard of Hearing and Deaf-Blind.

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 (FY13) is an average of 10,000 calls per month and 1 review and audit of the Telecommunications Relay Service.

The average number of relay calls per month for FY13 Q1 is 11,686. The annual audit of the relay is scheduled for May 2013.

The monthly breakdown of relay calls is as follows:

Fiscal Year 2013 Quarter 1 Data

Month	Traditional Relay Service	Captioned Telephone Service	Total Per Month
July	5371	6115	11486
August	6387	5913	12300
September	5691	5580	11271
1st Quarter Total Relay Calls			35057

TRS Request for Proposals

Fiscal Year 2013 is the fourth and final amendment to the original contract with Hamilton Relay for Traditional Relay Service, Captioned Telephone Service and Outreach. The NMCDHH will release a Request for Proposals in January 2013, for a new contract cycle to begin July 1st, 2013. The sequence of events for the upcoming Request for Proposals (RFP) is as follows:

Event	Proposed Dates
a. RFP Release	03 JANUARY 2013
b. Pre-Proposal Conference	17 JANUARY 2013
c. Proposals Due	14 FEBRUARY 2013
d. Evaluation Completion	21 FEBRUARY 2013
e. Contract Award	04 APRIL 2013
f. Contract Start Date	01 JULY 2013

One area that will be emphasized to offerors during the RFP process is the requirement that all proposals be submitted on time and in their entirety. As was learned during the TRS RFP in 2009, the previous TRS contractor submitted their proposal late and incomplete and was deemed non-responsive by the State Purchasing Division, and was disqualified. New Mexico Procurement Code does not allow for proposals to be accepted or evaluated if submitted past the deadline.

State Telecommunications Relay Service Recertification

On July 23rd, 2012, the Federal Communications Commission (FCC) released a Public Notice (DA 12-1187) reminding State Telecommunications Relay Service Programs to seek recertification. Current certification, which was filed October 11th, 2007, will expire on July 26th, 2013. The FCC recommended that all States submit their recertification packets no later than October 15th, 2012.

The Commission for Deaf & Hard of Hearing submitted the recertification packet on September 28th, 2012. The recertification packet can be viewed on the FCC website at <http://apps.fcc.gov/ecfs/comment/view;jsessionid=mvrDQX3GDhrmNXyvX2TvVQLrJ6mh4BL6GwlHmZKWQcQVwGnyTvr!-224088840!-56284754?z=c2jih&id=6017112314> or in paper form at the NMCDHH office.

Telecommunications Equipment Distribution Program (TEDP)

The Performance Measure for FY13 is 800. During Q1 of FY13, the TEDP served 64 clients, and distributed 196 pieces of equipment. As the TEDP has a goal of distributing 200 pieces of equipment per quarter to meet the Legislative Performance Measure, we are on track to meet our goal for FY13.

iPad Pilot Project

In Spring 2012 it was identified that the TEDP was not actively serving the Deaf or Speech Disabled communities of New Mexico. The primary reason for this service gap was that the current technology offered by the TEDP does not meet the needs of either community. In an effort to serve these two underserved communities, the TEDP plans to launch the iPad Pilot Project in January 2013.

In summary, the iPad Pilot Project will distribute 16GB WiFi only iPads to qualified Deaf, Hard of Hearing, Deaf-Blind & Speech Disabled New Mexicans. The Pilot Program will distribute iPads to 5 Deaf, 5 Hard of Hearing, 5 Speech Disabled and 1 Deaf-Blind individual. As part of the Pilot, clients must participate in monthly focus groups that assess the usability and accessibility of the device, and make recommendations that will impact the future of iPad distribution in the TEDP.

To qualify, individuals must (as determined by the TEDP Statute and Rules):

- Be a New Mexico resident;
- Have a documented hearing or speech disability;
- Have a gross household income of less than \$50,000.00 per year.

Once an individual applies and is approved, they will receive a 16GB WiFi only iPad, pre-loaded with applications specific to their self-identified disability. These applications include, but are not limited to:

- Deaf & Hard of Hearing
 - ❖ Voice
 - ❖ Text
 - ❖ Email
 - ❖ iMessage
 - ❖ Facetime
 - ❖ Video Relay Service (VRS)
 - ❖ Mobile Captioned Telephone Service
 - ❖ Captioning
 - ❖ Amplification
 - ❖ Video Remote Interpreting
 - ❖ Remote Communication Access Realtime Translation (CART)
 - ❖ Skype
 - ❖ NPR Labs Captioned Radio
- Speech Disabilities
 - ❖ Voice
 - ❖ Text
 - ❖ Email
 - ❖ iMessage
 - ❖ Facetime
 - ❖ Video Relay Service
 - ❖ Proloquo2Go
 - ❖ AutoVerbal Pro
 - ❖ TapSpeak
 - ❖ Touch Chat HD
 - ❖ Skype

The devices themselves will be distributed with:

- Protective Case
- Laser etched with "Property of the State of New Mexico Commission for Deaf & Hard of Hearing"
- Connection to the Cloud Server

- This connection will allow for security monitoring of the iPad's location and whether it is functioning or not. The Cloud Server will not be able to access or view the client's information or specific usage on the device (i.e. view a VRS call, view emails, etc)
- Web Filter
 - As these devices are property of the State of New Mexico Commission for Deaf & Hard of Hearing, they cannot be used to access illegal or illicit material on the internet. The device will be pre-loaded with a filter that blocks websites that contain things such as adult material.

The Terms and Conditions (T&C) for the Pilot Program address that the device cannot be sold on EBay or Craigslist or pawned at a pawn shop. If a client engages in any of these activities, they will be expelled from the Pilot Program. In addition, the T&C addresses activity such as jailbreaking (circumvention of the operating system to enable interoperability of non-vendor approved software applications), which is a violation of the Digital Millennium Copyright Act, and will lead to expulsion from the Pilot Program.

The current TEDP contractor, Teltex, will provide the below services for the Pilot Project and eventual permanent addition to the TEDP:

- Warehousing
- Inventory
- Shipping
- Technical Support
- Warranty
- Repair Service
- Cloud Server & Monitoring

The New Mexico iPad Pilot Program is the first of its kind. Other State TEDPs that offer iPads (at this time, only Texas) provides the devices via a voucher to an Apple Store, and does not provide the additional security a risk mitigating services.

The introduction of this program is at an opportune time, as the Federal Communications Commission released a Public Notice on October 15th, 2012 regarding "Additional Comment Sought on Structure and Practices of the Video Relay Service (VRS) Program and on Proposed VRS Compensation Rates." Specific to the iPad Pilot Program, is:

1. *VRS Access Technology*

As noted above, CSDVRS has submitted two structural reform proposals to the Commission. The first of these proposes that the Commission facilitate migration of all VRS access technologies to a standard, software based VRS access technology ("application") that could be used on commonly available off-the-shelf hardware as a means of furthering the Commission's interoperability and portability goals.¹ We seek comment on this proposal, and seek particular comment on the following related questions:

5. *What off-the-shelf hardware and operating system platforms should be supported? Should users be responsible for procuring their own off-the-shelf equipment, or should providers be involved in the acquisition and distribution of end user equipment to VRS users?*

Based on conversations between the Telecommunications Equipment Distribution Program Association (TEDPA) and the National Association of State Relay Administrators (NASRA) and the FCC, it appears the FCC is favoring a permanent shift from hardware based VRS equipment and moving toward software based VRS applications.

By making iPads available to consumers now, New Mexicans will be fully prepared for this turn of events.

Program analysis and survey results will be reported in the upcoming NMCDHH quarterly board reports.

Training & Development

The Performance Measure for FY13 is 75 workshops. Because almost all of the NMCDHH staff provide trainings and workshops, the NMCDHH will meet and exceed the annual goal of 75 workshops for FY13.

The Training & Development Coordinator position is still vacant, and recruitment activities were conducted during Q1. It is the goal of the Telecommunications & Technical Assistance Department to have a new Training & Development Coordinator hired and trained by January 3rd, 2013.

Current curriculum that require review and revision are:

- ADA Overview
- ADA Title II
- Effective Communication
- Hearing Loss Awareness
- NMCDHH Overview
- TEDP Overview

Curricula pending development upon hiring a new Training & Development Coordinator include but are not limited to:

- ADA Title I
- ADA Title III
- 21st Century Communications & Video Accessibility Act
- Domestic Violence Awareness
- Substance Abuse Awareness
- Sexual Health Awareness.

Outreach

The Performance Measure for FY13 is 50 outreach events coordinated. During Q1 of FY13, 12 booths were conducted, with 459 booth visitors. Booths were conducted at the New Mexico Department of Public Safety Employee Wellness Fair, Isleta Pueblo Health Fair, Emergency Medical Services Conference, Santa Fe Community College Wellness Fair, Santa Fe County Employee Wellness Fair, New Mexico Conference on Aging, Santo Domingo Pueblo Health Fair, Senior Day at the New Mexico State Fair, New Mexico Department of Transportation Employee Wellness Fair.

Website & Social Media

The Performance Measure for information referrals and outreach contacts for FY13 is 25,000. During Q1 of FY13, the NMCDHH social media had 119,125 website hits, 327 Facebook Likes, 1142 Tweets on Twitter, and continuous work on the NMCDHH YouTube, LinkedIn and Wikipedia pages.

MarketCenter Technologies, the contract website host and designer, migrated the NMCDHH website to a more robust server that will better handle streaming video that the NMCDHH plans to add to the existing website via VLOGs and other media. This migration led to a lack of statistical data for the month of September, though no website downtime was reported.

Human Resources Management

Continuous monitoring of the Agency's Human Resources Management systems carry on. The Performance Measure for Human Resources is 100% of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines.

- A. Workers' Compensation
 - a. There were no Worker's Comp claims during the 1st Quarter.
- B. Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)
 - a. There were no COBRA claims filed during the 1st Quarter.
- C. Fair Labor Standards Act (FLSA)
 - a. There were no FLSA claims filed during the 1st Quarter.
- D. Family and Medical Leave Act (FMLA)
 - a. There were no approved FMLA leaves during the 1st Quarter.
- E. Turnover & Position Postings
 - a. There were no resignations during the 1st Quarter.
 - b. The NMCDHH conducted recruitment for the below vacancies during the 1st Quarter:
 - i. Director of Public Policy & Advocacy
 - ii. Financial Coordinator
 - iii. Training & Development Coordinator

Fiscal Year 2013, 2nd Quarter Planning

Plans for the 2nd Quarter of Fiscal Year 2013 are:

- ❖ Training & Development
 - Interview, hire and train the new Training & Development Coordinator
- ❖ Outreach
 - Review & revision of the NMCDHH website
 - Updates to the NMCDHH's Facebook, Twitter, YouTube, Wikipedia and LinkedIn pages
- ❖ Telecommunications Equipment Distribution Program
 - Launch iPad Pilot Project introductory steps
 - Rollout of new TIA-4953 equipment
 - Launch an outreach plan specific to Veterans
- ❖ Telecommunications Relay Service
 - Plan TRS Procurement
- ❖ Human Resources

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY13, Q1**

- Prepare Human Resources systems for the FY12 Audit
- Schedule Native American Cultural Competency training for all NMCDHH staff
- Schedule Managing Employee Performance training for all NMCDHH managers & Executive Director
- Schedule Adjudication & Discipline training for all NMCDHH Managers & Executive Director
- Schedule SHARE training for all NMCDHH Managers & Executive Director
- ❖ Information Technology
 - Continue participation in the Department of Information Technology IT Working Group, and leading the IT Accessibility Sub-Committee to assist in making State of New Mexico IT more accessible to internal and external customers.
 - Continue working with the State of New Mexico E911 Director on the requirement of the CVAA to allow for Text to 911 service.

Las Cruces Satellite Office

Sandra Williams is the Las Cruces Office Coordinator

Las Cruces Office staff is off to a great start as the first quarter rolled by quickly. We are diligently working on new projects especially in collaborating with other agencies while providing quality services to consumers across southern New Mexico as we continue to provide multiple services with advocacy, consulting, educating, outreaching, providing presentations, hosting informational booths, collaborated with other agencies/service providers, including client-service coordination and system advocacy.

Individual Advocacy and Service Coordination

Individual advocacy and service coordination to consumers with hearing loss, family members, and colleagues in addressing on improving quality of lives as well community/service providers to provide communication access to Deaf, Deaf-Blind and Hard of Hearing Consumers, in their communities. For this Quarter (and fiscal year), a total of 39 clients have been served. Services include advocacy, service coordination and TED application distribution. Our clientele continues to increase because of our outreaching efforts.

Information & Referral and Outreach

To increase NMCDHH "visibility" and the availability of our services, Over 712 information/referral was passed out this quarter.

Next in providing direct services to our consumers in southern New Mexico, Alexis, Tim and I outreached to surrounding rural towns (audiologists/hearing aid dispensers, senior citizens centers, community centers, behavioral health centers, and independent living-disability resource centers,) all located in Catron, Grant Luna, Sierra Dona Ana, Otero, Lincoln, Eddy, Lea, Chavez, De Baca and Roosevelt counties and in result, we saw more requests for Telephone Equipment Applications (TED), Information on Hearing Loss and Advocacy Resources and were asked to provide 20 different presentations/workshops this quarter.

Informational/Exhibit Booths

For this year, the following list indicates our staff; especially Alexis and Tim have provided over 5 booths/exhibit Fairs in Southern New Mexico for this quarter. In result of these booths, not only we were able to educate and recruit consumers, their families, colleagues, for services, TED programs, but to enhance the quality of life of our Deaf, Hard of Hearing, Deaf-Blind citizens of New Mexico.

Community Collaboration

To increase our “visibility” and to promote the availability of our services, as evidenced, we discovered the importance of collaborating with other community agencies because we have gained several invitations to provide educational presentations to various agencies, with topics such as Sensitivity Training, Communication Tips and on NMCDHH’s services. For this quarter, the following list indicates various agencies we have been working collaboratively (to include working side by side, training, presentations and educating) in Southern New Mexico each month:

ADA City Council Board of Las Cruces	The Progressive Residential Services
Las Cruces Hearing Loss Association	NM Disability Rights
NMGLBTQ, S.A.G.E. Organization	Alzheimer’s Association
Memorial Medical Hospital Language Advisory Board	Dona Ana Behavioral Health Committee
DVR	Las Cruces City Hall Employers
ADA Celebration with the Mayor Committee	Ability Center
Las Cruces Emergency Preparation	Tresco

Highlights

On July 26, I am happy to report a wonderful outcome with our “ADA Celebration with the Mayor” here in Las Cruces. In result, over 50 community agencies had collaborated with us by hosting informational booths and exhibits!! Hundreds of visitors came along with the Mayor, several professional artists, drummers and folklore dancers performed for us. It was quite an event! Our Planning Committee, (consisted representatives from DVR, Ability Center, LC Public School, Tresco, and NM Disability Rights) worked hard in coordinating this special event over the past year but my hat is off to our staff person, Mr. Timothy Farr who went “above and beyond” to make this a success. One community advocate commented on this event was the most informative community fair that she has attended in years. Our Planning Committee agreed to do it again next summer on July 26, 2013.

Also, in July, we were a few of a dozen that attended the Post-Legislative Forum on Disability sponsored by PRS on July 17th along with Jim Jackson and Ellen Pinnes of the Disability Coalition who presented an overview of the 2012 legislative outcomes affecting people with disabilities.

On another highlight, we collaborated along with the Las Cruces City ADA Advisory Board, HLA-Las Cruces Chapter, and National Federation of the Blind, by marching side by side with them at our annual Whole Enchiladas Parade to promote awareness on hearing loss.

Once again, I must emphasize, of my appreciation of our contract staff persons, Ms. Alexis Zarret and Mr. Tim Farr. Without their help, the quality of the Commission's service would be not magnified.

As Ms. Zarret reports; this quarter I continued my work serving as a Member At Large on the Executive Board of the Local Behavioral Health Collaborative 3. I also gave a presentation to the Dona Ana County Local Emergency Planning Committee (LEPC) that was well attended and well received. The questions I was asked showed the members, (law enforcement, first responders, health care workers and various community members) are really understanding the communication needs of the Deaf, hard of hearing and Deaf-Blind communities as well as how to accommodate those needs. NMCDHH also gave several presentations in conjunction with DVR as they implement use of new VRI equipment in order to better serve their clients in rural areas. I gave the NMCDHH portion of the presentation at five DVR offices: Clovis, Hobbs, Alamogordo, Las Cruces and Silver City.

As Mr. Farr reports; during this quarter, I have been meeting with audiologists and hearing aid dispensers here in the Southern part of the State in hopes of fostering stronger partnerships through agency collaboration. The outcome has been very positive and I have noticed an increased number of calls and referrals from the staff whom I have met with so far. It goes without saying that our TED Program has been a big draw for them and they are always eager to have some of our brochures and TEDP applications displayed in their lobby. Akin to this strategy, I have spent a lot of time on the road giving presentations about our TED Program and how it can benefit folks with hearing loss, their families, friends and coworkers. I have had a nice response from these presentations and folks have enjoyed the hands-on opportunity to try out some of the equipment that we offer before making their final selection. On a personal note, I am proud to announce that I have been selected to attend the Hearing Assistive Technology Training where I will have the opportunity to learn about the latest equipment and current trends in assistive technology from recognized experts in the field.

Goals:

As identified in our last quarter goal, we identified an unmet need with hopes to work together with the police academy, law enforcement, Emergency and First Responders. A letter of introduction has been sent to each. We have a strong interest from the First Responder's department. They are in the process of setting a date.

As mentioned earlier in this report, Alexis and Tim provided a Presentation to the Emergency Responder Committee. From that presentation alone, we recruited clients to apply for TED programs as well to increase our clientele for services.

Data & Statistics

As required by Legislative Performance Measure

Fiscal Year 2013

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	75	30	40%
Number of outreach events coordinated	45	17	38%
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	100%	0	0%
Average number of relay calls per month	10,000	11,686	117%
Hours provided by the sign language interpreter referral service	30,000	11,863	40%
Number of sign language interpreting mentors	16	5	31%
Number of accessible technology distributions	800	196	24%
Staff hours devoted to reducing communication barriers	12,000	5,343	45%
Number of clients provided assistance to reduce or eliminate communication barriers	1,000	186	19%
Number of information referrals and outreach contacts	25,000	2,877	12%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	7	47%

Fiscal Year 2012

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	60	113	188%
Number of outreach events coordinated	36	102	283%
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	95%	50%	53%
Average number of relay calls per month	10,000	12,772	127%
Hours provided by the sign language interpreter referral service	30,000	44,287	148%
Number of sign language interpreting mentors	16	15	94%
Number of accessible technology distributions	800	1,609	201%
Staff hours devoted to reducing communication barriers	12,000	20,158	168%
Number of clients provided assistance to reduce or eliminate communication barriers	1,000	1,002	100%
Number of information referrals and outreach contacts	10,000	12,142	121%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	8	53%

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	1,300	747	57%

or eliminate communication barriers			
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

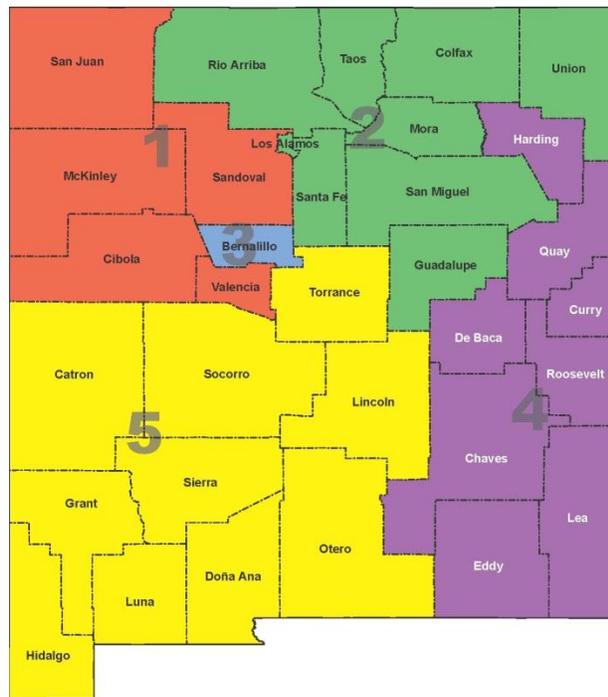
Legislative Performance Measure	Target	Actual	Percentage of Goal Met
Number of workshops & training session conducted	40	107	268%
Number of outreach events coordinated	55	38	69%
Number of review and audits of the Telecommunications Relay Service	N/L	N/L	N/L
Percent of employee files that contain performance 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 Year to Date
Region 1	23				23
Region 2	17				17
Region 3	71				71
Region 4	23				23
Region 5	52				52
Total Clients by Quarter	186				186

Clients by Self-Identified Disability

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	FY12 Year to Date
Deaf	95				95
Hard of Hearing	86				86
Deaf-Blind	4				4
Speech Disabled	1				1

Contracts

Contracts:

- COPD (Interpreting)
- WeInterpret,Net (Interpreting)
- Relay New Mexico
- Teltex
- Market Center Technologies
- COPD (Deaf-Blind and Deaf-Plus Services)



Contractor Quarterly Report

Contractor Name: Community Outreach Program for the Deaf (COPD)
 Report By (Name and Title): Cathy Shemash, Director of Interpreting
 Contract Number:
 Contract Expiration Date: June 30, 2013

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

Reporting Category	Number	Comments
Total hours of interpreting provided	4481	
Number of ER Pager Requests	331	
Number filled	327	
Number unfilled	4	
Total emergency hours provided	7020	
Number of IN STEP interns	5/2	5@ beginning of quarter, 2@end
Number of intern hours	964.03	
- Professional development	661.77	

Number of pro-bono assignments	1	
Total pro-bono hours	2	
Number of Workshops Provided	0	
Number of Attendants	0	
Total CEUs Offered	0	

Special Events, Exciting News, Highlights

- Of the 5 interns at the start of the quarter, 3 have tested for the NIC. Results are still pending but should be coming soon. Most are at the 3 month mark for awaiting the results.
- 2 recent INSTEP Interns have become certified
- Re-designing the program and options for structure of INSTEP



Contractor Quarterly Report

Contractor Name: We Interpret.Net
 Report By: Marti Stockdale, Director of Operations
 Contract Number: 90-000-00-00040
 Contract Expiration Date: June 30, 2013

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

Scope of Work

Description of project:

Funding from the New Mexico Commission for Deaf and Hard of Hearing persons will be used to provide statewide Signed Language Interpreter Referral service, 24 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

Reporting Category	Number	Comments
Total hours of interpreting provided	296.25	Hours seem to be lower possibly because of summer.
VRI hours	182 calls	8 hours 29 minutes of VRI use in rural areas of NM.
Number of ER pager requests	20	
Number filled	20	
Number unfilled	0	

Total emergency hours provided	42.25	31.25 ER hours in Las Cruces
Total hours interpreters on call	990	

Number of pro-bono assignments	1	
Total pro-bono hours	13	

Number of Group Discussions	3	
Number of Attendants	22	
Total CEUs Offered	.6	Professional Studies
Number of Workshops Provided	1	
Number of Attendants	13	
Total CEUs Offered	.5	General Studies CEUs provided
Total Screenings	10	
Number of interpreters mentored	6	
Number of Entities Contacted	695	
Number of Outreach Meetings	50	
Number of New Contracts	19	
Miles Traveled for Outreach	892	
Calls/Support/Education to NM cities	467	
Community events	3	

Special Events, Exciting News, Highlights

- **WINspirations Mentoring is up and running**
- **VRI usage is growing within the state.**
- **ER phone was used for Las Cruces Area as well as Albuquerque**



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, 2013

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

Month	Number of Workshops	Number of Attendees
July	4	63
August	1	7
September	0	0
Total	5	70

Number of Outreach Events Coordinated

Month	Number of Outreach Events	Number of Attendees
July	3	255
August	5	580
September	4	390
Total	12	1225

Number of Reviews & Audits of the Telecommunications Relay Service

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

Month	Number of Facebook Likes	Number of Twitter Tweets
Total	36	123



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, 2013

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

Clients by Disability

Quarter	Deaf	Hard of Hearing	Deaf-Blind	Speech Disabled
1	7	56	0	1
2				
3				
4				
Total	7	56	0	1

Clients by Region

Quarter	1	2	3	4	5
1	10	5	22	9	18
2					
3					
4					
Total	10	5	22	9	18



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, 2013

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

Scope of Work

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

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

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

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

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

Goals:

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

B. Objectives.

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

3. Information will be relevant and up-to-date.

C. Activities.

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

Performance Report

	July	August	September
Hits			
Total Hits	50638	68487	Statistical Data was unavailable from 9/1/12-10/11/12 due to the website server migration.
Average Hits per Day	1633	2209	
Average Hits per Visitor	12.89	17.11	
Cached Requests	6411	6652	
Failed Requests	2956	13936	
Page Views			
Total Page Views	7429	12063	
Average Page Views per Day	239	389	
Average Page Views per Visitor	1.89	3.01	
Visitors			
Total Visitors	3928	4003	
Average Visitors per Day	126	129	
Total Unique IPs	1713	3.01	
Bandwith			
Total Bandwidth	2.14GB	2.81GB	
Average Bandwidth per Day	70.82MB	92.89MB	
Average Bandwidth per Hit	44.40KB	43.05KB	
Average Bandwidth per Visitor	572.37KB	736.61KB	

**Community Outreach Program for the Deaf – New Mexico
Deafblind and Community Services
Report of Services
July 2012**

Until the last week of the month, SSP services were provided to individuals who met the following requirements:

- Any individual (deafblind or deaf-plus) who had medical and/or legal appointments
- Any individual who did not have natural or other supports in their home communities (that is, did not have families or friends who could provide support identical or similar to SSP supports); however, the hours of these individuals were reduced.

Number of individuals who received SSP services by group:

- Deafblind: 12
- Deaf-plus: 4
- Total: 16

Number of SSP hours provided by group (this includes combined SSP and advocacy support):

- Deafblind: 135.50 hrs
- Deaf-plus: 30.00 hrs
- Total: 165.50 hrs

Number of SSP assignments by type:

- Medical: 24 ²
- Legal: 2 ³
- Other: 16
- Total: 42

Individuals who received SSP services by region:

- Region 1: 1
- Region 2: 2
- Region 3: 10
- Region 4: 2
- Region 5: 1
- Total: 16

² Some medical appointments were combined with additional activities such as shopping, meals, etc.

³ Some legal appointments were combined with additional activities such as meals.

Number of SSPs scheduled to provide SSP supports in July: 4

The average number of hours worked by the SSPs: 14 hrs each

Number of regular staff scheduled to provide SSP supports in July: 3

The average number of hours each regular staff provided SSP supports: 27.75 hrs

Number of individuals who received service coordination/advocacy by group:

- Deafblind: 9
- Deaf-plus: 4
- Total: 13

Number of service coordination and advocacy hours by groups (does not include scheduling for SSP services):

- Deafblind: 14.25 hrs
- Deaf-plus: 6.25 hrs
- Total: 20.50

Individuals who received service coordination and advocacy by region:

- Region 1: 1
- Region 2: 3
- Region 3: 7
- Region 4: 1
- Region 5: 1
- Total: 13

All individuals who received services in July by group:

- Deafblind: 14
- Deaf-plus: 7
- Total: 21

All individuals who received services in July by region:

- Region 1: 2
- Region 2: 4
- Region 3: 12
- Region 4: 2
- Region 5: 1
- Total: 21

**Community Outreach Program for the Deaf – New Mexico
Services for New Mexicans Who Are Deafblind or Deaf-Plus**

Contract # 20-604-00-377

Monthly Report of Services

21 – 30 September 2012 (Reimbursed by the Contract)

Summary of Services:

Total number of clients served this period reimbursed by the contract: 26 clients

Total number of clients served during the month of September: *29 clients*

Total number of SSP hours provided this period reimbursed by the contract: 193.75
hours

Total number of SSP hours provided during the month of September:

506.83 hours

Total number of trainings and workshops this period: None

Total number of outreach events this month: None

Total equipment purchased this month: None

Total number of equipment distributed this month: None

DEAF-BLIND SERVICES

Report A	Total Number of Deaf-Blind Clients	21 ⁴ / 18 = 100% ⁵	
Report B	Total Deaf-Blind Clients by Region	Region 1	1 = 5.5%
		Region 2	1 = 5.5%
		Region 3	11 = 61%
		Region 4	3 = 17%
		Region 5	2 = 11%
Report C	Total Number of Hours Provided by SSPs	457.50 ^{6 7} / 172.50 hours ^{8 9 10 11 12}	
Report D	Total Number of Trainings & Workshops	0	
Report E	Total Trainings & Workshops by Region	Region 1	0
		Region 2	0
		Region 3	0
		Region 4	0
		Region 5	0
Report F	Total Number of Outreach Events	0	
Report G	Total Number of Outreach Events by	Region 1	0
		Region 2	0

⁴ A total of 21 clients who are deafblind were provided services during the month of September, only 18 received services during the time period that will be reimbursed by the contract (i.e., 21 – 30 September 2012).

⁵ Of this 18 clients, 10 received only SSP services, 6 received SSP and case management services, and 2 received only case management services.

⁶ Of the total of 457.50 hours of SSP services providing during the entire month of September, only 172.50 will be reimbursed by the contract.

⁷ In addition to the total of 457.50 hours of SSP services providing during the entire month of September, a total of 19.34 hours of advocacy/case management/service coordination was providing during the entire month.

⁸ Of the total of 172.50 hours of SSP services, 166.00 hours were only SSP services while an additional 6.50 hours were SSP services with advocacy support.

⁹ The number of SSP hours used by individual clients ranged from 0.50 hrs to 22.75 hrs. The average number of SSP services provided each client is 10.78 hrs.

¹⁰ A total of 45 SSP requests will made; 43 of which were filled. Of the 43 SSP supports provided, 5 included SSP supports for medical appointments, 0 for legal appointments, and 6 for “other” appointments. Of the 43 SSP supports provided, 7 included text access.

¹¹ In addition to SSP services (including SSP + advocacy), 6 hours of case management/service coordination. Scheduling SSP services required 22.50 hours.

	Region	Region 3	0
		Region 4	0
		Region 5	0

Additional Deafblind Client Outcomes for the period of 21 – 30 August:

1. With case management support, a client who appears to have a generative disorder is now receiving occupational therapy to address this issue.
2. With SSP support for the past 6 months, one young client has been able to participate in a series of 2-day monthly Disability Awareness Curriculum Group Training conducted by the University of New Mexico Center for Development and Disability; she completed this training during this time period.
3. With SSP support, one client is now participating in weekly US Forest Service Job Club meetings.
4. With SSP support, one client continues on his family genealogy (this is an on-going activity).
5. With SSP support, three clients are able to participate in the weekly Deaf Senior Citizen's program and lunch.

DEAF-PLUS SERVICES

Report A	Total Number of Deaf-Plus Clients	8 = 100% ¹³
Report B	Total Deaf-Plus Clients by Region	Region 1
		Region 2
		Region 3
		Region 4
		Region 5
Report C	Total Number of Hours Provided by SSPs	49.33 hours ^{14 15} / 11.25 hours ^{16 17 18 19}
Report D	Total Number of Trainings & Workshops	0
Report E	Total Trainings & Workshops by Region	Region 1
		Region 2
		Region 3
		Region 4
		Region 5
Report F	Total Number of Outreach Events	0
Report G	Total Number of Outreach Events by Region	Region 1
		Region 2
		Region 3
		Region 4
		Region 5

¹³ Of the 8 clients who received SSP services during this time period, 4 clients received only SSP services while the other 4 clients received case management services.

¹⁴ At total of 49.33 hours of SSP services were provided during the entire month of September, only 11.25 of which will be reimbursed by the contract.

¹⁵ In addition to the 49.33 hours of SSP services provided during the entire month of September, a total of 24.16 hours of advocacy/case management/services coordination services were provided to these individuals. Of thee 49.33 hours, 3.92 can be reimbursed by the contract.

¹⁶ Of the 11.25 hours of SSP services provided, all were only SSP services (i.e., advocacy support was not provided in addition to typical SSP supports).

¹⁷ The number of hours used by individual clients ranged from 0.25 hrs to 4.83 hrs. The average number of SSP services provided each client was slightly over 2.80 hours.

¹⁸ A total of 6 SSP requests will made during this time period; all of which were filled. Of the 6 SSP supports provided, 2 included SSP supports for medical appointments, 0 for legal appointments, and 0 for “other” appointments. Of the 6 SSP supports provided, 5 included text access.

¹⁹ In addition to SSP services (including SSP + advocacy), 3.92 hours of other advocacy support and management/service coordination were provided. Scheduling SSP services required 3.33 hours.

SPECIALIZED EQUIPMENT DISTRIBUTION

Report O	Total Equipment Purchased	0	
Report P	Total Number of Equipment Distributed	0	
Report Q	Total Equipment Distributed by Region	Region 1	0
		Region 2	0
		Region 3	0
		Region 4	0
		Region 5	0
Report R	Total Number of Exchanges	0	
Report S	Total Number of Repairs	0	
Report T	Total Number of Returns	0	
Report U	Total Customer Service Calls Regarding Equipment	0	
Report V	Total Training Provided to Clients on Equipment	0	

AVERAGE HOURS INDIVIDUAL SSPS WORKED EACH WEEK

NOTE: The time period ranging from the 21st September to the 30th of September was 10 days long. This is 1.428 weeks. The numbers below reflect the average hours each SSP worked.

SSP Employee Number	Week #1 (7 days)	Week #2 (3 days)	Comments
46228	0 hrs	0 hrs	SSP was on vacation during this time period
45762	21.75 hrs	3 hrs	
46251	0 hrs	0 hrs	There were no requests for this SSP during this time period
46198	17.25 hrs	10.75 hrs	
46229	1.50 hrs	0 hrs	Very few requests for SSPs from this community during this time period; client who generally requests most of the SSP support was out of state during this time period.
46200	15.00 hrs	0 hrs	SSP was on vacation last week of the month.
46196	13.25 hrs	6.25 hrs	
46315	21.50	9.00	
46351	0 hrs	0 hrs	This SSP only works during summer vacations and holidays
46230	0.25 hrs	0. hrs	Very few requests for SSPs from this community during this time period; client who generally requests most of the SSP support was out of state during this time period.
46356	0 hrs	0 hrs	There were no requests for this SSP during this time period
46143	50.75	6.00	

Report prepared and submitted by:

Larry Rhodes, Program Director, Services for New Mexicans Who Are Deafblind or Deaf-Plus

**Community Outreach Program for the Deaf – New Mexico
Services for New Mexicans Who Are Deafblind or Deaf-Plus**

Contract # 20-604-00-377

Monthly Report of Services

21 – 30 September 2012 (Reimbursed by the Contract)

AMENDMENT TO REPORT

NOTE: There was a typographical error in the following section of the September service report. The correction is indicated in red.

AVERAGE HOURS INDIVIDUAL SSPS WORKED EACH WEEK

SSP Employee Number	Week #1 (7 days)	Week #2 (3 days)	Comments
46228	0 hrs	0 hrs	SSP was on vacation during this time period
45762	21.75 hrs	3 hrs	
46251	0 hrs	0 hrs	There were no requests for this SSP during this time period
46198	17.25 hrs	10.75 hrs	
46229	1.50 hrs	0 hrs	Very few requests for SSPs from this community during this time period; client who generally requests most of the SSP support was out of state during this time period.
46200	15.00 hrs	0 hrs	SSP was on vacation last week of the month.
46196	13.25 hrs	6.25 hrs	
46315	21.50	9.00	
46351	0 hrs	0 hrs	This SSP only works during summer vacations and holidays
46230	0.25 hrs	0. hrs	Very few requests for SSPs from this community during this time period; client who generally requests most of the SSP support was out of state during this time period.
46356	0 hrs	0 hrs	There were no requests for this SSP during this time period
46143	20.75	6.00	

Amended report prepared and submitted by:

Larry Rhodes, Program Director, Deafblind and Special Services