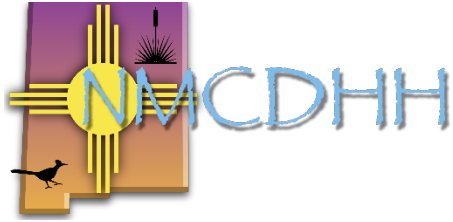




ANNUAL REPORT

New Mexico Commission for Deaf & Hard of Hearing

Fiscal Year 2017



Annual Report

Fiscal Year 2017

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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 2017 and also included is the performance measures for New Mexico Commission for the Deaf and Hard of Hearing. I've been a part of the Commission for a good 5 years, and I am very glad to report that despite a challenging year, we have made many new positive changes that are very important for the Deaf/Hard of Hearing/Deaf-Blind/Late-Deafened community here.

The Commission has created new programs that involve dealing with mental health issues and the barriers that it involves with Language Dysfluency, developing a new partnership with the Albuquerque Police Department to deal with communication barriers during routine traffic stops, new "How-To" videos to help the community understand the voting process for election of officials, and pre-production for a video guide on REAL ID act and filing taxes. Also we have worked with surrounding hospitals across the state to improve the communication access for the Deaf/Hard of Hearing/Deaf-Blind/Late-Deafened community here to ensure that each individual gets the correct type of communication that they require when they are in the hospital. We've had success in hosting several local and National groups such as NAD (National Association of the Deaf) here in New Mexico which was a great exposure for both the community here and the community that visited New Mexico.

In addition to the projects, we have partnered with the law enforcement officers of Albuquerque Police Department to do a "Coffee with the Cops" event where questions/answers were shared among the Deaf/Hard of Hearing/Deaf-Blind/Late-Deafened community and the law enforcement in Albuquerque. We also have grown our relationship with Hearing Loss Association of America since Executive Director

Nathan Gomme visited the National Convention this year and met with several state and national leaders and he discussed new technology for hearing loss with several developers. With that in mind, we were able to learn more about the technology that will be related with the new Over the Counter Hearing Aid Act of 2017. This helps us understand more about where the Commission needs to go with regulation when this Act passes to ensure that OTC (Over the Counter) Hearing Aids and Personal Sound Amplification Hearing Aids are distinguished clearly.

With all of those programs and events that have transpired this year, I am proud to say that the New Mexico Commission for the Deaf and Hard of Hearing and its wonderful staff and leaders have worked passionately and have achieved many of the goals they set out earlier this fiscal year and the work they do is never-ending. They have worked very hard to improve the quality of their work and the quantity of their service. There are always new projects popping up and the staff, while they are maintaining focus on projects of higher priorities, they still manage to find the time to work on other projects and get them completed. I have zero doubt that our staff are ready for the upcoming projects that will soon come in FY18 and I am looking forward to the new projects and challenges that we all will cross and achieve.

It has been a pleasure serving on the board during FY17 and on behalf of the members of the board, and the staff, we are all looking forward to a very successful FY18.

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

Madame Governor,

Our annual report for Fiscal Year 17 shows a very productive and practical year for the New Mexico Commission for Deaf and Hard of Hearing. Various collaborative efforts and strategic plans have assisted in creating some ambitious plans for the future. We have worked to prepare for the upcoming changes that will occur due to the federally mandated Real Time Text relay transition, and have explored changes to our Telecommunications Equipment Program to prepare the program for the future. The New Mexico Commission for Deaf and Hard of Hearing has continued to be a crucial clearinghouse for important issues, such as the Over the Counter Hearing (OTC) Aid Bill in the Senate. Issues such as the OTC bill will have a tremendous impact on our late deafened community members.

Collaborative programs have been a centerpiece of our work this year. One such collaboration is with the Albuquerque Police Department. Our work focuses on the use of communication placards coupled with increased community interaction with the Police Department officers and their community which includes Deaf, Deaf Blind, and Hard of Hearing people. We will grow this program to include various other police departments and feel this work is especially timely. Our collaborative work also allowed us to produce multiple educational videos with sign language and captioning on topics such as voting, fire safety, and an upcoming video on the Real ID act. These videos are disseminated through various social mediums including our websites. Oftentimes this information isn't developed with Deaf and the Hard of Hearing Community in mind. On the flip side we worked with several local governments to improve their interaction with the Deaf, Deaf Blind, and Hard of Hearing Community.

We have also worked on developing a program that addresses Language Dysfluency in the mental health community for Deaf, Deaf Blind, and Hard of Hearing community members. The vendor for this program will focus on both the limited understanding of the language needs of a Deaf, Deaf Blind, or Hard of Hearing individual, and the relative lack of treatment for those members due to the language barriers. This work will also address the lack of services in rural areas and also explore the potential needs in the Native American communities for the Deaf, Deaf Blind, and Hard of Hearing individuals.

We hosted the National Association for the Deaf Board this year. We were able to showcase many of the successes here in New Mexico. We joined them on their tour of the New Mexico School for the Deaf, and hosted several meet and greet events. Our last event was a town hall, which was very successful. The board was very impressed with the work done in New Mexico, and we are hoping to see either their national biannual conference or leadership training conference come to New Mexico sometime soon.

This year has been a very busy and productive year. We have begun some great projects which are some of the most ambitious in the country, and our work has gotten more and more recognition. The Deaf Blind and Deaf Plus programs here in New Mexico have become a nationally recognized program. Five other states have contacted us to learn how to implement this program. Our mental health project is the first of its kind in the nation to address language dysfluency. Our planned changes for telecommunication equipment and our survey program will be the first in the nation. We have had a lot of firsts over the years and have sparked changes in how states provide services. I am proud to say that this year has been more of the same.

I look forward to the next fiscal year and work with the state of New Mexico.

G. Nathan Gomme

G. Nathan Gomme
Executive Director

NAD Visits NMCDHH

The National Association of the Deaf (NAD) visited New Mexico in January 2017. NMCDHH hosted their Board Meeting and joined them in presenting a Town Hall Meeting.



ANDREA GINN, COMMUNICATION DEVELOPMENT SPECIALIST, INTERPRETS WHILE EXECUTIVE DIRECTOR NATHAN GOMME PRESENTS AT THE NAD TOWN HALL MEETING



NAD PRESIDENT MELISSA DRAGANAC-HAWK SPEAKS AT NAD BOARD MEETING HELD AT NMCDHH



DIRECTOR OF COMMUNITY ADVOCACY CORINA GUTIERREZ, LEFT, SITS WITH MEMBERS OF THE DEAF AND HARD OF HEARING COMMUNITY AT THE NAD TOWN HALL



NAD TOWN HALL

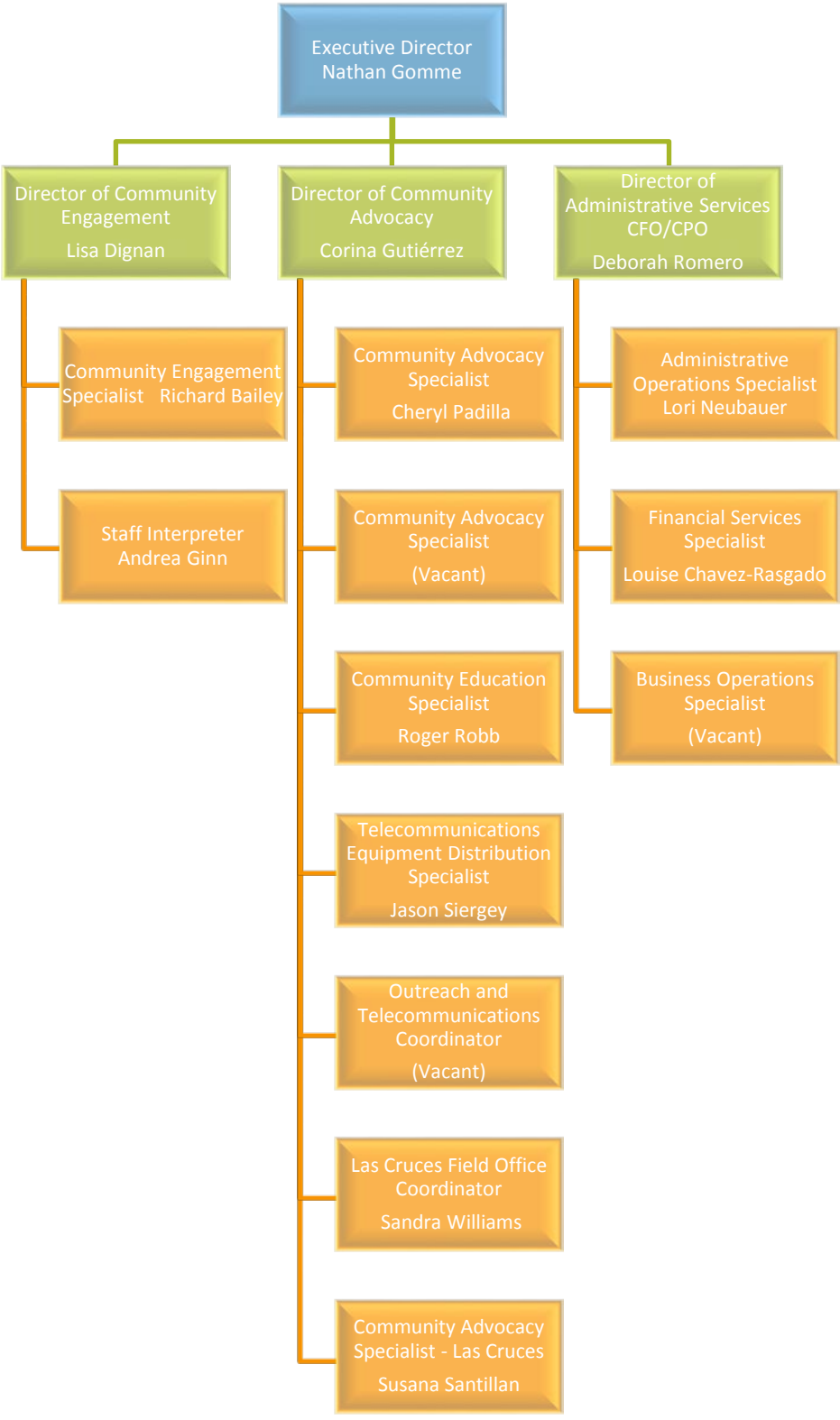


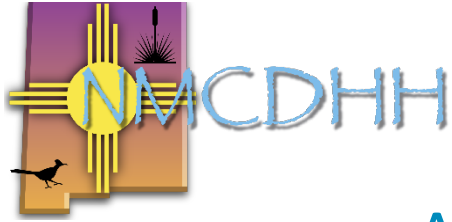
AMY LUCERO USES COMMUNICATES WITH DEAF-BLIND ATTENDEE



NAD BOARD MEMBERS CHAT WITH TOWN HALL ATTENDEES

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.

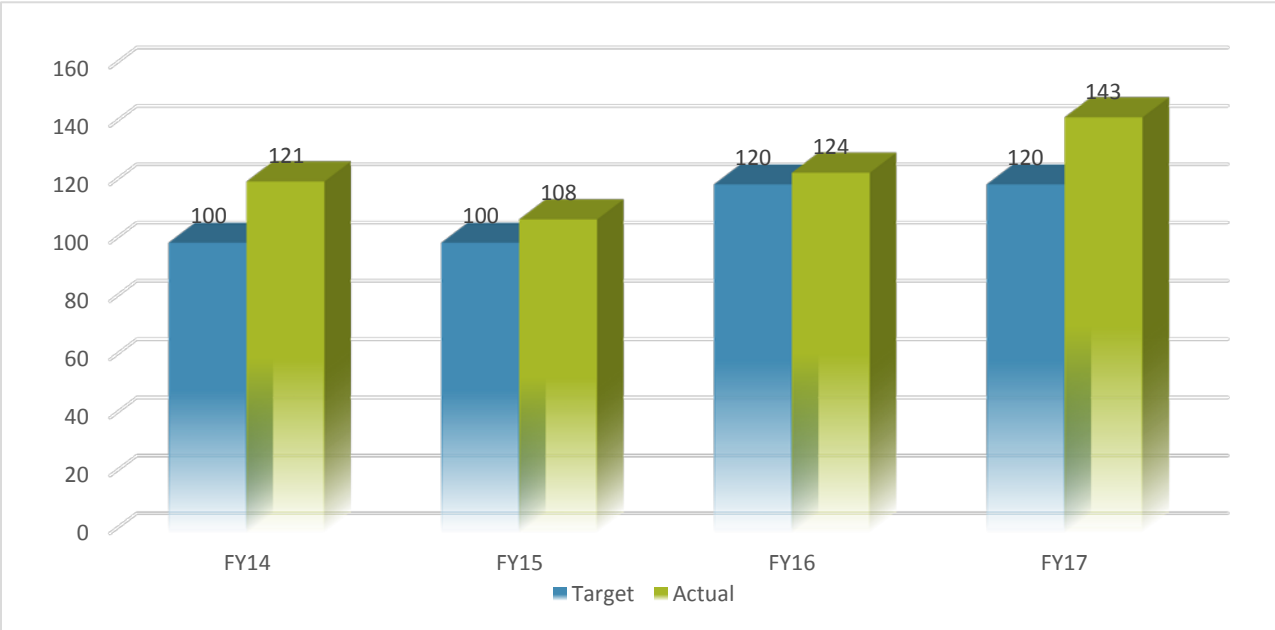
Vision Statement – “Impact and Empower”

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:

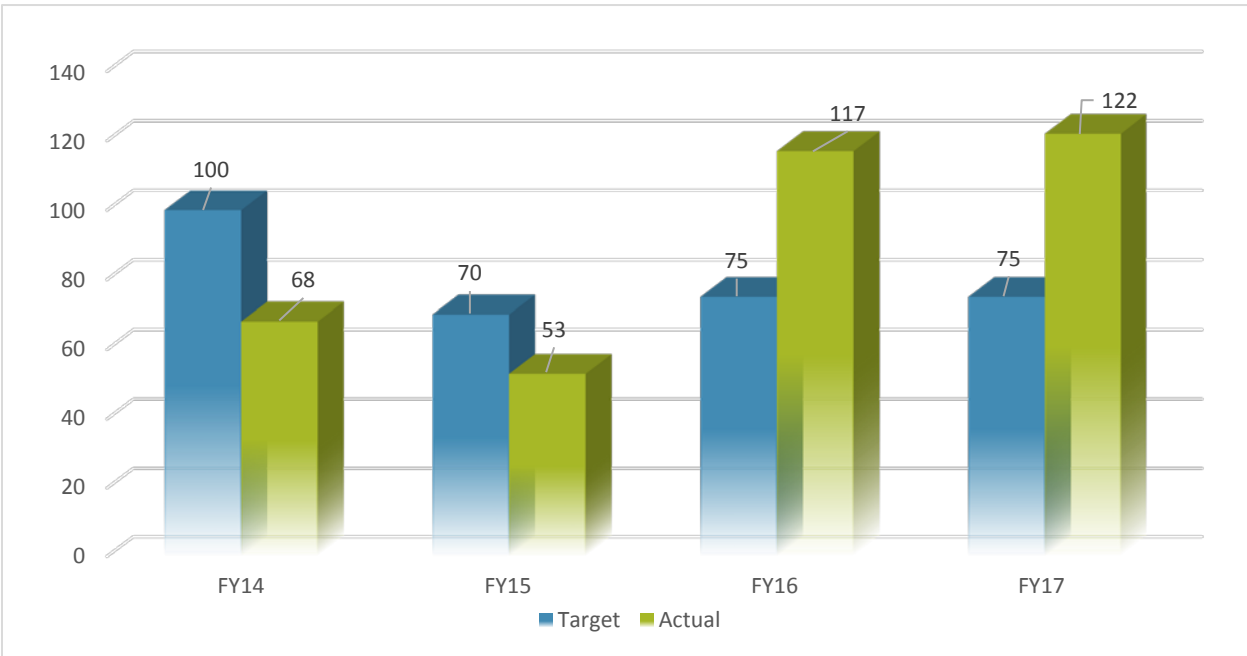
- ✚ The recognized advocate in important issues impacting the Deaf and Hard of Hearing Community
- ✚ The proactive provider of innovative programs and services
- ✚ The statewide umbrella and information clearinghouse for interested individuals, organizations, agencies and institutions

Legislative Performance Measures

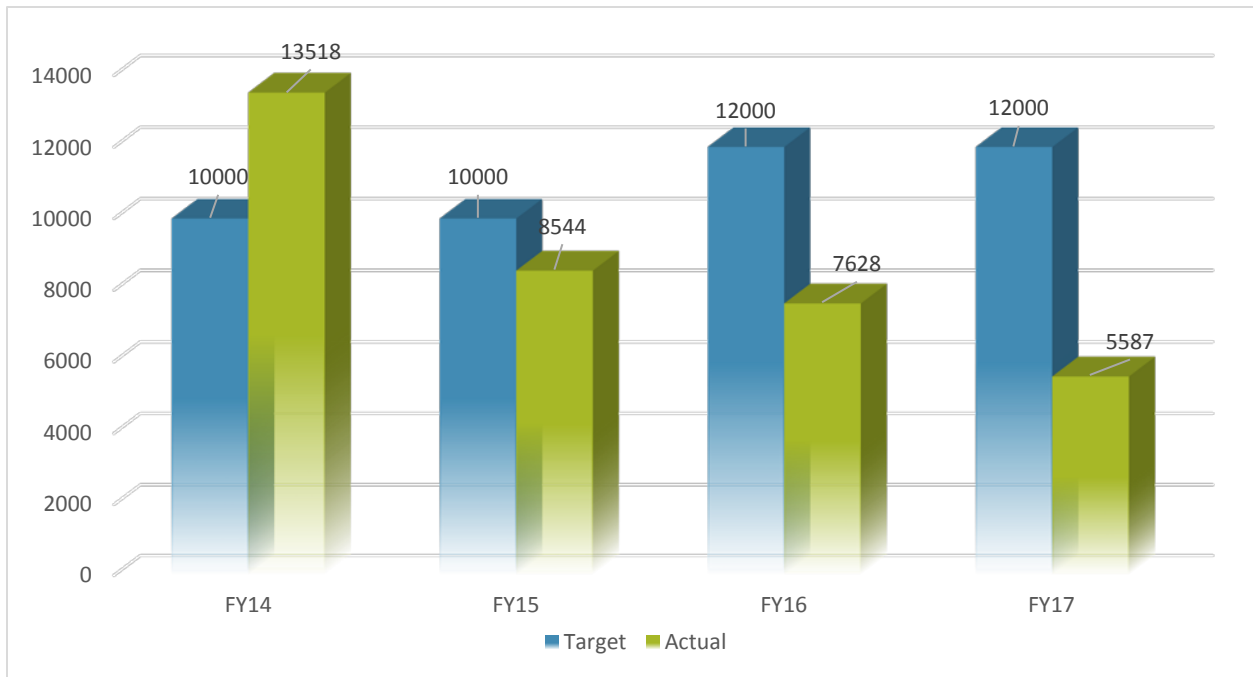
Number of Workshops & Training Sessions – 119% of FY17 goal met



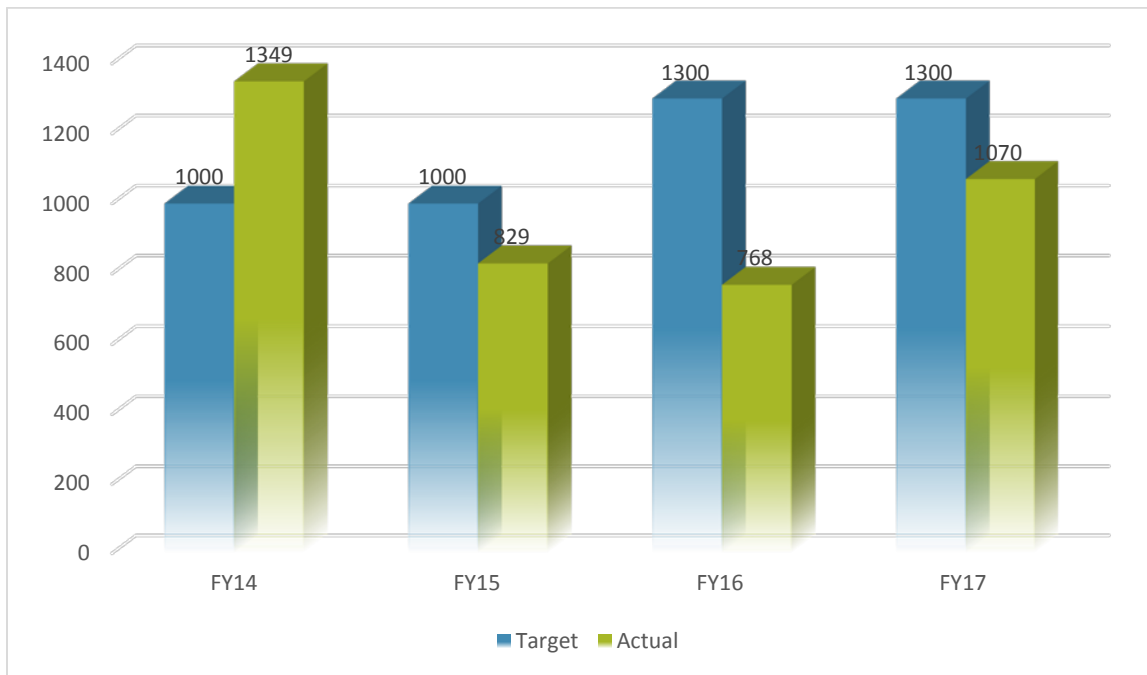
Number of Outreach Events Coordinated – 163% of FY17 goal met



Average Number of Relay Calls per Month – 47% of FY17 goal met



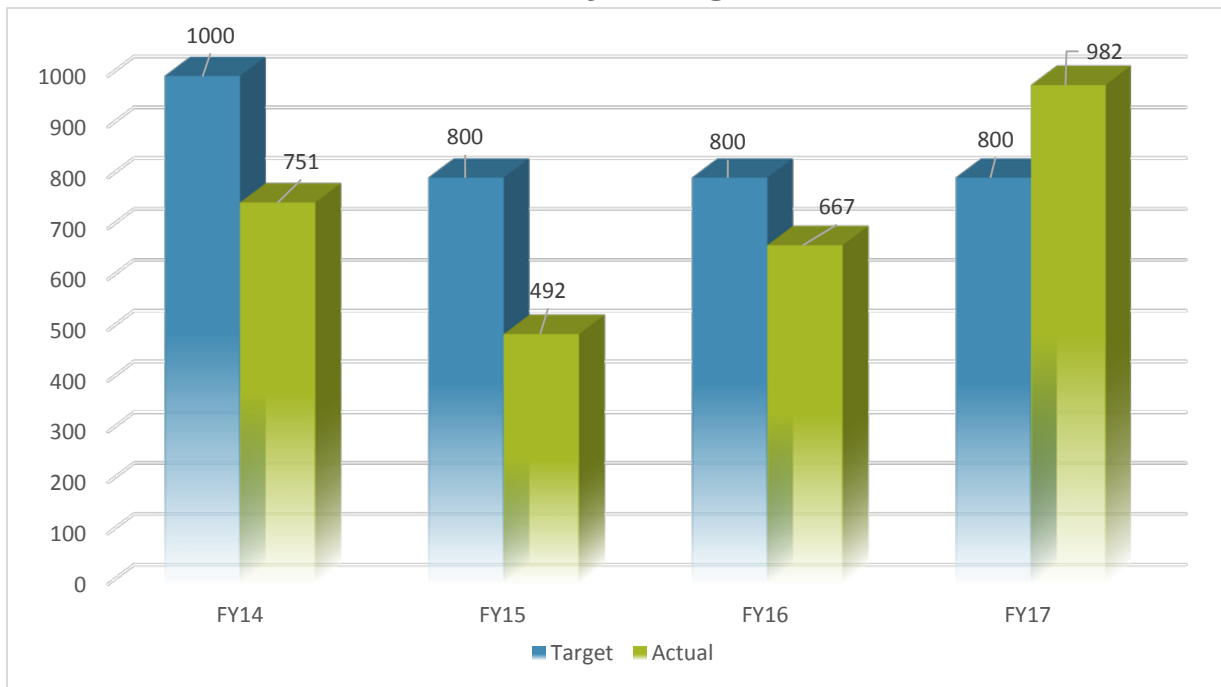
Number of Accessible Technology Distributions – 82% of FY17 goal met



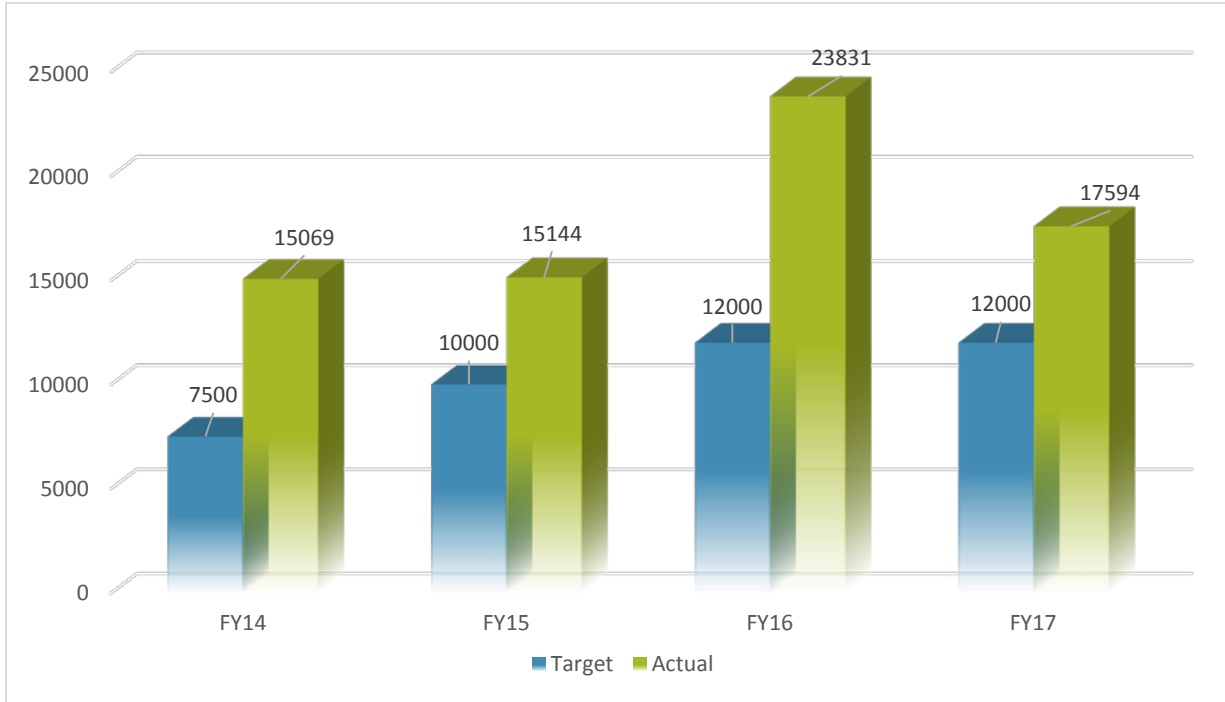
Staff Hours Devoted to Reducing Communication Barriers – 117% of FY17 goal met



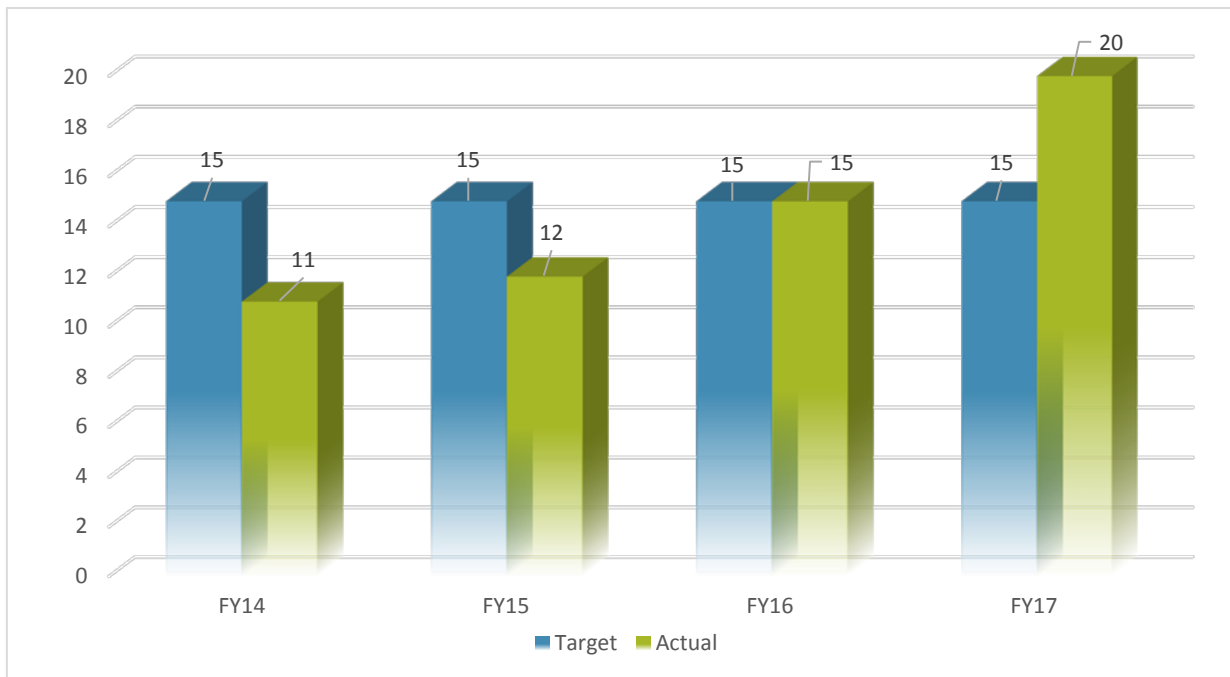
Number of Clients Provided Assistance to Reduce or Eliminate Communication Barriers – 123% of FY17 goal met



Number of Information Referrals & Outreach Contacts – 147% of FY17 goal met



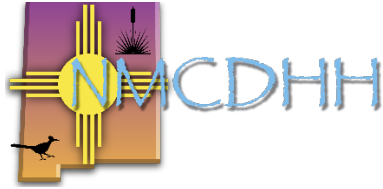
Number of Newly Issued New Mexico Community Signed Language Interpreter Licenses – 100% of FY17 goal met



Number of interpreters in CDHH Sponsored Professional Development – 93% of FY17 goal met

(This Legislative Performance Measure was new in FY15, so only statistics for FY15, FY16, & FY17 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 collaborates on services with other state agencies and businesses for all people with disabilities, and participates in special projects such as:

- implementing a two-year strategic plan for law enforcement agencies in New Mexico
- partnering with agencies to develop vlogs such as the
 - Red Cross and New Mexico Technical Assistance Program (NMTAP) on fire safety
 - Taxation and Revenue Department (TRD) on Real ID Act
- working in conjunction with healthcare providers in Albuquerque and Santa Fe
- providing communication access training to;
 - law enforcement in Albuquerque, Santa Fe and Las Cruces
 - medical facilities
 - shelters

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. When advocating we provide a holistic approach which includes developing video psa's also known as

vlogs for the community. Once the agency or company we are working with has made changes, we develop and distribute video programs in an accessible format to educate the community on these changes. Some agencies and companies approach us with their new programs for example the Red Cross wanted to make a vlog on fire safety for Deaf and Hard of Hearing. The Red Cross in New Mexico was working to distribute equipment to the deaf and hard of hearing community. The vlog will help with dissemination and encouraging community members to develop fire safety plans. The Real ID Act is a topic that the NMCDHH is addressing with the Taxation and Revenue Department to share the changes with the Deaf, Deaf-Blind and Hard of Hearing community. We are also working with healthcare providers in the State of New Mexico to include Deaf, Deaf Blind, and Hard of Hearing stakeholders in their disability boards. NMCDHH further advocates by educating the community on federal and local active legislative matters, and ensuring that statewide and federal disability regulations and laws are in place and adhered to.

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

The Community Education Specialist, Roger Robb, has provided 81 presentations/trainings during the 2017 Fiscal Year which is an increase from 72 presentations provided during the 2016 Fiscal Year.

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

- Alamo Senior Center – Alamogordo
- Albuquerque Police Academy
- Albuquerque Speech Language Hearing Center
- Bernalillo County Elections Board
- BBVA/Compass Bank
- CDHH Staff
- CHI St. Joseph
- David Spencer Shalom House

- Deaf & Hard of Hearing Community (Albuquerque/Santa Fe)
- Del Norte High School
- Department of Public Safety – Las Cruces
- Esperanza Domestic Violence Shelter – Santa Fe
- La Casa Inc. – Las Cruces
- Presbyterian Centennial Care – Albuquerque
- Presbyterian Ear Institute – Albuquerque
- Santa Fe SAFE
- Santa Fe Sheriff’s Office
- Signed Language Interpreting Program – UNM
- TriCore Labs – Albuquerque
- UNM – Introduction to ASL classes
- UNM Hospital Family Practice Center



COMMUNITY EDUCATION SPECIALIST, ROGER ROBB, GIVES A PRESENTATION IN LAS CRUCES WHILE DIRECTOR OF COMMUNITY ADVOCACY, CORINA GUTIERREZ, LOOKS ON

Mr. Robb had 66 System Advocacy cases involving local theatres, the Bernalillo County Election Board, the New Mexico Election Board, the Albuquerque Police Department, several hospitals and health care services, and the New Mexico Taxation and Revenue Department.

Vlogs produced and disseminated by Mr. Robb and NMCDHH this year are “Communicating Effectively with a Voter who has a Hearing Loss” and “How to Vote in New Mexico Elections.” We are completing several vlogs for the beginning of the next fiscal year which are “COPD & DVR, how to access their services” a Red Cross home fire safety campaign, and the Real ID act. Pre-production has begun for our Placard program and how to utilize the placards.

Special Projects:

Community Education Specialist, Roger Robb, working with Community Engagement Specialist, Richard Bailey and the Director of Community Advocacy, Corina Gutierrez, developed and implemented a statewide two year strategic plan for law enforcement which was approved by the NMCDHH board. Since the beginning of the 2017, we have been implementing the first parts of the strategic plan. The strategic plan includes the distribution of Placards to the Deaf which were developed last year, Mr. Robb developed new Oral Deaf placards and we have begun working with the Albuquerque Police Department to distribute these placards to their officers. An application form was developed for the distribution of the placards in the community. Another part of the strategic plan is a social interaction component. A “Coffee with a Cop” event that will take place early in FY18 with the Albuquerque Police Department. This event will include members of the community who are Deaf, Deaf Blind, Hard of Hearing and some of the officers from APD.

Mr. Robb has begun work with APD on the placard vlog and is working closely with the Taxation and Revenue Department to develop a Real ID Act Vlog. The Real ID Act Vlog will explain what the Real ID is and the process that New Mexicans will need to follow in order to obtain one.

Telecommunication Equipment Distribution

The Telecommunication Equipment Distribution Program (TEDP) lends telecommunications devices at no cost to qualifying New Mexico residents who need to access to communication, and is a vital part of the Commission for Deaf and Hard of Hearing. The devices consist of amplified phones, visual communication devices such as CapTels (captioned telephones) and iPads. The program also allows qualifying residents to obtain a choice of two accessories which may complement the telecommunication devices such as Bluetooth-enabled devices, notification systems, and neckloops. Our ever-changing listings

evolve to meet with rapidly changing world of technology to meet each individuals' needs. The program also have devices that can meet the needs of deaf-blind and speech disabled residents which include electro larynxes and iPads specific to the aforementioned disabilities.

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, referrals to agencies who will provide the appropriate accommodations to the consumer and their needs. NMCDHH staff attended numerous booths across the state to provide one on one information and show our telecommunication 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. Outreach makes sure that our information reaches every corner of the state from Pueblo of Tesuque, Isleta, Raton, Clayton, Gallup, Jemez, Santa Fe, Pueblo of Sandia, Bernalillo, Rio Rancho, and Albuquerque. For FY17, the Albuquerque office attended 33 booths with 1,806 booth visitors.



STAFF MEMBERS ROGER ROBB AND RICHARD BAILEY AT NMSD CAREER EXPO



STAFF MEMBERS CHERYL PADILLA AND ANDREA GINN AT AN OUTREACH BOOTH

Deaf-Blind/Deaf-Plus Services

Community Outreach for the Deaf-NM Deaf-Blind and Deaf Plus Services program is the state vendor to provide services under the NMCDHH. The contract has provided these services to the Deaf-Blind/Deaf Plus community for over six years. The number of Deaf-Blind/Deaf Plus SSP users continues to grow and at last glance was at 84 users.

Aggregate data:

Total number of clients served this time period (unduplicated count): 84

Total number of clients who are deafblind (unduplicated count): 45

Total Number of Clients Who Are Deaf-Blind by Region	Region 1	1
	Region 2	7
	Region 3	16
	Region 4	4
	Region 5	17

Total number of clients who are deaf-plus (unduplicated count): 39

Total Number of Clients Who Are Deaf-Plus by Region	Region 1	7
	Region 2	2
	Region 3	19
	Region 4	5
	Region 5	6

COPD has provided services in fourteen of New Mexico's thirty-three counties:

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

Total number of SSP hours provided for FY17 was 5,669.75 hours.

Analysis shows that:

- 93% of SSP assignments included transportation
- 34% of SSP assignments included transportation to medical appointments
- 32% of SSP assignments included text access support

Total number of SSP hours provided to individuals who are deafblind: 4,515.50

Total number of SSP hours provided to individuals who are deaf-plus: 1,154.25

Total number of Client Services hours provided this time period: 703.25 hours

Total number of CS hours provided to individuals who are deafblind: 450.75

Total number of CS hours provided to individuals who are deaf-plus: 252.50

Total number of trainings and workshops this time period: 2

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

Total number of outreach events this time period: 12

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

Other Outcome Data:

Client Outcomes/Case Management

Below are examples of some of the case management provided in FY17.

- Medical - Assisted clients in securing medical services including scheduling surgeries, dental appointments, eye appointments, a sleep study, primary care visits, and diabetic education.
- Living Arrangements – Clients were assisted in relocating, securing insurance, finding cleaning services, HUD recertification, requesting ADA accommodations in a new apartment, and finding additional service and support to continue living at home.

- Legal – Assisted clients in finding resources to file the appropriate paperwork and obtaining legal aid.
- Technical – Provided information on how to use induction loops in public buildings. Assisted clients in applying for technical equipment and signaling devices for their home.
- Business – Assisted clients with banking issues and writing letters to resolve issues with other businesses.
- Employment & Income – Resolved issues and changes with SSA, signed up consumer for DVR services, worked with clients and their employers regarding issues with coworkers and scheduling.

Outcomes/SSP:

The Support Service Providers (SSPs) were invaluable to Deaf-Blind/Deaf-Plus clients to be able to attend social events as well as medical and business appointments. Below are some of the events they were able to attend with the assistance of SSPs.

- | | |
|-------------------------------|-------------------------------------|
| Medical/health appointments | Holiday Parties |
| Apartment Searches | Deaf-Blind Awareness planning mtgs |
| Adopt rescue dogs as pets | Deaf-Blind Awareness Activities |
| Social Security appointments | Zia Deaf-Blind Anniv. planning mtgs |
| Monthly DCC Meetings | Senior Circle Meetings |
| Renew ID card at MVD | Voting |
| Have Taxes done at CNM | Deaf-Blind Taskforce Meetings |
| DVR Assessment | Professional Conference |
| Funeral Service | Get food from food banks |
| Pancake Breakfast | Transportation to pay bills |
| Family Therapy | Exercise Program |
| COPD’s Deaf Night at Isotopes | Gathering of Nations Pow-Wow |

Every year we have several members of the Deaf Blind community attend COPD’s Deaf Night at Isotopes Park, this year for the first time we had a member of the Deaf Blind community throw out the first pitch.

Las Cruces Satellite Office

The staff at the Las Cruces Office worked to reduce or remove communication barriers for our constituents residing across the southern parts of New Mexico. They also provided service coordination and referred constituents to appropriate service providers so they obtained the necessary services they needed.

Individual and System Advocacy

Together, the Las Cruces office has served over 236 individuals and assisted them in removing communication barriers that they faced. Ms. Susana Santillan's fluency with Spanish language was especially helpful in ensuring serving constituents with multilingual families. With the staff's advocacy efforts, over 51 public entities, including governmental and law enforcement agencies are now providing appropriate accommodations for people who are Deaf, Deaf Blind, and Hard of Hearing.

Distribution of Technology Applications:

Due to the staff's outreach efforts, they saw an increased demand for the Telecommunication Equipment Distribution Program.

Education

Many individuals, private business, agencies and organizations have requested the staff's assistance with their information and guidance, especially how to accommodate their constituents with hearing loss, coping skills, where to find interpreters, CART services and other specialize resources. Ms. Santillan also has provided a few presentations as well. Together, the staff handled 5,237 information queries and referrals those who inquired. This fiscal year, the Las Cruces staff hosted over 77 booths.

The staff actively collaborated with at least 50 various agencies and organizations in Southern New Mexico to strengthen the Deaf and Hard of Hearing communities. Some are on a monthly basis to ensure the public is informed of the availability or the Commission's services and to educate them on ADA laws pertaining to communication access.

The Las Cruces staff continues to do outreach activities for it is crucial to educate constituents on what services are available for them. More and more service

providers also contacted the Commission and requested information, thus kept the staff very busy.

Accomplishments in Fiscal Year 2017

The Las Cruces Office co-chaired the annual ADA Celebration Community Fair. The staff met with other state agencies on a monthly basis, and planned the county wide event. There were over 425 in attendance.



Top Row from Left to Right: Tim Farr – Dona Ana Community College/Students with Disabilities Office, Debbie Lassiter – Department of Health, Meg Haines – HR Director of Dona Ana County, Camille Garduno- New Mexico Division of Vocational Rehabilitation, Las Cruces Mayor Ken Miyagishima, Charlie Harvey – Tresco, Gail Estell – Tresco Vice President and Interim CEO, Sandra Williams- New Mexico Commission for the Deaf & Hard of Hearing, Liza Garza – National Federation of the Blind, Bernice Rivera – Department of Health/DD Supports Division Bureau

Not pictured: Susana Santillan New Mexico Commission for the Deaf & Hard of Hearing, Stephanie Mariscal – New Mexico Division of Vocational Rehabilitation, Minnie Montoya – Disability Rights of New Mexico

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 2017 our department worked on a variety of projects and activities while continuing to supervise all contract signed language interpreters, apprentice interpreters, and other contractors. Full time staff members are:

- Lisa Dignan, Director of Community Engagement
- Richard Bailey, Community Engagement Specialist
- Andrea Ginn, Communication Development Specialist

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



Fall 2016 New Mexico Mentoring Group Photo

Back row: Lisa Dignan, AZ Gonzales, Stephanie Armijo-Anderson, Monica Sower, Julie Mason, Anna McMillion, Mary Collard, Audrey Blanco, Gabby Chavez, Becki DeSantis

Front row: Mark Ramirez, Risa Roybal, Emily Mize, Wendi Atkins, Mayda Nava Barnett, Adam Romero

Inset: Ariane Buchanan



Spring 2017 New Mexico Mentoring Group Photo

Back row: Joi Holsapple, Kim Zachensky, Risa Roybal, Shiloe Valles, AZ Gonzales, Lisa Dignan, Julie Mason
 Front row: Sally Schwartz, Dawn Barnes, Yris Lun-Chavez, Kathie Mefford, Monica Sower, Sarah Walton

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 2017

- Ms. Dignan and Ms. Lori Neubauer, Administrative Operations Specialist, continually revised the agency website with current events and updated information.
- Social Media reach continued to grow, and bi-weekly announcements with community events and news were sent out via the MailChimp email announcement system to reach constituents who don't use Facebook and Twitter. At the end of the fiscal year, NMCDHH had:
 - 971 likes on Facebook
 - 360 followers on Twitter
 - 208 subscribers to our MailChimp email announcement system
 - 126 Ask the Expert questions answered
- Ms. Neubauer's work resulted in significant growth to the NMCDHH Library. In FY17 registrations for the library database grew to 59, and 71 patrons borrowed 142 items. Additional items were added to the collection in both Albuquerque and Las Cruces.
- Community Engagement staff attended and presented at several professional conferences:
 - Mr. Bailey attended the National Association of the Deaf (NAD) and National Deaf Education Conference (NDEC) conferences in Phoenix; the Conference on Aging in Albuquerque; Alternative Dispute Resolution (ADR) Coordinator refresher training and the ADR Symposium in Santa Fe; and the Southwest Conference on Disability in Albuquerque. He presented at the American Institute of Architects New Mexico's one-day ADA training and at NMSD's Career Expo in Albuquerque on technology and the deaf community.
 - Ms. Dignan attended the Conference of Interpreter Trainers (CIT) conference in Lexington, Kentucky and the Colorado Registry of Interpreters for the Deaf conference in Colorado Springs, and presented to several local groups about mentoring and communication access.
 - Ms. Ginn attended the National Association of the Deaf (NAD) and Registry of Interpreters for the Deaf (RID) Region V joint conference in Phoenix and a mentoring workshop in Santa Fe, all at no cost to the agency, and presented several small workshops and supervision sessions for local interpreters.

Ms. Dignan's accomplishments included:

- Delivering professional development opportunities to 185 New Mexico interpreters through a variety of collaborations, programs, and contracts.
- Record-breaking participation in New Mexico Mentoring. One curriculum was fully revised, four more received minor revisions, and thirteen of fourteen mentor-mentee pairs successfully completed the program.
- Working with the Signed Language Interpreting Practices Board (SLIPB) to revise rules to effectively manage changes in certification of interpreters by the Registry of Interpreters for the Deaf.
- Chairing two committees related to communication access in New Mexico State Courts:
 - The guidelines on interpreting audio and video files in court that were created by the Audio-Video Files subcommittee were approved by the Language Access Advisory Committee and distributed to courts.

- The Literacy Challenges Work Group continues to work with the New Mexico Supreme Court and the Access to Justice Commission to implement rule changes to allow court staff to scribe documents for individuals who are unable to do so.
- Working with the Administrative Office of the Courts (AOC) and the SLIPB to assure changes in certifications accepted by the AOC for court work did not create confusion in the community.
- Assisting several entities regarding improvement of communication access, including the Albuquerque Sunport, the City of Santa Fe, the Access to Justice Commission, the City of Albuquerque's ABQ Ride busses, the Public Defender's office, DaVita Health Care, Molina Health Partners, Metropolitan Court in Albuquerque, and TriCore Laboratories.
- Re-elected for a third term as Vice Chair of the Council for Purchasing from Persons with Disabilities, frequently serves as Acting Chair at meetings, and continues to serve on the subcommittee focused on improving the implementation of the State Use Act.

Mr. Bailey's accomplishments included:

- Working with Executive Director Gomme to develop the NMCDHH response to FCC's TTY-to-RTT proposal.
- Attending Project SEARCH informational session hosted by NMSD, with representatives from NMSD, DVR, special education specialists from school districts in the area, and interested parents, to learn more about developing transitional employment programs that could benefit Deaf and hard of hearing students with disabilities.
- Participating in webcasts of FCC meetings regarding technology rulemaking and proposals that affect Deaf and hard of hearing consumers.
- Collaborating with the Department of Community Advocacy in developing a strategic plan regarding traffic stops involving the Deaf and hard of hearing community.
- Created and finalized the contract for a mental health services assessment.
- 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.
- Ongoing work with several entities regarding transition throughout New Mexico, including DVR, 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:

- Re-naming of her position to Communication Development Specialist and expanding her responsibilities to include more professional development offerings to pre-certified interpreters and expanded communication access within the agency.

- Creating the Culture and Arts Accessibility Project to increase access to the Deaf and Hard of Hearing community at events such as book signings, gallery openings, and stage performances. This project is in collaboration with Roger Robb, the Community Education Specialist.
- Working with the Public Defender's office regarding how to work effectively with their Deaf and hard of hearing clients.
- Leading the team of contract interpreters and apprentices to provide 729 hours of outstanding interpreting services to the NMCDHH staff while working within strict budget limitations.
- Directing the NMCDHH Interpreter Apprentice program in Albuquerque with a total of three apprentices participating. Two successfully completed the program and one exited early, and the program will be expanded to the Las Cruces office in FY18.
- Coordinating weekly ASL mini-classes with agency staff teaching 30-minute lessons and both agency and building staff attending.
- Being involved with Albuquerque's selection as the location for the RID Region IV conference in 2018.
- Conducting outreach with Ms. Dignan to the UNM ITP graduating class to educate them about options for continuing professional development after graduation.
- Being elected as President of the New Mexico Registry of Interpreters for the Deaf.
- Establishing monthly 'mini workshops' for novice interpreters.
- Coordinating "mini-workshops" for the apprentices presented by NMCDHH staff to improve intra-office rapport, support language development, and increase contextual awareness.

Human Resources Accomplishments in Fiscal Year 2017

In addition to program work, Lisa Dignan is the Director of Human Resources for the agency. Fiscal Year 2017 accomplishments in this area included:

- Implementing "Employee Handbook Minute" emails sent to staff weekly to highlight a section of the NMCDHH Employee Handbook. This increased awareness resulted in several updates to the Employee Handbook.
- Coordinating agency training and implementation of SHARE 9.2 HCM rollout.
- Providing extensive information to the State Personnel Office (SPO) in preparation for statewide Human Resources consolidation as ordered by the Governor.
- Maintaining compliance with Fair Labor Standards Act (FLSA) overtime rules through multiple changes.
- Staff received training on several topics:
 - Transgender 101 training from the New Mexico Transgender Resource Center.
 - Civil Rights (mandatory annual training for all state employees)
 - SHARE HCM 9.2 system upgrade and positive time management system.
- Successfully advocating for effective access for state employees who are Deaf or Hard of Hearing with several state programs and services:
 - State of New Mexico Risk Management department to made Employee Benefit Open Enrollment meetings and webinars accessible.

- Employee Benefits Bureau made webinars accessible.
- The SHARE Upgrade Team made improvements on training accessibility.
- Consulting with the State Personnel Office to assure access to the new Consolidated HR system.
- All staff and manager evaluations for FY17 were completed and entered in SHARE prior to the deadline.
- NMCDHH staff participated in the Leukemia and Lymphoma Society Light the Night Walk and raised \$4354.
- Positive relationships with the management company of the building housing our Albuquerque office continues make them very responsive to requests for assistance. Improvements in the building include:
 - Installation of LED lighting in common areas
 - Adjustment of restroom fixtures to increase accessibility
 - Sealing of windows to reduce water leakage during heavy rains
 - Replacement of faulty emergency lighting fixtures
 - Keeping HVAC systems running upon request for weekend events



NMCDHH STAFF MEMBERS POSE WITH INTERPRETERS AND FAMILY MEMBERS AT THE LEUKEMIA AND LYMPHOMA SOCIETY LIGHT THE NIGHT WALK



Staff Members

G. Nathan Gomme, Executive Director

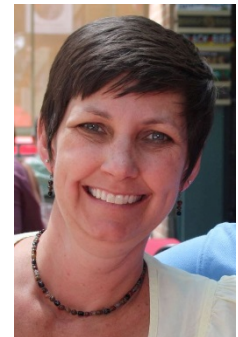


G. Nathan Gomme began his career with NMCDHH as a Service Coordinator in November 2008, and later became the Director of the Public Policy and Advocacy Department. In April of FY14, he was selected to be Executive Director after an extensive nationwide search. Originally from Connecticut, Mr. Gomme holds 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 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 provide professional development opportunities for signed language interpreters. She works closely with the Signed Language Interpreting Practices Board on issues around licensure of interpreters, and is in her third term as Vice-Chair of the Council for Purchasing from Persons with Disabilities. She is a member or Chair of several committees working to improve language access in a variety of settings.



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 25 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.



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.



Andrea Ginn, Communication Development Specialist



Andrea 'Aundi' Ginn is a graduate of the University of New Mexico's Signed Language Interpreting Program. She holds National Interpreter Certification and a specialized certification as a Qualified Mental Health Interpreter. Aundi is currently serving as the President for the New Mexico Registry of Interpreters for the Deaf (NMRID). 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

Lori Neubauer 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 can usually be seen at the front desk, but works behind the scenes at NMCDHH, too, with a variety of duties. She 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. His clients are thrilled 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 a young 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.

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

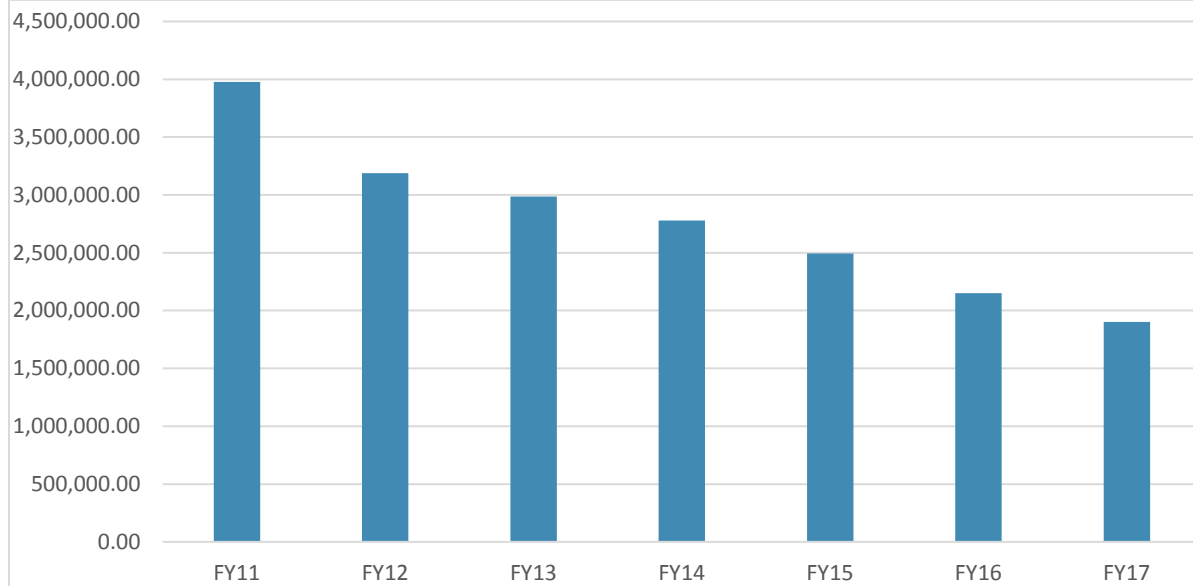
FY17 NM Commission for Deaf and Hard of Hearing Annual Report FY17 Budget July 1, 2016 – June 30, 2017

Category	2017 Budget	Reduction	Revised Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONAL SERVICES CONTRACTUAL	1,071,000.00	-	1,071,000.00	998,116.95	0.00	72,883.05	93.19%
300 SERVICES	1,438,100.00	21,700.00	1,416,400.00	942,516.34	0.00	473,883.66	66.54%
400 OTHER OTHER FINANCING	316,100.00		316,100.00	239,414.26	0.00	76,685.74	75.74%
500 USES	208,000.00		208,000.00	208,000.00	0.00	0.00	100.00%
Total	3,033,200.00		3,011,500.00	2,388,047.55	0.00	623,452.45	79.30%

FY17 Revenue	
General Fund Allotment	TRS Revenue
\$373,200.00	\$1,900,781.28

Below is a graph representing the TRS revenue the agency has received from 2011 - 2017. The revenue continues to decline.

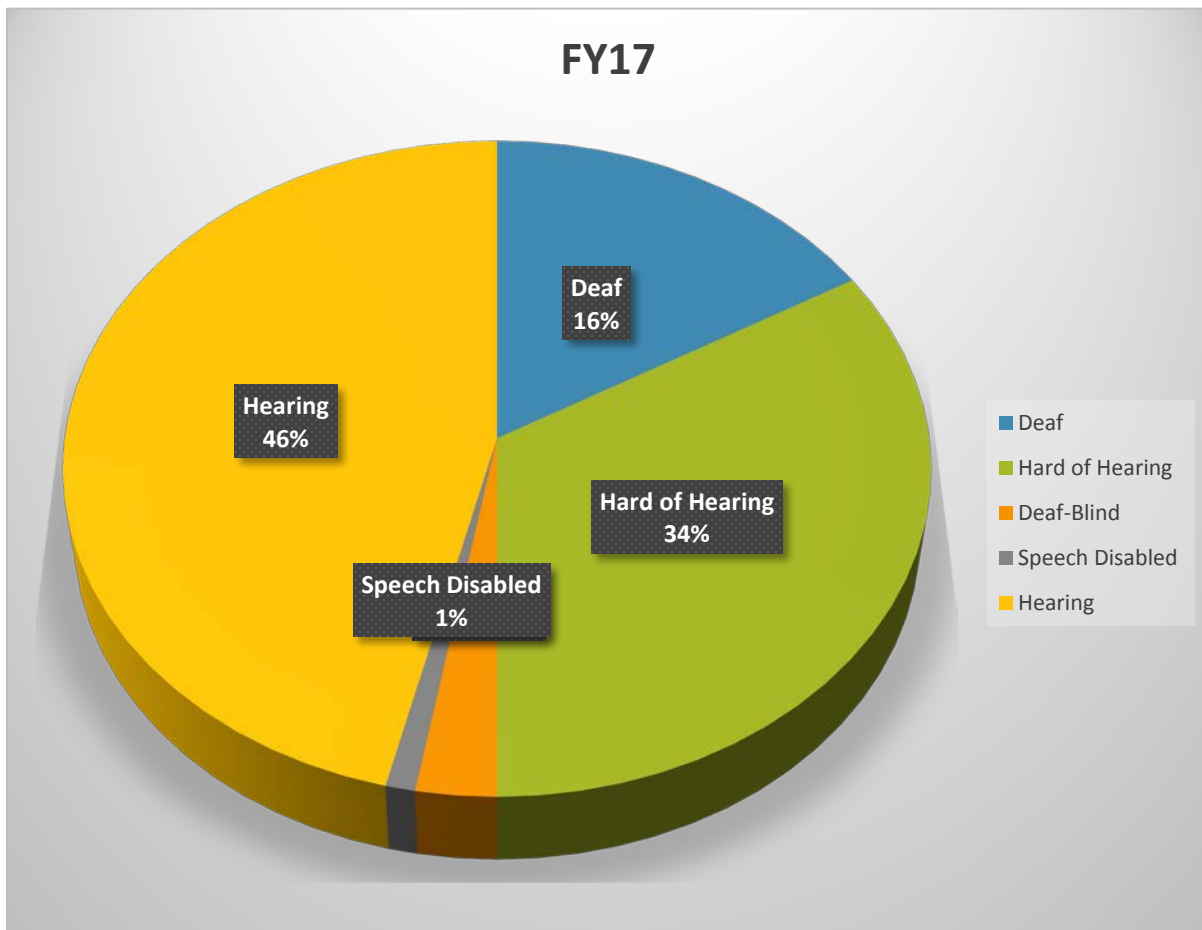
TRS Revenue 2011 - 2017





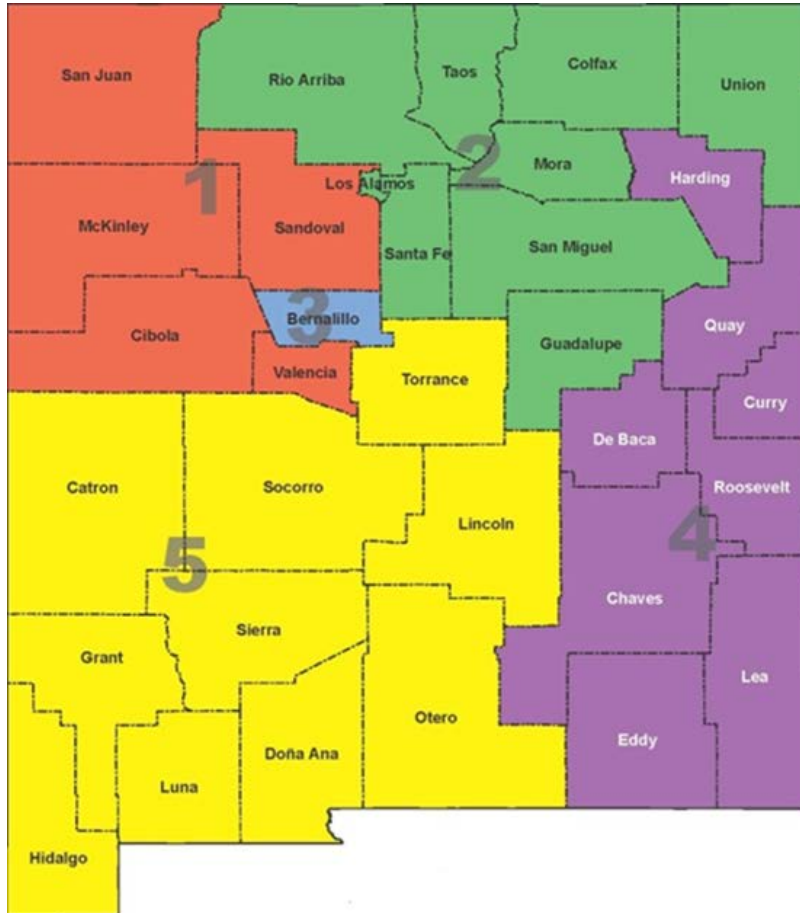
Client Statistics

Clients by Self-Identified Disability



NMCDHH Served 982 Clients in FY17

Clients by Region



Region 1 – 84
Region 2 – 69
Region 3 – 537
Region 4 – 33
Region 5 - 259



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-100
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

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