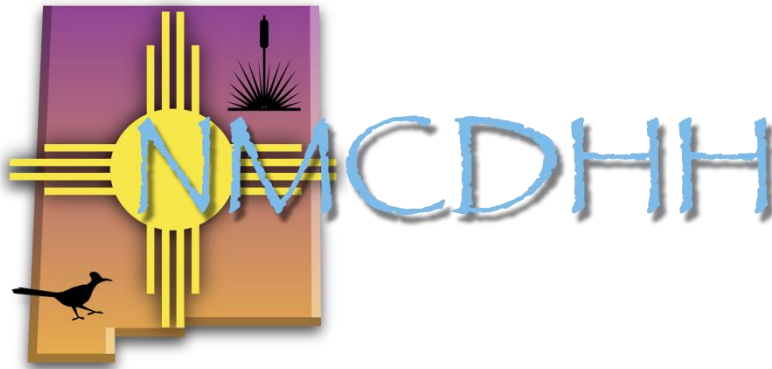


# New Mexico Commission for Deaf & Hard of Hearing



© NMCDHH  
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## Quarterly Report FY15 Quarter 2



# FY15 Quarter 2 Board Report

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**NMCDHH BOARD MEETING**  
**Thursday, March 26, 2015, 3:00 p.m.**  
**NMCDHH Conference Room**  
**505 Marquette Ave. NW, Suite 1550**  
**Albuquerque, NM 87102**

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**DRAFT AGENDA**

Posted: February 26, 2015

- I. Call to Order and Roll Call
- II. Approval of agenda
- III. Approval of Minutes of November 12, 2014
- IV. Action Items
  - a. Election of Officers for 2015
- V. New Business
  - a. Executive Director Report
  - b. Department Reports
- 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. Johnny Robertson – President of NM Association of 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, November 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.***

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

Vice-Chair Deb Hambel made an announcement at 3:00 p.m. that three board members were on their way, but an accident on I-25 delayed them. The full board arrived at approximately 3:25 p.m. and Chair Mark Apodaca called the meeting to order at 3:27 p.m.

Mark Apodaca stated that he had some concerns about Dom Bonura being on the Board. There was confusion regarding a letter sent from Rhonda Sandler regarding Mr. Bonura representing NMAD on the board. The letter was dated October 19th and was received a few days later by Nathan Gomme and Nick Piatek. The letter said it was cc'd to senators and the board, but the senators and board members were not named individually. Executive Director Gomme followed up and a copy of the letter was finally received by the board on Monday, November 10, 2014.

On October 29th, Mr. Bonura sent Chair Apodaca an email claiming that he was an inactive member of NMAD. Mr. Bonura responded to Chair Apodaca that he was now an active member.

Chair Apodaca made it clear that that he was only concerned because of the need to follow proper protocol, and it was his impression that Randy Gonzalez was still on the board. Apodaca stated that he never removed Mr. Gonzalez from the board, however he did ask him to leave an Executive Session, and perhaps he was confused and thought he was taken off the board.

Chair Apodaca decided that for today it was alright for Dom Bonura to stay since most of the meeting would be Executive Director Nathan Gomme talking about expanding the board and the board reports. Chair Apodaca proceeded with roll call.

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

Dr. Ron Stern, Secretary

Dominick Bonura

John A. Johnson, Jr.

Austin Welborn

Luis Quinonez

Ten staff members from NMCDHH were present: Executive Director Nathan Gomme, Sam Martinez, Jason Siergey, Corina Gutierrez, Deborah Romero, Cheryl Padilla, Lori Neubauer, Joyce Croker, Richard

Bailey and Roger Robb. Five interpreters were present: Rebecca DeSantis, Lin Marksbury, Shaundra Dunn, Andrea Ginn and Monica Sower. Fifteen members of the community were in the audience.

## **II. APPROVAL OF AGENDA**

Chair Apodaca asked for a motion to approve the agenda. Commissioner Ron Stern asked to amend the agenda under Action Items, to add the letter that was received from Rhonda Sadler dated October 19, 2014.

### **15.1**

A motion was made and seconded to approve the amended agenda.  
Motion passed unanimously.

## **III. APPROVAL OF MAY 13, 2014 MINUTES**

Chair Apodaca asked if there were any corrections to the minutes.

### **15.2**

Commissioner Austin Welborn made a motion to accept the minutes as read.  
Secretary Stern seconded.  
Motion passed unanimously.

## **IV. ACTION ITEMS**

Commissioner Ron Stern brought up the subject of the letter from NMAD that Mark Apodaca had touched on previously. He was seriously concerned. Dr. Stern said he only saw the letter for the first time on Monday of the current week. The way the letter was drafted, it was sent to Nathan Gomme and Nick Piatek from the Governor's Office, and cc'd to the NMCDHH Board and New Mexico Senators, but no one on the board received the letter. There were some inaccuracies in the letter as well. It said that Randy Gonzalez was removed from the NMCDHH Board, which was incorrect. Chair Apodaca only asked Commissioner Gonzalez to recuse himself from the Executive Session because of a vote for Executive Director. Mr. Gonzalez was a new commissioner and had not been involved in previous discussions. There was also a potential conflict of interest since the NMAD president applied for the position. He added that to send this letter to the entire body of New Mexico senators without even one of the Commissioners seeing it hurts the Commission for Deaf and Hard-of-Hearing's reputation. Dr. Stern suggested that it may be appropriate for the Executive Director to write a rebuttal to this letter so that the information is represented accurately to Nick Piatek and others.

Commissioner Deb Hambel stated that, although the discussion was appropriate, a decision could not be made on an action item because it was not on the agenda prior to the meeting. However, Commissioner Stern said it was an urgent matter with the legislative session coming up soon. Chair Apodaca said that had he received the letter earlier, rather than 48 hours ago, it would have been placed on the agenda. Commissioner Hambel said she was concerned that the Board follow protocol, because, according to the Open Meetings Act, all action items need to be on the agenda prior to action being taken.

Commissioner John Johnson added that he, like Mr. Gonzalez, was asked not to attend the Executive Session for the vote for Executive Director. The main reason was so that nobody in the community could say that there was even a hint of a conflict of interest. Commissioner Johnson said he had explained to Commissioner Gonzalez that there was no problem, because he understood the reasons behind it. He stated that there was a letter he received that was going to be sent to the governor, but he disagreed with

it. It was concerning being taken out of the Executive Session for the vote, but again Johnson told Gonzalez he agreed with the Board's decision. Commissioner Johnson wanted to make that public since there is a letter going around, but Johnson said he had not seen the letter, yet, but he would like to.

Commissioner Stern asked if the Executive Director had a position on the subject. Director Gomme stated that his initial impression was that NMAD had distributed this, but as he talked with board members who were unaware of the letter; it didn't look good. It was his understanding that Rhonda Sadler had distributed this letter to the board, but they just received it this past Monday. It seems as if there is a lot of missing information at this point and it doesn't reflect well on the Commission and those who represent it. The exact wording was something that concerned him and it wasn't edited prior to being distributed. He felt they needed to follow up on the letter, and meet regarding the issue so it can be put on the agenda for the next board meeting. There needs to be a discussion as to what actions should be taken.

Commissioner Stern stated that he would like to be on record that he finds the letter to be a serious concern and he finds the appropriateness of the letter to be in question.

Director Gomme assured all that he would follow up with Mr. DeBee and Nick Piatek.

## **V. NEW BUSINESS**

### ***a. Request to Add New Members to the Board to Represent the Diverse Community Members***

Executive Director Nathan Gomme said that in the past several months that he has been looking at the representation of the Board. The NMCDHH Board represents a good number of members of the community, but it fails to represent all of the community for deaf, hard-of-hearing, deaf-blind, interpreters and audiologists. He spoke with executive directors from other states, Kentucky, Arizona, and New York, regarding their different rules for how they represent the members of their community. Those boards tend to include a more diverse group than what New Mexico has. As Executive Director, Gomme said, he would like to represent our community needs more holistically. He met with the Hearing Loss Association of Albuquerque and with some from the interpreting community, and there is agreement that an effort needs to be made to include in our statutes a more diverse group of community members. Mr. Gomme felt the representation didn't satisfactorily meet with the needs of the community at large. Perhaps Hands and Voices and AARP could have a place on the board, as well. Director Gomme asked the Board to consider allowing him to start working towards changing the legislative language so it can better reflect the community needs. In the audience were members of the community that wished to voice their opinion on the matter.

Discussion followed regarding what groups need to be represented, how many should be on the board and where to draw the line. Dom Bonura felt that this topic should also be discussed with the Deaf Community. Commissioner Stern felt an ad hoc committee should be established to further discuss the matter. Director Gomme initially wanted these changes to be presented at the next legislative session, but realized that it is coming up very quickly. Commissioner Bonura felt that there needed to be more time. Commissioner Johnson warned that, although being more inclusive was a great idea, every group in New Mexico feels that their group is extremely important and each group would want representation on the NMCDHH Board.

Director Gomme asked the Board for an opportunity for the community members in the audience to speak on behalf of having representation on the board. There was no objection.

The first to speak was Johnny Robertson, Vice-President of NMAD. He felt Director Gomme's idea had merit. He stated that it could help New Mexico, but he recommended caution, advising that if there were too many people on the board there would be issues. Mr. Robertson also agreed with Mr. Bonura that it was important to talk to the deaf community and come up with a reasonable solution that everyone can live with.

Executive Director Gomme felt NMCDHH needed more options. The focus has been mostly for deaf who sign and not enough about the hard-of-hearing community who represents a larger population. He added



that when it comes to legislative support for funding and for influence, NMCDHH needs that support, and NMCDHH needs to reflect on their needs as much as the needs of the deaf community. Mr. Gomme felt that he could not just stand by one group. The interpreters' voices also need to be included, because when it comes to language access and licensure, the interpreters have a big influence and it is important to know their needs.

Dr. Barbara Shaffer spoke next and stated that she was an interpreter representing her views only. She mentioned that the Commission was established over 20 years ago; times have changed and NMCDHH needs to change, too. Dr. Shaffer believes that the Commission needs to have a designated hard-of-hearing position on the board as well as an interpreter. The interpreters have rules and regulations under the Commission, therefore interpreters need to be represented on the Board.

Steve Frazier, the New Mexico chapter coordinator for the Hearing Loss Association of America, He felt the hard-of-hearing have never had a very strong voice, so they need a voice on the Commission Board. The numbers of deaf people in New Mexico were under 5,000, but the hard-of-hearing population is 257,000, so Mr. Frazier felt the hard-of-hearing should have a little more representation. He went on to say that deaf and hard-of-hearing do not necessarily understand each other's problems and issues. He felt that, as a hard-of-hearing person, he would not understand what a deaf person has to deal with unless he was deaf and vice-versa.

Mr. Frazier felt specialties should be represented on the board, also. He had met a parent dealing with his three-year-old child who has been fitted with a cochlear implant, but is still not oral. The parents hadn't been told that speech pathology could work with that child. Mr. Frazier said that with the knowledge of those specialties should be on the Board so that they can share their experiences with others.

Dr. Stern responded to Mr. Frazier agreeing that he is a strong proponent of having an HLAA representative on the board. However, the deaf community struggles a lot more with oppression, because the deaf are a low incidence population. Stern said he would like to see a little more dialogue about the best process to go about it. If it is looked at from just the perspective that there are more hard-of-hearing than deaf, the deaf people will get shortchanged.

Johnny Robertson said he agreed with comments about the hard-of-hearing community, but wanted to remind everyone that deaf people have experienced oppression for hundreds of years and are still being oppressed in employment opportunities, opportunities in education, in training, and in advancement at their professions, so that is why the deaf community wanted to have the Commission for the Deaf established. He felt we should do something for the deaf community and at the same time the hard-of-hearing community. They are oppressed, too, but the deaf have been very severely oppressed.

Commissioner John Johnson spoke about the oppression hard-of-hearing have, too, and how they face issues that people just don't understand. It is difficult for him to attend a business meeting and understand what is being said. He was recently laid-off and it will be difficult for him to get employment, because he can't always answer questions appropriately when he misunderstands them. He understands that the deaf community has been oppressed for hundreds of years, but also look at the oppression the hard-of-hearing population is going through. Both communities have oppression and need the hearing world to understand the needs of both hard-of-hearing and deaf worlds.

Commissioner Stern wanted to make sure he wasn't misunderstood. He does understand that the hard-of-hearing have special needs and he wants them to have a voice. All the commissioners want to do the best job they can to meet the needs of both deaf and hard-of-hearing communities that they support.

Director Gomme clarified that he did not want to say that one person is more represented than another. The hard-of-hearing representation on the board would allow NMCDHH to better understand their needs and concerns.

An audiologist, Audrey Chumley, spoke next. She felt it was obvious from listening to everyone that there are many things the two groups could learn from each other. She also said it would be a great idea to consider having an audiologist on the board, as well. Audiologists are dealing with hearing aids, cochlear

implants, assisted listening devices; a lot of things that the Commission is involved with. The audiologist on the board could advocate for NMCDHH and the different programs and would have valuable information. She also stated she was in support of the HLAA and the interpreter representatives.

Dr. Norman Dawson asked to speak and he said he had a unique history that he would like to share. When he was young he had a moderate hearing loss and the teacher would get mad at him if he didn't hear his name called. Later, when he had a hearing aid, kids ridiculed him. He lost all of his hearing by age 27 and he learned sign language as a second language. Sign language was all he had to help him through college. He has two children who have a hearing loss, one who now has a cochlear implant and one with hearing aids. About fourteen years ago he had a cochlear implant and 5 months ago got a second one and he is doing well. He said each one of those progressions of his life required tremendous change. He stated that he knows a lot more about every group, but he doesn't pretend to be an expert. He thought that the new Executive Director wants to make sure taxpayer funds are being used in the broadest way, and it would behoove NMCDHH to consider broadening the group and strongly encouraged the commissioners to consider the hard-of-hearing, audiology, and profession interpreter representatives.

Chair Apodaca questioned Mr. Gomme on how to get the money to increase the size of the board. Gomme responded that if the Commission starts involving more community members, taxpayer and taxpayer driven components, the Commission might be able to get more funding and help the shrinking TRS money. The more representation from the community would help the Commission approach the legislature for that financing. The more people that support NMCDHH when it comes time to approach the Legislative Finance Committee would definitely be good.

Chair Apodaca asked Vice-Chair Deb Hambel if they could go ahead and select members of the ad hoc committee to discuss adding more board members. Ms. Hambel replied that she believed an ad hoc committee could be established without an action item in place. Chair Apodaca asked for volunteers from the board to serve on the ad hoc committee and Commissioner Johnson, Commissioner Welborn, Commissioner Stern and Chair Apodaca would be the board members on the committee. Apodaca added that if it turned out the ad hoc committee did require a board vote, a special meeting would be called for that purpose.

#### ***b. Executive Director Report***

Executive Director Gomme stated that he took the role of Executive Director in the 4<sup>th</sup> quarter of FY14. He said there was a lot to do; goals were established that are currently met. NMCDHH is moving in December, so he told the Board this would be the last time to meet at the State Bar of New Mexico. The Commission will be in the Compass Bank building at 505 Marquette NW in Suite 1550. He added that the large conference room will have LED lighting. NMCDHH is making sure we are meeting all the technical needs for communication access and also energy saving devices for the lighting.

During the process of the move Mr. Gomme asked his staff to produce some vlogs. This way the Commission can better explain to the community what is happening and Mr. Gomme was proud to say Corina Gutierrez, Cheryl Padilla, and Roger Robb were currently wrapping up the first vlog.

Director Gomme said that Corina Gutierrez has been working with COPD to confront the issues related to video relay interpreting (VRI) at the hospitals. He added that VRI does support some of the needs of deaf people, but it fails in some areas. A good example would be for the deaf-blind.

Director Gomme also addressed the shooting that have happened in some states in which deaf individuals have not been able to hear or respond. The Albuquerque Police Department has responded to the Department of Justice with mental health awareness and sensitivity training and Gomme was encouraging them to consider deaf issues as well. NMCDHH will also be working with the Las Cruces Police Department and giving presentation in the area of deaf and hard-of-hearing needs in crisis situations.

Mr. Gomme also met with the Public Defender's Office, the District Attorney's office, and the UNM Law School and encouraged them to use interpreters better as well as how to interact with deaf and hard-of-

hearing people. He explained that NMCDHH is not ready to provide the Continuing Legal Education (CLE), yet. UNM Law School is already willing and ready to have us work with them to make sure that attorneys will have good practice to work with deaf and hard-of-hearing people. Mr. Gomme said that was a big step, since issues with lawyers have been brought up many times by the deaf and hard-of-hearing community. Lisa Dignan was not present, but Director Gomme explained that she was involved in making that happen. Also, a Deaf-Blind Disability Lawyer, Haben Girma, came from Disability Rights and Advocacy in California to meet with the community and offer her legal services.

Another big issue is mental health access. Gomme said the National Alliance of the Mentally III (NAMI) met with him and opened up access for disability support groups, family interventions, counseling on best practice for the mental health field relating to the deaf and hard-of-hearing..

Executive Director Gomme announced that the next goal NMCDHH is working on is rural access to interpreting services, which is a difficult goal. The people in rural areas want a live interpreter for office visits or the hospital when there is no availability. The VRI discussion is a tough one. Now there are two VRS companies in New Mexico, and interpreters are needed at APS, UNM, CNM, so interpreters are a limited resource. New Mexico has to develop supports to attract more interpreters, especially in the rural communities.

Mr. Gomme said that HLAA brought up issues regarding hearing aids. There is very little funding support for hearing aids in New Mexico after age 21. This is a huge problem since most people lose their hearing after age 21. Also HLAA brought to his attention the lack of utilizing Loop New Mexico. It is available, but many places don't use it. So the goal is to work more collaboratively with HLAA about hearing aid policies and LOOP systems.

### ***c. Department Reports***

Commissioner Johnson wished to express his concern over the lack of personnel in the southern part of the state. He said the priorities are being met, but outreach has been given up due to the lack of personnel, and it has reached a critical point. Mr. Johnson urged people to be aware of the situation down there which has gone on for a long time.

Executive Director Gomme let Commissioner Johnson know that he had already asked the Legislative Finance Committee (LFC) for an expansion of staff, which includes the Las Cruces office. He assured him that he was already working on a temporary staff position with Lisa Dignan, who is acting as HR at this point.

## **VI. ADJOURNMENT**

Since the meeting rooms were only available until 5:00 p.m., Chair Apodaca asked for a motion to adjourn

### **15.3**

Commissioner Stern made a motion to adjourn.  
Commissioner Welborn seconded.  
Motioned passed unanimously.

The meeting adjourned at 5:00 p.m.

# Executive Summary

*G. Nathan Gomme, Executive Director*

Since I began as Executive Director, I listed some ideas and changes that I would be implementing in the agency. Since that time a number of things have occurred: We have created a system to develop Vlogs, we are becoming more active in community relationships, and are working on many goals. Some of the goals have resulted in combining some of the ideas such as a plan to incorporate the work with hospitals into the Vlogs. Some of the relationship building that has been done has resulted in a reviewing of the makeup of our board and has led to discussions with state legislative leaders regarding the requirements to make changes. One of the biggest challenges has been how to restructure the agency to better reflect the needs of the community, within our financial limits, and allow for growth. Of course a lot of this work will depend on the coming budgets and the exploration of what is happening to the Telecommunication Relay Services surcharge. I would like to share though some of the plans that the agency is undergoing.

- Budget/Staffing:
  - We are requesting two new Full Time Employees, one to serve the Southern portion of the state with Sandra Williams and one Staff Interpreter for the agency. Over the last few years we have worked with contracted interpreters, but due to a growing need, it has been determined that having a staff interpreter is necessary for the agency. While Sandra has done a fantastic job manning the Southern office, it has become too much for the combination of our Albuquerque Service Coordinators and Sandra to maintain services at the level this agency is comfortable with. This agency is working to hire a temporary staff until a Full Time position can be developed for the Las Cruces/Southern office. As of February only one FTE has been recommended.
  
- Internal Restructuring:
  - I started working at the NMCDHH when we underwent a restructuring internally that changed some of the priorities and titles of the staff at the agency. Now is a time for change with the budget changes and staffing issues along with my own experience in the agency. Currently the agency is looking at renaming and reducing the number of departments. The reduction would not change the services provided (Advocacy, TED, mentoring would still be available for example) but would better reflect the shift in how we label services. One such shift will be the return of a Hard of

Hearing Specialist. These changes will see a growth in direct services available for the community and our commitment to serving the community of Deaf, Deaf-Blind, Hard of Hearing, and speech disabled individuals and their families.

# Administration & Finance

*Deborah Romero, Director of Administrative Services*

FY15 COMMISSION FOR DEAF AND HARD OF HEARING BUDGET REPORT @ 12/30/14							
Second Quarter Report December 30, 2014							
DESCRIPTION	CATEGORY	ORIGINAL BUDGET	EXPENDED	ENCUMBRANCE	Total Obligation	Percent Spent	
Personal Services & Employee Benefits	200	1,038,800	404,353	0	\$404,353	39%	
Contractual Services	300	1,848,900	506,823	445,890	\$952,713	27%	
Other Operating Costs	400	390,700	110,273	93,774	\$204,047	28%	
Other Financing Uses	500	491,000	245,500	0	\$245,500	50%	
<b>TOTAL</b>		<b>3,769,400</b>	<b>1,266,949</b>	<b>539,664</b>	<b>\$1,806,613</b>	<b>34%</b>	
<b>FY15 TRS Revenue</b>				<b>FY15 General Fund Allocation</b>			
July	2014	\$214,587		July	2014	\$24,931	
August	2014	\$231,343		August	2014	\$24,931	
September	2014	\$183,268		September	2014	\$24,931	
October	2014	\$218,006		October	2014	\$24,931	
November	2014	\$220,286		November	2014	\$24,931	
December	2014	\$212,861		December	2014	\$24,931	
January	2015			January	2015		
February	2015			February	2015		
March	2015			March	2015		
April	2015			April	2015		
May	2015			May	2015		
June	2015			June	2015		
			\$445,930				\$74,793

## Social Media

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

- Facebook: 620 people have 'liked' our page
- Email announcement system (MailChimp): 165 subscribers
- Twitter: 278 followers

# Communication Access & Development

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

## **Communication Access and Development Highlights**

- The Fall 2014 New Mexico Mentoring session concluded with all eight mentees successfully completing the session, and providing some outstanding feedback that has been implemented to improve the program.
- Recruiting and selection for the Spring 2015 session was completed. The session will include four mentor-mentee pairs from Santa Fe and Albuquerque, and the session will begin in January 2015. We will be testing some new technology allowing for cloud-based video feedback that we will use with all future mentor-mentee pairs if it is successful.
- After over seven years, my term on the Language Access Advisory Committee (LAAC) ended, but I continue to serve as Chair of the Literacy Challenges Work Group. We recommended Corina Gutierrez be appointed in my place on the LAAC, and are awaiting the New Mexico Supreme Court to approve her appointment.
- I continue to serve on the Council on Purchasing from Persons with Disabilities and on a subcommittee of that body working to improve policies and procedures.
- Our interpreter apprentice is in the process of transitioning out of the program to the community, and we are working on revamping the program before seeking applications for new apprentices in the next quarter.
- We implemented a block scheduling program to alleviate our difficulties in covering our interpreting needs for staff. Contract interpreters are scheduled for blocks of time during peak hours of need. The approach is being quite successful.
- Interpreter coordination duties were shifted from Sarah Spears to Aundi Ginn. Sarah is taking more work in the community and Aundi has increased her block scheduling with NMCDHH, making the coordination smooth and effective.
- In the second quarter of FY 2015, NMCDHH programs or contracts provided professional development opportunities to 17 interpreters and over 30 third-year medical students at the UNM School of Medicine.
- I continue to work with the Signed Language Interpreting Practices Board (SLIBP), Board staff, and interpreters to provide information regarding licensure requirements, rules, and processes.
- I was asked by the Registry of Interpreters for the Deaf (RID) to write an article for their publication, VIEWS, regarding our experiences in New Mexico with interpreter licensure. The article will be published in late January 2015.

## **Office Move**

After more than three years of work, NMCDHH moved to our new office space on December 15, 2014. The move went as smoothly as could be expected, and disruption to our constituents was kept to a minimum. Staff worked very hard as a team to



prepare, purge, pack, move, unpack, and set up the new space. Thanks to outstanding work and coordination with the Department of Information Technology (DoIT), the voice and data networks were up and running the day after the move. There are still a few final details being handled, but overall it was a smooth and successful process and every member of the staff is to be commended for their outstanding work.

### Human Resources

In the ongoing attempt to get the agency sufficiently staffed to meet the needs of our constituents, HR activities in the 2<sup>nd</sup> quarter included:

- Director of Public Policy and Advocacy: position was posted through the NeoGov system, multiple applications received, and interviews conducted. Corina Gutierrez was selected and promoted to the position.
- Service Coordinator for Las Cruces: a temporary six-month position was created and posted. Interviews will be conducted in January 2015.
- Staff Interpreter: due to a lack of an appropriate classification for a signed language interpreter in the state system, this will be a lengthy process involving a request to create a new classification.
- Additional reclassifications of current employees are in process or being initiated.
- The agency Employee Handbook is being updated to comply with State Personnel Board rules and meet agency needs.
- I continue to seek and attend training and receive support from the State Personnel Office to perform this role effectively.

### NMCDHH Library

- Library usage was down a bit from last quarter, but with the move and holidays, that is not surprising.
- The new library location within the suite is very effective.
- Ms. Neubauer continues to organize the collection in the new space to make it accessible and user-friendly.
- We have a small TV/VCR for the library, and NMRID is exploring purchasing a DVD player so patrons can preview items before checking them out.
- We continue to update and add to the library collection as budget permits.

Library Usage - FY 2015					
	Q1	Q2	Q3	Q4	Total
Patrons	13	10			23
Items Loaned	33	22			55

# Public Policy & Advocacy

*Corina Gutierrez, Interim Director of Public Policy & Advocacy*

## **Individual/System Advocacy & Public Policy**

In December, NMCDHH promoted Corina Gutierrez to become permanent Director of Public Policy and Advocacy.

The Public Policy & Advocacy Department continues to impact and empower clients in our community with communication access.

## **Communication Access Special Projects:**

- City of Albuquerque Airport  
Our department has been in contact with the Assistant City Attorney and Aviation regarding videophones at the airport. Unfortunately, the communication access that is currently being utilized is an outdated TTY system. We are in communication with the airport and will continue to advocate for updated communication systems to be installed at the Albuquerque International Sunport.
- Hospitals  
Currently the department is working on communication access with local hospitals. The most significant issues to date include VRI communication systems vs. on site interpreters for communication access.
- Translation Services  
Accommodations for oral interpreting services were discussed and brain stormed with the Cleric Center from Gallaudet University. Interesting ideas such as translating the ASL information pamphlet into Navajo and Vietnamese for local New Mexicans was discussed, as currently the languages available to the community is English, Spanish and Mandarin. To date the Gallaudet University Cleric Center has yet to contact our department representative regarding translation of the ASL pamphlets.
- Task Force  
The creation and development of a task force for deaf children and their families who are Spanish speaking only community members is in process. Currently there are three members on this committee, but our goal is to broaden the group and to grow community members into the threads of this organization. There is a recognized need in the NM Hispanic/Latino families with Deaf children due to their lack of knowledge regarding rights to communication access. The task force is being established to build relationships with the NM Spanish speaking families with Deaf children to then provide information regarding their rights to have clear communication and self-advocacy.

## **Transition**

During this 2nd Quarter Jonathan Henner of Boston University was secured to give a series of presentations at UNM prior to the Southwest Conference on Disability concerning language acquisition and learning for the Deaf and Hard of Hearing students. Attendance from our department was represented for two days as a panel facilitator and to act as an advocate for Jonathan Henner and Haben Girma (a lawyer from Disability Rights Associates).

Attendance at the CASA Conference was well represented from this department. The transition presentation went well and a large amount of audience participation helped to facilitate discussion.

Tawny Holmes from NAD was asked to present at ASLA about NAD, Junior NAD and self-advocacy for elementary school students.

## **Conferences**

Multiple staff members attended and volunteered at the National Council of Hispano Deaf and Hard of Hearing conference in Albuquerque. Support included introductions of speakers and lecturers as well as technical equipment installation and set-up.

The Community Outreach Program for the Deaf-NM Deaf-Blind and Deaf-plus has maintained its strength and has served 50 clients in total to date. We are thankful that COPD continues to provide trainings which included the Support Service Providers during this quarter. Haben Girma's presentations at COPD and the Commission for the Blind on her life and on self-advocacy for Deaf-Blind persons was well attended and well represented.

# Telecommunications & Technical Assistance

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

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

In Quarter 2, the TEDP served 71 clients and distributed 201 pieces of equipment. The 2nd Quarter saw a steady flow of applications even with the transition to the new TED booklet and updated amplified telephones. Clarity Sempre amplified telephone has the capabilities to use a consumer's Bluetooth-abled cellphone service to amplify their cellular calls and on the land line Sempre phone at their home. The new CapTel 2400i Caption Telephone is new model that would compete with the Caption Call and Clarity Ensemble touch screen caption telephones. CapTel will still carry one Analog Caption Telephone for those consumers who still have a landline only.

## **IPad® Program**

The iPad® Program continues to average 3-5 applications a week. As of this quarter there were 19 iPad's distributed. There were 8 Deaf, 8 Hard of Hearing, and 3 Speech Disabled iPad clients. The updated iPad application has help reduce many questions and missing documents from the previous edition. The iPads are in the next generation we now feature the iPad Air2 and the iPad Mini 3.

## **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 FY15 Q2 is 9,000.

Month	Traditional Relay	Caption calls	total
October	4789	4026	8815
November	3402	3867	7269
December	5272	3938	9210
<b>2nd Quarter Total Relay Calls</b>			<b>25294</b>

### **Relay New Mexico (RNM)**

Hamilton was awarded the Relay NM contract; they will continue to provide Relay service and Caption Telephone service for New Mexico. RNM will continue to coordinate outreach events with NMCDHH and reach more New Mexicans with technology for communication access.

### **Training & Development**

The Training and Development Department has been working with several State, nonprofit and for-profit agencies providing educational information on Deaf and Hard of Hearing issues. 18 presentations were conducted this quarter and they consisted of the ADA toolkit, Deaf Sensitivity, Deaf Culture, TED Program and introduction to ASL. These presentations were conducted at Senior Centers in Estancia, Las Cruces and Rio Rancho and presented at the UNM Sign language training class.

### **Outreach**

12 booths were conducted, with 565 booth visitors. Booths were conducted at the Southwest Conference on Disability, New Mexico Speech-Language and Hearing Association annual Conference, NM Association for the Deaf Annual Conference, AARP Fall festival Prime Time 50+ Health and Wellness Fair and the Family Caregivers Conference. NMCDHH also participated in 2 national Conferences, the National Council of Hispano Deaf and Hard of Hearing conference and The National Latina/o Psychological Association conference both held in Albuquerque.

# Las Cruces Satellite Office

*Sandra Williams , Las Cruces Satellite Office Coordinator*

## **Fiscal Year 15- SECOND Quarterly Report**

As for the 2<sup>ND</sup> quarter, the Las Cruces Satellite Office has continued seeing an increased clientele and many of these clients are having to wait at least 3 to 4 weeks before I can meet with them. However, the good news is that we have been approved to post a job position with hopes to recruit a second staff person on a temporary basis. So as a result, because of time constraints, I still have not made any outreaching efforts, and other limited services to host booths, TED distribution and community collaboration to ensure quality services on advocacy and service coordination.

## **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.

On daily basis, I continue to work with typical cases such as when clients' service providers are not providing accommodations. Some clients need guidance/direction in getting appropriate services and effective accommodations. Many people do not understand that our Advocacy is the process to influence policies or practices to make a positive difference in our community circumstances, by getting involved in policies, regulations at the local, state and national level. It is frustrating when many of our consumers expects the Commission to "fix the problem" for them rather to help them fix the problem for themselves.

I am currently collaborating with the Las Cruces Chief of Police and some of his deputies. Training from our staff person was recommended but the timing and cost of travel was not effective so I am working with them on a one to one basis with hopes to improve their quality of services. They are interested in conducting a workshop for our consumers as well, in what to expect when they are approached by a law enforcement officer.

As for the number of clientele, for this quarter, after closing out old cases, I am now currently serving 50 consumers this quarter. We all must realize the significant drop was the result of the lack of outreach and community collaboration as well the additional help of two staff persons.

## **Booths, Presentations and Information and Referral (I&R)**

For this quarter, I passed on over 844 instances of I & R.

Because of my limited time & availability, I was only able to participate in only 2 booths/exhibits. This decreased number is risky because it sabotages our number of referrals, clientele, and opportunities for our consumers. I hope to see an increase with these numbers once a second staff person is hired.

Also for this quarter and due to time restriction, I have been able to coordinate only one presentation. That presentation was at La Frontera Mental Health Services to a group of Social Workers and we were fortunate that Mr. Roger Robb and Cheryl Padilla came down to Las Cruces to provide a presentation to our local Domestic Violence Shelter to help train their staff persons with sensitivity trainings.

### **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 Advisory Board Meeting  
Dona Ana County ADA Coordinator  
La Casa Domestic Violence Shelter  
NM Commission for the Blind  
Goodwill Industries  
T or C HUD            White Cane Community event  
Eastern NM University of Roswell            Department of Health  
Las Cruces Chief of Police            COPD Deaf Blind Staff  
La Frontera Mental Health Services  
New Mexico State University  
DVR in Las Cruces and Roswell  
Veteran's Department  
Memorial Medical Center Hospital  
Language Access Advisory Board

### **Success and Next Quarter Goals**

For the next quarter goal, I **hope** to 1) recruit a second staff person to help me to get our services back up to par, 2) get back on the road again to do more outreaching and to increase our clientele as needed to meet our benchmarks, 3) create a task force to see if we can establish an Adult Literacy Center for Las Cruces, Roswell and Hobbs. 4) seek better resources to access mental health counseling by collaborating with the behavioral health providers and 5) continue to work with law enforcement departments.

I am also fortunate to recruit Emily Pieroni who is an Intern with hopes to learn all aspect of interpreting. Her assistance, at no charge to the Commission is greatly appreciated.

# Data & Statistics

*As required by Legislative Performance Measures*

## Fiscal Year 2015

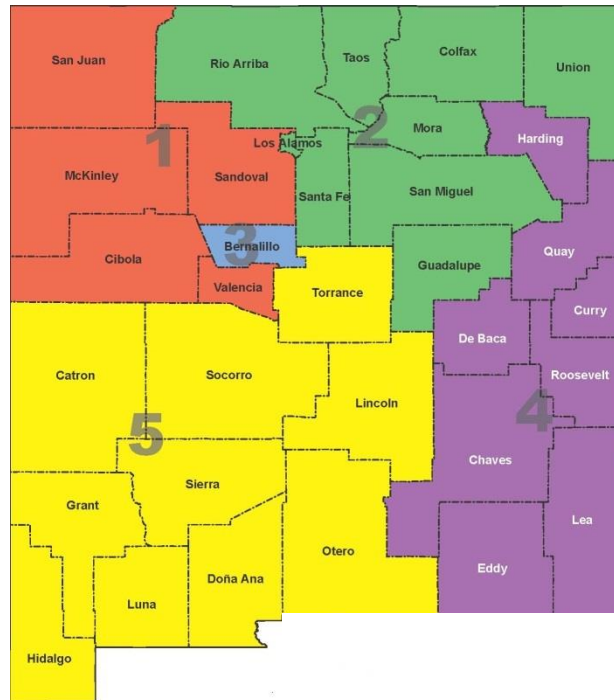
<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training session conducted	100	58	58%
Number of outreach events coordinated	70	25	36%
Average number of relay calls per month	10,000	8921	89%
Number of accessible technology distributions	1,000	391	39%
Staff hours devoted to reducing communication barriers	15,000	9502.5	63%
Number of clients provided assistance to reduce or eliminate communication barriers	800	272	34%
Number of information referrals and outreach contacts	10,000	6,618	66%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	8	53%
Number of interpreters in CDHH sponsored pro. dvlpmnt	200	63	32%

## Fiscal Year 2014

<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	100	121	121%
Number of outreach events coordinated	100	68	68%
Percent of employee files that contain performance appraisals completed and submitted within State Personnel Guidelines	11	11	100%
Average number of relay calls per month	10,000	13,518	135%
Number of sign language interpreting mentors	16	14	88%
Number of accessible technology distributions	1,000	1,349	135%
Staff hours devoted to reducing communication barriers	12,000	18,558	155%
Number of clients provided assistance to reduce or eliminate communication barriers	1,000	751	75%
Number of information referrals and outreach contacts	7,500	15,069	201%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	11	73%



## Clients by Region



	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	FY15 Year to Date
Region 1	21	22			43
Region 2	16	16			32
Region 3	61	44			105
Region 4	14	9			23
Region 5	53	16			69
Total Clients by Quarter	165	107			272

## 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	FY15 Year to Date
Deaf	91	40			131
Hard of Hearing	65	64			129
Deaf-Blind	7	0			7
Speech Disabled	2	3			5

# NMDVR

## CDHH Second Quarter Report

January 15, 2015

Board Meeting TBD

Performance Measures FY15

October 1, 2014 – December 31, 2014

To: Nathan Gomme – 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 **October 1, 2014 - December 31, 2014** (Second Quarter FY15)

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** – NMDVR remains under an Order of Selection; however, 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** – (Second Quarter FY15)

Thirty Nine (**39**) individuals have received sign language interpreter services during the period of October 1 2014 – December 31, 2014. A total of **\$4,999.90** has been authorized and expended for this service through December 31, 2014.

Fifty Five **(55)** individuals have received hearing aids and/or other hearing devices during the period of October 1, 2014 – December 31, 2014. A total of **\$112,136.08** has been authorized and expended for this service through December 31, 2014.

Ten **(10)** individuals who are deaf have been closed successfully rehabilitated (employed) during the period of October 1, 2014 – December 31, 2014

**Twenty Nine (29)** individuals who are hard of hearing have been closed successfully rehabilitated (employed) during the period of October 1, 2014 – December 31, 2014.

### **Employment Information**

Average number of hours worked for individuals who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired is **31.3** hours. Average wage at closure is **\$12.88** during the second quarter of FY15

### **Caseload Activity**

Two Hundred Sixty One **(261)** individuals who are deaf/deaf-blind, have been opened and/or opened and closed during the period of October 1, 2014 – December 31, 2014.

Three Hundred Forty Three **(343)** individuals who are hard of hearing and/or otherwise hearing impaired have been opened and/or opened and closed during the period of October 1, 2014 – December 31, 2014.

Six Hundred Four **(604)** individuals who are deaf/deaf-blind – hard of hearing and or otherwise hearing impaired have been opened and/or opened and closed during the period of October 1, 2014 – December 31, 2014.

### **Ineligible for VR Services**

One **(1)** individual who is deaf/deaf-blind, hard of hearing or otherwise hearing impaired has been determined as ineligible for VR services during the period of July 1, 2013 – June 30, 2014.

### **Transition Services**

Seventy Five **(75)** individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired have been identified as receiving transition services during the period of October 1, 2014 – December 31, 2014.

Respectfully Submitted:

Debbie L. Hambel M.A., CRC

DVR Statewide Deaf- HH Coordinator



## Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD  
 Report By: Cynthia Salazar, Board Administrator  
 Expiration Date: June 30, 2015

Quarter Reported:

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

### Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

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

Regulation and Licensing Department will:

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

### Performance Report

<i>Reporting Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	9	4 Provisional; 4 Community; 1 Educational
Complaints	0	
License denials, suspensions, and revocations	0	

### Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: July 14, 2014  
 Next meeting: January 23, 2015

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)