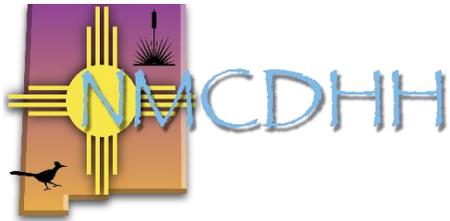




ANNUAL REPORT

New Mexico Commission for Deaf & Hard of Hearing

Fiscal Year 2015



Annual Report

Fiscal Year 2015

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Letter from the Chair

Mark Apodaca, MBA

The Honorable Susana Martinez
Governor of New Mexico
State Capitol Building
490 Old Santa Fe Trail, Suite 400
Santa Fe, NM 87505

Madame Governor,

This annual report covers fiscal year 2015 and you will find the results of the Commission's performance measures. In my nine years in serving on the board, I believe fiscal year 2015 brought stability where employee turnover was low and morale was high, and services to the deaf, hard of hearing, deaf-blind, and late-deafened community were met.

Nathan Gomme, the Executive Director, completed his first full-year and had brought changes, continuous improvements, and teamwork to the Commission. Before 2014 ended, the Commission moved its headquarters to a new office close to downtown Albuquerque. The move allowed better access for clients in obtaining services and greater space where staff became more productive.

The commission met or exceeded its goals in the areas of workshops and training sessions, reduced communication barriers, information referrals and outreach contacts, and the number of interpreters participating in Commission sponsored professional development. Outreach events coordinated, number of telephone relay calls, accessible technology distributions and newly issued New Mexico community American Sign Language interpreter licenses were at the 80 percent range. All this was performed by a staff of twelve. We hope to expand the number of staff at our Albuquerque and Las Cruces offices to meet the increasing demand to better service our clients throughout the state of New Mexico.

It has been a pleasure serving on the board during FY2015 and on behalf of the members of the board and staff, we look forward to a more successful FY2016.

Sincerely,

Mark D. Apodaca

Mark D. Apodaca

Chairperson of the Board

Letter from the Executive Director

G. Nathan Gomme, NMCDHH Executive Director

The Honorable Susana Martinez
Governor of New Mexico
State Capital Building
490 Old Santa Fe Trail, Suite 400
Santa Fe, NM 87505

Dear Governor Martinez,

I am privileged to present this year's Annual Report for your review. Included in this year's report are details of work that took place during Fiscal Year 2015. During the year we saw a number of things done to improve and empower the access of the deaf, deaf-blind, hard of hearing, and speech disabled community. We hope to continue enhancing the lives of the community we serve across the state of New Mexico and work to bring access to the level that exceeds the expectations of our office.

The Fiscal Year 2015 was a chance to completely resolve the internal challenges that have been mentioned in previous years. As a result of this effort we have become a much more fluid and efficient agency. We moved to our current office in downtown Albuquerque. This location provides our agency and constituents with access to numerous resources. We are close to a central hub for different types of transportation. We are also close to several service agencies. The location increases our accessibility and visibility while reducing costs. Along with the move we have filled almost all of our vacancies for the entire agency. Instead of requesting more FTE positions we moved a vacant FTE to the Las Cruces office to better serve Southern New Mexico. With these changes we have tightened the belt of spending for contracts. We were also able to do away with unneeded expenses.

With the changes to the technological landscape for the deaf, deaf-blind and hard of hearing community we moved forward by developing and at the end of year implementing a revamped Telecommunications Equipment Distribution Program. We are providing equipment previously not available to the community that addresses frequency matters that are less common in most type of hearing loss. With this shift we

once again have become a trend setter for the national Telecommunication Equipment Distribution Programs. Along with this shift we already have begun work to address the future of technology in other matters such as smartphone based assistive listening devices and the ever expanding wearable technology integration.

With all of the necessary changes to make a more efficient agency we have begun to see areas of need in the community that we can address. One of these areas of needs is in Mental Health for the deaf, deaf blind, and hard of hearing community. Language barriers and language dysfluency have become a huge area of concern as it relates to mental/behavioral health. Another area of need we need to address are the barriers veterans with hearing loss face in re-engagement. Hearing loss is one of the primary disabilities a veteran will have to cope with and the commission with its expertise in hearing loss related issues can support those veterans.

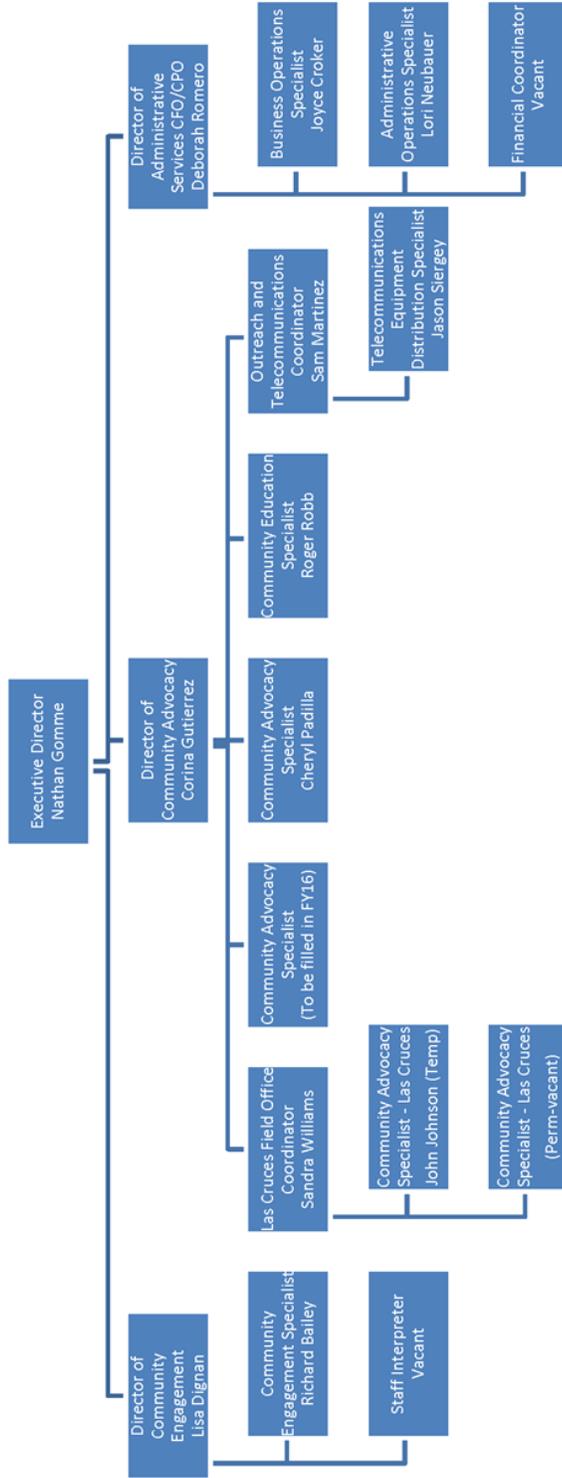
We look forward to working with you and your staff to continue providing services to the deaf, deaf-blind, hard of hearing and speech disabled community in New Mexico. We also thank you for your time and work in the state.

Sincerely,

G. Nathan Gomme

G. Nathan Gomme
Executive Director

NMCDHH Organizational Chart



Effective April 9, 2015 – Updated July 7, 2015



Agency Overview

Purpose

The State of New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) was established by the New Mexico Legislature (NMSA 1978 §28-11B-2) to promote services for Deaf, Hard of Hearing, and Deaf-Blind throughout New Mexico.

Mission Statement

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

Vision Statement – “Impact and Empower”

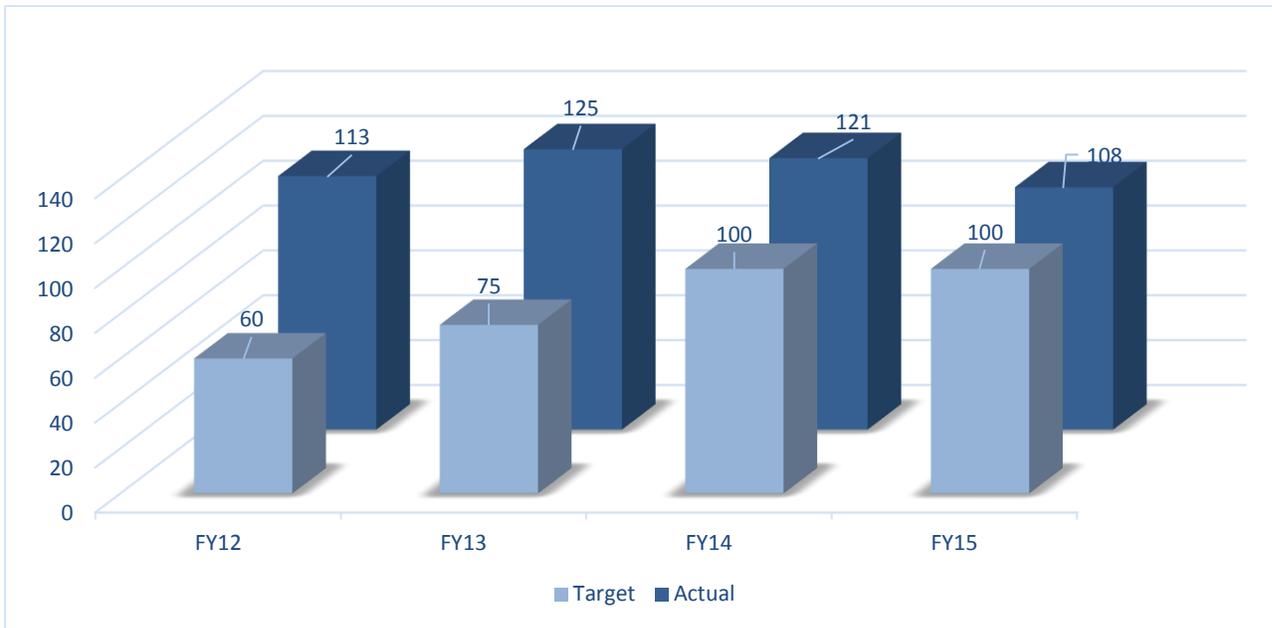
The State of New Mexico Commission for the Deaf and Hard of Hearing is a dynamic resource that will enhance the quality of life for Deaf and Hard of Hearing citizens of New Mexico by being:

- The recognized advocate in important issues impacting the Deaf and Hard of Hearing Community
- The proactive provider of innovative programs and services
- The statewide umbrella and information clearinghouse for interested individuals, organizations, agencies and institutions

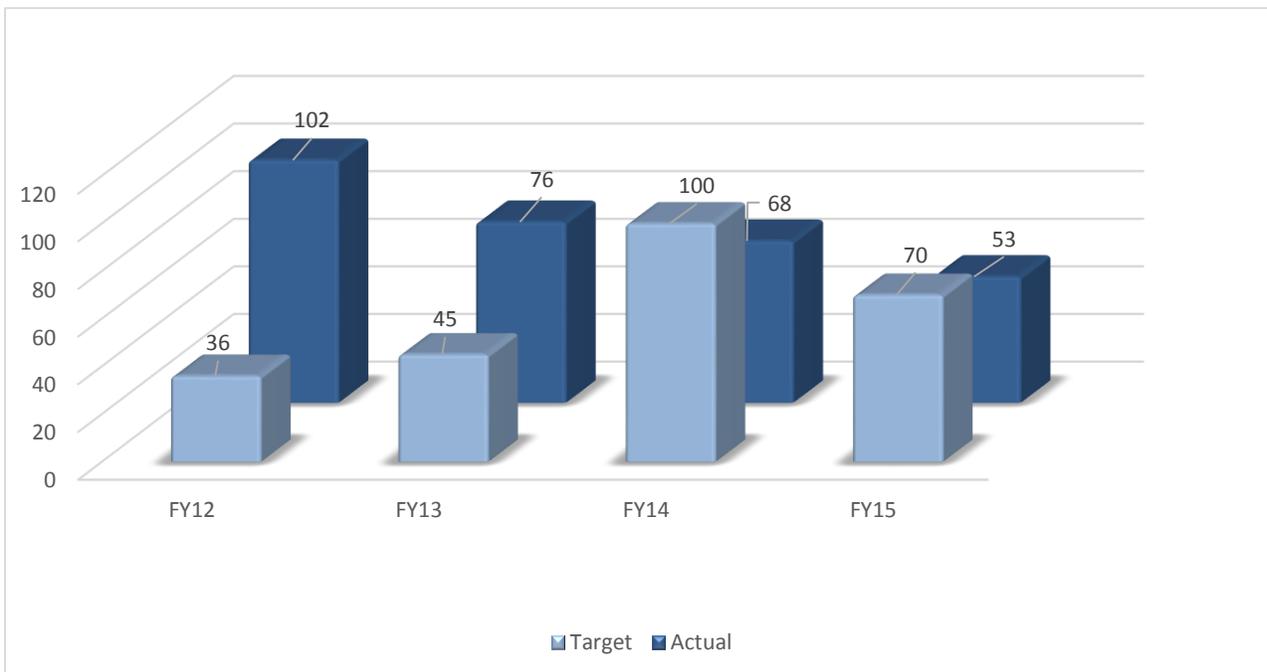


Legislative Performance Measures

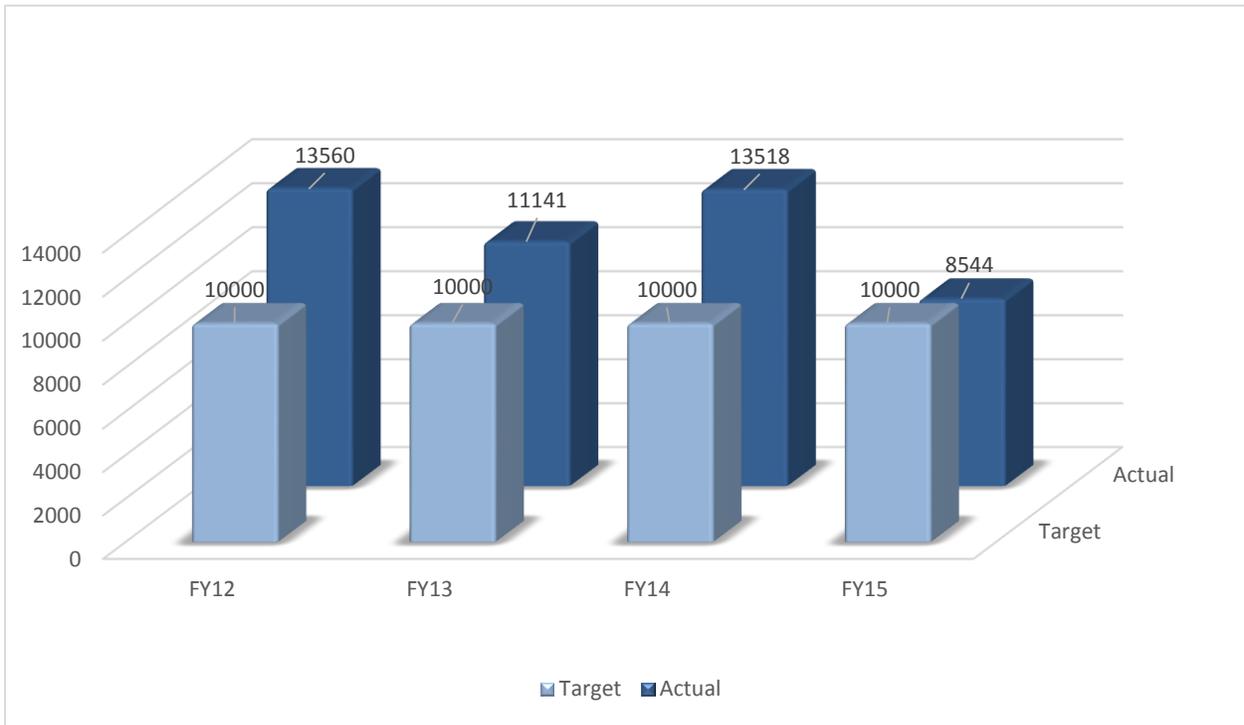
Number of Workshops & Training Sessions – 108% of goal met



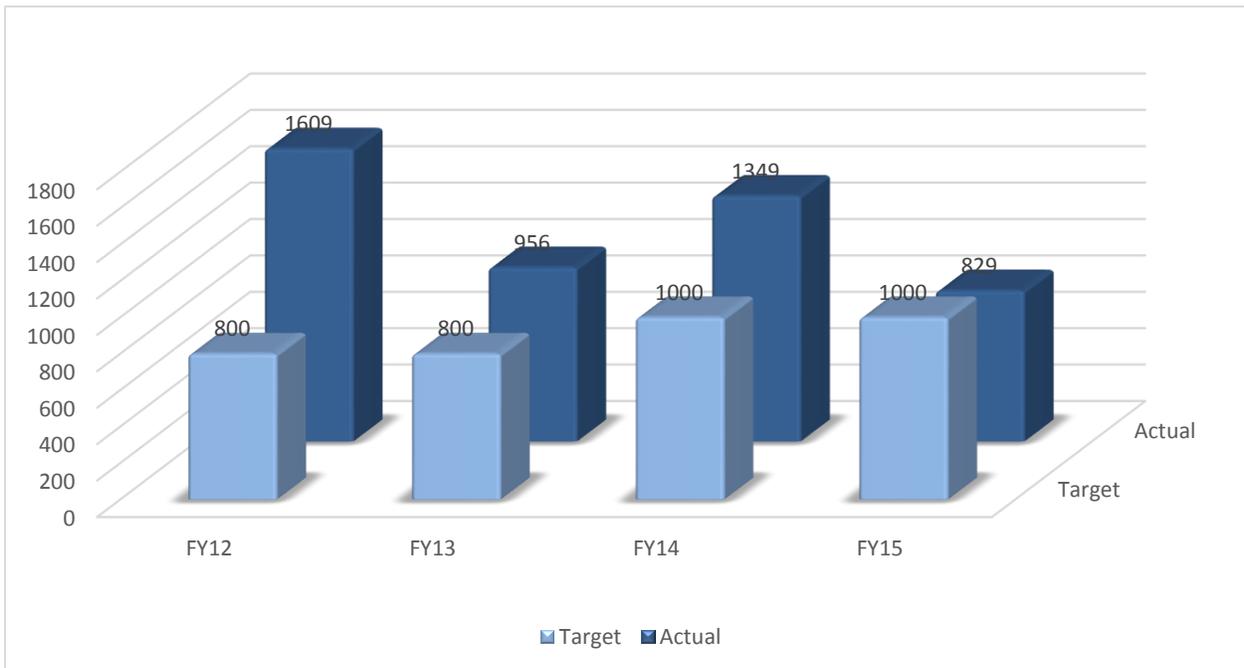
Number of Outreach Events Coordinated – 76% of goal met



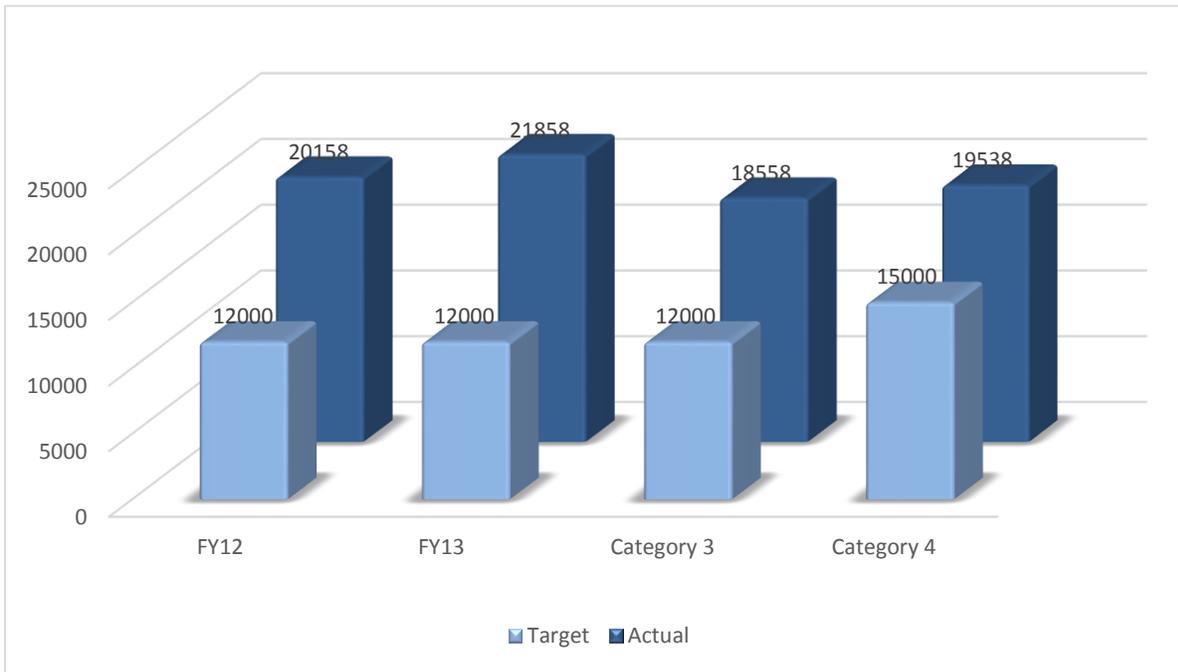
Average Number of Relay Calls per Month – 85% of goal met



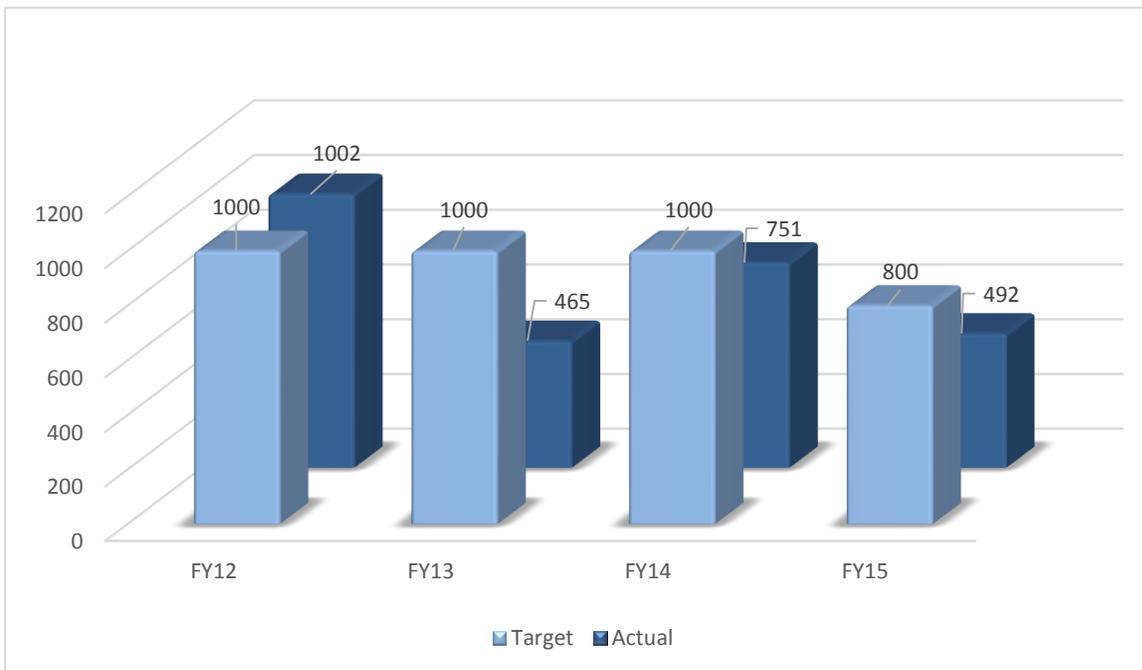
Number of Accessible Technology Distributions – 83% of goal met



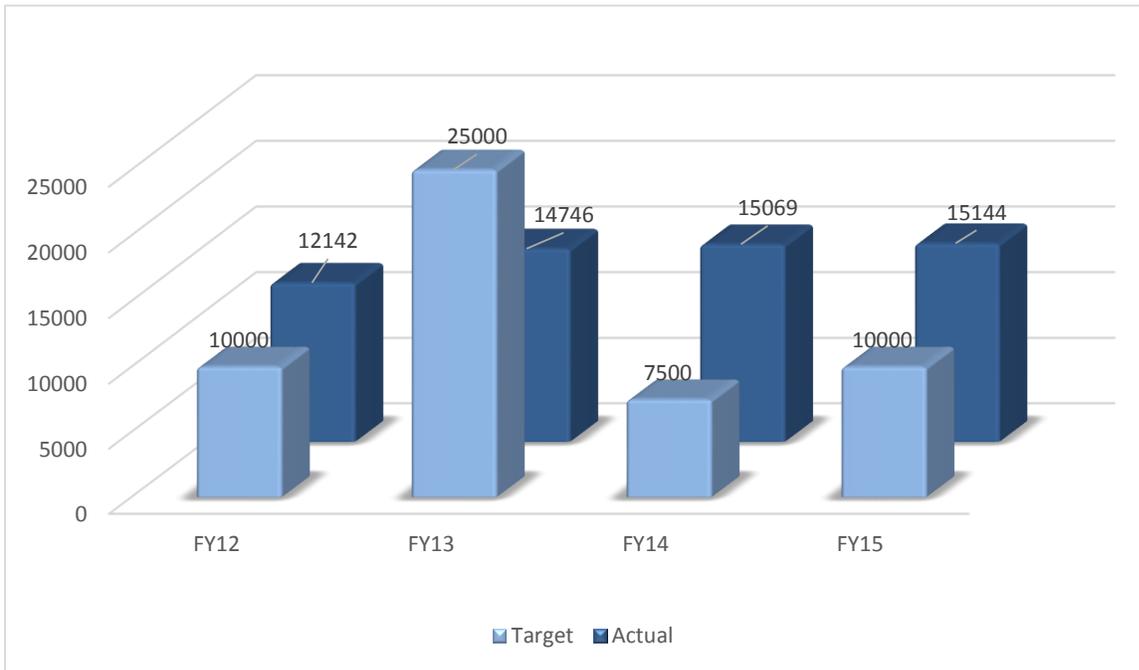
Staff Hours Devoted to Reducing Communication Barriers – 130% of goal met



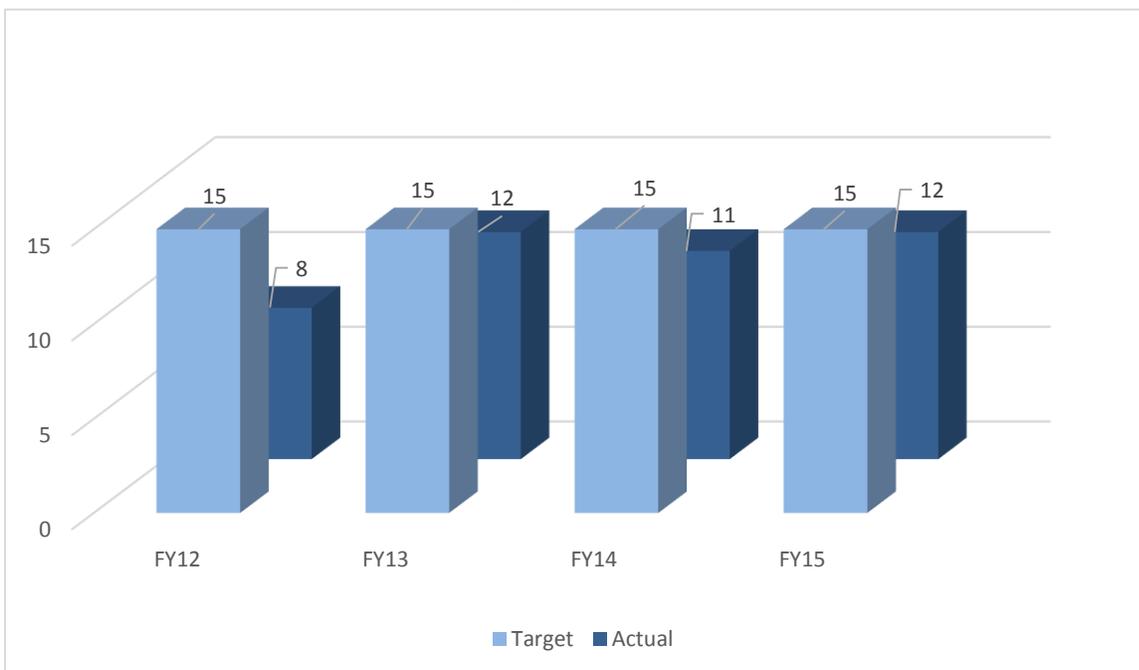
Number of Clients Provided Assistance to Reduce or Eliminate Communication Barriers – 62% of goal met



Number of Information Referrals & Outreach Contacts – 151% of goal met

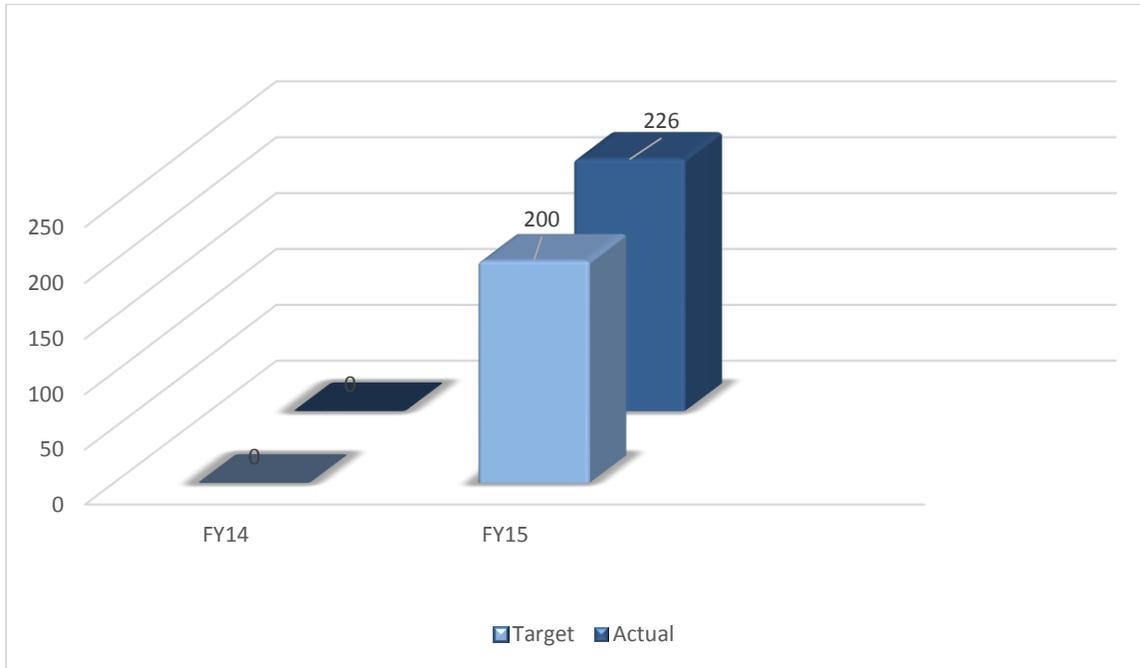


Number of Newly Issued New Mexico Community Signed Language Interpreter Licenses – 80% of goal met



New Legislative Performance Measure for FY15:

*Number of interpreters in CDHH Sponsored Professional Development –
113% of goal met*





Programs & Services

Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

The Department of Community Advocacy (DCA) provides individual advocacy, system advocacy, transition services and public policy development. During this fiscal year DCA worked hard to fill the vacant positions in our department. NMCDHH was able to post for the position prior to the end of the fiscal year and looks forward to having a full department in FY16. NMCDHH partners with state agencies to collaborate on services for all people with disabilities, and participates in special projects such as facilitating adequate communication to hospitals in Albuquerque and The Social Security Administration offices in the state of New Mexico. Last fiscal year our department was supportive of a new organization in New Mexico called The New Mexico Hispanic Council of the Deaf and Hard of Hearing (NMHC). The department and agency played a very supportive role in organization with the production and guidance as well as a presence for the successful conference. The chair person for the organization and planning was Corina Gutiérrez. Ms. Gutiérrez was able to use her background as a Deaf Hispanic in New Mexico who has provided advocacy for the Deaf and Hard of Hearing for several years. Programs from several national and local experts included individual and systemic advocacy, public policy development and transition service. We are looking forward to working with several other growing organizations focused on improving the community for Deaf, Deaf-Blind, Hard of Hearing, and Speech Disabled individuals.

Individual and System Advocacy

NMCDHH advocates on an individual level and a system level for individuals who face communication barriers in employment, government and educational settings. Additionally, communication barriers such as those commonly found in health care settings and other systems are addressed. Examples include; the development of a stable communication access policy for the hospitals such as UNMH, Presbyterian, Lovelace and Albuquerque Health Partners on the matter of Video Remote Interpreting. We also provide training/education such as communication sensitivity for agencies such as the Social Security Administration offices across NM and for other statewide agencies. NMCDHH further advocates by engaging agencies to ensure that statewide and federal disability regulations and laws are appropriately in place and adhered to. Public awareness and educational trainings are also provided to facilitate the engagement with agencies.

Community Education

Information, recommendations, and solutions are offered to private and public agencies, professional organizations, businesses and individuals in areas such as Deaf Sensitivity, effective communication, assistive technology, the Telecommunication Equipment Distribution program, and an overview of New Mexico Commission for the Deaf and Hard of Hearing services.

The Community Education Specialist has provided 69 presentations/trainings during the 2015 Fiscal Year. The breakdown of presentations by topic are:

- Deaf Sensitivity-22
- American Sign Language-19
- Deaf Culture-7
- Deaf Self Advocacy-4
- Fingerspelling-4
- ADA Toolkit's-3
- Telecommunication Equipment Distribution-3
- NMCDHH Overviews-2
- (911) Emergency Services-1
- Certified Deaf Interpreter-1
- Legal Snapshot (Court/Judicial interpreters)-1
- Receptive Interpreting-1
- Working with Interpreters-1

The agencies/organizations/business that have been provided the presentations/trainings are:

- Amy Biehl High School - Albuquerque
- Albuquerque Sign Language Academy - Albuquerque
- Bernalillo County 911 Call Center – Albuquerque
- Brookdale Place Assisted Living – Albuquerque
- Casa del Rio Assisted Living – Truth or Consequences
- Commission for the Blind – Albuquerque
- El Refugio Domestic Violence Shelter – Rio Rancho
- Fairview Assisted Living – Rio Rancho
- General Mills – Albuquerque
- La Casa Domestic Violence Shelter – Las Cruces
- Paloma Landing Retirement Center – Albuquerque
- Sanctuary Zone Domestic Violence Shelter- Estancia
- Social Security Offices – Albuquerque, Clovis, Gallup, Las Vegas, Roswell, and Santa Fe
- UNM Law School – Albuquerque
- UNM Signed Language Interpreting Program – Albuquerque

- US Fish & Wildlife – Albuquerque
- Walmart – Albuquerque

Conferences and Hosted Job Fair's include:

- 911 Training Conference – Albuquerque
- Council of Language Access Coordinator Conference – Santa Fe
- International Association of Law Enforcement Planning Conference – Albuquerque
- New Mexico Interpreting Conference – Albuquerque
- Job Fair hosted by Senator Padilla - Albuquerque

Deaf-Blind Services

Community Outreach Program for the Deaf-NM Deaf-Blind and Deaf-Plus Services program is funded by a contract with the CDHH through a legislative appropriation. The contract for deaf-blind services provides Support Service Providers (SSP) that enable individuals to interact with the community. The SSP provides transportation assistance and environmental cues for such things as shopping and looking for employment. The Deaf-Plus community utilizes similar services for such co-occurring disabilities as hearing loss with ambulatory disabilities cognitive disabilities, or behavioral health needs. The SSPs are unique in that they are fully adept to the language needs and tactile needs of the Deaf-Blind and Deaf-Plus community. The number of deaf-blind and deaf plus SSP users continues to grow with 59 unique users added from last year.

Las Cruces Satellite Office

The Las Cruces Satellite Office staff continue to make every effort to remove communication barriers across the southern parts of New Mexico. Quality services are implemented with the advocacy of our consumers who in turn gained equal access to employment, education and other services. We are looking forward to the new full time advocate to improve our resources and outreach.

Individual and Systemic Advocacy

For this fiscal year, the staff has served a large group of consumers with service coordination and advocacy. The vision this year was to ensure the consumer and the various agencies were able to achieve a relationship based on effective communication. We achieved this with The Department of Justice, NM Medical Board, and others. System Advocacy also included district courts in rural towns, hospital & medical settings, a university, and a few state agencies that are now providing accommodation or communication access.

Distribution of Technology Applications

The Las Cruces office saw an increased demand for technology assistance. More applications were distributed this year than in the past couple of years. Many are drawn to the iPad® program as it met their communication needs.

Education

Many individuals, private businesses, agencies and organizations have asked the Las Cruces Staff for assistance. We provided information and guidance on how to accommodate their consumers with hearing loss on a variety of topics. These topics include: where to find interpreters, CART services, and other specialized resources. We also provide resources and information for individuals who are interested in becoming sign language interpreters.

Outreach, Community Collaboration and Information & Referral

Outreach efforts were made to service providers who serve consumers with hearing loss. We provided facts sheets, referrals, assistance with identifying appropriate resources. We also have hosted more health and wellness fairs as participants learned more about what the Commission provides. Furthermore, our outreach effort has also resulted in drawing some clients out of isolation. Once we find them, we try to connect them with appropriate services while assisting those services in best practices for working with individuals with a hearing loss.

Community Collaborations in Las Cruces played a vital role to help the Commission to be more visible and letting the community know about the availability of our services. By doing so, we increase public awareness and understanding of the needs of Deaf, Deaf-Blind and Hard of Hearing individuals, and alert potential clients to myriad of services available.

As for Information and Referral program, we respond to inquiries regarding deafness, hearing loss and related topics, and direct clients to appropriate private and public agencies that help them with their specific needs.

Accomplishment in Fiscal Year 2015

FY15 had a larger caseload for the Las Cruces office, which resulted in securing a temporary staff person in the last quarter to provide the assistance to continue quality services. We have also had a position moved from the Albuquerque area to Las Cruces to provide services and replace the temporary position.

The Las Cruces office co-chaired the on-going ADA Celebration Fair. More than 400 participants attended this event, with several guest speakers. Our own staff person, Mr. John Johnson, was televised on the local news.

Staff continue to participate in the ongoing activities in our NM Language access for Memorial Medical Center.

The Las Cruces office has on-going, monthly collaboration with the Las Cruces and Dona Ana County ADA meetings. These resulted in partnerships with our local police and sheriff departments.

Telecommunications Equipment Distribution Program (TED)

Sam V. Martinez, Outreach & Telecommunications Coordinator

TED Program

The Telecommunication Equipment Distribution Program (TED) lends telecommunications devices at no cost to qualified New Mexico residents who need assistance communicating via telephone. The devices distributed are:

- **Amplified telephones** (the telephones provide adjustable extra amplification and vocal tone adjustment to enhance the incoming call)
- **TTY's** (teletypewriters) which provide typed and read tonal telephone conversations.
- **Speech generating devices** which allow a person to speak using an Electrolarynx to produce clearer speech by those people who have lost their voice box.
- **Caption Telephones** that give the user the ability to read the incoming phone call conversations while maintaining the use of their voice.

Other equipment distributed through the TED program include notification systems and telephone signalers to let the user know via various frequency alerts that there is an incoming call. The alerts also include visual alerts and vibrations; amplified answering machines that have the same amplification and tonal adjustment similar to the telephone and the ability to slow the message conversation down to an understandable speed; neck loops and attachments that enhance the user's hearing aids to improve telephone conversations. Bluetooth enhanced telephones are the newest improvement for this year; clients would use their cell phone with a Bluetooth connection. The caller can use a Bluetooth amplified telephone to amplify the cell phone calls at home. The program will showcase these new products within the upcoming fiscal year and the products will be available through the TED program.

iPad® Program

The iPad® program is a nationally recognized program that has become one of the most successful resources for removing communication barriers. This program has distributed over 400 iPads® since the program began. NMCDHH continues to lead and serves as an advisor to other states developing iPad® distribution programs. In the past year, seven states have developed a permanent iPad® program and four states are in various stages of pilot programs that are expected to becoming permanent. New iOS apps are being developed to enhance the user's telecommunication growing needs and are added to the individual's iPad® remotely when they are available. The iPad continues to be the path of communication access to many of our constituents with disabilities especially the hearing loss community.

Telecommunication Relay Service

NMCDHH is the administrator for Relay New Mexico (RNM) provided by Hamilton Relay, who was awarded the contract after a competitive RFP process and will provide traditional relay services (TRS) and landline CapTel services to the citizens of New Mexico. RNM will continue to offer relay services to the users of TTYs, voice and hearing carry-over, speech to speech, Spanish and English Cap-Tel relay. This service continues to connect people who are Deaf, Hard of Hearing or speech disabled to people and business who use standard telephones. NMCDHH also monitors and implements quality control to RNM as regulated by the Federal Communications Commission (FCC). TRS calls have fluctuated between 8,000 to 10,000 calls per month this past year. This trend is consistent nationally.

Outreach

NMCDHH is the one stop information gathering center for people with hearing loss. NMCDHH provides everything from ADA legal requirements for business and providers to basic information on hearing aids and hearing loss. Fact sheets on issues regarding hearing loss are provided, as well as referrals to agencies who will provide the appropriate accommodations to the consumer and their needs.

NMCDHH attended numerous Health and Wellness fairs across the state in areas such as Tesuque, Raton, Sandia, Sandoval, and Clayton to provide one-on-one information and one-stop education for equipment for telecommunications. NMCDHH participated in large multiple day conferences in the state including:

- Southwest Conference on Disability
- NM Aging and Long Term services Conference on Aging.
- Prime Time Monthly Magazine's 50+ event
- Annual KOB-TV health fair

- Expo NM State Fair Senior day
- NM State Legislature days including; Senior Day, Disability Awareness Day, and Native American day.
- The ARC Summit on equality.
- New Mexico Speech, Language and Hearing Association

Other state events included:

- Department of Homeland Security Annual Conference
- New Mexico Association for the Deaf
- Parents Reaching Out event
- Relay NM Town Hall

NMCDHH was also present in two national conferences that were hosted in Albuquerque.

- National Council of Hispano Deaf and Hard of Hearing (NCHDHH).
- National Latina/o Psychological Association (NLPA).

Community Engagement

Lisa Dignan, Director of Community Engagement

The Communication Access and Development department at NMCDHH was converted to the Community Engagement Department during fiscal year 2015, including expanded staffing, programs, and services. Staff members are Lisa Dignan, Director of Community Engagement and Richard Bailey, Community Engagement Specialist. The department also includes multiple interpreter contractors and the Contract Interpreter Coordinator, Andrea Ginn.

The new Community Engagement Department strives to improve communication access for Deaf, Hard of Hearing, and Deaf-Blind residents of New Mexico by providing a broad range of services which is outlined below:

Professional Development Opportunities for Signed Language Interpreters

- New Mexico Mentoring
 - A structured, 16 week mentoring program for licensed New Mexico interpreters
- Interpreter Apprenticeship Program
 - In-house professional development program for licensed, pre-certified interpreters
- Professional Development Contracts
 - Statewide professional development opportunities via contracts with other individuals and entities for both interpreters and other service providers
- Professional Development Collaborative
 - Collaboration with other New Mexico entities to provide coordinated interpreter professional development opportunities

Information Regarding Communication Access

- Signed Language Interpreter Licensure
 - Answer questions from interpreters and the community about New Mexico Interpreter Licensure requirements and processes
 - Serve as the liaison from NMCDHH to the Signed Language Interpreting Practices Board
- Interpreter Referral Information
 - Provide information to the community regarding accessing the services of signed language interpreters
- Captioning Referral Information

- Provide information to the community regarding accessing real time captioning services
- Fact Sheets on a broad range of communication access topics

Transition Services

- Provide communication access advocacy for specific transition-related settings, such as entry into schools or universities; requesting/receiving accommodations for the first time; and post-secondary, non-academic transition services.
 - Make referrals to appropriate agencies and schools who have experience working with grade level and post-secondary students who are deaf or hard of hearing;
 - Work with professionals from various school districts and post-secondary institutions to ensure that students receive appropriate services under federal law;
 - Participate in a variety of transition groups and general organizations focused on students who have disabilities;
 - Work directly with several grade schools and programs, such as the New Mexico School for the Deaf, Albuquerque Sign Language Academy, and the Albuquerque Public Schools Mainstream Program.

Special Projects

- Coordinate a variety of special projects to increase our constituents' access to legal, behavioral health, and other services.

Social Media and Website

- Sharing information with our constituents through our online presence including Facebook, Twitter, YouTube, and an email blast system.

Contract Management

- Conducting Requests for Proposals (RFPs) for services to assist our constituents.

Communication Access

- Coordinate a variety of special projects to increase our constituents' access to legal, behavioral health, and other services, as well as providing communication access services for NMCDHH staff.

NMCDHH Library

- Resources available for loan statewide.

Community Engagement Accomplishments in Fiscal Year 2015:

- Provided professional development for over 225 New Mexico interpreters through a variety of programs, contracts, and conferences.

- Ms. Dignan completed her seven year term on the New Mexico Language Access Advisory Committee, but continued to participate in their ongoing activities as well as serving on several subcommittees, including chairing the Literacy Challenges Work Group.
- Mr. Bailey completed an extensive Request for Proposals (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.
- Ms. Ginn completely revamped the NMCDHH Interpreter Apprentice program, and worked with one apprentice for the final quarter of the fiscal year.
- Ms. Dignan co-chaired the 2014 New Mexico Interpreters' Conference, which had 181 participants.
- Mr. Bailey worked with several entities regarding Transition Services.
- Ms. Ginn and her team of contract interpreters developed an effective model of providing consistent services to the NMCDHH staff through block scheduling during peak times of need.
- Ms. Dignan was appointed to the Council for Purchasing from Persons with Disabilities and elected Vice Chair of the Council, and serves on a subcommittee focused on improving the implementation of the State Use Act.
- Mr. Bailey provided services to several community entities regarding access for individuals who are deaf and hard of hearing.
- Ms. Dignan wrote two articles upon request of the Registry of Interpreters for the Deaf that were published in their professional publication, VIEWS.
- Ms. Lori Neubauer, who manages the NMCDHH Library, did tremendous work entering all of the library resources into an online library database, dramatically increasing access to the library to constituents statewide.

Personnel and Staffing Accomplishments in Fiscal Year 2015

In addition to program work, Lisa Dignan is the Director of Human Resources for the agency. Fiscal Year 2015 saw several significant accomplishments in this area:

- Ms. Dignan was named permanent Director of Human Resources and attended multiple trainings to effectively perform all of the duties of the role.
- Two employees received temporary salary increases for additional duties performed.
- The Director of Public Policy and Advocacy (now Director of Community Advocacy) position was posted, applicants interviewed, and the position filled.
- A temporary six-month Service Coordinator (now Community Advocacy Specialist) position for Las Cruces was created, approved by the Governor, posted, and filled.
- Four positions were reclassified into appropriate classifications for their job duties, and three additional reclassifications were initiated.
- The Legislature approved a new full time staff interpreter position for FY16.
- A signed language interpreter classification was created through the State Personnel Office, requiring a tremendous amount of education. The position was approved by the Governor's office to be posted and filled.

- The agency Employee Handbook was fully updated to comply with State Personnel Board rules and meet agency needs, distributed to the staff and Board, and discussed in detail at a staff meeting. It was updated twice after distribution.
- The vacant Community Advocacy Specialist position was posted, finalists interviewed, and the position filled.
- The other vacant Community Advocacy Specialist position was moved to the Las Cruces office.



Staff Members

G. Nathan Gomme, Executive Director



G. Nathan Gomme began his career with NMCDHH as a Service Coordinator in November 2008, and later became the Director of the Public Policy and Advocacy Department. In April of FY14, he was selected to be Executive Director after an extensive nationwide search. Originally from Connecticut, Mr. Gomme holds a Bachelor of Arts in Philosophy from Gallaudet University where he graduated with University Honors. A resident of New Mexico since

2005, Mr. Gomme has a wealth of experience in transition issues, advocacy, and ADA compliance, and has proven his leadership skills both within the Commission for Deaf and Hard of Hearing, and in the community through several projects with partner agencies.

Lisa Dignan, Director of Community Engagement

Lisa Dignan, who joined NMCDHH in July of 2007, directs the Community Engagement Department and programs focused on the professional development of signed language interpreters, including New Mexico Mentoring. She administers a variety of contracts to improve communication access for people who are Deaf or Hard of Hearing by increasing the pool of highly skilled interpreters. She works closely with the Signed Language Interpreting Practices Board on issues around licensure of interpreters, and served seven years on the New Mexico Administrative Office of the Courts Language Access Advisory Committee. She is a member or Chair of several committees working to improve language access. Lisa has served as the Interim Executive Director of NMCDHH on two separate occasions.



Lisa relocated to Albuquerque in 2007 after serving as the disability services Coordinator at Laramie County Community College in Wyoming for 13 years. A nationally certified interpreter with over 20 years of experience and a lengthy history in the independent living movement, Lisa earned a master's degree in adult education from the University of Wyoming and holds RID certifications in interpretation and transliteration.

Corina Gutierrez, Director of Community Advocacy



Corina Gutierrez is a New Mexico native from Hatch, the “Chile Capital of the World.” Corina attended the New Mexico School for the Deaf (NMSD) for most of her education, and is a renowned basketball player who was part of the Deaflympics women’s basketball team and is one of three inductees to the Wall of Fame at NMSD. She received a bachelor’s degree in physical education from Gallaudet University. Corina

previously worked at NMSD, her alma mater, as a Student Life Educator, and also worked at the Arizona State School for the Deaf and Blind as a Master Teaching Parent. She has served as the American Sign Language Coordinator and teacher at the Deaf Culture Center and has served on the New Mexico Association for the Deaf Board of Directors. Corina is currently serving as an advisory board member for Gallaudet University Regional Center – Southwest, as a board member for the NMSD Alumni Association, as a board member for the New Mexico Hispanic Council, and as a board member for the National Council of Hispano Deaf & Hard of Hearing. Corina joined NMCDHH in August of 2007. She plans, advocates and coordinates services to meet her clients’ needs. In FY14, Corina became Interim Director of Public Policy & Advocacy, and in FY15, became Director of Public Policy & Advocacy. The Public Policy & Advocacy Department is now the Community Advocacy Department, and Corina remains Director of that department.

Deborah Romero, Director of Administration Services, CFO & CPO

Deborah Romero is a New Mexico native from Santa Fe. She is currently the Chief Financial Officer. She has over 16 years in government service. Prior to her career in government, Deborah was the director of a private school. She is a member of NMPPA, New Mexico Public Procurement Association. Attended New Mexico State Cooperative Extension, NM-EDGE and is a Certified Public Purchasing Professional PPP and Certified Public Officer, CPO. Deborah also attended the University of New Mexico and is a Certified Emergency Medical Technician and former volunteer firefighter.



Sam V. Martinez III, Outreach & Telecommunications Coordinator

Sam V. Martinez III is a native New Mexican. He earned his Associates Degree in Audio and Video Engineering from the Art Institute of Colorado, and went on to earn a Bachelor's Degree in Human Services Management from the University of Phoenix. That education has helped him understand the ins and outs of assistive technology that applies to the work he currently does at NMCDHH. Sam began his service at NMCDHH in June 2005. He previously held the positions of Telecommunication Equipment Distribution Specialist, Hard of Hearing Specialist and currently serves as the Outreach and Telecommunications Coordinator. Sam has extensive experience in working with the Deaf, Hard of Hearing, and Children of Deaf Adults (CODA) communities.



Sandra Williams, Las Cruces Field Office Coordinator



Sandra Williams has over 20 years of experience as a vocational rehabilitation counselor working with Deaf and Hard of Hearing clients. Her areas of expertise include counseling, advocacy, case management, and sensitivity training. In addition to teaching American Sign Language at El Paso Community College and New Mexico State University, Sandra has served on numerous community programs and boards such as the Sign Language Licensure Board, Language Access Board at Memorial Medical Center, New Mexico School for the Deaf Board of Regents, New Mexico State University Deaf Education Graduate Program, CPS Millwood Psychiatric Hospital and Rio Grande Community Coalition for Deaf and Hard of Hearing. Sandra has worked for NMCDHH since 2006. Sandra is also the parent of three grown children with hearing loss, and has a grandchild with hearing loss.

Richard Bailey, Community Engagement Specialist



Richard Bailey joined the NMCDHH team in May of FY14. Originally from Delaware, he relocated to Albuquerque in 2005. He graduated from the University of New Mexico in 2011 with dual Bachelor's degrees in Economics and Africana Studies. In 2013, he graduated from Boston University with a Master's in African American Studies. A graduate of the Delaware School for the Deaf, Richard has long been interested in the cultural and social issues facing Deaf people worldwide. Prior to joining NMCDHH, Richard worked at the Albuquerque Sign Language Academy and the Visual Language and Visual Learning Laboratory at the University of New Mexico.

Joyce Croker, Business Operations Specialist

Joyce Croker enlisted in the U.S. Air Force and received an Accommodation Medal. Honorably discharged in 1986, she continued her government service by working for the state of New Mexico in several departments including the Public Retirement Association in the Records Division, the NM Environment Department as the Water Quality Control Commission's Secretary, and also with the Petroleum Storage Tank Bureau as a Claim Auditor. Joyce has been at NMCDHH since August 2007. She handles payments, purchase orders, vouchers, and contracts, and also serves as vehicle coordinator and payroll coordinator.



Lori Neubauer, Administrative Operations Specialist



Several years ago, Lori Neubauer worked at an optical lab that was directly behind New Mexico School for the Deaf Preschool. During lunch time, she enjoyed talking to the children with her limited knowledge of ASL, and was inspired to learn more. She studied ASL, Manually Coded English, and Deaf Culture at the University of New Mexico. She later became the Interpreter Coordinator for the Community Outreach Program for the Deaf. While working there, she adopted her youngest son from Ethiopia who is Deaf; and is now a graduate of the New Mexico School for the Deaf. Lori has worked at NMCDHH since December of 2006.

Cheryl Padilla, Community Advocacy Specialist



As a native of New Mexico, Cheryl L. Padilla brings to NMCDHH a wealth of experience with the ability to work as one of the Community Advocacy Specialists. She worked at the New Mexico School for the Deaf and at Desert Hills prior to working with Deaf and Hard of Hearing children as a program coordinator at La Familia Inc., where she created programs to help clients live independently. Before becoming the Community Advocacy Specialist, she helped bring people together to establish the New Mexico Abused Deaf and Hard of Hearing Advocacy Center, Inc., also known as New Mexico Signs of Hope. She has been with NMCDHH since January 2008 advocating for equal communication access for Deaf and Hard of Hearing consumers.

Roger Robb, Community Education Specialist

Roger is an Albuquerque native who relocated back to New Mexico from Atlanta, Georgia. While in Georgia, Roger was on staff for the Georgia Council for the Hearing Impaired (GACHI) as an Advocate Specialist. With a 15 year history in Advocacy and Case Management at agencies across California, Colorado, Illinois, and Georgia, Roger brings a wealth of experience to NMCDHH. Roger graduated from the New Mexico School for the Deaf, and majored in Sociology at Point Loma Nazarene College in San Diego. Roger is thrilled to be back in Albuquerque and has provided services at NMCDHH since March 2013.



Jason Siergey, Telecommunications Equipment

Distribution Program Specialist



Jason Siergey is originally from Chicago, Illinois, and received his degrees from the National Technological Institute for the Deaf/Rochester Institute of Technology in Rochester, New York and DeVry University. Jason has 20 years of experience in the Information Technology field and has combined that with his interest in Human Services to best serve the Deaf, Hard of Hearing, Deaf-Blind, and Speech Disabled of New Mexico. He has worked with the citizens of New Mexico on what our Telecommunication Equipment Distribution Program (TEDP) has to offer and how the devices benefit them.

He has distributed over a thousand pieces of equipment each year since taking the position in July 2011, and his clients express joy with the ability to communicate with the outside world, especially with their family members.



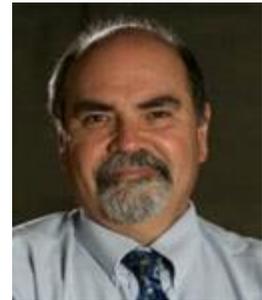


Board of Commissioners

Mark Apodaca, Chair – Deaf or Hard of Hearing

Professional

Mark Apodaca has been a member of the commission board since 2007. He has long been involved with the Deaf and Hard of Hearing Community, having served on various local, state, and national nonprofit organization boards. Since moving to New Mexico in 2006, Mark has been working for the New Mexico School for the Deaf as its Director of Business and Finance.



Austin Welborn, Vice-Chair – Deaf or Hard of Hearing

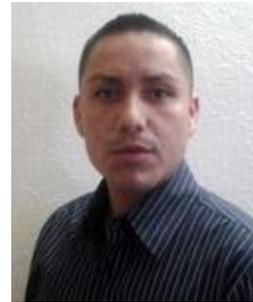
Representative from Northern New Mexico



Austin R. Welborn moved to New Mexico a few years ago, and has loved New Mexico ever since. He is currently the "Host" of Albuquerque DNO/DHH (Deaf Night Out/ Deaf Happy Hour). This is mainly focused on the social gathering of Deaf, Hard of Hearing, and Hearing people. They tend to meet once every month at random restaurants and have a fantastic time socializing and meeting new faces; helping more people learn more about the Deaf culture and the wonderful world of ASL. In addition to this, he is very involved with the Deaf community in Albuquerque, NM. His goals are to help the Deaf community here in New Mexico grow more and form more alliances and convince the whole United States of America that New Mexico is indeed an amazing place for Deaf/Hard of Hearing and even Hearing people to come by and visit or move to! Even though Austin is in his mid-twenties, he still feels like a child at heart. He absolutely loves playing video games, watching movies and TV series. He also enjoys reading a lot, especially in the fantasy/sci-fi worlds. He loves spending time with his girlfriend experiencing the fantastic culture of New Mexico. He also enjoys welding and fabricating works of art. He is a proud parent of a young Deaf daughter who is a student at the Indiana School for the Deaf.

Luis Quiñonez, Secretary – Parent of a Deaf or Hard of Hearing Child

Luis Quiñonez is a proud parent of a deaf child who currently attends the New Mexico School for the Deaf. He served six years as a detention officer in his previous home town of Las Cruces, and now he is a certified peace officer for the state of New Mexico. He currently resides in Santa Fe where he can better meet his daughter's communication and education needs, and where he can advocate more effectively on behalf of the Deaf and Hard of Hearing Community.



Debbie Hambel – Division of Vocational Rehabilitation Representative



Debbie Hambel graduated from the University of Northern Colorado with a bachelor's and master's degree in vocational rehabilitation. Prior to moving from Colorado to New Mexico, she worked as a group home residential counselor serving Deaf Developmentally Disabled Adults and moved on to employment as a vocational rehabilitation counselor at the Colorado Division of Vocational Rehabilitation. Upon moving to the New Mexico in 1993, Debbie was employed as a vocational counselor at a local provider agency in Albuquerque and worked for several years as a case manager for UNM Mental Health Center. In 2001, Debbie was hired as a Vocational Rehabilitation Counselor at the New Mexico Division of Vocational Rehabilitation where she currently serves as the Supported Employment Deaf and Hard of Hearing Coordinator.

John A. Johnson – Deaf or Hard of Hearing Representative from Southern New Mexico

John Johnson's thirty years' management experience in the medical field has helped to refine his perspective on business and organizational structure. As a disabled veteran, John has experienced a profound hearing loss beginning in 1972, "At times it can be quite frustrating in the business world when you have a profound hearing loss," John said, "I look forward to representing the Deaf and Hard of Hearing community of Southern New Mexico."



Johnny Robertson – President of New Mexico Association for the Deaf

Johnny Robertson is a native New Mexican, born in Santa Fe, NM. He attended the New Mexico School for the Deaf in Santa Fe for several years, and later attended Highland High School in Albuquerque. He went on to get his B. A. degree from Gallaudet University. He received his M.A. and M.S. degrees from the University of Arizona. Mr. Robertson has been an Assistant Professor at California State University Northridge and Southwest Collegiate Institute for the Deaf. He was Transition Coordinator at the New Mexico School for the Deaf until he retired in 2008. Mr. Robertson has served on numerous boards including NMCDHH.



Ronald Stern – Superintendent of the New Mexico School for the Deaf



Ronald Stern, Ed.D. grew up in New York City attending a variety of schools, then earned a bachelor's degree in sociology from Gallaudet University. He went on to earn a master's degree in deaf education from California State University, Northridge. Prior to his current position as superintendent of the New Mexico School for the Deaf, Dr. Stern taught science and English to middle and high school students at the California School for the Deaf in Riverside, Berkeley, and Fremont. He also served as the middle school principal and, after a one-year stint as Gallaudet's athletic director, served as the director of instruction at the California School for the Deaf in Fremont. Over the years, Ron has served in numerous voluntary capacities in the Deaf Community and the community at large. He and his wife, Hedy, are the proud parent of three Deaf adults.



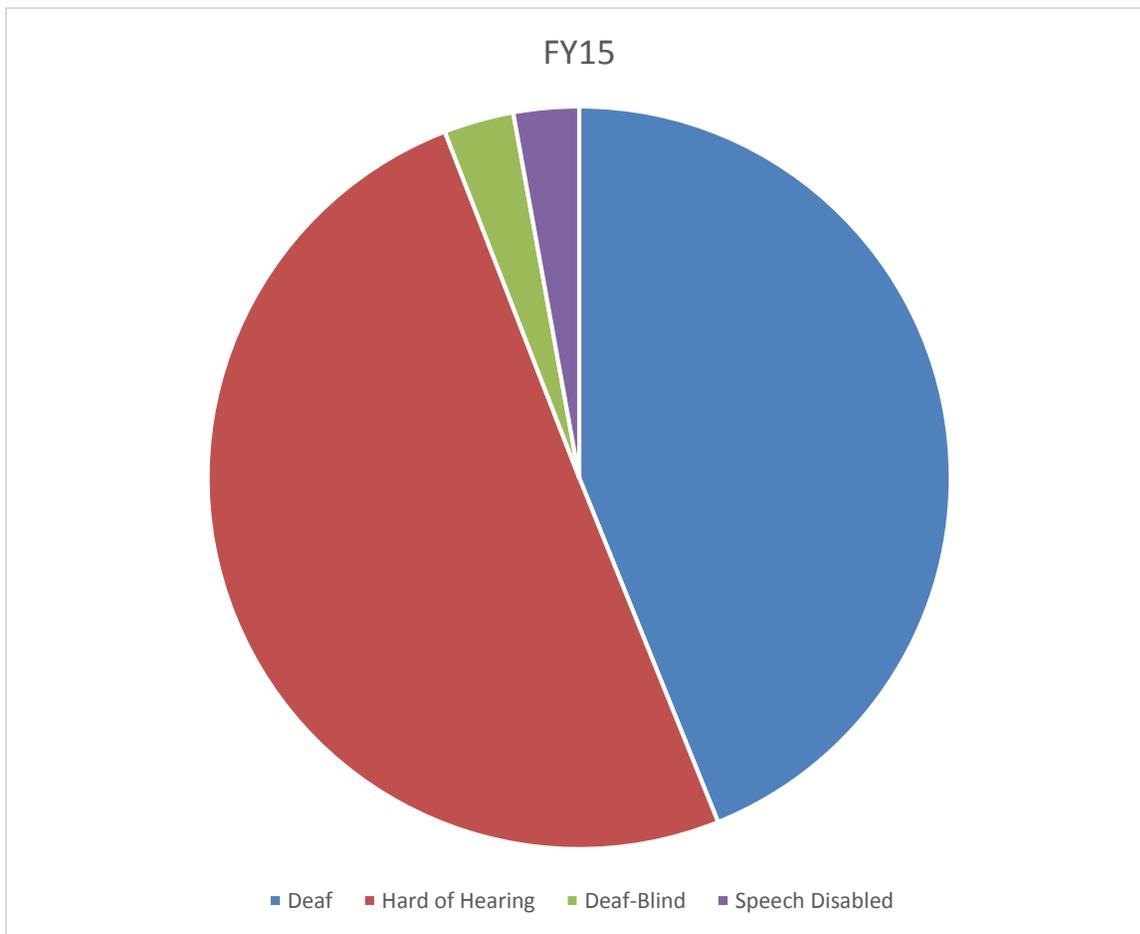
Budget

New Mexico Commission for Deaf and Hard of Hearing						
FY15 Annual Report 6/30/15						
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%
TOTAL		3,769,400	2,715,504	266,654	855,341	72.04%
FY15 TRS Revenue			FY15 General Fund Allocation			
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	



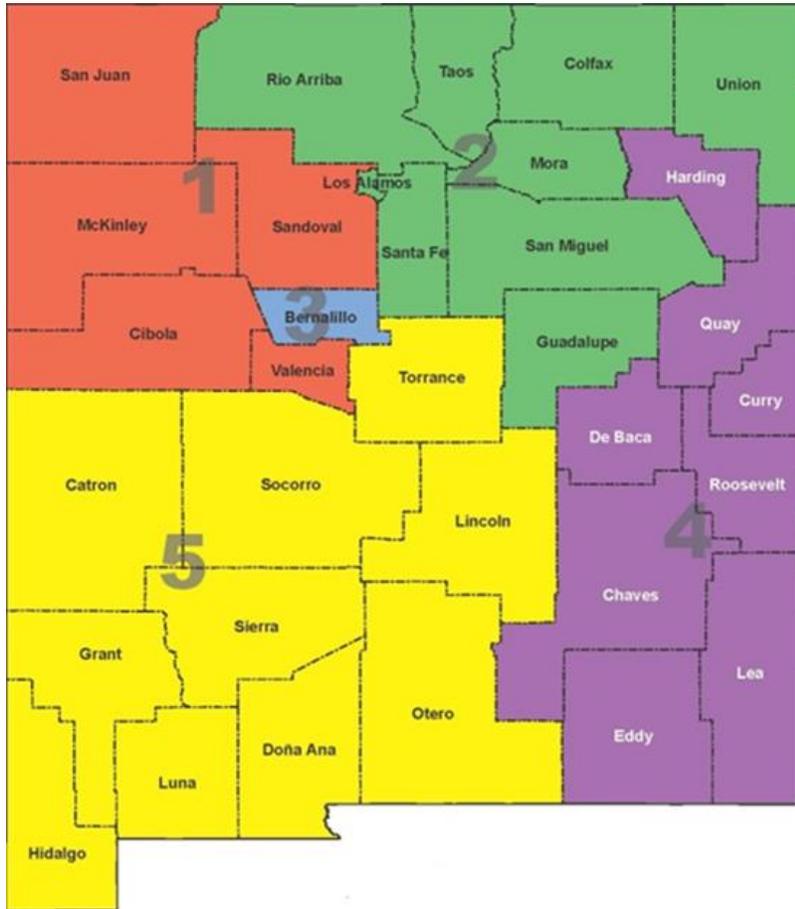
Client Statistics

Clients by Self-Identified Disability



NMCDHH Served 492 Clients in FY15

Clients by Region



Region 1 – 77
Region 2 – 61
Region 3 – 192
Region 4 – 37
Region 5 – 125



Contact Information

Albuquerque Office

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

Phone Numbers

Voice/TTY: (505) 383-6530
Video Phone: (505) 435-9319
Toll Free in NM: 1-800-489-8536
Fax: (505) 383-6533

Las Cruces Office

NMCDHH
Palms Office Complex
2407 W. Picacho, Suite A-103
Las Cruces, NM 88007

Phone Numbers

Voice: (575) 525-1036
TTY: (575) 525-1027
Video Phone: (575) 541-3403
Fax: (575) 525-1039

Website: www.cdhh.state.nm.us

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