



NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

FY17 QUARTER 2 REPORT

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NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING



FY17 Quarter 2

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NMCDHH BOARD MEETING

Thursday, March 23, 2017

NMCDHH Conference Room

505 Marquette Ave. NW, Suite 1550

Albuquerque, NM 87102

DRAFT AGENDA

Posted: March 3, 2017

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of December 8, 2016
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
- V. Action Items
 - a. Bylaws Update
 - b. Open Meetings Act Resolution
- VI. New Business
- VII. Adjournment

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

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



STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING
Thursday, December 8, 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 March 23, 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
Ellen Carpenter, Designee for DVR Johnny Robertson
Don Johnson

Not yet arrived: Joanne Corwin, Designee for NMSD

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, Adam Romero, Andrea Ginn, Caryl Williams, Rachelle Clifford, and Deena Hardemann. Six members of the community were in the audience.

Chair Austin Welborn welcomed all to the Board Meeting. He explained that Dr. Rosemary Gallegos would not be present, however Joanne Corwin would be her designee and was expected to be here.

John Fullinwider from DVR was out of town, but Ellen Carpenter would be the designee from DVR and was present.

II. APPROVAL OF AGENDA

17.5

Commissioner Johnny Robertson made a motion to approve the agenda.

Commissioner Concha Dunwell seconded.

Motion Passed unanimously.

III. APPROVAL OF SEPTEMBER 22, 2016 MINUTES

17.6

Commissioner Robertson made a motion to approve the minutes as presented.

Commissioner Dunwell seconded.

Motion passed unanimously.

Chair Welborn asked Ellen Carpenter from DVR to introduce the new Deputy Director. Ms. Carpenter introduced Adrian Apodaca and asked him to say a few words. Mr. Apodaca said that he has been the Deputy Director of DVR for about 9 months and had been with DVR a total of four years. Before that Mr. Apodaca had worked for Behavioral Health.

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme stated that he would keep his report brief so that his staff could go into more depth about the two year strategic plan. However he did want to touch on a few important things.

The budget for the State of New Mexico is still looking dismal and there have been budget cuts. The cuts aren't bad enough that the Commission for Deaf and Hard of Hearing (CDHH) would need to suspend services, but rearranging the budget was necessary. Executive Director Gomme gave credit to Deborah Romero, CDHH's CFO. Ms. Romero worked with the management team reviewing each department's budget carefully and made sure the money was being used appropriately so we could continue with necessary programs such as Deaf-Blind/Deaf-Plus services.

Representatives from CDHH, Executive Director Gomme, Richard Bailey, Corina Gutierrez, and Andrea Ginn attended the National Association for the Deaf (NAD) Conference in Phoenix, Arizona. There were other groups there like Deaf in Government (DIG), the National Association of State Agencies for the Deaf and Hard of Hearing (NASADHH), the National Deaf Education Conference and a Regional RID conference was held at the same time. Ms. Ginn was able to attend the Regional RID

conference, Mr. Bailey gave a presentation, and Mr. Gomme and Mr. Bailey attended Deaf Education workshops, so it was very beneficial to the staff. At the NASADHH Conference, which consists of 37 state agencies, Executive Director Gomme became Vice-President and he is now involved with change on a national level. He stated that he would be going to Gallaudet University the following week. He will be meeting with the president of Gallaudet, Roberta Cordano, to discuss a variety of issues such as employment, education, law enforcement interaction with Deaf and Hard of Hearing communities, insurance coverage for hearing aids, and other topics that have a high impact of many states.

The National Deaf Education Conference had a week of presentations and workshops that are available on-line via Google Drive. They focus on some critical education issues and they have scholars and experts in the field of deaf education. Both Executive Director Gomme and Mr. Bailey found the workshops to be very rewarding. They saw that there is a lot of work in deaf education and many changes coming with ASL access becoming more of a priority.

Executive Director Gomme also touched on some more changes by the FCC. These changes won't have the massive impact that Real Time Text (RTT) will have, which was explained at the previous board meeting. The FCC has approved a two year waiver for Sprint Relay and Hamilton Relay from the requirements of how they traditionally bill for those services. Those changes have to be incorporated with how CDHH works with their vendors, but the impact is minimal.

Executive Director Gomme also explained that the CDHH bylaws have not been touched in a long time, so they contain inaccurate information. For example, the bylaws say that CDHH is based in Santa Fe, and include the word "proxy" where they should say "designee" to comply with our statute. He proposed that an ad-hoc committee be formed to review and revise the bylaws and then bring the changes to the Board for final approval. Forming the ad hoc committee was on the agenda later in the meeting.

The NAD will come to Albuquerque January 12 - 14. There will be a board meeting and CDHH is excited that it will be held in their conference room. Many details need to be worked out, but Executive Director Gomme wanted to make sure that everyone was aware that NAD is coming. It will be an opportunity to meet and greet the new president and new members. NAD is also discussing hosting a town hall. There is the Deaf Cultural Center (DCC), New Mexico Association for the Deaf (NMAD) and the Deaf Grassroots Movement (DGM) that Patsy Duran in the audience represents, that would all like to be involved while NAD is here.

b. Department Reports

i. Community Advocacy

Corina Gutiérrez, Director of Community Advocacy, began with the outreach her department was doing. Luke Adams has participated in nine events recently and had 455 visitors total at his booth. He will be going to the New Mexico School for the Deaf (NMSD) Roadrunner Classic tournament on

Saturday and setting up a booth there. There will also be a booth at the Disability Rights Awareness Day which takes place at the Round House in February.

Mr. Adams will also be advertising the equipment we have available on the NMCDHH Facebook page. He will show two different pieces of equipment on Facebook each month so the community has an opportunity to see the variety of equipment available through the Telecommunications Equipment Distribution Program.

Ms. Gutiérrez added that in March she and Mr. Adams will attend the Advocacy in Action conference. In the past the Advocacy in Action has been really impactful as it is full of different situations, experiences, and heavy topics that are important to learn about. She wanted Mr. Adams to experience that, and they will attend together so they can bounce ideas off of each other.

The Telecommunications Equipment Distribution (TED) Program, due to budget constraints, has put iPad clients on a waiting list. Ms. Gutiérrez stated that she is watching to make sure we are catching up on those. Also Amplicom phones have been on back order since June. Jason Siergey, the TED program specialist, is waiting for Teltex to inform him when they will be ready for distribution.

Ms. Gutiérrez, Las Cruces Office Coordinator Sandra Williams, Community Education Specialist Roger Robb, and Communication Development Specialist Andrea Ginn will be attending a presentation with the Las Cruces Police Department. Afterwards they will be discussing the placards that were developed for police interaction with deaf and hard of hearing drivers.

Members of Ms. Gutiérrez's department met with two hospitals, Presbyterian and UNM Hospital. The coordinator for Presbyterian is a new employee. He is originally from Guatemala and he understood the importance of providing interpreters, so the meeting was easy. He also had the idea to meet with the people in charge interpreter coordination services from other health care providers so they could all be on the same page. When they met with the UNM Hospital, the interpreter coordinator there also thought that was a great idea. Ms. Gutiérrez was considering holding a town hall meeting with the deaf and hard of hearing community where the health care interpreter coordinators can listen to their concerns. Ms. Gutiérrez said she was having difficulty meeting with Lovelace, but once they could get all the health care providers in one room, they could make a difference.

Commissioner Robertson asked if they would do the same thing in Santa Fe and Ms. Gutiérrez replied that they would start in Albuquerque and then Santa Fe. She stated that it would be a difficult task to do this all over the state. Executive Director Gomme said it parallels the work being done with the police department. He stated that there is a two year strategic plan in place for that. They will have to go step by step and work with each one, but he added that Ms. Gutiérrez would not stop working on this issue. If Community Advocacy had a larger staff, they could cover more of the state, but with CDHH's budgetary restrictions, it is important to use the money wisely and do one step at a time.

Ms. Gutiérrez moved on to training, and the previous week she and Mr. Robb provided a training at the Albuquerque Police Academy. This is the third time CDHH provided the Police Academy with training and the Albuquerque Police Department would like to see that continue.

Roger Robb and Andrea Ginn have been working with theatres around town to have ASL interpreted performances. Some of the plays that have or will have interpreted performances are Little Shop of Horrors, Peter Pan, A Christmas Story, and Disney's Beauty and the Beast. Commissioner Dunwell asked if these performances were well attended by the deaf and hard of hearing communities. Mr. Robb said just a few were in attendance for the performances that have already happened, but this was a starting point. Chair Welborn asked if the Lion King would be interpreted. Executive Director Gomme explained that Popejoy Theatre is different than the smaller venues and has interpreting services provided by the University of New Mexico. He added that it benefits the community to have access to these smaller shows, and the Albuquerque Little Theatre also has a loop in place for the hard of hearing community. Ms. Gutiérrez added that she feels the attendance of deaf and hard of hearing will grow.

Roger Robb presented on the Two Year Strategic Plan Training of Law Enforcement and Emergency Personnel, which was handed out to the commissioners. The two year plan runs from January 2017 to December 2018. Mr. Robb stated that they will start with distributing the placards for deaf and hard of hearing drivers in Central New Mexico including Albuquerque, Rio Rancho, and Belen. Then they will work in the Las Cruces metro area up to Socorro and then in the northern part of the state including Santa Fe, Las Vegas and Los Alamos. This will be an ongoing process until they distribute placards to every area of the state, making sure this is a useful and successful tool. Ms. Gutiérrez added that the training wouldn't be just for city police, but for the New Mexico State Police and sheriff's departments as well.

Commissioner Robertson asked if the training would include the Navajo Nation and other native populations. Executive Director Gomme said that since they have their own rules and procedures, he didn't feel it would be appropriate to approach them the same way out of respect to their sovereignty. He felt that the approach might need to be different with each sovereign nation.

Mr. Robb explained the training would involve vlogs and role-playing. The police also would provide the Commission with feedback so we know what works and what might be missing. It will be a collaborative, ongoing process. Chair Welborn expressed that the plan was well thought out and that he looked forward to seeing its success. Executive Director Gomme added that Richard Bailey, Corina Gutiérrez and Roger Robb did not take this project lightly. They want to make sure it will be effective. Within that two year process the staff will expand to emergency services as well. Commissioner Dunwell commended the staff on the plan both as a member of the Board and as a hard of hearing person.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, announced that the fall session of New Mexico Mentoring had been completed. Eight mentees started the session and unfortunately one had to drop out, however the other seven were able to complete the program. A couple of the seven had to work incredibly hard through some major life changes, and fortunately they had amazing mentors who went above and beyond for those individuals. Applications are due Monday, December 12th for New Mexico Mentoring's Spring 2017 session. Ms. Dignan will update the commissioners on that session at the next board meeting. To save costs for New Mexico Mentoring, the program is now almost completely electronic. There are no more paper curriculum packs; everything is done with a PDF that is emailed to everyone. All the links are active and fully accessible on tablets and phones, so the participants are no longer lugging around a heavy notebook and they have easy access with almost zero cost.

The Signed Language Interpreter Practices Board now has a public member and can go ahead with a board meeting. The meeting will be December 19th in Albuquerque and will be both a regular meeting and a rule hearing. They will discuss the proposed rule changes from nearly a year ago which had not been acted upon since they were unable to achieve a quorum.

Ms. Dignan also continues to work with the Albuquerque Sunport on increasing accessibility. She reported that work has stalled a bit, but she keeps sending gentle reminders that there is work still to be done.

Ms. Dignan attended the Conference of Interpreter Trainers (CIT) in Lexington, Kentucky. She returned from the conference with valuable resources to apply to the professional development and mentoring work and was grateful to be able to attend.

Ms. Dignan has been working on extending CDHH's agreements with different entities. This will ensure that we have secured services without interruption with the budget cuts that will affect the Commission through FY18.

Andrea Ginn, Communication Development Specialist, is currently been working with two interpreter apprentices, Amanda Summers and Adrianna Lucero. A third apprentice, Jessica Eubank, completed her apprenticeship on September 30th, but continues to work with CDHH as a contract interpreter. Apprentices start off doing observations, and now Ms. Summers has started to do a little interpreting work and is doing a great job. Ms. Lucero just started with us on October 1st, but is showing tremendous potential. Ms. Ginn is also working with Emily Pieroni, a contractor in the Las Cruces office who provides interpreting services for Sandra Williams as well as administrative support. Ms. Ginn is doing some professional development with Ms. Pieroni, which is something the Community Engagement Department would like to continue, actually making it a formal apprenticeship position. That way the apprentice program can expand and CDHH can help grow quality interpreters for the Las Cruces area as well.

Ms. Ginn has been busy coordinating ASL classes. They are attended by any staff members who want to improve their ASL skills and also the building maintenance staff have attended. This gives CDHH an opportunity to build an even more positive relationship with the building staff.

Ms. Ginn has been working with the New Mexico Crisis and Access Line about effective communication for individuals who are deaf and hard of hearing.

As Corina Gutiérrez mentioned earlier, Ms. Ginn and Mr. Robb have been working to get interpreted performances at local play houses, which is a part of a larger project, the Culture and Arts Accessibility Project. Ms. Dignan stated that the goal is not only increasing accessibility to theatrical performances, but other types of events as well such as book signings or gallery openings. Ms. Ginn established an agreement with one of the local interpreter referral agencies, RGC Access, to be the fiscal agent for this project. They will apply for grants that will pay for interpreters to provide services for places like the small galleries that don't have any budget for this type of project. Central Features Gallery is interested in showcasing more work by deaf artists.

Ms. Ginn has been exploring ways to engage local interpreters in more professional development opportunities. She does case conferencing, which is a way for interpreters to meet after an assignment, review their work and discuss how to improve their skills. She is sharing that with Central New Mexico Community College (CNM) so they can replicate the program there. CNM hires many pre-certified and certified interpreters so it is good to see they will be also working to improve the skills of interpreters here in New Mexico.

Ms. Dignan announced that the RID Region IV conference will take place here in Albuquerque in 2018. Ms. Ginn was instrumental in making that happen. They had a planning meeting last weekend and she will share more information as it becomes available.

Rich Bailey, Community Engagement Specialist, was able to attend the Southwest Conference on Disability and was also on their planning committee. Mr. Bailey was also attending informational sessions at NMSD for a project search. He has worked with NMSD, DVR, and special education specialists from school districts in the area as well as parents, and learning more about developing transitional employment programs that will help deaf and hard of hearing students with employment.

Mr. Bailey attended the Alternative Dispute Resolution symposium at Santa Fe Community College. Mr. Bailey is the ADR Coordinator for CDHH.

Mr. Bailey attended the ASL linguistics meeting and the Technical Assistance Program and Advisory Council meeting, and has also been working with Executive Director Gomme with the FCC meetings and the RTT project. As Ms. Gutiérrez mentioned, Mr. Bailey was also part of the team that developed the two year strategic plan, and he also works with Ms. Ginn on workshops for the apprentices.

Chair Welborn mentioned that Joanne Corwin, Designee for NMSD had arrived at 4:10 p.m. He welcomed her and then asked Ms. Dignan to continue.

Ms. Dignan, who is also in charge of Human Resources for the agency, mentioned that CDHH was in full compliance regarding the Department of Labor changes with the Fair Labor Standards Act (FLSA). There is an insurance overpayment for one staff member that is being resolved. She reported that CDHH was on target with performance evaluations and mentioned that CDHH has been in the current building for two years.

Ms. Dignan announced that many of the staff participated in the Light the Night walk for the Leukemia and Lymphoma Society. The team from CDHH set a goal to raise \$5,000 and came close by raising \$4,354 for research to help cure blood cancers.

iii. Administrative Services

Director of Administrative Services and CFO/CPO, Deborah Romero, stated that operations were going well. State agencies are only able to expend 50% of the revenue for the first half of FY17, and by the end of December, CDHH will be at around 49% and in compliance. The request for FY18, a flat budget of \$3,033,000, has been submitted. The audit for FY16 is completed and under review at the Office of the State Auditor and she expects to hear if it was finalized and approved soon.

Ms. Romero said that CDHH continues to see a decrease in the TRS revenue. For October the Commission brought in \$666,000 which is about \$100,000 less than last year. Management is watching the budget very closely and cutting where they can while continuing to provide services. CDHH will not be filling the vacant positions they have at this time.

The Administrative Services Department is always busy. Ms. Romero has two people in her department, Lori Neubauer and Louise Chavez-Rasgado, who are there to serve her, the managers, and all of the staff of the agency.

Commissioner Robertson commented that it was great that CDHH was keeping a close eye on the budget and commended the Commission for how we were wisely using the money available. He hoped to see an increase in the TRS revenue. Executive Director Gomme said he and Ms. Romero met with some legislators recently and explained the situation with the revenue and the proposed language change so that the surcharge would apply to VoIP and prepaid phone service. NMSD wrote a letter to support the language changes. He felt that the change would add the revenue and there would be more stability within the agency by reducing reliance on the fund balance. Mr. Gomme added that he need the support from the community as well and the community needed to be vocal. Commissioner Robertson agreed that the groups have to work together and have clear communication. He asked Patsy Duran to introduce herself and she did, stating that she was the New Mexico representative for the Deaf Grassroots Movement (DGM). Executive Director Gomme expressed that he wanted all groups, DGM, the Deaf Cultural Center, NMSD, the Zia Deaf-Blind Club, the Trailblazers, which is an

oral deaf-blind group, to know they are welcome to come talk to him and make sure everyone is on the same page. He has been working closely with the Hearing Loss Association of Albuquerque and Steve Frazier on hearing aids and telecoils and want to continue that relationship. Rich Bailey has worked with DVR for a while and the Governor's Commission on Disability is another agency that should be included.

Chair Welborn asked if DVR had a report. Executive Director Gomme said that it was handed out as an addendum. Ellen Carpenter explained that DVR was changing to a new system called Aware and they were going through different downloads and updates. In the process, some of DVR's numbers were skewed. The day before Ms. Carpenter and the previous commissioner, Deb Hambel, went to the staff and discussed what was need to give a full report to the Commission.

V. ACTION ITEMS

Chair Welborn moved on to the action item on the agenda which was to set dates for the 2017 quarterly board meetings. The meetings will begin at 3:00 p.m. and the dates decided by the board were:

Thursday, March 23, 2017

Thursday, June 15, 2017

Thursday, September 21, 2017

Thursday, December 7, 2017

17.7

Commissioner Robertson made a motion to accept the dates decided by the board of March 23rd, June 15th, September 21st and December 7th of 2017.

Commissioner Designee Joanne Corwin seconded.

The motion passed unanimously.

VI. NEW BUSINESS

Chair Welborn announced that an ad hoc committee needed to be formed to review the bylaws for the Board. Executive Director Gomme explained that the bylaws have not been reviewed in many years and the information isn't current. He recommended that two board members and himself form the ad hoc committee to revise the bylaws and have then bring them to the Board for approval.

17.8

Commissioner Robertson made a motion to set up an ad hoc committee to review the bylaws.

Commissioner Dunwell seconded.

Discussion followed.

During discussion Executive Director Nathan Gomme remarked that Commissioner Robertson had a long history with the Commission for Deaf and Hard of Hearing and suggested to the board that the ad hoc committee consist of Commissioner Robertson, Chair Welborn and himself.

The board agreed and the motion passed unanimously.

VII. ADJOURNMENT

Chair Welborn called for a motion to adjourn.

17.9

Commissioner Robertson made a motion to adjourn.

Chair Welborn seconded.

The motion passed unanimously.

Chair Welborn adjourned the meeting at 4:41 p.m.

Executive Summary

Nathan Gomme, Executive Director

Commissioners and Community Members:

It is my pleasure to present to you the 2nd Quarter Report of Fiscal Year 17. I am proud of the amount of work that has been done during the 2nd quarter and the amount of work that will be taking place in the 3rd quarter. Just before the beginning of 2017 we touched on many ambitious projects such as the two year plan for working with law enforcement, our work to address language dysfluency in mental health services, and our work to improve services in the Southern and Northern parts of New Mexico. I wanted to review some of the work that has taken place.

Roger Robb has been working with the Albuquerque Police Department to implement our placard program. We have had many successful conversations with the officials at the Albuquerque Police Department and Chief Eden is very supportive of the upcoming program. The work being done with the Albuquerque Police Department has already provided an effective procedure which we will duplicate with other law enforcement agencies. We should have an agreement very soon. Roger will also be planning some work with Taxation and Revenue to explain the upcoming tax season through a VLOG. It would be great to get some feedback for VLOG ideas from the community.

We remain committed to addressing the issue of language dysfluency in mental health situations. Mental Health does not have a one stop shop for all individuals dealing with various issues. Currently we have a spectrum of services for mental health. Some require a period a counseling services which may entail some form of treatment but does not require placement. There are some types of treatment where the individuals in the state necessitate acute services and, depending on age, they are unable to access them. Often the issue of language and accessibility impact the availability of services within this spectrum. Some people are unable to get language access and even if they are able to, the testing and diagnosis do not take into account their language needs.

As a result, we have seen that the spectrum of services for mental health are more or less unable to address the unique needs of hearing loss. To attend to these issues, we are working on developing a way to address the specific language and access needs across the board. This is not to say we don't have some viable and reliable services in New Mexico related to mental health. We hope that with the study we will be able to resolve the lack of access to these services. As a result, your services will not be dependent on your zip code.

Our Las Cruces office has worked hard on making sure services in the Southern part of New Mexico are at their peak; this is also true of our Albuquerque office which provides services in

Northern New Mexico. This has resulted in growth in the amount of people served. We also recognize that there are other services that need to expand and improve in provision. Recently COPD-NM, under the Deaf Blind and Deaf+ contract, expanded services to areas such as Roswell, Silver City, and Hobbs. We are seeing more case management services provided in the area. With that growth we have also begun to acknowledge the difficulty in finding qualified personnel to fulfill those duties in each respective area. We have begun to reach a point where we are unable to provide services due to a lack of staff and not due to a lack of programs. COPD-NM is working with us to address this topic.

We are working on the budget for FY18. We will see a reduction of contract services as a result of the current budget issues in the state. We will work to avoid any reductions to services that depend on these contracts, but the budget will not allow for any surprise expenses. Surprise expenses may include booths with interpreting services required and providing printed material. Two programs that we do not expect to have an adverse impact due to the budget issues are our relay services and the provision of Support Service Providers.

We are looking forward to the legislative session this year and will report on any activities taking place at the board meeting. We will also discuss the NAD visit in New Mexico this January. It has been a busy 2nd quarter and we anticipate a very active third quarter and some positive results to our ambitious plans.

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.

Our Community Advocacy Specialist, Luke Adams attended the Deaf Visitor's Day at University of New Mexico (UNM) where he was able to interact with the students who took ASL classes. It was their first time to interact with several Deaf people. Luke presented about his life as a Deaf person and about his job role as a Community Advocacy Specialist with New Mexico Commission for the Deaf and Hard of Hearing.

Luke Adams has worked hard and has developed 12 postcards for this year. The "New Item of the Month" postcard will feature equipment from the Telecommunications Equipment Distribution Program each month.

Mr. Adams also worked with the office manager at a large corporation to learn about the need to provide sign language interpreter services for Deaf employees. The meeting was successfully set up with an interpreter and the interpreter was provided by their office. They are aware that they are responsible to provide the interpreters for Deaf employees for orientation, disciplinary action and employee evaluation.

Our Community Advocacy Specialist, Cheryl Padilla has successfully advocated for her clients in getting signed language interpreters for the appointments with their lawyers and court ordered classes. This was long hard work to complete, however Ms. Padilla finally accomplished it!

Ms. Padilla has worked very hard with the manager from ICON movie. In July 2016, ICON movie was not accessible to the Deaf and Hard of Hearing community. They only have devices to help with the Hard of Hearing consumers but it would not apply to the Deaf community. We learned that the ICON movie theaters are franchised and the owner listened to the complaints made by the Deaf community. After a few months, we were told that they now have closed captioning goggles and it is accessible to the Deaf and Hard of Hearing community. Ms. Padilla made a phone call to the manager and they confirmed that they have the devices now.

■ Community Education:

The Community Education Specialist, Roger Robb has done 28 presentations/trainings during the second quarter of Fiscal Year 2017.

Here are the breakdowns of the presentations Mr. Robb has done:

- Introduction to ASL - 16
- Hearing Loss Sensitivity - 4
- NMCDHH Overview - 3
- Fingerspelling - 2
- Deaf Culture - 1
- Greeting/Response - 1
- Receptive Interpreting - 1

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

- Albuquerque Police Academy
- Bernalillo County Elections Board
- BBVA Building Staff & CDHH Staff
- Esperanza Domestic Violence Shelter - Santa Fe
- Presbyterian Ear Institute
- Signed Language Interpreting Program
- UNM - Introduction to ASL

The Community Education Specialist, Mr. Robb has revised and updated one PowerPoint presentation titled "Hearing Loss Sensitivity for Law Enforcement."

As the November elections drew near, Mr. Robb completed Vlogs on "Communicating Effectively with a Voter who has a Hearing Loss" and "How to Vote in New Mexico Elections".

■ Systems Advocacy:

Mr. Robb has 11 Systems Advocacy cases that have been ongoing for the second quarter of Fiscal Year 2017.

Here is the summary of the cases he focused on:

- Albuquerque Little Theatre - A Christmas Story
- Albuquerque Little Theatre - Little Shop of Horror
- Bernalillo County Elections Board - How to Vote in NM
- Burgos Group
- Cibola General Hospital

- Deaf & Hard of Hearing Services – UNM
- Hillside Elementary School
- Landmark Musicals – Peter Pan
- Musical Theatre Southwest – Beauty and the Beast
- NM Elections Board – How to Vote in NM
- UNM Hospital

The Director of Community Advocacy, Corina Gutiérrez, has 3 Systems Advocacy cases that have been ongoing for the second quarter of Fiscal Year 2017.

Here is the summary of those cases:

- Instituto Cervantes
- Instituto Cervantes – Film Screening and Workshop
- Southwest Medical Center

Deaf-Blind and Deaf-Plus Program

The Community Outreach Program for the Deaf-NM 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 second quarter:

- Deaf Senior Citizens meetings on October 6th, October 20th, November 3rd, November 17th, December 1st, December 15th and December 29th.
- Pet Adoption Event on October 12th
- Meeting for Apartment Renovations on October 13th
- Deaf Culture Center Halloween Party on October 22nd
- Early Voting on October 24th
- Senior Circle (Senior Citizens meeting) in Roswell on November 1st and 9th
- Visit to a friend in hospital on November 1st
- Deaf Culture Center Monthly Meeting on November 12th
- Deaf-Blind Task Force Meeting on November 17th
- Visit to Antique shops on November 18th
- Birthday Lunch with 2 friends on December 2nd
- Professional Women with Disabilities Holiday Brunch on December 3rd
- Roswell Association of the Deaf Holiday Party on December 10th

- Deaf Culture Center Holiday Party on December 17th

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

- Field trip to the Pumpkin Patch on October 7th
- Zia 20th Year Anniversary Planning Committee meeting on November 9th and December 9th
- Zia Holiday Party on November 19th

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

- Field trip to the Pumpkin Patch on October 15th
- Monthly Meeting on November 8th
- Luncheon at Monroe's on November 11th
- Monthly Meeting on December 10th

The members of Zia Deaf-Blind Club and Trailblazers are working together in planning for the DeafBlind Awareness Day on February 27, 2017 and they have met several times including meetings on November 21st and December 7th.

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:

Here is what Shannon has accomplished for outreach in state of New Mexico:

Booths	Location	Date	Number of Booth Visits
Pueblo of Sandia Health Fair	Albuquerque	October 13, 2016	51
New Mexico Library	Albuquerque	November 3 & 4, 2016	96

Shannon has presented at Presbyterian Ear Institute in Albuquerque for this quarter.

Equipment:

Here is the second quarter of the Fiscal Year 2017 distributing 262 items of equipment to our customers throughout the state of New Mexico.

This is a bit of a slowdown from last year due to holiday season. Traditionally, the holidays tend to slow down with the distributions and applications. Our current iPad program is still on the waiting list due to budgetary reasons. We made slight movement by ordering/releasing two sets of five iPad orders each bringing to a total of 10 iPads distributed during second quarter.

Equipment distributed for the fourth quarter are as follows:

Phone	Count
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	4
PowerTel 701 Expandable Handset	4
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	0
Clarity BT914	2
Clarity D704	0
Clarity D714	0
Clarity JV35	1
Clarity XLC2	2
Clarity XLC3.4	1
ClearSounds A1600BT	2
ClearSounds A6BT	0
ClearSounds CSC600ER	1
Geemarc Ampli100VM	0
Geemarc AMPLI600 Corded Phone with ER	0
Serene Innovations CL-60 Cordless Phone	0
Serene Innovations CL-60A Cordless Phone	4
Serene Innovations HD-65 Corded Phone	2
Q90D TTY/VCO	3
Q90D TTY/VCO as HCO	0
Q90D TTY	0
Q90D External HCO Speakers Set	0

iPad + Otterbox	
Apple iPad 2 Deaf	2
Apple iPad 2 Deaf Blind	0
Apple iPad 2 Hard of Hearing	12
Apple iPad 2 Speech	4
Apple Mini iPad 4 Deaf	2
Apple Mini iPad 4 Hard of Hearing	2
Apple Mini iPad 4 Speech	0
Apple Mini iPad Deaf Blind	0
CapTel	
CapTel 840	6
Total Phone Equipment Distributed:	74

Accessories	Tally
Surge Protector	54
Amplicom AB900 Answering Machine	2
Amplicom NL100 Neckloop	0
Bellman Audio Maxi Package 1 Headphones	1
Bellman Audio Maxi Package 3 Neckloop	12
Clarity AL10 AlertMaster COMBO	
AL10 Device	10
Doorbell	10
Bed Vibrator	10
AL12 Device	10
Clarity AL12 AlertMaster	0
Clarity WR100 Super Phone Ringer	0
Clarity CE50 Bluetooth Neckloop	1
Clarity SR100 Super Phone Ringer	0
Clarity Speech Amplifier Handset WS-2749	0
Clarity HA40 In-line Telephone Amplifier	1
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	3
Comfort Audio Duett Neckloop	1
Geemarc AmpliCall 10 Telephone Ringer & Flasher	0
Griffin TruTone ElectroLarynx	
Oral Adapter with Straws	0
Tone-Adjustment Screwdriver	0
Extra-Sharp Sound Cap	0
Krown RA 05 Amplified Ringer with Strobe	5
Serene Innovations CentralAlert™ CA360	
Wireless Notification System CA360	6
Wireless Doorbell Model CA-DB	6
Bed Shaker Model BS-100	6
Serene Innovations CA380	
Wearable Notification System	1
Bed Shaker Model BS-100	1
Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX	1
Wireless Doorbell Model CA-DB	1
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	3
Silent Call 365-SKV Smoke Detector Kit	
Smoke Detector with Transmitter	10

Sidekick Receiver with Strobe Light	10
Bed Vibrator	10
LoudenLow Model 100 Smoke Alert	4
Total Accessories Distributed	188

All Equipment	Tally
Phone Equipment Distributed	74
Accessories Distributed	188
Total Equipment Distributed	262

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 FY17 Q2 is about / month. The Performance Measure for Fiscal Year 2017 (FY17) has an average of 12,000 calls per month of all Telecommunications Relay Services.

Month	Traditional Relay	Caption calls	Total
October	2,927	2,251	5,178
November	3,004	2,679	5,683
December	3,142	2,736	5,878
FY17 2nd Quarter Total Relay Calls			16,739

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. Tom Sena from RNM works on different outreach events with Corina and Luke to educate New Mexicans about available captioned phone technology and relay services. During large events Tom provides booths at the same event as our outreach team to ensure that the community gets maximum exposure to our services. As a result Tom attended the Southwest Conference on Disability, the PrimeTime 50+ Expo, and the NMSHA Convention this year with the NMCDHH team. Tom is working with NMCDHH to provide a town hall later which will include the DCC and HLAA in the 3rd Quarter (it might be postponed to the 4th Quarter depending on space availability).

Exhibits covered by RNM (separate from NMCDHH) for the 2nd quarter in New Mexico include:

Event	Location	Date	Booth Visits
Mary Esther Gonzales Senior Center	Santa Fe	10/13/16	70
Palo Duro Senior Center	Albuquerque	11/1/16	60

City of Socorro Senior Center	Socorro	11/9/16	55
Veterans Information Fair	Sunland Park	11/10/16	200
Zia Pueblo Health Fair	Zia Pueblo	11/29/16	75
North Valley Senior Center	Albuquerque	12/5/16	70
Bernalillo Senior Center	Bernalillo	12/7/16	100
Fred Luna Los Lunas Senior Center	Los Lunas	12/14/16	65

RNM continues providing workshops and individual visits across the state. These workshops include field visits and presentations. Field visits include the Veterans Integration Center, presentations on speech to speech (STS) to the Stroke Clubs of NM, and presentations to HLAA and NMAD. RNM will be providing a scholarship for a New Mexican Deaf or Hard of Hearing high school senior again this year and has stated sending out information to promote the award.

Outreach

For the second quarter of FY17, the Albuquerque office attended 9 events. Luke Adams has been very busy with 9 different events. The total number of people that visited our booth is 416.

Booths conducted include:

Events	Location	Date	Visitors
Southwest Disability Conference	ABQ Convention Center	10/5/2016	24
Southwest Disability Conference	ABQ Convention Center	10/6/2016	13
Prime 50th Plus Expo	ABQ Embassy Suites	10/6/2016	87
Southwest Disability Conference	ABQ Convention Center	10/7/2016	3
ADR Symposium	Santa Fe	10/12/2016	65
ADR Symposium	Santa Fe	10/13/2016	14
Rio Rancho Public Schools Transition Expo	Rio Rancho	10/20/2016	60
Rio Communities Wellness Fair	Rio Rancho	10/21/2016	36
NM Speech Hearing Association Conference	ABQ Marriott Uptown	10/21/2016	55
NM Speech Hearing Association Conference	ABQ Marriott Uptown	10/22/2016	12
City of ABQ Health & Benefits Fair	ABQ Convention Center	10/28/2016	33
Roadrunner Classic Tournament	Santa Fe	12/10/2016	14
			416

Las Cruces Satellite Office

Sandra Williams, Las Cruces Office Coordinator

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Client Advocacies and Service Coordination

For the second quarter, the NMCDHH Las Cruces Office provided assistance to 47 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 provided information, but followed up and made 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:

- Las Cruces City ADA Coordinator
- Mountain View Hospital
- Health care provider
- DVR
- SSA for five clients
- Dental Solutions
- Dona Ana Sheriff

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

- NMSU Police Department October 25th (Sandra Williams)
- Las Cruces City Police November 2nd (Sandra Williams)
- Director of Memorial Medical Center December 14th (Sandra Williams)

Community Collaboration involvement:

- Las Cruces Interagency meetings
- Dona Ana ADA Celebration Committee
- COPD
- The Sierra Health Council Meeting for Truth or Consequences
- Vado and Anthony Senior Centers
- LEPC Meeting / Office of Emergency Management
- Cochlear Americas
- NM TAP Technical Training
- El Paso Community College Sign Preparation Program- Board Meeting
- Community resources meet and greet Family Resources Center
- Las Cruces Police Academy
- Santa Clara Parish, Santa Clara, NM
- Behavioral Health Local Collaborative 3 Member/Co-Chair
- The Doña Ana County Americans with Disabilities Act (ADA) Advisory Committee
- The Sierra Health Council

- Violet Norman, Alamo Senior Center
- Las Cruces Office of Emergency Management
- United Healthcare
- The Interagency Council
- Aging Long-term Services
- New Mexico Department of Workforce Solutions
- Las Cruces DVR
- Local Emergency Planning Committees (LEPC)/Office of Emergency Management
- City ADA Advisory Committee Member

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

The Las Cruces office has hosted 18 booths this quarter. Most were hosted by Susana Santillan. Ms. Santillan sets up these booths on a monthly basis due to different participants at these food banks and is therefore able to inform the public and reach potential clients.

Events

Events	Location	Date	Participants
Dona Ana Senior Fair	Las Cruces (DACC)	10/19/16	200
Dona Ana Veteran's	Sunland Park, NM	11/10/16	75
San Pedro Mission Catholic Church Mobile Food Pantry	137 Lomas Ave., Vado, NM 88048	10/11/16	33
Radium Springs Center Mobile Food Pantry	12060 Lindbeck Rd., Radium Springs, NM 88054	10/13/16	30
The Casa Del Rio Apartments Complex Office	165 N Silver St, Truth Or Consequences, NM 87901	10/19/16	6
Our Lady of All Nations Catholic Church Mobile Food Pantry	1993 Rincon Rd., Rincon, NM 87940	10/21/16	25
San Jose Catholic Church Mobile Food Pantry	317 Josephine St., La Mesa, NM 88044	10/25/16	27
Our Lady of Mercy Catholic Church Mobile Food Pantry	117 Hartman St., Hatch, NM 87937	10/27/16	28
Berino Immaculate Conception Catholic Church Mobile Food Pantry	205 San Benito Rd., Anthony, NM 88021	11/1/16	30
San Pedro Mission-Catholic Church Mobile Food Pantry	137 Lomas Ave., Vado, NM 88048	11/8/16	19
San Isidro Catholic Church Mobile Food Pantry	2003 Loma Parda Rd., Garfield, NM 87936	11/17/16	40
Berino Immaculate Conception Catholic Church Mobile Food Pantry	205 San Benito Rd., Anthony, NM 88021	12/6/16	14
Chaparral St. Thomas Moore Catholic Church Mobile Food Pantry	568 E. Lisa Dr., Chaparral, NM 88081	12/6/16	40
San Pedro Mission-Catholic Church Mobile Food Pantry	137 Lomas Ave., Vado, NM 88048	12/13/16	23
San Isidro Catholic Church Mobile Food Pantry	2003 Loma Parda Rd., Garfield, NM 87936	12/15/16	24
Our Lady of All Nations Catholic Church Food Pantry	1993 Rincon Rd., Rincon, NM 87940	12/16/16	22
The Casa Del Rio Apartments Complex Office	165 N Silver St, Truth Or Consequences, NM 87901	12/21/16	10
Our Lady of Mercy Catholic Church Mobile Food Pantry	117 Hartman St., Hatch, NM 87937	12/22/16	29

This quarter the Las Cruces office provided information 1549 to inquiries in person, by phone calls and emails, including referrals to link clients and families to needed resources. The work of the Las Cruces staff in outreach, networking and community collaborations created the opportunities to provide information and referral which resulted in an increase of clientele.

Community Engagement

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

Director of Community Engagement Highlights

- The New Mexico Mentoring Fall 2016 session closed with 7 of 8 mentees successfully completing the program.
- The New Mexico Mentoring Spring 2017 session will have 6 mentor-mentee pairs using three different curricula. Participants are from Albuquerque, Santa Fe, Farmington, and Las Cruces.
- We are working toward making the program fully electronic to further reduce costs
- The Interpreter Licensure Board finally had a public member appointed and met on December 19 for both a rule hearing and regular meeting.
- Ms. Dignan continues to work with the Albuquerque Sunport on increasing accessibility.
- Ms. Dignan attended the CIT conference in Lexington, KY at the end of October
- We are working to assure resources are in place to continue programs in spite of budget cuts.
- NMCDHH sponsored professional development opportunities in the quarter in collaboration with NMRID.

Community Engagement Specialist Highlights

Mr. Bailey attended several conferences and meetings:

- Attended the Southwest Conference on Disability.
- Planned a presentation at NMCDHH for a SWCD keynote speaker, which could not be completed due to scheduling conflicts.
- Attended 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 D/HH students with disabilities.
- Attended Alternative Dispute Resolution Symposium hosted at Santa Fe Community College.
- Attending UNM ASL Linguistics roundtable meetings.
- Participated in NMTAP Advisory Council meeting at Adelante.
- Participated in webcasts of FCC meetings regarding technology rulemaking and proposals that affect Deaf and hard of hearing consumers.
- Met with staff from Albuquerque Academy to discuss ASL in the classroom, and develop criteria for a planned ASL instructor position.

Additionally, Mr. Bailey has worked on the following projects within the agency:

- Collaborating with the Department of Community Advocacy in developing a strategic plan regarding traffic stops involving the Deaf and hard of hearing community.
- Taught a mini-ASL class on the alphabet and numerical systems.
- Trained NMCDHH Apprentices regarding transition and educational laws for Deaf and hard of hearing students.

- Presented on Deaf and Hard of Hearing access at the American Institute of Architects New Mexico's one-day ADA training.

Interpreting Services and Apprentice Program Highlights

- Weekly ASL mini-classes are underway with agency staff teaching 30-minute lessons and both agency and building staff attending.
- Ms. Ginn is working with the New Mexico Crisis and Access Line about effective communication for individuals who are Deaf or hard of hearing.
- Ms. Ginn is exploring ways to increase outreach and professional development in southern NM.
- Culture and Arts Accessibility Project:
 - Established RGCA as the fiscal agent for grant money and coordination of future interpreting needs. Now working on locating funding sources for long term project viability.
 - Ms. Ginn and Mr. Robb are working closely with Albuquerque Little Theater and Musical Theater Southwest to create access for the remainder of their production seasons.
 - Ms. Ginn established relationship with the Central Features art gallery to create access to public events, town halls, and opportunities to showcase local Deaf artists work.
- Ms. Ginn is exploring ways to increase professional engagement of interpreters locally. One success thus far is modeling case conferencing for CNM to duplicate.
- Albuquerque has been selected as the location for the RID Region IV conference in 2018 and planning is in process.
- Ms. Ginn is collaborating with NMRID for a variety of workshops and events.
- NMCDHH provided 150.5 hours of interpreting services in the second quarter.
- Due to having an interpreter in a full time staff position, only 6 hours required use of services through referral agencies, 14 hours were provided through direct contracts with interpreters, and there were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- Jessica Eubank completed on September 30 and is still a contract interpreter.
- Amanda Summers is starting to do interpreting work.
- Adrianna Lucero started October 1 and is doing professional development work.
- Ms. Ginn is also working with Emily Pieroni in Las Cruces office and we will formally expand the Apprentice program to the Las Cruces office in the near future.
- Apprentices engaged in 55 hours of observation, interpreting, and professional development work in the quarter.

Human Resources

Second quarter HR activities included:

- FLSA overtime rule changes were applied to all impacted staff members, then removed due to court injunction delaying implementation.
- Working with Employee Benefits Bureau to resolve an insurance overpayment.
- Staff Interim Evaluations have been completed on target.
- December 15th marked two years in the new building.

- NMCDHH staff participated in the Leukemia and Lymphoma Society Light the Night Walk and raised \$4354.

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 50 people have registered for access to the database.

Library Usage - FY 2017					
	Q1	Q2	Q3	Q4	Total
Patrons	13	15			28
Items Loaned	23	29			52

Administration & Finance

Deborah Romero, Director of Administrative Services, CFO, CPO

FY17 Second Quarter Board Report - Administrative Services

Category	2017 Budget	Reduction	Revised Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONAL SERVICES	1,071,000.00		1,071,000.00	501,459.59	0	569,540.41	46.82%
300 CONTRACTUAL SERVICES	1,438,100.00	-21,700.00	1,416,400.00	347,417.59	675,465.45	393,516.96	24.53%
400 OTHER	316,100.00		316,100.00	120,713.83	112,843.18	82,542.99	38.19%
500 OTHER FINANCING USES	208,000.00		208,000.00	91,500.00	0	116,500.00	43.99%
Total	3,033,200.00		3,011,500.00	1,061,091.01	788,308.63	1,162,100.36	35.23%

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	\$32,908.20	\$207,424.59
November	\$32,908.20	\$160,192.23
December	\$31,099.88	\$157,737.85
December/Reduction overpayment	-\$9,040.16	
January		
February		
March		
April		
May		
June		
Subtotal	\$186,600.72	\$984,661.15

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:** 915 people have 'liked' our page
- Email announcement system (**MailChimp**): 200 subscribers
- **Twitter:** 335 followers
- **Ask the Expert:** 22 Inquiries

Data & Statistics

As required by Legislative Performance Measures

Fiscal Year 2017

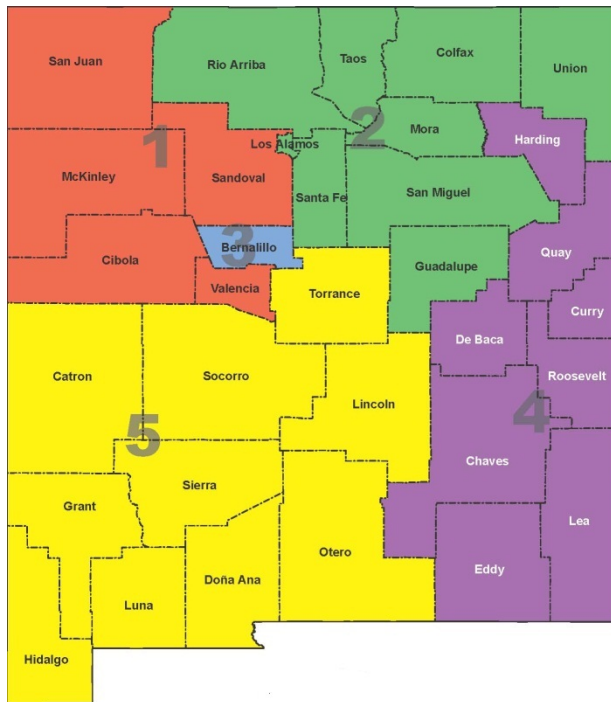
Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	120	48	40%
Number of outreach events coordinated	75	66	88%
Average number of relay calls per month	12,000	5579.70	46% *
Number of accessible technology distributions	1,300	552	42%
Staff hours devoted to reducing communication barriers	18,000	10,151	56%
Number of clients provided assistance to reduce or eliminate communication barriers	800	409	51%
Number of information referrals and outreach contacts	12,000	8439	70%
Number of sign language interpreting mentors	10	16	160%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	9	60%
Number of interpreters in CDHH sponsored professional development	200	80	40%

*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%

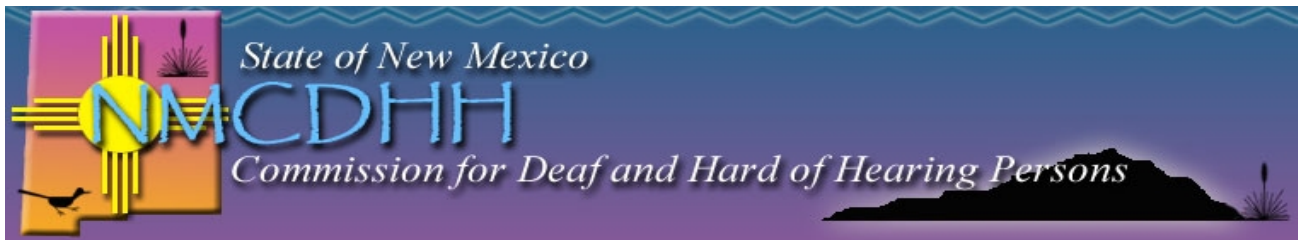
Clients by Region



	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Region 1	45	17			62
Region 2	28	13			41
Region 3	88	53			141
Region 4	7	6			13
Region 5	91	61			152

Clients by Self-Identified Disability

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Deaf	66	35			101
Hard of Hearing	113	65			178
Deaf-Blind	11	12			33
Speech Disabled	3	0			3
Hearing	66	38			104
Total Clients by Quarter	259	155			409



Collaborating Agency Quarterly Report

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

Quarter Reported:

1st (July-Sept) ___ 2nd (Oct-Dec) X 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	5	4 Community; 1 Educational
Complaints	0	
License denials, suspensions, and revocations	1	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: December 19, 2016
 Next meeting: April 10, 2017

Agendas and draft minutes are available at the Board website:

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



SUSANA MARTINEZ,
Governor

HANNA SKANDERA,
Secretary of Education

JOE D. CORDOVA
Executive Director of Vocational Rehabilitation

February 20, 2017

Dear Nathan,

NM DVR is continuing to upgrade our agency data collection processes. Because of multiple updates, DVR data is currently incorrect and our IT office is working diligently to get this resolved as quickly as possible. The current data we are receiving is combining information for all disabilities rather than separating out for the Deaf and Hard of Hearing Populations intended.

In the meantime, I will be working on this issue with IT to try to obtain specific information needed to set up the quarterly report for the Commission for the Deaf and Hard of Hearing Board Meetings.

If you have further questions, you can contact me at (505) 349-5479 (VP), (505) 841-6450 or Email: ellenk.carpenter@state.nm.us.

Sincerely,

Ellen K. Carpenter
New Mexico Division of Vocational Rehabilitation
Deaf and Hard of Hearing Coordinator
Supported Employment Coordinator

cc: John Fullinwider