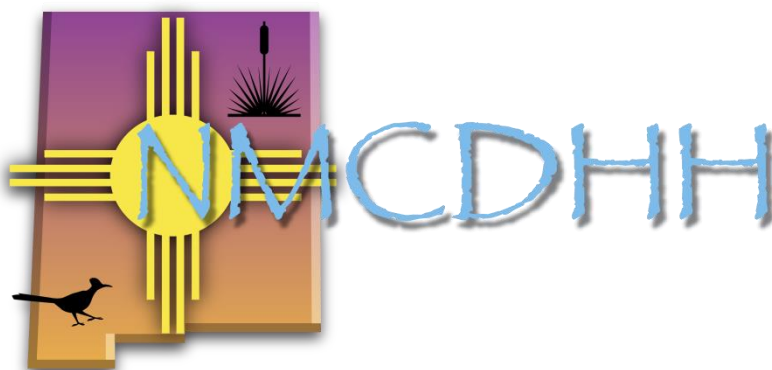


# New Mexico Commission for Deaf & Hard of Hearing



© NMCDDH  
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## Quarterly Report FY15 Quarter 4



# FY15 Quarter 4 Board Report

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**NMCDHH BOARD MEETING**  
**Tuesday, September 15, 2015, 3:00 p.m.**  
**NMCDHH Conference Room**  
**505 Marquette Ave. NW, Suite 1550**  
**Albuquerque, NM 87102**

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**DRAFT AGENDA**

Posted: August 5, 2015

- I. Call to Order and Roll Call
- II. Approval of agenda
- III. Approval of Minutes of June 17, 2015
- IV. Reports
  - a. Executive Director Report
  - b. Department Reports
- V. Action Items
  - a. Discussion and Voting on Meetings for Strategic Planning
- VI. New Business
- 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  
Ms. Rosemary Gallegos – Superintendent of the New Mexico School for the Deaf  
Mr. John Fullinwider – Division of Vocational Rehabilitation  
Mr. Luis Quiñonez – Parent of Deaf/Hard of Hearing Child  
Mr. Johnny Robertson – President of NM Association of the Deaf  
Vacant – 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  
Wednesday, June 17, 2015**

*NMCDHH Conference Room  
505 Marquette Ave. NW, Suite 1550  
Albuquerque, NM 87102  
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**

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

Present:            Mark Apodaca, Chair                            Ronald Stern  
                          John Fullinwider                                         Johnny Robertson

Chair Apodaca said that Commissioner Austin Welborn would be in attendance, but was arriving late. Luis Quiñonez would not be attending the board meeting, but they had met quorum and would proceed. John Fullinwider would be representing DVR at this meeting.

Ten staff members from NMCDHH were present: Executive Director Nathan Gomme, Sam Martinez, Jason Siergey, Corina Gutierrez, Deborah Romero, Cheryl Padilla, Lori Neubauer, Lisa Dignan, Roger Robb, and Rich Bailey. Four interpreters were present: Rebecca DeSantis, Andrea Ginn, Mary Collard, and Trena Franck. Eight members of the community were in the audience.

This was Commissioner Ron Stern’s last meeting after serving on the board for 15 years as Superintendent of the New Mexico School for the Deaf (NMSD), and would be retiring as of June 30<sup>th</sup>. Dr. Stern mentioned that in the 15 years he has served on the board, the NMCDHH has never been in a better place than it is currently. He wanted to say congratulations to Executive Director Nathan Gomme and staff; he was impressed with how the Commission has evolved over time and it was a good time for him to leave since NMCDHH is doing well and in great shape.

**II. APPROVAL OF AGENDA**

Chair Apodaca asked for a motion to approve the agenda.

**15.10**

Commissioner Stern made a motion to approve the agenda.

Commissioner Johnny Robertson seconded.

Motion passed unanimously.

**III. APPROVAL OF MARCH 26, 2015 MINUTES**

Chair Apodaca asked for a correction of a typo in the minutes on page 7 in the third paragraph. The word "budget" was missing the "t".

**15.11**

Commissioner Robertson made a motion to approve the minutes with correction.

Commissioner Stern seconded.

Motion passed unanimously.

**IV. REPORTS**

***a. Executive Director's Report***

Executive Director Gomme stated that in his Executive Summary of the Board Report he had mentioned restructuring and had included a chart of that restructure. The reason for moving forward with the restructure was that NMCDHH did get approval for a full-time employee; an interpreter position which did have to go through the classification process, which is not yet fully completed. Director Gomme reminded the Board that prior to Executive Director B. J. Wood, the agency had several departments. The structure did not make sense: too many supervisors and not enough employees. Ms. Wood's thought process was on the right track to consolidate and focus more on the community. Director Gomme wanted to continue that focus on the community and what NMCDHH has now is a director of Community Engagement who is Lisa Dignan. Ms. Dignan, other than her work with the interpreting community, is also the one posting information on our Facebook page, providing information on the community at large. It made more sense to align that with one of Lisa's duties.

The work within the community, our advocacy and the telecommunications equipment distribution (TED) program are together under Community Advocacy, which is Corina Gutierrez's department.

For example, General Mills did hire a deaf person and they were not aware of the technology that they could take advantage of to work with deaf or hard of hearing people. Sam Martinez, Outreach and Telecommunications Coordinator, worked with them to influence a change in their system, and educate them that interpreters are only one solution. So the Telecommunications department fits well under Ms. Gutierrez's department. Also, Director Gomme did not want to see a separation among deaf, hard of hearing and deaf-blind, because NMCDHH serves the community as a whole, and that's why the name is changed to Community Advocacy. This is working well. In the past, if Ms. Gutierrez or Cheryl Padilla went to a hospital and explained that they needed to provide access, and then put in a request for Roger

to provide the educational piece. Now they can just go together and provide training and advocacy at the same time.

Executive Director Gomme stated that restructuring has been a challenge, but he can already see it is working better. RFP processes are working more smoothly now. Richard Bailey is NMCDHH's Procurement Manager and will be facilitating our RFPs from now on. Mr. Bailey did the first RFP beautifully and, although it is not quite complete, it was a very smooth process.

Executive Director Gomme explained that the Las Cruces office was now under Ms. Gutierrez and she plans to spend more time there to build a better relationship between the Albuquerque Office and the satellite office in Las Cruces. Already there have been several issues resolved. NMCDHH is also in the process of moving a full-time position to Las Cruces.

There currently is a posting for a Community Advocacy Specialist, formerly called a Service Coordinator. Interviews for that position have already been taking place and he was hoping to have the Community Advocacy department fully staffed by July.

Commissioner Robertson asked if the person in the Las Cruces office will be able to work in places like Southeastern New Mexico. Executive Director Gomme responded that the staff of the Las Cruces office are very much committed to serving all of Southern New Mexico. Mr. Robertson asked about the numbers in those regions and Mr. Gomme explained that we did have the numbers documented in the Las Cruces report. The numbers weren't high enough because there was only one staff person for a while, but currently John Johnson is there in a temporary position and NMCDHH will be able to expand services again. The plan is to transition that temporary position into a permanent position so NMCDHH can have more consistent services to meet the needs of Southern New Mexico.

There was also a question regarding El Paso residents who show up at the Las Cruces office. Corina Gutierrez explained that they could provide information, but they cannot serve them as clients because they are Texas residents.

Executive Director Gomme announced that we have been doing some vlogs and will be doing more. It is a good opportunity for each of the staff to take a turn in introducing themselves to the public, starting with the Community Advocacy department. Roger Robb has been working on that project and is reviewing and editing the vlogs and they will provide more explanation of the NMCDHH departments to the community.

At 3:19 p.m. Commissioner Austin Welborn arrived and apologized for his tardiness.

Chair Apodaca asked to hear about Deborah Romero's department. Executive Director Gomme explained that Deborah Romero was now CFO and the Director of Administrative Services. She supervises Lori Neubauer and Joyce Croker. There is a third position that has yet to be filled, however Mr. Gomme explained he wanted to focus on direct services first. Eventually another person would be added to Ms. Romero's department.

With all the changes to NMCDHH, Executive Director Gomme had Lisa Dignan working on an Employee Handbook for policies and procedures. The handbook sets up the rules for the agency, but it will be an evolving document. It will have to change to meet state policies as they change. It outlines how to use state cars, disciplinary procedures, etc. Chair Apodaca asked if it is necessary to provide a copy to the State Personnel Office (SPO). Ms. Dignan replied that they do require a copy and that had been done. Executive Director Gomme added that the handbook is aligned with SPO policies and procedures, but



due to the unique nature of NMCDHH, it was best to reflect rules within our own handbook. Formerly the Commission did not follow rules and procedures well, however now there are clear boundaries.

As mentioned before, Richard Bailey is our Procurement Manager. The Commission needed an unbiased person to work on RFP processes, so that issue has been resolved. Mr. Gomme added that this will improve our work in the community and meet the needs of the constituents much better.

Budget issues are still a concern with the Commission and Executive Director Gomme will meet with DVR and Tax and Revenue on those issues. DVR is open to discussing changes in the budget transfers, and they would like to have a meeting and the Legislative Finance Committee is open to that as well. Commissioner Robertson asked with budgeting issues, how are we meeting the needs of the Community now? Executive Director Gomme replied that it was our wonderful CFO, Deborah Romero, who has asked for cuts in contracts and transfers to agencies. The Commission staff can do presentations through teleconferencing using equipment like the television in the conference room, and can interact with people in a way that is more conducive to the staff's schedule. Having a staff interpreter will also be good instead of relying on contractors.

There was some discussion as to whether NMCDHH had a contract with NMSD for transition services. It was made clear that, other than a lease for office space for Joyce Croker, there were no financial ties to NMSD. Chair Apodaca, who is the Financial Director for NMSD confirmed there was no transfer of funds from NMCDHH to NMSD for transition serves or otherwise.

Commissioner Stern asked if there was a strategic plan in place for NMCDHH. Mr. Gomme said there was no plan in place currently, since the focus has been on fixing the areas of need, especially financial stability. He also mentioned that one of the good things about the move to the current building; we don't have to rent a space for board meetings. However the meetings with Tax & Revenue and DVR must take place before developing a strategic plan.

Chair Apodaca questioned how expenses are being covered, and CFO Deborah Romero explained that we get an average of \$2.5 million from the TRS and \$299,000 from the general fund. NMCDHH also had savings on contracts and vacancy savings. Ms. Romero added that since it is never known exactly what NMCDHH will get monthly from TRS, strong internal controls and watching the budget very closely are important to keep the agency running.

Executive Director Gomme clarified that the TRS funds come from a surcharge on traditional land lines and cell phone providers, also. However, there is an issue collecting anything from pay-by-the-minute phones, and IP address (VoIP) phones don't collect revenue. With new technology, the rules don't apply. An audit might help determine if all the TRS funds are being collected.

Commissioner Stern recommended a retreat for the commissioners to share information with the new commissioners once there is a full board again. Chair Apodaca and Executive Director Gomme were in agreement with that idea.

## ***b. Department Reports***

### ***i. Community Advocacy***

Corina Gutierrez, Director of Community Advocacy, began by talking about Roger Robb's work with the Social Security Offices. He has been to Farmington, Hobbs, Las Cruces and Rio Rancho and has a few left to do, however his presentations have been very successful. The Albuquerque Social Security Office is using VRI, and when other agencies learn of this option, they are very excited since it is difficult in rural areas to find an on-site interpreter.

Chair Apodaca asked what other groups Mr. Robb would be working with. Ms. Gutierrez responded that they had talked about doing presentations for Human Services, ISD, and hospitals. Chair Apodaca wondered if they would be doing trainings with Work Force Solutions. Executive Director Gomme explained that Work Force Solutions is part of the transition group that Richard Bailey from our office is involved in. Mr. Bailey has worked with them and is in talks about developing training on Deaf and Hard of Hearing people.

Ms. Gutierrez said that Mr. Robb is presenting trainings on deaf sensitivity, communication access, providing interpreters and other deaf-related topics. She also informed the board that Rich Bailey is now in Ms. Dignan's department and when the vacant position is filled for a Community Advocacy Specialist, they will be able to provide more services to more clients. Executive Director Gomme added that NMCDHH wants to work more with the Hard-of-Hearing community and Sam Martinez has been handling a good number of clients who have issues that are more related to Hard of Hearing access.

**ii. Community Engagement**

Lisa Dignan, Director of Community Engagement, said that Sam Martinez quietly reminded her that the Board Reports the Commissioners were looking at were from the third quarter of the year and the Commission's old titles and departments were on that. She added that reporting on the quarter that ended nearly three months ago was like giving you old news; much has happened since those reports were written.

Ms. Dignan reported that the New Mexico Mentoring Program continues to run well. There was a small group in the session that was recently completed, and it looks like a larger session will get started in August. Exciting things happened with Interpreter Professional Development including having Trudy Suggs in Albuquerque as part of a Street Leverage event which was well attended. It was great to see a number of Interpreters and members of the Deaf community turn out for that event. Ms. Gutierrez is doing great work with the Language Access Advisory Committee and Ms. Dignan now serves in a different capacity as the chair of one of the subcommittees.

Ms. Dignan is also serving as Vice-Chair of the Council for Purchasing from Persons with Disabilities; the council that runs the State Use Act, which encourages state agencies to contract with individuals with disabilities when they are seeking services. Chair Apodaca asked if this was the program headed by Larry Maxwell. Ms. Dignan replied that, yes, Mr. Maxwell is Chair, she is Vice-Chair and Mr. Greg Trapp from the Commission for the Blind is secretary of that body.

Ms. Dignan also announced that she is on the Rules Committee for the Signed Language Interpreting Practices Board and they are revising the rules. Dr. Barbara Shaffer is one of her co-members on that committee, as well as Commissioner Robertson, and they are making great progress at making sure the rules are cleaned up and as effective as possible.

In Human Resources, Ms. Dignan reiterated that John Johnson is a temporary employee in the Las Cruces office, but they are in the process of moving a vacant position from the Albuquerque office down to Las Cruces, and once that position gets moved, the position will be posted. It will be a competitive process through the State system, because it is a full-time permanent position with the State.

Ms. Dignan added that they are working hard for the classification for signed language interpreters and that has taken a great deal of her time, but she was happy to say it is coming along well and that she would be in Santa Fe Friday morning and the State Personnel Board will hopefully give their final

approval on that classification. She clarified that this classification was not just for NMCDHH, but for any State agency that wishes to hire a full time staff signed language interpreter.

Ms. Dignan added that they were working hard to reclassify NMCDHH employees so they are classified properly and receiving competitive pay compensation. The SHARE system used for finance and human capital management is complicated, but she is continuing to learn.

Lastly, Ms. Dignan mentioned some exciting changes to the library, but would hold that for the next board meeting. Lori Neubauer is doing a great job running the library.

Commissioner Johnny Robertson said that many people in the Deaf Community have approached him about VRI versus on-site interpreting. Many hospitals use this type of technology and tell their Deaf patients they have to use it. He asked how they can file a grievance. Ms. Dignan responded that people with that concern would be referred to Community Advocacy, Corina Gutierrez's department. Also, as several of the commissioners are aware, NMRID, NMCDHH, and NMAD have been working together on developing a position paper that will be published by NMRID. The NMRID board is waiting for the full NMRID membership to vote on the paper before it is released. It would be helpful for anyone who hears a complaint, to send them to NMCDHH. Ms. Gutierrez clarified that the person who experienced that situation should be the one to contact her department, because privacy is an issue, but do encourage the individuals who have had a negative experience with VRI to contact the Commission. Executive Director Gomme added that if these individuals are not encouraged to approach us with the issue, we lose that data. Without having the details and data about the situation, we cannot approach this situation. The numbers of people that are affected are not counted as statistics if someone speaks on the behalf of others, and the details of their experiences. Dr. Stern added that people need to be self-advocates. Mr. Gomme and Ms. Gutierrez definitely want to provide trainings on self-advocacy and more vlogs to clarify misconceptions about what our agency does and what other agencies, like COPD, do.

### **iii. Administrative Services**

Deborah Romero, Director of Administrative Services and CFO, said the report on page 15 was old information from the third quarter and earlier in the meeting there was already discussion on numbers closer to the end of the fiscal year which would be nine working days away. Ms. Romero said that we started FY15 with a fund balance of \$1.3 million, of which \$200,000 will be used in FY15. TRS revenue that NMCDHH has received so far is \$2.5 million and that is the transfer from Tax & Revenue which the Commission receives on a monthly basis. Ms. Romero reminded the Board that she can only project what the Commission will get in TRS funds, because the exact amount is not known until after it is received. An example she gave was that in the middle of July she will get a report giving her the true amounts that came in for June. Also the Commission has \$299,000 from the General Fund. The total for FY15 projection was about \$3 million, with the total obligations about \$2.8 million, and therefore there were sufficient funds to cover the fiscal year. Ms. Romero said that at this time she has an unused budget of \$912,000, and added that she hoped this cleared up any questions or confusion from the previous conversation on the budget.

Commissioner Stern asked about the revenue, because it had declined in January and then increased in February. Ms. Romero said she had asked the same question to the person she works with at Tax & Revenue. A really low amount came in January of \$110,000, but then in February, we saw an increase of \$312,000, so it is offset. The average is about \$200,000 a month.

### **iv. Telecommunications**

Sam Martinez, Outreach and Telecommunications Coordinator, explained that with the changes mentioned about the organization, he still worked with the TED program, iPads and Relay Contracts. The numbers for iPads are slightly increased with the last quarter because of the outreach that was done in

Northern New Mexico. NMCDHH Outreach was at the Roundhouse for Senior Day and Native American Day, as well as several wellness fairs throughout Albuquerque, Sandia Pueblo, and Sandoval County. This was good exposure for the TED Program and the iPad Program, and they hope to eventually cover the whole state.

Mr. Martinez said the Telecommunications Relay Service has had steady usage. It seems that CapTel phone calls are increasing and the traditional relay services are decreasing, but an average of 9,000 calls per month are coming in from Hamilton's reports. Executive Director Gomme added that captioned telephones are on the increase and the TTY is becoming more antiquated. People want to talk to their family using their own voice and want point-to-point communication with other people instead of having to go through a Communication Assistant because it is more personal. Technology needs are shifting.

Mr. Gomme went on to say that once TTY's were the new thing, but now we have Smart Phones, and people can text or place calls and iPhones have iPhone ready hearing aids that are already compatible. We need to stay ahead of the trends. The iPad Program is wonderful, but trends shift. The new fancy technology is the watches. Mr. Gomme stated he had been in talks with Apple about the watches, but he needs to see actual real-life application of the product. So he has been in talks with the company about what's new and what these technologies can look like, and Mr. Martinez and Ms. Gutierrez are talking about appropriate application of these new technologies as well as things that target the different levels of hearing loss. Someone with high-frequency hearing loss or low frequency hearing loss would want something that is addressed to their specific needs. The iPhone, for example, can connect with Starkey Hearing Aids and about 25 different hearing aid manufacturers. There are about 300 different apps for hearing loss, and over 100,000 different apps that can be used by the disability community. The app from Starkey allows people to modify their hearing aid in the middle of the room to match their environment. So what the Commission will need to address in the future is how to educate the community on the technology that is available.

### ***c. Employee Handbook***

Lisa Dignan was happy to announce that the employee handbook is finished and distributed. The Commission had a great staff meeting in which it took almost all day to go through it. During that meeting some issues were found with it so the first revision came out a week after it was released, and the second revision came out less than a month after that. This will be an evolving document that we will continue to work on, improve, and keep current. Ms. Dignan explained that is why the commissioners were given a previous version and then an updated version, because the changes happened that quickly.

Chair Apodaca suggested that the commissioners review this on their own time and if they come up with questions they can be asked at the next meeting.

Mr. Apodaca wanted to congratulate Mr. Gomme on a wonderful work done in his first fiscal year as director. He also congratulated the Commission staff for a wonderful job through all the changes. Mr. Apodaca also said that he was hoping to see more changes and see everything continuously improving for the community.

## **V. ADJOURNMENT**

Before adjourning, Executive Director Gomme wanted to thank Dr. Stern for his service to the New Mexico community at large and for his service on the board.

Chairman Mark Apodaca announced meeting was adjourned at 4:30 p.m.



# Executive Summary

*G. Nathan Gomme, Executive Director*

The fourth quarter brings an end to Fiscal Year 15 and with it a changed agency with improved structuring to bring more services to the Deaf, Deaf-Blind, Hard of Hearing, and Speech Disabled constituents as well as their families in the state of New Mexico. In the following reports from each department there is a trend. This trend is how the work towards securing the necessary positions to adequately serve the state of New Mexico is beginning to have an impact. This trend is not limited to any one department. Every department is working to improve the lives across the board of the constituents in our state and that will mean some new proposals and continuing to improve some renewed relationships that have been developed. Some highlights of the quarter:

- Lisa Dignan has done an outstanding job with the improving Las Cruces and Southern New Mexico services and has worked with Sandra Williams and Corina Gutierrez to do this. We have gone from having just one person in Las Cruces to two staff positions and a contractor. One of the two positions is temporary, but we have moved an FTE position to make that permanent. Once the job in Las Cruces is posted I suspect it will be filled quickly. This, as you will later see in the Las Cruces report, has already had an impact. In the Albuquerque office the interpreter position has been approved and we will soon have the position filled. The Community Advocacy Position has been filled by Mr. Luke Adams who is quickly learning the ropes. The FTE position for the interpreter will have been posted by the time this report has been submitted to the board. As I have mentioned, this is a success for the agency with vacancy positions being filled and I look forward to the impact from the change.
- Another change that I am looking forward to is the move from restructuring the agency to adding programs. We are working to resolve the budget issues that have been brought up in the past reports which include the issues with the declining TRS revenue and the agency financial transfer. Deborah Romero and I met with the Department of Finance and Administration this quarter and addressed the declining TRS revenue in depth and also discussed requesting additional funding to explore new initiatives including, but not limited to, mental health issues and veteran issues. We have also worked out a plan to address the transfers from the NMCDHH to DVR. In our FY17 highlights submitted to DFA we requested the end of the DVR transfer and additional general funds to add program initiatives.
- The RFP for the Telecommunications Equipment Distribution Program has been awarded thanks to Richard Bailey's work. Sam Martinez is already working to develop the roll out of the new equipment and distribution of the new application which will be a combination of the two applications. The application will be new and improved. We have been fine tuning the program with the awarded vendor

which include the plans for the outreach provided. Another component to the TED Program is the survey component. Mr. Bailey will remain on board to fine tune with the vendor and ensure the survey meets the vision of the NMCDHH.

- As I mentioned in the last board meeting I was able to attend the recent Hearing Loss Association of America Convention. At the Convention a few topics were of high importance. Those topics include the continued work of looping public accommodations and agencies, the need to work with veterans, and the need for continued education on Telecoils and Bluetooth in devices such as hearing aids and alternatives. These topics are not new and the NMCDHH is working with the New Mexico HLAA to resolve some of these topics. We are doing this by exploring new initiatives, developing new proposals for legislation, and inviting Juliette Sterkens to provide presentations for professionals and consumers.

In somewhat of a departure from previous board meetings, in this meeting I would like to explore current work being done by the agency staff. Normally we review the past quarter and ask questions about what has occurred and rarely are we able to get into the current status of matters without stepping into the next quarter's report. For this board meeting I would like to ask that the directors be able to answer some questions regarding the current report, but be able to go into the current quarter to give more current information to the board. My hope is that this will allow the board and the community to have a better understanding of what is currently occurring at the Commission.

Thank You,

G. Nathan Gomme

# Administration & Finance

Deborah Romero, Director of Administrative Services

FY15 Fourth Quarter Board Report						
DESCRIPTION	CATEGORY	ORIGINAL BUDGET	EXPENDED	ENCUMBRANCES	TOTAL OBLIGATIONS	Percent Spent
Personal Services & Employee Benefits	200	1,038,800	814,300	0	224,500	78.39%
Contractual Services	300	1,848,900	1,102,032	162,592	584,276	59.60%
Other Operating Costs	400	390,700	308,172	104,061	46,565	78.88%
Other Financing Uses	500	491,000	491,000	0	0	100.00%
<b>TOTAL</b>		<b>3,769,400</b>	<b>2,715,504</b>	<b>266,654</b>	<b>855,341</b>	<b>72.04%</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	\$110,833	January	2015	\$24,931	
February	2015	\$312,661	February	2015	\$24,931	
March	2015	\$205,831	March	2015	\$24,931	
April	2015	\$190,900	April	2015	\$24,931	
May	2015	\$201,364	May	2015	\$24,931	
June	2015	\$192,729	June	2015	\$24,931	
		\$2,494,668			\$299,172	



## Social Media

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

- Facebook: 618 people have 'liked' our page
- Email announcement system (MailChimp): 172 subscribers
- Twitter: 288 followers

# Community Engagement

*Lisa Dignan, M.Ed., CI and CT, Director of Community Engagement*

## **Director of Community Engagement Highlights**

- The Spring 2015 session of New Mexico mentoring concluded with only two of the four mentees completing the session successfully. Adjustments are being made to increase successful completion rates.
- The Fall 2015 session application process is complete and five mentor-mentee pairs were selected, plus an additional deaf mentor for that perspective. All participants are from Albuquerque and Santa Fe. The *ASL to English: Self-Assessment Skills* curriculum will be revised during this session.
- The Professional Development Collaborative (NMRID, NMSD, and NMCDHH) worked together to sponsor a successful workshop in Santa Fe by Betty Colonomos.
- Compass Mentoring provided three additional interpreting workshops through their contract with NMCDHH.
- The Literacy Challenges Work Group is finalizing a proposed Supreme Court rule change and a new rule to allow court staff to scribe court documents for individuals who are unable to do so.
- The Council on Purchasing from Persons with Disabilities and policy and procedures subcommittee are doing substantial work to improve processes and increase compliance with the State Use Act.
- Contracts are in place for FY16 with several interpreters to assure we can meet all communication access needs of our staff effectively and efficiently.
- The Rules Committee for the Signed Language Interpreting Practices Board completed our recommendations for the Board to consider. Recommendations improve streamlining the licensing process for new ITP graduates to reduce the time from graduation to holding their provisional licenses.

## **Community Engagement Specialist Highlights**

- The Community Engagement Specialist, Richard Bailey, completed the RFP process to award a contract for the Telecommunications Equipment Distribution Program vendor. It was an arduous and time-consuming process, but it was successfully completed within the timeline established without any unnecessary complications.
- Mr. Bailey has also been working with Amy Biehl High School, Big Brothers Big Sisters, the Southwest Conference on Disability, Dr. Jill Morford from UNM, and Senator Padilla's Job Fair.

## **Interpreting Services and Apprentice Program Highlights**

- NMCDHH provided 237 hours of interpreting services in the fourth quarter.
- Due to the success of block scheduling, only 43 hours required use of services through referral agencies.
- Only one interpreting request was unable to be filled.
- The apprentice program continues to improve and evolve. The one apprentice served during the quarter, Rachelle Clifford, had 55 hours of observation, interpreting, or professional development work in the quarter.

## Human Resources

Fourth quarter HR activities included:

- After a tremendous amount of work and education of individuals within the State Personnel Office over the course of several years, the new Signed Language Interpreter classification was approved by the State Personnel Board. The position has been created and is awaiting approval from the Governor's office so it can be posted and filled.
- The vacant Community Advocacy Specialist position in Albuquerque was posted, finalists interviewed, and Luke Adams hired for the position with a start date of July 6, 2015. Mr. Adams moved from Colorado to accept the position.
- The other vacant Community Advocacy Specialist position was moved to the Las Cruces office. It will soon be posted and filled.
- Two reclassifications of current employees were approved and implemented, and one more was submitted.
- I continue to receive training and support from the State Personnel Office to perform Human Resources duties effectively.
- The Employee Handbook has been updated twice since it was originally distributed.

## NMCDHH Library

- More additions were made to the library collection this quarter.
- The new electronic database system was implemented and announced to the community. Excerpts from the announcement are included below, and so far twelve people have registered for access to the database.
- The new online library can be accessed at <https://NMCDHH.librarika.com>, where people can view all of our library materials.

*To join, email your name, address, and phone number to: [nmcdhh.info@state.nm.us](mailto:nmcdhh.info@state.nm.us) or [lori.neubauer@state.nm.us](mailto:lori.neubauer@state.nm.us). You will get an email sent back from Librarika to set up your password. Once you are able to log in, you can view our entire catalog, search for a particular item, view new items and reserve an item to be picked up later. Items can be picked up at the Commission's Albuquerque office. If you reside outside of Albuquerque, you can ask to have the media you want mailed to you, you will only have to pay postage to return the items to us. You can check out up to three items for four weeks. Come visit us online or in person!*

Library Usage - FY 2015					
	Q1	Q2	Q3	Q4	Total
Patrons	13	10	9	7	39
Items Loaned	33	22	15	14	84

# Community Advocacy

*Corina Gutierrez, Director of Community Advocacy*

## Individual/System Advocacy & Public Policy

The Department of Community Advocacy continues to impact and empower clients in our community with communication access. Examples include:

- Organization Change:  
We are excited about the NMCDHH newest structural change and department reorganization. We anticipate many success's with these newest changes. Currently there remains a community advocacy specialist position, our intention is to fill this as soon as possible.
  
- Community Education:  
The Community Education Specialist has done 30 presentations/trainings during this quarter. Here is the summary of the presentations/trainings that have been provided.
  - Fingerspelling for the Fingerspelling classes at UNM – Two times
  - One introduction to ASL for Students at UNM summer program
  - Deaf Sensitivity for Walmart Administrators and Senior level management – Several times
  - Introduction to ASL for students at UNM – Eleven times
  - Deaf Sensitivity at Social Security Administration offices in Roswell and Albuquerque
  - Deaf Self-Advocacy Trainings for Albuquerque Sign Language Academy and Amy Biehl High School – Three times
  - Deaf Sensitivity at 911 Training conference in Albuquerque
  - 911 TTY/VP at 911 Training conference in Albuquerque
  - Deaf Sensitivity at El Refugio Domestic Violence Shelter in Silver City
  - ADA Toolkit at El Refugio Domestic Violence Shelter in Silver City
  - Legal Snapshot at Council of Language Access Conference in Santa Fe
  - NMCDHH Overview for DVR counselors at Commission for the Blind

The Community Education Specialist has been hard at work improving the amount of presentations/trainings provided and this hard work shows. We are looking to increase the presentations even more to educate the community on how to work with Deaf, Deaf Blind, and Hard of Hearing individuals.

The Community Education Specialist has worked on Vlogs and shared the information with the community on the new changes coming. Also he has been working on capturing the Department of Community Advocacy staff with video along with having the staff answer random questions. With the upcoming addition to our

team we are holding the Department of Community Advocacy Vlog till we are fully staffed. The Specialist is in the process of starting work on the systematic advocacy.

■ Communication Access:

The Department remains steadfast in our efforts to develop and maintain excellent communication access for the deaf and hard of hearing community members of New Mexico. Examples include, providing accurate resources and explanations to all clients, different agencies and to consumers in need of information.

**Deaf-Blind Program**

The Community Outreach Program for the Deaf-NM Deaf-Blind or Deaf-Plus has maintained its strength and has served 59 clients in total to date. We are thankful that COPD continues to provide trainings which included the Support Service Providers during this quarter.

# Outreach & Telecommunications

*Sam V. Martinez III, Outreach & Telecommunications Coordinator*

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

In the fourth quarter of FY15, the Telecommunications Equipment Distribution Program saw an increase in applicants. 75 clients were served and 222 pieces of equipment were distributed.

The Telecommunications Equipment Distribution Program (TED) RFP was finalized. The awarded contractor for the TED program is Teltex, Inc. Teltex will work with NMCDHH on developing new strategies and ideas for the community which includes a new survey to determine how well services are reaching the rural areas. Teltex will be adding more specialized equipment at our behest, which come with an increased selection of amplified telephones, additional Bluetooth capable telephones and alerting systems. Teltex will also assist more in Outreach to make sure the community has the necessary understanding to utilize the equipment to its full extent.

## **iPad® Program**

The iPad® Program continues to average 3-5 applications a week. As of this quarter there were 23 iPad's distributed. There were 9 Deaf, 5 Hard of Hearing, 3 Deaf Blind and 6 Speech Disabled iPad clients. The new contract will add hands-on training and navigation on the iPad to assist clients in using the iPad to its full potential and help reduce communication barriers. We will introduce signaling devices as added accessories on the iPad application to help alert the iPad users of incoming VP calls and text messages. This will improve access to the iPad which in turn improves the viability of the iPad.

## **Telecommunications Relay Service (TRS)**

The Commission for the Deaf & Hard of Hearing has noticed fluctuation in the Traditional Relay Services and Caption Telephone Service numbers that more or less look like a decline from previous years. We are currently looking into the cause for the fluctuation. The Performance Measure for Fiscal Year 2015 is an average of 10,000 calls per month of all Telecommunications Relay Services. The average number of relay calls per month for FY15 Q4 is 8,160.

<b>Month</b>	<b>Traditional Relay</b>	<b>Caption calls</b>	<b>Total</b>
April	3974	4060	8034
May	4458	4180	8645
June	4020	3781	7801
<b>4th Quarter Total Relay Calls</b>			<b>24480</b>

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

Relay NM continues its outreach for Telecommunications Relay Services and Caption Telephone services throughout New Mexico. Areas in New Mexico served in New Mexico included senior centers at Barelas in Albuquerque, Campos in Santa Rosa and Del Rio in Belen. Other areas reached were the Office of Diversity and Human Rights, the ALS Association and the Jewish Community Center in Albuquerque. RNM hosted a Town Hall event at the Jewish Community Center to showcase services from NMCDHH TED program, Hearing Loss Association of Albuquerque, Albuquerque Speech and Hearing center and RNM.

### **Outreach**

The Albuquerque office attended 8 events providing booths for each, with 495 combined booth visitors this Quarter. Booths were conducted at the International District Health Fair located in the International District neighborhood of Albuquerque located on Central Ave near Wyoming. Two wellness fairs in Northeast New Mexico reaching attendees in Clayton and Raton NM. As well as in Sandoval County, Sandia Pueblo and the ARC Summit on Equality. The department continues to look for more outreach events to increase education on the resources that the NMCDHH offers.

# Las Cruces Satellite Office

*Sandra Williams, Las Cruces Field Office Coordinator*

In reporting for this quarter (4<sup>th</sup>), we are pleased to have Mr. John Johnson on board with us. Our numbers of services have escalated through the roof, and our doors are now wide open to new consumers who greatly appreciate our services. Not only did he come to our agency with a great wealth of experience and expertise on addressing hearing loss and coping skills, but is a motivational speaker, knowledgeable on labor laws and has great computer/software skills.

For this current quarter, compared to the past year, we saw an increased number of clients served, and a more vigorous distribution of iPad/TED applications. Additionally, Mr. Johnson has assisted with community collaboration to help make our agency more visible and to ensure quality services on advocacy and service coordination for our consumers.

## **Individual, System Advocacies and Service Coordination**

Advocacy and Service Coordination was provided on a daily basis to consumers with hearing loss, their family members and colleagues. With Mr. Johnson's help on board, our clientele for this office has increased tremendously for this quarter, we served a total of 79 consumers for this, **plus** many that come in as walk-ins or as inquirers. I am grateful for his assistance.

For this particular quarter, system advocacy services were incorporated with 1) three cases with DVR and 2) two cases with CYFD.

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

For this quarter, we have passed on over 3,884 instances of I&R to those who inquired by phone calls, emails and in person. I am happy to say this is a huge conglomeration of instances compared to the past quarters.

We were able to participate in 3 booths/exhibits this quarter. 1) The Veteran's fair at the Convention Center, 2) Luna County Informational Fair and 3) the Department of Health fair. Because of our participation with these events, we drew several who are interested in our programs. Also, we spoke briefly with the Son Rise Lion's Club that fundraised for the Las Cruces annual Deaf/HH Camp for underprivileged children and to the Ben Archer Health Clinic social workers.

No presentations/trainings were provided for by the Las Cruces office and are the responsibility of Roger Robb.

## **Community Collaboration**

For this quarter, (and past quarters) the following list indicates the agencies we have been collaborating with to strengthen our Deaf/HH communities in southern New Mexico. Some we collaborate with on an on-going basis.

- 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
- NMSU- Alamogordo
- Language Access Advisory Board
- NMSU- Las Cruces
- HLA
- LCEP
- Dona Ana Interagency Center
- ADA Celebration Committee
- OEM
- City and County ADA Coordinators

### **Successes and Next Fiscal Year Goals**

We have been successful with increased community collaborations and with the places we've outreached by mail, emails and in person. There are "new faces" in the community; those recently hired in state and community agencies. Many lacked the knowledge of their obligations of hiring licensed interpreters and to obtaining appropriate resources from us. With these collaborations we have created opportunities and support for our Deaf, Hard of Hearing and Deaf-Blind clients in their community. We educate and activate all sectors, from government to business, from not-for-profit to voluntary groups, which also improves the visibility of the Deaf, Hard of Hearing, and Deaf Blind clients and in turn the NMCDHH.

We were able to assist a family (who could not travel to Santa Fe) to observe their daughter graduate from New Mexico School for the Deaf via live stream. With tears on their faces, the family was very grateful for this opportunity.

As mentioned, we are grateful to recruit Mr. Johnson's help and able to achieve great outcomes this quarter. He is able to assist those who reside out of town in the surrounding areas. As evidenced, we have received many words of appreciation from our consumers.

Thanks to Ms. Lisa Dignan, we are able to recruit a temporary contractor, Emily Pieroni to assist us with our interpreting needs. She will begin on July 1<sup>st</sup> 2015.

### **Goals for Fiscal Year 16**

John and I have identified new goals listed below:

- Collaborate with other community providers to **create a task force** to see if we can establish an Adult Literacy Center for Deaf adults in Las Cruces, Roswell and Hobbs. I met up with Mr. Andrew Sanchez from NMSU, as we are looking into grants and are

currently collaborating with 5 other community service providers to see if we can write one up. At this writing, he has found a few possible grants to look into.

- Establish a working relationship with hospital case managers to refer clients with hearing loss.
- Coordinate and arrange an opportunity for Mr. Robb to present to the EMS Regional conferences so we can provide sensitivity training EMS personals.
- Collaborate together with our local 911 staff as they are working on citizens sign up for Smart911 and they are installing a new phone system that is capable of receiving and handling Text-to-911 calls. From what I understood is that Dona Ana would be the first and only county to have Text-to-911 capabilities by the spring of 2016.



# Data & Statistics

As required by Legislative Performance Measures

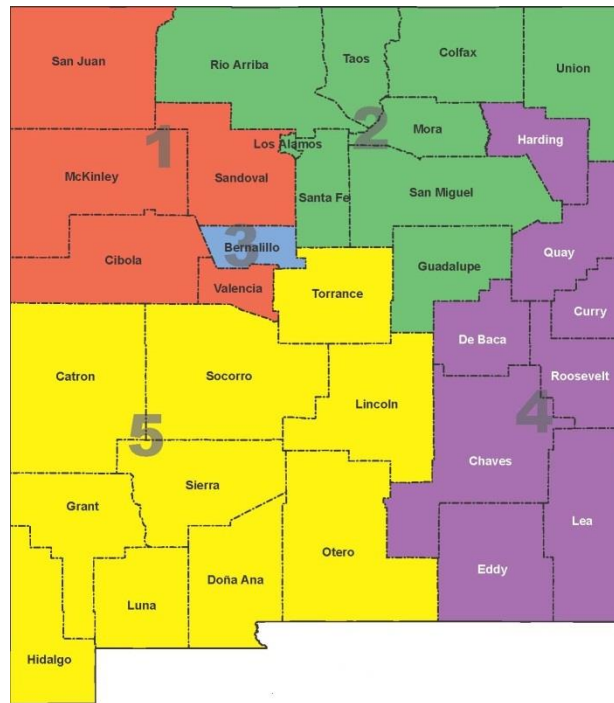
## Fiscal Year 2015

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	100	108	108%
Number of outreach events coordinated	70	53	76%
Average number of relay calls per month	10,000	8544	85%
Number of accessible technology distributions	1,000	829	83%
Staff hours devoted to reducing communication barriers	15,000	19,538	130%
Number of clients provided assistance to reduce or eliminate communication barriers	800	492	62%
Number of information referrals and outreach contacts	10,000	15,144	151%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	12	80%
Number of interpreters in CDHH sponsored pro. dvlpmnt	200	226	113%

## Fiscal Year 2014

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
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	18	16	77
Region 2	16	16	12	17	61
Region 3	61	44	41	46	192
Region 4	14	9	5	9	37
Region 5	53	16	17	39	125
Total Clients by Quarter	165	107	93	127	492

## 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	39	46	216
Hard of Hearing	65	64	48	70	247
Deaf-Blind	7	0	3	5	15
Speech Disabled	2	3	3	6	14

**NMDVR**  
**CDHH Third Quarter Report**  
**July 15, 2015**  
**Board Meeting TBD**  
**Performance Measures FY15**  
**April 1, 2015 – June 30, 2015**

To: Nathan Gomme – Executive Director – New Mexico Commission for the Deaf and Hard of Hearing

From: Debbie L. Hambel – Program Manager Area 8 San Mateo Office New Mexico Division of Vocational Rehabilitation (NMDVR).

Re: MOU Goals and Performance – Report for the period of **April 1, 2015 - June 30, 2015** (Fourth 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** – (Fourth Quarter FY15)

Sixty Four (**64**) individuals have received sign language interpreter services during the period of April 1, 2015 – June 30, 2015. A total of **\$28,036.64**, has been authorized and expended for this service through June 30, 2015.

Seventy Two (**72**) individuals have received hearing aids and/or other hearing devices during the period of April 1, 2015 – June 30, 2015. A total of **\$175,683.46** has been authorized and expended for this service through June 30, 2015.

Thirty (**30**) individuals who are deaf have been closed successfully rehabilitated (employed) during the period of April 1, 2015 – June 30, 2015.

Thirty Three (**33**) individuals who are hard of hearing have been closed successfully rehabilitated (employed) during the period of April 1, 2015 – June 30, 2015.

### **Employment Information**

Average number of hours worked for individuals who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired is **30.4** hours. Average wage at closure is **\$13.08** during the fourth quarter of FY15

### **Caseload Activity**

Two Hundred Eighty Three (**283**) deaf/deaf-blind, individuals have been opened and/or opened and closed during the period of April 1, 2015 – June 30, 2015.

Five Hundred Twenty Eight (**528**) individuals who are hard of hearing and/or otherwise hearing impaired have been opened and/or opened and closed during the period of April 1, 2015 – June 30, 2015.

Eight Hundred Eleven (**811**) 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 April 1, 2015 – June 30, 2015.

### **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 April 1, 2015 – June 30, 2015.

### **Transition Services**

Eighty Two (**82**) individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired have been identified as receiving transition services during the period of April 1, 2015 – June 30, 2015.

Respectfully Submitted:

Debbie L. Hambel M.A., CRC

Program Manager Area 8 San Mateo Office



## 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) \_\_\_\_ 3<sup>rd</sup> (Jan-Mar) \_\_\_\_ 4<sup>th</sup> (Apr-June) X

### Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

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

Regulation and Licensing Department will:

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

### Performance Report

<i>Reporting Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	11	11 Provisional; 0 Community; 0 Educational
Complaints	3	
License denials, suspensions, and revocations	0	

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

Last meeting: February 27, 2015

Next meeting: July 13, 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)



