



FY14 Quarter 1 Board Report

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NMCDHH BOARD MEETING
Wednesday, November 13, 2013
1:00 p.m.
Albuquerque Marriott Uptown
2101 Louisiana Blvd. NE
Albuquerque, NM 87110

AGENDA

Posted: November 5, 2013

- I. Call to Order and Roll Call
- II. Approval of agenda
- III. DCC Capital Outlay – Sally Malave
- IV. Action Items
 - a. Contracts over \$20,000
 - b. DVR MOU
 - c. RLD MOU
 - d. Title 9 Human Rights Statue 63-9F-4 Specialized Telecommunications Equipment Program
 - e. Proposed contract
- V. New Business
 - a. Staff reports
 - b. Interpreting for federal employees.
- VI. Executive Session
Executive Session pursuant to Section 10-1-15-H NMSA 1978-limited to personnel matters
- VII. Adjournment

Personal attacks on Commission members, staff, interpreters, or other persons in attendance or absent will not be tolerated. Individuals engaging in this activity will be asked to leave the meeting immediately.

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

COMMISSIONERS

Mr. Mark Apodaca – Chairperson – Deaf Professional
Dr. Ron Stern – Superintendent of the New Mexico School for the Deaf
Ms. Deb Hambel – Division of Vocational Rehabilitation
Mr. Luis Quinonez – Parent of Deaf/Hard of Hearing Child
Mr. James DeBee – President 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

Interim Executive Director's Report

Lisa Dignan, M.Ed., CI and CT, Interim Executive Director

As always, the staff of NMCDHH has continued to pull together and work hard to serve our constituents effectively. I could not be more proud of them.

We've dramatically changed the format of the Quarterly Report in order to make them more accessible. Each department has submitted only highlights to make them easy to read, and – as always – additional questions are welcome.

Please take a moment to thank the interpreting team for their work – the vast majority of interpreters in the community are now refusing to work for NMCDHH Board meetings due to their treatment at the September meeting. I extend my sincere thanks to Rhiannon Sykes-Chavez and Julayne Feilbach for their work with the interpreting community to secure interpreting services for today's meeting.

Highlights from agency operations:

- We had our first budget hearing with the Legislative Finance Committee in October – they had numerous questions.
- The handout I used at the meeting is included in your packet.
 - I received a very pointed question from a Legislator who believed NMCDHH to be universally against cochlear implants due to testimony from NMCDHH Board members at during the 2013 Legislative Session.
 - I assured him that NMCDHH supports any and all forms of communication access.
 - There were several questions regarding the Telecommunication Access Fund and the declining revenue.
 - Senator Beffort wants the LFC to work with Taxation and Revenue to increase compliance of submission of the surcharge to the fund.
- I responded to a request for information from NMAD regarding Signed Language Interpreter Licensure. The request and my response are included in your packet.
- Shannon Smith resigned her position, and her last day was November 1. The Management Team named Sam Martinez as the Interim Director of Telecommunications and Technical Assistance effective November 4.
 - Some of Shannon's duties have been assigned to other departments.
 - The State Personnel Office (SPO) had already taken over Human Resources functions.
 - The Director of Telecommunications and Technical Assistance position will remain vacant until a new Executive Director is in place.
- We are working with SPO to post the vacant Service Coordinator and Finance Coordinator positions.



New Mexico Association of the Deaf

September 30, 2013

Board of the Managers

President

James R. DeBee
president@nmad.org

1st Vice President

Austin Welborn
1stVP@nmad.org

2nd Vice President

Joanne C. DeBee
2ndVP@nmad.org

Recording Secretary

Rhonda Sadler
secretary@nmad.org

Treasurer

Rafael "Randy" Gonzalez
treasurer@nmad.org

Membership Secretary

Christopher Kemp
membership@nmad.org

Regional Representatives

Lin Marksbury
central@nmad.org

Lisa Boren-Wilding
northern@nmad.org

Bobby Moore
southern@nmad.org

Lisa Dignan, Acting Executive Director
New Mexico Commission for the Deaf and Hard of Hearing
2500 Louisiana Blvd., NE
Suite 400
Albuquerque, NM 87110

Subject: Distribution of Funds to Sign Language Interpreting Practices Board

Dear Acting Executive Director Dignan,

The purpose of this letter is to obtain information regarding the above subject in which recently your agency has or nor funded the Sign Language Interpreting Practices Board (SLIP) of the New Mexico Regulation and Licensing Department (NMRL).

Specific questions are as follows:

- 1) When were the funds distributed?
- 2) What was the purpose of the distributed funds to the SLIP?
- 3) Under what regulation allowed the NMCDHH monies to be transferred to SLIP?
- 4) Request a copy of any related policy/procedure of NMCDHH impact of certification, licensing, and evaluation standards of signed language interpreters.
- 5) What involvement and/or role does NMCDHH have with the Signed Language Board?
- 6) Are there any assigned NMCDHH staff members work specifically with the Signed Language Interpreter's program? If so, please provide qualification(s) of the position(s).

We anticipate your written response within 30 days of the dated letter.

Sincerely yours,

Randy Gonzalez, Treasurer
New Mexico Association of the Deaf

cc: Board of Managers of NMAD

PO Box 23961 * Santa Fe, NM, 87502-3961 * 505-404-9177 * www.nmad.org



State of New Mexico Commission for Deaf & Hard of Hearing

Albuquerque | 2500 Louisiana NE, Suite 400 | Albuquerque, NM 87110
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Toll-Free: 1.800.489.8536 | Website: www.cdhh.state.nm.us

Susana Martinez, Governor

Lisa Dignan, M.Ed., Interim Executive Director

30 October 2013

Randy Gonzalez, Treasurer
New Mexico Association of the Deaf
PO Box 23961
Santa Fe, NM 87502-3961

Dear Mr. Gonzalez:

In response to your letter received on October 3, 2013, please find below the answers to your questions.

When were the funds distributed?

Funds were transferred to the Signed Language Interpreting Practices Board (SLIPB) as follows at the beginning of each fiscal year:

FY2008: \$180,000
FY2009: \$155,000
FY2010: \$160,800
FY2011: \$160,800
FY2012: \$0
FY2013: \$25,000
FY2014: \$25,000

What was the purpose of the distributed funds to the SLIP?

The statute which established the SLIPB [61-34-1 NMSA 1978] determined the use of the signed language interpreting practices fund:

61-34-13 (C). Money in the fund is subject to appropriation by the legislature to be used only for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act.

The specific language from the 2013 House Bill 2 (FY2014) appropriation to NMCDHH reads:

"The internal service funds/interagency transfers appropriation to the deaf and hard-of-hearing program of the commission for the deaf and hard-of-hearing persons in the other financing uses category includes twenty-five thousand dollars (\$25,000) to transfer to the signed language interpreting practices board of the regulation and licensing department for interpreter licensure services."

Under what regulation allowed the NMCDHH monies to be transferred to SLIP?

Use of Telecommunications Access Act funding is included in the statute which established the SLIPB:

61-34-13. Fund created.

A. The "signed language interpreting practices fund" is created in the state treasury.

B. All money received by the board under the Signed Language Interpreting Practices Act [61-34-1 NMSA 1978] shall be deposited with the state treasurer for credit to the signed language interpreting practices fund. The fund consists of fees as provided in the Signed Language Interpreting Practices Act and money received from the telecommunications access fund. The state treasurer shall invest the fund as other state funds are invested. Earnings from investment of the fund shall be credited to the fund. Any unexpended or unencumbered balance remaining at the end of a fiscal year shall not revert.

C. Money in the fund is subject to appropriation by the legislature to be used only for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act.

The amount of the annual transfer is determined by the Legislature and included in House Bill 2, which is the state budget as passed each year by the New Mexico State Legislature. The amount to be transferred was determined by the legislature alone for the first four years. Since that time, the amount has been negotiated between NMCDHH and the SLIPB administrator. Due to a significant fund balance built in the first four years, transfers were greatly reduced.

Request a copy of any related policy/procedure of NMCDHH impact of certification, licensing, and evaluation standards of signed language interpreters.

NMCDHH does not certify, license, or evaluate signed language interpreters, therefore we have no policies or procedures related to doing so.

What involvement and/or role does NMCDHH have with the Signed Language Board?

One of our staff members, Sandra Williams, is a member of the SLIPB, as appointed by Governor Martinez.

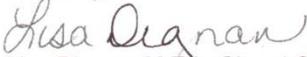
I am the liaison between NMCDHH and the SLIPB.

Are there any assigned NMCDHH staff members work specifically with the Signed Language interpreter's program. If so, please provide the qualification(s) of the position(s).

As mentioned above, I am the liaison between NMCDHH and the SLIPB. This role was in the original position description when I was hired by NMCDHH in 2007.

I hope this information answers your questions.

Sincerely,



Lisa Dignan, M.Ed., CI and CT
Interim Executive Director
Director of Communication Access and Development

cc: Mark Apodaca, NMCDHH Board Chair
Sally Malavé, Assistant Attorney General



New Mexico Commission for Deaf and Hard of Hearing

Budget Summary

Mission

The New Mexico Commission for the Deaf and Hard of Hearing provides effective leadership, education, advocacy and programs to reduce barriers to the social, economic, educational, cultural and intellectual well-being of Deaf and Hard of Hearing New Mexicans and their families, friends and colleagues.

Priorities and Accomplishments

Advocacy – reduce communication barriers and fight ongoing discrimination

- Domestic Violence Shelter access
- Airport videophones
- Inmate communication access
- Workplace discrimination
- Served 465 clients in FY13 (goal was 1000)
 - Vacancies, budget limitations, and insufficient staff negatively impacted success

Technology – help our constituents access communication through current technology

- Amplified and captioned phones
- Visual smoke detectors
- Distributed 956 pieces of equipment in FY13
- iPad distribution – 86 distributed in first three months (103 applied)

Education and Outreach – reduce barriers through increasing knowledge

- Free presentations to state agencies, companies, and organizations – 125 in FY13
 - Cultural Sensitivity and Effective Communication
 - Emergency Preparedness
- Outreach at fairs, conferences, and community events – 76 events in FY13
- Information and Referral – nearly 15,000 documented in FY13

Communication Access – Interpreter Professional Development

- Statewide Mentoring Programs
- Workshops
- Licensure education
- Over 300 interpreters received training in FY13

NMCDHH Legislative Budget Allocation

Budget has consistently decreased, while needs have consistently increased.

FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14
\$3,811,200	\$4,133,300	\$4,151,400	\$4,122,000	\$3,688,000	\$3,819,300	\$3,827,600	\$3,752,600

Telecommunications Access Fund Revenue

Revenue Source: New Mexico collects a 0.33% surcharge from landline and wireless bills.

Challenge: VoIP lines are not included.

Note: Allocation has been higher than revenue due to use of fund balance. In FY09, the Legislature swept \$8,000,000 fund balance to help achieve state solvency.

FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14
\$3,650,871	\$3,147,936	\$3,568,501	\$3,270,632	\$3,977,243	\$3,189,634	\$2,985,918	\$2,980,000 (projected)

Revenue continues to decrease and fund balance continues to decrease, leading to a point where we will literally run out of funding.

Telecommunications Access Fund Balance

In FY11, Taxation and Revenue conducted an audit which resulted in a temporary increase in contributions to and therefore balance of the fund.

FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14
\$9,239,634	\$8,968,158	\$801,797	\$877,480	\$1,256,589	\$1,256,589	\$1,541,207	\$1,402,678

Assuming that our budget and fund revenue continue at current levels, we will continue to need to use fund balance each year. We predict that the Telecommunications Access Fund will be totally depleted by mid-FY 2017.

Requests:

- Begin reducing transfer to DVR (\$466,000 the past five years – a total of over \$2.3 million) to allow us to forestall the depletion of the Telecommunications Access Fund and utilize those funds to serve the needs of our constituents.
- Explore the addition of collecting the surcharge on VoIP and prepaid wireless lines.

Contact Information:

Lisa Dignan, M.Ed. CI and CT

Interim Executive Director

Lisa.Dignan@state.nm.us

505.881.8824

Administration & Finance

Deborah Romero, Budget Analyst

NM COMMISSION FOR DEAF AND HARD OF HEARING 1st Quarter Board Report at September 30, 2013					
Account Description U S E S	FY14 OPBUD	ENC	EXP	YTD Total	% USED
200 Category Subtotal	\$ 1,087,400	\$ -	\$ 278,499	\$ 808,901	25.61%
535200 Prof Serv	\$ 1,714,000	\$ 285,509	\$ 57,046	\$ 1,371,445	
535300 Other Serv	\$ 119,500	\$ 880,215	\$ 491,292	\$ (1,252,007)	
535400 Audit Serv	\$ 10,900	\$ 10,700	\$ -	\$ 200	
535500 Atty Serv	\$ -	\$ -	\$ -	\$ -	
535600 IT Serv	\$ -	\$ 3,870	\$ 1,130	\$ (5,000)	
300 Category Subtotal	\$ 1,844,400	\$ 1,180,295	\$ 549,467	\$ 114,638	29.79%
542100 EE IS Mile	\$ 4,000	\$ 1,527	\$ 507	\$ 1,967	
542200 EE IS Meal	\$ 14,400	\$ 1,095	\$ 777	\$ 12,528	
542300 Brd & Comm	\$ 4,000	\$ 2,130	\$ 2,311	\$ (441)	
542500 Trans Fuel	\$ 10,000	\$ 3,248	\$ 752	\$ 6,000	
542600 Trans Part	\$ -	\$ 490	\$ 10	\$ (500)	
542700 Trans Ins	\$ 300	\$ -	\$ 300	\$ -	
542800 Trans Pool	\$ 16,500	\$ 17,181	\$ 2,819	\$ (3,500)	
543400 M Prop	\$ 600	\$ -	\$ 100	\$ 500	
544000 Supplies Inv IT	\$ 11,500	\$ 634	\$ 1,123	\$ 9,742	
544100 Supplies Office	\$ 10,000		\$ 558	\$ 9,442	
545600 Rept Recor	\$ 8,000	\$ 4,003	\$ 998	\$ 3,000	
545700 ISD Serv	\$ 13,000	\$ 7,743	\$ 7,257	\$ (2,000)	
545701 HCM Assmnt F	\$ 5,200	\$ -	\$ -	\$ 5,200	
545900 Print Serv	\$ 15,500	\$ -	\$ -	\$ 15,500	
546100 Postage	\$ 6,500	\$ 451	\$ 49	\$ 6,000	
546400 Rent Land	\$ 116,200	\$ 71,268	\$ 41,697	\$ 3,235	
546500 Rent Equip	\$ 1,000	\$ 10,953	\$ 2,123	\$ (12,076)	
546600 Telecom-Non-G	\$ 27,000	\$ 15,726	\$ 3,265	\$ 8,009	
546601 GSD Telecom	\$ 33,400	\$ 23,629	\$ 6,371	\$ 3,400	
546700 Sub Dues	\$ 1,000	\$ -	\$ 350	\$ 650	
546800 EE Train	\$ 11,500	\$ 30	\$ 1,038	\$ 10,432	
546900 Advert	\$ 10,000	\$ 250	\$ 2,383	\$ 7,367	
547999 Prior Year	\$ -	\$ -	\$ 2,934	\$ (2,934)	
547900 Misc Exp	\$ -	\$ 430	\$ 90	\$ (519)	
549600 EE OS Mileage	\$ 3,700	\$ -	\$ 90	\$ 3,610	
549700 EE OS Meals	\$ 6,500	\$ -	\$ 1,722	\$ 4,778	
400 Category Subtotal	\$ 329,800	\$ 160,786	\$ 79,624	\$ 89,390	24.14%
555100 Other Fin Uses	\$ 491,000	\$ -	\$ 466,000	\$ 25,000	
500 Category Subtotal	\$ 491,000	\$ -	\$ 466,000	\$ 25,000	94.91%
TOTAL USES	\$ 3,752,600	\$ 1,245,891	\$1,498,520	\$ 1,008,189	39.93%

Communication Access & Development

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

Several short and long-term goals for the Communication Access and Development department have been delayed while I am functioning as both the Interim Executive Director and the Director of Communication Access and Development.

Communication Access and Development Highlights

- Conducted New Mexico Mentoring Fall 2013 Orientation, and working with seven Mentor-Mentee pairs who are working well through the session.
- Gained a great deal of useful information by attend the Registry of Interpreters for the Deaf conference in Indianapolis, Indiana August 8-14, 2013.
- Conducted a workshop with the NM AOC on Roles and Protocol for Court Interpreting that was attended by over 25 interpreters from around the state, plus one from Texas.
- Met with the Legal Interpreting Task Force to discuss requirements for legal interpreting outside of court.
- The 2013 New Mexico Interpreters' Conference took place September 27-29, 2013 in Albuquerque and was very successful, drawing over 180 interpreters from 10 states representing 12 language pairs.
- Worked with the Rules Committee from the Signed Language Interpreting Practices Board to revise rules to bring them into better compliance with the statute and with new requirements established for all licenses by the Legislature.
- Worked with a colleague from North Carolina to establish an information-sharing organization of interpreter professional development specialists working for State Commissions for Deaf and Hard of Hearing around the country.
- Attended Language Access Advisory Committee meetings.
- Began recruiting for the Spring 2014 session of New Mexico Mentoring.
- Two interpreting apprentices are successfully working with the contract interpreters to improve their skills while providing support at the Front Desk and interpreting for deaf and hard of hearing staff members.
- Began planning the 2014 New Mexico Interpreters' Conference.
- Developed a detailed Fact Sheet entitled "Interpreter Licensure – History and Purpose" in response to several questions. All Fact Sheets are available on the NMCDHH website: www.cdhh.state.nm.us/FactSheets.aspx.

NMCDHH Library

- For 1st quarter FY14 we had 6 library customers and 16 items loaned out.
- We will work on promoting the NMCDHH Library through our Social Media accounts.

Public Policy & Advocacy

Nathan Gomme, Director of Public Policy & Advocacy

Individual/System Advocacy & Public Policy

The Public Policy & Advocacy Department continues to work hard on creating understanding and breaking down issues related with communication barriers. Some highlights from the first quarter include:

- Beginning work with the Federal Probation Office to educate the state officials on communication access needs for the Deaf and Hard of Hearing.
- Working with the Sandoval County Detention Center to provide accessibility training to the entire Center with Roger Robb. This will be happening in November.
- New Project working with the Developmental Disabilities Planning Council (DDPC), the Commission for the Blind, Community Outreach Program for the Deaf (COPD), Division of Vocational Rehabilitation (DVR), and other agencies on improving job outcomes for people with disabilities. Our department will be involved in two groups. One of the groups will be reviewing a summary of specific accommodations for Deaf and Hard of Hearing job prospects to be given to employers. The other group will focus on improving transition outcomes for people with disabilities with a focus on job attainment.

Members of the department also went to meet with the Las Cruces office to work on ideas to better serve the community. Ideas included a better utilization of resources to improve focus on the northern part of New Mexico while maintaining a consistent level of services in the southern part of New Mexico. Some members of the department will be attending the upcoming conferences that will be held in New Mexico.

Community Outreach for the Deaf-NM Deaf-Blind has been providing services to the Deaf-Blind and Deaf-Plus individuals in the state of New Mexico during the new fiscal year. COPD continues to work to improve the reach of their services in New Mexico and has started turning more "Green" in an attempt to efficiently serve the Deaf-Blind and Deaf-Plus community while reducing waste.

Telecommunications & Technical Assistance

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

Telecommunications Relay Service (TRS)

The Commission for Deaf & Hard of Hearing (CDHH) continues to experience stability in the number of minutes for Traditional Relay Service (TRS) and Captioned Telephone Service (CTS). The Performance Measure for Fiscal Year 2014 (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 FY14 Q1 is 10894.

Telecommunications Equipment Distribution Program (TEDP)

The Performance Measure for FY13 is 800. During Q1 of FY13, the TEDP served 66 traditional TEDP clients, and distributed 217 pieces of traditional TEDP equipment.

iPad® Program

The iPad® Program launched as a permanent part of the TEDP on August 15th, 2013. During the first 6 weeks of the program, 70 applications were received and 64 devices were distributed. Of importance is that 60 of the applicants were Deaf, and 56 of these applicants were approved for equipment. The iPad Program served more Deaf individuals in 6 weeks than in the previous 5 years combined.

National Association of State Relay Administrators (NASRA) 2013 Conference

The 2013 National Association of State Relay Administrators (NASRA) Conference was held at the Albuquerque Marriott from September 25th through 28th, 2013. Agenda items included a Federal Communications Commission Update from Greg Hlibok and Karen Peltz Strauss; the Interstate Telecommunications Relay Fund Administrator Report from David Rolka of RLSA; and Text to 911 with Barry Ritter, State of Indiana 911 Director.

Telecommunications Equipment Distribution Program Association (TEDPA) 2013 Conference

The 2013 Telecommunications Equipment Distribution Program Association (TEDPA) Conference was held at the Albuquerque Marriott from September 29th through October 2nd, 2013. With 72 TEDPA Members and 63 Corporate Attendees (29 Sponsors), agenda items included a Deregulation of Telephone Companies; the Future of Captioned Telephone Service, National Deaf-Blind Equipment Distribution Program Update and the New Mexico iPad Pilot Project Update.

Human Resources

Continous monitoring of the Agency's Human Resources Management systems carry on. The Performance Measure for Human Resources is 100% of employee files that contain

performance appraisals completed and submitted within State Personnel Guidelines. A request for FY14 Q1 employee evaluations will be made during October 2013.

- A. Workers' Compensation
 - a. There was one Worker's Comp claims during the 1st Quarter.
- B. Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)
 - a. There were no COBRA claims filed during the 1st Quarter.
- C. Fair Labor Standards Act (FLSA)
 - a. There were no FLSA claims filed during the 1st Quarter.
- D. Family and Medical Leave Act (FMLA)
 - a. There were no approved FMLA leaves during the 1st Quarter.
- E. Turnover & Position Postings
 - a. There was one resignation during the 1st Quarter.
 - b. There was one termination during the 1st Quarter.
- F. New Hires
 - a. There were no new hires during the 1st Quarter.

Note

The FY14 Q1 Quarterly Report will be my final report to the Commission for Deaf and Hard of Hearing, as my last day will be Friday, November 1st, 2013. I have truly loved working at the NMCDHH for the last 8 years, and will miss all of staff dearly. The amazing work each and every one of the staff does daily continues to awe and inspire me. I will never forget my time with the State of New Mexico and the Commission for Deaf & Hard of Hearing. I wish the NMCDHH all the best in its future endeavors. Thank you for allowing me to be a part of this wonderful team.



Las Cruces Satellite Office

Sandra Williams is the Las Cruces Satellite Office Coordinator

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. Our consumers are happy as most city buses stop in front of our new building. There are no steps to climb and we also have carpeting which eliminates the echoes that made it difficult for our hard of hearing clients. We will host an Open House to help promote the awareness of our new location.

Special thanks to Joyce Croker, Debbie Romero and Shannon Smith 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!

Our outreaches, numbers of presentations and telephone equipment distribution has decreased due to the move, loss of hours and my frequent trips serving the underserved rural areas. Regardless of the current results, our 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. As I always emphasize, 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 worked hard along with our citywide collaboration and successfully hosted an ADA Celebration Event this past July, attending City and County ADA meetings to represent Deaf, DB & HH communities, and collaborating with other service providers. We started this project last year with an intent to "Celebrate the ADA with the Mayor" by inviting our agencies/service providers to host their booths and to share what they can offer to our community. The Mayor came and supported us throughout the event.

The event was so successful, and it was well attended, so we agreed to do it again. This time we chose to host our event at the county building. We had Miss New Mexico, Alexis Dupree, County Commissioner Billy Garret and our District Attorney, Mark D Antonio as our guest speakers. We had several inquiries asking about our agency, hearing loss resources, telephone equipment and how to find interpreters.

For the 2nd quarter, we have plans to host a similar event in Hobbs to help promote the Deaf Community there

Individual, System Advocacies and Service Coordination

We provide individual advocacy and service coordination to consumers with hearing loss, their family members, and colleagues. For this Quarter a total of 38 clients have been served from this office. Sometimes, all it takes to help people get on the right path is providing guidance. 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 a few governmental agencies and private entities forgetting to provide communication access.

The court system requested assistance 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. As a result, they asked us to help serve on their Advisory Board so we can provide ongoing guidance on any issues related to students who are Deaf or Hard of Hearing.

Informational/Exhibit Booths/Presentations/Community Collaborations

For this quarter, 3 booths/exhibit Fairs were hosted by our Las Cruces Office staff. 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 3 different presentations/workshops on Communication Tips/Sensitivity Training, and NMCDHH Overview this past quarter. 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.

2nd Quarter Goals: In October, we are providing state wide training by collaborating with the First Responders, Dispatchers, and Law Enforcement along with our staff person, Roger Robb who is coming down as he will be our main presenter. Also we have coordinated our staff persons, Nathan, Corina, Cheryl and Lisa to present at the Hobbs group and to help celebrate Deaf Awareness week.

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

Data & Statistics

As required by Legislative Performance Measures

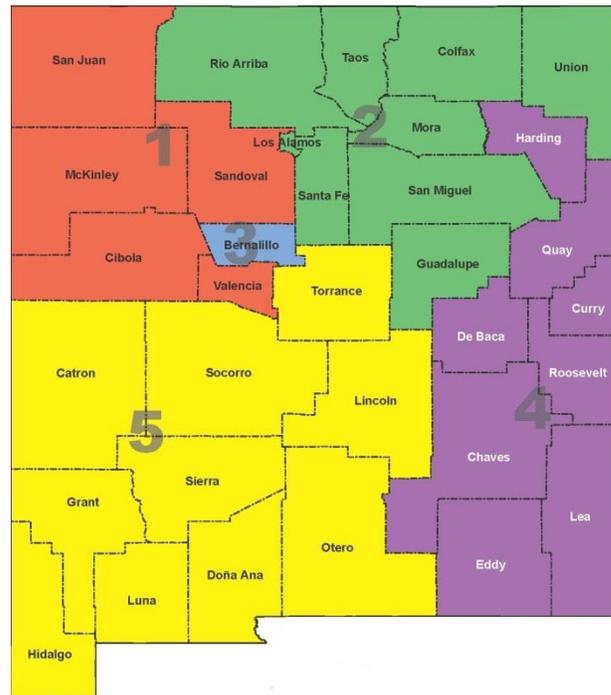
Fiscal Year 2014

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	100	37	37%
Number of outreach events coordinated	100	14	14%
Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines	100%	0	0%
Average number of relay calls per month	10,000	10894	109%
Number of sign language interpreting mentors	16	7	43%
Number of accessible technology distributions	1,000	409	41%
Staff hours devoted to reducing communication barriers	12,000	5589	47%
Number of clients provided assistance to reduce or eliminate communication barriers	1,000	272	27%
Number of information referrals and outreach contacts	7,500	7747	103%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	5	33%

Fiscal Year 2013

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
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	12	75%
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%

Clients by Region



	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY14 Year to Date
Region 1	28				28
Region 2	29				29
Region 3	125				125
Region 4	30				30
Region 5	60				60
Total Clients by Quarter	272				272

Clients by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY14 Year to Date
Deaf	169				169
Hard of Hearing	93				93
Deaf-Blind	6				6
Speech Disabled	4				4

NMDVR

CDHH First Quarter Report
October 15, 2013
Performance Measures – FY14
July 1, 2013 through September 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)

Re: MOU Goals and Performance report for the period of 7-1-13 – 9-30-13 (First Quarter FY14)

NMDVR Liaisons

New Mexico Association for the Deaf – This position is not currently filled. DVR is currently recruiting staff to fill this position.

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

FY 13 Services and Expenditures – Total Expenditures = \$1,098,563.89

Services and Expenditures to Deaf and Hard of Hearing (FY13) July 1, 2012- June 30, 2013

Counseling and Guidance \$3,951.58

Diagnostics - \$35,241.33

Job Support Services - \$68,543.58

Other Goods and Services - \$46,037.13

Mental restoration - \$7,780.00

Personal Assistance - \$49,533.86

Rehabilitation Technology - \$19,140.84

Small business Consult and Technical Assistance - \$1,595.23

Training - \$343,076.74

Transportation - 32,307.82

Order of Selection (OOS)

While NMDVR remains under an order of selection; at this time, all priority categories are **open and being served**. The categories identified under order of selection are: Most Significantly Disabled (MSD) Significantly Disabled (SD) and All Other Eligible Participants (AOEP).

Counseling and Guidance

Counseling and guidance is available to all individuals receiving services under an Individualized Plan for Employment (IPE).

Performance Measures (First Quarter (FY14)

86 individuals have received sign language interpreting services during the period of July 1, 2013 – September 30, 2013.

77 Hearing Aids have been authorized and/or purchased during the period of July 1, 2013 – September 30, 2013.

9 individuals who are deaf have been closed successfully rehabilitated (employed) during the period of July 1, 2013 – September 30, 2013.

14 individuals who are hard of hearing have been closed successfully rehabilitated (employed) during the period of July 1, 2013 – September 30, 2013.

Employment Information

Average # of hours worked for individuals who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired is **29.9**. Average wage at closure in employment is **\$11.87** during the period of July 1, 2013 – September 30, 2013.

Caseload Activity

724 individuals who are deaf/deaf blind Hard of hearing and otherwise hearing impaired have been open and/or open and closed during the period of July 1, 2013 - September 30, 2013.

316 individuals who are hard of hearing and or otherwise hearing impaired have been opened and/or opened and closed during the period of July 1, 2013 – September 30, 2013.

408 individuals who are deaf/deaf-blind have been open and/or opened and closed during the period of July 1, 2013 – September 30, 2013.

Ineligible for VR Services

Two (2) individuals have been determined as ineligible for VR Services during the period of July 1, 2013 – September 30, 2013.

Transition Services

79 participants who are Deaf/Deaf-Blind/Hard of Hearing or otherwise hearing impaired have been identified as receiving transition services during the period of July 1, 2013 – September 30, 2013.

Number and Type of Devices Purchased

At this time, NMDVR does not have the data base technology or capacity to extrapolate the information for the # of individual devices or the types of devices purchased for individuals who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired. I have made every effort to include all services and expenditures available within our database including hearing aids and interpreter services for your use and information. We will continue to pursue and provide this information as it becomes available.

Respectfully Submitted

Debbie Hambel M.A., CRC

NMDVR Deaf- Hard of Hearing Coordinator