



NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

FY17 QUARTER 1 REPORT

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NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING



FY17 Quarter 1

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NMCDHH BOARD MEETING

Thursday, December 8, 2016

NMCDHH Conference Room

505 Marquette Ave. NW, Suite 1550

Albuquerque, NM 87102

DRAFT AGENDA

Posted: November 14, 2016

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of September 22, 2016
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
- V. Action Items
- VI. New Business
 - a. Form ad hoc committee to review bylaws
- VII. Adjournment

Personal attacks on Commission members, staff, interpreters, or other persons in attendance or absent will not be tolerated. Individuals engaging in this activity will be asked to leave the meeting immediately.

Persons with disabilities may request reasonable accommodations by contacting the New Mexico Commission for Deaf and Hard of Hearing at 1-800-489-8536 with sufficient lead time to secure necessary services and equipment.



**STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING**

Thursday, September 22, 2016

NMCDHH Conference Room

505 Marquette Ave. NW, Suite 1550

Albuquerque, NM 87102

3:00 p.m.

DRAFT - These minutes will be subject to another possible revision and approval by the commissioners at the next board meeting on December 8, 2016.

I. CALL TO ORDER AND ROLL CALL

Chair Austin Welborn called the meeting to order at 3:04 p.m.

Present:	Austin Welborn, Chair	Concha Dunwell, Vice-Chair
	John Fullinwider	Johnny Robertson
	Don Johnson	Rosemary Gallegos

Absent: Luis Quiñonez

Quorum was met.

Twelve staff members from NMCDHH were present: Executive Director Nathan Gomme, Jason Siergey, Corina Gutiérrez, Lisa Dignan, Deborah Romero, Cheryl Padilla, Lori Neubauer, Luke Adams, Roger Robb, Rich Bailey, Louise Chavez-Rasgado, and Andrea Ginn. Five interpreters were present, Audrey Blanco, Andrea Ginn, Brandi Burrell, Cale Mims, and Lin Marksbury. Five members of the community were in the audience.

Commissioner John Fullinwider introduced Joe Cordova, the new Executive Director of the Division of Vocational Rehabilitation (DVR). Mr. Cordova explained that he became the Executive Director on July

18th, but he has 37 years' experience in vocational rehabilitation. He is a native New Mexican from Vadito, south of Taos. He was born blind and at 5 years of age he went to the School for the Blind in Alamogordo. He met with a VR counselor when he was a junior in High School and learned about the possibility of going to college. He attended college and majored in computer science, but after college he was unable to secure employment. Eventually he met the chair of the Legislative Finance Committee who helped him get a job at the New Mexico Highway Department. He went on to get his Master's Degree in Education. Mr. Cordova explained his rich employment background which included the Mayor's Commission on People with Disabilities where he worked for Mayors Kinney and Schultz in Albuquerque, Deputy Director for the Commission for the Blind in Albuquerque, National Director of Programs for the Blind in Washington, DC, and Director of Vocational Rehabilitation in Hawaii. After a few years of working as Executive Director of DVR in Oklahoma, he returned to his home state in February 2016 and in July was hired by DVR to become their new Executive Director.

II. APPROVAL OF AGENDA

17.1

Commissioner Johnny Robertson made a motion to approve the agenda.
Commissioner Concha Dunwell seconded.
Motion Passed unanimously.

III. APPROVAL OF JUNE 16, 2016 MINUTES

17.2

Commissioner Concha Dunwell made a motion to approve the minutes as presented.
Commissioner Rosemary Gallegos seconded.
Motion passed unanimously.

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme thanked the Executive Director of DVR, Joe Cordova, for coming to the board meeting.

Executive Director Gomme stated that the Commission for Deaf and Hard of Hearing (CDHH) had done a lot of work with the deaf-blind and deaf-plus community. The Helen Keller National Center came and provided a training in Haptics. This helped the community become more aware of deaf-blind and deaf-plus needs. It is Ms. Gutiérrez that controls the deaf-blind contract that CDHH has with the Community Outreach Program for the Deaf (COPD), and she would elaborate more in her report.

Earlier in September, Executive Director Gomme attended the TEDPA (Telecommunications Equipment Distribution Program Association) and NASRA (National Association for State Relay

Administration) conferences in Annapolis, Maryland. At those conferences, there was a great deal of discussion about Real-Time Text (RTT), and there was a presentation by the FCC. Director Gomme explained that the FCC is proposing a new rule because TTY's are being used less and less. The TTY's are an antiquated technology, and the FCC sees RTT as the modern solution. Many mobile carriers are on board with this idea and AT&T was actually at that presentation. Basically, it is like a smart phone version of a TTY, so unlike regular texting, the receiver would see the text right away, or hear what the caller is typing via a Communications Assistant (CA) and the receiver response would be in real time as well. If the proposed rule is accepted Tier 1 Providers would start in December 2017, which would include AT&T, T-Mobile, Verizon and Sprint. The main issues would be for people who can't afford a 4G smart phone, or don't have reliable service in areas like rural New Mexico. Also, deaf users would need to have a voice plan to use RTT. There are many unanswered questions on how these issues would be resolved.

Chair Welborn asked if RTT would be handled by each individual carrier, and Executive Director Gomme stated that each carrier seems to be developing their own system. Hamilton Relay, our relay provider in New Mexico, and Sprint Relay would like to host the system which would probably be better than each mobile carrier developing their own system, because of possible compatibility issues. Hamilton and Sprint are already familiar with how the system works with TTY's. Mr. Gomme's focus would be to stay on top of the FCC and keep track of what decisions are being made, so CDHH can be as prepared as possible since this will have a high impact on New Mexico's rural communities. He also wants to see if Braille readers are going to be compatible with RTT, too. AT&T did respond to his concerns and will be sending out an FAQ (frequently asked questions.) He added that AT&T does have accessibility website and their website is very user friendly. AT&T was the only provider present for the workshop, so currently his information was skewed toward what they were providing.

Commissioner Robertson asked a question about the surcharge that CDHH gets from the phone companies. Executive Director Gomme said that that is the TRS (Telecommunication Relay Services) surcharge that people will see on their telephone bills. He is actively pursuing this with the FCC. The concern is that prepaid and IP based services need to be paying into the TRS surcharge and from our information have not up to this point. The community needs to voice their concerns to the FCC.

Moving to another topic, Executive Director Gomme stated that CDHH has been working with the Deaf Culture Center and their members to erect a DCC building in New Mexico. Joe Cordova, Executive Director of DVR, was at the last meeting and Executive Director Gomme felt Mr. Cordova's perspective would be critical during the process.

Lisa Dignan, Director of Community Engagement, has been working with Steve Frazier and others to help make the Albuquerque International Sunport more accessible to the community at large. He said Ms. Dignan would elaborate in her report. CDHH has also been working with Mr. Frazier to make the Roundhouse more accessible as well.

CDHH is doing quite a bit of work with the police, but Mr. Gomme would let Corina Gutiérrez, Director of Community Advocacy, tell more about that in her report.

b. Department Reports

i. Community Advocacy

Director of Community Advocacy, Corina Gutiérrez, reported that the Community Education Specialist, Roger Robb, has been working with people from the Secretary of State's office on an event for the deaf and hard of hearing community to learn how to register to vote. The event will be Saturday, September 24th from 12:00 to 5:00 p.m. If someone cannot come on Saturday, Mr. Robb is also working on a vlog, to be posted online, that will explain how to vote. Additionally, Mr. Robb is working on a vlog on the election process as well and a video is currently being captioned and will be sent to all the counties so that poll workers at voting sites can learn how to work with deaf, hard of hearing, and deaf-blind voters.

Teltex will be printing about 250 placards designed for deaf drivers and 750 for hard of hearing drivers to have in their cars to help if they are pulled over by police. Mr. Robb will meet with Nicole Chavez-Lucero, the Community Outreach Coordinator for the Albuquerque Police Department, to discuss their use. Ms. Gutiérrez explained that phase one will be in Albuquerque. Executive Director Gomme interposed that CDHH will make sure they are distributed appropriately and will not be used fraudulently. The project will start in Albuquerque where staff hope to hear feedback and will be able to troubleshoot any problems before expanding it statewide. Mr. Gomme also said that our training with police will be a continuous effort. The placards themselves are not expected to solve all the problems.

Ms. Gutiérrez said that Mr. Robb and Andrea Ginn are working with theatres to get stage performances interpreted. One performance of Albuquerque Little Theatre's production of "Auntie Mame" was interpreted earlier in the month and on October 15th, the play "Little Shop of Horrors" will also be interpreted.

Jason Siergey, the Telecommunication Equipment Distribution Program Specialist, was previously doing outreach, but that responsibility has been taken over by Luke Adams and he is doing a wonderful job.

Ms. Gutiérrez said that the Haptics training provided by the Helen Keller Institute held at CDHH was very interesting. It was wonderful to see the Support Service Providers (SSPs) learning and practicing Haptics on members of the Deaf-Blind community. Executive Director Gomme added that some of the Deaf-Blind want to learn to become trainers, which would be great to see this growing in the community and across the state. CDHH would like to ask the Helen Keller National Center if they will provide one more training for the Deaf-Blind and SSPs.

Lastly in her report, Ms. Gutiérrez announced that COPD would be hiring a Deaf-Blind/Deaf-Plus case manager within the month.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement wanted to update the Board and audience of happenings after July 1st, since a synopsis of the 4th quarter of FY16 was in the report, but if there were questions regarding her report, she would gladly address them.

Since the new fiscal year began, Andrea Ginn's role of staff interpreter has been expanded and her title has been changed to Communication Development Specialist. She will continue to do staff interpreting, coordinating contract interpreters and working with the apprentice interpreters, but CDHH wanted to provide more professional development opportunities for pre-certified signed language interpreters. Ms. Ginn has developed excellent training and mentoring skills, so she will be having book clubs, discussion groups and other training opportunities for pre-certified interpreters around the state. This will be in addition to New Mexico Mentoring and other contracted professional development opportunities offered by CDHH. Ms. Dignan stated that with the uncertainty of the CDHH budget in the future she didn't know how many professional development contracts the Commission would be able to maintain, but Ms. Ginn's work will make it possible to continue that work. Ms. Ginn had made great connections within the community utilizing her mental health training and she is also doing wonderful work with the public defender's office housed in the same building as CDHH. It is exciting to see the connections she is building that will improve services for the deaf and hard of hearing people in New Mexico.

Ms. Dignan said that Ms. Ginn will also coordinate with the deaf staff to provide mini ASL classes for our hearing staff to improve communication access within the agency.

One of the Commission's apprentice interpreters, Jessica Eubank, will finish her year of apprenticeship on September 30th. Amanda Summers began her apprenticeship July 1 and is doing great work and a brand new apprentice, Adrianna Lucero, will start in October.

In addition to the wonderful work Andrea Ginn has done, she was able to attend the National Association of the Deaf conference which was partnered with the Registry of Interpreters for the Deaf Region 5 conference in Phoenix this summer. Ms. Dignan added that Ms. Ginn was able to go at no charge to our agency, and obtained great information.

Ms. Dignan reported that Richard Bailey, CDHH's Community Engagement Specialist is also very busy. Mr. Bailey attended the NAD conference and the National Deaf Education Conference in Phoenix. He attended and was part of the planning committee for the Conference on Aging. He also attended the Alternative Dispute Resolution (ADR) Coordinator refresher training. Mr. Bailey is the ADR coordinator for the Commission and we learned a great deal there. He also assisted Executive Director Nathan Gomme on researching information for the TTY to RTT proposal that Mr. Gomme mentioned in his report. Mr. Bailey has consulted with several schools on IEP and 504 plans, participates in the Interagency Transitional Alliance meetings, and is involved with the Linguistics Department at the University of New Mexico (UNM).

As Executive Director Gomme mentioned in his report, Lisa Dignan and Steve Frazier worked with the Albuquerque Sunport on accessibility issues. Ms. Dignan said that she and Mr. Frazier were able to discuss increased accessibility without resistance and she expects to see some positive changes there. They told them several national conferences have looked at coming to Albuquerque and have decided against it because of the lack of accessibility at the Sunport, which is obviously not good for the Sunport nor the city. They discussed loop systems, video phones and a visual notification system. Ms. Dignan said that Mr. Frazier shared with her that he heard back from a person from that meeting and they are moving forward with installing loop systems there and she will be following up on the other issues.

A lot of work has been done with Risk Management to remind them to make information accessible to Deaf and Hard of Hearing staff. Open enrollment is coming up and the webinars have been inaccessible. Ms. Dignan is working with them to see if they can be captioned or interpreted, as well as making them available on the website so that they can be accessible year-round and not just during open enrollment. They have been open to ideas and suggestions.

On September 21st, NMCDHH staff had a meeting which included a training by Adrien Lawyer from the New Mexico Transgender Resource Center. The training was helpful since we have transgender clients and the staff had a greater understanding of their experiences.

Ms. Dignan said that the Interpreter Licensure Board has been unable to meet for a long time. They are still waiting for the Governor to appoint a public member. The new attorney for the licensure board interprets the statute to mean that the public member must be present in order to achieve a quorum, and the public member has not attended a meeting for two years. Someone has applied and the board are hoping the Governor will make that appointment very soon. They would like to schedule a meeting next month.

New Mexico Mentoring started the fall 2016 with a large group: 8 mentors and 8 mentees. As a past participant, Commissioner Concha Dunwell applauded New Mexico Mentoring and commented that it was an amazing program and the mentors are well respected.

iii. Administrative Services

Director of Administrative Services and CFO/CPO, Deborah Romero, explained that our budget for FY16 was \$3.7 million and at the end of FY16 had \$900,000 unspent. Ms. Romero explained that Telecommunication Relay Services (TRS) funds do not go back into the State's general fund. The \$298,000 of general fund money was expended.

The Commission is now in FY17 and the budget is decreased to just over \$3 million, partially due to decrease in the TRS funds. Ms. Romero said the TRS funds have been continuously decreasing by at least \$20,000 a month. In FY18 the projection is only \$1.8 million of TRS funds. CDHH is requesting the continuance of \$300,000 of the general fund or more, because the agency, at this point, will have to use the remaining of the fund balance in FY18. Ms. Romero is hoping for the language change on the TRS surcharge to be approved and that will help to alleviate some of the budget issues. Executive Director

Gomme explained that under the Telecommunications Access Act, .33% of our telephone bill goes to help support communications for people with disabilities. However, voice over internet protocol (VoIP) and prepaid cell phones are not currently subject to that surcharge. Maine, California, Colorado and Illinois have adopted language that includes VoIP and prepaid cell phones. Commissioner Johnny Robertson accompanied Executive Director Gomme to the Public Regulation Commission (PRC) to discuss changing the language for New Mexico. At the same time, Mr. Gomme is discussing this with the FCC. They did agree to write a letter clarifying their stance informally. They won't do it formally since a formal change requires a petition which would take two years of discussion. He said they don't have time, this must move forward as soon as possible. The state budget is quite tight and many agencies are hurting. Executive Director Gomme said that he and Ms. Romero would be going to the Legislative Financial Committee (LFC) budget hearing soon. Commissioner Robertson asked if there was anything the New Mexico Association of the Deaf (NMAD) could do to help, and Mr. Gomme replied that it would be helpful if the community members such as NMAD showed up to support CDHH.

Ms. Romero announced that the FY16 audit will be completed in November and the FY17 contracts were in place. CDHH was following the requirement of expending only 50% of the budget during the election year, so only 50% of the contracts and operations costs were encumbered.

V. ACTION ITEMS

Chair Austin Welborn mentioned the recent news story about a Deaf man being shot and killed by police. He added to the agenda to discuss a plan for training law enforcement and emergency personnel working with Deaf and Hard of Hearing people. Chair Welborn acknowledged the great work that Corina Gutiérrez's department was doing with the placards and training of law enforcement, but the tension with the general public and law enforcement needs to be diffused and he would like to see more interaction with deaf, hard of hearing, and disabled people with the law enforcement and first responders. Commissioner Dunwell suggested that perhaps there could be a meet and greet event or make a video to give to the police department and it could be part of the police department's training. Commissioner Rosemary Gallegos felt CDHH was doing a lot of work with law enforcement, but perhaps the board could see if there is a way to expand that and how it should progress. Executive Director Gomme agreed with Dr. Gallegos and suggested a plan be made before the next meeting to project what CDHH can do in the future what work still needs to be done and to expand on what was already done. So rather than planning out specific things right now, the board could make a motion for the Department of Community Advocacy and the Department of Community Engagement to provide a plan or outline that the board could review.

17.3

Commissioner Gallegos made a motion to develop a two year strategic plan for training of law enforcement and emergency personnel.

Commissioner Robertson seconded.

The motion passed unanimously.

VI. NEW BUSINESS

Executive Director Gomme introduced CDHH's new attorney from the Office of the Attorney General, Audrey McKee. Staff was able to meet her the first week of August and her office is in Albuquerque. Ms. McKee told the board they were free to ask her questions about policies and if she didn't have an answer, she would research it. She also mentioned that her office was in the Open Government Division in Albuquerque.

Dr. Gallegos asked if the Commission had bylaws. She would like to review them at the next board meeting as a group since there were other new members and it was important that they understand their roles. The board discussed meeting 15 - 30 minutes before the posted board meeting time, but Executive Director Gomme reminded them that they are prohibited from gathering privately unless an executive session is called. Audrey McKee said that was part of the Public Meetings Act. Chair Welborn said reviewing the bylaws could be added to the agenda for the next meeting on Thursday, December 8th.

VII. ADJOURNMENT

Chair Welborn called for a motion to adjourn.

17.4

Commissioner Robertson made a motion to adjourn.

Commissioner Dunwell seconded.

The Motion passed unanimously.

Chair Welborn adjourned the meeting at 5:17 p.m.

Executive Summary

Nathan Gomme, Executive Director

Commissioners and Community Members:

I am pleased to bring you the 1st quarter report of Fiscal Year 17. The agency has certainly hit the ground running with various projects and plans for this fiscal year. First I want to discuss some of the budget issues we will be facing this year. We were told that we would need to cut 5.5% of our General Funds. Our General Funds are used for programs such as the Deaf Blind and Deaf Plus services. I am happy to say that we have determined a way for the Deaf Blind and Deaf Plus services to continue without any negative impact. We will also be working with the remaining funding for a potential mental health program with a focus on language dysfluency.

I wanted to elaborate on some of the events and work that occurred at the July National Association for the Deaf (NAD) Conference and National Association of State Agencies for the Deaf and Hard of Hearing (NASADHH) this year in Phoenix, Arizona. Our representatives were part of workshops (presenting or on a panel) with a focus on underrepresentation in our own community. We also attended a number of workshops discussing hot topics such as LEAD-K, Employment related to STEM, the future of accessibility, and updates on the work of NAD. It was at NAD that we got our first update on Real Time Text from the FCC.

The conference also gave us an opportunity to attend several other concurrent events. The RID region V event was occurring and we were fortunate to be able attend the first ever National Deaf Education Conference (NDEC) both were full of great workshops and networking opportunities. All of the workshops for NDEC 2016 are now available online. We also took part in the Deaf in Government (DIG) Training which allowed for us to better understand our federal counterparts. DIG was also able to take the lead in establishing a National Employment Resource Center with NAD. During the conference I was also nominated and accepted the role as Vice President of the NASADHH Board. The board will be working on a number of things including police training, education issues, and language acquisition. We also have a Memorandum of Understanding (MOU) with Gallaudet University and are in the process of developing MOU's with several other groups. The next meeting with Gallaudet will take place in December.

On August 24th 2016, the FCC granted temporary waivers (2 years) to Hamilton and Sprint in an effort to modify two requirements known as legacy requirements. The first is known as the equal access requirement which means-“That TRS consumers had functional equivalent

service at a time when consumers' ability to choose a particular long distance service provider was a fundamental aspect of telephone service."¹, the second is related to the section that provides users with the "same billing options" for services such as sent-paid long distance, directory assistance and collect calls. The waivers will likely result in permanent changes due the evolution of telecommunications. The changes will have minimal impact on the way phone calls work currently and will only require some adjustments to the billing method for things such as international calls and directory assistance. The volume of such calls is currently unknown and we will be working with the relay vendor to determine the potential costs.

One final note: at our last board meeting a question regarding the bylaws came up. You have a copy of the most recent bylaws that were board approved. After review it was obvious that the bylaws need to be updated. My recommendation is that the board consider assigning two members to work with the NMCDHH Executive Director and update the bylaws to be approved at the next board meeting.

Thank you,

J. Nathan Gomme

¹ https://apps.fcc.gov/edocs_public/attachmatch/DA-16-963A1.pdf DA 16-963 Section II.(A)(10)

Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

Individual/System Advocacy & Public Policy

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

Community Advocacy / Communication Access

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

One of our Community Advocacy Specialists, Luke Adams provided his presentation to five ASL classes at the Central New Mexico Community College about his life as a Deaf person, his experience of being on a reality TV show, and his role as a Community Advocacy Specialist with NMCDHH and the services being provided by NMCDHH. He had the opportunity to discuss with some parents of the Deaf children after his presentation about the different kind of services that NMCDHH provides and gave some referral information about where to find ASL classes.

Mr. Adams has been working with his clients regarding jury duty at District Court because some clients have delayed language skills that would put a lot of stress on them. The Jury Division was interested in receiving the medical waiver from the doctor. The clients were waived from being on jury duty, however they may be called in the future. If they were called, Luke would be happy to assist again.

Mr. Adams worked with staff from the Emergency Room at Presbyterian Hospital about providing an on-site interpreter for Deaf-Blind patients. He explained to them that using Video Remote Interpreting (VRI) doesn't work well for the Deaf-Blind patients due to their low vision. They are more comfortable having on site interpreters which can use tactile sign language with them, which is exceedingly more accessible for the Deaf-Blind patients. Mr. Adams was told if his Deaf-Blind clients don't feel they have adequate communication access, they may file a complaint after which they will review and investigate and send a resolution letter. This information about filing a complaint is a huge benefit for our advocates and clients.

Mr. Adams worked hard with other clients to research and look for a place to live. He guided them to find different places to see where his clients were interested in living. The clients successfully found a new home and the outcome was especially positive!

Community Advocate Specialist Cheryl Padilla mostly focused on communication access with her clients. Some of her cases require case management services which lead to communication access needs. She has successfully advocated for her clients in the northwest area of the state to get on-site interpreters after a lengthy struggle of getting the healthcare provider's office to understand the clients' need of having an on-site interpreter.

Ms. Padilla has worked very hard with another healthcare provider in the northwest area about providing on site interpreters instead of providing Video Remote Interpreting (VRI). VRI is still an on-going process in that area and her clients are very frustrated with the quality of the video. The video was either too slow or not working at all. The provider refused to provide an on-site interpreter because VRI is more cost-effective. Ms. Padilla continues to work with the providers to change their policy.

Ms. Padilla is working with the Metro Detention Center and a lawyer from the Public Defender's Office to better understand clients who have mental health issues. She also works with them to find resources to help each client to live independently or to live successfully with their family. This case is on-going.

Community Education

The Community Education Specialist, Roger Robb, has done 7 presentations/trainings during the first quarter of Fiscal Year 2017.

Here are the breakdowns of the presentations Roger has done:

- Hearing Loss Sensitivity - 3
- Interacting with People who are Deaf and Hard of Hearing - 1
- ADA Toolkit - 1
- Register to Vote - 1
- NMCDHH Overview - 1

Here is the summary of the presentations/trainings that have been provided:

- Deaf/Hard of Hearing Community - Albuquerque & Santa Fe
- Department of Public Safety - Las Cruces
- La Casa Inc. - Las Cruces
- Presbyterian Centennial Care - Albuquerque
- UNM Hospital Family Practice Center - Albuquerque

Mr. Robb has revised and updated one PowerPoint presentation:

- Interacting with People who are Deaf and Hard of Hearing

The Community Education Specialist, Mr. Robb has 30 Systematic Advocacy cases that have been ongoing for the first quarter of Fiscal Year 2017. Here is the summary of the cases on which Mr. Robb focused:

- Albuquerque Journal Theater (National Hispanic Cultural Center)
- Albuquerque Little Theater
- Albuquerque Police Department (Deaf)
- Albuquerque Police Department (Hard of Hearing)
- Aux Dog Theatre
- Bernalillo County Election Board
- BLACKOUT Theatre
- Community Against Violence
- Department of Public Service - Santa Fe
- Desert Rose Playhouse
- East Mountain Centre for Theatre
- Encore! Theatre
- Foul Play Café
- KiMo Theatre
- Landmark Musicals
- Lovelace Medical Center
- Movavi Video Studio
- Musical Theatre Southwest
- New Mexico Election Board
- Optum
- Popejoy Hall
- Presbyterian Healthcare Services
- Providers Relations Liaison-Provider Network
- Rodney Theatre
- Social Security Administration - Albuquerque
- South Broadway Cultural Center
- Tewa Women United
- The Adobe Theater
- The Dolls
- The Vortex Theatre

Mr. Robb has done one Vlog called “Red or Green” which was shared on social media with our community. The Specialist also has worked on Vlogs in pre-production or post-production stages: “Communicating Effectively with a Voter with Hearing Loss” (for Poll Workers), and “How to Vote in New Mexico Elections”.

Deaf-Blind and Deaf-Plus Program

The Community Outreach Program for the Deaf-NM (COPD) Deaf-Blind or Deaf-Plus (Deaf/Hard of Hearing with a significant disability) has maintained its strength and has served 50 clients in total to date – 33 of whom are Deaf-Blind and 17 of whom are Deaf-Plus. These 50 New Mexicans live in 12 of New Mexico's 33 counties. We are thankful that COPD continues to provide trainings which included the Support Service Providers during this quarter.

The Support Service Providers are supporting Deaf-Blind and Deaf-Plus clients when they want to participate in community events. They have provided support to Deaf-Blind and Deaf-Plus clients at these events for the first quarter:

- Deaf Senior Citizens Meeting on July 7th, July 21st, August 4th, August 24th, September 1st
- Visit to the Petroglyph Park on July 26th
- Support Group for the Blind on August 29th
- Deaf Blind Task Force Meeting on September 8th
- Funeral for a Deaf person on September 13th
- Deaf Culture Center Meeting on September 19th
- Deaf Grassroot Meeting on September 24th
- NMDCO Fundraising Event on September 24th
- Couch Potato Basketball Event on September 24th

The Support Service Providers also are supporting Deaf-Blind clients for the Zia Deaf-Blind Club events for the first quarter:

- Field trip to the Aquarium on July 23rd
- Picnic in the Sandia Mountain on August 20th
- Field trip to the State Fair on September 17th

The Trailblazers had events which the Support Service Providers worked with the members for the first quarter:

- Field Trip to the Sevilleta National Wildlife Refuge on July 18th
- Field trip to the Sunflower Festival in Moriarty on August 27th

Outreach and other activities:

- COPD facilitated the quarterly New Mexico Deaf Blind Task Force on September 8th.
- COPD participated in a Senior Citizen Health Fair in Las Cruces on September 22nd.

Outreach & Telecommunications

Telecommunications Equipment Distribution Program (TEDP)

The Telecommunication Equipment Distribution Program (TEDP) lends telecommunications devices at no cost to qualifying New Mexico residents who need assistance in communicating. Equipment includes amplified telephones, iPads, TTYs, speech-generating devices, and neck loops.

Teltex

Thanks to the new fiscal year with a fresh budget, we were able to order plenty of TEDP brochures and applications. With the high number of distributions so far, the number of requests for the brochures remains high. The method to distribute includes mailing and online advertisement, for which we refer the internet users to our Telecommunication Equipment Distribution page.

In the middle of the first quarter, we reached out to all iPad users to determine the statuses on the usage of their tablets that were loaned out in the previous three years. This is our attempt to ensure that they are using the iPad properly and if there are any issues that have not been solved including software issues, hardware issues, and operational usage. We encourage communication with us and with our partner, Teltex on any issues they come across that may have been unsolved. About ten iPads have been returned. Three have been suspended due to mishandling. Some of the iPads have been working without the need of Wi-Fi especially among speech disabled users. Some clients inquired about iPad training. We are in process developing trainings and will coordinate with our contractor.

In addition, our current iPad program is still on the waiting list due to budgetary reasons. We made a slight movement by ordering/releasing seven iPad requests.

A major change under Notification section in the application is that we decided to change AlertMaster AL10 to AlertMaster AL10 Combo to reduce any confusion when it comes to selecting the product. Instead of ordering either AlertMaster AL10 and/or AlertMaster AL12 alone (which requires AL10 to work together), the option is there to order the combo as one of two selections for accessories. Another item has been discontinued due to manufacture's decision so we are awaiting to see if they will replace LifeTone HLAC 151 Fire/Smoke Alert.

Shannon Qualls is the Teltex Outreach Specialist for New Mexico. Here is what Ms. Qualls has done for outreach in state of New Mexico:

Booths	Location	Date	Number of Booth Visits
Hands and Voices Annual Back to School Event	Albuquerque	September 10, 2016	70
New Mexico State Fair	Albuquerque	September 12, 2016	500

Ms. Qualls has not done presentations in the state of New Mexico for this quarter.

Equipment:

In the first quarter of FY17, the TEDP has distributed 290 pieces of equipment to our customers throughout the state of New Mexico. This is a big jump from the first quarter of the FY16 when we distributed only 96 pieces of equipment.

Equipment distributed for the fourth quarter are as follows:

Phones	Tally
Amplicom PowerTel 725	
PowerTel 720 Cordless Phone w/ Answering Machine	1
PowerTel 601 Wireless Wrist Shaker	1
Amplicom PowerTel 780 Combo	
PowerTel 760 Corded Telephone	2
PowerTel 701 Expandable Handset	2
Amplicom PowerTel 785 Combo	
PowerTel 760 Corded Telephone	6
PowerTel 701 Expandable Handset	6
PowerTel 601 Wireless Wrist Shaker	6
Clarity Alto	0
Clarity Alto Plus	4
Clarity BT914	1
Clarity D704	0
Clarity D714	2
Clarity JV35	0
Clarity XLC2	1
Clarity XLC3.4	3
ClearSounds A1600BT	1
ClearSounds A6BT	0
ClearSounds CSC600ER	0
Geemarc Ampli100VM	0
Geemarc AMPLI600 Corded Phone with ER	2

Serene Innovations CL-60 Cordless Phone	0	
Serene Innovations CL-60A Cordless Phone	3	
Serene Innovations HD-65 Corded Phone	1	
Q90D TTY/VCO	0	
Q90D TTY/VCO as HCO		
	Q90D TTY	0
	Q90D External HCO Speakers Set	0
iPad + Otterbox		
Apple iPad 2 Deaf	4	
Apple iPad 2 Deaf Blind	0	
Apple iPad 2 Hard of Hearing	2	
Apple iPad 2 Speech	4	
Apple Mini iPad 4 Deaf	0	
Apple Mini iPad 4 Hard of Hearing	2	
Apple Mini iPad 4 Speech	2	
Apple Mini iPad Deaf Blind	0	
CapTel		
CapTel 840	3	
Total Phone Equipment Distributed:		59

Accessories	Tally	
Surge Protector	54	
Amplicom AB900 Answering Machine	0	
Amplicom NL100 Neckloop	1	
Bellman Audio Maxi Package 3 Neckloop	8	
Clarity AL10 AlertMaster	AL10 Device	5
	Doorbell	5
	Bed Vibrator	5
Clarity AL10 AlertMaster COMBO	AL10 Device	14
	Doorbell	14
	Bed Vibrator	14
	AL12 Device	14
Clarity AL12 AlertMaster	6	
Clarity WR100 Super Phone Ringer	1	
Clarity CE50 Bluetooth Neckloop	1	
Clarity SR100 Super Phone Ringer	3	
Clarity Speech Amplifier Handset WS-2749	0	
Clarity HA40 In-line Telephone Amplifier	0	

Clarity CE225 In-line Telephone amplifier	0
ClearSounds Quattro 4.0 Bluetooth Neckloop	2
ClearSounds ANS3000 Answering Machine	2
ClearSounds CS-CR200 Phone Ringer	2
ClearSounds CS-WIL95 Amplifier	2
Comfort Audio Duett Neckloop	2
Geemarc AmpliCall 10 Telephone Ringer & Flasher	1
Griffin TruTone ElectroLarynx	
Oral Adapter with Straws	0
Tone-Adjustment Screwdriver	0
Extra-Sharp Sound Cap	0
Krown RA 05 Amplified Ringer with Strobe	3
LifeTone HLAC 151	1
Serene Innovations CentralAlert™ CA360	
Wireless Notification System CA360	9
Wireless Doorbell Model CA-DB	9
Bed Shaker Model BS-100	9
Serene Innovations CA380	
Wearable Notification System	0
Bed Shaker Model BS-100	0
Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX	0
Wireless Doorbell Model CA-DB	0
Serene Innovations UA-45 Universal Phone Amplifier	0
Serene Innovations RF-105 Super Loud Ringer and Flasher	0
Serene Innovations RF200 Alerting System	3
Serene Innovations RF-40 Cell Phone Amplifier	2
Silent Call 365-SKV Smoke Detector Kit	
Smoke Detector with Transmitter	12
Sidekick Receiver with Strobe Light	12
Bed Vibrator	12
LoudenLow Model 100 Smoke Alert	3
Total Accessories Distributed	231

All Equipment	Tally
Phone Equipment Distributed	59
Accessories Distributed	231
Total Equipment Distributed	290

Telecommunications Relay Service (TRS):

Below is the reported numbers for Traditional Relay Service (TRS) and Captioned Telephone Service (CTS). The average number of relay calls per month for FY16 Q3 is about 7,764/month.

The Performance Measure for Fiscal Year 2016 (FY16) has an average of 12,000 calls per month of all Telecommunications Relay Services.

Month	Traditional Relay	Caption calls	total
July	3,416	3,213	6,629
August	3,794	2,324	6,118
September	3,166	2,745	5,911
FY17 1st Quarter Total Relay Calls			18,658

Relay New Mexico (RNM):

Relay New Mexico (RNM) under Hamilton Relay did a number of exhibit events and field visits this quarter. All of the events are to explain Telecommunications Relay Services and Caption Telephone services throughout New Mexico.

Exhibits covered by RNM for the 1st quarter in New Mexico include *indicates booth was done with NMCDHH and is only counted once in the final tally for outreach events. RNM did 7 unique outreach events listed below:

Event	Location	Date	Booth Visits
Palo Duro Senior Center	Albuquerque	7/5/16	70
Munson Senior Center	Las Cruces	7/25/16	120
*ADA Celebration (with Las Cruces Office)	Las Cruces	7/26/16	250
*Pueblo of Tesuque Health Fair (with Albuquerque Office)	Tesuque	7/28/16	115
Albuquerque Speech Language Hearing Center Annual Gala	Albuquerque	8/13/16	150
*New Mexico Conference on Aging (with Albuquerque Office)	Albuquerque	8/23-8/24/16	240
Hobbs Senior Center	Hobbs	8/31/16	80
San Jose Senior Citizen Center	Carlsbad	9/1/16	70
Roswell Joy Center	Roswell	9/2/16	90
Palo Duro Senior Center	Albuquerque	9/6/16	65
State Fair Seniors Celebration Day	Albuquerque	9/12/16	275

RNM continues providing workshops across the state. These workshops include field visits and presentations. Field visits include the VFW, Department of Veteran Services in various parts of the state, and hearing aid centers. Sponsorships were provided for the Albuquerque Speech Language Hearing Center Annual Gala, and presented of the Better Hearing and Speech Month Award at the ADA Celebration.

Outreach

For the first quarter of FY17, the Albuquerque office attended 4 events. Luke Adams now is taking responsibility to conduct the outreach events in northern New Mexico. He has done an outstanding job to research and find different events to attend. The total number of people that visited our booths is

276. These outreach events were the biggest hit of this quarter with the highest number of people that visited our booth. The total number of visitors that visited our booths included ABQ, LC offices and Shannon Qualls from Teltex is 1,435.

Booths conducted include:

Events	Location	Date	How Many People
Health and Safety Fair	Pueblo of Tesuque	July 28, 2016	24
Conference on Long Term and Aging	Albuquerque	August 23-24, 2016	182
Transportation Wellness Expo	Santa Fe	August 24, 2016	57
New Mexico Black Expo	Albuquerque	August 27, 2016	13

Las Cruces Satellite Office

Sandra Williams, Las Cruces Office Coordinator

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Client Advocacies and Service Coordination

The NMCDHH Las Cruces Office began the new quarter by providing assistance to a total of 106 consumers of various services including Individual Advocacy and Client Services Coordination. Staff provided advocacy services in mental health facilities, medical/nursing centers and criminal justice centers. Staff not only provide information, but follow up and make sure the needed resources are attained.

For this quarter, individual client advocacies were provided to the following public entities that were lacking or not providing communication access:

- NM Motor Vehicle Department
- NM WIC-Food Stamp Office
- Alamogordo Probation & Parole
- NM Workforce Commission
- Lovelace Hospital of Albuquerque
- Milagro Psychiatric Health Care
- Las Cruces Public School District
- Las Cruces City ADA Coordinator
- Health Care Provider in Alamogordo
- Legal Firm in Las Cruces
- Health Care Provider in Roswell
- Las Cruces Public Schools
- SL Start/New Mexico Works
- Alamogordo Sleep Clinic

The following are the Systematic Advocacy Services that were provided this quarter:

- US Citizenship and Immigration Services (USCIS) (Sandra Williams)
- 2016 Domenici Public Policy (Sandra Williams)
- ADA Dona Ana County Committee (Sandra Williams)
- Las Cruces ADA City Board (Susana Santillan)

Community Collaboration involvement:

- Ability Center
- Casa De Peregrinos Food Pantry
- La Casa
- Department Doña Ana County
- DVR
- National Association of Judiciary Interpreters & Translators
- Catholic Charity Dioceses Colonia Meeting
- Las Cruces Interagency meetings
- Dona Ana ADA Celebration Committee
- COPD
- The Sierra Health Council Meeting for Truth or Consequences

- Truth or Consequences Housing Authority
- Sierra Joint Office on Aging
- Peak Behavioral Health Services Lunch and Learn Meeting
- The Rio Grande Re-entry Council Meeting
- Vado and Anthony Senior Centers
- The Women's Intercultural Center
- LEPC Meeting / Office of Emergency Management

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

The Las Cruces office has hosted 23 booths year to date. Hosting booths are necessary and vital in promoting the mission of our agency.

Events	Location	Date	How Many People
Casa De Peregrinos	Las Cruces	07.13.2016	40
Mobile Food Pantry	Radium Springs	07.14.2016	24
Casa Del Rio	T or C	07.20.2016	05
St. Genevieve Parish	Las Cruces	07.21.2016	30
Salvation Army	Las Cruces	07.21.2016	20
Casa De Peregrinos	Las Cruces	07.22.2016	47
Our Lady of Mercy	Hatch	07.25.2016	40
Immaculate Conception Catholic Church	Berino	08.02.2016	48
San Pedro Mission Catholic Church	Vado	08.09.2016	36
La Clinica de Familia	Las Cruces	08.10.2016	88
Women Intercultural	Anthony	08.11.2016	45
Casa Del Rio	T or C	08.17.2016	7
Mobile Food Pantry	Radium Springs	08.18.2016	21
Our Lady of Mercy	Berino	08.25.2016	40
Immaculate Conception Catholic Church	Berino	09.06.2016	44
St. Thomas Moore Catholic Church	Chaparral	09.06.2016	76

Events	Location	Date	How Many People
Radium Springs Center	Radium Springs	09.08.2016	37
San Pedro Mission	Vado	09.13.2016	46
San Isidro Catholic Church	Garfield	09.15.2016	29
Grandparents Fiesta	Anthony	09.16.2016	20
ADA Celebration	Las Cruces	07.26.2016	150
Alamogordo Senior Center	Alamogordo	09.22.2016	100

This quarter the Las Cruces provided information 1656 Inquiries in person, plus those by phone calls and emails. We worked by making referrals to link clients and families to the needed resources, It should be noted the amount of information passed out resulted a significant increase as a consequence of our additional outreach, network, and community collaborations.

During this quarter Susana Santillan, Las Cruces Community Advocacy Specialist, became a board member for Behavioral Health Local Collaborative 3 Membership Meeting. Ms. Santillan was also officially appointed as an ADA Committee Member by Las Cruces Mayor Kenneth Daniel Gallegos Miyagishima to represent deaf, deaf-blind and hard of hearing individuals.

Community Engagement

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

Director of Community Engagement Highlights

- All eight mentor-mentee pairs in the Fall 2016 session of New Mexico Mentoring are progressing well, and the Mental Health Interpreting curriculum is being revised.
- The Signed Language Interpreting Practices Board is still waiting for the Governor to appoint a public member so they can schedule a meeting.
- RID's new testing LLC, the Center for the Assessment of Sign Language Interpretation (CASLI), is accepting applications to take the NIC Performance test.
- The NMCDHH website is being constantly updated with assistance from Lori Neubauer.
- NMCDHH Social Media reach continues to grow.
- Ms. Dignan continues to work with court committees:
 - The guidelines on interpreting audio and video files in court were approved by the Language Access Advisory Committee and distributed to courts in August.
 - The Literacy Challenges Working Group's proposed Supreme Court rule changes to allow court staff to scribe documents for individuals who are unable to do so remains in the Rules Subcommittee of the Access to Justice Commission.
- Ms. Dignan worked with several entities regarding communication access, including the Albuquerque Sunport (in collaboration with the Hearing Loss Association of Albuquerque), the City of Santa Fe, the Access to Justice Commission, and San Jon Schools.
- NMCDHH sponsored professional development opportunities in the quarter in collaboration with NMRID.

Community Engagement Specialist Highlights

- Mr. Bailey successfully closed the Deafblind and Deaf-Plus RFP and worked with Executive Director Gomme to develop the NMCDHH response to FCC's TTY-to-RTT proposal
- Mr. Bailey attended several trainings and conferences:
 - 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 in Santa Fe
- Mr. Bailey participated in several meetings:
 - The NMTAP Advisory council
 - Consulted on IEP/504 plan development for several schools
 - Interagency Transition Alliance meeting

- UNM ASL linguistics roundtable

Interpreting Services and Apprentice Program Highlights

- Ms. Ginn's position has been renamed Communication Development Specialist and expanded to include more professional development offerings to pre-certified interpreters and to expand communication access within the agency.
- Ms. Ginn attended the National Association of the Deaf (NAD) and Registry of Interpreters for the Deaf (RID) Region V joint conference in Phoenix at no cost to the agency.
- Ms. Ginn is working with Roger Robb on a Culture and Arts Accessibility Project focusing on increasing access to the Deaf and Hard of Hearing community on events such as book signings, gallery openings, and stage performances.
- Ms. Ginn has made more connections in the community regarding mental health issues and services, and has been working with the Public Defender's office to offer assistance in how to work effectively with their Deaf and Hard of Hearing clients.
- NMCDHH provided 141 hours of interpreting services in the first quarter.
- Due to having an interpreter in a full time staff position, only 8 hours required use of services through referral agencies, 47.5 hours were provided through direct contracts with interpreters, and there were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- Jessica Eubank completed her year with the program at the end of September.
- Amanda Summers joined us in July and is doing excellent work.
- Adrianna Lucero will start on October 1.
- Apprentices engaged in 69 hours of observation, interpreting, and professional development work in the quarter.

Human Resources

First quarter HR activities included:

- Risk Management is working with Ms. Dignan to make Employee Benefit Open Enrollment meetings and webinars accessible.
- Staff received Transgender 101 training from the New Mexico Transgender Resource Center.
- The Employee Handbook was updated.

NMCDHH Library

- Several new materials were added to the library collection.

- The online library can be accessed at <https://NMCDHH.librarika.com>, where people can view all of our library materials, reserve items and even review materials they have borrowed.
- Currently 46 people have registered for access to the database.

Library Usage - FY 2017					
	Q1	Q2	Q3	Q4	Total
Patrons	13				13
Items Loaned	23				23

Administration & Finance

Deborah Romero, Director of Administrative Services, CFO, CPO

FY17 First Quarter Board Report - Administrative Services						
Category		2017 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONAL SERVICES	1,071,000.00	253,393.04	0	817,606.96	23.66%
300	CONTRACTUAL SERVICES	1,438,100.00	139,381.71	461,685.06	837,033.23	9.69%
400	OTHER	316,100.00	71,307.43	53,064.55	191,728.02	22.56%
500	OTHER FINANCING USES	208,000.00	91,500.00	0	116,500.00	43.99%
Total		3,033,200.00	555,582.18	514,749.61	1,962,868.21	18.32%

CDHH Monthly Revenue		
Month	General Fund Allotment	TRS Revenue
July	\$32,908.20	\$169,168.96
August	\$32,908.20	\$166,479.70
September	\$32,908.20	\$123,657.82
October		
November		
December		
January		
February		
March		
April		
May		
June		
Subtotal	\$98,724.60	\$459,306.48

Social Media

The New Mexico Commission for Deaf and Hard of Hearing ended the first quarter of FY17 with the following Social Media statistics:

- **Facebook:** 895 people have 'liked' our page
- Email announcement system (**MailChimp**): 195 subscribers
- **Twitter:** 328 followers
- **Ask the Expert:** 46 Inquiries

Data & Statistics

As required by Legislative Performance Measures

Fiscal Year 2017

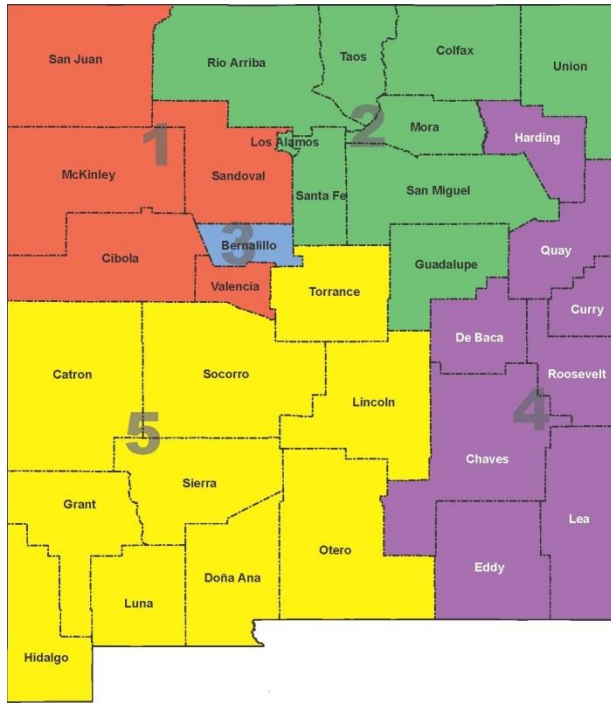
Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	120	16	13%
Number of outreach events coordinated	75	29	39%
Average number of relay calls per month	12,000	6,219.33	52% *
Number of accessible technology distributions	1,300	290	22%
Staff hours devoted to reducing communication barriers	18,000	5,139	29%
Number of clients provided assistance to reduce or eliminate communication barriers	800	259	32%
Number of information referrals and outreach contacts	12,000	3,888	32%
Number of sign language interpreting mentors	10	8	80%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	5	33%
Number of interpreters in CDHH sponsored professional development	200	55	28%

*3 month average, this percentage is expected to drop

Fiscal Year 2016

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	120	124	103%
Number of outreach events coordinated	75	117	156%
Average number of relay calls per month	12,000	7628	64%
Number of accessible technology distributions	1,300	768	59%
Staff hours devoted to reducing communication barriers	18,000	22610	126%
Number of clients provided assistance to reduce or eliminate communication barriers	800	667	83%
Number of information referrals and outreach contacts	12,000	23831	199%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	15	100%
Number of interpreters in CDHH sponsored professional development	200	211	105%

Clients by Region



	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Region 1	45				45
Region 2	28				28
Region 3	88				88
Region 4	7				7
Region 5	91				91

Clients by Self-Identified Disability

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Deaf	66				66
Hard of Hearing	113				113
Deaf-Blind	11				11
Speech Disabled	3				3
Hearing	66				66
Total Clients by Quarter	259				259



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD
 Report By: Amanda Lewis, Board Administrator
 Expiration Date: June 30, 2017

Quarter Reported:

1st (July-Sept) X 2nd (Oct-Dec) 3rd (Jan-Mar) 4th (Apr-June)

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 2016 to the Signed Language Interpreting Practices Board for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act at NMSA 1978, Section 61-34-1 to 17.

Regulation and Licensing Department will:

- A. Deposit the transfer of \$25,000 with Signed Language Interpreting Practices Fund and use the funds only for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act per NMSA 1978, Section 61-34-13.
- B. Provide quarterly reports to the NMCDHH Director of Community Engagement including:
 - a. Number of licenses issued
 - b. Dates of Signed Language Interpreting Practices Act Board Meetings
 - c. Number of complaints
 - d. Number of license denials, suspensions, and revocations
- C. Provide budget reports for the Signed Language Interpreting Practices Fund upon request with appropriate advance notice.

Performance Report

<i>Reporting Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	12	6 Provisional; 5 Community; 1 Educational
Complaints	0	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: April 11, 2016

Next meeting: TBD pending appointment of new members by the Governor

Agendas and draft minutes are available at the Board website:

www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meetings.aspx