



ANNUAL REPORT

New Mexico Commission for Deaf & Hard of Hearing

Fiscal Year 2016



Annual Report

Fiscal Year 2016

Table of Contents

Letter from the Chair	3
Letter from the Executive Director	5
Organizational Chart.....	7
Agency Overview	9
Legislative Performance Measures	11
Programs & Services	17
Staff Members	39
Board of Commissioners.....	45
Budget	49
Client Statistics	51
Contact Information	53

Letter from the Chair

Austin Welborn

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 2016 and includes the performance measures for New Mexico Commission for the Deaf and Hard of Hearing. I've been a part of the Commission for almost 4 years, and I feel that this year's changes have been for the best for the Commission in terms of performance, service to the Deaf, Hard of Hearing, Deaf-Blind and Late-Deafened community.

Despite the recent changes in staff, the staff were able to work very well together to minimize the losses with the transfer of one individual and the retirement of another. This really reflects the unity the staff and directors have in the Commission and I am proud to serve on the Board and get to work with such a fine group of people that work very hard to serve the variety of communities we have here in New Mexico. The number of people that the advocacy staff have served this year has increased by 21%, this along with the increase in workshops and a nearly 80% in outreach shows the high focus on serving our Deaf/Hard of Hearing/Deaf-Blind/Late-Deafened communities.

In addition to the advocacy services, many goals have been met in the areas of workshops and training sessions, such as working with the law enforcement in several different areas and training them on how to interact with people with varying degrees of hearing loss. Communication barriers have been reduced through education and raising awareness to businesses and the community itself. There has been an increase in the number of interpreters taking part in Commission sponsored professional development such as the New Mexico Mentoring program. The progress in meeting all the projects and creating new projects for serving the different communities here in New Mexico is very assertive and progressive and I've witnessed many positive changes in terms of awareness, improvement of technology and services. I trust that in Fiscal Year 2017 the New Mexico Commission for Deaf and Hard of Hearing will continue to provide advocacy, education, technical equipment, information, to reach Deaf and Hard-of-Hearing constituents in every part of the state and continue to provide interpreters with professional development which will in turn enhance the communication access for their clientele.

It has been a pleasure serving on the board during FY16 and on behalf of the members of the board and the staff of NMCDHH, we are all looking forward to a successful FY17.

Sincerely,

Austin Welborn

Austin Welborn
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 2016. During the year we worked to empower and improve access for the deaf, deaf-blind, hard of hearing, and speech disabled. 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 2016 was one of many positive changes. One positive change was in the number of individuals and agencies served. With the filled FTE positions from FY15 in Central and Southern New Mexico for the Advocacy services we saw an increase in individuals served. Most individuals served have several communication barriers in locations that have been served over the last few years. We noticed turnover and a lack of formal policy contributed to this renewed cycle of barriers for deaf, deaf-blind, and hard of hearing individuals. The Community Advocacy Department addressed this issue with an increased focus on our systems advocacy services. Systems advocacy addresses the barriers by creating training and policy for agencies and communities across New Mexico. Some of these collaborations include an effort to put comprehensive plans in place prior to interactions with a deaf, deaf-blind, or hard of hearing individual. One such example is a training program for election officials on how to interact with deaf, deaf-blind, and hard of hearing individuals during elections and vice versa. Another program that started this year is a "deaf" driver and "hard of hearing" driver placard program. The placard includes simple directives and explanations for the interaction. We are working with law enforcement officials to make sure that they are trained on interactions with drivers who have a hearing loss on a statewide basis beginning with Albuquerque. The placard program will assist law enforcement with routine traffic stops and interactions, reducing the anxiety people with hearing loss have.

Training and services for the community have been steady and intensive. We saw an opportunity to expand the deaf-blind community's knowledge on resources such as Haptic Communication and Braille devices. Our web presence has steadily grown and we now have all available resources distributed online. We have worked with several interpreting groups and mental health groups to improve access for mental health services. We have seen revisions to our curriculums for our mentoring programs and we have also been able to provide a gathering point for the deaf, deaf-blind, hard of hearing, and speech disabled population at our office.

With the changes to the technological landscape for the deaf, deaf-blind and hard of hearing community we are coming to a point where we will face the largest change as a community yet. The FCC issued a notice of Proposed Rulemaking in the Public Register in the matter of Transition from TTY to Real-Time Text Technology. In the notice they stated that the text telephone (TTY) has become increasingly outdated and as a result needs to be transitioned to a more reliable and interoperable communication tool. The proposed technology is real-time text communication over an internet protocol (IP) environment. The timeline for the implementation of RTT would be in place by December 31, 2017. Equipment such as the iPad, which is already in our Telecommunications Equipment Program and will allow for the shift to RTT. The iPad program, which was initiated in 2013, has proactively minimized the impact of this transition to RTT. The catch has been the higher cost per device, however due to the distribution being spread out over the course of 3 years we have avoided pouring all of our resources into providing technology for the transition at once. The State of New Mexico, while better prepared for the transition in terms of hardware, has some work to do with the impact of RTT in rural communities. Establishing access for wireless and high speed internet service is difficult in rural areas of New Mexico. We need to look into matters such as smartphone based assistive listening devices and improved access to broadband internet from our program. We also need to ensure that the state is equipped to handle the infrastructure transition. With that we need the funding resources to support such programs.

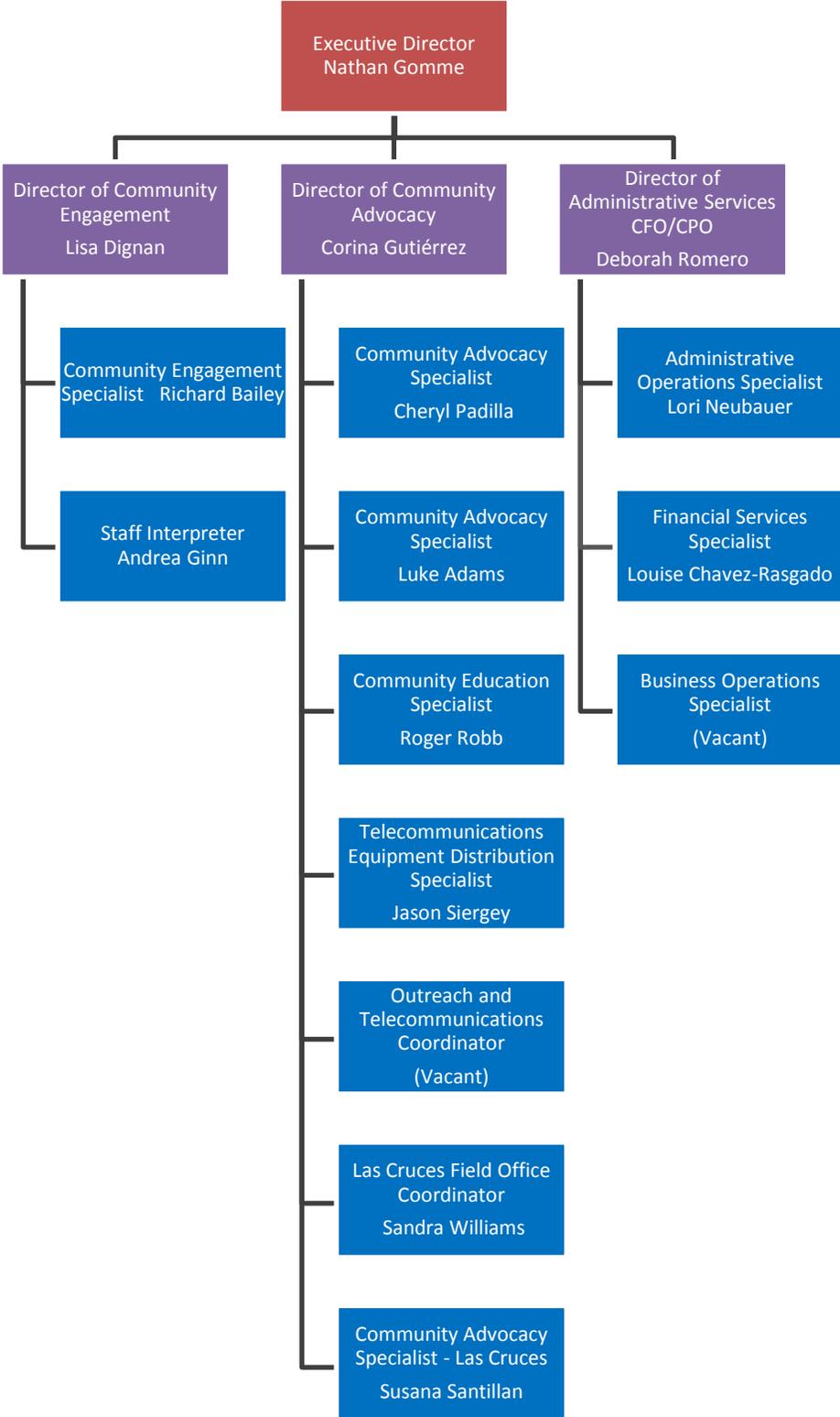
Fiscal Year 16 has been a great year of progress and we are looking forward to working with you and your staff to continue providing services to the deaf, deaf-blind, hard of hearing and speech disabled community in New Mexico. We also thank you for your time and work in the state.

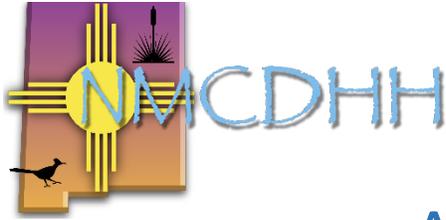
Sincerely,

G. Nathan Gomme

G. Nathan Gomme
Executive Director

NMCDHH Organizational Chart





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.

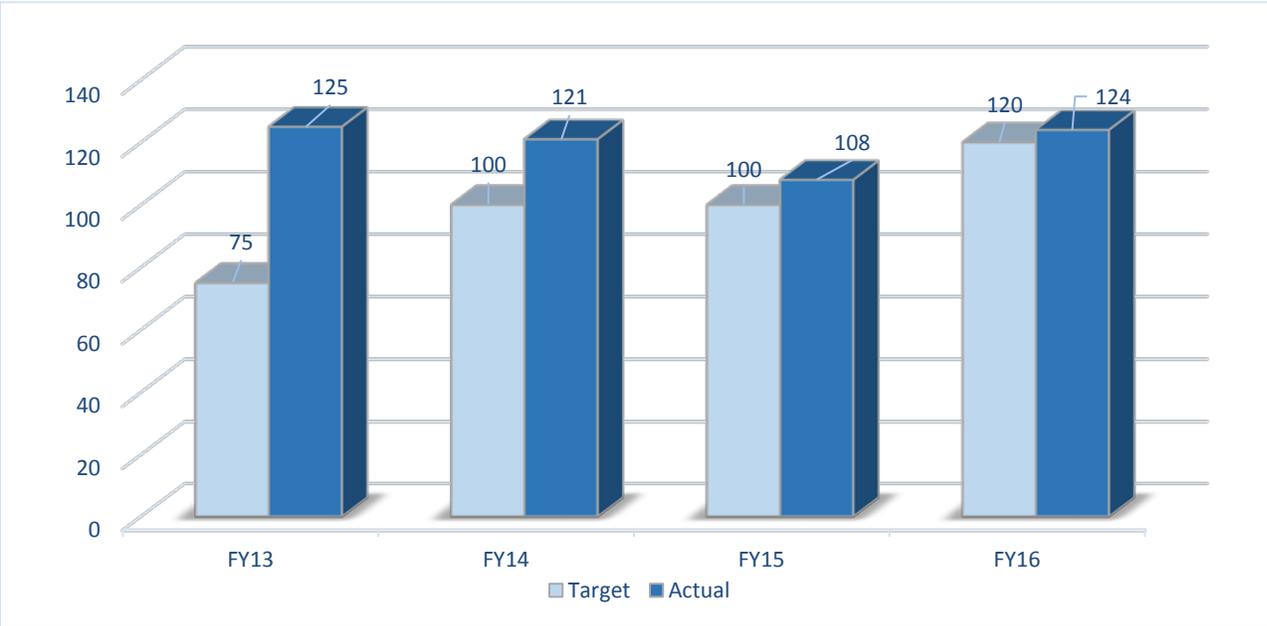
Vision Statement – “Impact and Empower”

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:

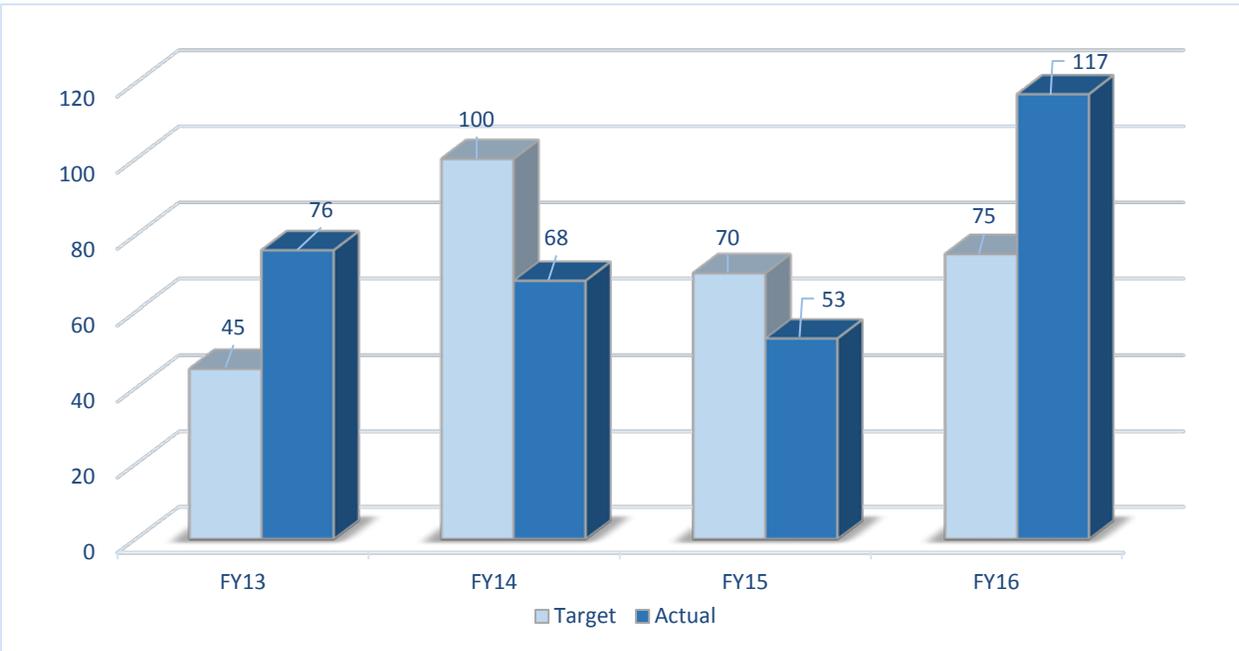
- ✚ The recognized advocate in important issues impacting the Deaf and Hard of Hearing Community
- ✚ The proactive provider of innovative programs and services
- ✚ The statewide umbrella and information clearinghouse for interested individuals, organizations, agencies and institutions

Legislative Performance Measures

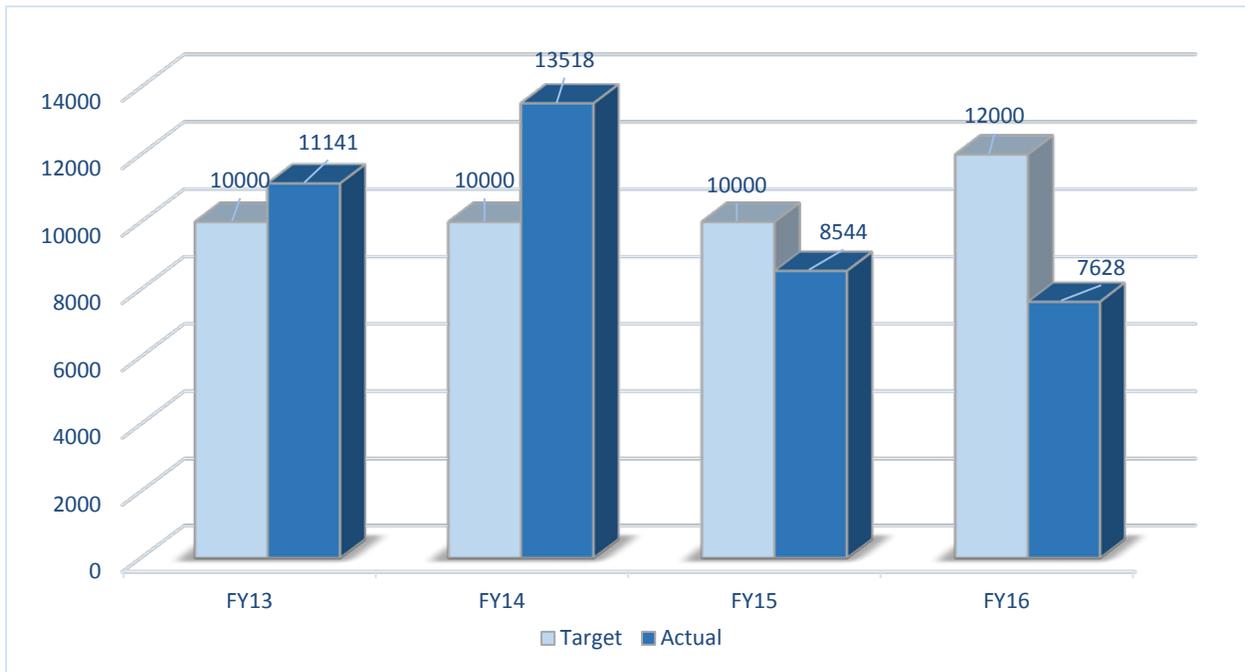
Number of Workshops & Training Sessions – 103% of FY16 goal met



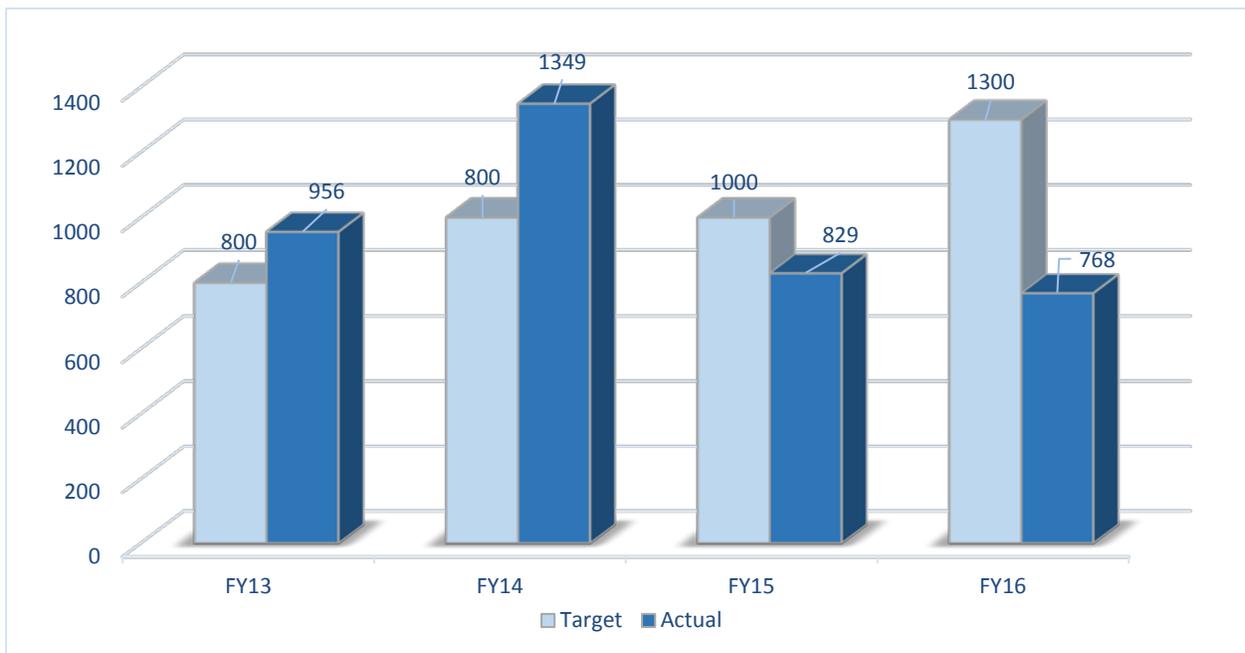
Number of Outreach Events Coordinated – 156% of FY16 goal met



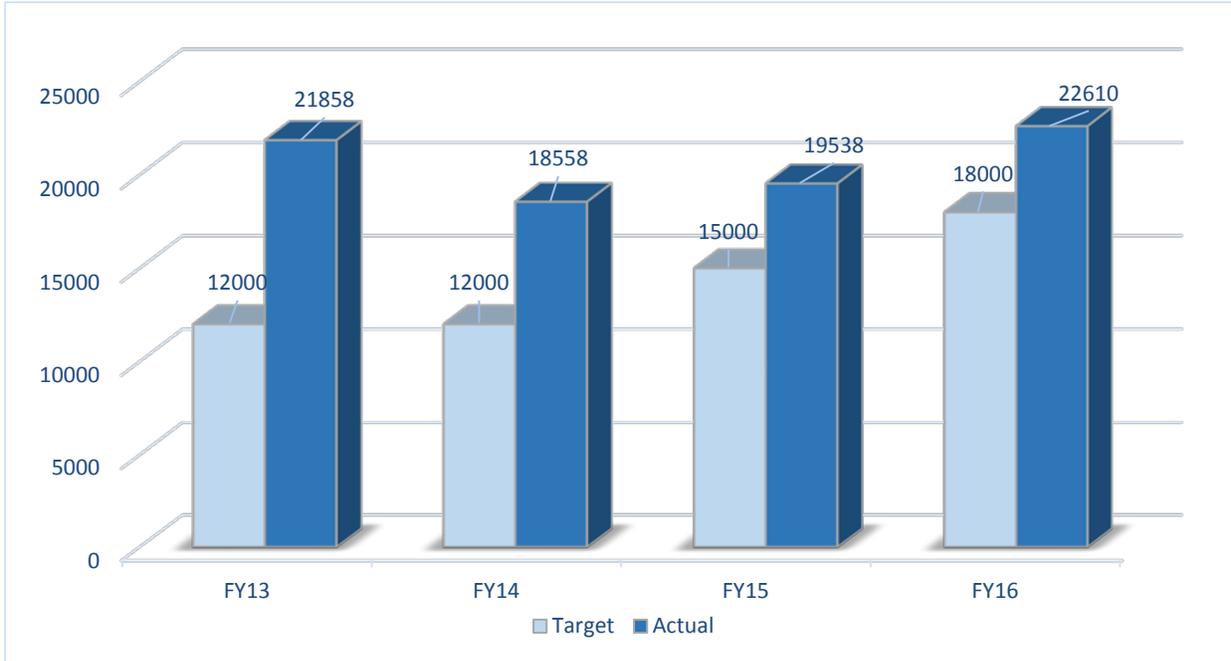
Average Number of Relay Calls per Month – 64% of FY16 goal met



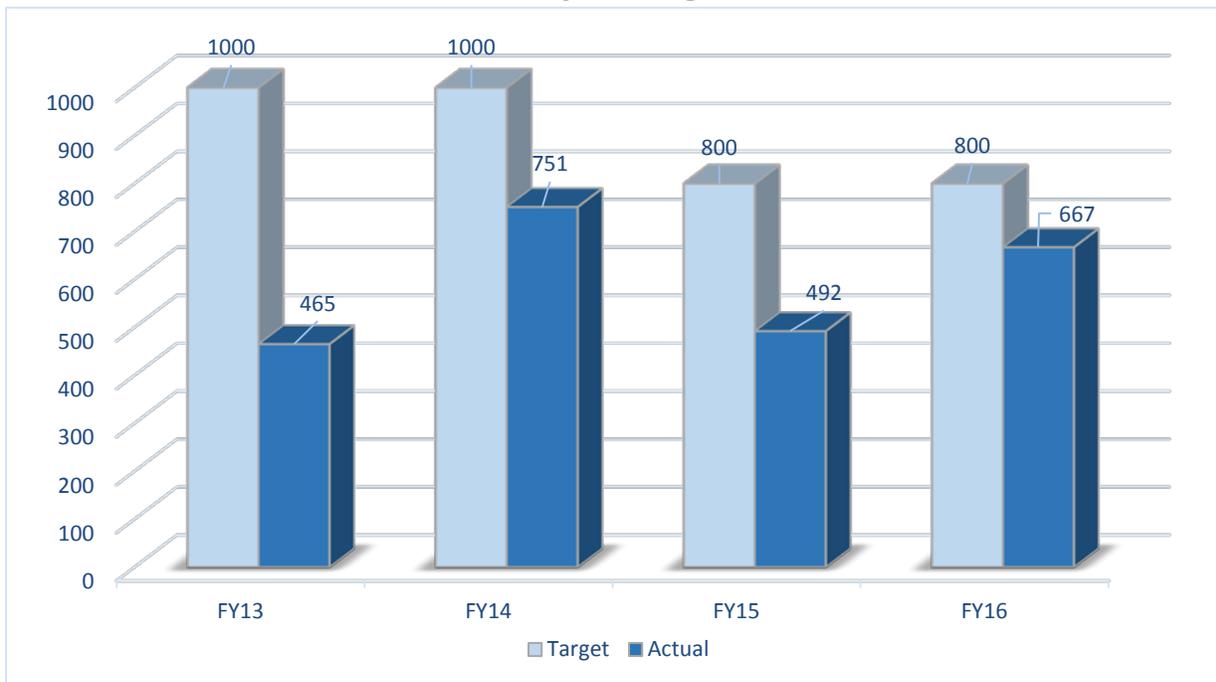
Number of Accessible Technology Distributions – 59% of FY16 goal met



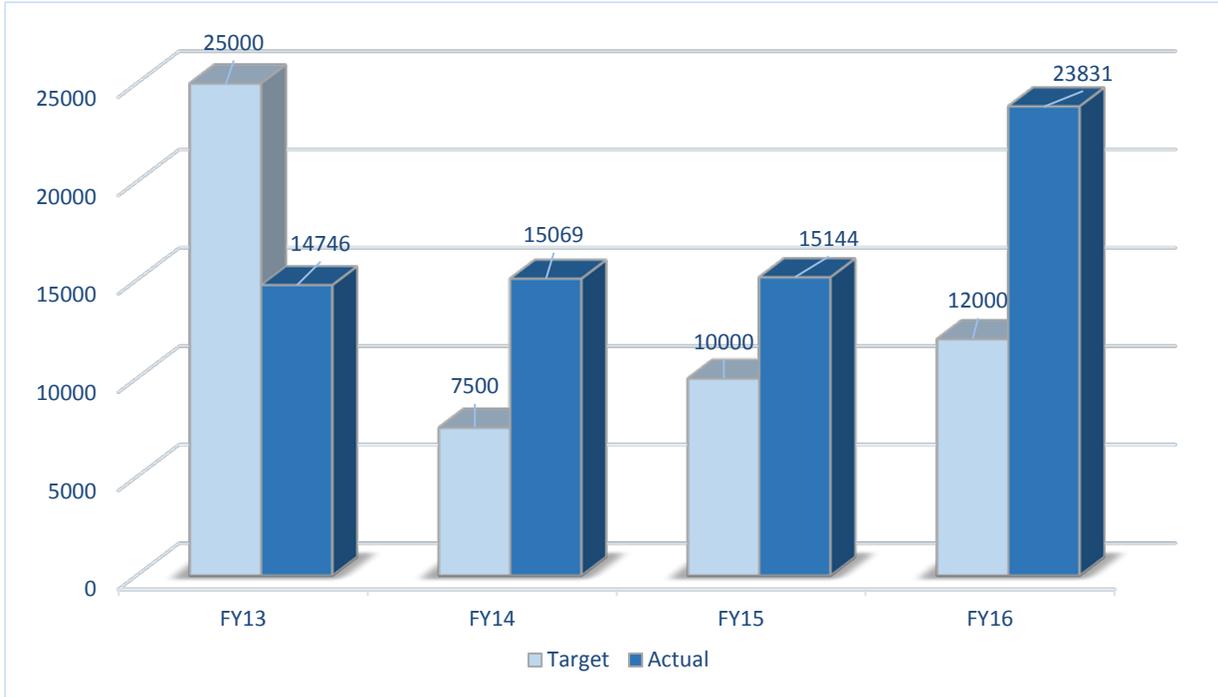
Staff Hours Devoted to Reducing Communication Barriers – 126% of FY16 goal met



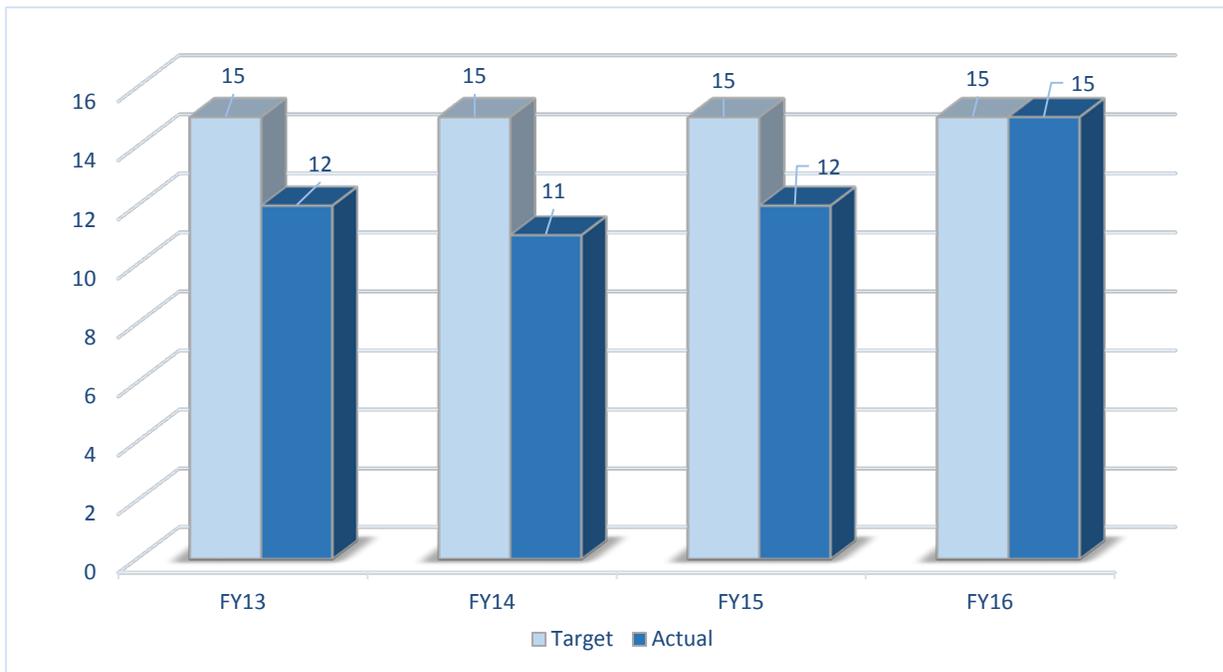
Number of Clients Provided Assistance to Reduce or Eliminate Communication Barriers – 83% of FY16 goal met



Number of Information Referrals & Outreach Contacts – 199% of FY16 goal met

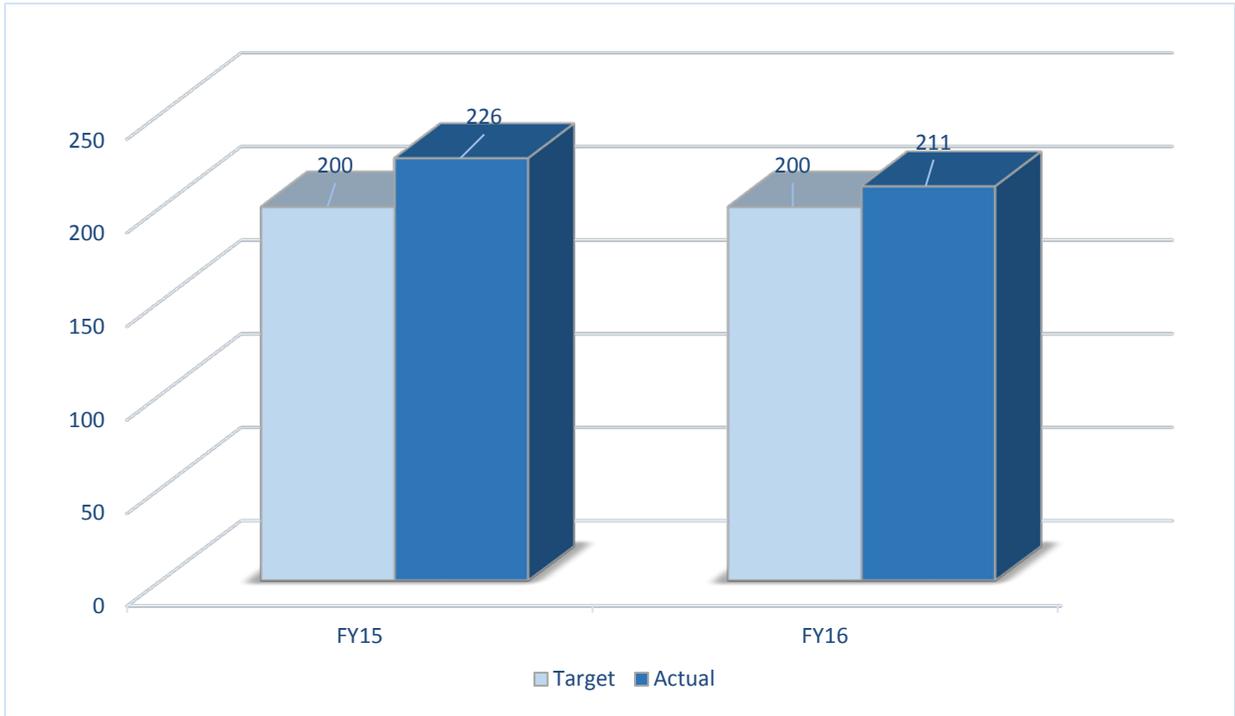


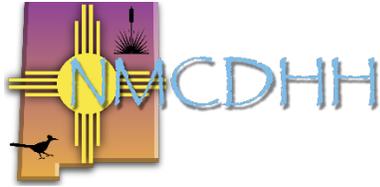
Number of Newly Issued New Mexico Community Signed Language Interpreter Licenses – 100% of FY16 goal met



Number of interpreters in CDHH Sponsored Professional Development – 105% of goal met

(This Legislative Performance Measure was new in FY15, so only statistics for FY15 & FY16 exist)





Programs & Services

Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

The Department of Community Advocacy (DCA) provides Individual Advocacy, System Advocacy, Community Education, Outreach and Telecommunication Equipment Distribution. NMCDHH partners with state agencies to collaborate on services for all people with disabilities, and participates in special projects such as facilitating video remote interpreting (VRI) for healthcare providers in Albuquerque and Santa Fe, the trainings on communication access for law enforcement in Albuquerque, Santa Fe and Las Cruces, the EMT/First Responders in Albuquerque and Las Cruces, the poll workers and Social Security Administration offices in the state of New Mexico. Programs included individual and systemic advocacy, public policy development and transition services.

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 stable communication access such as placards for Deaf and Hard of Hearing for the law enforcement in Albuquerque, the development of stable communication access such as video training about working with Deaf, Deaf-Blind and Hard of Hearing voters for the poll workers, and setting up the video phone/video relay service hardware or software at Department of Corrections in the state of New Mexico. NMCDHH further advocates by engaging in active legislative advocacy, ensuring that statewide and federal disability regulations and laws are in place and adhered to. Public awareness and educational trainings are also provided.

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 overview of New Mexico Commission for the Deaf and Hard of Hearing, and the Telecommunication Equipment Distribution program.

The Community Education Specialist provided 72 presentations/trainings of the total 124 presentations of Fiscal Year 2016. The 72 presentations included:

- 28 ASL
- 20 Hearing Loss Sensitivity
- 7 NMCDHH Overview
- 4 Deaf Self Advocacy Training
- 4 Fingerspelling
- 2 Movavi Video Suite
- 1 ADA Title II
- 1 ADA Toolkit
- 1 Deaf Culture
- 1 Interpreting in Law Enforcement
- 1 NMCDHH/COPD
- 1 Receptive Interpreting
- 1 Telecommunication Equipment Distribution

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

- Administrative Office of the Courts – Albuquerque
- Albuquerque Ambulance Services – Albuquerque
- Albuquerque Police Academy – Albuquerque
- Bernalillo County Elections Board – Albuquerque
- Casa del Rio – Truth or Consequences
- Central Elementary School – Las Cruces
- City of Albuquerque Government – Albuquerque
- Community Outreach Program for the Deaf – Albuquerque
- Compass Mentoring Services – Albuquerque
- Dialysis Clinic, Inc. – Rio Rancho
- Esperanza Shelter – Santa Fe
- Haven House – Rio Rancho
- Independent Living Skills Program – NMSD, Santa Fe
- Las Cruces Fire Department – Las Cruces
- Las Cruces Police Academy – Las Cruces
- Luna County CAN Program – Deming
- NM State Police – Santa Fe
- Presbyterian Hospital – Albuquerque
- Presbyterian Kaseman Hospital – Albuquerque
- Sierra County Health Council – Truth or Consequences
- Social Security Offices – Hobbs & Rio Rancho
- United Health Care - webinar
- UNM Hospital - Albuquerque

- UNM Psychology Department - Albuquerque
- UNM Signed Language Interpreting Program – Albuquerque

Conferences:

- EMT Conference – Las Cruces
- EMT/1st Responders Refresher Conference – Las Cruces
- Career Expo hosted by NMSD

The Community Education Specialist had 30 Systemic Advocacy cases:

- Albuquerque Ambulance Services
- Albuquerque Health Partners
- Albuquerque Little Theatre
- Albuquerque Police Academy
- Albuquerque Police Department
- Albuquerque Rapid Transit (ART)
- Albuquerque Sunport
- Albuquerque Theater Guild
- Bernalillo County Elections Board
- City of Las Cruces Seniors Program
- Department of Public Safety – Communications
- Esperanza Shelter
- Legal Aid
- Lovelace Hospital (Downtown Albuquerque)
- National Hispanic Cultural Center
- New Mexico State Police
- OmniJoin
- Optum Healthcare
- Placard for Deaf Drivers
- Placard for Hard of Hearing Drivers
- Presbyterian Hospital
- Presbyterian Hospital – Patient Advocates Department
- Presbyterian Hospital – Social Workers Department
- Secretary of State Voting Board
- Shakespeare on the Plaza
- Social Security Administration – Albuquerque
- Social Security Administration – Farmington
- Social Security Administration – Hobbs
- Social Security Administration – Las Cruces
- Taos Central Communications

The Community Education Specialist has produced 13 Vlogs:

- Community Advocacy Part 1
- Community Advocacy Part 2
- Community Advocacy Part 2 (revised to include Susana Santillan)
- Corina Gutiérrez – explaining her duties in the department
- Jason Siergey – explaining his duties
- Johnny Robertson’s Signed Language Interpreting Practices Board Announcement
- Luke Adams & Cheryl Padilla – explaining their duties
- Roger Robb – explaining his duties
- Sam Martinez – explaining his duties
- Sandra Williams – explaining her duties
- Susana Santillan – explaining her duties
- “Voice Plan vs Video Phone”
- “Where Are You Originally From?”
- 3 Vlogs pre-production or post-production stages
- “Communicating Effectively with a Voter with Hearing Loss” (for Poll Workers)
- “Red, Green, or Christmas”
- “What is in Your Refrigerator?”

Special Project

- Developed “I am Deaf” Placard
- Developing “I am Hard of Hearing” Placard



The development of 2 placards, one for deaf drivers and one for hard of hearing drivers, will help in CDHH’s work with law enforcement and ease the minds of deaf and hard of hearing individuals who are stopped by police. These placards explain to police that the deaf or hard of hearing driver may not respond to the officer’s questions or understand why they were pulled over. The officer will be able to point to a picture on the placard to show that they would like to see the driver’s license, registration and insurance information and they also can point to pictures of common reasons for stops. Furthermore, the driver can also point to pictures explaining that they may not understand the officer if a flashlight makes it difficult to see the officer’s face or if the

driver needs a signed language interpreter. The development phase is finished, but the printing and distribution of the placards will continue into FY17 as the Commission searches for funding to continue the project.

Telecommunication Equipment Distribution

The Telecommunication Equipment Distribution Program (TED) lends telecommunications devices at no cost to qualifying New Mexico residents, as well as two accessories per applicant. The devices distributed are amplified telephones, TTYs (Teletypewriters), Voice Carry Over (VCO) Hearing Carry Over (HCO), and captioned telephones, Apple iPad Air 2 or iPad mini 4, and Electro-Larynx devices that give those with a speech disability the power to be heard loud and clear. Accessories include alarm clocks, telephone signalers, answering machines, notification systems, smoke alarms, and Bluetooth enabled devices.

Outreach Program

New Mexico Commission for the Deaf and Hard of Hearing (NMCDHH) is the one stop information gathering center for people with hearing loss. NMCDHH provides fact sheets and referrals to agencies who will provide the appropriate accommodations to the consumer. NMCDHH attended numerous booths across the state to provide one-on-one information and one stop education for telecommunications equipment. Health and Wellness fairs all over the state have proven to be positive places where participants learn more about the telecommunications equipment that NMCDHH provides. Through Outreach, the information reaches every corner of the state from Raton, Clayton, Wagon Mound, Gallup, Cuba, Santa Fe, Pueblo of Sandia, Bernalillo, Rio Rancho, Edgewood, and Albuquerque. For the year-to-date, the Albuquerque office staffed 35 booths with 2,071 booth visitors.

The booths were conducted at:

- Tesuque Pueblo
- Governor's Commission on Disability at their New Mexico Technical Assistance Program Tech Fair
- Sandoval County Health and Wellness Fair
- New Mexico Aging and Long Term Services Department's Annual Conference on Aging
- New Mexico State Fair Senior Day
- Sandia Pueblo Wellness Fair
- Santa Fe Fire Department Safety and Wellness Fair
- Southwest Conference on Disability
- Prime Time Magazine's 50+ Wellness Fair
- Rio Rancho Public Schools Transition Fair
- Albuquerque Meadows Annual Wellness Fair
- New Mexico Speech-Language Hearing Association Annual Conference
- City of Albuquerque Employees Health Fair

- New Mexico Library Association
- East Torrance Soil and Water Conservation District Annual Meeting
- American Sign Language Academy's Parent's Night
- Barelmas Senior Day
- KOB
- Disability Awareness Day at the Round House
- Indian Day
- Rio Rancho Public School Wellness Fair
- Wagon Mound Public Schools Annual Health Fair
- Head2toe
- Clayton Annual Union County Health Fair
- Raton Colfax County Annual Family Health Fair
- Gallup Community Health Fair
- Governor's Commission on Disability, New Mexico Technical Assistance Program Conference
- Bernalillo Annual Sandoval County Senior Picnic and Health Fair
- Cuba Health Fair
- Albuquerque Law-La-Palooza Legal Fair
- Gallup Free Legal Fair
- Pueblo of Sandia Annual 2016 Wellness and Safety Fair
- 2nd Annual International District Health Fair
- State of New Mexico Career Fair and Expo
- Coyote Senior Center Health Fair



TEDP SPECIALIST, JASON SIERGEY, MANS THE BOOTH AT A SENIOR CITIZEN HEALTH FAIR

Deaf-Blind/Deaf-Plus Services

Community Outreach Program for the Deaf-NM (COPD) is the awarded vendor to provide Deaf-Blind and Deaf-Plus Services. Normally this summary starts with the reported data from COPD. This year the Deaf-Blind and Deaf-Plus Community wanted to share a few of their feelings about the program. The testimonials come from the very individuals who use the Support Service Providers (SSP). SSPs are their lifeline to the world. SSPs provide community support, transportation, and access to a world that was once inaccessible.

Testimonials:

"I was born deaf and started to wear glasses when I was three years old. I am 54 now. 6 years ago during my annual eye exam, the ophthalmologist informed me that I am legally blind due to my peripheral views being severely compromised and that I can't drive anymore. In addition, my job of almost 25 years told me that I can't work there anymore due to safety and quality control issues. So, I had a meeting with the New Mexico Commission for the Blind, Vocational Rehabilitation counselor to deal with the situation. He mentioned the Deaf-Blind program at COPD that offers SSPs for Deaf-Blind consumers. I applied for it and was approved. That's when I learned about the SSPs and their tasks. I find them to be quite beneficial and essential. They provide me with transportation to stores, appointments, meetings, etc. and act as a guide for me. It makes my quality of life better and easier. I feel fortunate and hope that the COPD continues to provide the SSP services for the years to come. Also, COPD enables me to get involved with the Zia Deaf-Blind club and its monthly events. The SSPs play a big part of them as they provide the transportation to the Deaf-Blind people and being their guides." Consumer in Albuquerque

"Before I started receiving SSP support, I ate out a lot because it was so difficult to go grocery shopping. Now, with SSP support, I go twice a week. As a result, I eat most meals at home and I only eat out as a treat. I have friends who are glad to take me shopping if they aren't busy, but now I don't have to count on them. Now when we get together it is as friends rather than as helpers. There is a great deal of dignity in this independence. I now go to the gym on a regular basis. I am able to go twice a week. I feel that my health has benefitted from this regular exercise. Being able to run errands is a great help. And to be able to choose which errands and which order, again, has a dignity component to it. As I mentioned, I eat most meals at home now, by choice, I might add. However, on the days that I have an SSP, I get to eat out at places well beyond my neighborhood that would otherwise be out of reach. And then there is the help I get with mail and computer technology assistance. SSP services have quite literally changed my life for the better. Thank you so much for all your support"
Consumer in Albuquerque

"Yes, SSPs help me. That is making sure it is safe for me. Also, they let me know any kind of events. I need SSP's eyes. Also, SSPs can help me to solve problem with my vision." Consumer in Albuquerque

“I really support the SSP! It helps me a lot by running errands, taking coffee break, having lunch, and etc. Also, we go shopping when I need. I can get out of the house now. I don't know what I would do without the SSP. Again, it really helps me a lot!”
 Consumer in Las Cruces

“I love the SSPs! They are easy to communicate with and they keep me informed about what happens around me. I don't have to worry about how to go to medical doctor's appointments – my appointments are important to my health. I am so happy to have SSPs in my life.” Consumer in Albuquerque

Service Information:

Aggregate data:

Total number of clients served this time period (unduplicated count): 48 ¹

Total number of clients who are deaf-blind (unduplicated count): 26

Total Number of Clients Who Are Deaf-Blind by Region	Region 1	2
	Region 2	2
	Region 3	17
	Region 4	3
	Region 5	2

Total number of clients who are deaf-plus (unduplicated count): 22

Total Number of Clients Who Are Deaf+ by Region	Region 1	5
	Region 2	0
	Region 3	14
	Region 4	1
	Region 5	2

COPD currently provides services in twelve counties:

- Bernalillo
- Chavez
- Curry
- Dona Ana
- Grant
- Lea
- Rio Arriba
- Roosevelt
- San Juan
- Sandoval
- Santa Fe
- Sierra

¹ This total is up from 47 indicated in the “June” monthly service report. One individual who is deaf-plus was not counted as a new consumer in the “August” service report.

Total number of SSP hours provided this time period: 5,960.50 hours ²

Of the total 5,960.50 of SSP services provided, 429.00 (or 7%) of those hours included advocacy for consumers who are deaf-plus or deaf-blind.

Additional analysis shows that:

- 89.32% of SSP assignments included transportation
- 27.41% of SSP assignments included transportation to medical appointments
- 44.38% of SSP assignments included text access support

Total number of SSP hours provided to individuals who are deaf-blind: 4,279.25

Total number of SSP hours provided to individuals who are deaf-plus: 1,618.25

Total number of Client Services hours provided this time period: 381.50 hours

Total number of CS hours provided to individuals who are deaf-blind: 228.75

Total number of CS hours provided to individuals who are deaf-plus: 152.75

Total number of trainings and workshops this time period: 5

Total Trainings and Workshops by Region	Region 1	0
	Region 2	0
	Region 3	5 ³
	Region 4	1
	Region 5	0

Total number of outreach events this time period: 15

Total outreach events/activities	Region 1	1
	Region 2	5
	Region 3	7 ⁴
	Region 4	0
	Region 5	2

² This total is up from 5,950.00 reported in the “June” monthly service report. The 10.50 hours discrepancy is due to a mathematical error that occurred during the preparation of the “February” monthly service report.

³ Of the five trainings/workshops conducted in Region 3, three of them were either broadcast across the state or were presentations/workshops conducted at conferences with attendants from across the state. One additional training on Haptic Communication was conducted in June 2016. More about this training is provided below in this report under Specific Outcomes.

⁴ Of the seven outreach events conducted in Region 3, four of them included participants from across the state.

Consumer and Other Outcome Data:

With advocacy and other consumer service support:

- Food Delivery
- A second social group of “oral” deaf-blind individuals
 - COPD staff conduct monthly support/discussion groups for “oral” deaf-blind individuals
- Transition support
- Medical services
- Medical equipment
- Public utility services
- HUD Services
- HUD re-certification
- Technology support
- Housing Stability

With SSP support:

- Attend medical appointments
- Attend the Deaf Senior Citizens meetings on a bi-weekly basis.
- Attend the monthly Zia Deaf-Blind Club monthly social event.
- Meet to complete Federal and state taxes
- Food shopping or local food banks.
- Look for and buy a house.
- Job fairs
- The annual Disability Rights Day (DRAD)
- The annual Deaf-Blind Awareness Day at the Roundhouse
- NM Chapter of the National Federation of the Blind Annual Convention
- The ZIA Annual Holiday Party

System Outcomes:

- **Haptic Communication:**
On June 11 and 12, 2016 with the resources from the NM Commission for Deaf and Hard of Hearing (NMCDHH), the Community Outreach Program for the Deaf (COPD) was able to bring a two-day training on Haptic Communication to the state of New Mexico. The training was hosted at the NMCDHH office. The training was conducted by four staff (two instructors and two interpreters/SSPs) from the Helen Keller National Center for Deaf-Blind

Youths and Adults. We wanted to expose as many people as possible to this great tool. Training attendees included three consumers who are Deaf-Blind and six COPD staff members, COPD staff members' involved included Support Service Providers and COPD staff interpreters. These individuals participated along two administrators from NMCDHH and one from COPD. We also collaborated with the interpreter training program at the University of New Mexico which was able to send a student for the training.

Haptics is a systematic, formal set of touch signals developed twenty years ago by the deaf-blind community in Scandinavia with the purpose of providing additional visual and auditory information to individuals who are deaf-blind. This additional information enables these individuals to better understand what is happening around them and to better interact with the environment (including other people in the environment). Haptics does *not* replace the need for a licensed interpreter; it supplements the communication access provided by interpreters.

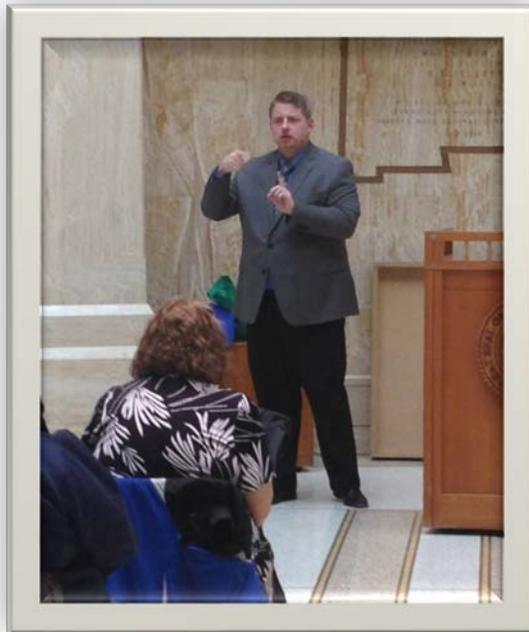
The three consumers and three SSPs from COPD found the information they learned from the training to be very practical and immediately applicable. They are using haptic skills and are very interested in pursuing more training.

The long term goal in FY17 is for these three consumers and three SSPs to strengthen their skills with Haptics. Starting in Quarter 1 of FY17, these individuals along with the COPD Agency Director will meet on a regular basis to practice Haptics and to learn additional signals as part of this strengthening process. These individuals with the director will become the core team for Haptics. At the mid-point of the contract year, COPD will begin training additional SSPs and consumers on Haptics. The goal is for the core training team under COPD to train additional consumers and SSPs.

- **Increasing COPD's capacity to serve individuals who are deaf-blind or deaf-plus:**

Several of consumers who are deaf-blind or deaf-plus are hard of hearing and use their residual audition. These individuals are either not fluent in nor do they know any formal sign system. COPD in response to this purchased a set (10 units) of multi-channel audio receivers and headsets. COPD also purchased two microphones to use during the monthly meetings of the support group of individuals who are "oral" deaf-blind. It will also be used for trainings for any COPD consumer groups that have participants who are hard of hearing who do not know sign, and need amplification. COPD has experienced an increasing need for Braille documentation. As a result of this need, they purchased a Braille embosser that they will use to produce large documents in Braille as well as Braille maps for consumers who are Braille

users. COPD will also use this device to produce Braille brochures and other documents for the NMCDHH.



NMCDHH EXECUTIVE DIRECTOR G. NATHAN GOMME PRESENTS AT DEAF-BLIND AWARENESS DAY AT THE NEW MEXICO LEGISLATURE

Las Cruces Satellite Office

The staff at the Las Cruces Satellite Office continue to make every effort to eliminate communication barriers across the southern parts of New Mexico. The staff provided service coordination by connecting consumers with appropriate service providers, educating public entities who requested trainings, and through advocacy services for consumers to gain equal access to their employment, education and other services needed to improve their quality of life.

Individual and Systematic Advocacy

For this fiscal year, 215 consumers from Southern New Mexico were served by the Las Cruces staff, nearly tripling the consumers served in FY15. The addition of a full time Community Advocacy Specialist, Susana Santillan, in the second quarter of FY16 was a helpful addition for the Las Cruces Coordinator, Sandra Williams. The fact that Ms. Santillan spoke Spanish ensured that the consumers and their service providers were receiving quality services without any communication barriers especially in a part of the state where Spanish is often spoken. Over 27 public entities, including governmental agencies, are now providing accommodations to consumers who were formerly denied communication access.

Distribution of technology applications

The Las Cruces staff noticed an increased demand for the Telecommunication Equipment Distribution Program (TEDP). More TEDP applications were distributed this current year than in the past.

Education

Many individuals, private businesses, agencies and organizations have requested assistance, information and guidance on how to accommodate their consumers with hearing loss, where to find interpreters, CART services, and other specialized resources. Staff also addressed individuals who were interested in becoming sign language interpreters.

NMCDHH provided 14 of the 124 workshops and trainings in Southern New Mexico. Ms. Santillan presented an overview of NMCDHH at the Southern New Mexico Advocacy Workshop, and the overview and a presentation titled “Effective Communication” at the Munson Senior Center. Ms. Santillan teamed with Ms. Williams on an overview of NMCDHH and the presentation on effective communication for the Office of Emergency Management.

Outreach, Community Collaboration and Information & Referral

Staff from the Las Cruces office hosted over 38 booths in local communities in Doña Ana County. In these booths they were able to pass out information regarding the Commission’s mission. Collectively, the Las Cruces staff provided 8,597 Information & Referral to Southern New Mexico residents, including visitors to booths, trainings and workshops, as well as callers and walk-ins to the office.

The staff actively collaborated with at least 50 various agencies and organizations in the city of Las Cruces to strengthen Deaf and Hard of Hearing communities. Some are on-going on a month to month basis to ensure the public is informed of the availability of the Commission’s services and to educate them on ADA laws.

The Las Cruces staff believes the outreach activities are crucial and so far, they have done so via multiple mediums. The results of their letters, emails, phone calls, and in-person contacts have been very productive. More and more service providers are contacting the Las Cruces office on a daily basis, thus keeping the staff very busy.

Accomplishments in Fiscal Year 2016

The Las Cruces office co-chaired the annual ADA Celebration Community Fair as we met on monthly basis with other governmental and state agencies, planning our county-wide event. There were over 400 in attendance.



SANDRA WILLIAMS, LAS CRUCES FIELD OFFICE COORDINATOR, AT A BOOTH IN SOUTHERN NEW MEXICO

In January, staff in Las Cruces collaborated with the Las Cruces Hearing Loss Association Committee in recruiting resources to address the needs of those who worked with the Hard of Hearing Community. NMCDHH co-sponsored a workshop with the New Mexico Chapters of Hearing Loss Association of America (HLAA). Ms. Williams and Ms. Santillan met with several local audiologists and churches and personally invited them to attend this spectacular workshop provided by Dr. Juliette Sterkens, Audiologist, who advocated on the importance of educating consumers and the public the usage of loop systems and t-coil technology. Many hearing aid wearers today are still not aware if they have a t-coil switch on their hearing aids or how and when to use it. Dr. Sterkens travels as the HLAA National Hearing Loop Advocate, no make people aware of the advantages they have with the t-coil technology, especially in places that have hearing loops like churches, auditoriums, classrooms, and other public venues.

Community Engagement

Lisa Dignan, Director of Community Engagement

The Community Engagement Department provides a broad range of services to improve communication access for Deaf, Hard of Hearing, and Deaf-Blind residents of New Mexico. During fiscal year 2016, our staff expanded to three when we added a full time staff interpreter, and our department continues to supervise all contract signed language interpreters and apprentice interpreters, in addition to other contractors. Full time staff members are:

- Lisa Dignan, Director of Community Engagement
- Richard Bailey, Community Engagement Specialist
- Andrea Ginn, Staff Interpreter

The range of services provided by the Community Engagement department include:

Professional Development Opportunities for Signed Language Interpreters

- New Mexico Mentoring
 - A structured, 16 week mentoring program for licensed New Mexico interpreters
- Interpreter Apprentice 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



FALL 2015 NEW MEXICO MENTORING GROUP PHOTO

Back row: Scott Vollmar, Mary Collard, Julie Mason, Bethany Kocmich, Monica Sower,
Amanda Summers, Sydney Marable, Mark Frederick
Front row: Tori Egensteiner, Andrea Ginn, Lisa Dignan, AZ Gonzales



SPRING 2016 NEW MEXICO MENTORING GROUP PHOTO

Back row: Andriea Vigil, Jessica Eubank, Shyla Huntley, Rachelle Clifford,
Erin Mares, Niki Parker
Front row: Biffy Ippel, Lisa Dignan, AZ Gonzales, Shira Grabelsky

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
 - Available for free download from our website
- Information and Referral
 - Respond to questions from the community providing resources for assistance.

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 interested grade schools and programs to enrich their knowledge and understanding of serving students with hearing loss, both academically and socially.

Social Media and Website

- Sharing information with our constituents through our online presence including:
 - Website: www.CDHH.state.nm.us
 - Facebook: www.facebook.com/NMCDHH
 - Twitter: www.twitter.com/NMCDHH
 - YouTube: www.youtube.com/user/NMCDHH
 - LinkedIn: www.linkedin.com/in/new-mexico-commission-for-deaf-hard-of-hearing-96710628
 - Email blast system facilitated by MailChimp

Contract Management

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

Communication Access

- Provide communication access services for NMCDHH staff at meetings, presentations, outreach events, and when providing client services in our offices or at off-site locations.

Special Projects

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

NMCDHH Library

- Resources available for loan statewide with the collection included in an online database: <https://NMCDHH.librarika.com>.

Human Resources

- All agency human resources functions are provided by the Director of Community Engagement.

Community Engagement Accomplishments in Fiscal Year 2016

- Ms. Dignan and Mr. Bailey worked with Executive Director Gomme and a web design and hosting contractor to develop and launch a completely new NMCDHH website. It has received outstanding feedback from the community and increased community interaction. Ms. Lori Neubauer, Administrative Operations Specialist, provided invaluable support throughout the process and continues to incorporate ongoing updates to the site.
- Ms. Lori Neubauer continues to grow the NMCDHH Library by adding new materials to the collection. In FY16 registrations for the library database grew to 39, and 41 patrons borrowed 57 items.
- Community Engagement staff attended and presented at several professional conferences:
 - Mr. Bailey attended the National Black Deaf Advocates conference, the Southwest Conference on Disability, and the ATC 16; presented at the Pepnet2 Summit; and assisted with coordination of the CDHH presenters and exhibit for the New Mexico Deaf and Hard of Hearing Career Expo.
 - Ms. Dignan attended the Registry of Interpreters for the Deaf conference and presented at the Colorado Registry of Interpreters for the Deaf conference.
 - Ms. Ginn attended the ADARA conference and the RID Region IV leadership retreat.

Ms. Dignan's accomplishments included:

- Delivering professional development opportunities to 211 New Mexico interpreters through a variety of programs and contracts, plus training for 34 mental health professionals regarding working with clients with hearing loss.

- Increased the efficiency and cost effectiveness of New Mexico Mentoring through use of electronic materials instead of paper. Three curricula were revised and nine mentor-mentee pairs successfully completed the program.
- Working with the Signed Language Interpreting Practices Board to deal with significant changes in certification of interpreters by the Registry of Interpreters for the Deaf.
- Chairing two committees under the New Mexico Language Access Advisory Committee: the Literacy Challenges Work Group and the Audio-Video Files subcommittee. She presented to the Access to Justice Commission on behalf of the Literacy Challenges Work Group.
- Working with the Administrative Office of the Courts to assure changes in the coordination of ASL interpreters did not negatively impact our constituents.
- Co-presenting on *Making Public Events Accessible* at the ADA Coordinator's Council with Director of Community Advocacy, Corina Gutiérrez.
- Continuing her service as Vice Chair of the Council for Purchasing from Persons with Disabilities and the subcommittee focused on improving the implementation of the State Use Act, and serving as Procurement Manager for a Council RFP to contract with a Central Non-Profit Agency.

Mr. Bailey's accomplishments included:

- Completing a Request for Proposals (RFP) to award a contract for Deaf-Blind and Deaf-Plus services. In spite of multiple delays out of Mr. Bailey's control, the contract was in place prior to the start of FY17.
- Participating on the planning committees for the Conference on Aging and the Southwest Conference on Disability, as well as on the Advisory Board for the New Mexico Technical Assistance Program and the Interagency Transition Alliance.
- Working with several entities regarding Transition Services and providing transition training to several entities throughout New Mexico including DVR, high schools, and families and teachers of transition-age students.
- Providing services and consultation to several community entities regarding access for individuals who are deaf and hard of hearing, on a variety of topics including assistive technology, interpreting services and after-school programs.
- Participating in ongoing discussions about Video Relay Interpreting protocols with members of the judicial system, including making recommendations for minimum access standards.

Ms. Ginn's accomplishments included:

- Leading the team of contract interpreters and apprentices to provide 917 hours of outstanding interpreting services to the NMCDHH staff while working within strict budget limitations.
- Directing the NMCDHH Interpreter Apprentice program with a total of three apprentices participating. One successfully completed the program, one was released early, and one is on track to successful completion.
- Coordinating "mini-workshops" for the apprentices presented by NMCDHH staff to improve intra-office rapport, support language development, and increase contextual awareness.

- Building connections with several mental health resources in the community to increase access for our constituents.
- Training several staff members on the Communication Assessment tool she learned to administer during her Mental Health Interpreter Training in Alabama, and assessing several clients.

Human Resources Accomplishments in Fiscal Year 2016

In addition to program work, Lisa Dignan is the Director of Human Resources for the agency. Fiscal Year 2016 multiple significant accomplishments in this area:

- Three current staff members were reclassified to appropriate classifications.
- The Staff Interpreter position was posted, qualified applicants interviewed, and Andrea Ginn, the former contract interpreter coordinator, was hired.
- The temporary Service Coordinator position in Las Cruces expired, the permanent position was posted, qualified applicants interviewed, and Susana Santillan hired.
- The Financial Services Specialist position was reclassified, posted, qualified candidates interviewed, and Louise Chavez-Rasgado was hired.
- The Board requested a pay increase for the Executive Director, which was approved and implemented.
- The agency was fully staffed for six weeks.
 - One employee accepted a position with another agency.
 - Business Operations Specialist Joyce Croker retired after 25 years of state service.
- Staff received training on several topics:
 - First Aid and CPR
 - New Mexico Legal Aid Volunteer Attorney Program
 - Human Rights, Diversity, and the ADA from the City of Albuquerque ADA Coordinator
 - Civil Rights (mandatory annual training for all state employees)
- All staff and manager evaluations for FY16 were completed and entered in SHARE prior to the deadline.
- The agency Employee Handbook continued to be updated as necessary.
- All employee personnel files were reorganized to meet State Personnel Office (SPO) requirements.
- Several advocacy efforts for access to state employees who are Deaf or Hard of Hearing were successful:
 - The state Employee Assistance Program added captions to webinars offered to all employees and videos on their website.
 - The company offering free health screenings for all employees with state insurance coverage agreed to provide interpreting services when requested.
 - The State Personnel Office (SPO) provided interpreters for their Career Fair.
- The management company of the building housing our Albuquerque office continues to make improvements and be very responsive to requests for assistance. Improvements include:
 - Visual alarms
 - ADA compliant accessible parking

- Removal of tripping hazards
- Renovation of the HVAC system
- Improved lighting and security in the parking structure



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, and as a board member for the NMSD Alumni Association, the New Mexico Hispanic Council, and 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. She 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 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 was the Outreach and Telecommunications Coordinator until he transferred to another state agency in February of 2016.

Sandra Williams, Las Cruces Field Office Coordinator

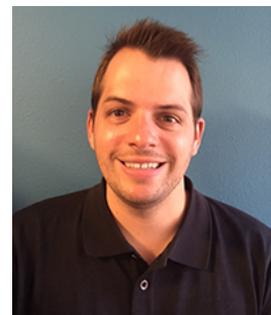


Sandra Williams has over 20 years of experience as a vocational rehabilitation counselor working with Deaf and Hard of Hearing clients. Her areas of expertise include counseling, advocacy, case management, and sensitivity training. In addition to teaching American Sign Language at El Paso Community College 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.

Luke Adams, Community Advocacy Specialist

Luke Adams came from a military family; while growing up he and his family lived in North Carolina, California, Tennessee, Washington, Hawaii, Texas and Colorado. Luke graduated from Colorado School for the Deaf and Blind. He attended Rochester Institute of Technology where he studied Criminal Justice and graduated with a Bachelor of Science degree. He recently completed a contract position with the Technology Assistance Program in Anchorage, Alaska and then moved to Albuquerque to take the position of Community Advocacy Specialist. He has significant experience with the Americans with Disabilities Act (ADA), technology tools for people with disabilities, and giving presentations all over the country. Luke has been on the television show, "The Amazing Race," where he competed three times in several locales around the world with his mother, Margie.



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.

Louise Chavez-Rasgado, Financial Services Specialist

Louise Chavez-Rasgado is a New Mexico native from Santa Fe. She has worked with State Government for over twenty years, working for the NM Film Office, NM Corrections Department and the NM Environment Department. She has worked as an administrative secretary, paralegal secretary, and office manager before going into finance. In her financial roles she has worked with payables, receivables and most recently as a program administrator for the special appropriations programs at the NM Environment Department. She is a member of the Association of Government Accountants.



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 was with NMCDHH since August 2007 until her retirement in March 2016. She handled payments, purchase orders, vouchers, and contracts, and also served as vehicle coordinator and payroll coordinator.

Andrea Ginn, Staff Interpreter

Andrea ‘Aundi’ Ginn relocated from Oklahoma to New Mexico in 2001. Aundi is a graduate of the University of New Mexico’s Signed Language Interpreting Program. She holds National Interpreter Certification as well as a specialized certification as a Qualified Mental Health Interpreter. Aundi is currently serving as the Vice President for the New Mexico Registry of Interpreters for the Deaf (NMRID), and is the chairperson for the NMRID Professional Development Committee. She is dedicated to the professionalization and growth of the interpreting field through mentoring, professional development, and supervision. She currently supervises the NMCDHH Apprentice Interpreter Program, coordinates interpreting services for NMCDHH staff members, and provides interpreting services for the day to day needs of the agency.



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 is very happy to be living in Albuquerque once again after living in California, Colorado, Georgia, Illinois, Pennsylvania, and North Carolina. To quote Dorothy from “The Wizard of Oz”, “There’s no place like home!” With a 15 year history in Advocacy and Case Management at Deaf and Hard of Hearing agencies in the aforementioned states, Roger brings a wealth of experience to the NMCDHH. Roger graduated from the New Mexico School for the Deaf, and majored in Sociology at Point Loma Nazarene College in San Diego.



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 are joyful when they have the ability to communicate with the outside world, especially with their family members.

Susana Santillan, Community Advocacy Specialist

Susana Santillan is a Community Advocacy Specialist in our Las Cruces office. Susana has a long history serving individuals who are Deaf, Hard of Hearing, and Deaf-Blind. Before coming to NMCDHH, she was the Deafness Resource Specialist for Volar Center for Independent Living, the Deafness Resources Specialist for Communication Service for the Deaf (CSD), and served in the University of Texas at El Paso (UTEP) Disabled Student Services Office. The UTEP Center for Accommodations and Support Service presented the Community Member “Diamond Amigo Award” to Susana in October 2015.

Susana is trilingual in English, Spanish, and ASL. She is the proud mother of four children, one of whom is a deaf-blind adult with Usher Syndrome. Due to her daughter’s deafness, Susana has been involved in the deaf community for 32 years.



Board of Commissioners

Austin Welborn, Chair – Deaf or Hard of Hearing Representative from Northern New Mexico



Austin R. Welborn was born in Mountain View, CA, but grew up in several cities across Texas, and in Broomfield, Colorado. He received his Bachelor’s and Master’s degrees in Mechanical Engineering from the University of Utah in 2009 and 2010, then moved to Albuquerque shortly after that. He has fallen in love with the state of New Mexico and its rich culture and amazing landscapes. Within a few years of moving to New Mexico, he became a board member for the New Mexico Commission for Deaf and Hard of Hearing and has been involved in the Deaf community and its diverse organizations. His goals are to help the Deaf Community here in New Mexico unite and form more alliances, and also help raise awareness of the Deaf Community across the state. He is currently working at Ideum, a high-tech company that creates multi-touch tables for museums all over the world. Outside of work, he enjoys weightlifting, reading, getting into the world of steampunk, and also playing with his two very big cats and his super high energy puppy. He is also the proud father of an 8-year-old daughter who attends the Indiana School for the Deaf.

Concha Dunwell, Vice-Chair – Deaf or Hard of Hearing Professional

Concha Dunwell is a lifelong resident of Las Cruces, New Mexico. She has worked with Las Cruces Public School District for the past 17 years and is currently working as a signed language interpreter. Aside from interpreting, she has served on the New Mexico Registry of Interpreters for the Deaf Board and Hearing Loss Association of America, Las Cruces Chapter Steering Committee. Concha teaches American Sign Language at New Mexico State University and after many years of working with the Lions Camp for Deaf and Hard of Hearing children, was named Director in January 2016. She maintains involvement with the Deaf and Hard of Hearing community in Las Cruces and has formed many friendships. This new chapter in her life has her looking forward to meeting new people and serving those that reside in southern New Mexico.



Don Johnson, Secretary – Deaf or Hard of Hearing Representative from Southern New Mexico



Don Johnson was born in Detroit, MI, and received much of his education in Michigan. His PhD in mathematics, however, was earned at Purdue University, in Indiana. He moved to New Mexico in 1965 to accept a position in the Department of Mathematical Sciences at New Mexico State University, from which he is now retired. Prior to that, he was a member of the faculty at The Pennsylvania State University. His hearing loss is of at least 30 years' duration. He is active in the Las Cruces Chapter of the Hearing Loss Association of America, where he serves as treasurer.

Luis Quiñonez – 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.



John Fullinwider – Division of Vocational Rehabilitation Representative



John Fullinwider is a Field Operations Director with the New Mexico Division of Vocational Rehabilitation. His experience in the field of vocational rehabilitation since 1996 includes work in VR counseling, training and management. Prior to his work with VR John worked in the mental health field.

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.



Dr. Rosemary J. Gallegos – Superintendent of the New Mexico School for the Deaf



Rosemary J. Gallegos was born and raised in Taos, New Mexico. She earned a Bachelor's Degree in Elementary and Special Education from New Mexico State University and Master's Degree in Deaf Education from the University of Arizona. In May 2016, she received her Doctorate of Education in Educational Leadership from the University of New Mexico. Dr. Gallegos has served in many capacities at the New Mexico School for the Deaf. She was an early interventionist, teacher, instructional supervisor and administrator. During her 30 year tenure at NMSD, she cultivated the state wide early intervention and outreach programs of NMSD ensuring that all deaf and hard of hearing children in our state have access to specialized information, resources, and opportunity to engage in their community of deaf and hard of hearing peers and adults. Dr. Gallegos also serves as co-chair of the NM Task Force for Education for Deaf and Hard of Hearing Children and Youth. Dr. Gallegos is the 9th Superintendent of the New Mexico School for the Deaf.



Budget

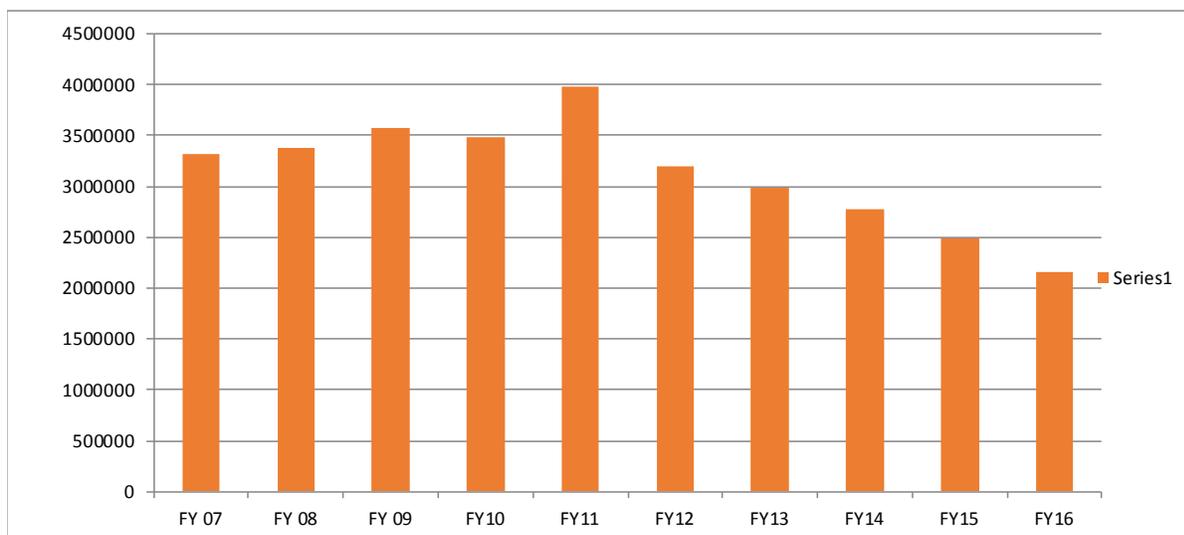
NM Commission for Deaf and Hard of Hearing FY16 Annual Report				
FY16 Budget June 30, 2016				
	Budget	Expenditures	Remaining Budget	% Expended
200 PERSONAL SERVICES	1,108,400.00	1,021,553.09	86,846.91	92.16%
300 CONTRACTUAL SERVICES	1,830,700.00	996,491.84	834,208.16	54.43%
400 OTHER	333,200.00	263,622.33	69,577.67	79.12%
500 OTHER FINANCING USES	491,000.00	491,000.00	0.00	100.00%
Subtotal	3,763,300.00	2,772,667.26	990,632.74	73.68%

FY16 Revenue		
July 1 2015 - June 30 2016	General Fund Allotment	TRS Revenue
Total	\$298,200.00	\$2,150,693.86

Below is a graph representing the TRS revenue the agency has received from 2007 - 2016.

The revenue continues to decline.

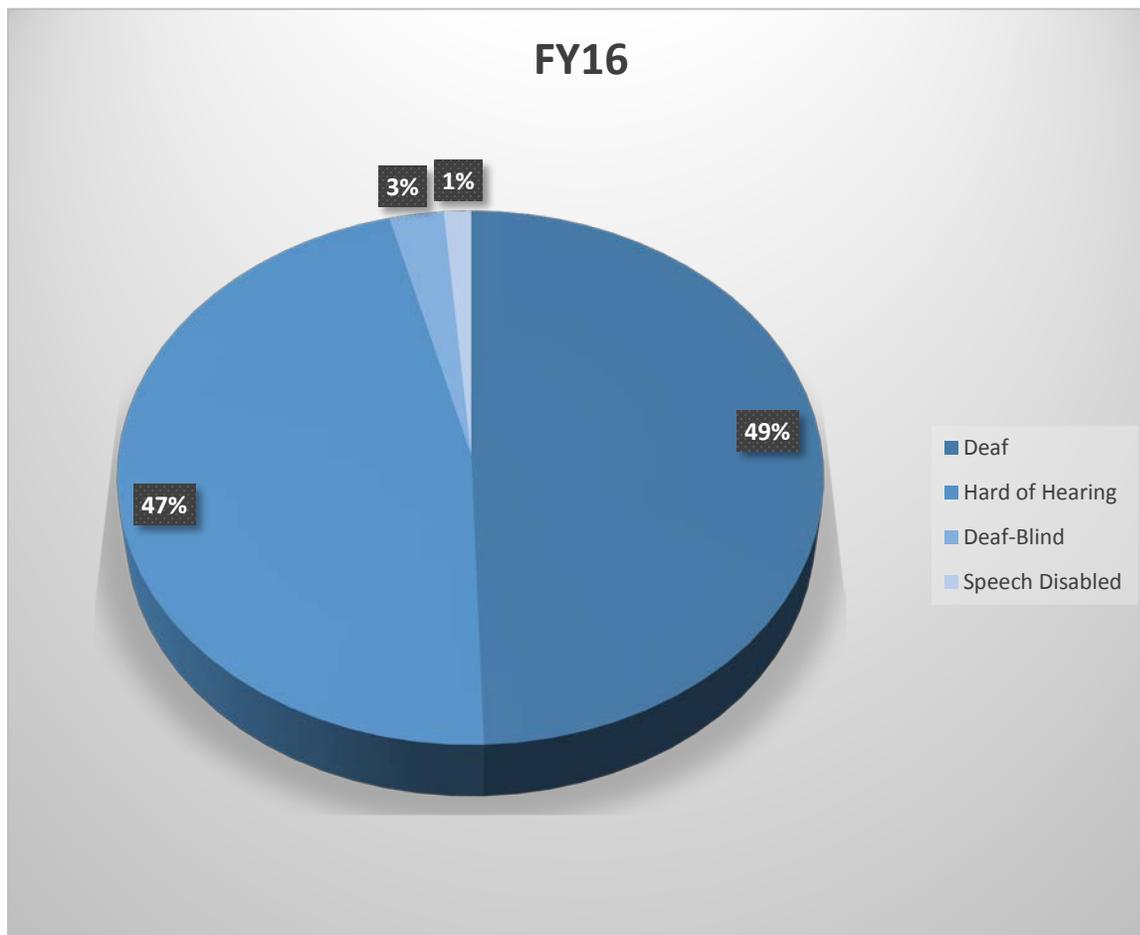
TRS Revenue 2007 - 2016





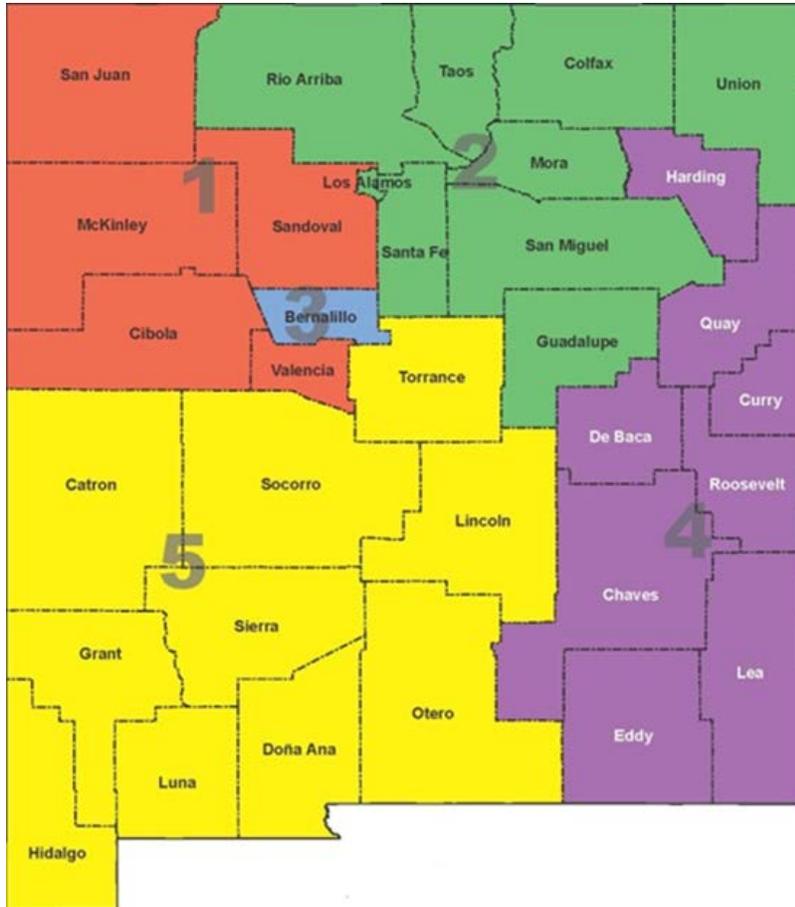
Client Statistics

Clients by Self-Identified Disability



NMCDHH Served 667 Clients in FY16

Clients by Region



Region 1 – 44
Region 2 – 56
Region 3 – 269
Region 4 – 41
Region 5 – 257



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
Video Phone: (575) 541-3403
Fax: (575) 525-1039

Website: www.cdhh.state.nm.us

Follow the New Mexico Commission for Deaf & Hard of Hearing

