

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

Fiscal Year 2013, Quarter 2



© NMCDHH
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Table of Contents

Agenda.....	5
Minutes from 12/06/12 Board Meeting.....	7
Executive Summary.....	13
Administration & Finance.....	15
Communication Access & Development.....	19
Public Policy & Advocacy.....	23
Telecommunications & Technical Assistance.....	29
Las Cruces Satellite Office.....	37
Customer Service Data & Statistics.....	41
Contracts.....	47



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: April 10, 2013

COMMISSION MEETING

Wednesday, April 17, 2013
4:00 P.M.

NMCDHH
Conference Room
2500 Louisiana NE, Ste 400
Albuquerque, NM 87110

Susana Martinez
Governor

-Commissioners-

Mr. Mark Apodaca
Chairperson
Deaf Professional

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

Ms. Deb Hambel
Vocational Rehabilitation Division

Mr. Luis Quinonez
Parent

Mr. James DeBee
NM Association for the Deaf

Mr. John Johnson
Deaf/Hard of Hearing Representative of
Southern New Mexico

Mr. Austin Welborn
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. Introduction of new board members
- V. Action Items
 - a. Election of officers for 2013 calendar year
 - b. Approval of Minutes
- VI. Agency Reports
 - a. Executive Director
 - i. Strategic Plan Update
 - ii. 2013 Legislative Session
 - b. Department Reports
- VII. New Business (discussion only)
- VIII. Executive Session
Executive Session pursuant to Section 10-1-15-H
NMSA 1978-limited to personnel matters
- IX. 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.



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

Thursday, December 6, 2012
Albuquerque NMCDHH Conference Room
2500 Louisiana Blvd. NE, Suite 400
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 Wednesday, April 17, 2013.

I. CALL TO ORDER AND ROLL CALL

Chairman Mark Apodaca called the meeting to order at 10:01 a.m.

Present: Mark Apodaca, Chair James DeBee
Deb Hambel Dr. Ronald Stern

Chair Apodaca announced that Vice-President David Romine would not be attending, however quorum was met.

Seven staff members from NMCDHH were present: Executive Director Ellen Roth, Sam Martinez, Deborah Romero, Nathan Gomme, Lori Neubauer, Joyce Croker and Lisa Dignan. Four interpreters were present: Rhiannon Sykes-Chavez, Lena Stavely, Jillian Klenck, and Cathy Shemash. Five members of the community were in the audience.

II. APPROVAL OF AGENDA

Chair Apodaca asked for approval of the agenda which was posted November 26th, 2012, not the previous one.

13-1

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

III. Comments from the Public

There were no comments from the public.

IV. ACTION ITEMS

a. Approval of Minutes

13-2

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

b. Election of Officers for 2013 Calendar Year

There was discussion as to whether officers should be elected at the current meeting when Vice-Chair David Romine was not present. Also, there were vacant seats that perhaps might be filled after the first of the year.

13-3

Commissioner Deb Hambel made a motion to keep the current officers for now and to hold off on the election of officers until the next meeting to be held after the legislative session ends.
Commissioner James DeBee seconded.
Motion passed unanimously.

c. Board Meetings for 2013 Calendar Year

Chair Apodaca suggested the quarterly meetings be held in March, June, September and December. Commissioner Stern mentioned that March might be too soon due to the long legislative session, so April might be better. Commissioner Hambel also suggested that the June meeting be moved to July, because state employees would be busy closing out the fiscal year.

Commissioner James DeBee wanted to make sure the meetings were accessible to the Deaf community around the state. Executive Director Ellen Roth recommended that Town Hall Meetings could be held in different locations around the state. Commissioner Stern clarified that the Board Meetings were for making policy and Town Hall meetings could be held for the Deaf community to voice concerns. Chair Apodaca mentioned that previous Town Halls in Roswell particularly, did have good attendance.

The board also discussed days and times when they should meet and it was decided that meetings should be held on Wednesdays from 4:00 to 6:00 p.m. for consistency. The dates the board agreed upon for the 2013 calendar year were:

April 17th
July 17th
September 18th
December 11th

13-4

Commissioner Stern made a motion to accept the dates and times.
Motion passed unanimously.

V. AGENCY REPORTS

a. Executive Director

Executive Director Ellen Roth announced that interviews would begin the following week for the three approved positions. The positions are: Financial Assistant, Training and Development Coordinator, and Director of Public Policy and Advocacy. Ms. Roth went on to say that the applicants were required to apply online and some applicants were automatically screened out. However, she was pleased that several deaf individuals made through the system.

Commissioner Stern asked if fluent American Sign Language was a requirement for the positions, and Ms. Roth said yes, for two positions, but it was not a requirement for the Financial Assistant position.

Ms. Roth also mentioned that they are legislative issues that she would like within the coming year. She would like to increase funding by looking over the auditing and creating more revenue. She added that she went to Santa Fe in October to discuss CDHH's flat budget. Ms. Roth let the senators know that the staff are working very hard in spite of a salary freeze, and that their caseloads are full. She discussed with them her concerns about the telecommunications equipment program, interpreter licensure and training, concerns about the Deaf and Hard of Hearing high unemployment rate. CDHH has concerns about issues like AIDS and domestic violence, but the staff is overwhelmed. Ms. Roth stated that she tried to show them the big picture.

Commissioner DeBee asked, in regards to the Telecommunications Equipment Distribution Program (TEDP), would there be the ability to change the policy for income level. Ms. Roth stated that we did have requirements such as income guidelines and proof of hearing loss. She asked Shannon Smith, Director of Telecommunications and Technical Assistance Department (TTAD) to clarify. Ms. Smith stated that in New Mexico, CDHH was required by statute to have income guidelines, and that the actual guideline is set by rules and that the current guideline is less than \$50,000 annually. She also stated that in the 33 states that have distribution programs, 5 do not have guidelines, and the rest of the states do anywhere from 200 to 250% of the poverty level. If CDHH would switch to that system, fewer consumers would be served. Executive Director Roth stated that the legislation could be changed. Commissioner DeBee that it's not just about amplified telephones. There needs to be equal access for everyone.

b. Department Reports

Finance and Administration

Commissioner DeBee asked if there were plans for FY14. Chair Apodaca stated that CDHH would hopefully get a legislative change in funding so more services could be offered.

Communication Access and Development

Commissioner DeBee mentioned that he heard something about cut-backs to interpreter mentorship programs. Lisa Dignan, Director of Communication Access and Development clarified that she runs New Mexico Mentoring program, and there have been no changes to that program or the funding. There are also two contracts with other agencies to provide a variety of services, including mentoring/internship programs. At the end of the past two fiscal years, there was money left over that was not used by those agencies. When reviewing the contracts for FY13, a decision was made to reduce each of those contracts slightly, and bring that money back into the Commission to be used for small contracts for interpreter professional development. Neither agency's mentoring/internship programs were affected. Ms. Dignan added that a new RFP will go out to the entire community that will specifically be for interpreter development and new, innovative ways to have a greater impact on interpreting.

Telecommunications and Technical Assistance

Executive Director Roth announced that the iPad Pilot Project would start in January. Ms. Roth stated that Shannon Smith is coordinating the pilot project, and that the pilot project would consist of 25 people: 8 Deaf, 8 hard-of-hearing, 8 speech-disabled and one Deaf-Blind. Each of those groups would be testing different types of apps for their group. Once the program is launched, consumers will be issued an iPad, but only with the specific apps. Commissioner DeBee asked what happens if the iPad is broken. Ms. Roth replied that the iPad would be replaced if it was old or broken

VI. NEW BUSINESS

Commissioner DeBee asked if the Board members would be having a retreat. Chair Apodaca replied that there would be a retreat focusing on strategic planning.

Mr. Dom Bonura asked if a meeting was held to discuss VR services with Acting Director Ralph Vigil. Commissioner Hambel stated that she had attended a meeting in June, but clarified for the record that she attended only as a DVR staff member in her role as coordinator only. The meeting with Acting Director Ralph Vigil was to discuss Order of Selection and the impact. Mr. Vigil stated that DVR would be working to get people off the waiting list ASAP, and currently there is no one on the waiting list.

Commissioner Hambel said there was still a vacancy in the Santa Fe office. The position must be filled with someone with ASL skills and knowledge of Deaf Culture and Deaf and Hard of Hearing issues. The applicants so far have not met the criteria. The opening will be reposted as DVR wants to insure that the position is filled appropriately.

Mr. Bonura asked about the students that were not getting financial help from DVR to attend college or trade schools. Commissioner Hambel stated that if those situations were not brought to her attention, she can't respond. In the absence of the Santa Fe VR counselor, other general caseload counselors were handling the clients and all clients are being served at this time. Mr. Bonura stated that while working at Southwest Collegiate Institute for the Deaf, there were seven students that were not supported and could only attend one or two semesters. Commissioner Hambel stated that at the meeting in June there were discussions in regard to gaps for students to go to quality schools. DVR does want to help students, but it costs much more to send students out-of-state, and DVR is the payer of last resort.

Commissioner Stern asked about the order of selection. Commissioner Hambel clarified that currently all clients are being served so the "Order of Selection" only exists on paper and nobody is being denied services at this time. Current order of selection is based on disability and functional limitations. There are those that are disabled so they meet DVR criteria. Then there

are individuals that are not significantly disabled but have functional limitations that need to be addressed in terms of employment, and they are in the second priority status. The highest priority status is individuals who are significantly disabled. So, when DVR is under order of selection, those with the most significant disabilities are served first. That is mandated by federal law.

Ms. Hambel was asked if a person receives SSI, are they automatically eligible. She responded that persons receiving SSI or SSDI are determined eligible for services. That is called presumptive eligibility. They have already demonstrated through the Social Security Administration that they have met eligibility. After DVR receives documentation of disabling conditions, it's possible they may be bumped to a higher category of most significant disability.

Commissioner DeBee asked if Director Roth could explain her experience in other states. Ms. Roth responded that it depends on how each state interprets the law. Deafness is considered severe in other states because of communication barriers, and it is very important to place them and help them get jobs. Some people might think that someone in a wheelchair is a more severe disability because that person is immobilized. How long is input and how quickly is outcome depends on the state.

Ms. Hambel again wanted to make it clear that currently there is no selection of applicants. All categories are open. It is true that counselors may make decisions on what they know about the individual and records they receive, and sometimes those decisions are subjective. In response to education, as an agency, Ms. Hambel said she could not say unequivocally that everyone who wants to go to college will be able to go. If the individual meets requirements and can substantiate the need for out-of-state college services, they should be able to do so; however Ms. Hambel said she would not be able to guarantee that everyone who is Deaf or Hard of Hearing would be able to go. Commissioner Hambel stated that she understands the concerns, and that it falls on all state providers to address those concerns. Now agencies are working on building a consortium to address all the concerns out there and eliminate some barriers for Deaf and Hard of Hearing individuals across the state.

Commissioner Stern brought up concern over DVR counselors that did not have skills in the area of Deaf and Hard of Hearing individuals and were not willing to provide interpreters for sessions with Deaf consumers. Commissioner Hambel stated that if this happens again, she needs to be made aware of it. DVR should be providing interpreters, and not having them is unacceptable. Chair Apodaca suggested that Ellen Roth and Ms. Hambel attend a meeting in January with Mr. Vigil and bring the findings to the next board meeting.

Commissioner DeBee asked if Ralph Vigil was a temporary director, and Ms. Hambel replied that he was technically, but he has been "Acting Director" for a few years and will remain until Governor Martinez appoints a director.

VII. EXECUTIVE SESSION

There were no items to be discussed in Executive Session.

VIII. ADJOURNMENT

Chair Apodaca called for a motion to adjourn.

13-5

Commissioner Deb Hamel made a motion to adjourn.
Commissioner Ron Stern seconded.

Motion passed unanimously.

Meeting adjourned at 11:33 a.m.

Executive Summary

Ellen Roth, Executive Director of NMCDHH

Fiscal Year 2013 has brought successes and challenges for the State of New Mexico Commission for Deaf & Hard of Hearing (NMCDHH). As Executive Director, I am proud of the outstanding contributions from my staff and myself, which are making things happen not only for NMCDHH, but also for the Deaf and Hard of Hearing community by maintaining its goals and purposes. The services we delivered in all departments ranging from interpreting/communication accessibility to telecommunications and outreach to advocacy and policy department on a flat budget.

FY14 will be a continued challenge with a small budget cut. We are fortunate to be able to fill one vacant position – the Training and Development Coordinator – and welcome Roger Robb to the team. He will carry out the duties and responsibilities, providing workshops and trainings statewide on CDHH's programs, services and existing disability related laws. Two other positions will soon be filled. Once the Director of Public Policy position is filled, we will then begin recruitment for a Service Coordinator. Filling the Service Coordinator quickly is vital as the case load continues to grow and staffs are working hard on daily basis to help clients with various issues which range from legal to domestic violence.

I am in process of completing the 5 year strategic goals of this agency and with the input and approval of the board and stakeholders will launch it for FY14. It will help and guide this agency to meet its goals in the next five years. One of them includes upgrading the current antiquated telecommunication access act with declining revenue due to reduced numbers of landlines subscribers. Once this bill come through shall help secure the agency's position and grow to meet the needs of the deaf and hard of hearing populations on other areas of their lives which is housing, employment and education.

NMCDHH will seek new collaborative efforts with other agencies and business community to combat the existing grave issues. Even with such success, nothing can compare with the satisfaction of NMCDHH consumers, who tell us time after time how much they appreciate the programs and services that NMCDHH provides. With continued focus on enhancing the quality of life for all Deaf and Hard of Hearing New Mexico residents in 2013, we look forward to an even better year.

Administration & Finance

Deborah Romero, Management Analyst

Overall Budget

	FY13 HB2 Budget	Encumbrance	Expended	Budget Balance	12/31/2012		OPERATING TRANSFER OF FUNDS
200	\$ 973,300.00		\$ 376,861.00	\$ 596,439.00			DVR \$ 466,000.00
300	\$ 2,105,400.00	\$ 505,735.00	\$ 504,419.00	\$ 195,248.00			RLD \$ 25,000.00
400	\$ 257,900.00	\$ 32,951.00	\$ 113,993.00	\$ 110,956.00			\$ 491,000.00
500	\$ 491,000.00		\$ 233,000.00	\$ 258,000.00			
Total	\$ 3,827,600.00	\$ 538,686.00	\$ 1,228,273.00	\$ 2,060,641.00			

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 13, Q 2**

Budget Breakdown

FY13 2ND QUARTER BOARD REPORT							
Account	Description	FY13 Budget	ENC	EXP	Total Total	YTD Budget Balance	Percent Spent
SALARY AND BENEFITS		\$ 973,300	\$ -	\$ 376,861	\$ 376,861	\$ 596,439	39%
535200	Prof Serv	\$ 1,464,780	\$ 151,410	\$ 218,126	\$ 369,536	\$ 1,095,244	
535300	Other Serv	\$ 628,920	\$ 342,957	\$ 285,963	\$ 628,920	\$ 0	
535400	Audit Serv	\$ 10,700	\$ 10,700	\$ -	\$ 10,700	\$ -	
535600	IT Serv	\$ 1,000	\$ 668	\$ 330	\$ 998	\$ 2	
CONTRACTS		\$ 2,105,400	\$ 505,735	\$ 504,419	\$ 1,010,153	\$ 1,095,247	24%
542100	EE IS Mile	\$ 3,000	\$ 486	\$ 1,271	\$ 1,757	\$ 1,243	
542200	EE IS Meal	\$ 27,300	\$ 176	\$ 1,925	\$ 2,101	\$ 25,199	
542300	Brd & Comm	\$ 2,100	\$ -	\$ 528	\$ 528	\$ 1,572	
542500	Trans Fuel	\$ 7,000	\$ 1,702	\$ 1,548	\$ 3,250	\$ 3,750	
542600	Trans Part	\$ 300	\$ -	\$ -	\$ -	\$ 300	
542700	Trans Ins	\$ 900	\$ -	\$ -	\$ -	\$ 900	
542800	Trans Pool	\$ 8,500	\$ 1,016	\$ 2,984	\$ 4,000	\$ 4,500	
543400	M Prop	\$ 657	\$ -	\$ 657	\$ 657	\$ 0	
543820	Maint IT	\$ 4,000	\$ 154	\$ 782	\$ 936	\$ 3,064	
543900	Other Main	\$ -	\$ -	\$ -	\$ -	\$ -	
544000	Supplies Inv IT	\$ 500	\$ 400	\$ 26	\$ 426	\$ 74	
544100	Supplies Office	\$ 2,500	\$ 150	\$ 2,232	\$ 2,382	\$ 118	
544900	Supplies Inv Ex	\$ 40	\$ -	\$ 40	\$ 40	\$ -	
545600	Rept Recor	\$ 10,000	\$ 8,708	\$ 1,293	\$ 10,000	\$ -	
545700	ISD Serv	\$ 7,500	\$ -	\$ -	\$ -	\$ 7,500	
545701	HCM Assmnt F	\$ 4,700	\$ 2,860	\$ 1,840	\$ 4,700	\$ -	
545900	Print Serv	\$ 400	\$ -	\$ 154	\$ 154	\$ 246	
546100	Postage	\$ 500	\$ 424	\$ 76	\$ 500	\$ -	
546400	Rent Land	\$ 113,246	\$ -	\$ 57,536	\$ 57,536	\$ 55,710	
546500	Rent Equip	\$ 10,000	\$ 4,237	\$ 5,051	\$ 9,288	\$ 712	
546600	Telecom-Non-C	\$ 10,500	\$ 2,020	\$ 8,406	\$ 10,425	\$ 75	
546601	GSD Telecom	\$ 28,000	\$ 10,246	\$ 12,102	\$ 22,348	\$ 5,653	
546700	Sub Dues	\$ 1,921	\$ -	\$ 1,921	\$ 1,921	\$ -	
546800	EE Train	\$ 3,000	\$ -	\$ 2,695	\$ 2,695	\$ 305	
546900	Advert	\$ 1,000	\$ 321	\$ 643	\$ 963	\$ 37	
547999	Prior Year	\$ 171	\$ -	\$ 171	\$ 171	\$ -	
547900	Misc Exp	\$ 400	\$ 53	\$ 347	\$ 400	\$ 0	
549600	EE OS Mileage	\$ 2,354	\$ -	\$ 2,354	\$ 2,354	\$ 0	
549700	EE OS Meals	\$ 7,411	\$ -	\$ 7,411	\$ 7,411	\$ (0)	
OPERATIONAL COST		\$ 257,900	\$ 32,951	\$ 113,993	\$ 146,944	\$ 110,956	44%
555100	Other Fin Uses	\$ 491,000	\$ -	\$ 233,000	\$ 233,000	\$ 258,000	
OTHER FINANCIAL USES		\$ 491,000	\$ -	\$ 233,000	\$ 233,000	\$ 258,000	47%
TOTAL USES		\$ 3,827,600	\$ 538,686	\$ 1,228,272	\$ 1,766,958	\$ 2,060,642	32%

Contracts

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

- Co-Chaired the very successful 2012 New Mexico Interpreters' Conference, which was attended by nearly 200 interpreters from 16 states representing 12 different languages, and offered 16 different workshops.
- Began planning and promoting the 2013 New Mexico Interpreters' Conference set for September 27-29, 2013 in Albuquerque.
- Attended the Conference of Interpreter Trainers (CIT) bi-annual conference in Charlotte, North Carolina, gaining valuable information to assist NM interpreters.
- Participated in Language Access Advisory Committee (formerly Court Interpreter Advisory Committee) subcommittee meetings, including classification and pay equity.
- Led an NMCDHH Legal Interpreting Task Force meeting, establishing new categories and requirements for court interpreters and continuing education requirements.
- Developed three small contracts for interpreter professional development opportunities happening January – June 2013.
- Collaborated with TASK-12 to implement K-12 interpreter training in NM.

New Mexico Mentoring

The Fall 2012 session concluded in December with all five of the mentees successfully completing the session. The Spring 2013 session is in preparation, and will begin in January 2013 with seven mentor-mentee pairs working with three different curricula. Participants are from Albuquerque, Santa Fe, Cerrillos, Rociada, Las Cruces, and El Paso.

Signed Language Interpreter Licensure

The Signed Language Interpreting Practice Board (SLIPB) met on November 16, 2012, and will meet again on July 12, 2013. Two new Board Members have been appointed, Cara Balestreri and Paula McClusky.

The SLIPB started issuing photo identification licenses in September of 2012. The licenses show the interpreter's name, license type, license number, and expiration date. All New Mexico interpreters will have the new licenses by October of 2013.

As of January 2, 2013 there are 230 active interpreter licenses:

- 138 Community
- 3 Educational
- 89 Provisional

Since licensure was implemented in 2009, 347 licenses have been issued. Many of those are no longer active, as the individuals have left the profession, left the state, passed away, or changed from one license type to another.

Thus far, 22 interpreters have moved from Provisional licenses to other license types:

- 2 to Educational licenses
- 20 to Community licenses

There are two primary concerns at this point:

- Since 2009, 71 Provisional licenses have expired. While many of those have moved to a Community or Educational license and several more have moved away, some are still in New Mexico and believed to be practicing illegally.
 - This situation can be resolved through education of consumers of interpreting services to ask to see the new photo licenses, and have them check the expiration dates.
 - NMCDHH will continue to encourage all interpreter referral agencies and hiring entities to diligently require their contractors to provide a current copy of their license, and not schedule any who fail to do so.
- Approximately 43 of the current 89 Provisional licensees have only until September 30, 2014 to move to a Community or Educational license, or they will have to stop practicing. Interpreters may only work with a Provisional license for five years.
 - NMCDHH funds several programs to assist these interpreters to meet the qualifications for Educational or Community licenses.
 - Many of these interpreters are working hard to meet those qualifications.
 - A few of these interpreters have made it clear that they have no intention of meeting the requirements, and will retire when their Provisional license can no longer be renewed.

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.

Third Quarter FY13 Plans

- Plans for the 3rd Quarter for Fiscal Year 2013 include:
- Participate in Language Access Advisory Committee meetings.
 - Participate in Interpreter Licensure Rule Committee meetings making rule revisions.
 - Continue process to revise existing and develop additional curriculum for New Mexico Mentoring.
 - Meet with the Legal Interpreting Task Force to discuss requirements for legal interpreting outside of court.
 - Meet with Public Education Department officials regarding interpreter licensure.
 - Prepare RFP for interpreter professional development to be issued in early 2013.
 - Continue preparations for the 2013 New Mexico Interpreters' Conference.
 - Oversee interpreter professional development contracts, including two workshops in the quarter.

Communication Access Statistics

Interpreting Requests Filled 2 nd Quarter FY 13			
	October	November	December
Number of Requests covered by COPD	2	2	6
Total Hours Interpreted by COPD	13	12	28
Number of Requests covered by WIN	0	1	0
Total Hours Interpreted by WIN	0	3	0
Number of Requests covered by CDHH Staff	42	27	21
Total Hours Interpreted by CDHH Staff	156.5	73.5	56.5

Interpreting Requests Filled in FY 13	
Number of Requests covered by COPD	12
Total Hours Interpreted by COPD	57
Number of Requests covered by WIN	4
Total Hours Interpreted by WIN	18
Number of Requests covered by CDHH Staff	218
Total Hours Interpreted by CDHH Staff	547.5

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

Public Policy & Advocacy

Nathan Gomme, Interim Director of Public Policy & Advocacy

Individual/System Advocacy& Public Policy

The Public Policy & Advocacy department continues of the strong start to the beginning of the fiscal year in the second quarter. The work that has been done couldn't have been accomplished with great dedication from the PP&A staff. That being said the state of New Mexico contains a number of individuals who also share the concern of many Deaf, Deaf Blind, and Hard of Hearing individuals. The Bernalillo County Metropolitan Detention Center Chief Rustin is one such individual who has acknowledged that more needs to be done for the Deaf, Deaf Blind, and Hard of Hearing individuals who are in the Detention Center. As I have said in the past a lot of credit goes to Cheryl for her work with the Detention Center it also goes to the agencies that have stepped up to provide services. At this point we now know the number of individuals that are in the Bernalillo MDC this is a big step from only finding out about Deaf or Hard of Hearing individuals on a case by case basis. As mentioned in the last report we have worked hard to eliminate the barriers with telecommunications and interpretation. We now know that a contract for interpreter services has been signed with the Bernalillo MDC, the contract is for fifty thousand dollars and will be reviewed each year in case this needs to change. Currently in the works is an Operations Procedure for how the interpreters work with the prison guards and vice versa. The Bernalillo MDC will train the interpreters on protocol in the prison and the NMCDHH will train the prison on how to work how to work with the Deaf and Hard of Hearing inmates they may come across in the Bernalillo MDC. NMCDHH will also do some training on what to do with someone who may be Deaf Blind if the need arises. It is important to remember that some individuals who may have vision issues such as Ushers Syndrome could at one point end up at Bernalillo MDC. Discussions will also have to take place on what can be done when mental health issues arise and may result in outside agencies or individuals being brought in to help train the staff. In short this is a huge undertaking that the PP&A department has been working on to ensure effective communication is taking place. The issue of Deaf, Deaf Blind, and Hard of Hearing people being in systems such as the Bernalillo MDC is not unique to New Mexico. The fact that we have been able to have an open conversation with the Bernalillo MDC is an opening to changing things in New Mexico and could be beneficial to the nation. The work continues with the phone systems because we need to ensure that communication is effective in every aspect. Often Deaf and Hard of Hearing individuals are isolated and unable to do many things an average inmate can do under the circumstances. The NMCDHH has made great

progress and look forward to continuing our collaboration with the Bernalillo MDC and developing a stable model that the entire state of New Mexico can utilize to develop a consistent level of access.

During the course of the second quarter we have continued providing individual advocacy the current set up of developing true systemic changes as a result of the individual advocacy remains a high priority. One such individual case involving a hospital in Albuquerque developed into a training opportunity for the NMCDHH that resulted in a chance to give a hearing loss sensitivity training. This is the type of work that the PP&A department strives for and can do the most with. The ability to help an individual's unique access problem while developing a crucial dialog with the entity that the individual is dealing with allows for a more complete change. During the course of the quarter several individual complaints have resulted in this type of action. The result of this type of approach is that some times more work needs to be done with one case to develop already difficult dialog. The results are far reaching though. The best example from the current case load is how an individual issue in the Bernalillo MDC has resulted in a complete paradigm shift in how the Bernalillo MDC has approached effective communication. The interesting trend that we see though is that as time goes on simple things such as TTY's which were thought to resolve communication barriers have become increasingly obsolete. This is not the fault of any specific entity but the evolution of technology changes what is acceptable. Individual Advocacy has result in collaborations and meaningful changes for multiple agencies. This has been done with the hard work and dedication that is shown by the PP&A department and the NMCDHH as a whole. When a relationship is developed with an agency it draws more training work and exposes people to the many things the NMCDHH offers. More often than not the work done by the PP&A Department can be carried over to mean more requests for equipment, training, and booths. The result is individual satisfaction and a change that reduces the barriers for others.

- 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
- Developed new constructive relationships with various agencies throughout the state of New Mexico. Which has resulted in New opportunities for the community to get services.

The Public Policy & Advocacy Department continues to develop meaningful connections with other agencies resulting in continuing developments and increasing access for individuals throughout the state of New Mexico. Recently Nathan Gomme was asked to be a part of a team of five New Mexican representatives to be a part of Pepnet's National Summit on Transition. Information is being gathered to bring to the National Forum and hopefully gain some insight on what other states are doing for Deaf, Deaf Blind, and Hard of Hearing transition aged students across the Nation. Members of the team are from the New Mexico Commission for the Deaf and Hard of Hearing, New Mexico School for the Deaf (separate departments), the Public Education Department, and the Division of Vocational Rehab. The Summit has a

commitment of four more years and will be working with the Office of Special Education Programs (OSEP) as well as National Secondary Transition Technical Assistance Center (NSTTAC) and the National Association for the Deaf (NAD) to name a few. One of the benefits that New Mexico has is that some of the selected members have been a part of the Statewide Transition Coordination Council (STCC) and have time to work on Transition work that will be done during the summit. The Department of Workforce Solutions in Santa Fe will be working with the NMCDHH and Community Outreach Program for the Deaf to look over the agency as it relates to Deaf, Deaf Blind, and Hard of Hearing needs.

Corina Gutierrez has started working with Aimee Rivera, the Signed Language Interpreter Coordinator for 2nd Judicial District Court and recently had a tour of the Metro and District for our department staff, two COPD staff and one ILRC staff. We had the tour on December 13 from 1-5pm. Aimee worked with two individuals from each respective court's office to give us a tour; both of them did wonderful job explaining how this system works and by showing us most of the places to see and even we got to see one of Judge's office and inmates cell rooms between the Judge's court rooms. This tour really helped the PP&A department become more understanding and more familiar where we can go to when we work with our consumers.

One of the results of the work with Aimee Rivera and Corina Gutierrez is that they are working together to develop the PowerPoint to provide the Language Access in New Mexico State Courts. The training will be provided to the judges and court personnel for NM courts: Districts, Magistrates and Metro. Judges and court personnel will have a better understanding of language access for Deaf and Hard of Hearing consumers at the courts. Aimee and NMCDHH are very excited to travel throughout NM and provide the training to staff. We also will do the training via video conference.

Cheryl continues her work with the New Mexico Coalition Against Domestic Violence NMCADV member David. The PP&A department recently met with David and other NMCADV members over a teleconferencing tool called Go 2 Meeting. The resource allows Cheryl to work with the NMCADV members and shelters across the state with minimal traveling. The continuing goal of making all services accessible including shelter and Domestic Violence services remains a focal point for Cheryl and the PP&A department. Cheryl has continued to advocate on a systemic level on many social types of access. These include homeless assistance, public housing, and ensuring that any consumer who comes to the NMCDHH has access to the right agency and that the agency will provide the necessary access for the Deaf, Deaf Blind, and Hard of Hearing individual.

Community Outreach for the Deaf-NM Deaf blind has been providing service to the Deaf Blind and Deaf Plus individuals in the state of New Mexico during the current fiscal year. During this time many reports have been done and I would like to do a short overview of the work that has been done according to the performance measures. The first performance measure PFM-1 covers the total number of Deaf Blind and Deaf Plus served in the state by COPD-NM. It is important to remember that a number of the individuals served do not often drop in number. Their cases rarely close due to the continuing need for services. PFM-2 covers the total hours provided by the support service providers SSP's. This includes transportation and supports provided by

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 13, Q2**

the SSP's as of the last report there are twelve SSP's serving clients across the state. COPD-NM is constantly looking for qualified individuals to serve the consumers across New Mexico due to the fact that they want to provide a high level of service to the consumers. PFM-3 is the total number of trainings and workshops provided by COPD-NM. PFM-4 tells us the regions that PFM-3 was done in. PFM-5 represents the number of Outreach events and PFM-6 tells us the region. The Individual Reports Quarter 2 reports can be found under the "Contracts" section of this Board Report.

Summary COPD-NM DB and Deaf Plus Performance Measures (PFM), 2012

PFM1-Total Number Deaf-Blind/Deaf Plus Clients

PFM2-Total Number of Hours Provided By SSP's

PFM3-Total Number of Trainings & Workshops

PFM4-Total Training & Workshops by Region

PFM5- Total Number of Outreach Events

PFM6- Total Outreach Events by Region

Month	PFM 1	PFM 2	PFM 3	PFM4	PFM5	PFM6
<i>1st Quarter</i>						
¹ July	16	165.50	-	-	-	-
August	33	549.32	-	-	-	-
September	33	506.83	-	-	-	-
<i>2nd Quarter</i>						
October	32	583.25	7	Region 3- 7 Events	1	Region 3- 1 Event
November	34	363.92	-	-	3	Region 2,3,4- 1 each
December	34	509.08	-	-	-	-
Total	² 46	2,512.40	7		4	

¹ The Month of July is not covered under the same contract as the following months and as such does not affect the total.

² This is the total Non-Duplicate Count of Clients served

Fiscal Year 2013, 3rd Quarter Planning

- ❖ Continue working with the Bernalillo Metropolitan Detention Center to finalize the Video Relay services and training needs. This includes a concise explanation of how and what will be done to fulfill the communication needs for the Deaf, Deaf Blind, and Hard of Hearing population.
 - ❖ Oversee the COPD Deaf-Blind contract
 - ❖ Work with the NMCADV in providing supports as needed to the various shelters across the state.
 - ❖ Work with the AOC to continue the collaboration to provide training on various Deaf and Hard of Hearing language access needs.
 - ❖ Corina will be providing a Deaf Self Advocacy Training which trains people to be the trainers. Participating members are COPD, NMSD, and DVR.
 - ❖ Provide supervision of all of the Service Coordinators
 - ❖ Continue to provide workshops and trainings in coordination with the TT&A department.
 - ❖ Look for models from other states on how to provide a more comprehensive transition service for the entire state of New Mexico. The information will be utilized from the National Transition Summit to develop a plan that includes job training, resume building, and supervision.
 - ❖ 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, Q2 is 11,826 and the Year to Date average is 11,756. 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

<i>Month</i>	<i>Traditional Relay Service</i>	<i>Captioned Telephone Service</i>	<i>Total Per Month</i>
July	5371	6115	11486
August	6387	5913	12300
September	5691	5580	11271
1st Quarter Total Relay Calls			35057
October	5010	5917	10927
November	5147	6053	11200
December	6927	6426	13353
2nd Quarter Total Relay Calls			35480

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 on January 11th, 2013, with proposals due on February 21st, 2013, for a new contract cycle to begin July 1st, 2013.

Scope of Work

The Department intends to procure the continuation of service for an unrestricted, 24 hour per day, 7 days per week Telecommunications Relay Service that enables the State's over 150,000 individuals with hearing loss or speech impairments to access the switched public telephone network for communications to and from all other persons in the state, the nation, and the world. The existing nationwide toll-free number, 1-800-695-8331, shall be used. Additional toll free numbers provided under this solicitation will remain the property of the State of New Mexico.

All Offerors with experience in providing these specialized network services are invited to submit proposals. The successful contractor will be expected to establish and operate the Telecommunications Relay Service in compliance with specifications outlined in this RFP. This includes providing all necessary facilities, equivalent, software, circuits, telephone service, staff, training, setup, testing, reporting, and other program elements as may be needed for implementation and/or operation of Telecommunications Relay Services.

Text to 911

Text-to-911 – the ability to send a text message to 911 from your mobile phone or handheld device – is generally not available today. It will become increasingly available during 2013, however. The CDHH is actively working with the State of New Mexico Department of Finance Administration E911 Division and the Public Safety Access Points (PSAPs) across New Mexico to prepare for Text to 911. These meetings and trainings cover effective communication, emerging technology, federal requirements, and ensuring the National Association of State Nine-One-One Administrators (NASNA), National Association of State Relay Administrators (NASRA), Telecommunications Equipment Distribution Program Association (TEDPA) and entities such as the Commission for Deaf and Hard of Hearing are working together to be prepared for this.

Three Facts You Need to Know Now

1. In an emergency, always make a voice call to 911 if possible.
2. In most cases, you cannot today reach 911 by sending a text message.
3. In the future, you may be able to send text messages to 911 – but you should still make a voice call if you can.

For some consumers, text-to-911 will be invaluable when it becomes available. It can be a life-saving option for those who are unable to make a voice call due to a hearing or speech disability, or because a voice call to 911 would place them in danger. In addition, a text message may be the most reliable means of communication during major disasters, where voice calls cannot be completed due to network capacity constraints.

Text-to-911 will also help first responders keep pace with how consumers communicate today. This capability will only apply to text messages (for example, short message service, or SMS), however, and will not include e-mails or instant messages. In addition,

the FCC's action does not prevent people who have hearing or speech disabilities from continuing to use a TTY (also known as a text telephone or TDD) or relay to call 911.

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; during Q2 the TEDP served 49 clients and distributed 80 pieces of equipment. The 2nd Quarter is traditionally the slowest distribution period for TEDP, as constituents are more focused on the holidays. We anticipate an increase in numbers for Q3 and Q4, especially with the introduction of the new Clarity equipment.

At the FY13 Q1 Commission meeting, a discussion took place regarding the income requirement for participation in the Telecommunications Equipment Distribution Program. In response to that discussion, I have outlined the below. Currently, out of the 33 TEDPs across the country, 27 have an established income eligibility guideline, and the average guideline is 200% of the Federal Poverty Guideline. The states that do not have a guideline are non-profit organizations contracted to provide the TEDP by their specific state.

- The income eligibility is required by statute and is defined in the Telecommunications Access Act:
63-9F-4. Specialized telecommunications equipment program established.

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:

a. shall provide financial eligibility conditions;

- The specific dollar amount of the income eligibility is outlined in Rule, and is defined in the Rule Title 9 Human Rights, Chapter 4 Persons with Disabilities, Part 102 Eligibility Requirements for Participants in the Telecommunications Equipment Distribution Program:
9.4.102.8 Eligibility Requirements for Participants in the Telecommunications Equipment Distribution Program: The following rules for eligibility in the telecommunications equipment distribution program have been adopted by the commission.

A. *Income limits: Participants in the program must provide:*

- (1) *Proof of total household income of fifty thousand dollars (\$50,000) or less;*

Changing the statute would require a legislative bill to be drafted, opening and drafting a change to the Telecommunications Access Act. In the current political climate, opening the statute runs the risk of the Legislature making a full overhaul of the statute, which could lead to negative impact on the CDHH budget, programs and services. In addition, completely removing an income based eligibility system from a government program would be negative public relations for the agency.

Changing the rule that defines the specific monetary amount is far easier, and is controlled internally by the CDHH. A rule change can be conducted during a quarterly Commission meeting, requires a minimum of 30 day notice of the proposed rule change to the public, review of the proposed rule change during the meeting, and majority vote by the Commissioners to approve the proposed change.

To be able to serve more constituents across the State and still show an income eligibility requirement, the proposed rule change could be outlined as:

9.4.102.8 ELIGIBILITY REQUIREMENTS FOR PARTICIPANTS IN THE TELECOMMUNICATIONS EQUIPMENT DISTRIBUTION PROGRAM: The following rules for eligibility in the telecommunications equipment distribution program have been adopted by the commission.

A. *Income limits: Participants in the program must provide:*

- (1) *Proof of total household income of fifty thousand dollars (\$50,000) or less; Proof of total household income below 400% of the Federal Poverty Guideline based on the number of occupants in the household, defined by the below chart:*

<i>Persons in Family/Household</i>	<i>Poverty Guideline</i>	<i>400% of Poverty Guideline</i>
<i>1</i>	<i>\$11,170</i>	<i>\$44,680</i>
<i>2</i>	<i>\$15,130</i>	<i>\$60,520</i>
<i>3</i>	<i>\$19,090</i>	<i>\$76,360</i>
<i>4</i>	<i>\$23,050</i>	<i>\$92,200</i>
<i>5</i>	<i>\$27,010</i>	<i>\$108,040</i>
<i>6</i>	<i>\$30,970</i>	<i>\$123,880</i>
<i>7</i>	<i>\$34,930</i>	<i>\$139,720</i>
<i>8</i>	<i>\$38,890</i>	<i>\$155,560</i>
<i>For families/households with more than 8 persons, add \$15,840 for each additional person.</i>		

The above proposed change would allow for the TEDP to serve a family/household of four with an income of \$75,000 that we would currently deny, as the new maximum income would be defined at \$92,200.

iPad Pilot Project

The iPad Pilot Project is on schedule for launch in February 2013. Currently, 24 of the 25 Pilot Group slots are full, with 8 Deaf, 8 Hard of Hearing, 1 Deaf-Blind and 7 Speech Disabled individuals participating. There are 10 individuals on a waiting list.

Approval letters for the Pilot will be disseminated on January 15th, 2013, and will outline the Pilot Project requirements. Requirements include:

- Attending the Entrance Interview on Monday, February 4th, 2013;
- Attending the monthly Pilot Group meetings in March, April and May;
- Attending the Exit Interview on June 3rd, 2013;
- Completing the monthly Pilot Group surveys via Survey Monkey;
- Monthly requests to download additional Apps;
- Monthly requests to respond to information requests utilizing specific Apps.

Veterans Pilot Project

The TEDP created a pilot project to focus on serving Veterans during the month of November. Among military veterans, the most common service-connected disabilities are hearing impairments, suggesting that occupational noise exposure during military service might cause more veterans to have hearing loss than nonveterans. The TEDP designed a specific flyer (pictured below) and specific application, and distributed these to every State of New Mexico Department of Veterans Services across the State, in addition to making the forms available at the Veterans Administration facility. The next step will be to provide outreach at the New Mexico Wounded Warriors program, the Veterans of Foreign Wars (VFW) Halls, Disabled American Veterans (DAV) programs, and other various Veterans programs.

Veterans Now Eligible for No-Cost Telecommunications Equipment through State Telecommunications Equipment Distribution Program

Just in time for Veterans' Day, the Telecommunications Equipment Distribution Program has announced that military veterans living with a hearing or speech loss are now automatically eligible for telecommunications equipment through the State of New Mexico Commission for Deaf & Hard of Hearing's Telecommunications Equipment Distribution Program (TEDP).

Equipment includes amplified phones, text telephones (TTYs), signaling devices and smoke alarms are available to individuals who meet the following qualifications:

- A veteran with a hearing or speech loss and proof of an Honorable Discharge
- A veteran with a hearing or speech loss and documentation of service-related disability rating from the U.S. Department of Veterans Affairs
- A surviving spouse or child of a veteran who was killed in the line of duty and has a hearing or speech loss
- An active member of the New Mexico National Guard who has completed the required initial active-duty service

"Our veterans have dedicated their lives to protecting our way of life, and now through our Telecommunications Equipment Distribution Program, we are honoring their service by offering veterans adaptive telecommunications equipment." Shannon Smith, Director of Telecommunications & Technical Assistance.

TEDP provides specialized equipment to all qualified applicants whose disabilities prevent them from using standard telecommunications. To qualify for the program, individuals must be deaf, hard of hearing, deaf-blind or speech disabled, be New Mexico residents and meet the income eligibility of having a gross household income of less than \$50,000.00 per year. For more information, please call 1.800.489.8536 or 505.881.8824 or visit <http://www.cdh.state.nm.us/TEDP.aspx>.

State of New Mexico Commission for Deaf & Hard of Hearing
2500 Louisiana NE, Suite 400
Albuquerque, NM 87110
1.800.489.8536 - www.cdh.state.nm.us

State of New Mexico Commission for Deaf & Hard of Hearing
Albuquerque - 2500 Louisiana NE, Suite 400 - Albuquerque, NM 87110
TTY: 505.881.8824 - VP: 505.881.8824 - Fax: 505.881.8811
Website: www.cdh.state.nm.us

PLEASE TYPE OR PRINT ALL INFORMATION

First Name Last Name

Mailing Address

City County Zip Code

Physical Address

City County Zip Code

Phone Number Voice VP TTY

Email Address

Date of Birth Social Security Number

HIPAA REGULATIONS
This application and subsequent file contains protected health information, and is confidential under HIPAA regulations. The NMCHH is unable to discuss the status of your application or any information contained in your file with anyone unless you give your permission by listing the individual below.

First Name Last Name

Mailing Address

City State Zip Code

Phone Number Voice VP TTY

Email Address

Relationship to applicant

APPLICANT SELF CERTIFICATION
By signing below, I certify I meet the following criteria to qualify for the program and can provide a copy of Honorable Discharge or documentation regarding my service-related disability

COLUMN A-VERIFY ONE BOX PLEASE	COLUMN B-VERIFY ALL BOXES PLEASE
<input type="checkbox"/> Proof of honorable discharge	<input type="checkbox"/> I am a New Mexico Resident
<input type="checkbox"/> Proof of service related disability	<input type="checkbox"/> I have Home Telephone Service
<input type="checkbox"/> Surviving spouse or child of a veteran who was killed in the line of duty	<input type="checkbox"/> I have a hearing or speech disability
<input type="checkbox"/> Active Member of the New Mexico National Guard	<input type="checkbox"/> I have a gross household income equal to or below \$50,000/annually

Signature

Training & Development

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

Outreach

The Performance Measure for FY13 is 50 outreach events coordinated. During Q1 of FY13, 12 booths were conducted, with 459 booth visitors; during Q2 10 booths were conducted, with 408 booth visitors; the Year to Date totals are 22 booths with 867 booth visitors. Booths were conducted at the Tri Core Ref Labs Resource Fair, Southwest Conference on Disability, Alternative Dispute Resolution Symposium, City of Albuquerque Wellness Fair, New Mexico Speech Language and Hearing Association Annual Conference, Los Alamos Heart Council Wellness Fair, Buffalo Thunder/Pojoaque Pueblo Health Fair, Blue Cross/Blue Shield Health 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. During Q2, the NMCDHH social media had 138,000 website hits, 265 Facebook likes and 1170 Tweets on Twitter.

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 2nd Quarter.
- B. Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)
 - a. There were no COBRA claims filed during the 2nd Quarter.
- C. Fair Labor Standards Act (FLSA)
 - a. There were no FLSA claims filed during the 2nd Quarter.
- D. Family and Medical Leave Act (FMLA)
 - a. There were no approved FMLA leaves during the 2nd Quarter.
- E. Turnover & Position Postings
 - a. There were no resignations during the 2nd Quarter.
 - b. The NMCDHH conducted recruitment for the below vacancies during the 2nd Quarter:
 - i. Director of Public Policy & Advocacy

- ii. Financial Coordinator
- iii. Training & Development Coordinator

Fiscal Year 2013, 3rd Quarter Planning

Plans for the 3rd Quarter of Fiscal Year 2013 are:

- ❖ Telecommunications Relay Service
 - Conduct TRS Procurement
- ❖ Telecommunications Equipment Distribution Program
 - Conduct iPad Pilot Project
 - Launch new Clarity equipment
- ❖ Training & Development
 - Hire and train the new Training & Development Coordinator
- ❖ Information Technology
 - 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 had a very productive quarter. It appears, the more we outreached, the more requests for presentations, training, advocacy, and telephone equipment distribution as well increased Information & Referral are being passed out.

It further **delights** me when other state, school, local agencies, public and private entities request for our guidance and assistance so they can better serve their own consumers with hearing loss. I personally feel the more we magnify our outreaching efforts, the more doors are gratefully opened.

For this past quarter, not only we continue in working diligently on new projects especially by collaborating with other agencies, we are providing quality services to consumers across the state, such as advocacy, consulting, educating, outreaching, and 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 year to date), a total of 41 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 **956** information/referral was passed out this quarter. (YTD = 1668 I & R passed out)

Next in providing direct services to our consumers, Alexis, Tim and I outreached to surrounding rural towns across the state. I am delighted to say that for the first time in several years, our schedules finally permitted us to outreach the southwestern part of New Mexico such as Animas!

Because of our outreaching efforts, we continue to see more requests for Telephone Equipment Applications (TED), Information on Hearing Loss and Advocacy Resources. Furthermore, for this quarter, we were asked to provide **7** different presentations/workshops on Communication Tips/Sensitivity Training, Law Enforcement and NMCDHH Overview this past quarter. (YTD =27 presentations provided)

Informational/Exhibit Booths

For this quarter, **9** booths/exhibit Fairs were hosted by our Las Cruces Office staff. (YTD = 14 booths hosted) Again, as mentioned, because of the outcomes of these booths, not only we were able to educate and recruit consumers, their families and colleagues for our overall services, but to enhance the quality of lives of our consumers.

Community Collaboration

Not only by outreaching alone, we learned in our past Community Collaborations, we increased our "visibility" and promoted 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. These trainings improvised the quality of lives for our individuals with hearing loss especially in employment settings, medical settings, educational settings and at home.

For this quarter, the following list indicates the 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 (State Agency)
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
Dona Ana Community College	Dona Ana County ADA Dept
Senior Circle of Carlsbad, Lordsburg, Alamogordo	Silver City Health Fair
Cloudcroft Health Fair	Tresco for Tots
Tobosa Development Center (Roswell)	

Highlights

This past quarter allowed us to participate with other training programs such as Justice for Deaf Victims in Colorado, National Council of Hispano of Deaf & HH in Texas, Better Deaf New Mexican Leadership Training in Las Cruces, HAT (Hearing Assistive Technology Training) in Colorado, Deaf-Blind Training in Alamogordo, and the State Tribal Indian Affairs in Albuquerque. All these trainings has fostered and empowered us to better equip ourselves to collaborate more effectively on their policy issues, provision of services and developing positive cultural competency with respect.

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 across the southern parts of New Mexico.

For this quarter, 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. The group has focused on Behavioral Health Day when consumers of behavioral health services can make their voices heard in Santa Fe. The Las Cruces office also outreached and networked in extremely rural and underserved Hidalgo County with hopes to make an impact in the Boot-beel region of New Mexico. I also reached out to over 200 non-profits across Southern New Mexico with hopes of collaborate and have begun getting responses from them."*

Mr. Farr reports; *"During the second quarter of fiscal year 2013, I had the distinct honor of being picked from a nation-wide selection process to participate in the Hearing Assistive Technology Training sponsored by Gallaudet University and the Hearing Loss Association of America. The purpose of this training was to educate people about the latest technologies available while showcasing some of the best applications which have been developed to use with their existing equipment. This training was enriched by a heavy dose of instruction in audiology and on the use of personal listening systems designed to help people communicate more effectively. As a result of this intensive training, I have been charged with the task of distributing this type of information to individuals and agencies who I work with here in the South. I have already started to provide some technological assessments here in Region 5 and look forward to providing additional technical support services throughout the year."*

Goals:

In our last quarter, we identified an unmet need with hopes to collaborate better with the law enforcement here and the first responders. To this date, contacts have been established and are working with some tentative dates in hopes for our trainings to be provided in the spring. Secondly, the Dona Ana County law enforcement/ADA department already contacted us for a possible training. Again, if approved, the training dates are pending. I would like to see other counties participate. Again, this may be a good topic to offer at our upcoming NMCDHH-Hearing Loss Conference.

For this quarter, another goal identified that we should be expanding our community-collaboration by networking with various agencies (public and private) in the rural towns other than Las Cruces. For example, the Hobbs Deaf Community has requested our assistance in coordinating Deaf Senior Defensive Driving Courses, Emergency Preparation Training, Domestic Violence trainings in their own home town. I am sure other towns such as Roswell, Dexter, Lake Arthur, Carlsbad, Lovington, Artesia, etc., would appreciate their networks.

Sandra

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	59	79%
Number of outreach events coordinated	45	36	80%
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	11,756	118%
Hours provided by the sign language interpreter referral service	30,000	9,052	30%
Number of sign language interpreting mentors	16	5	31%
Number of accessible technology distributions	800	276	35%
Staff hours devoted to reducing communication barriers	12,000	10,562	88%
Number of clients provided assistance to reduce or eliminate communication barriers	1,000	246	25%
Number of information referrals and outreach contacts	25,000	6,197	25%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	11	73%

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

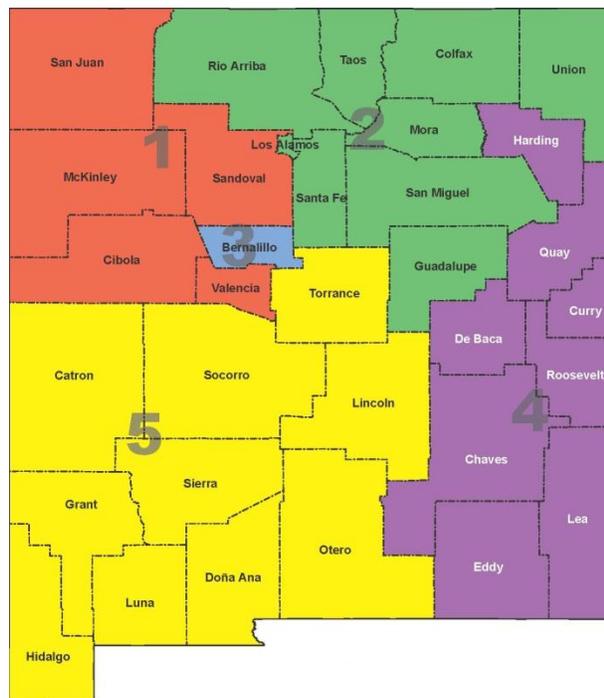
Legislative Performance Measure	Target	Actual	Percentage of Goal Met
Number of workshops & training session conducted	40	107	268%
Number of outreach events coordinated	55	38	69%
Number of review and audits of the Telecommunications Relay Service	N/L	N/L	N/L
Percent of employee files that contain performance 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	7			30
Region 2	17	4			21
Region 3	71	23			94
Region 4	23	8			31
Region 5	52	18			70
Total Clients by Quarter	186	60			246

Clients by Self-Identified Disability

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	FY12 Year to Date
Deaf	95	10			105
Hard of Hearing	86	49			135
Deaf-Blind	4	0			4
Speech Disabled	1	1			2

Contracts

Contracts:

- COPD (Interpreting)
- WeInterpret,Net (Interpreting)
- Signed Language Interpreting Practice Board, RLD
- 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): Cindy Walsh, Director of Interpreting
 Contract Number: 90-000-00-00040
 Contract Expiration Date: June 30, 2013

Quarter Reported:

1st (July-Sept) _____ 2nd (Oct-Dec) X 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	3563	
Number of ER Pager Requests	39	
Number filled	38	
Number unfilled	1	
Total emergency hours provided	156	

Number of IN STEP interns	2	at beginning of quarter
Number of intern hours	65.15	
- Professional development	49.91	
Number of pro-bono assignments	0	
Total pro-bono hours	0	

Number of Workshops Provided	0	
Number of Attendants	0	
Total CEUs Offered	0	

Special Events, Exciting News, Highlights

- All interns have tested for the NIC. Recently 4 have become certified.
- Re-design of the program of INSTEP has been drafted.
- A candidate has been selected for Interpreter Manager with an anticipated start in early February.
- Four interns have been recruited to start in the new program. New hire paperwork and orientation, as well as some initial screening and skill assessment are scheduled to take place in January, while individual mentors are being recruited.



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) ___ 2nd (Oct-Dec) X 3rd (Jan-Mar) ___ 4th (Apr-June) ___

Scope of Work

Description of project:

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

The contractor shall perform the following work:

- A. Provide statewide Signed Language Interpreter referral.
- B. Provide 24 hour emergency signed language interpreter referral in Las Cruces.
- C. Provide professional development opportunities to assist pre-certified interpreters to achieve RID 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	302.75	
VRI hours	241 calls	30 hrs and 46 min of interpreting New Mexico
Number of ER pager requests	8	
Number filled	8	
Number unfilled	0	
Total emergency hours provided	19.75	19.75 ER hours in Las Cruces
Total hours interpreters on call	1416	

Number of pro-bono assignments	1	
Total pro-bono hours	4	

Number of Group Discussions	3	
Number of Attendants	25	
Total CEUs Offered	.6	Professional Studies
Number of Workshops Provided	2	
Number of Attendants	26	
Total CEUs Offered	1.1	General Studies CEUs provided
Total Screenings	5	
Number of interpreters mentored	9	
Number of Entities Contacted	518	
Number of Outreach Meetings	23	
Number of New Contracts	13	
Miles Traveled for Outreach	150.6	
Calls/Support/Education to NM cities	307	
Community events	2	

Special Events, Exciting News, Highlights

- WINspirations has 9 mentees and 2 mentors
- VRI usage is growing within the state
- ER phone was used for Las Cruces Area as well as Albuquerque



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD
 Report By: Anthony Webb, Board Administrator
 Expiration Date: June 30, 2013

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

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

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

Regulation and Licensing Department will:

- A. Use the fund balance remaining from previous transfers into the Signed Language Interpreting Practices Fund only for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act per 61-34-13 NMSA 1978.
- B. Provide quarterly reports to the NMCDHH Director of Communication Access and Development including:
 - a. Number of licenses issued
 - b. Dates of Signed Language Interpreting Practices Act Board Meetings
 - c. Number of complaints
 - d. Number of license denials, suspensions, and revocations

Performance Report

<i>Reporting Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	12	4 Community; 1 Educational; 7 Provisional
Complaints	1	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: November 16, 2012

Next meeting: July 12, 2013

Agendas and draft minutes are available at the Board website:

www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meetings.aspx



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) ___ 2nd (Oct-Dec) X 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
October	1	25
November	1	11
December	1	10
Total		

Number of Outreach Events Coordinated

Month	Number of Outreach Events	Number of Attendees
October	5	475
November	2	150
December	0	0
Total		

Number of Reviews & Audits of the Telecommunications Relay Service

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

Month	Number of Facebook Likes	Number of Twitter Tweets
Total	36	126



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) X 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	2	46	0	1
3				
4				
Total	9	102	0	2

Clients by Region

Quarter	1	2	3	4	5
1	10	5	22	9	18
2	7	2	17	8	15
3					
4					
Total	17	7	39	17	33



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) ___ 2nd (Oct-Dec) X 3rd (Jan-Mar) ___ 4th (Apr-June) ___

SCOPE OF WORK

I. Performance Measures

A. Goals.

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. Information will be provided in English, Spanish and American Sign Language;
3. Information will be relevant and up-to-date.

C. Activities.

1. Layout and design of new site with content to be reviewed and integrated
2. Create site with pages defined by Shannon
3. Use current CSS to standardize across browsers and platforms
4. Built on Windows Platform
5. Search Engine Optimize
6. Provide Hosting and Support

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

**Monthly Report of Services
October 2012**

Summary of Services:

Total number of clients served this month: 32

Total number of clients served this year to date (non-duplicate count): 42

Total number of SSP hours provided this month: 583.25 hours

Total number of SSP hours provided this year to date: 1,639.40 hours

Total number of trainings and workshops this month: 7

Total number of trainings and workshops this year to date: 7

Total number of outreach events this month: 1

Total number of outreach events this year to date: 1

Total equipment purchased this month: None

Total equipment purchased this year to date: None

Total number of equipment distributed this month: None

Total number of equipment distributed this year to date: None

DEAF-BLIND SERVICES

Report A	Total Number of Deaf-Blind Clients	19 = 100% ³	
Report B	Total Deaf-Blind Clients by Region	Region 1	1 = 5%
		Region 2	1 = 5%
		Region 3	12 = 63%
		Region 4	3 = 16%
		Region 5	2 = 11%
Report C	Total Number of Hours Provided by SSPs	417.5 hours ^{4 5 6 7 8}	
Report D	Total Number of Trainings & Workshops	7 ^{9 10}	
Report E	Total Trainings & Workshops by Region	Region 1	0
		Region 2	0

³ Nineteen clients received services this month. Fifteen of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). The other 4 clients only received Consumer Services

⁴ From the total of 417.5 hours of SSP service, 388.5 hours were only SSP supports and 29 hours were SSP with advocacy support.

⁵ Of the total of 417.5 hours of SSP service, 401.75 hours were provided the by SSPs. An additional 15.75 hours of SSP service was provided by the Project Director and Program Coordinator.

⁶ The number of hours used by individual clients ranged from 0.50 hrs to 45.5 hrs. The average number of SSP services provided each client is approximately 28 hrs.

⁷ A total of 119 requests for SSP services were received of which 117 were filled. Of the 117 SSP supports provided, 21 (18%) included SSP supports for medical appointments, 0 for legal appointments, and 16 (14%) for “other” appointments. Of the 114 SSP supports provided, 13 (11%) included text access.

⁸ In addition to SSP services, deafblind consumers received 63 hours of Consumer Services which includes 30.5 hours of coordinating/scheduling SSP services, 2.5 hours of advocacy support, 0 hours of intake/assessment, and 30 hours of other case management activities.

⁹ Four of the workshops were conducted as part of the Deafblind tract at the Southwest Conference of Disabilities, October 10 – 12, 2012. The four workshops that were conducted were: “Defining Deafblindness for Access and Services” (Thursday, October 11); “Addressing the Isolation People Who Are Deafblind Feel, Part 1: Examining the Causes” (Thursday, October 11); “Addressing the Isolation People Who Are Deafblind Feel: Part 2: Panel Discussion” (Friday, October 12); and “Addressing the Isolation People Who Are Deafblind Feel: Part 3: Strategies and Supports” (Friday, October 12). A copy of the PowerPoint slides and/or handouts for the presentations is attached to this report.

¹⁰ The other three workshops/trainings were directed at the SSPs. On Tuesday, October 2nd, the SSPs in the metro Albuquerque area participated in a monthly meeting. The meeting was three hours long. The SSPs reviewed several of the policies and procedures of the Deafblind and Special Services department including privacy/HIPAA, travel and reimbursements, etc. On Thursday and Friday, October 19th and 20th, two new SSPs attended the “SSP Basic Training” conducted at COPD-NM. In the following two weeks, the two individuals also shadowed experienced SSPs as they provided support to individuals who are deafblind or deaf-plus. On Friday, October 26th, most SSPs from across the state participated with the entire COPD in a day-long training/workshop was addressed technology, reporting abuse and neglect, blood borne pathogens, and other topics.

		Region 3	7 ¹¹
		Region 4	0
		Region 5	0
Report F	Total Number of Outreach Events		1 ¹²
Report G	Total Number of Outreach Events by Region	Region 1	0
		Region 2	0
		Region 3	1
		Region 4	0
		Region 5	0

Additional Deafblind Client Outcomes for the Month of October:

1. With SSP supports, four individuals who are deafblind participated in the Southwest Conference on Disabilities.
2. With SSP support, one client continues to work on his family genealogy (this is an on-going activity).
3. With SSP support, three clients are able to participate in the weekly Deaf Senior Citizen’s program and lunch.

¹¹ Although the SW Conference on Disabilities was held in Albuquerque, participants from across the state attending the conference and workshops. The COPD Staff Development training conducted on Friday, October 25, 2012, also included SSPs from Las Cruces and Hobbs.

¹² The event was the SW Conference on Disabilities. In addition to the four workshops conducted at the conference. The Deafblind and Special Services department had a booth for all three days of the conference (9:00 am – 12:00 pm and 1:00 pm – 5:00 pm each day). Two clients (both deafblind) volunteered to work a total of 8.5 hours at the booth – this was about 40% of the time the booth was open. SSPs were with the clients when they clients were at the booth. In addition, interpreters were provided for communication access. In addition to the volunteering at the booth three clients (all of whom are deafblind) participated in two of the presentations. All three participated in “Addressing the Isolation People Who Are Deafblind Feel: Part 2: Panel Discussion” on Friday, October 12). One of those clients also co-presented “Addressing the Isolation People Who Are Deafblind Feel: Part 3: Strategies and Supports”.

DEAF-PLUS SERVICES

Report A	Total Number of Deaf-Plus Clients	13 = 100% ¹³	
Report B	Total Deaf-Plus Clients by Region	Region 1	2 = 12%
		Region 2	2 = 15%
		Region 3	8 = 62%
		Region 4	1 = 8%
		Region 5	0 = 0%
Report C	Total Number of Hours Provided by SSPs	165.75 hours ^{14 15 16 17 18}	
Report D	Total Number of Trainings & Workshops	<i>See Deaf-Blind Table</i>	
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	<i>See Deaf-Blind Table</i>	
Report G	Total Number of Outreach Events by Region	Region 1	0
		Region 2	0
		Region 3	0
		Region 4	0
		Region 5	0

¹³ Thirteen clients received services this month. Nine of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). The other 4 clients only received Consumer Services.

¹⁴ From the total of 165.75 hrs of SSP service, 156 hours were only SSP supports and 9.75 hours were SSP with advocacy support.

¹⁵ Of the total of 165.75 hours of SSP service, 132.25 hours were provided the by SSPs. An additional 33.50 hours of SSP service was provided by the Project Director and Program Coordinator.

¹⁶ The number of hours used by individual clients ranged from 0.50 hrs to 35 hrs. The average number of SSP services provided each client is 18.42 hours.

¹⁷ A total of 58 requests for SSP services were made; all were filled. Of the 58 SSP supports provided, 12 (20.5%) included SSP supports for medical appointments, 6 (10%) for legal appointments, and 2 (3%) for “other” appointments. Of the 58 SSP supports provided, 15 (26%) included text access.

¹⁸ In addition to SSP services, deafblind consumers received 28.75 hours of Consumer Services which includes 14 hours of coordinating/scheduling SSP services, 1 hours of advocacy support, 0 hours of intake/assessment, and 13.75 hours of other case management activities.

Additional Deaf-Plus Client Outcomes for the Month of October:

1. With SSP support, two clients are able to participate in the weekly Deaf Senior Citizen's program and lunch.

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
		Region 2
		Region 3
		Region 4
		Region 5
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

SSP Employee Number	Weekly Average for October	Comments
46228	6.125 hrs	This SSP is only available mornings
45762	10.56 hrs	
46359	9.44 hrs	
46198	21.12 hrs	
46229	0.75	This SSP is now working full time and is available only weekends. In addition, one of the clients, who uses a significant amount of SSP time, was out of state during this time period.
46200	29.88 hrs	
46196	14.06 hrs	
46315	30.32 hrs	
46351	0 hrs	This SSP works full time and is only available for weekend SSP assignments
46230	0 hrs	This SSP works full time and is only available for evenings and weekends
46356	3.62 hrs	Few SSP requests for this time period
46364	7.93 hrs	This SSP started work partway through this month
46143	28.12 hrs	

NOTE: The hours include both SSP hours (534.00 hrs) and SSP training hours (162.00 hrs).

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**

**Monthly Report of Services
November 2012**

Summary of Services:

Total number of clients served this month: 34

Total number of clients served this year to date (non-duplicate count): 44

Total number of SSP hours provided this month: 363.92 hours ¹⁹

Total number of SSP hours provided this year to date: 2003.32 hours

Total number of trainings and workshops this month: 0

Total number of trainings and workshops this year to date: 7

Total number of outreach events this month: 3

Total number of outreach events this year to date: 4

Total equipment purchased this month: None

Total equipment purchased this year to date: None

Total number of equipment distributed this month: None

Total number of equipment distributed this year to date: None

¹⁹ There was a significant decrease in the number of SSP requests vis-à-vis the previous months by both clients who are deafblind as well as clients who are deaf-plus. It is suspected that this decrease was due to the Thanksgiving Holiday. For information, see Reports C and L, below.

DEAF-BLIND SERVICES

Report A	Total Number of Deaf-Blind Clients	22 = 100%										
Comments:	<ul style="list-style-type: none"> Twenty-two clients received services this month. Seventeen of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). Four clients received only Consumer Services. One client received only SSP support. 											
Report B	Total Deaf-Blind Clients by Region	<table border="1"> <tr> <td>Region 1</td> <td>1 = 5%</td> </tr> <tr> <td>Region 2</td> <td>2 = 9%</td> </tr> <tr> <td>Region 3</td> <td>13 = 59%</td> </tr> <tr> <td>Region 4</td> <td>5 = 22%</td> </tr> <tr> <td>Region 5</td> <td>1 = 5%</td> </tr> </table>	Region 1	1 = 5%	Region 2	2 = 9%	Region 3	13 = 59%	Region 4	5 = 22%	Region 5	1 = 5%
Region 1	1 = 5%											
Region 2	2 = 9%											
Region 3	13 = 59%											
Region 4	5 = 22%											
Region 5	1 = 5%											
Report C	Total Number of Hours Provided by SSPs	284.50										
Comments:	<ul style="list-style-type: none"> Of the total of 284.50 hours of SSP service, 274.75 hours were only SSP supports and 9.75 hours were SSP with advocacy support. Of the total of 284.50 hours of SSP service, 258.5 hours were provided the by SSPs. An additional 26 hours of SSP service was provided by the Program Director. No SSP hours were provided by the Program Coordinator The number of hours used by individual clients ranged from 0.25 hrs to 63.75 hrs. The average number of SSP services provided each client is approximately 15.81 hrs. A total of 81 requests for SSP services were received of which all were filled. Of the 81 SSP supports provided, 11 (13.5%) included SSP supports for medical appointments, 0 for legal appointments, and 11 (13.5%) for “other” appointments. Of the 81 SSP supports provided, 5 (6%) included text access. <p><i>NOTE: The number of requests from clients who are deafblind for SSP services was very low in November. There were 119 requests for SSP services in October.</i></p>											
Report D	Total Number of Client Services Hours	55.75										
Comments:	<ul style="list-style-type: none"> Of the total of 55.75 hours of Consumer Services provided, there were 22.92 hours of coordinating/scheduling SSP services, 2.75 hours of advocacy support, 0 hours of intake/assessment, and 30.08 hours of other case management/service coordination activities. 											
Report E	Total Number of Trainings & Workshops	0										
Comments:	None											
Report F	Total Trainings &	<table border="1"> <tr> <td>Region 1</td> <td>0</td> </tr> </table>	Region 1	0								
Region 1	0											

	Workshops by Region	Region 2	0
		Region 3	0
		Region 4	0
		Region 5	0
Report H	Total Number of Outreach Events		3
Comments:	<p>Three outreach activities were conducted in November to promote the Deafblind and Special Services program:</p> <ul style="list-style-type: none"> • The first (11/1/12) was a meeting with the staffs of the NM School for the Deaf’s outreach program, the NM School for the Blind’s outreach program, The Project Manager of the Project for New Mexican Children and Youth Who Are Deaf-Blind, the Area Representative of the Helen Keller National Center, and staff from COPD-NM’s Deafblind and Special Services department. The Deafblind and Special Services’ Program Director presented on the Program (including case management and SSP services/supports as well as the two technology programs). Participants were given handouts describing the Program as well as a copy of a referral form to use when referring individuals to COPD for services. • On the next day (11/2/12), a similar presentation was made at the New Mexico Deaf-Blind Task Force meeting. • On Tuesday and Wednesday, November 11th and 12th, the Deafblind and Special Services’ Program Director met for a total of 3 hours with the staff of CHOICES – the center for independent living in Roswell, NM. During those meeting the participants explored the services COPD provides and began discussion how CHOICES and COPD can best collaborate to improve services for individuals who are deafblind or deaf-plus in the three counties CHOICES services (i.e., Chavez, Lea, and Eddy). • A copy of the two “Fact Sheets” developed for and distributed for these three activities is attached to this report. 		
Report I	Total Number of Outreach Events by Region	Region 1	0
		Region 2	1
		Region 3	1
		Region 4	1
		Region 5	0

Additional Deafblind Client Outcomes for the month of December:

1. With support from COPD staff, the Zia Deaf-Blind club conducted its annual Holiday Dinner at an area restaurant. SSP support was provided to 8 clients who are deafblind and 2 clients who are deaf-plus that attended the event.
2. With SSP support, 3 clients who are deafblind have been able to participate in the weekly meetings and luncheons of the Deaf Senior Citizens group.
3. With SSP support, 1 client is now able to attend church.

DEAF-PLUS SERVICES

Report J	Total Number of Deaf-Plus Clients	12 = 100%										
Comments	<ul style="list-style-type: none"> Twelve clients received services this month. Eight of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). Four clients received only Consumer Services. 											
Report K	Total Deaf-Plus Clients by Region	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Region 1</td> <td style="text-align: center;">1 = 8%</td> </tr> <tr> <td style="text-align: center;">Region 2</td> <td style="text-align: center;">1 = 8%</td> </tr> <tr> <td style="text-align: center;">Region 3</td> <td style="text-align: center;">10 = 84%</td> </tr> <tr> <td style="text-align: center;">Region 4</td> <td style="text-align: center;">0 = 0%</td> </tr> <tr> <td style="text-align: center;">Region 5</td> <td style="text-align: center;">0 = 0%</td> </tr> </table>	Region 1	1 = 8%	Region 2	1 = 8%	Region 3	10 = 84%	Region 4	0 = 0%	Region 5	0 = 0%
Region 1	1 = 8%											
Region 2	1 = 8%											
Region 3	10 = 84%											
Region 4	0 = 0%											
Region 5	0 = 0%											
Report L	Total Number of Hours Provided by SSPs	79.42 hours										
Comments	<ul style="list-style-type: none"> Of the total of 79.42 hours of SSP service, all were only SSP supports. There were no hours when both SSP and advocacy support were provided at the same time. Of the total of 79.42 hours of SSP service, 65.42 hours were provided the by SSPs. An additional 14 hours of SSP service was provided by the Program Director. No SSP hours were provided by the Program Coordinator The number of hours used by individual clients ranged from 0.25 hrs to 22.42 hrs. The average number of SSP services provided each client is approximately 9.05 hrs. A total of 22 requests for SSP services were received of which all were filled. Of the 22 SSP supports provided, 4 (18%) included SSP supports for medical appointments, 2 (9%) for legal appointments, and 0 for “other” appointments. Of the 22 SSP supports provided, 1 (5%) included text access. NOTE: <i>The number of requests from clients who are deaf-plus for SSP services was very low in November. There were 58 requests for SSP services in October.</i> 											
Report M	Total Number of Client Services Hours	19.00										
Comments	<ul style="list-style-type: none"> Of the total of 19 hours of Consumer Services provided, there were 5.09 hours of coordinating/scheduling SSP services, 1.50 hours of advocacy support, 0 hours of intake/assessment, and 12.41 hours of other case management/service coordination activities. 											
Report N	Total Number of Trainings & Workshops	See Report E, above										
Report O	Total Trainings & Workshops by Region	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Region 1</td> <td style="text-align: center;">See Report F, above</td> </tr> <tr> <td style="text-align: center;">Region 2</td> <td style="text-align: center;">See Report F, above</td> </tr> <tr> <td style="text-align: center;">Region 3</td> <td style="text-align: center;">See Report F, above</td> </tr> <tr> <td style="text-align: center;">Region 4</td> <td style="text-align: center;">See Report F, above</td> </tr> </table>	Region 1	See Report F, above	Region 2	See Report F, above	Region 3	See Report F, above	Region 4	See Report F, above		
Region 1	See Report F, above											
Region 2	See Report F, above											
Region 3	See Report F, above											
Region 4	See Report F, above											

		Region 5	See Report F, above
Report P	Total Number of Outreach Events		See Report H, above
Report Q	Total Number of Outreach Events by Region	Region 1	See Report I, above
		Region 2	See Report I, above
		Region 3	See Report I, above
		Region 4	See Report I, above
		Region 5	See Report I, above

Additional Deaf-Plus Client Outcomes for the month of December:

1. Through client services support, one client had her case with DVR opened and by the end of the month was referred to COPD's Vocational Department for employment services.

2. With SSP supports, two clients have been able to participate in the weekly meetings and lunches of the Deaf Senior Citizens.

SPECIALIZED EQUIPMENT DISTRIBUTION

Report R	Total Number of Assessment/Training Hours	0	
Report S	Total Equipment Purchased	0	
Report T	Total Number of Equipment Distributed	0	
Report U	Total Equipment Distributed by Region	Region 1	0
		Region 2	0
		Region 3	0
		Region 4	0
		Region 5	0
Report V	Total Number of Exchanges	0	
Report W	Total Number of Repairs	0	
Report X	Total Number of Returns	0	
Report Y	Total Customer Service Calls Regarding Equipment	0	
Report Z	Total Training Provided to Clients on Equipment	0	

AVERAGE HOURS INDIVIDUAL SSPS WORKED EACH WEEK

SSP Employee Number	Weekly Average	Comments
46228	8.50	This SSP is available only mornings
46359	5.19	This SSP was unavailable for work for 2 weeks during this month
46198	16.19	
46229	2.58	This SSP is available only evenings
46200	10.44	
46196	12.21	
46315	25.63	
46351	0.00	This SSP only works during school breaks
46230	0.12	This SSP is available only evenings
46356	1.00	There were limited requests for SSP supports in this community
46364	22.32	
46143	21.56	

NOTE: The hours include both SSP hours (323.42 hrs) and SSP training hours (12.00 hrs).

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**

**Monthly Report of Services
December 2012**

Summary of Services:

Total number of clients served this month: 34

Total number of clients served this year to date (non-duplicate count): 46

Total number of SSP hours provided this month: 509.08 hours ²⁰

Total number of SSP hours provided this year to date: 2,512.40 hours

Total number of trainings and workshops this month: 0

Total number of trainings and workshops this year to date: 7

Total number of outreach events this month: 0

Total number of outreach events this year to date: 4

Total equipment purchased this month: 0

Total equipment purchased this year to date: 0

Total number of equipment distributed this month: 0

Total number of equipment distributed this year to date: 0

²⁰ There was a significant decrease in the number of SSP requests vis-à-vis the previous months by both clients who are deafblind as well as clients who are deaf-plus. It is suspected that this decrease was due to the Holidays. For information, see Reports C and L, below.

DEAF-BLIND SERVICES

Report A	Total Number of Deaf-Blind Clients	20 = 100%	
Comments:	<ul style="list-style-type: none"> Twenty clients received services this month. Sixteen of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). Three clients received only Consumer Services. One client received only SSP support. 		
Report B	Total Deaf-Blind Clients by Region	Region 1	1 = 5%
		Region 2	2 = 10%
		Region 3	11 = 55%
		Region 4	4 = 20%
		Region 5	2 = 10%
Report C	Total Number of Hours Provided by SSPs	390.75	
Comments:	<ul style="list-style-type: none"> Of the total of 390.75 hours of SSP service, 386.25 hours were only SSP supports and 4.5 hours were SSP with advocacy support. Of the total of 390.75 hours of SSP service, 383.25 hours were provided the by SSPs. An additional 7.5 hours of SSP service was provided by the Program Director. No SSP hours were provided by the Program Coordinator The number of hours used by individual clients ranged from 3.5 hrs to 74 hrs. The average number of SSP services provided each client is approximately 22.98 hrs. A total of 97 requests for SSP services were received of which 95 were filled. Of the 97 SSP supports provided, 11 (11.5%) included SSP supports for medical appointments, 0 for legal appointments, and 20 (21%) for “other” appointments. Of the 95 SSP supports provided, 15 (16%) included text access. <p><i>NOTE: The number of requests from clients who are deafblind for SSP services was rather low in December. There were 119 requests for SSP services in October.</i></p>		
Report D	Total Number of Client Services Hours	49.75	
Comments:	<ul style="list-style-type: none"> Of the total of 49.75 hours of Consumer Services provided, there were 23.58 hours of coordinating/scheduling SSP services, 0 hours of advocacy support, 3 hours of intake/assessment, and 23.17 hours of other case management/service coordination activities. 		
Report E	Total Number of Trainings & Workshops	0	
Comments:	None		
Report F	Total Trainings &	Region 1	0

	Workshops by Region	Region 2	0
		Region 3	0
		Region 4	0
		Region 5	0
Report H	Total Number of Outreach Events		0
Comments:	•		
Report I	Total Number of Outreach Events by Region	Region 1	0
		Region 2	0
		Region 3	0
		Region 4	0
		Region 5	0

Additional Deafblind Client Outcomes for the month of November:

1. With SSP support, 3 clients who are deafblind have been able to participate in the weekly meetings and luncheons of the Deaf Senior Citizens group.

DEAF-PLUS SERVICES

Report J	Total Number of Deaf-Plus Clients	14 = 100%										
Comments	<ul style="list-style-type: none"> Fourteen clients received services this month. Ten of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). Four clients received only Consumer Services. 											
Report K	Total Deaf-Plus Clients by Region	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Region 1</td> <td style="text-align: center;">2 = 15%</td> </tr> <tr> <td style="text-align: center;">Region 2</td> <td style="text-align: center;">1 = 7%</td> </tr> <tr> <td style="text-align: center;">Region 3</td> <td style="text-align: center;">10 = 71%</td> </tr> <tr> <td style="text-align: center;">Region 4</td> <td style="text-align: center;">1 = 7%</td> </tr> <tr> <td style="text-align: center;">Region 5</td> <td style="text-align: center;">0 = 0%</td> </tr> </table>	Region 1	2 = 15%	Region 2	1 = 7%	Region 3	10 = 71%	Region 4	1 = 7%	Region 5	0 = 0%
Region 1	2 = 15%											
Region 2	1 = 7%											
Region 3	10 = 71%											
Region 4	1 = 7%											
Region 5	0 = 0%											
Report L	Total Number of Hours Provided by SSPs	118.33 hours										
Comments	<ul style="list-style-type: none"> Of the total of 118.33 hours of SSP service, 115.33 were only SSP supports while the remaining 3.25 hours were both SSP and advocacy support were provided at the same time. Of the total of 118.33 hours of SSP service, 106.33 hours were provided the by SSPs. An additional 9 hours of SSP service was provided by the Program Director. No SSP hours were provided by the Program Coordinator The number of hours used by individual clients ranged from 2.00 hrs to 17.00 hrs. The average number of SSP services provided each client is approximately 11.33 hrs. A total of 41 requests for SSP services were received of which all were filled. Of the 41 SSP supports provided, 9 (22%) included SSP supports for medical appointments, 3 (7%) for legal appointments, and 8 (20%) for “other” appointments. Of the 40 SSP supports provided, 7 (17%) included text access. 											
Report M	Total Number of Client Services Hours	39.00										
Comments	<ul style="list-style-type: none"> Of the total of 39 hours of Consumer Services provided, there were 11.42 hours of coordinating/scheduling SSP services, 0 hours of advocacy support, 2 hours of intake/assessment, and 25.58 hours of other case management/service coordination activities. 											
Report N	Total Number of Trainings & Workshops	See Report E, above										
Report O	Total Trainings & Workshops by Region	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Region 1</td> <td style="text-align: center;">See Report F, above</td> </tr> <tr> <td style="text-align: center;">Region 2</td> <td style="text-align: center;">See Report F, above</td> </tr> <tr> <td style="text-align: center;">Region 3</td> <td style="text-align: center;">See Report F, above</td> </tr> <tr> <td style="text-align: center;">Region 4</td> <td style="text-align: center;">See Report F, above</td> </tr> <tr> <td style="text-align: center;">Region 5</td> <td style="text-align: center;">See Report F, above</td> </tr> </table>	Region 1	See Report F, above	Region 2	See Report F, above	Region 3	See Report F, above	Region 4	See Report F, above	Region 5	See Report F, above
Region 1	See Report F, above											
Region 2	See Report F, above											
Region 3	See Report F, above											
Region 4	See Report F, above											
Region 5	See Report F, above											

Report P	Total Number of Outreach Events	See Report H, above	
Report Q	Total Number of Outreach Events by Region	Region 1	See Report I, above
		Region 2	See Report I, above
		Region 3	See Report I, above
		Region 4	See Report I, above
		Region 5	See Report I, above

Additional Deaf-Plus Client Outcomes for the month of November:

1. Through client services support, one client had his case with DVR opened; it is anticipate that the client will be referred to COPD for vocational services in January 2012.
2. With SSP supports, three clients have been able to participate in the weekly meetings and lunches of the Deaf Senior Citizens.

SPECIALIZED EQUIPMENT DISTRIBUTION

Report R	Total Number of Assessment/Training Hours	0	
Report S	Total Equipment Purchased	0	
Report T	Total Number of Equipment Distributed	0	
Report U	Total Equipment Distributed by Region	Region 1	0
		Region 2	0
		Region 3	0
		Region 4	0
		Region 5	0
Report V	Total Number of Exchanges	0	
Report W	Total Number of Repairs	0	
Report X	Total Number of Returns	0	
Report Y	Total Customer Service Calls Regarding Equipment	0	
Report Z	Total Training Provided to Clients on Equipment	0	

AVERAGE HOURS INDIVIDUAL SSPS WORKED EACH WEEK

SSP Employee Number	Weekly Average	Comments
46228	20.31	This SSP is available only mornings
46359	6.13	
46198	16.38	
46229	.88	This SSP is available only evenings
46200	13.25	
46196	12.81	
46315	19.06	
46351	0.00	This SSP only works during school breaks
46230	0.00	This SSP is available only evenings
46356	3.38	There were limited requests for SSP supports in this community
46364	12.07	
46143	23.44	

NOTE: The hours include both SSP hours (489.58 hrs) and SSP training/meeting hours (17.00 hrs).

Report prepared and submitted by:

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