

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

# Fiscal Year 2013, Quarter 4

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



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

Posted: September 4, 2013

**COMMISSION MEETING**

Wednesday, Sept. 18, 2013  
 4:00 PM

Albuquerque Marriott  
 2101 Louisiana NE  
 Albuquerque, NM 87110

**Susana Martinez**  
 Governor

-Commissioners-

**Mr. Mark Apodaca**  
 Chairperson  
 Deaf Professional

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

**Ms. Deb Hambel**  
 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

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**Lisa Dignan**  
 Interim Executive Director

**PROPOSED AGENDA**

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Executive Director Report
- IV. Action Items
  - a. Approval of Minutes
  - b. Open Meetings Resolution
  - c. Ad Hoc Committees
  - d. Horizons of New Mexico
  - e. Hearing Loss Conference
  - f. Commissioner Handbook
  - g. Contracts over \$20,000
  - h. TRS RFP
  - i. DVR MOU
  - j. Title 9 Human Rights Statue 63-9F-4 Specialized Telecommunications Equipment Program
- V. New Business
  - a. Staff Reports
- VI. Agency Reports
- VII. Comments from the Public
- VIII. Executive Session  
 Executive Session pursuant to Section 10-1-15-H NMSA 1978-limited to personnel matters
- IX. Adjournment

Persons with disabilities may request reasonable accommodations by contacting the New Mexico Commission for Deaf and Hard of Hearing Persons at 1-800-489-8536 with sufficient lead time to secure necessary services and equipment.





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

**Wednesday, July 17, 2013**  
Albuquerque Marriott Uptown  
2101 Louisiana Blvd. NE  
Albuquerque, NM 87110  
4:00 PM

**DRAFT – These minutes will be subject to another possible revision and approval by commissioners at the next commission meeting scheduled Wednesday, September 18, 2013.**

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

Chairman Mark Apodaca called the meeting to order at 4:36 p.m. when Commissioner Welborn arrived and quorum was met.

Present: Mark Apodaca, Chair Austin Welborn  
John Johnson Luis Quinonez  
James DeBee arrived after meeting began

Absent: Dr. Ron Stern Deb Hambel

Seven staff members from NMCDHH were present: Interim Director Lisa Dignan, Sam Martinez, Deborah Romero, Cheryl Padilla, Lori Neubauer, Joyce Croker, and Roger Robb. Five interpreters were present: Rhiannon Sykes-Chavez, Julayne Feilbach, Risa Roybal, Shaundra Sanders and Monica Sower. Fifteen members of the community were in the audience.

**II. APPROVAL OF AGENDA**

Chair Apodaca asked for approval of the agenda.

**13.14**

Commissioner Luis Quinonez made a motion to approve the agenda.  
Commissioner Austin Welborn seconded.  
Motion passed unanimously.

### III. PUBLIC COMMENTS

Chair Apodaca opened the meeting for Public Comments and reminded everyone that they cannot discuss any personnel or staff member.

Dom Bonura had several comments. His first question was why the budget wasn't on the agenda. Chair Apodaca explained that the FY14 Budget was actually approved by the Legislature quite some time ago. Mr. Bonura said that he would like to see where we stand with the budget and Chair Apodaca stated it was on the books and he could share that information with him.

Mr. Bonura stated his concern over the status of the MOU between NMCDHH and DVR. Lisa Dignan, Interim Director for NMCDHH, responded that a number of staff members at DVR as well as Nathan Gomme and herself, were hard at work hammering out the details to make sure there is an agreement that both the Commission and the Community will be satisfied with for FY14. Ms. Dignan said they hope to have that completed soon. Mr. Bonura asked if rehab counselors for the Deaf had been included in the MOU. Ms. Dignan stated that until the MOU is completed, it would not be appropriate to discuss its contents publicly, but she did believe that the Deaf Community, the Commission and DVR will be satisfied with the requirements that are being placed in the MOU. Mr. Bonura asked if it would be possible for the Deaf Community to see what's included in the MOU at a later date. Ms. Dignan said that was a good question, but off hand she did not know if it was a public document. She will do some checking on that and will let him know.

Mr. Bonura said that he just learned that the Executive Director resigned and that meant that there were three executive directors within a period of seven years, with interim periods with no director at all. He suggested to the board hire someone from New Mexico so they will be familiar with the culture here.

Mr. Bonura was also concerned about financial cuts to the program even though we had hired new staff. Chair Apodaca clarified that no cuts to any programs and they have remained stable, and CDHH was working alongside of the Legislature to get an increase in the phone surcharge so we can increase staff as well. *(Correction from Interim Executive Director: NMCDHH has seen ongoing budget cuts, but has not cut any programs or services. No new staff have been hired; vacant positions have been filled that were already included in the NMCDHH budget allocation.)*

Another item of concern was how advocacy was handled. He stated that when a Deaf individual comes for help with legal services, that person should be referred without being questioned about everything. Charlie Grote explained that what Mr. Bonura was trying to say was that if a person needs legal services, they should be referred to those services rather than having the Advocate control the situation by inquiring about details and making the decision for the client. Mr. Bonura went on to say that he had information from the National Association of the Deaf on legal services. He explained that there are six states that have funding to provide legal services and would make copies so the Board could look into that.

Mr. Bonura asked that the Board have a workshop on the appeal process in Order of Selection.

Another concern Mr. Bonura brought up was licensure. In the south and east parts of the state where interpreters are lacking, there are available interpreters from Texas, but Mr. Bonura thought they couldn't be licensed in New Mexico. Lisa Dignan, Interim Director and Director of Communication Access and Development, stated that interpreters outside of New Mexico absolutely could hold licenses to interpret in New Mexico. Also the cost of the license is very reasonable and it is easy for out-of-state interpreters to maintain New Mexico licensure. Lisa also stated that she was aware of the interpreter shortage in the southern part of the state and that

problem exists all over the United States. NMCDHH has always taken an interest in interpreter development, and was heavily invested in helping interpreters from all over the state to hone their skills.

Ms. Dignan explained the three types of licenses an interpreter can get in New Mexico. Ms. Dignan also explained that the manner in which New Mexico Interpreter Licensure is enforced is through the community filing complaints with the Signed Language Interpreting Practices Board. So if anyone in the community sees an interpreter working without a license, or working inappropriately, they have the opportunity to take it to the Licensure Board who will investigate.

Commissioner James DeBee agreed with the comments made by Mr. Bonura that he has witnessed people complaining about interpreters and education. Mr. DeBee stated that the interpreting services and the system in general need to be improved.

Comment was made that there are hearing people in Clovis and Roswell who were interested in interpreting, but to travel to Albuquerque to get the education is too far away, and therefore a training program is needed in Southern New Mexico.

Charlie Grote introduced himself as a Deaf Professional and a federal employee. He expressed concern that recent events might trigger the Legislators to view Deaf people as not being able to run an agency. He also expressed concern over community trust of CDHH. Mr. Grote would like to see the Commission Board be involved with the community to give hope and positivity in light of recent events.

As a federal employee, Mr. Grote stated that federal agencies only have to follow Section 503; equal access with qualified interpreters means they must have RID certification and that is all. The bidding process stays within federal law and federal regulations. Interim Director Lisa Dignan responded that Mr. Grote was absolutely correct that the bidding process only has to comply with federal regulations, but if the interpreter is working inside the borders of the state of New Mexico he or she must be licensed. This is where state law and federal law intersect. Ms. Dignan also stated that if anyone interpreting in New Mexico did not have a license, they would be committing a misdemeanor punishable by up to 364 days in jail and/or a \$1000 fine. Mr. Grote stated that Deaf federal employees have the right to choose who they want as an interpreter. He was only asking to protect the Deaf federal employees' rights; however Ms. Dignan wanted to make sure the interpreters were protected from prosecution.

Edina Jambor, the Agency Director for COPD-NM, asked if there could have been a formal announcement to the public when there are changes in staff. Chair Apodaca explained that it was announced on the website, Twitter and Facebook. Ms. Jambor stated that it was difficult for her and her staff to know who to contact and that a more formal announcement would have been appreciated.

Steve Frasier from the Hearing Loss Association of America said that none of the chapters were notified of the recent changes, either. He said he heard rumors, but it wasn't until he arrived at this meeting that the rumors were confirmed. Mr. Frasier said that when major changes are made, the Commission should inform stakeholders of such changes because it can impact their activities as well.

#### **IV. ACTION ITEMS**

##### ***a. Approval of Minutes***

Chair Apodaca announced that the Board needed to approve the minutes, but understood there needed to be some corrections. James DeBee stated there were two corrections regarding Public Comments. First, Chris Kemp from Roswell was having issues with SSP's from COPD,

not Social Security. Mr. Kemp's girlfriend has a disability, went to the hospital for surgery and was requesting help from COPD and no one got back to him and no services were provided. Second, Dom Bonura had some corrections which were written out. These corrections were given to Lori Neubauer, Administrative Assistant, who will revise the minutes. Commissioner John Johnson also noticed a grammatical error that needed to be corrected as well.

**13.15**

Commissioner Welborn made a motion to approve the minutes with the aforementioned corrections.

Commissioner DeBee seconded.

Motion passed unanimously.

**V. AGENCY REPORTS**

Chair Apodaca reminded the Board Members and audience that the room had been reserved only until 6:00 p.m. and therefore they only had a half hour left. He asked the Board if they had any comments from the staff reports. Commissioner DeBee had said he did have a lot of notes that he had written regarding the Quarterly Report. Chair Apodaca said the discussion could be tabled until the next meeting.

**13.16**

James DeBee made a motion to table the discussion on Agency Reports until the next meeting. Motion passed unanimously.

**VI. NEW BUSINESS**

Commissioner DeBee had some discussions with several people regarding the NMAD Conference. It was a successful conference and it was noticed that there were several conferences which created a separation amongst the different groups, i.e. Deaf, Deaf-Blind, and Hard of Hearing. The Florida Association for the Deaf actually, for economy reasons, combined conferences: interpreters, parents, education as well as other groups all coming together. Commissioner DeBee asked CDHH not to have the Conference on Hearing Loss without working with the other groups. If everyone collaborated it would be a great improvement. Chair Apodaca said that would become an action item for the next meeting.

**VII. EXECUTIVE SESSION**

**13.17**

Mark Apodaca called for a vote to go into Executive Session.

Roll Call Vote:

Commissioner Welborn	yes	Commissioner DeBee	yes
Commissioner Johnson	yes	Commissioner Quinonez	yes

Board members went into Executive Session at 5:37 p.m.

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING  
FY13, Q4**

**13.18**

Mark Apodaca called for a vote to end Executive Session

Roll Call Vote:

Commissioner Welborn	yes	Commissioner DeBee	yes
Commissioner Johnson	yes	Commissioner Quinonez	yes

Board members exited Executive Session at 6:00 p.m.

**13.19**

Commissioner DeBee made a motion to adjourn.

Commissioner Welborn seconded.

Motion passed unanimously.

Meeting adjourned at 6:02 p.m.



# Administration & Finance

Deborah Romero, Budget Director

## 4TH QUARTER BOARD REPORT

ACCOUNT CODES	FY13 BUDGET	FY13 ACTUALS	Over (Under)	% Used
<b>200 Category Subtotal</b>	<b>\$ 973,300</b>	<b>\$ 813,832</b>	<b>\$ (159,468)</b>	<b>83.62%</b>
535200 Prof Serv	\$ 785,857	\$ 618,152	\$ (167,705)	78.66%
535300 Other Serv	1,237,956	1,027,191	(210,765)	82.97%
535400 Audit Serv	10,700	10,700	-	100.00%
535600 IT Serv	3,707	1,350	(2,357)	36.41%
<b>300 Category Subtotal</b>	<b>\$ 2,038,220</b>	<b>\$ 1,657,392</b>	<b>\$ (380,827)</b>	<b>81.32%</b>
542100 EE IS Mile	\$ 5,758	\$ 2,941	\$ (2,817)	51.07%
542200 EE IS Meal	9,251	5,799	(3,452)	62.69%
542300 Brd & Comm	2,200	1,508	(692)	68.55%
542500 Trans Fuel	6,750	4,203	(2,547)	62.26%
542700 Trans Ins	900	-	(900)	0.00%
542800 Trans Pool	12,000	9,207	(2,793)	76.72%
543400 M Prop	657	1,313	656	199.87%
543820 Maint IT	5,363	851	(4,512)	15.87%
544000 Supplies Inv IT	2,561	12,641	10,080	493.58%
544100 Supplies Office	8,479	7,195	(1,284)	84.85%
544700 Supplies Clothing	-	755	755	#DIV/0!
544900 Supplies Inv Exempt	40	40	-	100.00%
545600 Rept Recor	10,100	5,545	(4,555)	54.90%
545700 ISD Serv	24,500	-	(24,500)	0.00%
545701 HCM Assmnt Fees	3,700	13,444	9,744	363.36%
545900 Print Serv	2,004	704	(1,300)	35.13%
546100 Postage	3,966	3,576	(390)	90.17%
546400 Rent Land	119,187	117,720	(1,467)	98.77%
546500 Rent Equip	13,577	12,527	(1,050)	92.27%
546600 Telecom-Non-GSD	20,320	19,465	(855)	95.79%
546601 GSD Telecom	34,947	31,492	(3,455)	90.11%
546700 Sub Dues	2,496	2,446	(50)	98.00%
546800 EE Train	4,216	6,806	2,590	161.44%
546900 Advert	1,948	1,203	(745)	61.75%
547999 Prior Year	10,674	10,674	(0)	100.00%
547900 Misc Exp	585	649	64	110.90%
548300 IT Equip	194	194	-	100.00%
549600 EE OS Mileage	8,031	4,706	(3,325)	58.60%
549700 EE OS Meals	10,676	9,821	(855)	91.99%
<b>400 Category Subtotal</b>	<b>\$ 325,080</b>	<b>\$ 287,424</b>	<b>\$ (37,656)</b>	<b>88.42%</b>
555100 Other Fin Uses	\$ 491,000	\$ 491,000	\$ -	100.00%
<b>500 Category Subtotal</b>	<b>\$ 491,000</b>	<b>\$ 491,000</b>	<b>\$ -</b>	<b>100.00%</b>
<b>TOTAL USES</b>	<b>\$ 3,827,600</b>	<b>\$ 3,249,648</b>	<b>\$ (577,952)</b>	<b>84.90%</b>



# Communication Access & Development

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

## Communication Access and Development Activities

- Awarded a contract to Compass Mentoring Services, LLC, for professional development services for signed language interpreters.
- Selected two apprentice interpreters for contracts for FY2014.
- Distributed registration materials for the 2013 New Mexico Interpreters' Conference set for September 27-29, 2013 in Albuquerque.
- Renewed interpreter contracts for FY2014.
- Presented at the Colorado Registry of Interpreters for the Deaf State Conference in Colorado Springs.
- Presented at the Critical Link 7 conference in Toronto, Canada.
- Planned a workshop with the NM AOC on Roles and Protocol for Courtroom Interpreting.
- Participated in Language Access Advisory Committee and subcommittee meetings.
- Completed Interpreter Licensure recommended rule revisions.
- Met with the Legal Interpreting Task Force to discuss requirements for legal interpreting outside of court.
- Presented on interpreter licensure at the NMSD Interpreter Intensive.
- Oversaw the completion of five interpreter professional development contracts, including two workshops and several trainings in the quarter.

## New Mexico Mentoring

**T**he Spring 2013 session closed with all seven mentees successfully completing the session. Selections for the Fall 2013 session have been made and will include again seven mentor-mentee pairs working with three different curricula. Participants are from Albuquerque, Santa Fe, Carlsbad, Las Cruces, and Gallup.

## Signed Language Interpreter Licensure

**T**he Signed Language Interpreting Practice Board (SLIPB) has been working on updating rules to incorporate changes made to all licensure board rules during the 2013 legislative session.

As of June 1, 2013 there are 245 active interpreter licenses:

- 139 Community
- 3 Educational
- 103 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](http://www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices.aspx).

## NMCDHH Library

The library was moved to a new location and completely reorganized by our new Librarian, Lori Neubauer. Efforts have begun to better promote the library as a community resource. We had 13 library clients and 32 items loaned in the 4th quarter of FY13.

## 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 fourth quarter are listed below. This approach is proving to be successful, and 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*
  - All 4 participants completed the 6th and 7th (the approved additional hours) week of mentoring
  - Hosted final mentoring session to discuss goals, progress, future plans, and additional resources
  - Completed final work samples and final assessments of progress
  - Received 4 completed evaluation forms from mentees; compiled evaluations into anonymous form and given to CDHH and the primary mentor
  - Offered to meet additionally with mentees to discuss evaluations and improvements to the program
  - Met several times with EC Council and Brandon (presenter) to test the distance technology capabilities for the workshop on 4/27/13
  - Continued to receive registrations for the 4/27/13 workshop; workshop was closed when we received 24 registrations
  - Hosted the workshop on 4/27/13 with a total of 28 people (including 2 Compass staff and 2 UNM students)
  - Processed CEUs through NMRID CMP sponsor and submitted RID evaluation reports to CDHH and the presenter
  - Made ourselves available to participants and the presenter for any follow-up comments and questions
  - Completed all paperwork and post-workshop/post-mentoring reports by 5/15/13 to fulfill the contract

- *Southwest Services for the Deaf – providing one workshop and several discussion groups on mental health interpreting*
  - Worked with Lisa Dignan to adjust plan due to lack of participation in discussion groups.
  - Cancelled discussion groups and planned one workshop for Saturday, June 22, 2013.
  - Held preparation meetings for workshop
  - Conducted workshop June 22, 2013 with 9 participants
  - Held debrief meeting
- *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*
  - Two trainings were developed and presented. “Cultural & Clinical Competence with Deaf & Hard of Hearing Adults,” was presented by Susan S. Turner, LISW, on June 1, 2013, to psychotherapists and counselors, at the Albuquerque Marriott. Over 100 emails and 100 flyers mailed via USPS announcing the workshop were distributed to psychotherapists in private practice and to various Albuquerque behavior health agencies. Fourteen inquiries were made about the training, seven registered and five attended. Another five indicated strongly that would attend the training in the future if it were given again.
  - On June 4, 2013 Susan S. Turner, LISW and Rhi Sykes-Chavez RID-NIC:Master Q-MHI, presented the training, “Clinical & Cultural Competency with Deaf/Hard of Hearing Individuals,” with emphasis on children, for the clinical staff of All Faiths, an OptumHealth New Mexico core service behavioral health agency. Approximately twelve staff attended the whole training and six others joined midway through the training.
  - Turner obtained approval of the workshops by the New Mexico National Association of Social Workers who provided three cultural continuing education credits for social workers and counselors who attended the programs. Sykes-Chavez developed “Signed Language Interpreter Resource Guide for Mental Health Practitioners which was distributed at both trainings. Copies of the trainings’ PowerPoint presentations were also distributed to training participants.
  - There appears to be a small but growing interest by behavioral health providers in serving deaf and hard of hearing individuals and families. Six Albuquerque area core service have yet to be trained. Pathways has indicated an interest in receiving the training. Four smaller agencies have been identified as potential resources also if they are trained to work with deaf and hard of hearing individuals and families using a signed language interpreter.

## First Quarter FY14 Plans

Plans for the 1st Quarter for Fiscal Year 2014 include:

- Attend the Registry of Interpreters for the Deaf conference in Indianapolis, Indiana August 8-14,

2013.

- Conduct a workshop with the NM AOC on Roles and Protocol for Court Interpreting.
- Participate in Language Access Advisory Committee and subcommittee meetings.
- Attend Signed Language Interpreter Licensure Board meeting.
- 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 contracts for interpreting professional development and interpreting services.

### **Communication Access Statistics**

<b>Interpreting Requests Filled 4th Quarter FY 13</b>			
	<b>April</b>	<b>May</b>	<b>June</b>
Number of Requests covered by COPD	3	0	1
Total Hours Interpreted by COPD	8	0	2
Number of Requests covered by WIN	0	0	0
Total Hours Interpreted by WIN	0	0	0
Number of Requests covered by CDHH Staff	37	46	21
Total Hours Interpreted by CDHH Staff	160	130	53

<b>Interpreting Requests Filled in FY 13</b>	
Number of Requests covered by COPD	30
Total Hours Interpreted by COPD	112
Number of Requests covered by WIN	7
Total Hours Interpreted by WIN	24
Number of Requests covered by CDHH Staff	405
Total Hours Interpreted by CDHH Staff	1155

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, Director of Public Policy & Advocacy*

### Individual/System Advocacy & Public Policy

The Public Policy & Advocacy Department has completed the fourth quarter with many successes and some new recognized problems. The fourth quarter brought some exciting movements in the right direction for several of systemic work of the NMCDHH. During the fourth quarter we saw the interpreter's begin to work with the inmates and the psychology professionals at the Bernalillo Metropolitan Detention Center to improve access while in the pods that the inmates reside in. This includes short communication tools, training on how to communicate more clearly, and earlier identification. This work being done has not gone unnoticed; it has also better prepared the staff here at the NMCDHH to branch out. I am happy to report that we will begin working with the Sandoval Detention Center to improve the communication access. We will continue exploring more avenues in developing our relationship with the various detention centers and expand to work with the federal centers in New Mexico.

The Albuquerque Sunport has been working with Cheryl Padilla to install Video Phones that will make the Sunport more accessible. The current plan involves a public access video phone both in the secured area and in the baggage claim area. The Public Access Video Phone represents a combination of pay phone, video phone, TTY and more. This type of phone ensures complete public access to any members of the community. While this technology is not new, it does represent an all-inclusive approach that many members of the hearing loss community as a whole can utilize. We look forward to seeing these devices in the airport soon.

The work with DVR continues as the PP&A Department continues to work on developing an MOU with DVR. The MOU is developed as a way to discuss what type of services the NMCDHH would like to see come from DVR. These types of services include, for example, what should be considered when determining the choices of colleges. The NMCDHH will also be working with DVR to improve communication access in the MOU. Both DVR and the NMCDHH are working together to ensure that the Deaf and Hard of

Hearing Community are served to the best of our ability with consideration to many factors.

- The Service Coordinators continue to travel throughout the state of New Mexico, working with individuals and agencies.
- Explore and find new specific issues that can be resolved for the betterment of communication access with the community.
- Maintain constructive relationships with various agencies throughout the state of New Mexico. Working to develop new relationships with representatives for new access plans.

The Public Policy & Advocacy Department provided a number of workshops and participated in various groups to work on new plans for the next fiscal year. During the fourth quarter, the PP&A Department has been active in getting the message out to the community. This has been a slow going process, but worthy of the effort. During the NMAD conference, representatives of the NMCDHH went to present and provide information to the community. For the most part the reception was largely positive because the community got to see firsthand how some of the PP&A Department assesses complaints and the process used to help the consumer. The community that attended the NMAD conference in Roswell was also able to get a taste of the Self Advocacy workshop that Corina has been providing to many consumers.

The NMCDHH will be working with NMSD to provide workshops to every DVR office in New Mexico about transition needs for graduating seniors. The decision was made based on the fact that while we have been able to meet with many members of DVR in the metropolitan cities, we still haven't adequately explained the needs of Deaf and Hard of Hearing students to the DVR workers in the smaller cities and towns. This plan will begin at mid-1<sup>st</sup> quarter of FY15.

Community Outreach Program for the Deaf and the NMCDHH have been working to figure out how best to help employers in the community understand their communication access responsibilities. To better streamline the process it was decided that the NMCDHH will be assisting COPD job coaches in explaining the laws such as Title I of the Americans with Disabilities Act and then having them work with one of the Service Coordinators if more information is needed. The plan will be to have Roger Robb from Shannon's department provide the trainings. We are looking forward to enacting this in the 1<sup>st</sup> quarter of the new fiscal year.

Community Outreach Program for the Deaf-NM Deaf-Blind has been providing service to the Deaf-Blind and Deaf-Plus individuals in the state of New Mexico during the current fiscal year. 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 Quarter 4 report can be found in the “Contracts” portion toward the end of this Board Report.

COPD has been providing service to the Deaf-Blind and Deaf-Plus individuals in the state during the current fiscal year. During this time many reports have been done and I would like to do a short overview of the second half of the work that has been done according to the performance measures. The first performance measure, PFM-1, covers the total number of Deaf-Blind and Deaf-Plus served in the state by COPD-NM. It is important to remember that a number of the individuals served do not often drop in number. Their cases rarely close due to the continuing need for services. PFM-2 covers the total hours provided by the Support Service Providers (SSP’s). This includes transportation and supports provide by the SSP’s. As of the last report there are twelve SSP’s serving clients across the state. COPD-NM is constantly looking for qualified individuals to serve the consumers across New Mexico due to the fact that they want to provide a high level of service to the consumers. PFM-3 is the total number of trainings and workshops provided by COPD-NM. PFM-4 tells us the regions that PFM-3 was done in. PMF-5 represents the number of Outreach Events and PMF-6 tells us the region.

Summary COPD-NM DB and Deaf Plus Performance Measures (PFM), FY13

PFM1-Total Number Deaf-Blind/Deaf Plus Clients

PFM2-Total Number of Hours Provided By SSP’s

PFM3-Total Number of Trainings & Workshops

PFM4-Total Training & Workshops by Region

PFM5- Total Number of Outreach Events

PFM6- Total Outreach Events by Region

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING  
FY 13, Q 4**

Month	PFM 1	PFM 2	PFM 3	PFM4	PFM5	PFM6
<i>1<sup>st</sup> Quarter</i>						
<i>2<sup>nd</sup> Quarter</i>						
			-	-	-	-
<i>3<sup>rd</sup> Quarter</i>						
January	37	582.64	1	Region 3- 1	-	-
February	37	541.17	-	-	2	Region 2,3- 1 each
March	29	582.48	1	Region 5- 1	-	
<i>4<sup>th</sup> Quarter</i>						
April	40	692.92	1		1	
May	43	772.58	-	Region 5- 1	2	
June	43	471.89	1	-	1	
<b>Total</b>	<b><sup>1</sup>67</b>	<b>3,653.68</b>	<b>4</b>		<b>6</b>	

<sup>1</sup> This is the total Non-Duplicate Count of Clients served

## Fiscal Year 2014, 1<sup>st</sup> Quarter Planning

Expand the work done from the Bernalillo Metropolitan Detention Center to other facilities.

Oversee the COPD Deaf-Blind contract

Work with the AOC to continue the collaboration to provide training on various Deaf and Hard of Hearing language access needs.

Expand the work done with the Sunport to improve access for the Rail Runner stations.

Provide individual and systemic advocacy services to the community.

Provide supervision of all of the Service Coordinators

Continue to provide workshops and trainings in coordination with the T&TA Department. Increase the use of the T&TA Department to better service the public on what the laws say.

Provide training to at least ¼ of the DVR offices in the state.

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*

### Federal Communications Commission (FCC) Update

The boards of the National Association of State Relay Administrators (NASRA) and the Telecommunications Equipment Distribution Program Association (TEDPA) met with the Federal Communications Commission (FCC) Disability Rights Office (DRO) and Consumer and Governmental Affairs Bureau (CGAB) on Monday, April 15<sup>th</sup>, 2013 at the FCC Office in Washington D.C. Meeting participants included Connie Phelps, Montana, NASRA Chairperson; Lori Cielinski, Wyoming, NASRA Secretary; Rochelle Garrow, Minnesota, NASRA Treasurer; James Forstall, Florida, TEDPA Chairperson; Shannon Smith, New Mexico, TEDPA Vice-Chairperson; Gregory Hlibok, FCC DRO Director; Karen Peltz-Strauss, FCC CGAB Deputy Bureau Chief; Rosalyn Crawford, FCC CGAB Bureau; Robert Aldrich, FCC CGAB Bureau; Jackie Ellington, FCC CGAB Bureau; Dana Wilson, FCC CGAB Bureau; Eliot Greenwald, FCC DRO. The purpose of the meeting was to discuss, update on the progress with the National Deaf Blind Equipment Distribution Program (NDBEDP); update on the state recertification process; potential misuse or inadvertent use of IP captioned telephone services; equipment issues – equipment and compatibility to current phone service; Traditional TRS – definition, what is the scope of service and “functional equivalence”; AT&T Petition to Launch Proceeding for transition from circuit based networks to IP networks; and cost for Internet-based TRS under jurisdictional separation of costs principle.

At this meeting, a plan was tentatively designed to continue discussions between the FCC, NASRA and TEDPA. A second meeting was conducted via conference call on May 16<sup>th</sup>, 2013, and the purpose of the meeting was to discuss updates on the progress with potential misuse or inadvertent use of IP captioned telephone services; equipment issues – equipment and compatibility to current phone service; and, outreach for STS, TRS and other forms of relay overall.

The looming concern for State Programs, both Relay and Equipment Distribution, is the potential transfer of Internet Protocol Captioned Telephone Service governance from the Federal Communications Commission to the individual states. This transfer would impact

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the Commission for Deaf and Hard of Hearing’s budget, as the CDHH would become responsible for the purchase and distribution of IP Captioned Telephone Service equipment, the per minute rate reimbursement for IP Captioned Telephone Service, and the collection of the surcharge from Voice Over Internet Protocol (VoIP) Telephone Service providers.

Currently, responsibility for Relay Services is shared between the Federal Government and the State Governments:

<b>Relay Service</b>	<b>Interstate Per Minute Rate (as of 6/30/13)</b>	<b>Federal Surcharge Collection &amp; Program Administration</b>	<b>Intrastate Per Minute Rate (as of 6/30/13)</b>	<b>State Surcharge Collection &amp; Program Administration</b>
Traditional Relay Service (TRS)	\$2.16	X Interstate	\$1.43	X Intrastate
Captioned Telephone Service (CTS)	\$1.79	X Interstate	\$1.62	X Intrastate
Video Relay Service (VRS)		X	N/A	N/A
Tier I	\$5.29			
Tier II	\$5.29			
Tier III	\$4.51			
Internet Protocol (IP) Captioned Telephone Service	\$1.79	X	N/A	N/A
Internet Protocol (IP) Traditional Relay Service	\$1.01	X	N/A	N/A

Detailed above, the budgetary impact to the Telecommunications Access Fund could be significant if this transition is implemented by the FCC. At this time, the FCC has made it as clear as possible without official rule making that responsibility for Video Relay Service will not be transitioned to the States, and that IP Traditional Relay Service will be phased out due to lack of consumer use, but that IP Captioned Telephone Service is growing at an unprecedented rate and is may be better managed by the State Programs. As additional information is available, updates will be included in future board reports.

Lastly, The Federal Communications Commission’s (FCC or Commission) Consumer and Governmental Affairs Bureau (Bureau) hereby granted certification to the New Mexico state telecommunication relay services (TRS) program, pursuant to Title IV of the Americans with Disabilities Act (ADA), 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission’s rules. On the basis of the state applications received, the Bureau has determined that:

- (1) The TRS programs of the listed states meet or exceed all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules;
- (2) The TRS programs of the listed states make available adequate procedures and remedies for enforcing the requirements of their state programs; and
- (3) The TRS programs of the listed states in no way conflict with federal law.

## **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, Q4 is 10,177 and the Year to Date average is 11,142. The annual audit of the relay was conducted in June 2013, excluding a site visit of the Relay New Mexico Call Center.

The monthly breakdown of relay calls is as follows:

<i><b>Month</b></i>	<i><b>Traditional Relay Service</b></i>	<i><b>Captioned Telephone Service</b></i>	<i><b>Total Calls Per Month</b></i>
July	5,371	6,115	11,486
August	6,387	5,913	12,300
September	5,691	5,580	11,271
<b>1<sup>st</sup> Quarter Total Relay Calls</b>			<b>35,057</b>
October	5,010	5,917	10,927
November	5,147	6,053	11,200
December	6,927	6,426	13,353
<b>2<sup>nd</sup> Quarter Total Relay Calls</b>			<b>35,480</b>
January	7,485	5,656	13,141
February	4,391	4,844	9,235
March	5,012	5,239	10,251
<b>3<sup>rd</sup> Quarter Total Relay Calls</b>			<b>32,627</b>
April	4,920	5,026	9,946
May	5,121	5,029	10,150
June	5,419	5,015	10,434
<b>4<sup>th</sup> Quarter Total Relay Calls</b>			<b>30,530</b>
<b>FY13 Total Calls</b>			<b>133,694</b>

### **Telecommunications Relay Service Procurement Process**

From November 2012 through June 2013, the Commission for Deaf and Hard of Hearing conducted the procurement process to award the Fiscal Year 2014 contract for

Telecommunications Relay Service. On June 27<sup>th</sup>, 2013, the contract was awarded to Hamilton Telecommunications. The contract shall terminate on June 30<sup>th</sup>, 2014, and is eligible for 3 additional one-year renewals. No contract term, including extensions and renewals, shall not exceed four years, except as set forth in Section 13-1-150 NMSA 1978.

## **Telecommunications Equipment Distribution Program (TEDP)**

**T**he 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; during Q4 the TEDP served 84 clients and distributed 305 pieces of equipment. The increase in distribution for Q3 and Q4 is directly related to the new products available to consumers.

### **iPad® Pilot Project**

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."

At the conclusion of the iPad® Pilot Project, it was found that it is feasible to add iPad® to the Telecommunications Equipment Distribution Program, as the iPad® provides functional equivalency to telecommunications. In addition, it was found that by adding the iPad® to the TEDP, distribution increased to all four disability groups. Lastly, the Pilot Project demonstrated that consumers will accept an iPad® imaged with pre-approved applications, and that is WiFi only.

The iPad® Pilot Project verified that the demand for newer and enhanced technologies offered via TEDPs is the only way to keep TEDPs viable while meeting and exceeding consumer needs. Furthermore, the format of the Pilot confirmed the need for a program to be established outside of the normal parameters of iPad® purchasing. This analysis was reached due to:

- Communication access;
- Specifics of apps for certain disability populations; and
- Need for training, technical support and service after distribution.

Lastly, the iPad® Emergency Preparedness and Information Sub-Pilot identified an additional benefit of creating accessibility to emergency preparedness information and dissemination via enhanced technologies.

In conclusion, the hypothesis was tested and confirmed that the need for newer and enhanced technology justifies the addition of iPad® devices becoming a permanent part of the Telecommunications Equipment Distribution Program. The permanent iPad® Program will launch during Q1 of Fiscal Year 2014.

## Training & Development

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

The new Training and Development Coordinator, Roger Robb, is actively working on reviewing, revising and updating existing curriculum and designing new curriculum. After the start of Fiscal Year 2014, Roger will publicize his availability to provide free trainings and workshops, and will begin providing training statewide.

## 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; and during Q4 14 booths were conducted, with 464 booth visitors. The Year to Date totals are 51 booths with 1916 booth visitors. Booths were conducted at the Camino Retirement Apartments, Mora County Health Fair, Los Lunas Wellness Fair, Clayton Wellness Fair, Raton Wellness Fair, Sandia Resort Wellness Fair, Lovelace Westside Hospital Wellness Fair, Sandoval County Senior Picnic, San Felipe Pueblo Health Fair, Highland Senior Center, ARC Summit on Social Equality, Highland Senior Center, and the Clovis Senior Center.

## Website & Social Media

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

	 <a href="http://www.cdhh.state.nm.us">www.cdhh.state.nm.us</a>	 Like us on <b>Facebook</b> <a href="http://www.facebook.com/New-Mexico-Commission-for-Deaf-Hard-of-Hearing">www.facebook.com/New-Mexico-Commission-for-Deaf-Hard-of-Hearing</a>	 FOLLOW US ON <b>twitter</b> @NMCDHH
1 <sup>st</sup> Quarter	119125 hits	327 likes	1142 tweets
2 <sup>nd</sup> Quarter	138000 hits	365 likes	1170 tweets
3 <sup>rd</sup> Quarter	150596 hits	415 likes	1208 tweets

Quarter			
4 <sup>th</sup> Quarter	143123 hits	455 likes	1243 tweets
Year to Date	550844 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. As of June 21<sup>st</sup>, 2013, 100% of the employee files contained performance appraisals, and were completed and submitted with the guidelines.

- A. Workers' Compensation
  - a. There were no Worker’s Comp claims during the 4<sup>th</sup> Quarter.
- B. Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)
  - a. There were no COBRA claims filed during the 4<sup>th</sup> Quarter.
- C. Fair Labor Standards Act (FLSA)
  - a. There were no FLSA claims filed during the 4<sup>th</sup> Quarter.
- D. Family and Medical Leave Act (FMLA)
  - a. There were no approved FMLA leaves during the 4<sup>th</sup> Quarter.
- E. Turnover & Position Postings
  - a. There were no resignations during the 4<sup>th</sup> Quarter.
- F. New Hires
  - a. The NMCDHH hired one full time employee during the 4<sup>th</sup> Quarter:
    - i. The Financial Coordinator position was filled.

## Fiscal Year 2014, 1<sup>st</sup> Quarter Planning

Plans for the 4<sup>th</sup> Quarter of Fiscal Year 2013 are:

- ❖ Telecommunications Relay Service
  - Announce contract award
- ❖ Telecommunications Equipment Distribution Program
  - iPad® Program
    - Launch permanent program
- ❖ Training & Development
  - Continued review and revision of existing curriculum
  - Creation of new curriculum
  - Launch press release announcing availability of free trainings
- ❖ 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
- Continue the upgrade NMCDHH Albuquerque office to 10MB MOE circuit to increase number of IP addresses, and increase connection speeds
- ❖ National Association of State Relay Administrators (NASRA) Conference
  - New Mexico is the host state for the 2013 NASRA Conference.
  - Wednesday, September 25<sup>th</sup>, 2013 – Saturday, September 28<sup>th</sup>, 2013
  - NASRA is comprised of individuals who are directly involved in the administration or oversight of Telecommunications Relay Services (TRS) for their respective states. NASRA members are typically state administrators or public service/public utilities commission employees. NASRA is incorporated under the laws of the state of Minnesota and is organized exclusively for charitable, educational, religious, or scientific purposes within the meaning of section 501 c (3) of the Internal Revenue Code.
- ❖ Telecommunications Equipment Distribution Program Association (TEDPA) Conference
  - New Mexico is the host state for the 2013 TEDPA Conference.
  - Sunday, September 29<sup>th</sup>, 2013 – Wednesday, October 2<sup>nd</sup>, 2013
  - The mission of TEDPA is to convene for the purpose of information exchange and to assist one another with the administration of specialized telecommunication equipment distribution programs for persons with disabilities; to educate its members about state and federal regulatory issues and to advocate for changes when they seem to be in the interest of improved quality and efficiency of specialized telecommunications equipment and related programs; to share information about program administration, to share cost-effective ideas and techniques, and to promote ideas about community outreach; to provide representation to other professional, technical and consumer organizations desiring input; to actively examine and advance discussion about issues pertaining to specialized telecommunications equipment when appropriate as determined by TEDPA members, prepare items for membership review and submit advisory opinions about those issues; to perform other functions that may be deemed appropriate by TEDPA members. The association is organized exclusively for charitable, educational, religious or scientific purposes within the meaning of section 501 (C) (3) of the Internal Revenue Code TEDPA National Surveys.



## Las Cruces Satellite Office

*Sandra Williams is the Las Cruces Satellite Office Coordinator*

This quarter AND past year's journey have encompassed more outreaches, more presentations, advocacies, and telephone equipment distribution as well our Information & Referral passed out doubled up. Special thanks to Mr. Timothy Farr and Ms. Alexis Zarret. Their services have magnified the availability of the Commission's services especially in the underserved rural areas. I cannot do it all without their help!

In result, state, local agencies, public and private entities continue to request 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 did we continue to work diligently on new projects, we provided quality services to consumers across the state with advocacy, consulting, educating, outreaching, providing presentations, hosting informational booths, and collaborating with other agencies/service providers, including client-service coordination.

We continue with our citywide collaboration to host an ADA Celebration Event in this coming July, attending City and County ADA meetings to represent Deaf, DB & HH communities, and collaborating with other service providers. Our consumers in other towns such as Hobbs, Roswell and Carlsbad expressed that they wish we could do the same in their towns but with limited travel and time, it is not possible.

### Individual, System Advocacies 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 48 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.

As for our System advocacy, we continue to work with our county representative in regard of the Dona Ana Detention Center lacking appropriate telephone access as well as a few governmental agencies and private entities forgetting to provide communication access.

The court system requests assistance with addressing the needs of a person who is hard of hearing. The Self Help legal clinics were clueless in providing interpreters until our intervention. Furthermore, we have been asked to provide sensitivity trainings and the protocols on securing interpreters for Dona Ana Community College.

## 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 **1542** information/referral was passed out this quarter. (YTD a **total of 4474** I & R were passed out from this office.)

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. (See below some of the places we’ve outreached to). It should be noted that because of our outreaching efforts, we continue to see increased requests for Telecommunication Equipment Distribution (TED) applications, 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 = 24 booths were 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 life. Also for this quarter we were asked to provide **11** different presentations/workshops on Communication Tips/Sensitivity Training, and NMCDHH Overview this past quarter. (YTD = 52 presentations provided). Some of these places that we presented to are employers of individuals who are Deaf and Hard of Hearing. These trainings helped prepare for better working relationships among their peers.

Not only by outreaching alone, we learned in our past Community Collaborations that 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.

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

ADA City Council Board of Las Cruces	Progressive Residential Services (State Agency)
Las Cruces Hearing Loss Association	NM Disability Rights
NMGLBTQ, S.A.G.E. Organization	Alzheimer's Association
Memorial Medical Hospital Language Advisory Board	Dona Ana Behavioral Health Committee
DVR	Las Cruces City Hall Employers
ADA Celebration with the Mayor Committee	Ability Center
Las Cruces Emergency Preparation (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)
Deming Senior Center	Artesia Senior Center
Mira Vista Villas	HLA
Income Support Division	Alamogordo Senior Center
Code Enforcement	San Jose Senior Center
New Mexico State University SSD	Sierra Health Care in T or C
United Ways	Americorp
Health Care Consortium	Housing Authority in T or C and Las Cruces
Lions Club in Ruidoso	NMSD Step*Hi
Hobbs, Eunice and Jal Senior Citizens Centers	People First Meeting
Reserve Community Center	Silver City Health
Dona Ana Behavioral Health	Dona Ana Emergency Facilities

## Special Highlights for this quarter

This quarter was focused on the relocation of our office. We began the three-bid RFP process, reviewed proposals and worked diligently along with Monica Vigil at GSD/Property Control Division. We moved to a more cost effective and a 100 percent accessible building on the west side of town. We will host an Open House to help promote the awareness of our new location.

Special thanks to Joyce Croker, Debbie Romero and Shannon Peinado who were fundamental in assisting with the move. These ladies worked very hard! Joyce came down to assist with packing, coordinating, unpacking and setting up the offices. Debbie assisted in coordination of our movers and special projects. Shannon coordinated the IT activities along with Do-It providers. Our move and set up would not have been completed without these ladies!

Off to another point, I always indicate on my quarterly reports, in how I emphasize my appreciation of our contract staff persons, Ms. Alexis Zarret and Mr. Tim Farr. It is clearly a fact that without their help the quality of the Commission's service would not be magnified across the southern parts of New Mexico.

- For this quarter, Ms. Zarret reports; *"In the last quarter of this year I hosted several well-attended booths in rural towns and gave a very successful presentation to the Dona Ana County Local Collaborative 3. The presentation was provided south of Las Cruces in Anthony at Southern New Mexico Human Development (SNMHD), so regular attendees of the Local Collaborative 3 meetings as well as SNMHD's staff were able to attend and learn about our services. In the next quarter I will attempt to arrange meetings and presentations with local service providers, including early childhood intervention agencies."*
- Mr. Farr reports; *"During the Fourth Quarter of Fiscal Year 2013, I have concentrated on increasing our Information & Referral Services while at the same time, continuing to offer more Presentations in the rural areas of Southern New Mexico. That decision was inspired by the fact that we now have new TEDP equipment to offer residents thanks to the new standards in amplification that came into effect this Spring. There are many more towns that we need to reach out to in the coming year as the response to the new equipment has been very positive indeed. All in all, I can say that we have been making great strides in terms of breaking-down barriers to some of the societal hurdles that people sometimes face. In this way, we continue to improve the quality of people's lives here in Southern New Mexico. Yours in Service, Timothy Farr."*

## **Fiscal Year 2014 Goals:**

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

- Continue to work closely with other community agencies with outreaching efforts
- Continue to Provide Self Advocacy Trainings
- Continue to Provide Presentations, NMCDHH Overview, Communication/Sensitivity Trainings
- Continue to Provide supervisions to Las Cruces Office Staff
- Continue to Provide on-going advocacies and system advocacies
- Continue to Provide on-going information and referrals
- Continue to Provide service coordination to consumers
- Continue to oversee office in general
- State car in general for maintenances, record keeping etc.,
- Continue to supervising/coordinating activities of personnel engaged in carrying out departmental objectives within the state agency.
- Continue to monitor, review and planning of personnel job duties, office hours, accomplishments and work progress
- Continue to provide training and conduct monthly meetings
- To ensure quality and productive and the dependability of our services provided.
- Continue and ensure case records documentations
- Continue to monitor the work process of support staff as evidenced by random sampling of caseload support, service delivery and data collection to ensure quality services are provided.

- To provide an Open House to promote the awareness of our new location.
- To continue to collaborate with service providers in rural towns. Tim has started attending the Senior Circle in Carlsbad regularly and I would like to expand to other towns to maximize the visibility of our Commission.
- To continue to outreach rural towns. We are "past due" in outreaching the smaller towns, especially at their Senior Citizens Centers as it has been a year since we last visited them.

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

Alexis Zarret identified:

- 1) The need to outreach to Early Childhood Intervention Agencies;
- 2) Develop workshops-group discussion for interpreters
- 3) To continue to work with our emergency personnel/dispatchers.

At this writing, Alexis is currently working in meeting these goals. Alexis has outreached a few ECI agencies in rural towns such as Deming, Hatch, Anthony and Las Cruces. Into the new fiscal year, we would like to see her outreaching more to other rural towns across the state as well. She will continue to attend the monthly community wide Emergency Personnel meetings and often provides input in how to work with individuals who are deaf and hard of hearing.

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.

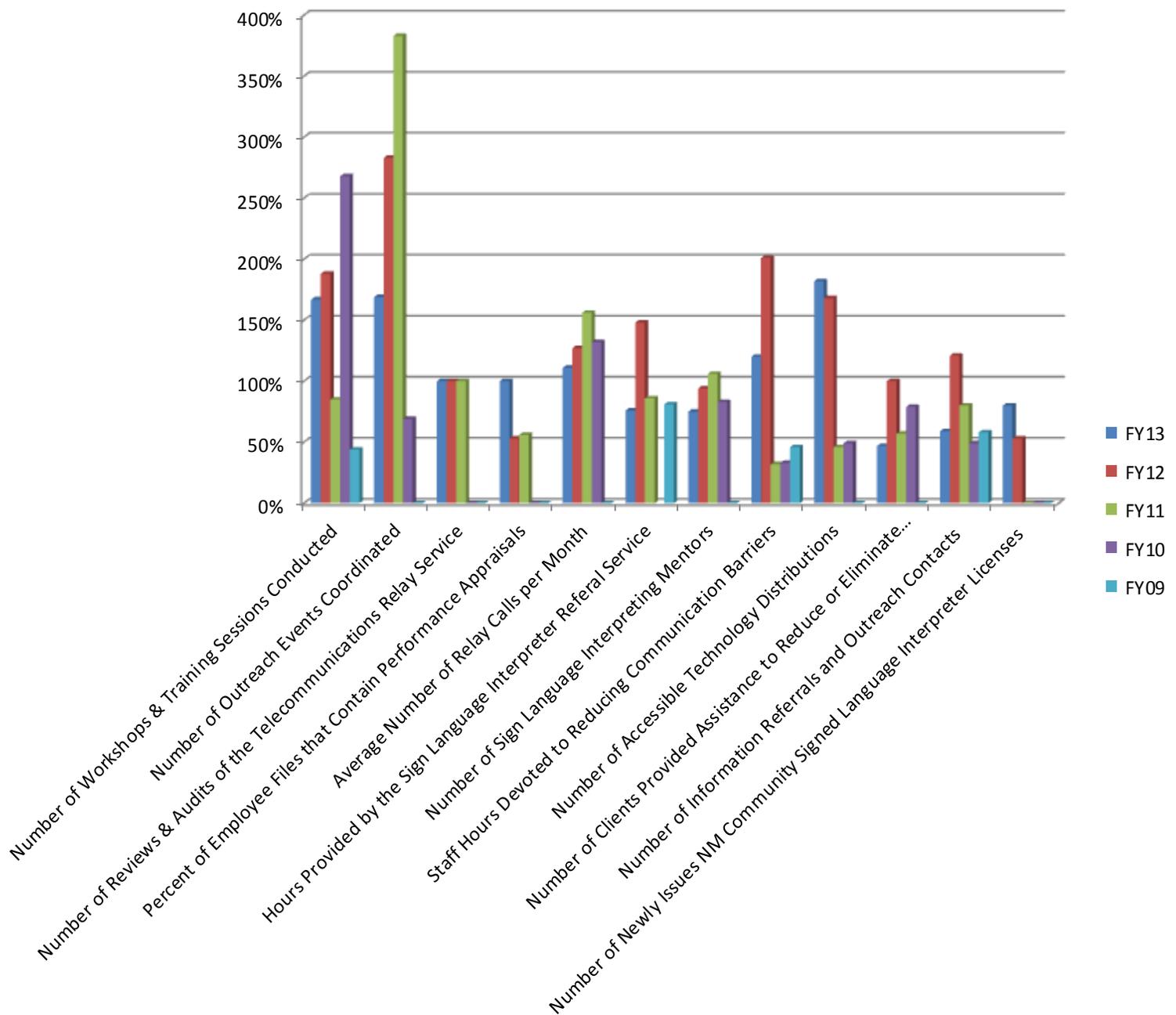
Tim has met some of these goals such as attending more public inter-agency meetings and is currently working on fact sheets to pass on to those who inquire. He too will continue to work toward completing these goals into the new fiscal year.

We are looking forward to a great year with hopes of achieving the Commission's goals and missions.



# Consumer Service Data & Statistics for FY 2013

*As required by Legislative Performance Measure*



**Fiscal Year 2013**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training session conducted	75	125	167%
Number of outreach events coordinated	45	76	169%
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	100%	100%	100%
Average number of relay calls per month	10,000	11,141	111%
Hours provided by the sign language interpreter referral service	30,000	22,695	76%
Number of sign language interpreting mentors	16	14	88%
Number of accessible technology distributions	800	956	120%
Staff hours devoted to reducing communication barriers	12,000	21,858	182%
Number of clients provided assistance to reduce or eliminate communication barriers	1,000	465	47%
Number of information referrals and outreach contacts	25,000	14,746	59%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	12	80%

**Fiscal Year 2012**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training session conducted	60	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	12,000	20,158	168%

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barriers			
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**

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

**Fiscal Year 2010**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Percentage of Goal Met</b>
Number of workshops & training session conducted	40	107	268%
Number of outreach events coordinated	55	38	69%
Number of review and audits of the Telecommunications Relay Service	N/L	N/L	N/L
Percent of employee files that contain	N/L	N/L	N/L

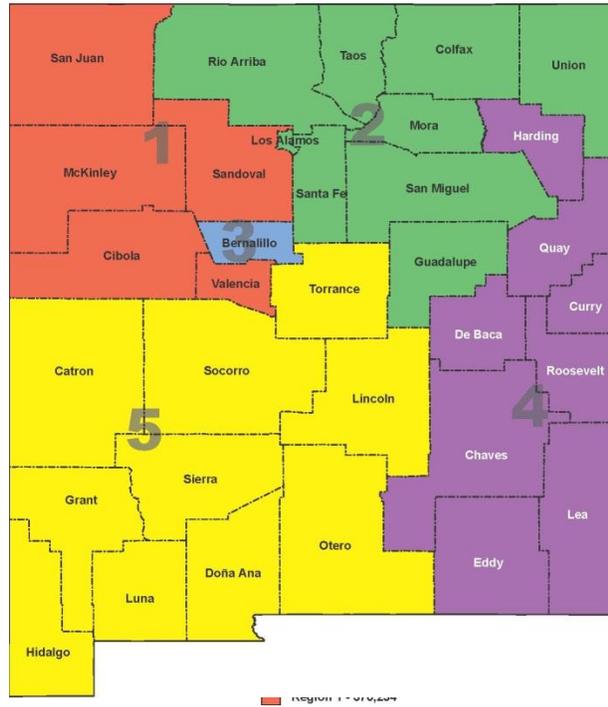
**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING  
FY13, Q4**

performance appraisals completed and submitted within State Personnel Guidelines			
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**

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

## Clients by Region



	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	FY12 Year to Date
<b>Region 1</b>	<b>23</b>	<b>7</b>	<b>9</b>	<b>14</b>	<b>53</b>
<b>Region 2</b>	<b>17</b>	<b>4</b>	<b>15</b>	<b>17</b>	<b>53</b>
<b>Region 3</b>	<b>71</b>	<b>23</b>	<b>49</b>	<b>46</b>	<b>189</b>
<b>Region 4</b>	<b>23</b>	<b>8</b>	<b>11</b>	<b>17</b>	<b>59</b>
<b>Region 5</b>	<b>52</b>	<b>18</b>	<b>22</b>	<b>19</b>	<b>111</b>
<b>Total Clients by Quarter</b>	<b>186</b>	<b>60</b>	<b>106</b>	<b>113</b>	<b>465</b>

### Clients by Self-Identified Disability

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	FY12 Year to Date
Deaf	95	10	24	35	164
Hard of Hearing	86	49	74	75	284
Deaf-Blind	4	0	1	1	6
Speech Disabled	1	1	7	2	11

# Contracts

## Contracts:

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

## MOU's

- Regulation and Licensing Department
- DVR



## 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:

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

### Scope of Work

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

The contractor shall perform the following work:

- A. Provide statewide Signed Language Interpreter referral.
- B. Provide 24 hour emergency signed language interpreter referral in Albuquerque and Santa Fe.
- C. Provide professional development opportunities to assist pre-certified interpreters to achieve RID NIC certification.
- D. Provide other support services which will enhance communication access for people who are deaf or hard of hearing.

### Performance Report

<b>Reporting Category</b>	<b>Number</b>	<b>Comments</b>
Total hours of interpreting provided	3086	
Number of ER Pager Requests	54	
Number filled	52	

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING  
FY13, Q4**

Number unfilled	2	
Total emergency hours provided	282	
Number of IN STEP interns	4	
Number of intern hours		
- Professional development	928.72	
Number of pro-bono assignments	0	
Total pro-bono hours	0	

**Special Events, Exciting News, Highlights**

- Three interns finished the program with positive feedback.
- Mentors and the Deaf mentor continued to work until the very last week and provided positive feedback.



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

### Scope of Work

Description of project:

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

The contractor shall perform the following work:

- A. Provide statewide Signed Language Interpreter referral.
- B. Provide 24 hour emergency signed language interpreter referral in Las Cruces.
- C. Provide professional development opportunities to assist pre-certified interpreters to achieve RID NIC certification.
- D. Provide other support services which will enhance communication access for people who are deaf or hard of hearing.

### Performance Report

<b>Reporting Category</b>	<b>Number</b>	<b>Comments</b>
Total hours of interpreting provided	321	
VRI hours	10:39:52	93 VRI calls from New Mexico clients
Number of ER pager requests	6	
Number filled	6	

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING  
FY13, Q4**

Number unfilled	0	
Total emergency hours provided	11	
Total hours interpreters on call	1404	
Number of pro-bono assignments	2	Walk roll stroll event and U-Public
Total pro-bono hours	21	

Number of Group Discussions	3	
Number of Attendants	15	
Total CEUs Offered	.6	Professional Studies
Number of Workshops Provided	2	
Number of Attendants	18	
Total CEUs Offered	1.2	Professional Studies CEUs provided
Total Screenings	0	
Number of interpreters mentored	10	
Number of Entities Contacted	317	
Number of Outreach Meetings	2	
Number of New Contracts	3	
Miles Traveled for Outreach	126	
Calls/Support/Education to NM cities	317	
Community events	1	Walk Roll Stroll

**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 we began providing VRI services to rural colleges to cover their classes
- We began a campaign to reach out to rural areas and have added 1 more hospital to VRI and another college as well.



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

### Scope of Work

The Americans with Disabilities Act of 1991 (ADA) requires Common Carriers to provide Telecommunications Relay Service for Deaf, Hard of Hearing, and Speech Impaired individuals. The ADA mandated this nationwide communications service be available to all individuals in the U.S.

In January 1993, as a result of Title IV of the Americans with Disabilities Act of 1990 (ADA), the Telecommunications Relay Service was included in the State of New Mexico Telecommunications Access Act, Section 63-9F-6, which also assigns responsibility for the program to the New Mexico Commission for Deaf and Hard of Hearing Persons (NMCDHH).

### Goals.

1. Provide equal access to telecommunications services for Hearing, Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled constituents.
2. Meet and/or exceed the Federal Communications Commission (FCC) Standards for Telecommunication Services.
3. Meet and/or exceed the requirements of the New Mexico Telecommunications Access Act.

Objectives.

The Contractor shall be responsible for the implementation and operation of the State’s Telecommunications Relay Service and associated equipment 24 hours per day, three hundred and sixty-five days per year.

Activities.

The telecommunications relay system shall:

1. Be available statewide for operation twenty-four hours a day every day of the year;
2. Relay all messages promptly and accurately;
3. Protect and maintain the privacy of individuals using the system;
4. Preserve the confidentiality of all telephone communications; and
5. Conform to all applicable standards established by state and federal laws and regulations adopted pursuant to those laws.

Performance Report

**Number of Workshops & Training Sessions Conducted**

<b>Month</b>	<b>Number of Workshops</b>	<b>Number of Attendees</b>
April	1	10
May	0	0
June	This data is not available until 7/15/13	This data is not available until 7/15/13
<b>Total</b>	<b>N/A</b>	<b>N/A</b>

**Number of Outreach Events Coordinated**

<b>Month</b>	<b>Number of Outreach Events</b>	<b>Number of Attendees</b>
April	4	180
May	6	420
June	This data is not available until 7/15/13	This data is not available until 7/15/13
<b>Total</b>	<b>N/A</b>	<b>N/A</b>

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

<b>Month</b>	<b>Reviews</b>	<b>Audits</b>
April	0	0
May	0	0
June	1	1
<b>Total</b>	<b>1</b>	<b>1</b>



## Contractor Quarterly Report

Contractor Name: Teltex, Inc.  
Report By (Name and Title): Andrew Bond, President  
Contract Number: 00-604-00-60400  
Contract Expiration Date: June 30<sup>th</sup>, 2013

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

### 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**

<b>Quarter</b>	<b>Deaf</b>	<b>Hard of Hearing</b>	<b>Deaf-Blind</b>	<b>Speech Disabled</b>
1	7	56	0	1
2	2	46	0	1
3	14	69	1	7
4	15	68	0	1
<b>Total</b>	30	231	0	3

**Clients by Region**

<b>Quarter</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	10	5	22	9	18
2	7	2	17	8	15
3	6	13	42	9	21
4	6	16	30	17	15
<b>Total</b>	28	36	88	43	69



## Contractor Quarterly Report

Contractor Name: Market Center Technologies  
Report By (Name and Title): Dan Cavazos, President  
Contract Number: 604-11026  
Contract Expiration Date: June 30<sup>th</sup>, 2013

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

### **SCOPE OF WORK**

#### 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.

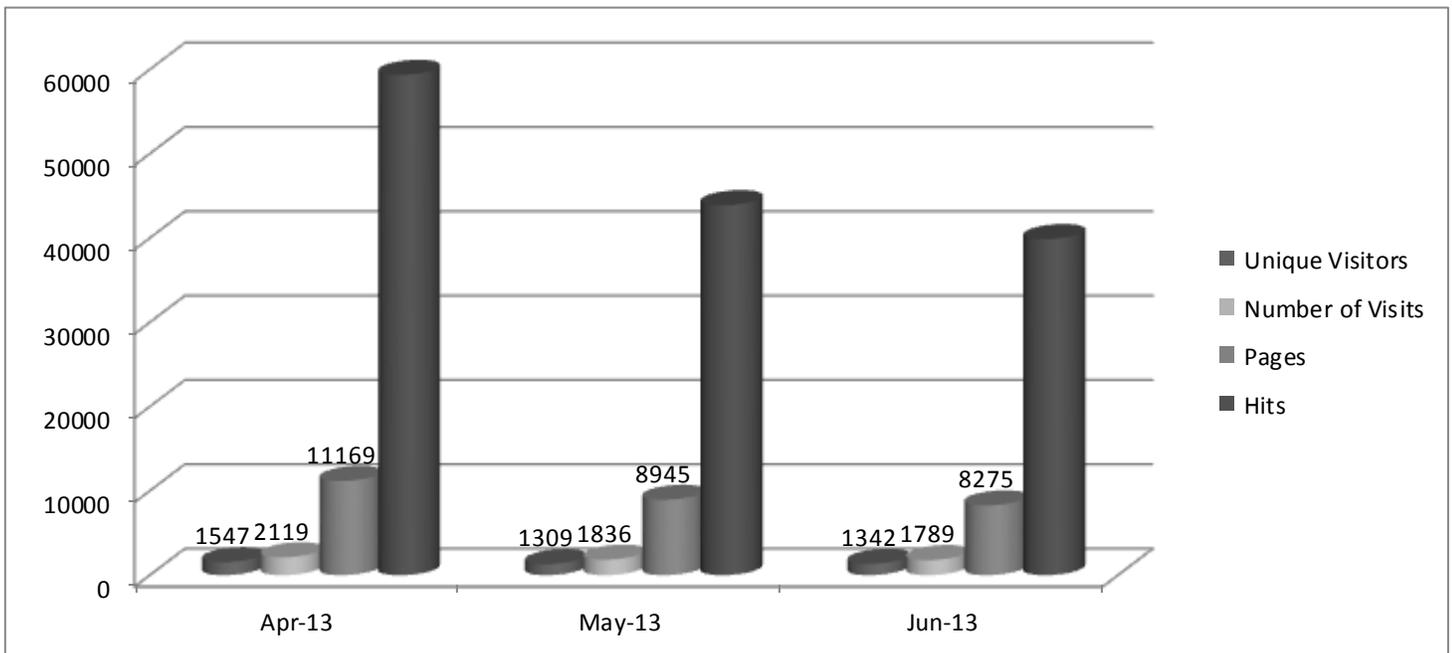
##### B. Objectives.

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING  
FY13, Q4**

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  
May 2013**

*Summary of Services:*

Total number of clients served this month: 43

Total number of clients served this year to date (non-duplicate count): 64

Total number of SSP hours provided this month: 772.58 hours

Total number of SSP hours provided this year to date: 5,684.19 hours

Total number of trainings and workshops this month: 0

Total number of trainings and workshops this year to date: 10

Total number of outreach events this month: 2

Total number of outreach events this year to date: 11

Total equipment purchased this month: 20

Total equipment purchased this year to date: 20

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	23 = 100%										
Comments:	<ul style="list-style-type: none"> <li>Nineteen clients received services this month. Sixteen of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). Five clients received only Consumer Services. Two clients received only SSP support.</li> </ul>											
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;">0 = 0%</td> </tr> <tr> <td style="text-align: center;">Region 3</td> <td style="text-align: center;">13 = 56%</td> </tr> <tr> <td style="text-align: center;">Region 4</td> <td style="text-align: center;">5 = 22%</td> </tr> <tr> <td style="text-align: center;">Region 5</td> <td style="text-align: center;">3 = 13%</td> </tr> </table>	Region 1	2 = 9%	Region 2	0 = 0%	Region 3	13 = 56%	Region 4	5 = 22%	Region 5	3 = 13%
Region 1	2 = 9%											
Region 2	0 = 0%											
Region 3	13 = 56%											
Region 4	5 = 22%											
Region 5	3 = 13%											
Report C	Total Number of SSP Hours Provided	481.75										
Comments:	<ul style="list-style-type: none"> <li>Of the total of 481.75 hours of SSP service, all were only SSP supports. None of the hours were SSP with advocacy support.</li> <li>Of the total of 481.75 hours of SSP service, 473.50 hours were provided the by SSPs. No additional hours of SSP service were provided by the Program Director or the Program Coordinator while 8.25 hours were provided by the SSP Scheduler.</li> <li>The number of hours used by individual clients ranged from 5.08 hrs to 78.58 hrs. The average number of SSP hours provided each client was approximately 26.76 hrs for the month.</li> <li>A total of 112 requests for SSP services were received of which all were filled. Of the 112 SSP supports provided, 24 (21%) included SSP supports for medical appointments, 1 (&lt;1%) for legal appointments, and 10 (9%) for “other” appointments. Of the 112 SSP supports provided, 19 (17%) included text access.</li> </ul>											
Report D	Total Number of Client Services Hours	127.17										
Comments:	<ul style="list-style-type: none"> <li>Of the total of 127.17 hours of Consumer Services provided, there were 84.00 hours of coordinating/scheduling SSP services, 0 hours of advocacy support, 2 hours of intake/assessment, and 41.17 hours of other case management/service coordination activities.</li> </ul>											
Report E	Total Number of Trainings & Workshops	0										

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING  
FY13, Q4**

Comments:	<ul style="list-style-type: none"> <li>Although there were no trainings provided in the community, COPD hired a new SSP this month, who started shadowing experienced SSP. Her formal SSP Basic Training has been scheduled for early June 2013.</li> </ul>		
Report F	Total Trainings & Workshops by Region	Region 1	0
		Region 2	0
		Region 3	0
		Region 4	0
		Region 5	0
Report H	Total Number of Outreach Events	2	
Comments:	<ul style="list-style-type: none"> <li>On 5/11/2013, the Deafblind and Special Services program set up a public information booth at an annual community health and services fair conducted by the MacArthur Elementary School in Albuquerque. The fair hours were 11:00 am until 1:00 pm. There were approximately 250 people (adults and children) attending the fair. Although several individuals took information regarding the Deafblind and Special Services, seven actually stopped and asked for additional information. A copy of the one of the handouts distributed at the event is attached. A copy of the invitation to participation in the event as well as a copy of the email confirming we will participate is also attached to this report.</li> <li>On 5/17/13, the Deafblind and Special Services Program gave a presentation to the Hobbs Deaf Club regarding the services and support COPD provides to New Mexicans who are deafblind or deaf+. There were 8 members of the Club present for the presentation. The presentation included a slide show that described the Service as well as a video that describes SSP service (<i>SSPs: What Are They and Why Are They Necessary?</i>). A copy of the list of attendees and a copy of the slide show are attached to this report.</li> </ul>		
Report I	Total Number of Outreach Events by Region	Region 1	0
		Region 2	0
		Region 3	1
		Region 4	1
		Region 5	0

*Additional Deafblind Client Outcomes for the month of May:*

1. 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.

2. With SSP support, 2 clients who are deafblind attended an Isotopes baseball game.

3.

### DEAF-PLUS SERVICES

Report J	Total Number of Deaf-Plus Clients	20 = 100%	
Comments	<ul style="list-style-type: none"> <li>Twenty clients received services this month. Twelve of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). The remaining eight clients received only Consumer Services.</li> </ul>		
Report K	Total Deaf-Plus Clients by Region	Region 1	2 = 10%
		Region 2	2 = 10%
		Region 3	13 = 65%
		Region 4	2 = 10%
		Region 5	1 = 5%
Report L	Total Number of SSP Hours Provided	290.83 hrs	
Comments	<ul style="list-style-type: none"> <li>Of the total of 290.83 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.</li> <li>Of the total of 290.83 hours of SSP service, 286.33 hours were provided the by SSPs. Program Director provided 4.50 hours of SSP support. No SSP supports were provided by the Program Coordinator or SSP Scheduler.</li> <li>The number of hours used by individual clients ranged from 4 hrs to 94.00 hrs. The average number of SSP hours provided each client was approximately 24.24 hrs.</li> <li>A total of 75 requests for SSP services were received of which all were filled. Of the 76 SSP supports provided, 21 (28%) included SSP supports for medical appointments, 5 (7%) for legal appointments, and 2 (3%) for “other” appointments. Of the 76 SSP supports provided, 9 (12%) included text access.</li> </ul>		
Report M	Total Number of Client Services Hours	108.95	
Comments	<ul style="list-style-type: none"> <li>Of the total of 108.95 hours of Consumer Services provided, there were 50.77 hours of coordinating/scheduling SSP services, 8.50 hour of advocacy support, 2 hours of intake/assessment, and 47.68 hours of other case management/service coordination activities.</li> </ul>		
Report N	Total Number of Trainings & Workshops	See Report E, above	
Report O	Total Trainings & Workshops by	Region 1	See Report F, above
		Region 2	See Report F, above

**NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING  
FY13, Q4**

	Region	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 May:*

1. 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.

## SPECIALIZED EQUIPMENT DISTRIBUTION

Report R	Total Number of Assessment/Training Hours	0	
Report S	Total Equipment Purchased	20 <sup>2</sup>	
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	

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<sup>2</sup> These are 20 iPads with Retinal Display, 20 Apple Care plans, and 20 iPad covers with Bluetooth keyboards.

### AVERAGE HOURS INDIVIDUAL SSPS WORKED EACH WEEK

SSP Employee Number	Weekly Average	Comments
46228	11.69	
99927	9.12	
46372	26.68	
46198	20.00	
49502	18.44	
46229	2.44	This SSP is only available on evenings and weekends
46200	17.82	
46196	18.19	
46315	25.50	
46351	0.00	This SSP is generally only available during summer vacations
46230	1.25	This SSP is only available on evenings and weekends
46356	4.64	There are minimal SSP requests in this community at this time
46364	24.31	
46143	21.38	
46403	15.56	

NOTE: The hours include SSP hours (759.83 hrs), monthly SSP meeting hours (16.00 hrs), and shadowing by the new SSP (27.52 hrs).

Report prepared and submitted by:

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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**

**June 2013**

*Summary of Services:*

Total number of clients served this month: 43

Total number of clients served this year to date (non-duplicate count): 67

Total number of SSP hours provided this month: 471.89 hours

Total number of SSP hours provided this year to date: 6,156.08 hours

Total number of trainings and workshops this month: 1

Total number of trainings and workshops this year to date: 12

Total number of outreach events this month: 1

Total number of outreach events this year to date: 13

Total equipment purchased this month: 20

Total equipment purchased this year to date: 40

Total number of equipment distributed this month: 5

Total number of equipment distributed this year to date: 5

## DEAF-BLIND SERVICES

Report A	Total Number of Deaf-Blind Clients	23 = 100%										
Comments:	<ul style="list-style-type: none"> <li>Nineteen clients received services this month. Sixteen of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). Five clients received only Consumer Services. Two clients received only SSP support.</li> </ul>											
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;">1 = 4%</td> </tr> <tr> <td style="text-align: center;">Region 2</td> <td style="text-align: center;">0 = 0%</td> </tr> <tr> <td style="text-align: center;">Region 3</td> <td style="text-align: center;">13 = 57%</td> </tr> <tr> <td style="text-align: center;">Region 4</td> <td style="text-align: center;">6 = 26%</td> </tr> <tr> <td style="text-align: center;">Region 5</td> <td style="text-align: center;">3 = 13%</td> </tr> </table>	Region 1	1 = 4%	Region 2	0 = 0%	Region 3	13 = 57%	Region 4	6 = 26%	Region 5	3 = 13%
Region 1	1 = 4%											
Region 2	0 = 0%											
Region 3	13 = 57%											
Region 4	6 = 26%											
Region 5	3 = 13%											
Report C	Total Number of SSP Hours Provided	329.22										
Comments:	<ul style="list-style-type: none"> <li>Of the total of 329.22 hours of SSP service, all were only SSP supports. None of the hours were SSP with advocacy support.</li> <li>Of the total of 329.22 hours of SSP service, 321.22 hours were provided the by SSPs. Of the total of 329.22 hours of SSP service, 3.00 were provided by the Program Director or the Program Coordinator while 5.00 hours were provided by the SSP Scheduler.</li> <li>The number of hours used by individual clients ranged from 2.00 hrs to 44.85 hrs. The average number of SSP hours provided each client was approximately 17.33 hrs for the month.</li> <li>A total of 90 requests for SSP services were received of which 89 were filled. Of the 89 SSP supports provided, 20 (22.4%) included SSP supports for medical appointments, 0 (0%) for legal appointments, and 5 (5.6%) for “other” appointments. Of the 89 SSP supports provided, 19 (21.3%) included text access.</li> </ul>											
Report D	Total Number of Client Services Hours	77.12										
Comments:	<ul style="list-style-type: none"> <li>Of the total of 77.12 hours of Consumer Services provided, there were 47.95 hours of coordinating/scheduling SSP services, 0 hours of advocacy support, 0 hours of intake/assessment, and 29.17 hours of other case management/service coordination activities.</li> </ul>											
Report E	Total Number of Trainings & Workshops	1										

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Comments:	<ul style="list-style-type: none"> <li>An SSP Basic Training was conducted for a new SSP this month.</li> </ul>		
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	1	
Comments:	<ul style="list-style-type: none"> <li>On June 14 and 15, 2003, the Deafblind and Special Services program set up a public information booth at the New Mexico Association of the Deaf's Convention in Roswell, NM. The booth contained information regarding all the services provided by COPD (i.e., Deafblind and Special Services, Interpreting, and Vocational). In addition, two clients with deafblindness took turns working at the booth making themselves available to speak to Convention goers about the SSP and other services they receive from COPD</li> </ul>		
Report I	Total Number of Outreach Events by Region	Region 1	0
		Region 2	0
		Region 3	0
		Region 4	1
		Region 5	0

*Additional Deafblind Client Outcomes for the month of June:*

4. Two individuals continue to participate in the Deaf Senior Citizens weekly meetings and lunch with SSP support.
5. Advocacy support was given to a client who had an appointment at the Social Security Administration but no interpreter was present.
6. With SSP support, the Zia Deaf-Blind Club conducted its annual yard sale; the organization made \$1,200.
7. With SSP support, two clients attended the New Mexico Association of the Deaf's Convention in Roswell, NM.
8. The Program Coordinator collaborated with a provider agency in arranging a long term care medical assessment for a client.
9. One youth continues to participate in Youth Leadership trainings and other related events with SSP support.
10. The Program Coordinator arranged for one client to attend diabetic education classes.

11. The coordination and SSP support, seven clients participated in the annual Deaf-Blind Awareness Day at the New Mexico Capitol building in Santa Fe.

12.

### DEAF-PLUS SERVICES

Report J	Total Number of Deaf-Plus Clients	20 = 100%	
Comments	<ul style="list-style-type: none"> <li>Twenty clients received services this month. Twelve of them received both SSP and Consumer Services (i.e., case management, service coordination, etc). The remaining eight clients received only Consumer Services.</li> </ul>		
Report K	Total Deaf-Plus Clients by Region	Region 1	3 = 15%
		Region 2	2 = 10%
		Region 3	11 = 55%
		Region 4	3 = 15%
		Region 5	1 = 5%
Report L	Total Number of SSP Hours Provided	142.67 hrs	
Comments	<ul style="list-style-type: none"> <li>Of the total of 142.67 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.</li> <li>Of the total of 142.67 hours of SSP service, 137.67 hours were provided the by SSPs. Program Director provided 5 hours of SSP support. No SSP supports were provided by the Program Coordinator or SSP Scheduler.</li> <li>The number of hours used by individual clients ranged from 1 hr to 31.6 hrs. The average number of SSP hours provided each client was approximately 11.89 hrs.</li> <li>A total of 40 requests for SSP services were received of which all were filled. Of the 40 SSP supports provided, 6 (15%) included SSP supports for medical appointments, 2 (5%) for legal appointments, and 1 (2.5%) for “other” appointments. Of the 40 SSP supports provided, 5 (10%) included text access.</li> </ul>		
Report M	Total Number of Client Services Hours	84.96	
Comments	<ul style="list-style-type: none"> <li>Of the total of 84.96 hours of Consumer Services provided, there were 47.10 hours of coordinating/scheduling SSP services, 10.41 hour of advocacy support, 0 hours of intake/assessment, and 27.45 hours of other case management/service coordination activities.</li> </ul>		
Report N	Total Number of Trainings & Workshops	See Report E, above	
Report O	Total Trainings & Workshops by	Region 1	See Report F, above
		Region 2	See Report F, above

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	Region	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 June:*

1. Three individuals continue to participate in the Deaf Senior Citizens weekly meetings and lunch with SSP support.
2. Five iPads with keyboards were dispensed to individuals in the following NM communities: Santa Fe, Causey, Los Lunas, Sedillo Hill, and Albuquerque. They were provided with set up and initial training.
3. With support from the Program Coordinator, one client was able to secure video phone service.
4. With support from the Program Coordinator, one client was able to legally change her name as well as change her name with her bank and other institutions. She was also able to secure Internet and Video Phone service. The Program Coordinator is also working with her to have her power chair repaired.
5. An ocular health assessment was scheduled to confirm/rule out a possible ocular condition.

## SPECIALIZED EQUIPMENT DISTRIBUTION

Report R	Total Number of Assessment/Training Hours	0	
Report S	Total Equipment Purchased	20 <sup>3</sup>	
Report T	Total Number of Equipment Distributed	5	
Report U	Total Equipment Distributed by Region	Region 1	1
		Region 2	0
		Region 3	3
		Region 4	1
		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	5	

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<sup>3</sup> These are 20 iPads Minis Retinal Display, 20 Apple Care plans, and 20 covers/cases (for Deafblind and Special Services staff)

**AVERAGE HOURS INDIVIDUAL SSPS WORKED EACH WEEK**

SSP Employee Number	Weekly Average	Comments
46228	5.56	This SSP is not working during summer school break
99927	11.50	
46372	14.37	
46403	11.87	
46198	8.38	
49502	14.00	
46229	2.06	This SSP is only available on evenings and weekends
46200	3.13	This SSP is not working most of this summer
46196	7.75	
46315	18.50	
46351	0.00	This SSP is a backup SSP
46230	1.25	This SSP is a backup SSP
46356	9.31	
46364	16.43	
46411	0.50	This SSP is just starting
46143	13.82	

NOTE: The hours include SSP hours (759.83 hrs), monthly SSP meeting hours (24.34 hrs), two new staff participating in a training on how to use the lift on the handicapped van (2 hrs), and training of new SSPs (9.75 hrs).

Report prepared and submitted by:

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





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

**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	10	10 Provisional
Complaints	2	
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](http://www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meetings.aspx)

## NMDVR

### CDHH Fourth Quarter Report

Board Meeting September 18, 2013

Performance Measures - FY13

July 1, 2012 through June 30, 2013

To: Lisa Dignan: Interim Executive Director New Mexico Commission for the Deaf and Hard of Hearing

From: Debbie Hambel: SE-Deaf/Hard of hearing Coordinator – New Mexico Division of Vocational Rehabilitation (NMDVR)

Date: September 5, 2013

Re: MOU Goals and Performance Report for the period of 7-1-12 - 6-30-2013 (FY13)

#### NMDVR Liaisons

NM Association for the Deaf – Due to a recent vacancy in the Santa Fe Office this liaison position is not currently filled.

NM Chapter Hearing Loss Association of America - Christine Fuller of the San Mateo/Central DVR office is currently assigned as the liaison in this position.

#### Performance

960 participants with a primary disability of deafness, deaf-blindness, hearing loss and other hearing impairments were served at NMDVR during the period of 7-1-12 – 6-30-13.

282 participants who are deaf have been served by NMDVR for the period of 7-1-12-6-30-13. This is 80% of the targeted goal (350) ending June 30, 2013.

427 participants who are hard of hearing have been served by NMDVR during the period of 7-1-12- 6-30-13. This is 85% of the targeted goal (500) ending June 30, 2013.

36 participants who are deaf were closed successfully in employment for the period of 7-1-12-6-30-13.

80 participants who are hard of hearing were closed successfully in employment for the period of 7-1-12- 6-30-13.

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The average wage earnings for participants who are deaf closed successfully in employment is \$11.98 per hour for the period of 7-1-12 - 6-30-13

The average number of hours worked per week for participants who are deaf closed successfully in employment is 30.7 for the period of 7-1-12-6-30-13.

The average wage earning for participants who are hard of hearing closed successfully in employment is \$12.31 for the period of 7-1-12 – 6-30-13

The average number of hours worked per week for participants who are hard of hearing closed successfully in employment is 31.4 for the period of 7-1-12 – 6-30-13.

245 participants who are deaf and/or hard of hearing during the period of 7-1-12-6-30-13 received assistive technology devices that were primarily hearing aid purchases or repairs.

FY13 expenditures for the purchase of hearing aids for the period of 7-1-12 – 6-30-13 totaled \$520,697.09.

293 participants who are deaf and/or hard of hearing during the period of 7-12 – 6-30-13 received interpreter services.

FY13 expenditures for the purchase of interpreter services for the period of 7-1-12 – 6-30-13 totaled \$46,523.07

**Establishment of VRI Units at NMDVR**

NMDVR and the Commission staff have continued to work collaboratively over a number of years to establish VRI units throughout select NMDVR office across the state and to provide training on the use of the VRI units in selected NMDVR offices. All VRI units have been purchased and are in place statewide. Training has occurred in all NMDVR offices to date where the VRI units are located. NMDVR currently has 9 VRI units distributed statewide.

Respectfully Submitted

Debbie L. Hambel M.A., CRC

NMDVR Deaf/Hard of Hearing Coordinator