

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

Fiscal Year 2013, Quarter 3



© NMCDHH
2500 Louisiana NE • Suite 400
Albuquerque, NM 87110
V/TTY: 505.881.8824 • VP: 505.435.9319 • Fax 505.881.8831

Table of Contents

Agenda.....	5
Minutes from 04/17/13 Board Meeting.....	7
Executive Summary.....	17
Administration & Finance.....	19
Communication Access & Development.....	25
Public Policy & Advocacy.....	29
Telecommunications & Technical Assistance.....	33
>>iPad® Pilot Final Report inserted here<<	
Las Cruces Satellite Office.....	41
Customer Service Data & Statistics.....	47
Contracts.....	53



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.

COMMISSION MEETING

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

ALBUQUERQUE MARRIOTT
UPTOWN
2101 Louisiana NE
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

Posted: June 25, 2013

AGENDA

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

Mark Apodaca
Chair

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.

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 13, Q3**

role of the board to encourage, but it was something that they support. To clarify, Chair Mark Apodaca asked if Mr. Bonura meant if the Commission encourages staff to work with profit and non-profit businesses. Mr. Bonura said no, that he was referring to a non-profit business that was set up and a Deaf individual was hired, and presumably the Commission was not happy about that.

Mr. Bonura also stated that the Commission is failing in regards to access to services. In Pennsylvania, Vermont and New Hampshire access to services is going quite well even with a small staff. Here in New Mexico there is no state plan that includes services for Deaf and Hard of Hearing like they have with the exception of the Division of Vocational Rehabilitation (DVR), and the Commission supports that with \$456,000 going to DVR. Mr. Bonura asked if that money is going to support individuals who are Deaf or Hard of Hearing.

Commissioner Deb Hambel asked if she could answer, but Chair Apodaca asked her to hold that for now and to continue with Public Comments.

Mr. Bonura stated that he wrote a long letter to Acting Director Ralph Vigil. Mr. Vigil did respond and explained the three different levels in the order of service. Mr. Bonura went on to say that DVR is not have a Deaf counselor. Ms. Roth stated she will include requirements for the counselors to be able to sign when dealing with deaf clients. She will work with Ms. Hambel to include all new requests in the MOU.

Mr. Bonura stated that he wrote a letter to Executive Director Roth about CDHH contracting out of state. He said that a few years ago CDHH cancelled the contract with New Mexico Relay Network costing about 40 to 60 New Mexicans their jobs. He would like to see people in New Mexico be employed with this work. He also asked that a contract or RFP be set up for \$5,000 to \$6,000 so that Deaf individuals have communication access during the next Legislative Session.

Marianne Jodie Grote asked to talk about the new interpreting services called NIS. She asked, with the understanding that CDHH is on neutral ground in regards to the various interpreting agencies, for the support of the commissioners. This is a new agency, established and run by the Deaf to provide services for the Deaf. Ms. Grote wanted to let Executive Director Roth and the Board know that there would be a meeting the following Wednesday at 10:00 a.m. in Santa Fe and would appreciate their support.

Chris Kemp from Roswell introduced himself to the Board. He wanted the Board to know that he was struggling with Social Security. He wanted to get things straightened out before he went into surgery but tried and tried to contact them and they never got back to him. During his hospitalization, he had a missed call, but no message was left.

Mr. Kemp also wanted to express his disappointment with COPD. There are issues with interpreting services in Roswell, because Roswell is far from Albuquerque and Santa Fe and it is difficult to get interpreters from COPD. He also commented that the new interpreting service, NIS, was good to have in New Mexico.

The NMAD Conference which Mr. Kemp chairs has noticed a drop in attendance since the Commission has had its Conference on Hearing Loss. He suggested the possibility of combining the two conferences.

Chair Apodaca thanked the people that had comments and that the board would look into their concerns.

IV. INTRODUCTION OF NEW BOARD MEMBERS

Chair Apodaca wanted to give the new board members an opportunity to introduce themselves starting with Commissioner John Johnson.

Commissioner Johnson introduced himself and talked about his hearing loss. While in the military in 1971 and he got very close to some bombs and has had a profound hearing loss since. Mr. Johnson stated that his sign language was improving, but he was not yet proficient. He also explained his frustrations in the business world. The hearing world thinks because he can speak that he can also understand what they are saying, even though he isn't able to in actuality. Sometimes he has a speaking person sitting close to him to interpret what is being said. He found himself feeling more isolated. His wife told him to learn to sign, so two years ago he began learning sign and got involved with the Deaf community. He was amazed at how wonderful and accepting the people were and it opened his eyes to many things. Commissioner Johnson said he was excited about being part of the Commission and to represent the hard of hearing and the concerns of the Deaf community.

Commissioner Johnson works with Community Action Agency of Southern New Mexico (CAASNM). Before that he was the General Manager for Southwest Ambulance and worked on a grant to connect the hospital and the clinics together, and won the grant. Then he took over the project for CAASNM and is director over what is called "Healthy Communities" which is software that connects the clinics and hospitals together. They also find medical insurance for people that cannot afford it. He is also the Director of "Covering Kids" which advocates for children to get Medicaid, and Director of IT for CAASNM.

Commissioner Austin Welborn introduced himself and stated he has only lived in New Mexico the last 2 ½ years, but he loves the community. He explained that the Deaf community in Utah was more like a several really small and separate groups. Here in New Mexico, Mr. Welborn finds that the Deaf community is striving for one large group of Deaf and Hard of Hearing people to be together. He started "Deaf Night Out" which he feels will improve the strength of the Deaf community and help people become more aware of Deaf Culture and what Deaf people are all about. They have been meeting for two years and averaging 70-80 people coming to each event. Commissioner Welborn also became involved with NMAD and is now President of the Albuquerque chapter. He enjoys seeing Deaf and Hearing people interact and he's hoping for a stronger Deaf community.

Mr. Welborn just started a job with a new company as a mechanical engineer. He had majored in Mechanical Engineering at the University of Utah for his BS and graduate degree.

Commissioner Luis Quinonez greeted those present. He and his family moved from Las Cruces to Santa Fe so that his 6-year-old daughter could attend the New Mexico School for the Deaf. He also has a two-year-old hearing son. Mr. Quinonez worked in law enforcement for the past six years and is waiting to join the police department in Santa Fe as well.

V. ACTION ITEMS

a. Election of Officers for 2013 Calendar Year

Chair Apodaca called for the election of officers for the 2013 calendar year, which was postponed from the December meeting so that a full board could vote.

13-7

Commissioner James DeBee nominated Mark Apodaca to remain Chair of the Board. Mr. Apodaca accepted and there were no other nominations. The Board voted unanimously in favor.

13-8

Commissioner Ron Stern nominated Commissioner Deb Hambel for the position of Vice-Chair. Ms. Hambel accepted and there were no other nominations. The Board voted unanimously in favor.

13-9

Chair Apodaca nominated Commissioner Ron Stern for Secretary. Dr. Stern accepted after clarifying that he could as an ex-officio member. There were no other nominations. The Board voted unanimously in favor.

b. Approval of Minutes

Chair Apodaca noticed some grammatical errors on page nine. First line of paragraph three should be "there are legislative issues" rather than "they are" and the words "to address" should be added. It was also stated that it was not clear what was meant by the auditing in the next sentence. Executive Director Roth clarified that it was the auditing of the telephone companies to see if CDHH is receiving the correct amount.

Commissioner DeBee also wanted the last sentence of the fourth paragraph of page nine to be corrected to say that he wanted to remove the low income requirement so all deaf individuals could have access without question.

13-10

Commissioner DeBee made a motion to approve the minute with the aforementioned corrections. Commissioner Hambel seconded. Motion passed unanimously.

VI. AGENCY REPORTS

a. Executive Director

Chair Apodaca asked Executive Director Ellen Roth to share some of what happened at the 60-day legislative session. Ms. Roth said that she had gone to Santa Fe for the budget review and hearing. The CDHH budget for FY14 was approved with a cut of \$200,000 in contracts only. The operating budget would stay the same. CDHH is funded by revenue from TRS which is dwindling

due to a decrease in landline subscribers. Commissioner Apodaca said he hoped they could change the phone revenue during this legislative session and Ellen replied that she did speak with a few representatives this year but they said it needs to wait until next year. Ms. Roth said that CDHH will submit a bill to make changes to the Telecommunication Access Act, and Senator Michael Padilla of Albuquerque is interested in picking up that bill and sponsoring it for the next legislative session in January 2014.

Ms. Roth also announced that two positions have been filled at the Albuquerque Office. Nathan Gomme is the new Director of Public Policy and Advocacy. Mr. Gomme was previously a Service Coordinator, so that position is now vacant. The new Training and Development Coordinator is Roger Robb. Ms. Roth stated that Mr. Robb was originally from Albuquerque, had moved away and now is back.

There is also an accounting position open. Ms. Roth explained that the interview process is finished and they are waiting to see if the person recruited will accept the offer. That person will work on the budget with Deborah Romero.

Director Roth also mentioned that work has begun on a five-year strategic plan for CDHH. She had her first meeting with representatives from different groups including NMAD, HLAA, COPD, NMRID and all, including herself, had contributions for the strategic plan. Many different perspectives are involved. CDHH must meet the needs of Deaf and Hard of Hearing issues such as domestic violence, advocacy, and issues with hearing aids. Children are covered for hearing aids, but most residents do not have coverage. After this first meeting, Ms. Roth realized there is much the Commission needs to do, and it will require three or four more meetings to finalize the strategic plan.

Chair Apodaca asked if there is a new TRS provider for New Mexico. Director Roth explained that CDHH went through the RFP process, but it is not yet public information. A contract needs to be signed and go through different departments of the State before it can be announced. An audience member asked if the board approves those contracts. Chair Apodaca responded that anything over \$50,000 the board will approve.

Commissioner Stern brought it to attention that, although he is for open communication, he also respects meeting protocol and the time for public comment had passed.

b. Department Reports

Finance and Administration

Commissioner Ron Stern asked if it would be possible to have data that we could compare from last year as well as the current year so that the Board could see a comparison. Commissioner Stern asked Chair Apodaca what his thoughts were as a finance person, and Chair Apodaca agreed he would like to compare FY12 to FY13 to be able to see trends. Dr. Stern asked Deborah Romero if that was doable, and she replied that it was. Commissioner DeBee also asked for clarification on the percentages in the budget breakdown so that it was clear where the money was going.

Communication Access and Development

Chair Apodaca asked Lisa Dignan for clarification on the section of the report that stated that "nearly 200 interpreters from 16 states represented in 12 different languages." Ms. Dignan explained that that was the 2012 New Mexico Interpreters' Conference which included spoken and signed language interpreters. Commissioner DeBee asked if the Commission's budget was used for that conference or was it supported through registration fees, etc. Ms. Dignan explained

that the lead agency that handled the Conference was the New Mexico Administrative Office of the Courts (AOC), but that she was co-chair. It was fully funded through the registration fees and sponsorships. In terms of money, CDHH only helped a little in providing sign language interpreters so that all Deaf and Hard of Hearing persons could attend.

Chair Apodaca asked about the two new Board Members on the Signed Language Interpreting Practice Board (SLIPB) and wanted to know about their backgrounds. Ms. Dignan replied that both Cara Balestreri and Paula McCluskey were certified signed language interpreters from New Mexico. One works primarily in the community and the other works primarily with APS. Commissioner DeBee asked how many people were on the board, and how many were Deaf. Ms. Dignan replied that there were seven board members and three were Deaf: Johnny Robertson, Phyllis Wilcox and Sandra Williams.

Chair Apodaca wanted to know the procedure to stop people from interpreting without a license. Ms. Dignan stated that it was a misdemeanor for someone to interpret when their license has lapsed or if they didn't have a license. CDHH is working hard to educate the Deaf Community to ask if they could see the license to make sure it is current and valid when they find themselves in a situation requiring an interpreter. If the interpreter does not have a valid license, a complaint needs to be filed with the licensure board.

Commissioner Luis Quinonez asked what is in place to help interpreters to proceed with certifications. Ms. Dignan said there are lots of opportunities, many of which are funded by CDHH, such as: mentoring opportunities, internship opportunities, and workshops, to name a few. Most of these are low cost or free; all have the goal of getting the interpreters certified before the five year provisional license lapses.

Commissioner Stern asked about statistics of the number of interpreter requests and wondered how many requests CDHH was not able to meet. Ms. Dignan explained that it was very rare that CDHH is not able to meet the internal needs for an interpreter, and that, although it isn't her primary role, she could be pulled in as an interpreter if necessary.

Commissioner DeBee expressed concern about the lack of interpreters in Southern New Mexico. He asked if interpreters in El Paso could be licensed in New Mexico. He noticed that Southwest Interpreting Services was on the interpreter referral list, and if their interpreters had licenses to work in New Mexico. Ms. Dignan informed the board that interpreters from Texas can absolutely be licensed in New Mexico if they meet the requirements. She explained that there Texas has their own certification that New Mexico doesn't recognize, but if the interpreter has national certification, then they can get a license to work in New Mexico. Ms. Dignan also clarified that Southwest Interpreting Services agency is located in Southern New Mexico, not El Paso.

Commissioner DeBee also was wondering what the status of SLIPB after it was approved by the court. Ms. Dignan responded that she was happy to say that the sunset requirement for SLIPB was removed and now it is a permanent board and will no longer have to go through reviews every four years. That happened in the current quarter and that is why it was not reflected in the Board Report for the second quarter.

Commissioner Hambel asked for a brief update on the timeline for the next interpreting price agreement. Ms. Dignan answered that the current agreement will expire in November, but can be renewed up to two more times.

Public Policy and Advocacy

Commissioner DeBee said there are people calling and asking him for help that he continually refers to the Commission. These are people that could lose their children and they need legal

help. He added that perhaps they could be referred to New Mexico Disability Services. Nathan Gomme stated he was working with Howard Rosenblum, the CEO of NAD relating to legal issues. He has concerns and he spoke with Ellen who shares those concerns. CDHH is looking at different states and their policies and how to provide legal support. Hiring someone with legal experience or a legal background to handle the complicated legal issues is hard to find. Most don't want to work on a limited salary; they want the money that they have a right to earn. Service Coordinators must clarify what can and can't be done. Mr. Gomme went on to say that the staff are working very hard and have answered the calls referred to CDHH by Mr. DeBee. The staff responds as soon as possible, but they are not in the office all the time.

Chair Apodaca asked if there are law centers for the disadvantaged and if CDHH could work with those places. Mr. Gomme said that UNM Law Center provides services for the indigent, but they are maxed-out. It's hard to meet all the needs. NAD provides services, but they can't cover everything and they don't cover all law. He stated that CDHH does their best at explaining about how pro-bono works and they can get access through different agencies that provide that. The AOC is working with CDHH to make sure that the rules of law are followed within the courts. CDHH has also made contact with the New Mexico Bar Association, but have not yet had a meeting with them. Summing the topic up, Mr. Gomme stated he himself has used lawyers in New Mexico and struggled with the same issues. Commissioner DeBee agreed that is hard to find good lawyers and furthermore some judges were very oppressive as well, one person was told pen and paper would suffice as accessible communication. Since there are these problems with the system he suggested that should be part of the five-year plan.

Commissioner Austin Welborn suggested using social media to reach the Deaf and Hard of Hearing to help them understand Deaf Rights. Director Roth agreed and stated that the Commission already is involved with social media and trying to improve it. CDHH has a temporary contract in which to promote and provide more social media and it is definitely part of the five-year strategic plan.

Commissioner John Johnson asked if CDHH was working with the New Mexico Center of Law and Poverty and if they were providing interpreting service and legal assistance to the Deaf and Hard of Hearing. Mr. Gomme replied that CDHH was working with them and not all of the groups were providing equal services. For example, Legal Aid in Santa Fe provides interpreting services, but in Albuquerque it seems to be a struggle, so it is not consistent.

There was also discussion about getting word to all who may be involved in a legal case: lawyers, police officers, incarceration units, etc. and they have to be notified again and again of how to provide services to the Deaf and Hard of Hearing. CDHH will be tracking these incidents and so that they can provide statistics to show the Legislature that these needs are not being met. Mr. Gomme also clarified that only two of Commissioner DeBee's referrals have actually called for services.

Telecommunications and Technical Assistance

Chair Apodaca was interested in an update regarding Text-to-911. Shannon Smith, Director of Telecommunications and Technical Assistance replied that Text-to-911 is still in pilot phase. The active pilot test is being conducted in Baltimore and Washington D.C. with Gallaudet University, the Maryland School for the Deaf and the surrounding area. New Mexico is aware of the requirement of Text-to-911, but is struggling to figure out how to launch it when there are current 911 call centers that are not up to speed. They are in semi-crisis mode because it will cost a lot of money to launch and they have a limited budget. CDHH is continuing to work with the 911 coordinator and has also done proactive training at the 911 call centers on communication access for the Deaf and Hard of Hearing. Commissioner Johnson asked if it would be possible for Text-to-911 to be in a central location. Ms. Smith suggested that would defeat the purpose of

enhanced 911 service which provides location-based service. A central center would create time delay in responding to 911 calls.

Chair Apodaca stated he was aware that VRS had 911 built in, but asked about smart phones. Ms. Smith responded that there is emergency calling features built in to smart phones. However GPS services are automatic with some carriers and with others you have to set it up to participate. Ms. Smith also stated that she had set up her Purple account with her home address, and while sitting in the 911 center she did a test that showed that she was at her home. There are continuing struggles.

Commissioner DeBee noticed on the report stated that email messages will not be included. Ms. Smith stated that the 21st Century Communications and Video Accessibility Act determines what type of messages would be required to participate in Text-to-911 and FCC made the rule that it is only text messages, not email or instant messages.

Commissioner DeBee stated that he would like to do some research on potentially removing the income requirement on the distribution programs for New Mexico, making it easier to track. Instead of tracking by income, it could be tracked by Deaf and Hard of Hearing individuals. Ms. Smith responded that on page 31 of the quarterly report, she outlined a potential solution. Because the income guidelines of the distribution programs are designed by rules and not statute, the Board of Commissioners can actually change and alter the income requirement. To completely remove the income requirement, however, would require a statute change. Because of that, Ms. Smith said, she and Ms. Roth were informed that the current administration would not be in support of completely removing the income guidelines for the distribution programs. However, if the Board chose to set the income requirement at 400% of the federal poverty level, CDHH would probably increase the distribution by 45% minimum and probably closer to 70%, because that would allow them to have a max income of \$72,200 a year. Mr. DeBee asked if Ms. Smith had researched other states, because it would be good to show the legislature how New Mexico compares with other states based on what statistics were gathered. Ms. Smith told him that out of 33 equipment distribution programs across the country, 27 have established income eligibility guidelines. The average for the programs is set at 200% of the poverty level.

Las Cruces Office

Commissioner Johnson expressed that there were many problems in Las Cruces including interpreter availability, movies without captions, and frustrations about jobs and not being able to find work. He stated he is aware that these are the same frustration that people all over the state, but the Deaf and Hard of Hearing in Las Cruces feel isolated, even though it is the second largest city in the state. The services seem to mostly be in Albuquerque and Santa Fe. So there is a lot of frustration in Las Cruces.

There was discussion regarding the growth of the Las Cruces office. It started off as a one person office with a limited budget and now they have two contractors working with Sandy Williams now. Ms. Roth stated that CDHH was hoping to add one FTE there. Soon they will be moving and everyone will have their own office. Commissioner Johnson commended Ms. Williams for the excellent job she was doing in Las Cruces.

Commissioner Welborn wanted to know how many interpreting agencies were in the Las Cruces area. Ms. Dignan stated there was one in the area, but a few others do serve that area as well, although not as consistently as everyone would like. The new interpreting service that is there is run by a trilingual interpreter, Lorena Ramirez. She has been interpreting for a long time and has many contacts. That agency was set up recently and will be great for the Las Cruces area.

VII. NEW BUSINESS

Before going into Executive Session, Chair Apodaca asked Commissioner Hambel about meeting with DVR Acting Executive Director Ralph Vigil. Commissioner Hambel said she did meet with Mr. Vigil who is diligently working on a number of issues. The most important focus that they have is expanding resources for accessing appropriate staff to provide services at DVR. She said that generally they use the State Personnel website for sending out notifications of vacancies, but they are looking at other avenues such as the DCC listserv. She would also like to get together with Executive Director Roth to discuss other possible resources to advertise for adequate personnel to have on staff for the DVR in the Santa Fe area. Ms. Hambel did say DVR contracts out the majority of services for employment, the reason being that they do not have the staff resources to provide services directly. Also DVR is talking about working with the Transition Coalition. Mr. Vigil wanted Commissioner Hambel to let the Commission and audience know that he is taking concerns of the Deaf and Hard of Hearing Community very seriously. There is good communication through the Coalition and DVR also has better contact with the New Mexico School for the Deaf.

As mentioned during the Public Comments portion of the meeting, the order of selection is still a concern. Commissioner Hambel explained that there are the three categories in the order of selection, but right now all are open and everyone is receiving services. DVR will continue to address any concerns brought to their attention. The request to all present was to contact Ms. Hambel so she would be able to address them. Chair Apodaca asked what the goals and objectives would be in FY14. Ms. Hambel said she would be working with Ms. Roth on renewing the MOU with CDHH and that would be the perfect place to outline goals and objectives for the next fiscal year and then present them at the next Board Meeting.

VIII. EXECUTIVE SESSION

13-11

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

Roll Call Vote:

Chair Apodaca	yes	Commissioner Hambel	yes
Commissioner Stern	yes	Commissioner DeBee	yes
Commissioner Johnson	yes	Commissioner Welborn	yes
Commissioner Quinonez	yes		

The Board reconvened after Executive Session at 6:15 p.m.

13-12

Commissioner John Johnson made a motion to exit Executive Session.
Commissioner Austin Welborn seconded.

Roll Call Vote:

Chair Apodaca	yes	Commissioner Hambel	yes
Commissioner Stern	yes	Commissioner DeBee	yes
Commissioner Johnson	yes	Commissioner Welborn	yes
Commissioner Quinonez	yes		

IX. ADJOURNMENT

Chair Apodaca called for a motion to adjourn.

13-13

Commissioner John Johnson made a motion to adjourn.
Commissioner Ron Stern seconded.
Motion passed unanimously.

Meeting adjourned at 6:17 p.m.

Executive Summary

Ellen Roth, Executive Director of NMCDHH

July 2013

Fiscal Year 2013 has brought successes and challenges for the State of New Mexico Commission for Deaf & Hard of Hearing. It has been an ongoing process working on several projects at the same time. There is never a dull moment. For the first time since I have been here, NMCDHH has a full house of board members and staff positions are completely filled except for one vacant position left which is a Service Coordinator in ABQ office.

In the past quarter, I completed the first meeting on 5 year strategic goals and will schedule a second meeting soon after I have cemented the working relationship with the legislation drafter on the telecommunication bill. We are now a work in progress on this bill to be completely drafted and to be reviewed with the group on the 5 year strategic goals and management team.

I also will be presenting at the committee from Revenue Stabilization and Tax Policy, an interim committee of the NM Legislature this mid-July. This will help them become aware of NMCDHH and the draft of the telecommunication access fund 1996.

I have hired and contracted with a new social media director and videographer Henri Grau to bring NMCDHH into mainstream society so that other communities will become more aware of our daily events, activities and projects. Our website is now being updated and will add more vlogs in ASL with captions and audio to be fully accessible for all.

NMCDHH's new Training and Development Coordinator has completed several new PowerPoint presentations and is ready to go out to do more presentations in this state and is already scheduled for 2 presentations in the month of July with more to come in months ahead.

We are completing the contracts for the new FY14 on telecommunication relay services, deaf/blind services, and for the interpreting sector, on mentoring related services. NMCDHH also expanded our in-house interpreting services by incorporating interns in our office along with 2 contracted full time in-house interpreters and 2 other contracted

part time interpreters. I am proud to say that the interpreters in the community really do want to work in this office for our staff.

NM State Directors' Coalition have started meeting together on a bi-monthly basis and I am part of that group and look forward to be part of the statewide change agents on all disability related policies on employment, education and housing. I am also heavily involved with Deaf Culture Center and housing projects for their meetings and budgetary and legislative related work to ensure that this project will continue to proceed without any impediments.

This agency will have much more work to come once the telecommunication bill is being revised and passed. The possibilities are numerous. We have more projects at work and to be shared in time. Stay tuned for more good news.

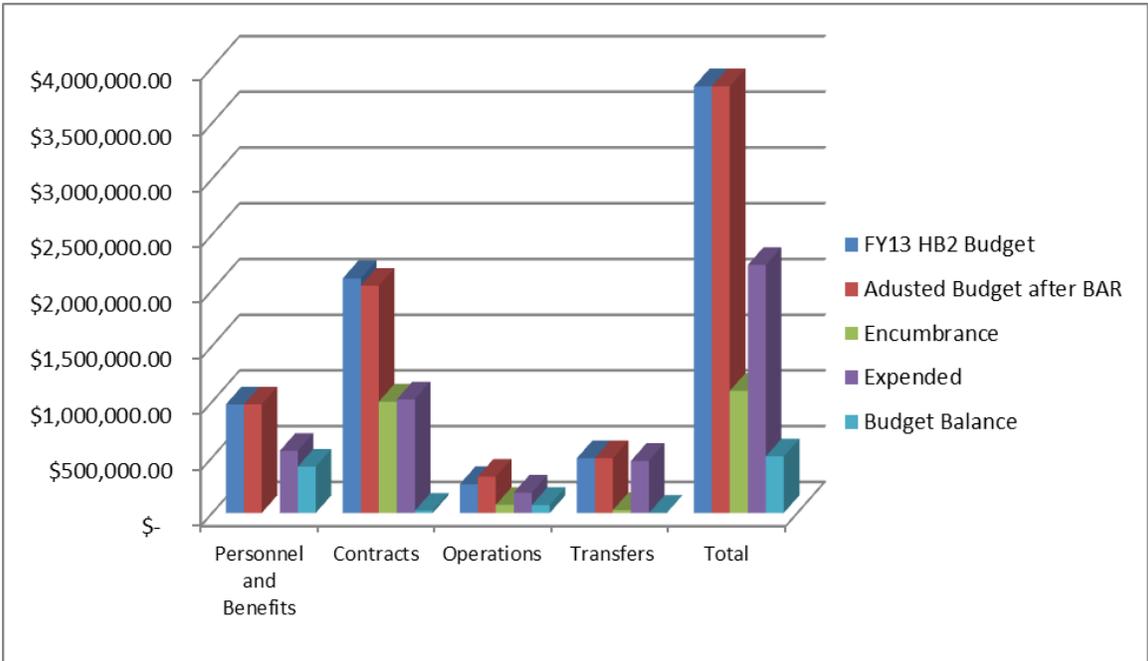
Administration & Finance

Deborah Romero, Management Analyst

FY13 Third Quarter Board Report								
	FY13 OPBUD	BAR	Adjusted Budget	ENC	EXP	TOTAL ENC AND EXP	YTD Budget Balance	PERCENT SPENT
Salary and Benefi	\$ 973,300	\$ -	\$ 973,300	\$ -	\$ 557,740	\$ 557,740	\$ 415,560	57.30%
Prof Serv	\$ 835,571	\$ (49,714)	\$ 785,857	\$ 375,604	\$ 408,802	\$ 784,406	\$ 1,451	
Other Serv	\$ 1,255,422	\$ (17,466)	\$ 1,237,956	\$ 620,852	\$ 598,183	\$ 1,219,035	\$ 18,921	
Audit Serv	\$ 10,700	\$ -	\$ 10,700	\$ -	\$ 10,700	\$ 10,700	\$ -	
IT Serv	\$ 3,707	\$ -	\$ 3,707	\$ 2,548	\$ 1,159	\$ 3,707	\$ 1	
Contracts	\$ 2,105,400	\$ (67,180)	\$ 2,038,220	\$ 999,004	\$ 1,018,844	\$ 2,017,848	\$ 20,372	49.99%
EE IS Mile	\$ 4,305	\$ 1,453	\$ 5,758	\$ 328	\$ 2,180	\$ 2,508	\$ 3,250	
EE IS Meal	\$ 1,733	\$ 7,518	\$ 9,251	\$ 192	\$ 2,847	\$ 3,039	\$ 6,212	
Brd & Comm	\$ 2,100	\$ 100	\$ 2,200	\$ -	\$ 528	\$ 528	\$ 1,672	
Trans Fuel	\$ 6,750	\$ -	\$ 6,750	\$ 4,476	\$ 2,274	\$ 6,750	\$ -	
Trans Ins	\$ 900	\$ -	\$ 900	\$ -	\$ -	\$ -	\$ 900	
Trans Pool	\$ 12,000	\$ -	\$ 12,000	\$ 4,632	\$ 5,868	\$ 10,500	\$ 1,500	
M Prop	\$ 657	\$ -	\$ 657	\$ -	\$ 657	\$ 657	\$ 0	
Maint IT	\$ 2,862	\$ 2,501	\$ 5,363	\$ 866	\$ 782	\$ 1,649	\$ 3,714	
Supplies Inv IT	\$ 2,561	\$ -	\$ 2,561	\$ 400	\$ 2,161	\$ 2,561	\$ 0	
Supplies Office	\$ 3,069	\$ 5,410	\$ 8,479	\$ 234	\$ 3,245	\$ 3,478	\$ 5,001	
Supplies Inv Exer	\$ -	\$ 40	\$ 40	\$ -	\$ 40	\$ 40	\$ -	
Rept Recor	\$ 10,100	\$ -	\$ 10,100	\$ 6,603	\$ 3,498	\$ 10,100	\$ -	
ISD Serv	\$ 17,500	\$ 7,000	\$ 24,500	\$ 6,040	\$ 1,840	\$ 7,880	\$ 16,620	
HCM Assmnt Fed	\$ 3,700	\$ -	\$ 3,700	\$ -	\$ -	\$ -	\$ 3,700	
Print Serv	\$ 1,504	\$ 500	\$ 2,004	\$ -	\$ 704	\$ 704	\$ 1,300	
Postage	\$ 966	\$ 3,000	\$ 3,966	\$ 353	\$ 612	\$ 966	\$ 3,000	
Rent Land	\$ 115,187	\$ 4,000	\$ 119,187	\$ 14,895	\$ 90,291	\$ 105,186	\$ 14,001	
Rent Equip	\$ 8,751	\$ 4,826	\$ 13,577	\$ 5,414	\$ 8,164	\$ 13,577	\$ (0)	
Telecom-Non-GS	\$ 20,300	\$ 20	\$ 20,320	\$ 6,610	\$ 13,711	\$ 20,321	\$ (1)	
GSD Telecom	\$ 28,000	\$ 6,947	\$ 34,947	\$ 19,345	\$ 12,102	\$ 31,447	\$ 3,501	
Sub Dues	\$ 1,625	\$ 871	\$ 2,496	\$ -	\$ 1,996	\$ 1,996	\$ 500	
EE Train	\$ 3,081	\$ 1,135	\$ 4,216	\$ 60	\$ 4,156	\$ 4,216	\$ (0)	
Advert	\$ 1,948	\$ -	\$ 1,948	\$ 806	\$ 1,143	\$ 1,948	\$ (0)	
Prior Year	\$ 171	\$ 10,503	\$ 10,674	\$ -	\$ 10,674	\$ 10,674	\$ 0	
Misc Exp	\$ 585	\$ -	\$ 585	\$ 193	\$ 392	\$ 585	\$ 0	
IT Equip	\$ -	\$ 194	\$ 194	\$ -	\$ 194	\$ 194	\$ -	
EE OS Mileage	\$ 1,735	\$ 6,296	\$ 8,031	\$ -	\$ 4,130	\$ 4,130	\$ 3,901	
EE OS Meals	\$ 5,810	\$ 4,866	\$ 10,676	\$ 600	\$ 7,867	\$ 8,467	\$ 2,209	
Operations	\$ 257,900	\$ 67,180	\$ 325,080	\$ 72,044	\$ 182,056	\$ 254,100	\$ 70,980	56.00%
500 Op Transfers	\$ 491,000	\$ -	\$ 491,000	\$ -	\$ 466,000	\$ 466,000	\$ 25,000	94.91%
Total	\$ 3,827,600	\$ -	\$ 3,827,600	\$ 1,071,048	\$ 2,224,640	\$ 3,295,688	\$ 531,912	58.12%

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 13, Q 3**

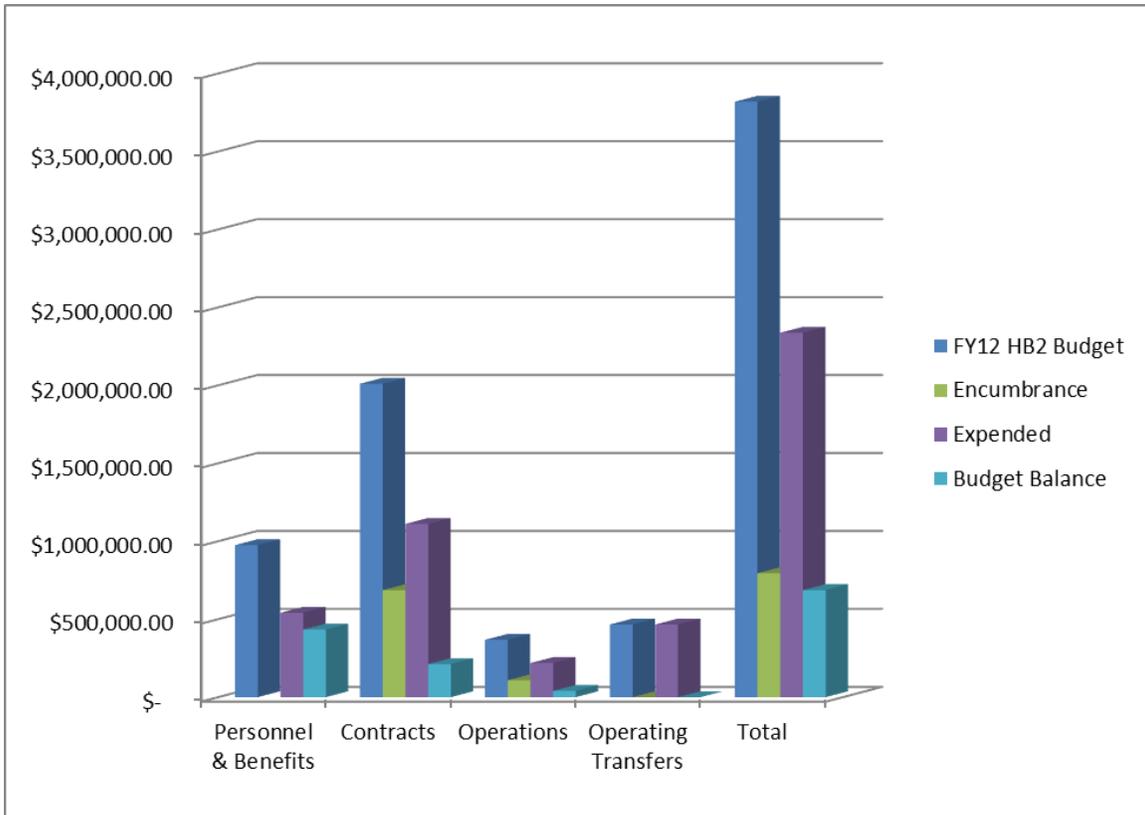
FY13 3RD QUARTER ENDING MARCH 31, 2013					
31-Mar-13	FY13 HB2 Budget	Adusted Budget after BAR	Encumbrance	Expended	Budget Balance
Personnel and Benefit	\$ 973,300.00	\$ 973,300.00		\$ 557,740.00	\$ 415,560.00
Contracts	\$ 2,105,400.00	\$ 2,038,220.00	\$ 999,004.00	\$ 1,018,844.00	\$ 20,372.00
Operations	\$ 257,900.00	\$ 325,080.00	\$ 72,044.00	\$ 182,056.00	\$ 70,980.00
Transfers	\$ 491,000.00	\$ 491,000.00	\$ 25,000.00	\$ 466,000.00	\$ -
Total	\$ 3,827,600.00	\$ 3,827,600.00	\$ 1,096,048.00	\$ 2,224,640.00	\$ 506,912.00



**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 13, Q 3**

FY12 3RD QUARTER ENDING MARCH 31, 2012

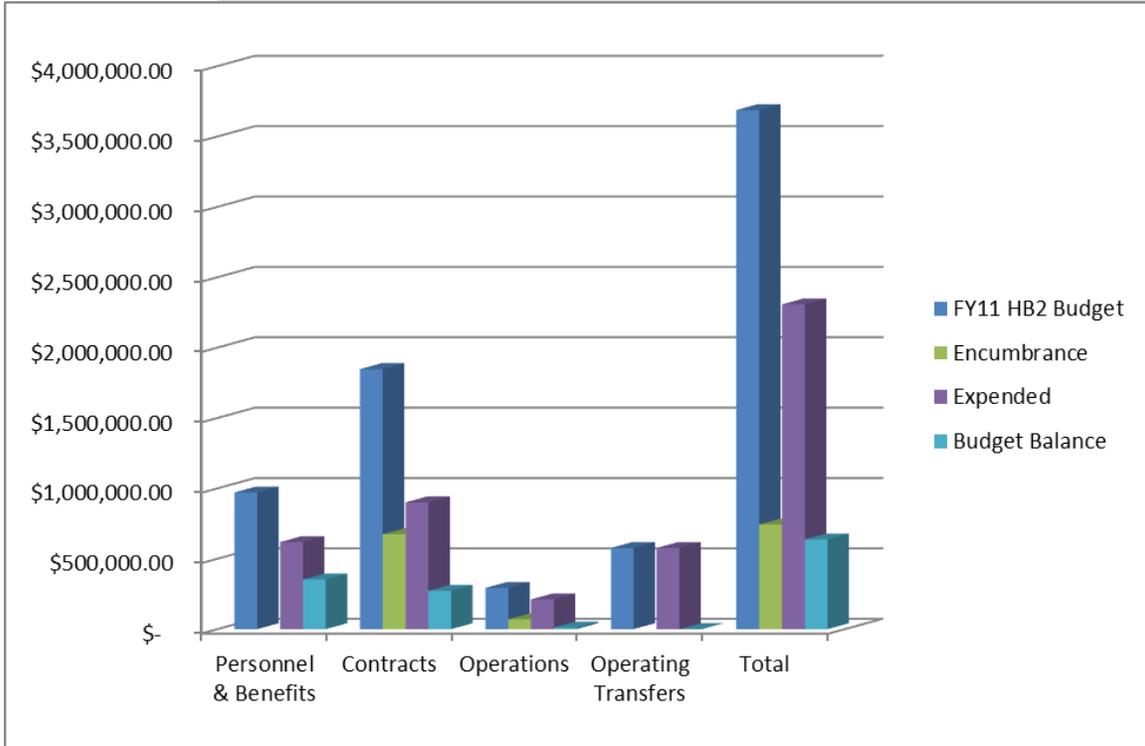
31-Mar-12	FY12 HB2 Budget		Encumbrance	Expended	Budget Balance
Personnel & Benefits	\$ 975,300.00			\$ 541,326.00	\$ 433,974.00
Contracts	\$ 2,010,400.00		\$ 686,805.00	\$ 1,111,390.00	\$ 212,205.00
Operations	\$ 367,600.00		\$ 108,339.00	\$ 218,584.00	\$ 40,677.00
Operating Transfers	\$ 466,000.00		\$ -	\$ 466,000.00	\$ -
Total	\$ 3,819,300.00		\$ 795,144.00	\$ 2,337,300.00	\$ 686,856.00



**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 13, Q 3**

FY11 3RD QUARTER ENDING MARCH 31, 2011

31-Mar-11	FY11 HB2 Budget		Encumbrance	Expended	Budget Balance
Personnel & Benefits	\$ 971,100.00			\$ 618,428.00	\$ 352,672.00
Contracts	\$ 1,847,300.00		\$ 673,774.00	\$ 900,728.00	\$ 272,798.00
Operations	\$ 292,800.00		\$ 69,540.00	\$ 211,468.00	\$ 11,792.00
Operating Transfers	\$ 576,800.00			\$ 576,800.00	\$ -
Total	\$ 3,688,000.00		\$ 743,314.00	\$ 2,307,424.00	\$ 637,262.00



FY13 List of Contracts

Professional Services

We Interpret.Net (Contract)
We Interpret.Net (Price Agreement)
COPD (Contract)
COPD (Price Agreement)
COPD (Deaf/Blind)
COPD (Deaf/Blind) (July Svcs)
Hamilton Communications
Architectural Research
MarketCenter Technologies
NM Abilities - Timothy Farr
Alexis Zarret
Cintas
Teltex, Inc.
Griego Prof Svcs
Fotodozo
Rhiannon Sykes-Chavez
Michelle Rupanovic

Community Services

Mentoring
Misc. Interpreting Services
Southwest Services For the Deaf
Compass Mentoring Services, LLC
Susan S. turner, LISW
Risa Roybal Interpreting
Julayne Feilbach
Jaymie Roybal
Caption First

Communication Access & Development

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

Communication Access and Development Activities

- Completed an RFP for interpreter professional development. (Results can't be announced until contracts are completed.)
- Worked with a variety of individuals in several agencies to assure that the New Mexico Crisis and Access Line is accessible to deaf and hard of hearing New Mexicans.
- Continued preparation for the 2013 New Mexico Interpreters' Conference set for September 27-29, 2013 in Albuquerque.
- Participated in Language Access Advisory Committee subcommittee meetings, including policy revision and professional development coordination.
- Led an NMCDHH Legal Interpreting Task Force meeting regarding policy revisions.
- Developed two contracts for in-house interpreters and one for an interpreter intern.
- Entered three small contracts of under \$5000 each for interpreter professional development services. Contract details and their accomplishments are included below.

New Mexico Mentoring

The Spring 2013 session is well underway and moving along nicely. It contains 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) is now permanent due to the passage of SB 163 which removed the sunset requirement from the Board's statute. No further sunset reviews will be required.

As of April 1, 2013 there are 235 active interpreter licenses:

- 139 Community
- 3 Educational
- 93 Provisional

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.

Contractor Accomplishments

Contracts of just under \$5000 each were entered in January with three small local businesses to provide a range of professional development opportunities to New Mexico interpreters. The goals and accomplishments of each contractor during the third quarter are listed below. If this approach continues to prove successful, it is anticipated that NMCDHH will enter similar contracts with a variety of entities during Fiscal Year 2014.

- *Compass Mentoring, LLC – providing mentoring services and one workshop*
 - Recruited, accepted applications, and selected four interpreters for 6 week mentoring session. The 4 interpreters are from Santa Fe (2) and Albuquerque (2).
 - Received initial work samples of mentees and completed 4 diagnostic reports.
 - Secured distance education workshop location, EC Council University.
 - Secured national presenter, Brandon Morgan, to present via video technology on April 27, 2013. The topic is Interpreting the Miranda Warning.
 - Created workshop flyer and registration form.
 - Sent initial announcement flyer and registration to the NMRID listserv. A second reminder will be sent by April 1.
 - Completed 5 weeks of mentoring through small group, peer pairs, and 1:1 meetings with mentor.
- *Southwest Services for the Deaf – providing one workshop and several discussion groups on mental health interpreting*
 - Held preparation meetings for workshop which was conducted on February 23, 2013 at the Albuquerque Marriott with 18 participants.
 - Presentation title was “Terminology for Interpreting in Mental Health Settings” and presenters included Lisa Gomme, David Sorenson, Linda Carroll, Rhi Sykes-Chavez, and Julayne Feilbach.
 - Held debrief meeting with presentation team.
 - Conducting preparation for discussion workshops to be held April 10, May 1, May 22 and June 19.

- *Susan S. Turner, LISW – providing mental health training for interpreters, and training to mental health providers regarding working with deaf and hard of hearing patients*
 - A training was developed and presented (Understanding the Client-Interpreter-Counselor Triad in Mental Health Settings) by Susan S. Turner, LISW & Rhi Sykes-Chavez RID-NIC:Master, Q-MHI, to 20 sign language interpreters on February 2, 2013 at the Albuquerque Marriott.
 - The training received excellent evaluation scores.
 - A training on deafness and mental health, “Clinical Competency with Deaf/Hard of Hearing Adults,” for clinical mental health providers is in development.
 - Outreach letters offering this training to clinical therapists have been sent to two of OptumHealth New Mexico’s core service agencies, All Faith’s Receiving and Pathways. Pathways has indicated an interest and negotiations are underway to confirm a date.
 - The clinical competency training will also be offered in a workshop for private clinical psychotherapists. Research is currently underway to find an affordable site for the training.

Fourth Quarter FY13 Plans

Plans for the 4th Quarter for Fiscal Year 2013 include:

- Present at the Colorado Registry of Interpreters for the Deaf State Conference in Colorado Springs.
- Present at the Critical Link 7 conference in Toronto, Canada.
- Plan and conduct a Table Interpreting workshop with the NM AOC.
- Participate in Language Access Advisory Committee and subcommittee 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.
- Continue to work Public Education Department officials regarding interpreter licensure.
- Continue preparations for the 2013 New Mexico Interpreters’ Conference.
- Oversee the completion of five interpreter professional development contracts, including one workshop and three discussion groups in the quarter.

Communication Access Statistics

Interpreting Requests Filled 3 rd Quarter FY 13			
	January	February	March
Number of Requests covered by COPD	0	3	11
Total Hours Interpreted by COPD	0	10	35
Number of Requests covered by WIN	0	0	3
Total Hours Interpreted by WIN	0	0	6
Number of Requests covered by CDHH Staff	19	26	38
Total Hours Interpreted by CDHH Staff	57.5	71.5	135.5

Interpreting Requests Filled in FY 13	
Number of Requests covered by COPD	26
Total Hours Interpreted by COPD	102
Number of Requests covered by WIN	7
Total Hours Interpreted by WIN	24
Number of Requests covered by CDHH Staff	301
Total Hours Interpreted by CDHH Staff	812

CDHH staff members and contractors providing interpreting services: Michelle Rupanovic, Rhiannon Sykes-Chavez, Alexis Zarret, Timothy Farr, Julayne Feilbach, Jaymie Roybal, Risa Roybal, and Lisa Dignan.

Public Policy & Advocacy

Nathan Gomme, Interim Director of Public Policy & Advocacy

Individual/System Advocacy & Public Policy

The Public Policy & Advocacy Department has completed another quarter of hard work in the third quarter. The continued work of the PP&A staff and involvement with numerous groups to educate and assist in the development of access for all individuals with a hearing loss was the primary focus this quarter. The Bernalillo County Metropolitan Detention Center's Chief Rustin has made a number of improvements to the access that individuals with a hearing loss get when they enter the Bernalillo MDC and continues to do so. Currently they are reviewing the list of VRI providers to better gauge how many provider resources will be needed to make the system work. With this progress comes a new focus for the PP&A staff which has led us to work on some new issues and developments. We are currently working with the Albuquerque Sunport to have them install a video phone in the airport. This is an issue that we have seen in several other states and one that has been solved as well. With the influx of conventions with a focus on hearing loss coming to the state of New Mexico it is time that it is resolved. Cheryl has again stepped up to work on this matter and has already started making progress. One of the biggest steps was seeing why some states have worked out video phones in the airports and why some have failed. Most of the failures have been the result of conflicts regarding ordinances. With the information that we have found it is the hope that we will be able to work out the ordinance issues before they become a problem.

Corina recently finished an updated training for the Deaf Self Advocacy course. Corina made a huge contribution to the community and became a Trainer for Trainers. She has done 9 Deaf Self Advocacy trainings this quarter which has included members from Community Outreach Program for the Deaf, New Mexico School for the Deaf, and the Division of Vocational Rehab. This has expanded the reach of this important training allowing a number of people to be available to train individuals in the community about how to advocate for themselves in the community. Some of the newly trained trainers learned about how the Americans with Disability Act work and how to educate the community on how to be assertive advocates for their needs. Some of the new trainers remarked on how they thought they understood the laws governing the communication

access needs until this training. This is a testament to how much Corina's experience is to be valued and how in-depth the training is.

During the third quarter Nathan was able to be a part of the Pepnet National Summit on Deaf Education this gathering included members of Deaf Education from as far as Alaska. During the summit the members of the New Mexico group which included members from New Mexico School for the Deaf met to discuss New Mexico's unique needs. The benefit of a summit like Pepnet's is that the New Mexico group was able to hear about several other states and the work that has been done with a focus on Deaf Education and Transition needs. The hope is that we will be able to enact some of the ideas that we were able to get from the various groups. These ideas include many concepts that can reduce expenses while increasing the reach of services. Talking with states like Alaska who share similar issues and Arizona allowed us to see what has worked and develop a way to see if the ideas can work in New Mexico.

- The Service Coordinators continue to travel throughout the state on New Mexico working with individuals and agencies.
- Presented workshops across the state and worked on developing statewide plans through Summits and implemented a training regime related to Deaf Self Advocacy to increase the number of trainers.
- Maintained new constructive relationships with various agencies throughout the state of New Mexico. Working to develop new relationships with city representatives for new access plans.

The Public Policy & Advocacy Department works very hard to do as much as we can with as few resources as we can. Cheryl's work with the New Mexico Coalition Against Domestic Violence (NMCADV) is a testament to that type of thinking. In last quarter's report I explained that Cheryl would be using a tool called GoToMeeting. Since she used it in her initial meeting with the NMCADV members she has been growing accustomed to it and has developed a great understanding of the tool. In Cheryl's recent workshops she has been able to utilize the GoToMeeting tool, reducing the time she has to travel outside of the office and thus work more with clients who come to the Albuquerque office. Over the coming month, technology will become more of a fore front for our work in the Public Policy and Advocacy Department and allow us to improve our ability to interact with our hearing counterparts. It has been rare to have so many options to use rather than traveling and as a result we are able to capitalize on the resources we have. With the assistance of the interpreters that are under contract with the NMCDHH, we have been able to develop plans and strategies for greater communication access exposure to the hearing community. Today as a result Cheryl has been able to reach a wider range of Domestic Violence staff and community members than she has in a long time. More people are now aware of the grant that was received by the NMCADV to provide communication access to the community. One of the rare results is that the NMCADV finds that they haven't seen enough individuals who need services. One of my hopes in this report is that more people that experience a domestic violence situation resulting in the need for a shelter or other services go and use the services. With the work Cheryl has done in making sure that people are educated across the state without having to travel to each area, more people know now than ever.

Technology is slowly changing how things get done in this community especially in the last few years. Applications on the cell phones are more widely available for deaf and hard of hearing users. Movie theaters are slowly becoming better with accessible technology. It is my hope that with the help of the NMCDHH Executive Director and the Telecommunications Equipment Distribution Department that the Public Policy and Advocacy Department can do more to expose the community to the various advancements. This department must become adept in using the applications and devices. Cheryl has taken a step with GoToMeeting in integrating technology in our work. It has created some great results. With time I would like to see more. The Public Policy and Advocacy Department will be working with the NMCDHH's new contractor Henri Grau to make sure that people can see the work we have done with agencies. During this time none of our individual consumers will be involved due to privacy.

Community Outreach Program for the Deaf-NM Deaf-Blind Program has been providing service to the Deaf-Blind and Deaf Plus individuals in the state of New Mexico during the current fiscal year. It was decided that COPD would be working to get specialized technology out to the Deaf-Blind and Deaf Plus Community by the end of the fiscal year. COPD has also done more work to go out to the rural areas of New Mexico and Provide training and exposure to the southern portion of the New Mexico Deaf community. The Individual Reports Quarter 3 reports can be found in the Contracts section of the Board Report.

Fiscal Year 2013, 4th Quarter Planning

- Continue working with the Bernalillo Metropolitan Detention Center to finalize the Video Relay services and training needs.
- Work with the Sunport Airport to install Video Phones in the airport.
- Oversee the COPD Deaf-Blind contract
- Continue work with the NMCADV in providing supports as needed to the various shelters across the state utilizing technology.
- Continue work with the AOC to continue the collaboration to provide training on various Deaf and Hard of Hearing language access needs.
- Provide supervision of all of the Service Coordinators

- Continue to provide workshops and trainings in coordination with the TT&A department.
- Develop New Mexico centric plans based on models from other states on how to provide a more comprehensive transition service for the entire state of New Mexico.
- 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 2013 (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, Q3 is 10,876 and the Year to Date average is 11,463. The annual audit of the relay is scheduled for June 2013.

The monthly breakdown of relay calls is as follows:

<i>Month</i>	<i>Traditional Relay Service</i>	<i>Captioned Telephone Service</i>	<i>Total Calls 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
January	7485	5656	13141
February	4391	4844	9235
March	5012	5239	10251
3rd Quarter Total Relay Calls			32627

Relay New Mexico History

During the FY13 Q2 Board Meeting, two public comments were made regarding the contracts for Relay New Mexico. First, "...when the Commission cancelled the contract with the previous Relay provider..."; and second, "Commission closed the Relay call center costing New Mexicans jobs." In an effort to provide the Commissioners with accurate information, a timeline of Relay New Mexico is detailed below.

- **1993**
 - NMCDHH releases Telecommunications Relay Service Request for Proposals
 - No data is available regarding the number of proposals received.
 - Contract awarded to Sprint Communications Company (Sprint).
- **1997**
 - NMCDHH releases Telecommunications Relay Service Request for Proposals
 - One responsive proposal is received from New Mexico Relay Network, Inc (NMRN). NMRN is a non-profit, and operates as a sub-contractor of Sprint Communications Company (Sprint).
 - No other proposals were received.
 - Contract awarded to New Mexico Relay Network, Inc (NMRN).
- **2001**
 - NMCDHH releases Telecommunications Relay Service Request for Proposals
 - One responsive proposal is received from New Mexico Relay Network, Inc (NMRN). NMRN is a non-profit, and operates as a sub-contractor of Sprint Communications Company (Sprint).
 - No other proposals were received.
 - Contract awarded to New Mexico Relay Network, Inc (NMRN).
- **2005**
 - NMCDHH releases Telecommunications Relay Service Request for Proposals
 - One responsive proposal is received from New Mexico Relay Network, Inc (NMRN). NMRN is a non-profit, and operates as a sub-contractor of Sprint Communications Company (Sprint).
 - No other proposals were received.
 - Contract awarded to New Mexico Relay Network, Inc (NMRN).
- **2009**
 - NMCDHH is required to undergo a Special Audit, which identifies numerous contract and billing issues between the NMCDHH and NMRN. Upon meeting with Romy Pierce, Executive Director of NMRN, the NMCDHH is presented with two contract amendments, signed by Romy Pierce, Executive Director of NMRN and Tom Dillon, past Executive Director of the NMCDHH only, extending the Relay New Mexico contract from FY09 to FY11 and FY11 to FY13.
 - NMCDHH learns from the State Purchasing Division that these amendments are not in compliance with State Procurement Code, and the State Purchasing Division deems them invalid. State Purchasing Division requires the immediate release of a Request for Proposals to avoid suspension of relay services due to lack of a valid contract.

- NMCDHH releases Telecommunications Relay Service Request for Proposals.
 - In an effort to solicit more responses from certified Relay providers, and in an effort to obtain the most cost effective Relay service, two changes were made to the RFP:
 1. The requirement of an in-state call center was removed.
 - a. As Video Relay Service grew, and the minutes for Traditional Relay Service declined, most states moved from the in-state call center model to allowing regional call centers, and sharing costs for call center operations across states.
 - b. In prior RFPs, the in-state call center requirement prohibited other Relay providers from submitting proposals. This included AT&T, Hamilton and Sprint, and all three companies disclosed this to the Relay Administrator at the 2008 NASRA Conference.
 2. The points assigned for being a New Mexico based business were reduced from 30 to the required 5.
 - a. In prior RFPs, the points awarded for being a New Mexico based business prohibited other Relay providers from submitting proposals. This included AT&T, Hamilton and Sprint, and all three companies disclosed this to the Relay Administrator at the 2008 NASRA Conference.
 - New Mexico Relay Network, Inc submits their proposal late (the deadline was 5pm, and the proposal was submitted at 5:47pm) and incomplete (over 50% of the proposal was missing) and per the State Purchasing Division was deemed non-responsive and therefore disqualified from consideration.
 - Hamilton Telecommunications was the only other offeror and submitted their proposal on time and complete.
 - Contract is awarded to Hamilton Telecommunications
- **2010**
 - Sprint learns that New Mexico Relay Network, Inc is no longer the provider for Relay New Mexico and subsequently cancels their sub-contractor contract with New Mexico Relay Network, Inc, and closes the call center located in Albuquerque.
- **2013**
 - NMCDHH releases a Telecommunications Relay Service Request for Proposals.
 - Two responsive proposals were received.
 - Proposal evaluation conducted during Q3.
 - Contract will be awarded during Q4.
 - Details regarding this procurement will be made public information once the contract award is made and all signatures are obtained on the contract.

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; during Q3 the TEDP served 92 clients and distributed 375 pieces of equipment. The increase in distribution for Q3 is directly related to the new products available to consumers.

During Q3, the TEDP added a captioned telephone to the program. The Ensemble is an amplified telephone that displays a transcript of the phone conversation in real-time on a large 7-inch color touchscreen. The amplified handset provides loud and clear sound of up to 50 decibels using the same state-of-the-art technology found in high-end hearing aids. Users can have the settings and contact numbers of the phone customized automatically using the built-in ClarityLogic customer support system. ClearCaptions phone captioning service is funded by the U.S. government and provided for U.S. residents only.



Clarity, the manufacturer of the Ensemble, issued a press release on the Associated Press newswire announcing the NMCDHH's TEDP would have the Ensemble available. The press release was published by newspapers in Santa Fe, Clovis, Hobbs and Silver City. This publicity led to an increase in TEDP distributions.

iPad® Pilot Project



Hypothesis

The iPad® Pilot Project was established to study the feasibility of adding iPad® equipment to the existing State of New Mexico Commission for Deaf and Hard of Hearing Telecommunications Equipment Distribution Program. In addition to studying the feasibility, the hypothesis proposed was "By adding iPad® equipment to the TEDP, communication access for Deaf, Hard of Hearing, Deaf-

Blind and Speech Disabled New Mexicans would increase and allow for individuals not traditionally served by the TEDP to receive equipment."

Predictions

The iPad® Pilot Project will provide the needed evidence that the NMCDHH TEDP is ready and able to distribute iPad® equipment to Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled New Mexicans. The iPad® will provide functional equivalency to the above disability groups by giving access to email, messaging, visual communications through apps such as FaceTime, Skype, Video Relay Service, telecommunications apps such as Captioned Telephone Service and IP Relay, and alternative augmentative communication apps such as ProLoQuo2Go.

Specifically, the below increases in distribution are predicted:

- increase of equipment distribution to the Deaf community of 25%, over the last 3 fiscal years;
- increase of equipment distribution to the Hard of Hearing of 10% over the last 3 fiscal years;
- increase of equipment distribution to the Deaf-Blind of 2.5% over the last 3 fiscal years;
- increase of equipment distribution to the Speech Disability population of 75% over the last 3 fiscal years.

Launch

The iPad® Pilot Project launched on Monday, February 4th, 2013 with the distribution of twenty-five (25) 4th generation 16GB WiFi only iPad® devices to 8 deaf, 8 hard of hearing, 1 deaf-blind and 8 speech disabled testers.

Additional Testing

As a sub-pilot of the iPad Pilot Project, the TEDP has pushed 6 emergency preparedness and emergency information applications to the iPads and are requesting participants to access and test the information. Because 85% of New Mexico receives their news from the Albuquerque affiliates, and because Albuquerque is not a major market, the weather and breaking news is not closed captioned. Nor has any government official ever had a Sign Language Interpreter on screen with them during a news briefing. The other 15% of the State receives their news from the El Paso affiliates, and rarely receives information about New Mexico that way.

Both situations are cause for stress, as the past two 2 years have been the worst in history for wildfires, and per the United States Forest Service, this year is gearing up to be just as bad if not worse.

The results of this sub-pilot have been requested by the United States Department of Homeland Security Federal Emergency Management Agency (FEMA) and the State of New Mexico Department of Homeland Security and Emergency Management (DHSEM). It is the hope that by increasing access to newer technologies, FEMA can also create greater access to information. FEMA has identified that lack of wireless signal, internet and WiFi directly impacts how people communicate (or cannot communicate) in an emergency.

The apps pushed are:

- Red Cross Shelter
- Red Cross Wildfire
- Red Cross Earthquake
- Red Cross First Aid
- FEMA
- NIXLE

Already, testers receive daily messages on the Red Cross Wildfire app, notifying them of current fires, current conditions and so forth. One of the most exciting options in this

app is the ability to send a mass message stating "I'm OK" either via SMS, email, Facebook or Twitter. Testers had to pre-set contacts to receive this message or link their social media to it, but based on testing it is an amazing solution.

Pilot Results

An iPad® Pilot Project Final Report will be released after the project concludes in June 2013, detailing the successes, challenges and future of iPad® distribution. The results of the iPad® Pilot Project has been requested by the:

- Apple;
- Federal Communications Commission (FCC);
- Georgia Institute of Technology Center for Advanced Communications Policy Wireless RERC;
- National Association of State Relay Administrators (NASRA); and
- Telecommunications Equipment Distribution Program Association (TEDPA).

Training & Development

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

During Q3, the NMCDHH hires a new Training and Development Coordinator, Roger Robb. Roger is an Albuquerque native who recently relocated back to New Mexico from Atlanta, Georgia. While in Georgia, Roger was on staff for the Georgia Council for the Hearing Impaired (GACHI) as an Advocate Specialist. With a 15 year history in Advocacy and Case Management at agencies across California, Colorado, Illinois and Georgia, Roger brings a wealth of experience to the NMCDHH. Roger graduated from the New Mexico School for the Deaf, and majored in Sociology at Point Loma Nazarene College in San Diego. Roger is thrilled to return to Albuquerque and start providing services across New Mexico.

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; during Q3 15 booths were conducted, with 585 booth visitors; the Year to Date totals are 22 booths with 867 booth visitors. Booths were conducted at the Unitarian Church Resource Fair, Children's Law Conference, Senior Day at the New Mexico Legislature, KOB Health Fair, Disability Awareness Day, Rio Rancho High School Disability Resource Fair, Santa Fe Public Schools Resource Fair, North Valley Senior Center, Parents Reaching Out Conference, UNM Health Fair, Tucumcari Senior Center.

Website & Social Media

The Performance Measure for information referrals and outreach contacts for FY13 is 25,000.

	 www.cdhh.state.nm.us	 www.facebook.com/New-Mexico-Commission-for-Deaf-Hard-of-Hearing	 @NMCDHH
1 st Quarter	119125 hits	327 likes	1142 tweets
2 nd Quarter	138000 hits	365 likes	1170 tweets
3 rd Quarter	150596 hits	415 likes	1208 tweets
Year to Date	407721 hits	N/A	N/A

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 3rd Quarter.
- B. Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)
 - a. There were no COBRA claims filed during the 3rd Quarter.
- C. Fair Labor Standards Act (FLSA)
 - a. There were no FLSA claims filed during the 3rd Quarter.
- D. Family and Medical Leave Act (FMLA)
 - a. There were no approved FMLA leaves during the 3rd Quarter.
- E. Turnover & Position Postings
 - a. There were no resignations during the 3rd Quarter.
- F. New Hires
 - a. The NMCDHH one full time employee and promoted one full time employee during the 3rd Quarter:
 - i. A Service Coordinator was promoted to the Director of Public Policy and Advocacy
 - ii. The Training and Development Coordinator position was filled.

Fiscal Year 2013, 4th Quarter Planning

Plans for the 4th Quarter of Fiscal Year 2013 are:

- ❖ Telecommunications Relay Service
 - Award contract for Traditional Relay Services and Captioned Telephone Services
- ❖ Telecommunications Equipment Distribution Program
 - iPad® Pilot Project
 - Conduct monthly focus group meetings
 - Analyze monthly survey results
 - Compile final report
- ❖ Training & Development
 - Conduct training for new Training & Development Coordinator
 - Have new Training & Development Coordinator review and revise existing curriculum
 - Have new Training & Development Coordinator design new curriculums
- ❖ 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
 - Upgrade NMCDHH Albuquerque office to 10MB MOE circuit to increase number of IP addresses, and increase connection speeds
 - Deploy 4G LTE JetPacks to each department
- ❖ National Association of State Relay Administrators (NASRA) and Telecommunications Equipment Distribution Program Association (TEDPA)
 - Attend the joint NASRA Board and TEDPA Board meeting with the Federal Communications Commission to discuss various trends and issues regarding Relay Services, interoperability, and IP

Las Cruces Satellite Office

Sandra Williams is the Las Cruces Office Coordinator

This quarter have encompassed more outreaches, more presentations, advocacies, and telephone equipment distribution as well our Information & Referral passed out doubled up.

In result, state, local agencies, public and private entities continues to request for our consultation, guidance and assistance so they can better serve their own consumers with hearing loss. The more we magnified our outreaching efforts, the more doors opened for our consumers.

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, with advocacy, consulting, educating, outreaching, and by providing presentations, hosting informational booths, collaborating with other agencies/service providers, including client-service coordination. A few examples of our recent projects include citywide collaboration to host an ADA Celebration Event in this coming July, attending City and County ADA meetings to represent Deaf, DB & HH communities, collaborating with COPD DB statewide programs.

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 44 clients have been served from this office. **Sometimes, all it takes to help people get on the right path is guidance toward what is possible. Other times, we are an immediate lifeline in crisis—providing access to resources and new life options to improve the quality of lives.**

System advocacy included the Dona Ana Detention Center lacking appropriate telephone access as well a few governmental agencies and private entities forgetting to provide

communication assess. Furthermore, we have been asked to provide sensitivity trainings and the protocols on securing interpreters. Special thanks to Ms. Lisa Dignan who stepped in and assisted a civil worker in our county to develop and oversee bids to appropriately recruit sign language interpreters.

Information & Referral and Outreach

To increase NMCDHH “visibility” and the availability of our services, (and the facts our clientele continues to increase because of our outreaching efforts.) Over **1206** information/referral was passed out this quarter. (YTD = 2874 I & R passed out)

Next in providing direct services to our consumers, Alexis, Tim and I outreached to surrounding rural towns across the state as well in Las Cruces alone. (See below of the places we have outreached to.) It should be noted that because of our outreaching efforts, we continue to see more requests for Telephone Equipment Applications (TED), Information on Hearing Loss and Advocacy Resources.

Informational/Exhibit Booths/Presentations/Community Collaborations

For this quarter, **5** booths/exhibit Fairs were hosted by our Las Cruces Office staff. (YTD = 19 booths hosted) Again, 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 their quality of lives.

Furthermore, for this quarter, we were asked to provide **15** different presentations/workshops on Communication Tips/Sensitivity Training, and NMCDHH Overview this past quarter. (YTD = 42 presentations provided) One presentation on sensitivity training was given to the employers of a large welding company that hired a deaf person.

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, and educational settings as well in their personal lives.

For this quarter, the following list indicates the agencies we have been working collaboratively (to include working together, on-going, side by side, training, presentations and educating) in Southern New Mexico each month:

ADA City Council Board of Las Cruces
Las Cruces Hearing Loss Association

The Progressive Residential Services (State Agency)
NM Disability Rights

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING
FY 13, Q3**

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 (Presentation)	Tresco
Dona Ana Community College	Dona Ana County ADA Dept
Senior Circle of Carlsbad, Lordsburg, Alamogordo	Silver City Health Fair
Cloudcroft Health Fair (booth)	Tresco for Tots-Early Childhood Intervention
Tobosa Development Center (Roswell)	Dona Ana County ADA Advisory Board
COPD Deaf-Blind Collaboration	Vision Bee Deaf-Blind Training (Alamogordo)
New Mexico State University (Presentation)	Dona Ana Community College
L&M Welding Company (Presentation)	Ruidoso Health Fair (Booth)
Roswell Health Fair-Baby Boomer (booth)	T or C Health Fair (Booth)
United Ways (Presentation)	Interagency Group mtg, (Collaboration& Presentation)
Eastern NMJC (Presentation)	T or C HUD group (Presentation)
Mesilla Valley Hospice (Booth & monthly meetings)	Mimbres Senior Center (Presentation)
Cloudcroft Senior Center (Presentation)	New Mexico State University (Booth)

Special Highlights for This Quarter

This past quarter allowed us to participate with other training programs such as mandatory supervisor trainings, Deaf-Blind trainings by Vision Bee and COPD, and CART set-up trainings, All these trainings 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.

As always, I 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 hosted booths at several high-profile, well-attended community events in rural towns. This included one event specifically for veterans, many of whom were very interested in the TED Veteran Program and whose lives would greatly benefit from the free equipment program. I also arranged for us to present at the February meeting of the Interagency Council; an informal local network of several hundred people from various types of agencies and service organizations who share community information. This presentation was great exposure for our agency.*

Mr. Farr reports: *During the third quarter of this fiscal year, I have been focused on increasing the visibility of our Las Cruces office by providing more Outreach Services in our local area. From this work, I have come to the realization that just because we are centered in a larger metropolitan area, there are a great many folks in need of the products and services that we offer. I also find it interesting to note that our Outreach events in the smaller, more rural towns are oftentimes better attended than those we have in the Las Cruces metro area. Both of these observations tell me that there is a great need here in the South for increased services that the Commission offers in both our rural and urban areas.*

Now that we have launched our new equipment through the TED Program, I will be hitting the road again offering more presentations about our distribution Program and

how adaptive telecommunications equipment can improve the quality of life for individuals and their families, co-workers and friends. I am particularly excited to be able to offer our Veterans an easier way to complete the application and approval process as a means of honoring them for their service to our Country.

Fiscal Year 2013 4th Quarter Goals:

As identified for each quarter, our on-going goals identified are:

- Continue to work closely with other community agencies with outreaching efforts
- Provide Self Advocacy Trainings
- Provide Presentations, NMCDHH Overview, Communication/Sensitivity Trainings
- Oversee RFP process and possible relocation to a more economical office
- Provide supervisions to Las Cruces Office Staff
- Provide on-going advocacies and system advocacies
- Provide on-going information and referrals

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 soon. Contacts have been made to the Chief Battalion of Dona Ana First Responders who is very interested in our presentations. She is currently working on a date that would accommodate every staff's schedule.

Secondly, the Dona Ana County law enforcement/ADA department already contacted us for a possible training but they are still awaiting approval.

Again, the Public Safety Access Points (PSAP) Director (local) has indicated that they are working on a state wide level directors are interested in connecting with the Deaf and Hard of Hearing once the Text to 911 programs becomes effective with possible trainings. (Thanks to Shannon Peinado's hard work) We hope to collaborate together and host workshops to our consumers, especially in rural towns.

Last 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 with-in their own hometown. At this writing, contact and plan of services are set for the summer to network with Hobbs ADA Coordinator and coordinating with other service-providers.

As for our Outreaching efforts, it has been over a year since we last made contacts with the Senior Citizens Centers in Dexter, Lake Arthur, Roswell, Carlsbad, Lovington, Artesia so for the 4th quarter, we will ensure they are familiar with the availability of the Commission's services.

I have asked our contractor-staff to help and identify goals that would be fruitful to meet our community's needs.

Alexis Zarret identified:

- 1) The needs in outreaching to Early Childhood Intervention Agencies;
- 2) Developing workshops-group discussion for interpreters and to continue to work with our emergency personnel/dispatchers.

Tim Farr identified:

- 1) The need to develop scripts based on common questions that our office typically receives from the general public such as "why" interpreter rates are 2-hour minimum, no-show payment, certifications, etc.
- 2) To develop an electronic working platform related to Hearing Assistive Technology with resources, applications and solutions, to develop a resource guide especially targeted for consumers who are Hard of Hearing and Late Deafened such as type of hearing loss, type of hearing aids, communication strategies, Best Practices.
- 3) Then for the last quarter, to focus more in the Las Cruces Metro Area, Spanish Speaking Communities, under & un-served counties, seek out & attend more public Inter-agency meetings.

Lastly, our current leased office-building is expiring soon and we have begun the 3 Bid RFP process to occupy a different office. Our current building is not easily "ADA" accessible, and rather quite costly which is an unusual high LSF rate of \$19.47 per sq. ft., with the help of Ms. Roth and GSD/Property Control Division, we are targeted to move to a more cost effective and accessible building on the west side of town. We hope to be moved and settled in our new office during before the end of our 4th quarter. After the big move, we will host an Open House to help promote the awareness of our new location.

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	98	130%
Number of outreach events coordinated	45	56	124%
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	11,000	110%
Hours provided by the sign language interpreter referral service	30,000	18,065	60%
Number of sign language interpreting mentors	16	12	75%
Number of accessible technology distributions	800	651	81%
Staff hours devoted to reducing communication barriers	12,000	16,383	137%
Number of clients provided assistance to reduce or eliminate communication barriers	1,000	352	35%
Number of information referrals and outreach contacts	25,000	12,728	51%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	12	80%

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 or eliminate communication barriers	1,300	747	57%
Number of information referrals and outreach contacts	10,000	8,000	80%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	N/A	35	N/A

Fiscal Year 2010

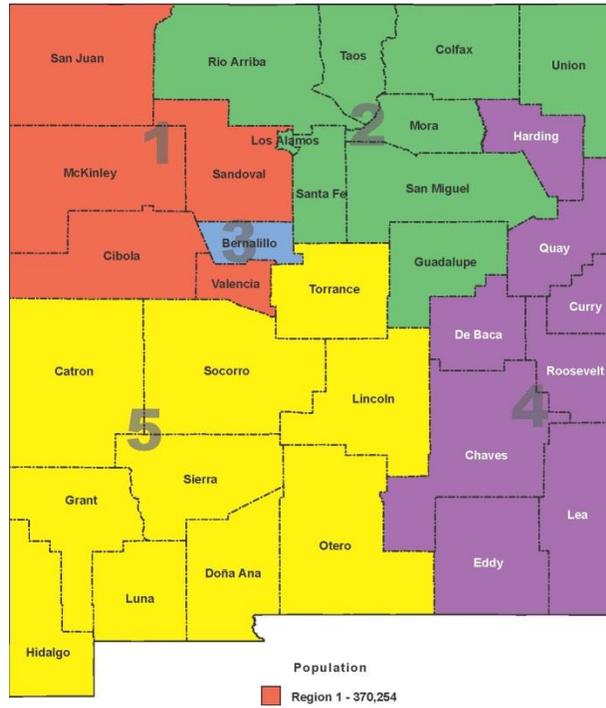
Legislative Performance Measure	Target	Actual	Percentage of Goal Met
Number of workshops & training session conducted	40	107	268%
Number of outreach events coordinated	55	38	69%

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

Fiscal Year 2009

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

Clients by Region



	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	FY12 Year to Date
Region 1	23	7	9		39
Region 2	17	4	15		36
Region 3	71	23	49		143
Region 4	23	8	11		42
Region 5	52	18	22		92
Total Clients by Quarter	186	60	106		352

Clients by Self-Identified Disability

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	FY12 Year to Date
Deaf	95	10	24		129
Hard of Hearing	86	49	74		209
Deaf-Blind	4	0	1		5
Speech Disabled	1	1	7		9

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): Edina Jambor, Agency Director
 Contract Number: 90-000-00-00040
 Contract Expiration Date: June 30, 2013

Quarter Reported:

1st (July-Sept) _____ 2nd (Oct-Dec) _____ 3rd (Jan-Mar) X 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	8518.83	This represents more than double the hours performed in the previous quarter
Number of ER Pager Requests	30	
Number filled	28	
Number unfilled	2	
Total emergency hours provided	114	

Number of IN STEP interns	5	5 began, 4 continue into the next quarter
Number of intern hours	792.88	
- Professional development	608.33	
Number of pro-bono assignments	8	
Total pro-bono hours	22	

Special Events, Exciting News, Highlights

- Five interns were recruited to start the re-designed INSTEP program after screening and skill assessment took place in January.
- New hire paperwork and orientation took place.
- Initially four then a couple of weeks later a total of five mentors were recruited. A Deaf mentor was also hired to provide additional depth to the program.
- The program started in early February when the Interpreter Coordinator was also hired.
- The Interpreter Coordinator has set schedules, individual goals for each interns and monitored their progress revising those goals as necessary.
- One intern left the program in early March to pursue other endeavors.
- The interns were focusing on professional development working with the Interpreter Coordinator, their lead mentors and the Deaf Mentor. In addition, they did observations with their lead mentors and participated in classes to focus on ethics and cultural issues.



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) ___ 3rd (Jan-Mar) x 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	323	

provided	hours	
VRI hours	20:36:50	Total VRI processed calls NOT included onsite numbers
Number of ER pager requests	3	
Number filled	3	
Number unfilled	0	
Total emergency hours provided	14	
Total hours interpreters on call	1386	

Number of pro-bono assignments	0	
Total pro-bono hours	0	
Number of Group Discussions	3	
Number of Attendants	21	
Total CEUs Offered	.6	Professional Studies
Number of Workshops Provided	1	
Number of Attendants	24	
Total CEUs Offered	.7	Professional Studies CEUs provided
Total Screenings	0	
Number of interpreters mentored	9	
Number of Entities Contacted	703	
Number of Outreach Meetings	23	
Number of New Contracts	9	
Miles Traveled for Outreach	122	
Calls/Support/Education to NM cities	382	
Community events	2	

Special Events, Exciting News, Highlights

- WINspirations Mentoring has had over 400 hours of Paid and Un-Paid mentoring
- VRI usage has increased within rural areas
- 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) ____ 3rd (Jan-Mar) X 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	5	1 Community; 4 Provisional
Complaints	3	
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) ___ 3rd (Jan-Mar) X 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
January	0	0
February	0	0
March	2	36
Total	2	36

Number of Outreach Events Coordinated

Month	Number of Outreach Events	Number of Attendees
January	3	170
February	3	160
March	4	145
Total	10	475

Number of Reviews & Audits of the Telecommunications Relay Service

Month	Reviews	Audits
January	0	0
February	0	0
March	0	0
Total	0	0

	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) ___ 3rd (Jan-Mar) X 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	14	69	1	7
4				
Total	23	171	1	9

Clients by Region

Quarter	1	2	3	4	5
1	10	5	22	9	18
2	7	2	17	8	15
3	6	13	42	9	21
4					
Total	23	20	81	26	54



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) ___ 3rd (Jan-Mar) X 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:

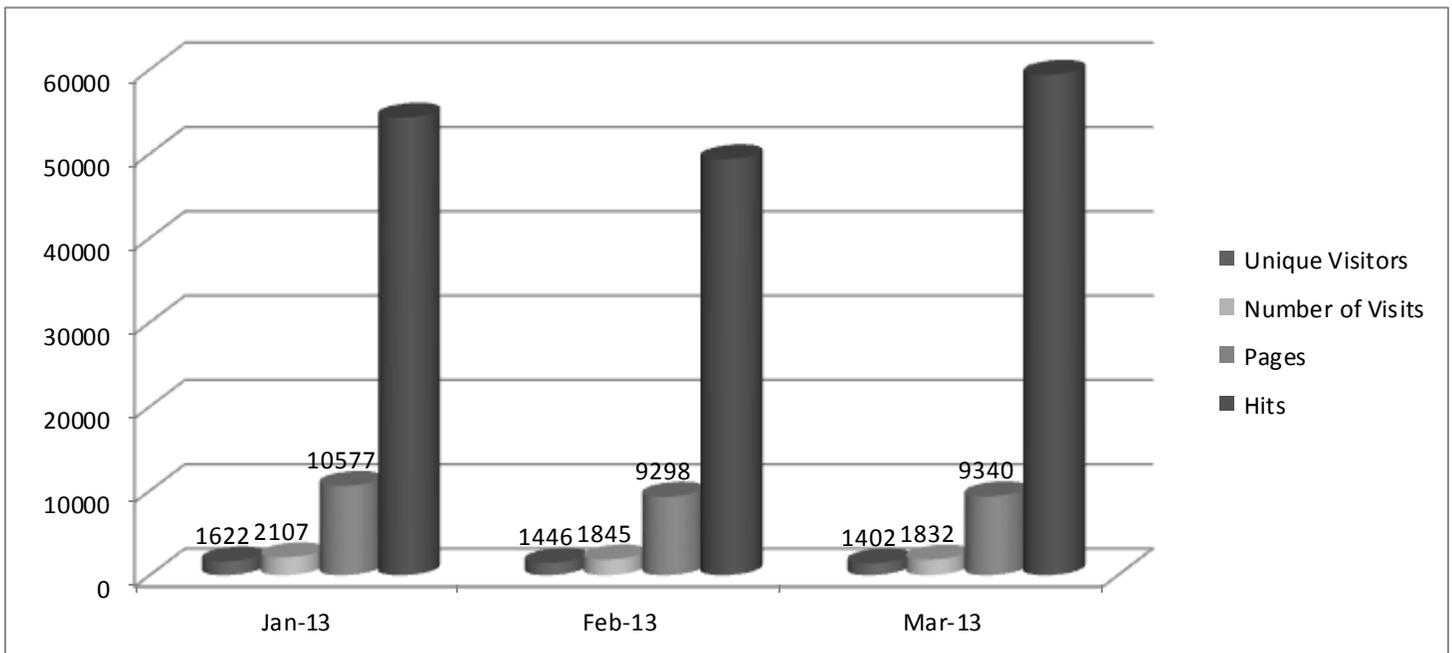
1. Provide instant information access to constituents;
2. Provide information for the first time to Spanish speaking only populations;
3. Provide up-to-date information and resources for those wanting to learn about hearing loss.

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
January 2013**

Summary of Services:

Total number of clients served this month: 37
 Total number of clients served this year to date (non-duplicate count): 49
Total number of SSP hours provided this month: 582.64 hours
 Total number of SSP hours provided this year to date: 3,095.04 hours
Total number of trainings and workshops this month: 1
 Total number of trainings and workshops this year to date: 8
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

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. Eighteen of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). Four clients received only Consumer Services. No client received only SSP support. 											
Report B	Total Deaf-Blind 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 = 9%</td> </tr> <tr> <td style="text-align: center;">Region 2</td> <td style="text-align: center;">2 = 9%</td> </tr> <tr> <td style="text-align: center;">Region 3</td> <td style="text-align: center;">11 = 50%</td> </tr> <tr> <td style="text-align: center;">Region 4</td> <td style="text-align: center;">5 = 23%</td> </tr> <tr> <td style="text-align: center;">Region 5</td> <td style="text-align: center;">2 = 9%</td> </tr> </table>	Region 1	2 = 9%	Region 2	2 = 9%	Region 3	11 = 50%	Region 4	5 = 23%	Region 5	2 = 9%
Region 1	2 = 9%											
Region 2	2 = 9%											
Region 3	11 = 50%											
Region 4	5 = 23%											
Region 5	2 = 9%											
Report C	Total Number of SSP Hours Provided	466.14										
Comments:	<ul style="list-style-type: none"> Of the total of 466.14 hours of SSP service, 456.14 hours were only SSP supports and 10 hours were SSP with advocacy support. Of the total of 466.14 hours of SSP service, 436.89 hours were provided the by SSPs. An additional 27.75 hours of SSP service was provided by the Program Director. And 1.5 SSP hours were provided by the Program Coordinator The number of hours used by individual clients ranged from 1.75 hrs to 70.5 hrs. The average number of SSP services provided each client is approximately 25.67 hrs. A total of 116 requests for SSP services were received of which all were filled. Of the 116 SSP supports provided, 12 (10.3%) included SSP supports for medical appointments, 2 (1.7%) for legal appointments, and 15 (13%) for “other” appointments. Of the 115 SSP supports provided, 11 (9.5%) included text access. 											
Report D	Total Number of Client Services Hours	61.84										
Comments:	<ul style="list-style-type: none"> Of the total of 61.84 hours of Consumer Services provided, there were 33 hours of coordinating/scheduling SSP services, 2 hours of advocacy support, 2 hours of intake/assessment, and 24.84 hours of other case management/service coordination activities. 											
Report E	Total Number of Trainings & Workshops	1										
Comments:	<ul style="list-style-type: none"> On Thursday and Friday, January 18th and 19th, two new SSPs attended the “SSP Basic Training” conducted at COPD-NM. The following day, the new SSPs participated in a mandatory one-day defensive driving course. In the following two weeks, the two individuals also shadowed experienced SSPs as they 											

	provided support to individuals who are deafblind or deaf-plus.		
Report F	Total Trainings & Workshops by Region	Region 1	0
		Region 2	0
		Region 3	1
		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 January:

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.
2. With SSP support, 5 clients were able to attend the Deaf Cultural Center's Winter Gala.
3. With SSP support, 6 clients were able to attend the funeral of a member of the Zia Deaf-Blind Club.
4. With Client Services support, 2 clients completed their recertification for food stamps.
5. With Client Services support, 1 client completed her recertification for HUD.

DEAF-PLUS SERVICES

Report J	Total Number of Deaf-Plus Clients	15 = 100%	
Comments	<ul style="list-style-type: none"> Fifteen clients received services this month. Eight of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). Seven clients received only Consumer Services. 		
Report K	Total Deaf-Plus Clients by Region	Region 1	2 = 13%
		Region 2	4 = 27%
		Region 3	9 = 60%
		Region 4	0 = 0%
		Region 5	0 = 0%
Report L	Total Number of SSP Hours Provided	116.50	
Comments	<ul style="list-style-type: none"> Of the total of 116.50 hours of SSP service, All were <i>only</i> SSP supports; none were <i>both</i> SSP and advocacy support provided at the same time. Of the total of 116.50 hours of SSP service, 115.75 hours were provided the by SSPs. An additional .50 hours of SSP service was provided by the Program Director. And .25 SSP hours were provided by the Program Coordinator The number of hours used by individual clients ranged from 10.00 hrs to 83.50 hrs. The average number of SSP services provided each client is approximately 14.56 hrs. A total of 47 requests for SSP services were received of which all were filled. Of the 47 SSP supports provided, 12 (25.5%) included SSP supports for medical appointments, 4 (8.5%) for legal appointments, and 6 (12.7%) for “other” appointments. Of the 47 SSP supports provided, 1 (2%) included text access. 		
Report M	Total Number of Client Services Hours	44.26	
Comments	<ul style="list-style-type: none"> Of the total of 44.26 hours of Consumer Services provided, there were 18.84 hours of coordinating/scheduling SSP services, 3 hours of advocacy support, 0 hours of intake/assessment, and 22.42 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	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 January:

1. Through client services support, one client now has an open case with DVR and has been referred to COPD for vocational services.
2. With SSP supports, three clients have been able to participate in the weekly meetings and lunches of the Deaf Senior Citizens.
3. The Program Coordinator is currently working with a client to secure food stamps; client was denied food stamps first time she applied.
4. With SSP support, one client attending the funeral of a member of the Zia Deaf-Blind Club.
5. With SSP support, one client attended the Deaf Cultural Center's Winter Gala.
6. With client services support, one client has completed and submitted her paperwork for HUD recertification.

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	18.81	
46359	7.06	
99927	7.64	This is a new SSP who started this month
46372	12.50	This is a new SSP who started this month
46198	15.87	
49502	16.37	
46229	1.37	This SSP is available only evenings
46200	18.37	
46196	13.25	
46315	23.87	
46351	0.00	This SSP only works during school breaks
46230	0.00	This SSP is available only evenings
46356	0.87	There were limited requests for SSP supports in this community
46364	25.43	
46143	19.25	

NOTE: The hours include both SSP hours (552.64 hrs) and SSP training/meeting hours (57.75 hrs – including 52.75 hours of new employee orientation, two-day SSP Basic Training, 1 day defensive driving course, and shadowing experienced SSPs).

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
February 2013**

Summary of Services:

Total number of clients served this month: 37
Total number of clients served this year to date (non-duplicate count): 51
Total number of SSP hours provided this month: 541.17 hours
Total number of SSP hours provided this year to date: 3,636.21 hours
Total number of trainings and workshops this month: 0
Total number of trainings and workshops this year to date: 8
Total number of outreach events this month: 2
Total number of outreach events this year to date: 6
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

DEAF-BLIND SERVICES

Report A	Total Number of Deaf-Blind Clients	21 = 100%										
Comments:	<ul style="list-style-type: none"> Twenty-one clients received services this month. Eighteen of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). Three clients received only Consumer Services. No client received only SSP support. 											
Report B	Total Deaf-Blind Clients by Region	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Region 1</td> <td style="text-align: center;">1 = 5%</td> </tr> <tr> <td style="text-align: center;">Region 2</td> <td style="text-align: center;">1 = 5%</td> </tr> <tr> <td style="text-align: center;">Region 3</td> <td style="text-align: center;">13 = 62%</td> </tr> <tr> <td style="text-align: center;">Region 4</td> <td style="text-align: center;">4 = 19%</td> </tr> <tr> <td style="text-align: center;">Region 5</td> <td style="text-align: center;">2 = 9%</td> </tr> </table>	Region 1	1 = 5%	Region 2	1 = 5%	Region 3	13 = 62%	Region 4	4 = 19%	Region 5	2 = 9%
Region 1	1 = 5%											
Region 2	1 = 5%											
Region 3	13 = 62%											
Region 4	4 = 19%											
Region 5	2 = 9%											
Report C	Total Number of SSP Hours Provided	376.17										
Comments:	<ul style="list-style-type: none"> Of the total of 376.17 hours of SSP service, 373.17 hours were only SSP supports and 3 hours were SSP with advocacy support. Of the total of 373.17 hours of SSP service, 364.83 hours were provided the by SSPs. An additional 11.34 hours of SSP service was provided by the Program Director. And 0 hours were provided by the Program Coordinator The number of hours used by individual clients ranged from 4.0 hrs to 63.66 hrs. The average number of SSP hours provided each client was approximately 20.79 hrs. A total of 98 requests for SSP services were received of which all were filled. Of the 98 SSP supports provided, 6 (6%) included SSP supports for medical appointments, 0 (0%) for legal appointments, and 21 (21%) for “other” appointments. Of the 98 SSP supports provided, 7 (7%) included text access. 											
Report D	Total Number of Client Services Hours	66.92										
Comments:	<ul style="list-style-type: none"> Of the total of 66.92 hours of Consumer Services provided, there were 31.25 hours of coordinating/scheduling SSP services, 2 hours of advocacy support, 0 hours of intake/assessment, and 33.67 hours of other case management/service coordination activities. 											
Report E	Total Number of Trainings & Workshops	0										
Comments:	<ul style="list-style-type: none"> 											
Report F	Total Trainings & Workshops by Region	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Region 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">Region 2</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">Region 3</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">Region 4</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">Region 5</td> <td style="text-align: center;">0</td> </tr> </table>	Region 1	0	Region 2	0	Region 3	0	Region 4	0	Region 5	0
Region 1	0											
Region 2	0											
Region 3	0											
Region 4	0											
Region 5	0											

Report H			
Report H	Total Number of Outreach Events	2	
Comments:	<ul style="list-style-type: none"> • On 2/5: COPD’s Deafblind and Special Services department had a booth at the New Mexico State Capitol Building (aka, the Roundhouse) as part of the two-day Disability Rights Awareness Day (DRAD) event. Information regarding the services and supports available from COPD’s Deafblind and Special Services was distributed to individuals. • On 2/15: Carla facilitated the New Mexico Deaf-Blind Task Force Meeting • In addition to the two outreach events listed above, the Program staff has been involved in other outreach activities. <ul style="list-style-type: none"> ✓ The Program Coordinator and the Program Director of COPD’s Deafblind and Special Services department along with a representative from the New Mexico Governor’s Commission on Disability and the Program Manager of the Project for New Mexico Children and Youth Who Are Deaf-Blind have been collaborating with a representative from the New Mexico Centennial Care to allow SSP-like services to be provided under the unified Medicaid Waiver plan. ✓ The Program Director met with the Coordinator the NMCDHH office in Las Cruces to plan several outreach and training activities next month in southern New Mexico including: visiting potential clients, conducting a public meeting, and conduct staff development training for the NMCDHH team in Las Cruces. 		
Report I			
Report I	Total Number of Outreach Events by Region	Region 1	0
		Region 2	1
		Region 3	1
		Region 4	0
		Region 5	0

Additional Deafblind Client Outcomes for the month of February:

6. With SSP support, 2 clients who are deafblind have been able to participate in the weekly meetings and luncheons of the Deaf Senior Citizens group.
7. With SSP support, 2 clients were able to attend the Disability Rights Awareness Day workshops on Monday, February 4th. With SSP support, a total of 9 clients were able to attend the Disability Right Awareness Day activities at the New Mexico Capitol on Tuesday, February 5th.
8. With SSP support, a young adult who is deafblind was able to conduct a series of disability awareness activities for elementary school students in February.
9. With support for the Deafblind and Special Services staff, the Zia Deaf-Blind Club conducted its annual meeting and election of officers on Friday, February

- 22nd. Nine clients who are deafblind and one client who is deaf-plus were able to participate in the meeting.
10. With Client Services support, 2 clients accessed free tax preparation programs.
 11. With Client Services support, an annual caregiver assessment was conducted for a client.
 12. Client Services provided advocacy support at medical appointments for three individuals.

DEAF-PLUS SERVICES

Report J	Total Number of Deaf-Plus Clients	16 = 100%	
Comments	<ul style="list-style-type: none"> Sixteen clients received services this month. Eight of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). The remaining eight clients received only Consumer Services. 		
Report K	Total Deaf-Plus Clients by Region	Region 1	3 = 19%
		Region 2	2 = 12%
		Region 3	10 = 63%
		Region 4	1 = 6%
		Region 5	0 = 0%
Report L	Total Number of SSP Hours Provided	165 hrs	
Comments	<ul style="list-style-type: none"> Of the total of 165 hours of SSP service, All were <i>only</i> SSP supports; none were <i>both</i> SSP and advocacy support provided at the same time. Of the total of 165 hours of SSP service, 135 hours were provided the by SSPs. An additional 30 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 10.25 hrs to 50.25 hrs. The average number of SSP hours provided each client was approximately 20.63 hrs. A total of 41 requests for SSP services were received of which 40 were filled. Of the 40 SSP supports provided, 8 (20%) included SSP supports for medical appointments, 1 (2.5%) for legal appointments, and 3 (7.5%) for “other” appointments. Of the 40 SSP supports provided, 0 (0%) included text access. 		
Report M	Total Number of Client Services Hours	27.76	
Comments	<ul style="list-style-type: none"> Of the total of 27.76 hours of Consumer Services provided, there were 12.84 hours of coordinating/scheduling SSP services, 0 hours of advocacy support, 0 hours of intake/assessment, and 14.92 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	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 February:

7. With SSP supports, four clients have been able to participate in the weekly meetings and lunches of the Deaf Senior Citizens.
8. The Program Coordinator is currently working with a client to secure hearing aids as well as equipment to make her bathroom safe and accessible.
9. With support from the Deafblind and Special Services staff, one client was able to participate in a court approved assessment that was conducted out of state.

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	9.623	
46359	4.32	
99927	11.16	
46372	18.94	
46198	14.15	
49502	12.375	
46229	1.32	This SSP is available only evenings
46200	7.25	
46196	9.69	
46315	22.06	
46351	0.00	This SSP only works during school breaks
46230	1.50	This SSP is available only evenings
46356	5.31	There were limited requests for SSP supports in this community
46364	15.94	
46143	16.44	

NOTE: The hours include both SSP hours (499.83 hrs) and SSP training/meeting hours (33.50 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
March 2013**

Summary of Services:

Total number of clients served this month: 29
 Total number of clients served this year to date (non-duplicate count): 59
Total number of SSP hours provided this month: 582.48 hours
 Total number of SSP hours provided this year to date: 4,218.69 hours
Total number of trainings and workshops this month: 1
 Total number of trainings and workshops this year to date: 9
Total number of outreach events this month: 2
 Total number of outreach events this year to date: 8
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

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. Twenty of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). Two clients received only Consumer Services. No client received only SSP support. 		
Report B	Total Deaf-Blind Clients by Region	Region 1	2 = 9%
		Region 2	1 = 5%
		Region 3	12 = 54%
		Region 4	5 = 23%
		Region 5	2 = 9%
Report C	Total Number of SSP Hours Provided	376.60	
Comments:	<ul style="list-style-type: none"> Of the total of 376.60 hours of SSP service, 369.60 hours were only SSP supports and 7 hours were SSP with advocacy support. Of the total of 376.60 hours of SSP service, 365.10 hours were provided the by SSPs. An additional 11.50 hours of SSP service was provided by the Program Director. And 0 hours were provided by the Program Coordinator The number of hours used by individual clients ranged from 2.0 hrs to 59.00 hrs. The average number of SSP hours provided each client was approximately 18.83 hrs. A total of 105 requests for SSP services were received of which all were filled. Of the 105 SSP supports provided, 14 (23.3%) included SSP supports for medical appointments, 0 (0%) for legal appointments, and 12 (11.4%) for “other” appointments. Of the 105 SSP supports provided, 12 (11.4%) included text access. 		
Report D	Total Number of Client Services Hours	53.42	
Comments:	<ul style="list-style-type: none"> Of the total of 66.92 hours of Consumer Services provided, there were 18.33 hours of coordinating/scheduling SSP services, 0 hours of advocacy support, 2.5 hours of intake/assessment, and 32.59 hours of other case management/service coordination activities. NOTE: <i>Halfway through this month, a part-time scheduler was hired and trained to do most of the scheduling of SSP supports. Next month, the number of hours of coordinating/scheduling SSP services will drop even more significantly.</i> 		
Report E	Total Number of Trainings & Workshops	1	
Comments:	<ul style="list-style-type: none"> On 3/18/13, the Program Director conducted an half-day 		

	training for the staff of Las Cruces office New Mexico Commission for the Blind and Hard of Hearing. The training focused on the services COPD-NM's Deafblind and Special Services Department provide to individuals who are deafblind or deaf-plus. A copy of the PowerPoint presentation materials along with a summary of the evaluations is attached to this report.		
Report F	Total Trainings & Workshops by Region	Region 1	0
		Region 2	0
		Region 3	0
		Region 4	0
		Region 5	1
Report H	Total Number of Outreach Events	2	
Comments:	<ul style="list-style-type: none"> On 3/20/13, the Program Director accompanied Sandra Williams, Coordinator of the NMCDHH's Las Cruces office, to meet two individuals who are deaf-plus for purpose of telling them about the services/supports COPD-NM's Deafblind and Special Services Dept provides, to see if they are interested in these services, and conduct an initial intake if they are. One individual was interested in the services; she is requesting SSP support and some technology assistance. The other individual was not interested. On 3/21/13, the Program Director and a local SSP conducted a two-hour public meeting to share with the community information about the Deafblind and Special Service. Six individuals attended, four of whom expressed interest in becoming SSP and have been application materials. In addition to the above outreach activities/events, on 3/20/13, Sandra Williams, Rhonda Sadler (a community leader in Hobbs), and the Program Director met to plan outreach activities in the Roswell and Hobbs areas tentatively scheduled for early Mary 2013 		
Report I	Total Number of Outreach Events by Region	Region 1	0
		Region 2	0
		Region 3	0
		Region 4	1
		Region 5	1

Additional Deafblind Client Outcomes for the month of March:

13. With SSP support, 2 clients who are deafblind have been able to participate in the weekly meetings and luncheons of the Deaf Senior Citizens group.
14. With SSP support, 6 clients were able to attend the memorial service of a member of the deafblind community who had recently passed away.

15. With SSP support, a young adult who is deafblind was able to conduct a series of four disability awareness activities for elementary school students in March.
16. With SSP support, one individual who is deafblind goes to a community gym for exercise nearly every week day.
17. With support for the Deafblind and Special Services staff, the Zia Deaf-Blind Club held its monthly social activity (bowling and a meal) that was attended by 9 individuals who are deafblind.
18. With Client Services support, 3 clients accessed free tax preparation programs.

DEAF-PLUS SERVICES

Report J	Total Number of Deaf-Plus Clients	17 = 100%	
Comments	<ul style="list-style-type: none"> Seventeen clients received services this month. Eight of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). The remaining nine clients received only Consumer Services. 		
Report K	Total Deaf-Plus Clients by Region	Region 1	2 = 12%
		Region 2	3 = 18%
		Region 3	10 = 58%
		Region 4	2 = 12%
		Region 5	0 = 0%
Report L	Total Number of SSP Hours Provided	205.88 hrs	
Comments	<ul style="list-style-type: none"> Of the total of 205.88 hours of SSP service, All were <i>only</i> SSP supports; none were <i>both</i> SSP and advocacy support provided at the same time. Of the total of 205.88 hours of SSP service, all the hours were provided the by SSPs. No SSP hours were provided by either the Program Director or the Program Coordinator The number of hours used by individual clients ranged from 8.75 hrs to 77.63 hrs. The average number of SSP hours provided each client was approximately 25.74 hrs. A total of 56 requests for SSP services were received of which all were filled. Of the 56 SSP supports provided, 10 (18%) included SSP supports for medical appointments, 3 (5%) for legal appointments, and 5 (9%) for “other” appointments. Of the 56 SSP supports provided, 7 (13%) included text access. 		
Report M	Total Number of Client Services Hours	44.13	
Comments	<ul style="list-style-type: none"> Of the total of 44.13 hours of Consumer Services provided, there were 11.5 hours of coordinating/scheduling SSP services, 0 hours of advocacy support, 2 hours of intake/assessment, and 30.63 hours of other case management/service coordination activities. NOTE: <i>Halfway through this month, a part-time scheduler was hired and trained to do most of the scheduling of SSP supports. Next month, the number of hours of coordinating/scheduling SSP services will drop even more significantly.</i> 		
Report N	Total Number of Trainings & Workshops	See Report E, above	
Report O	Total Trainings & Workshops by Region	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 March:

10. With SSP supports, four clients who are deaf-plus have been able to participate in the weekly meetings and lunches of the Deaf Senior Citizens.
11. With SSP support, two clients were able to attend the funeral of a client who is deafblind.

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	7.38	This SSP is only available mornings
46359	22.44	Part way through the month, this SSP became the SSP scheduler
99927	11.38	
46372	18.87	
46198	15.44	
49502	12.25	
46229	1.00	This SSP is available only evenings
46200	14.75	
46196	6.44	This SSP only works with on client; client cancelled SSP requests due to illness
46315	16.87	
46351	1.11	This SSP only works during school breaks
46230	2.82	This SSP is available only evenings
46356	2.82	There were limited requests for SSP supports in this community
46364	16.32	
46143	16.44	

NOTE: The hours include both SSP hours (570.98 hrs) and hours when SSPs participated in outreach activities (i.e., presenting about their experience as SSPs (4.00 hrs).

Report prepared and submitted by:

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