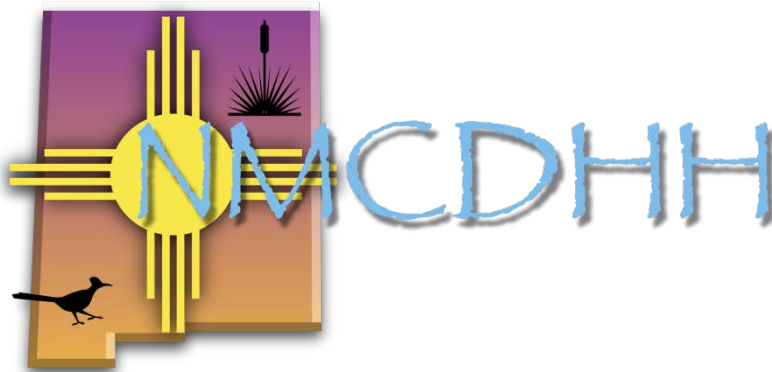


New Mexico Commission for Deaf & Hard of Hearing



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Quarterly Report FY14 Quarter 3



FY14 Quarter 3 Board Report

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NMCDHH BOARD MEETING

Tuesday, May 13, 2014

3:00 p.m.

State Bar of New Mexico

5121 Masthead NE

Albuquerque, NM 87109

DRAFT AGENDA

Posted: April 29, 2014

The final agenda will be posted 72 hours before the meeting.

- I. Call to Order and Roll Call
- II. Approval of agenda
- III. Approval of February 12, 2014 Minutes
- IV. Approval of April 10, 2014 Special Meeting Minutes
- V. Former Interim Executive Director's Report – Lisa Dignan
- VI. Executive Director's Report – Nathan Gomme
- 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. Randy Gonzalez – Designee of 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



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

Wednesday, February 12, 2014

State Bar of New Mexico
5121 Masthead NE
Albuquerque, NM 87109
3:00 p.m.

DRAFT – These minutes will be subject to another possible revision and approval by commissioners at the next commission meeting scheduled for May 13, 2014.

I. CALL TO ORDER AND ROLL CALL

Chairman Mark Apodaca called the meeting to order at 3:00 p.m.

Present: Mark Apodaca, Chair Deb Hambel, Vice-Chair

Dr. Ron Stern, Secretary

John A. Johnson, Jr.

Randy Gonzalez

Austin Welborn

Not in attendance: Luis Quinonez, who was attending Police Academy.

Nine staff members from NMCDHH were present: Interim Director Lisa Dignan, Sam Martinez, Jason Siergey, Corina Gutierrez, Nathan Gomme, Deborah Romero, Cheryl Padilla, Lori Neubauer, Joyce Croker, and Roger Robb. Five interpreters were present: Rhiannon Sykes-Chavez, Julayne Feilbach, Shaundra Sanders, Sarah Cady Sartorius and Becki DeSantis. Eighteen members of the community were in the audience.

II. APPROVAL OF AGENDA

Chair Apodaca asked for a motion to approve the agenda.

14.21

Commissioner Ron Stern made a motion to approve the agenda.

Commissioner Austin Welborn seconded.

Motion passed.

III. ACTION ITEMS

a. Approval of Minutes for Special Meeting 10/28/13

14.22

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

b. Approval of Minutes for 11/13/13

Commissioner Randy Gonzalez noted that on motion 14.17, there was no name as to who seconded the motion. No one remembered who seconded that motion and it was not caught on the CART transcript. Commissioner Stern declared it a moot point since the motion passed.

14.23

Commissioner Randy Gonzalez made a motion to accept the minutes as presented.
Commissioner John Johnson seconded.
Motion passed.

c. DCC Multipurpose Center Project

Chair Apodaca explained that the DCC Multipurpose Center Project was on the agenda because he was informed that some individuals would like to see the fiscal responsibility moved to a different agency. He wanted the Board to be aware of the situation.

Chair Apodaca asked Interim Executive Director Lisa Dignan to explain. Ms. Dignan said that she has been in communication with Lisa McNiven and the DCC nonprofit group has decided that they would like the capital outlay funds be transferred from CDHH to a different agency. The primary reason is that CDHH does not have the statutory authority to own land or to operate a building.

Ms. Dignan explained that Ms. McNiven was in communication with two different agencies and she will hopefully be able to work out transferring the funds to either the Department of Cultural Affairs or the Developmental Disability Planning Council. Ms. McNiven was in the audience if there were questions for her. Also, Ms. McNiven had informed Ms. Dignan that a bill has been entered in the round house to extend the time of the \$20,000 since there cannot be an RFP for architectural services yet.

Commissioner Johnson asked if the fiscal responsibility was transferred to another agency along with the RFP, would that relieve some responsibilities that are weighing down NMCDHH because of their short staff. Ms. Dignan responded that it would.

Chair Apodaca asked if Sally Malavé had an opinion on the transfer of funds. She responded that she really didn't have an opinion one way or another. She said that practically speaking, because CDHH doesn't have the authority to own property or to hold title it makes sense.

Commissioner Ron Stern asked if the Department of Cultural Affairs have more statutory authority, and Ms. Malavé said they do. Dr. Stern said that did make sense and that they have had experience on these types of projects, and more expertise than CDHH has at this time.

Commissioner Gonzalez asked Ms. McNiven's opinion and also wondered if the Department of Cultural Affairs understands the culture of the Deaf Community, so that the center would be built in a way that would effectively meet their needs. Ms. McNiven responded that she has not yet had a discussion with Shelly Sanchez, who has experience working with the Hispanic Cultural Center and African-American Cultural Center. Ms. McNiven said she would sit down with her and educate her on the community.

Ms. McNiven also stated that it was appropriate for the money to be transferred since, as Ms. Malavé said, CDHH doesn't have any authority to own property and she felt it was a better fit to move it to Cultural Affairs. However, she also spoke with John Block, her former supervisor who is currently Executive Director of the Developmental Disabilities Planning Council (DDPC). Mr. Block also seemed interested in this project. The bill to ask for an extension was heard at the legislative session without changing the CDHH as the fiscally responsible agent, but there would be time to take care of that once a decision is made.

Commissioner Gonzales clarified with Ms. McNiven that the project is basically on hold at this point. Commissioner Johnson added that the RFP process also could be put on hold now, freeing up CDHH staff. Ms. Dignan stated that the RFP process must be on hold as well, because there is nothing to be done until land is acquired and CDHH is unable to acquire land even if there was money to do so.

14.24

Commissioner Stern made a motion to table the RFP.
Commissioner Gonzalez seconded.
Motion passed.

d. Contract for Service Coordinator to serve the Las Cruces Office

Interim Director Dignan explained that soon after the last Board meeting the other contractor from Las Cruces left, leaving Sandra Williams alone in the Las Cruces office. So Ms. Dignan asked for approval from the board for a contract for a Service Coordinator in Las Cruces, in addition to the interpreter contract. She added that CDHH did advertise for the interpreter, but there were no qualified applicants. CDHH will re-advertise that contract.

14.25

Commissioner John Johnson made a motion to go ahead with the contract.
Vice-Chair Deb Hambel seconded.
Motion passed.

e. Election of Officers for 2014 (effective May 14, 2014)

Chair Apodaca said that Commissioner Johnson recently asked him what the each position involves. The chairperson would be responsible for running the meetings, working with the Executive Director and going to legislative sessions. The chairperson meets with the Governor's office periodically and the Attorney General's office as well. On certain issues, the Chair may work with the staff. The Vice-Chair would take over the meeting if the Chairperson was unable to make it. The Secretary is responsible for taking notes, as Dr. Stern did at the special meeting in October.

Dom Bonura from the audience thanked Mark Apodaca for his leadership as Chair and reminded everyone that the Chair could only serve two terms. Commissioner Stern advised that the floor was not open for Public Comments.

14.26a

Commissioner Stern made a motion to reappoint Mark Apodaca as Chair. There were no other nominations. Mr. Apodaca accepted.

Commissioner Randy Gonzalez said in his copy of the Commissioner's Handbook that he had received, it did state there was a limitation on terms. Sally Malavé, from the Attorney General's office was asked if there was a statute regarding a limitation in terms and she replied that she had no knowledge of a statute other than the Chair must be elected from the membership, and that there was a Handbook drafted and under review.

Commissioner Johnson had some concerns about what rules were in effect. Chair Apodaca asked former Chair C. B. Buchholz, who was in the audience, whether there was a handbook during her term as Chair. Ms. Buchholz said that she and former Executive Director B. J. Wood had developed a Commissioner's Handbook, but it wasn't adopted during her term and that was the last she knew of it.

Commissioner Gonzalez suggested that the election of Chair be postponed to further discuss the matter. Chair Apodaca stated that they were required by law to elect. The Board can continue with the same officers until we get clarification and then there will be another election. For now, Dr. Stern's motion was still on the floor.

14.26b

Commissioner Welborn seconded.
Motion passed.

14.27

Commissioner Welborn made a motion for Commissioner Hambel to be retained as Vice-Chair
Commissioner Hambel accepted.
Commissioner Johnson seconded.
Motion passed.

14.28

Commissioner Randy Gonzalez made a motion to retain Commissioner Stern as Secretary
Commissioner Stern accepted.
Commissioner Welborn seconded.
Motion passed.

IV. EXECUTIVE DIRECTORS REPORT

Interim Executive Director Dignan reported that they are still working with the State Personnel Office (SPO) to get a recruitment waiver to be able to interview more people for the Service Coordinator Position in the Albuquerque office.

CDHH is still working on an RFP for office space in Albuquerque.

Ms. Dignan also wanted to congratulate the staff for doing a wonderful job even though CDHH is short-staffed. She wanted to keep her report short, but was open to any questions or comments. Commissioner Johnson just wanted to thank the staff and also the interpreters and CART for making effective communication possible.

V. NEW BUSINESS

Commissioner John Johnson wanted to see what could be done for his per diem to go to Santa Fe, because it is a long drive for him to go up there and he needs to get overnight accommodations before he can drive back. He would like to see what can be done so that he doesn't have to pay the hotel rate out of pocket. Commissioner Stern thought there were certain rules that needed to be adhered to and that it was not an appropriate use of meeting time. Chair Apodaca suggested Ms. Dignan and Mr. Johnson could discuss that after the meeting.

Commissioner Hambel wanted to take a moment to reiterate Commissioner Johnson's comments of appreciation of interpreters and CART provider. She stated that at past board meetings there were issues and she wanted the interpreters to know that the Board supports them and would like to address concerns as they come up and make sure past activities with the interpreters do not occur again. Ms. Hambel wanted to acknowledge their hard work with all the different communication needs and wanted to thank them openly for their service.

Ms. Dignan noted that the Commissioners' Handbook had been brought up several times and wanted to request that a subcommittee be formed to look at the handbook and get that process moving forward. She also wished to respectfully request that at least a couple of CDHH staff be included in the review to make sure that procedures were correct; for example Commissioner Johnson's question regarding per diem should be addressed in the handbook. Chair Apodaca said it was important that state statute is in there.

VI. EXECUTIVE SESSION

14.29

Commissioner Welborn made a motion for the Selection Committee of the Board to go into Executive Session concerning personnel matters related to the hiring of an individual for the Executive Director position.

Commissioner Hambel seconded.

Roll Call Vote:

Chair Mark Apodaca yes Commissioner Deb Hambelyes
Commissioner Austin Welbornyes Commissioner Ron Sternyes

14.30

Commissioner Welborn made a motion for the Selection Committee to exit Executive Session.
Commissioner Stern seconded.

Roll Call Vote:

Chair Mark Apodaca yes Commissioner Deb Hambel yes
Commissioner Austin Welbornyes Commissioner Ron Sternyes

Chair Apodaca announced that during executive session, discussion took place about the candidates and no decision was made as he will schedule a meeting with the Governor's office to discuss the candidates. A special board meeting will take place after the meeting with the Governor's office.

VII. ADJOURNMENT

14.31

Vice-Chair Hambel made a motion to adjourn.
Commissioner Welborn seconded
Motion passed.

The meeting adjourned at 4:32 p.m.

Minutes of NMCDHH Special Board Meeting: April 10, 2014

DRAFT – These minutes will be subject to another possible revision and approval by commissioners at the next commission meeting scheduled for May 13, 2014.

- 1) Meeting was called to order at 3:25 p.m. by Chair Apodaca.
In attendance: Commissioners Mark Apodaca, Austin Wellborn, Deb Hambel, and Ron Stern
- 2) Motion to approve agenda was made by Commissioner Wellborn and seconded by Commissioner Hambel. Passed unanimously.
- 3) Motion to go into Executive Session to discuss personnel matters to discuss the Executive Director position pursuant to Section 10-1-15-H(2) was made by Commissioner Wellborn and seconded by Commissioner Hambel. Passed unanimously.
The Commissioners went into an executive session at 3:30.
- 4) The Commissioners came out of its executive session at 3:49. Pursuant to the aforesaid Section, Chair Apodaca announced no action was taken during executive session.
- 5) Commissioner Stern made a motion to recommend to New Mexico's Director of Boards and Commissions a certain individual for the Executive Director position with the understanding that the Commission will assess her/his performance by soliciting feedback from the deaf and hard of hearing communities, NMCDHH staff and the Commissioners. This is to be shared and discussed with the Executive Director after one year. Seconded by Commissioner Wellborn. Passed unanimously.
- 6) Motion to adjourn was made by Commissioner Wellborn and seconded by Commissioner Wellborn. Passed unanimously. Meeting adjourned at 3:51 p.m.

Minutes prepared and submitted by Commissioner Stern.

Interim Executive Director's Report

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

In spite of having four staff members doing the equivalent of two full-time jobs, outstanding services continue to be provided to the community. The staff of NMCDHH is to be commended for their commitment to the community we serve.

Highlights from agency operations:

- The FY 2015 state budget (SB313) was signed by the Governor, and the NMCDHH budget remains the same as it was for FY 2014: \$3,752,600. This includes:
 - \$300,000 from General Fund for Deaf-Blind and Deaf-Plus services
 - \$25,000 to be transferred to RLD for the Signed Language Interpreting Practices Board
 - \$466,000 to be transferred to DVR to serve individuals who are deaf or hard of hearing
- Managers have provided their FY2015 spending plans to the ASD staff.
- The Management Team has already discussed our plans to request a funding increase and additional full-time positions when we submit our FY2016 budget request.
- We were granted permission from the State Personnel Office (SPO) to advertise the vacant Service Coordinator Position independently, rather than through the NeoGov system. We did so, and received applications from several qualified individuals. Following interviews, a candidate was selected and the Recruitment Waiver paperwork was filed with the SPO. We are waiting for their response.
- The RFP for new office space was developed with the Facilities Management Division, was released in March, and five responsive proposals were received. Evaluations will take place before the May Board meeting, so I should have further information at that time.
- The complaint filed against NMCDHH by Mr. Goy was dismissed due to lack of probable cause.
- The Albuquerque office is running on the new data network, has Wi-Fi in the office, has a completely new VoIP phone system, and has newly installed analog lines for the equipment that requires them. The new phone system allows calls to be transferred directly to any phone number, including VideoPhones (VPs) and Captioned Phones.
- The front desk of the Albuquerque office has a new phone number (505.383.6530) and all staff members now have direct lines.
- Due to phone changes, we are in the process of updating business cards, letterheads, the website, social media accounts, fact sheets, and other publications. The old office number will be forwarded to the new number for six months to ease the transition.

- The NMCDHH website continues to be updated regularly to provide valuable and useful information to the community.
- Several VP issues have been resolved and some staff have new VPs. A VP was also installed in the interpreting office, allowing us to provide in-house Video Remote Interpreting (VRI) for our Las Cruces office and for staff who are away from the office. We are working on improving the delivery of the VRI services through the use of iPads and FaceTime.
- The DCC Multipurpose project is still on hold while Lisa McNiven discusses transferring the funds to the Department of Cultural Affairs. Ms. McNiven provides us with regular updates on the process, and we appreciate the teamwork.
- Our Social Media presence continues to grow and is being well-used.
- We posted the Service Coordinator contract for the Las Cruces office, but did not receive applications from any qualified applicants. We are now exploring a temporary position instead of a contract, and are waiting for more information from SPO.
- We are moving well through the process of renewing and amending contracts for FY2015. A complete list of renewed and amended contracts will be provided at the Board Meeting.

Administration & Finance

Deborah Romero, Director of Administrative Services

NM COMMISSION FOR DEAF AND HARD OF HEARING								
THIRD QUARTER								
FY 14								
DESCRIPTION	CATEGORY	BEGINNING BUDGET	EXPENDED YR-TO-DATE	ENCUMB YR-TO-DATE	PROJECTED EXPENDITURES TO YR END	TOTAL PROJECTED EXPENDITURES	BALANCE AVAILABLE	Percentage of Budget Expended
Personal Services & Employee Benefits	200	1,087,400	643,649	-	201,943	845,592	241,808	59.19%
Contractual Services	300	1,844,400	1,059,797	617,609	10,000	1,687,406	156,994	57.46%
Other Operating Costs	400	329,800	181,913	74,926	40,227	301,693	28,107	55.16%
Other Financing Uses	500	491,000	491,000	-		491,000	-	100.00%
TOTAL		3,752,600	2,376,359	692,535	252,170	3,325,691	426,909	63.33%
FY14 TRS Revenue						FY14 General Fund Allocation		
July	2013	\$197,805				July	2013	\$25,000
August	2013	\$244,909				August	2013	\$25,000
September	2013	\$264,628				September	2013	\$25,000
October	2013	\$239,108				October	2013	\$25,000
November	2013	\$231,632				November	2013	\$25,000
December	2013	\$230,578				December	2013	\$25,000
January	2014	\$231,897				January	2014	\$25,000
February	2014	\$232,091				February	2014	\$25,000
March	2014	Information not available				March	2014	\$25,000
		\$1,872,647						\$225,000
Due to the decrease in revenue, the agency must project a savings of \$425,000								

Social Media

The New Mexico Commission for Deaf and Hard of Hearing ended the second quarter with the following Social Media statistics:

- Facebook: 544 people have 'liked' our page
- Email announcement system (MailChimp): 124 subscribers
- Twitter: 241 followers

Communication Access & Development

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

Some projects are, unfortunately, still delayed due to my dual roles as the Interim Executive Director and the Director of Communication Access and Development. I am hopeful this is the last time this issue will impact my completion of tasks related to my department.

Communication Access and Development Highlights

- The Spring 2014 session of New Mexico Mentoring began in January and is progressing well. Recruitment will begin soon for the Fall 2014 session.
- Planning for the 2014 New Mexico Interpreters' Conference continues. The theme is "The Cultural Dynamics of Interpreting" and the program has been expanded to three days – September 26-28. Participants will hear from consumers of interpreting services from different languages, cultures, and settings; and will explore a range of cultures including New Mexico Pueblos, Navajo, Pan-Asian, Mexican immigrant, Arab, and Deaf. I am delighted that the Deaf Culture presentations will be provided by our very own Roger Robb and Corina Gutierrez. I set up a Facebook page for the conference so we can use social media to expand our reach without any cost: www.facebook.com/NewMexicoInterpretersConference.
- I continue to attend Language Access Advisory Committee meetings through the Administrative Office of the Courts, and am serving on a sub-committee on access for individuals who are unable to effectively access documents in written English.
- One interpreter apprentice transitioned out of the program, so we currently are working with two apprentices. Both show great commitment to their professional development and provide excellent services to the NMCDHH staff.
- We entered a contract with a pre-certified tri-lingual interpreter (ASL-English-Spanish) to provide this much-needed service for NMCDHH staff members.
- A lot of work around interpreter licensure continues as we near the end of the five-year period interpreters licensed in 2009 (when licenses were first issued) are able to hold a Provisional License. Those who are unable to achieve the minimum standard required to hold a Community or Educational license will be unable to continue interpreting past September of this year. My work has included several meetings and activities:
 - Met with the National Educational Association (NEA) representative for part of New Mexico, Greg Maxie.
 - Met with the State Director of Special Education, Gabe Baca, thanks to an invitation from Dr. Stern.
 - Met with the coordinator of the BA in ASL-English Interpretation program at the University of Northern Colorado.
 - Sent a memo to the Human Resources Directors for all school districts employing interpreters to educate them about the potential changes their

districts will need to address if their interpreters are unable to meet the minimum standard.

- Working with NMSD to plan a job fair to introduce districts who will have vacancies with interpreters who are seeking positions.
- Providing ongoing education to the provisionally licensed interpreters regarding the requirements to continue working.
- I am working to renew and amend contracts for my department for FY2015, including for the following:
 - In-house interpreters
 - Interpreter apprentices
 - Specialty interpreting services (such as for southern New Mexico and tri-lingual interpreting)
 - Interpreter professional development services
- I posted the request for applications for in-house interpreting services. Applications are due in mid-April, allowing time to have contracts in place for July 1.
- I provided a presentation for the Signed Language Interpreting Program students at the University of New Mexico regarding professional development opportunities.
- I was invited to join a Centennial Care Advisory Board for one of the providers. This connection is already providing opportunities for valuable relationships that will assist our constituents.

NMCDHH Library

- For 3rd quarter FY14 we had seven library customers and 16 items loaned out.
- We are continuing to promote the library, and hope to continue to increase usage.
- A list of new materials we would like to purchase has been compiled, and we will do so if funds are available as we near the end of the fiscal year.

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 third quarter include:

- The departments' work with the detention centers in the state has remained a priority and as a result we have seen increased progress in the development of a dedicated point of contact for the Commission in Corina Gutierrez. This will help to streamline and produce a consistent result of continuing progress with the detention centers. To date we have seen a marked improvement in Video Phone Access (including a process for accessing them) and Interpreter Access. This progress has not been without any discussion and disagreements, but it has produced tangible results in the detention centers that at one point had a weak set up for identification and access for deaf and hard of hearing individuals.
- The PP&A staff have provided Transition focused training for schools and DVR this quarter and the response has been positive. The training has included schools in Hobbs and Roswell as well as DVR counselors from the southeast region which includes Hobbs, Roswell, Artesia and more. DVR has been very welcoming to the training which has been provided in conjunctions with the New Mexico School for the Deaf, Center for Education Consulting and Training Department and Transition Department. The requests have been coming in very quickly and the training has been very welcome as I stated. As a result of the continued work of the Coalition founders we will be working to develop a comprehensive presentation which will be submitted for the Southwest Conference on Disability in October of 2014 for the Transition Strand.

The Public Policy and Advocacy Department has recently interviewed several great applicants with the hopes of hiring a new Service Coordinator this year. As of this writing, we have not finished the personnel process, but are looking towards completing the process and hiring the new Service Coordinator. This is a very welcome hiring with the loss in Las Cruces and increased case load, the department is working very hard to fulfill the needs of the community effectively. The department's collaborative work with

Roger Robb at the NMCDHH for continued training has remained a very positive and busy process. To date the PP&A has sent several requests to Mr. Robb for training and worked with him in its development. Requests include Community Outreach Program for the Deaf Job Club, the Department of Public Safety, and more. Mr. Robb has been very productive on his own, but our department is very happy with the continued development of trainings and the help in reducing barriers.

Community Outreach for the Deaf-NM Deaf-Blind has been providing service to the Deaf-Blind and Deaf-Plus individuals in the State of New Mexico throughout the fiscal year. COPD continues to work to improve the reach of their services in the State of New Mexico and improve on the quality of training done in the state. COPD is working to develop more resources and developing a working partnership with the Centennial Care supervisors for more Support Service Provider resources. COPD has done some great work with the community at large as of late, helping to bring in Richelle Frantz who provided an excellent workshop in March. The workshop invitation was extended to many individuals focusing on the continued development of improving how the community works with the Deaf-Blind community. COPD continues working to improve the training and expectations of the Support Service Providers COPD uses to provide quality service.

Telecommunications & Technical Assistance

Sam V. Martinez III, Interim Director of Telecommunications and Technical Assistance

Telecommunications Equipment Distribution Program (TEDP)

Q3 the TEDP served 58 clients and distributed 246 pieces of equipment. The 3rd Quarter traditionally starts to pick up from the winter season, with more outreach events in the warmer months. We anticipate an increase in numbers Q4, especially with the introduction of the new Amplicom 7 series and CapTel equipment.

iPad® Program

The iPad® Program has leveled out, the iPad program is averaging 3-5 applications a week. As of this quarter there has been 50 applications were received and 50 devices were distributed. Of importance is that 27 of the applicants were Deaf, 15 were Hard of Hearing and 8 speech impaired users.

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 of all Telecommunications Relay Services. The average number of relay calls per month for FY14 Q3 is 10,000.

Month	Traditional Relay	Caption calls	total
January	5494	4991	10485
February	4467	5295	9662
March	5394	5139	10533
3rd Quarter Total Relay Calls			30680

Relay New Mexico (RNM)

The Rely RFP is underway and is set to be released at the end of April and approved and in place by 1st Quarter of FY 15.

Training & Development

Training and Development Coordinator has been working with several state agencies providing educational information on Deaf and Hard of Hearing issues. 5 workshops were conducted. The Workshops were done around the state like, Hearing Loss of Association of Albuquerque, NM law enforcement Academy, Rio Grande High School (CBI Class), Community Outreach Program for the Deaf (COPD), Ed Romero Terrace (Senior Living Residence).

Outreach

24 booths were conducted, with 1004 booth visitors. Booths were conducted at the Hearing Aid store, Numerous Senior Living Centers and Centers, The KOB Health Fair, theme days at the NM State Legislature, NM Social Workers Conference and Rio Rancho Transition Fair.

Las Cruces Satellite Office

Sandra Williams , Las Cruces Satellite Office Coordinator

Fiscal Year 14 - THIRD Quarterly Report

During the 3rd quarter, the Las Cruces Satellite Office faced a spiraling drop in our number of clientele and services as well fewer Outreach efforts, Information & Referral, TED equipment distribution, booths hosted & presentations provided due to the loss of two contractors.

We had posted 2 different positions at two different times. There were several inquirers who responded but chose not to apply for various reasons, such as; not offering benefits, not comfortable in using their own cars for in town and out of town travels, and not having enough experience/trainings.

Again, to ensure quality of services for advocacy and coordination purposes for each of our consumers, I have continued in minimizing on our community wide projects, outreaching presentations, booths and collaborating with other agencies so that I can focus on our clients directly.

Individual, System Advocacies and Service Coordination

As a part of the Commission's mission, we continue with individual advocacies and service coordination to consumers with hearing loss, their family members and colleagues.

Not only working with typical cases such as when clients' doctors are not providing accommodations but on cases requiring system-advocacy because we've addressed few public entities that were lacking in providing accommodation such as NM Dept. of Health, Court system in rural towns, NMSU, MVD, and Dona Ana Detention Center. Some of the best ways to address these problematic issues are by presentations and meeting with their superiors.

Also, at this writing, I have three particular cases requiring intervention from Department of Justice, Department of Education and EEOC.

As for the number of clientele, for this quarter, I recruited 4 new clients. (FY-14 YTD- a total of 51 clients served from this office). Of course, this significant drop was the result of my lack of outreach and community collaboration as well the additional help of two staff persons.

Information and Referral (I&R)

For this quarter, I passed on over 364 instances of I&R. (YTD,1906).

Because of my limited availability and times, I was only able to participate in only 1 booth/exhibit (YTD 4 booths hosted)

Also for this quarter and due to time restriction, I have not been able to coordinate nor provide any presentations (YTD-6 presentations- unchanged from the past quarter) I must reiterate again, our presentations, exhibits/booths, outreaching and community collaboration are vital to help educate our community wide service providers and employers, etc., to improve relationships and the quality of lives among in our Deaf and HH individuals, families and colleagues. Without these projects, it sabotages the availability of services, exposure to community /education and opportunities for our consumers especially for southern New Mexico.

Community Collaboration

For this quarter, the following list indicates the agencies I have been collaborating as necessary to strengthen our Deaf/HH communities in southern New Mexico) each month:

Las Cruces Hearing Loss Association
Dona Ana Community College
Tresco Child Intervention Agencies
Dona Ana County ADA Coordinator
Department of Health

4th Quarter Goals

For the Fourth (4th) Quarter, I hope to get back on the road again to do more outreaching and to increase our clientele as needed to meet our benchmark, if not for this Fiscal year then, for sure, our next Fiscal Year goals.

We also hope to hire at least one more person to help with all the duties to include advocacy, service coordination and outreaching efforts especially to meet the needs of those who live in our rural towns across the state of New Mexico. Meanwhile, I appreciate the support provided by Lori and our staff in the Albuquerque office.

Data & Statistics

As required by Legislative Performance Measures

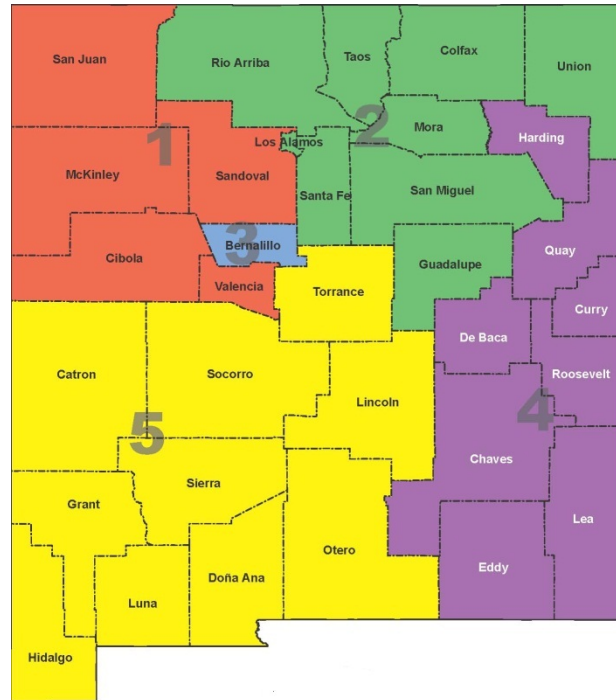
Fiscal Year 2014

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	100	85	85%
Number of outreach events coordinated	100	49	49%
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	10,256	103%
Number of sign language interpreting mentors	16	14	88%
Number of accessible technology distributions	1,000	990	99%
Staff hours devoted to reducing communication barriers	12,000	13,624	114%
Number of clients provided assistance to reduce or eliminate communication barriers	1,000	627	63%
Number of information referrals and outreach contacts	7,500	14,614	195%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	14	93%

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	15		71
Region 2	29	47	19		95
Region 3	125	90	59		274
Region 4	30	25	14		69
Region 5	60	38	20		118
Total Clients by Quarter	272	228	127		627

Clients by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY14 Year to Date
Deaf	169	113	58		340
Hard of Hearing	93	91	62		246
Deaf-Blind	6	1	0		7
Speech Disabled	4	23	7		34

NMDVR

CDHH Third Quarter Report

April 15, 2014

Board Meeting May 13, 2014

Performance Measures – FY14

July 1, 2013 through March 31, 2014

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 7-1-2013-3-31-2014 (Third Quarter FY14)

NMDVR Liaisons – New Mexico Association for the Deaf – This position is currently not filled. DVR continues to recruit staff to fill this position.

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

Order of Selection – While NMDVR remains under an order of selection; at this time, **all priority categories are opened 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 DVR eligible individuals receiving services under an Individualized Plan for Employment (IPE).

Performance Measures (Third Quarter FY14)

302 individuals have received sign language interpreter services during the period of July 1, 2013 – March 31, 2014. A total of \$ 37, 961.01 has been authorized and expended for this through March 31, 2014.

202 individuals have received hearing aids during the period of July 1, 2013 – March 31, 2014. A total of \$430,526.58 has been authorized and expended for this service through March 31, 2014.

25 individuals who are deaf have been closed successfully rehabilitated (employed) during the period of July 1, 2013 - March 31, 2014.

39 individuals who are hard of hearing have been closed successfully rehabilitated (employed) during the period of July 1, 2013 – March 31, 2014.

Employment Information

Average number of hours worked for individuals who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired is **32.2** hours. Average wage at closure in employment is **\$12.65** during the period of July 1, 2013 – March 31, 2014.

Caseload Activity

1189 individuals who are deaf/deaf-blind, hard of hearing and otherwise hearing impaired have been opened and/or opened and closed during the period of July 1, 2013 – March 31, 2014.

906 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 – March 31, 2014.

283 individuals who are deaf/deaf-blind have been opened and/or opened and closed during the period of July 1, 2013- March 31, 2014.

Ineligible for VR Services

Six (6) individuals have been determined as ineligible for VR services during the period of July 1, 2013 – March 31, 2014.

Transition Services

89 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 – March 31, 2014.

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 number of individual devices or types of devices purchased for individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired. We will continue to pursue and provide this information as it becomes available.

Respectfully Submitted,

Debbie Hambel M.A. CRC