

NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING

FY18 QUARTER 1 REPORT

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NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING



FY18 Quarter 1

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NMCDHH BOARD MEETING
Thursday, December 7, 2017
NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102

DRAFT AGENDA

Posted: November 17, 2017

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of September 21, 2017
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
- V. Action Items
 - a. Bylaws Update
 - b. Adoption of Revised OMA Resolution
 - c. Election of Officers
 - d. Set dates for 2018 Board Meetings
- VI. New Business
 - a. Hamilton Presentation on RTT
- 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 21, 2017

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 7, 2017.

I. CALL TO ORDER AND ROLL CALL

Vice-Chair Concha Dunwell announced that Chair Welborn would not be at the meeting and called the meeting to order at 3:01 p.m.

Present: Concha Dunwell, Vice-Chair
Don Johnson
Joanne Corwin, designee for Rosemary Gallegos Johnny Robertson

Not yet arrived: Joe Cordova

Absent: Austin Welborn, Chair

Quorum was met.

Ten staff members from NMCDHH were present: Executive Director Nathan Gomme, Jason Siergey, Corina Gutiérrez, Lisa Dignan, Deborah Romero, Cheryl Padilla, Lori Neubauer, Roger Robb, Rich Bailey, and Andrea Ginn. Five interpreters were present, Andrea Ginn, Rachelle Clifford, Orlando Obeso, Risa Roybal and Teri Jaquez. Four members of the community were in the audience.

II. APPROVAL OF AGENDA

17.20

Commissioner Johnny Robertson made a motion to approve the agenda.
Commissioner Don Johnson seconded.
Motion Passed unanimously.

III. APPROVAL OF JUNE 15, 2017 MINUTES

17.21

Commissioner Don Johnson made a motion to approve the minutes as presented.
Commissioner Robertson seconded.
Motion passed unanimously.

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme told the commissioners that he had attended the HLAA Convention in Salt Lake City. On the first day he attended the National Association of State Agencies for the Deaf and Hard of Hearing (NASADHH) meeting. At that meeting, there was discussion of a bill introducing the over-the-counter (OTC) hearing aids. People were able to voice their feelings and concerns. HLAA did speak in favor of that bill which will allow OTC hearing aids to be distributed without having to see an audiologist. Anyone with a mild to moderate hearing loss will be able to go to a retail store to purchase these hearing aids. Executive Director Gomme clarified that, although the bill has passed, it will take some time to go through all the necessary processes to they can be FDA approved. He said that the OTC hearing aid will have an icon that will differentiate them from a personal sound amplification product.

Vice-Chair Concha Dunwell welcomed Commissioner Joe Cordova who arrived at the meeting at this time.

Executive Director Gomme continued with his report on the OTC hearing aid bill by adding that it was not a stand-alone bill; it is under the FDA reauthorization. The FDA will determine the regulations on how they will be distributed over the next year or two. He would like the Commission to be able to address the concerns that the members of the community have, e.g. making sure that children don't have access to OTC hearing aids. He stated that CDHH has information on their website.

Executive Director Gomme reported that he had recently returned from the NASRA/TEDPA conferences. Both conferences had a lot of information about technology and the statistics involved. Lisa Furr, a representative of Hamilton Relay, was in the audience and she was at the conferences as well. Other discussion included Real-Time Text (RTT) and SMS texts to 911, and internet based services combined with captioned telephone services (IPCTS). Executive Director Gomme stated that he was excited about the shift in technology, but he has concerns about the access to RTT in the rural areas of New Mexico. RTT currently has a requirement of 4G LTE-access. There is not consistent 4G LTE access in New Mexico and those concerns need to be addressed. The providers are working to make sure there is access for deaf and hard of hearing as well as Deaf-Blind users. Tier 1 providers, AT&T, Verizon, T-Mobile, and Sprint, will need to have RTT by December 31st of this year. iPhone users should be aware that there is already TTY software on their device and RTT will be similar. The sunset date for TTYs is 2021, so there is a few years before they are no longer supported.

At the TEDPA conference, Executive Director Gomme was excited to see new technologies being distributed. The mobile devices have Bluetooth technology, and can notify deaf and hard of hearing users with vibrating alarm systems. He felt the Commission should re-evaluate the equipment it distributes to match the needs of the future.

CDHH is working on a long-term plan with Helen Keller National Center to develop a two year plan regarding Haptics. Executive Director Gomme explained that Haptics is a touch system for Deaf-Blind individuals and helps them be more aware of their surroundings. Both he and Director of Community Advocacy, Corina Gutiérrez, have been working on this project and will be working on a plan to provide training statewide.

Commissioner Dunwell mentioned that she would like more information on the OTC hearing aids. She wondered if a person buys an OTC hearing aid, if they would still need to see an audiologist to adjust them to their specific hearing needs. She already knew some audiologists will not take care of a person's hearing needs unless they buy hearing aids from them. She felt that the hard of hearing community would not get appropriate services.

Executive Director Gomme said he did not know what regulations the FDA would have on the OTC hearing aids. The concept of the bill was to make hearing aids affordable for those in the mild to moderate hearing loss range. With that said, as Executive Director and a person with hearing loss, he would strongly recommend that people go to an audiologist and learn about their hearing loss before they make a decision on what to purchase. If someone wanted to walk into a store and purchase a device, though, that would be their decision. NASADHH and HLAA will take an active role in getting information out to the community. There will be a lot of discussion and CDHH will need to watch carefully to make sure we are ready to address concerns.

b. Department Reports

i. Community Advocacy

Community Advocacy Director, Corina Gutiérrez, mentioned at the last meeting that Luke Adams resigned from his position and Community Advocacy Specialist, Cheryl Padilla, has taken over much of his caseload. Community Education Specialist, Roger Robb, has also taken over part of the caseload and Ms. Gutiérrez wanted them recognized for their hard work.

Ms. Gutiérrez wanted to update the commissioners on the project of putting video phones in public libraries. The Commission already posted the vlog about the video phone that was put in the main library in Albuquerque. People have already used the one placed there. She asked everyone to share this with the community. Her department is starting to work on getting video phones in public libraries all around the state.

Ms. Gutiérrez stated that Roger Robb was working with a gentleman who is an interpreter coordinator at Presbyterian Hospital (for both signed and spoken languages). They have been meeting regularly to discuss making a training video for the staff in order to better assist Deaf individuals. Communication Development Specialist Andrea Ginn is also a part of that project.

The studio for making vlogs is improving as it has upgraded software, new studio lights, new monitors, and a microphone. Moving forward there will be some beautiful productions from CDHH.

Ms. Gutiérrez introduced Community Education Specialist Roger Robb to discuss their department's advocacy efforts, Coffee with a Cop and the Real ID Act. Mr. Robb announced that the Coffee with a Cop was a successful event. There were about 40 in attendance and three law enforcement officials from the community plus Albuquerque Police Chief Gorden Eden, Jr. It was an occasion for the community to speak with law enforcement officers and ask questions. The Deaf Community had several concerns and this gave the officers the opportunity to address those concerns. This was a chance for both parties to gain a better understanding of each other's perspectives and there will be more events like this in the future.

Commissioner Johnny Robertson commented that he was glad to hear about the Coffee with a Cop event especially after the shooting in Oklahoma City. He suggested that training law enforcement on how to interact with Deaf people would be better than the communication failures that put law enforcement in a position where they take action. Executive Director Gomme explained that they did meet with a lieutenant from the police department to recommend a change in their standard operating procedure. If they change their protocol in how to address Deaf, hard of hearing and Deaf-Blind individuals, that means that all officers are obliged to follow that SOP. He said there needs to be a shift from the foundational process of how they interact so we can use that to make a broader change in Albuquerque and throughout the state. At the Coffee with a Cop event, the law enforcement there had some great questions for the Deaf and hard of hearing community. It was an experience where law enforcement viewed the community as humans and vice-versa. Executive Director Gomme added that what happened in Oklahoma City was tragic. The plan here is to have an on-going relationship with law enforcement and keep the lines of communication open.

Commissioner Robertson also asked if other law enforcement agencies would be participating as well. Mr. Robb responded that they will be working all over the state; that is part of the two year strategic plan.

Commissioner Joe Cordova said he was formerly a director of the Oklahoma Department of Rehabilitation so he would be interested in getting more information about what happened in Oklahoma City. Executive Director Gomme said he would be happy to send the information he currently has and follow up as he learns more about the shooting.

Commissioner Robertson also wanted to know what was happening with the placards for Deaf and hard of hearing drivers. Mr. Robb said they are working on getting them printed and having trainings. Executive Director Gomme added they were trying to get things done quickly because there would soon be a new leadership in Albuquerque when the new mayor takes office.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, stated that everything done in the last quarter of FY17 was in the board report so she would be focusing on what they've been working on in the first quarter of FY18 which began July 1st. Ms. Dignan said she had been involved with a lot of things related to Interpreter Licensure. She was delighted that the board office was once again fully staffed. The last group of rule changes have been implemented and sent out to the community. She has a document highlighting the most recent group of changes and there are about six changes that are significant. The changes could be discussed during the meeting or the document could be sent out for the commissioners to review in their own time. They are very positive changes that will help the interpreting community be able to work around the changes that are happening within RID and help grow our pool of qualified interpreters in New Mexico.

Currently there is a big push since the majority of licenses that were issued in the original group in 2009 all expire on September 30th. Ms. Dignan said she is working with the community to make sure that all of the interpreters know what they need to do to get their licenses renewed.

Ms. Dignan wanted to make sure all the commissioners were aware that the interpreter licensure board is funded through a transfer of funds from CDHH, written in the original licensure statute in 2007. She, along with CFO Deborah Romero and Executive Director Nathan Gomme, would be meeting with the Regulation and Licensing Department (RLD) budget staff to discuss the further of the transfer going forward. They are getting to the place where they need a little more money and the Commission doesn't have it. It will take some creative negotiation to make sure everything keeps going.

CDHH continually expands our reach with social media and with email blasts that we do every two weeks. Ms. Dignan said we are getting good responses from that, so she suggested if anyone was not signed up for that, to go ahead and do that on the home page of CDHH's website. The website and several Fact Sheets have been updated, and Administrative Operations Specialist, Lori Neubauer, does a great deal of work to keep those resources current.

Communication Development Specialist, Andrea Ginn, is working with three brand new apprentices that started at the beginning of FY18. Ms. Dignan introduced Anna McMillian, who was in the audience, as one of those apprentices. The name of the other Albuquerque apprentice is Cameron Flores and the Las Cruces apprentice is Magdalena Barnett. Since one is a UNM graduate, one is a Santa Fe Community College graduate, and one is an El Paso Community College grad, CDHH has all three programs represented.

Ms. Ginn has had creative ideas to outreach to other novice interpreters. She is doing monthly mini-workshops where recent graduates can come to a safe space and learn foundational information. Ms. Ginn also has an exciting project through CDHH's Culture and Arts Accessibility Project (CAAP) that both she and Roger Robb work on: training interpreters to do performing arts interpreting. Cheryl Padilla will also be part of that project.

Community Engagement Specialist, Richard Bailey, recently attended the National Black Deaf Advocates Conference in Baltimore. He attended workshops on advocacy, education, collaboration, technology, employment, and social justice. Ms. Dignan stated that she was very excited that CDHH was able to send Mr. Bailey to that conference. Mr. Bailey also is very involved with the New Mexico Technical Assistance Advisory Council and is also working on the Southwest Conference on Disability planning committee.

Ms. Dignan said that the grant for the organization Pepnet ended and is transitioning to the new organization, the National Deaf Center on Postsecondary Outcomes (NDC), and Mr. Bailey will be involved in that. He was heavily involved in Pepnet and NDC has tapped his expertise for that organization.

Commissioner Dunwell asked if she could have a summary of the new changes for licensing. Ms. Dignan said she would be happy to do that. The new information is also on several fact sheets on the website and the Yahoo group that goes out to interpreters. Also the changes are being posted bit by bit on the NMCDHH Facebook page, because she didn't want to overwhelm anyone with several changes. Some of the changes are:

- Non-resident interpreters who come to work in New Mexico temporarily don't have to be licensed, but they have to register with the board so that the board office and staff know they are here. Forms were developed that they can fill out and email to the board office.
- A student in the interpreter training program who enters their internship and is out in the community doing supervised work has to register with the board office. They will get licensed when they graduate from the program.
- The criteria to get the educational license that is valid in K-12 settings is to have the ED:K-12 credential from RID, but that credential is not currently available. The rules have been changed so that if an interpreter meets all of the criteria for that credential, they can still be qualified to get the educational license.
- Now an interpreter can hold a provisional and educational license simultaneously. So an interpreter who is not yet RID certified, but can meet the ED:K-12 requirements can go ahead and get an educational license. The provisional license allows them to continue working in the community since the educational license does not allow that.
- Ms. Dignan said that interpreters with an education license have sometimes been called upon to work in community colleges for GED programs. That was not the intent so the rules have been clarified to indicate that if a student is still enrolled in high school, and is in a secondary education program that is not for credit, then an interpreter with the educational license may provide that service. However if it is a dual credit program with the high school and college combined, those services must be provided by an interpreter with the community license.
- When licensure originally went into effect, in order to get a provisional license, an interpreter must have graduated from an interpreter training program or had to be working as an interpreter at the time that the statute was passed in 2007. There have been a number of interpreters who came to New Mexico and applied for a provisional license, but some had graduated from an interpreter training program several years before. Now a requirement has been added that those interpreters need to simply provide documentation that they have been somehow involved in the community or working as an interpreter; something to make sure they are keeping up their interpreting skills.

iii. Administrative Services

Deborah Romero, Director of Administrative Services/CFO/CPO announced that the closing of FY17 went smoothly; all payments and vouchers were submitted on time. CDHH expended 80% of the budget. The opening of FY18 has also gone smoothly. Financial Services Specialist Louise Chavez-Rasgado and Lori Neubauer worked together to make sure purchase orders for operations were approved and processed as well as incoming invoices.

Ms. Romero stated that CDHH was currently in the middle of the FY17 audit and she projected that we would meet the November 1st deadline to submit it to the State Auditor.

Ms. Romero mentioned that the Commission continues to have issues with the revenue. CDHH has already received the revenue from the TRS fund for July and August, and it was lower. Ms. Romero said she and the other directors would need to monitor the budget closely to make sure there is enough revenue to cover our expenditures.

For FY19, CDHH did submit the request and it is a flat budget of 2.9 million. Ms. Romero said that they can only project covering 1.7 million of that with TRS funds; the rest will have to come out of the General Fund. She added that things might change and it could increase, but she didn't think it would be enough to cover all of the budget.

CDHH will present their budget to the Legislative Finance Committee (LFC) in October, then they won't know if it's approved or changed until sometime between January and March.

In FY18, Ms. Romero said CDHH will continue the transfer of \$25,000 of revenue to RLD, and \$91,000 to DVR.

Commissioner Robertson asked about the recent passing of the bill regarding receiving funding from VoIP and pre-paid phone services and when CDHH would see that revenue. Executive Director Gomme said that even though the bill successfully passed, the Commission will still need to work with the Taxation and Revenue Department on how they will collect from online and pre-paid sources. It may take six months to see an increase, but the Commission will have to go ahead and project the budget for FY19, so CDHH will work with the revenue they now have. He expects to see a change, but cannot speculate.

Commissioner Dunwell asked who set the amounts designated for RLD and DVR and if they are negotiable. Ms. Romero responded that CDHH works with their Department of Finance and Administration (DFA) analyst and LFC analyst to come up with the amounts. CDHH was able to reduce the amount transferred to DVR from last year. In the next budget request they are planning to eliminate the transfer to DVR, but ultimately it will be up to the governor and the LFC.

Executive Director Gomme also clarified that CDHH also has legal mandates and requirements. For example, it is a federal requirement to pay for relay services. If CDHH can't afford to pay for those, and are transferring funds to another agency, then the Commission is not in compliance with federal law. CDHH needs to submit their budget and must prioritize those federally mandated services first.

Commissioner Robertson asked if CDHH would continue funding senior programs at COPD. Executive Director Gomme clarified that senior services are an additional service that COPD provides, but the program is not funded by CDHH. The contract CDHH has with COPD is for the Deaf-Blind/Deaf Plus program and SSP services.

V. ACTION ITEMS

Vice-Chair Concha Dunwell said that the board would need to postpone the action items, because there was not a full board in attendance. Executive Director Gomme said that it would be his recommendation that the board table both the bylaws and the election of officers until the next meeting.

17.22

Commissioner Robertson made a motion to table bylaw discussion and election of officers until the next meeting. Commissioner Joe Cordova seconded.
Motion passed unanimously.

VI. NEW BUSINESS

There was no new business.

VII. ADJOURNMENT

17.23

Commissioner Robertson made a motion to adjourn.
Commissioner Cordova seconded.
The motion passed unanimously.

Vice-Chair Dunwell adjourned the meeting at 4:12 p.m.

Executive Summary

Nathan Gomme, Executive Director

Commissioners and Community Members:

It is my pleasure to present to you the 1st quarter report of Fiscal Year 18. We are off to a great start this fiscal year with projects that we have planned for the community. We began the year with a change to our reporting for Legislative Measures. We are still adjusting to the counting process and reviewing to make sure we have captured the work we have done in the community. I believe there will take some time to transition to the new measures and the method.

We also began the year with a mass mailing of a survey to our many stakeholders in the community. The focus will be on this survey is on quality and familiarity of services in the community. I am thrilled that we are connecting with the state agencies, community members, and family to better serve them. One of the areas we get a lot of responses from is in the Native American community. I believe that data based evidence is the best way to determine future services. We all have had subjective views on where services can improve but this data will help narrow down our direction and ensure that we reach out to areas of our community that we may have missed.

On my trip to NASRA/TEDPA, I saw many of the changes that have occurred with the FCC in relation to relay services. The biggest most difficult change currently is the Real Time Text transition (RTT). To help the board understand RTT I have asked Hamilton to give a brief introduction to what RTT looks like when it works. I have also joined the boards of both NASRA and TEDPA to improve the state's involvement in the future of relay technology.

After my work with NASRA and TEDPA, I agreed to begin a pilot program that will focus on the community members who have speech disabilities. The app we will be utilizing is a beta program done by Voiceitt. We are working with Raz Mobility to utilize this program. The pilot will begin late November and we will complete the testing in February. The beta app will allow for an individual with a speech disability to speak with their own speech and then the app will determine what words they have said and speak for them using a computer voice. This is done in real time with a sample of speech patterns from the individual. I will be happy to demo this program.

We are working with our vendor COPD-NM on a program which address language dysfluency barriers in the mental health field. Dr. Neil Glickman will present in November and December of this year. This program is also conducting surveys and communicating with the mental health providers in the state of New Mexico on ways to improve access related to Language Dysfluency. We are looking forward to a full comprehensive report in December.

We have several conferences happening in October including the Southwest Conference on Disability and the 5th Biennial Council De Manos. I am looking forward to the information we bring back and how we effectively implement some of the information learned during these conferences. On top of all of this we are working on several small projects which include:

- Producing a video guide on the Real ID act, and starting production on a video guide on how to e-file your taxes.
- We have restarted our Deaf Self Advocacy training in the state and throughout the nation.
- Working on access issues in Domestic Violence Shelters and training the new staff members.
- We are working to determine the impact of the legislative language on our funding.
- FAQs for the hearing loss community to learn about hearing loss and the technology that can be used in our everyday community have been uploaded after a long review process by the Advisory Committee for Hearing Loss Awareness. We are currently working on a small one day hearing loss conference with the committee members.

The staff of this agency continue to work hard to improve, the quality and quantity of our services. With our new pilot programs and surveys I feel that we will be able to focus on some areas that deserve extra attention. We continue to develop programs that attract national attention and the members of this agency continue to advise and support other communities looking to emulate our work. This year will be no different.

Thank you,

G. Nathan Gomme

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 of Community Advocacy remains steadfast in our efforts to develop and maintain excellent communication access for the deaf and hard of hearing community members of New Mexico.

Our Director of Community Advocacy, Corina Gutiérrez, worked with clients regarding their communication access this year, since one of the Community Advocate Specialist positions was left vacant last fiscal year. One of the clients was frustrated with the requirement to attend training without a sign language interpreter. Ms. Gutiérrez worked with their supervisors and educated them on the importance of providing sign language interpreters for any trainings, meetings and the like. The outcome was successful and the workplace began providing sign language interpreters. Ms. Gutiérrez also worked with another client regarding access to interpreting services in college. Ms. Gutiérrez was able to provide any opportunity for both the college and the student to voice their concerns and preferences for accommodations. In the end, the school was able to provide interpreter access in accordance to their policies. Ms. Gutiérrez also assisted in a situation with an assisted living facility. A client was going through a difficult transition phase and we were able to assist in removing the communication barriers. The facility was accommodating and the client is in a safe skilled facility with communication access. One of the last cases that Ms. Gutiérrez was with a small non-profit organization. They were unaware of their legal responsibilities. Once educated they were very accommodating and quick to make the necessary changes.

Our Community Advocacy Specialist, Cheryl Padilla, has successfully advocated for her clients and their hearing children as to having an interpreter for the children's healthcare visits. There was some confusion regarding the healthcare provider's responsibility to provide interpreters in this situation. After Cheryl reviewed the Americans with Disabilities Act and made sure that they understood their responsibilities in providing an interpreter for their patients' Deaf parents.

Ms. Padilla advocated to make sure her Deaf-Blind clients will have communication access by having onsite interpreters for their medical appointments. The healthcare providers wanted to use Video Remote Interpreting (VRI) for any Deaf patients, however VRI would not be effective for Deaf-Blind patients who need to either be in close proximity to the interpreter or be able to use tactile signs with the interpreter. The health care providers realized that VRI would not work with their clients' visual

loss and therefore this case was resolved and they provided onsite interpreters for them.

Our Community Education Specialist, Roger Robb assisted a few clients with two different, but similar, cases. Both required getting the businesses to provide ASL interpreters so the clients could communicate and ask questions with the providers.

Mr. Robb also assisted a few clients at their place of employment by ensuring that they are able to get the necessary communication access at staff meetings. Roger provided information on VRI and the clients were able to get the employers to sign a contract with a VRI company.

■ Community Education:

The Community Education Specialist, Roger Robb, has done 11 presentations/trainings during the first quarter of Fiscal Year 2018.

Here are the breakdowns of the presentations Roger has done:

- Hearing Loss Sensitivity - 5
- Storytime in ASL - 2
- Deaf Culture - 1
- Deaf Self Advocacy Training - 1
- Effective Communication - 1
- Hearing Loss Awareness - 1

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

- Institute of American Indian Arts (Santa Fe) (2)
- International School at Mesa Del Sol (3)
- Lovelace Hospital (2)
- Manzano Mesa Multicultural Center
- Meadowlark Senior Center (Rio Rancho)
- NMSD
- SSA (Albuquerque)

■ System Advocacy:

Mr. Robb has 7 new and 2 continuing System Advocacy cases that have been ongoing for the first quarter of Fiscal Year 2018.

Here is the summary of the cases that he focused on:

- Albuquerque Little Theatre: Driving Miss Daisy
- Albuquerque Little Theatre: The Addams Family
- Bernalillo County Emergency Operations Center
- Cardboard Playhouse: Singin' in the Rain Jr
- Coffee with Cops: Albuquerque Police Department
- Musical Theatre Southwest: American Idiot
- Musical Theatre Southwest: Jekyll & Hyde

- Popejoy Hall: An American in Paris
- Tax & Revenue Department – Real ID Act

■ Two Year Strategic Plan with APD

The Community Education Specialist, Roger Robb worked diligently to plan the “Coffee with a Cop” event with the Albuquerque Police Department. The “Coffee with a Cop” event was held on August 26, 2017. Over 40 Deaf, Deaf-Blind, Deaf Oral and Hard of Hearing people showed up for the event. The community and law enforcement officers had the opportunity to discuss their concerns on both sides. The event was a great success.

Mr. Robb made revisions to the letter of understanding according to APD’s requests. We are waiting on Chief Eden to sign off on the letter of understanding.

■ Taxation and Revenue Video Project

NMCDHH staff members, Roger Robb, Richard Bailey, and Andrea Ginn, and the staff from the Taxation and Revenue Department have developed the script and did the shooting for the Real ID Act video. However the final product did not come out with the quality we’d prefer so we are re-doing the shoot.

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 48 clients in total to date – 31 of whom are Deaf-Blind and 17 of whom are Deaf Plus. These 48 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 the following and activities events for the first quarter:

Community events:

- Deaf Senior Citizens meetings on July 6th, July 13th, July 27th, August 3rd, August 17th, September 14th, and September 28th.
- DSCGA annual Picnic on August 19th
- Coffee with a Cop on August 26th
- DCC Meeting on August 12th and September 9th

The members of Zia Deaf-Blind Club participated in these activities with support from SSP’s:

- Peter Piper Pizza on August 11th
- State Fair outing on September 15th

The members of the Trailblazers also had events during which the SSP’s provided support:

- Trailblazers monthly meeting on July 18th
- Field trip to Harvey House Museum on July 15th
- Trailblazers monthly meeting on August 22nd

- Field trip to Albuquerque Balloon Museum on August 19th
- Trailblazers monthly meeting on September 12th
- Field trip Salinas Mission on September 23rd

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 via telecommunication equipment. Equipment includes amplified telephones, iPads, TTYs, speech-generating devices, and neck loops.

Teltex:

Shannon Qualls, the Community Education Specialist for Teltex, has been very busy providing multiple booths mostly in Albuquerque. Recently Teltex began sending letters out to the community regarding a statewide survey. The survey attempts to find out how well services have been provided to the Deaf, Deaf Blind, Hard of Hearing, and Speech Disabled community. Teltex and the NMCDHH have worked for several months to develop this survey. We are looking forward to the responses we will receive from the community and the agency that we work with. We will also be adding a survey that focuses on transition aged youth.

Booths	Location	Date	Number of Booth Visits
Albuquerque Community Health Fair	Albuquerque	August 4, 2017	75
Roadrunner Food Bank	Albuquerque	August 26, 2017	42
Hands and Voices Annual Back to School Event	Albuquerque	September 9, 2017	48
New Mexico State Fair	Albuquerque	September 11, 2017	547

Equipment:

The program is starting the first quarter of Fiscal Year 2018 by distributing 261 pieces of equipment to the residents of New Mexico. Last year we distributed approximately five iPads a month in order to address our waiting list and the issues with distribution. We will continue to do so briefly this year due to reducing that waiting list significantly during the last fiscal year.

Teltex is our partner in equipment distribution program. They coordinate with us in distributing equipment and providing customer support for setting up phones and accessories.

Equipment distributed for the first 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	5
PowerTel 701 Expandable Handset	5
Amplicom PowerTel 785 Combo	
PowerTel 760 Corded Telephone	2
PowerTel 701 Expandable Handset	2
PowerTel 601 Wireless Wrist Shaker	2
Clarity Alto	
Clarity Alto Plus	1
Clarity BT914	4
Clarity D704	
Clarity D714	
Clarity JV35	
Clarity XLC2	
Clarity XLC3.4	9
ClearSounds A1600BT	
ClearSounds A6BT	
ClearSounds CSC600ER	
Geemarc Ampli100VM	
Geemarc AMPLI600 Corded Phone with ER	
Serene Innovations CL-60 Cordless Phone	
Serene Innovations CL-60A Cordless Phone	3
Serene Innovations HD-65 Corded Phone	
iPad + Otterbox	
Apple iPad 2 Deaf	
Apple iPad 2 Deaf Blind	
Apple iPad 2 Hard of Hearing	8
Apple iPad 2 Speech	
Apple Mini iPad 4 Deaf	
Apple Mini iPad 4 Hard of Hearing	
Apple Mini iPad 4 Speech	2
Apple Mini iPad Deaf Blind	
CapTel	
CapTel 840	3
Total Phone Equipment Distributed:	48

Accessories	Tally
Surge Protector	57
Amplicom AB900 Answering Machine	2

Amplicom NL100 Neckloop		
Bellman Audio Maxi Package 1 Headphones		
Bellman Audio Maxi Package 3 Neckloop	13	
Clarity AL10 AlertMaster COMBO		
	AL10 Device	9
	Doorbell	9
	Bed Vibrator	9
	AL12 Device	9
Clarity AL12 AlertMaster		
Clarity CE50 Bluetooth Neckloop		
Clarity SR100 Super Phone Ringer	1	
Clarity Speech Amplifier Handset WS-2749		
Clarity HA40 In-line Telephone Amplifier	3	
Clarity CE225 In-line Telephone amplifier		
ClearSounds Quattro 4.0 Bluetooth Neckloop	5	
ClearSounds ANS3000 Answering Machine		
ClearSounds CS-CR200 Phone Ringer		
ClearSounds CS-WIL95 Amplifier		
Comfort Audio Duett Neckloop	2	
Geemarc AmpliCall 10 Telephone Ringer & Flasher	1	
Griffin TruTone ElectroLarynx		
	Oral Adapter with Straws	
	Tone-Adjustment Screwdriver	
	Extra-Sharp Sound Cap	
Krown RA 05 Amplified Ringer with Strobe	2	
Serene Innovations CentralAlert™ CA360		
	Wireless Notification System CA360	11
	Wireless Doorbell Model CA-DB	11
	Bed Shaker Model BS-100	11
Serene Innovations CA380		
	Wearable Notification System	2
	Bed Shaker Model BS-100	2
	Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX	2
	Wireless Doorbell Model CA-DB	2
Serene Innovations UA-45 Universal Phone Amplifier	1	
Serene Innovations RF-105 Super Loud Ringer and Flasher		
Serene Innovations RF200 Alerting System	6	
Serene Innovations SA-40 Cell Phone Amplifier	13	
Silent Call 365-SKV Smoke Detector Kit		
	Smoke Detector with Transmitter	10
	Sidekick Receiver with Strobe Light	10
	Bed Vibrator	10
	Total Accessories Distributed	213

Total Equipment Distributed:	261
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Relay New Mexico (RNM)

Relay New Mexico (RNM) under Hamilton Relay continues to provide a number of exhibit events and field visits every quarter. As mentioned in previous reports all of this work is to explain Telecommunications Relay Services and Caption Telephone services throughout New Mexico. Tom Sena from RNM received several nominations for the Hamilton Relay “Deaf Community Leader” of 2017. Amy Lucero was the recipient of the award on September 23rd during the New Mexico Association for the Deaf event. Mr. Sena worked with the Albuquerque Speech Language Hearing Center on this annual gala.

Exhibits and Events covered by RNM (separate from NMCDHH) for the 4th quarter in New Mexico include:

Events	Location	Date	Visitors
Route 66 Run, Rally & Rock Expo	Edgewood	8/5/17	300
Las Vegas Senior Center	Las Vegas	8/22/17	65
Albuquerque Speech and Language Hearing Center Annual Gala	Albuquerque	8/11/17	150
State Fair Military & Veterans Appreciation Day	Albuquerque	9/12/17	175
Alamogordo Public Library	Alamogordo	9/20/17	70
Alamogordo Senior Center Health Fair	Alamogordo	9/21/17	200
Albuquerque Home Show	Albuquerque	9/23-24/17	130
Albuquerque Meadows Health Fair	Albuquerque	9/28/17	50
		Total:	1,140

Outreach

For the first quarter of FY18, the Albuquerque Community Advocacy Specialist, Cheryl Padilla has staffed the NMCDHH booth at 8 different events. The total number of people that visited our booth is 300.

Booths conducted include:

Events	Location	Date	Visitors
12th annual Health and Safety Fair	Albuquerque, NM	7/27/17	39
Roadrunner Food Bank	Albuquerque, NM	8/1/17	9
Roadrunner Food Bank	Albuquerque, NM	8/2/17	11
Roadrunner Food Bank	Albuquerque, NM	8/3/17	38
NM Conference on Aging	Albuquerque, NM	8/15/17	101
NM Conference on Aging	Albuquerque, NM	8/16/17	11
DOT Wellness Fair	Santa Fe, NM	8/23/17	42
SEED Conference	Albuquerque, NM	9/16/17	49
		Total	300

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 first quarter, the NMCDHH Las Cruces office Staff provided assistance to 80 consumers. We provided advocacy and service coordination to clients by removing communication barriers at their homes, employment settings, state and local agencies, and public/commercial facilities. These include mental health facilities, medical/nursing centers, colleges and legal centers. We connected many of the consumers with community resources to obtain services they needed. We also followed up on services and made sure the needed resources were attained.

Las Cruces office staff removed 812 communication barriers for our consumers and in various settings including:

- 12th District Court, Otero County
- 3rd District Court, Las Cruces
- Adult Protective Services
- Child Support Services
- CYFD
- Division of Vocational Rehabilitation
- Dona Ana Detention Center
- Eastern NM University- Roswell
- La Casa Domestic Violence Shelter
- Legal Aid Services
- Memorial Medical Center
- Mountain View Hospital
- Rio Grande Rehabilitation Medical Hospital
- Ruidoso/Lincoln County Association of REALTORS
- Third Judicial District Attorney
- Two different health centers -Hobbs

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

- City of Las Cruces ADA Coordinator
- Dona Ana County ADA Coordinator
- Dona Ana Detention Center
- Dona Ana Magistrate Court
- Hidalgo Medical Services
- Lea Medical Centers (2 separate centers)
- Dona Ana Detention Center

Community Collaboration involvement:

- Adult Protective Services Conference in El Paso, Texas (Elderly Exploitation and Abuse Training)
- Aging and Long Term Services
- Behavioral Health Local Collaborative 3 Membership Meeting
- Casa de Peregrinos
- City of Las Cruces Americans with Disabilities Advisory Committee
- City of Las Cruces Fire Department HIH Coordinator
- Community Relations Quarterly Meetings
- COPD
- County of Dona Ana Americans with Disabilities Advisory Committee
- DACC
- DD Waiver
- Department of Health
- Disability Rights of New Mexico
- Dona Ana ADA Celebration Committee
- Dona Ana Behavioral Health Community quarterly meeting
- DVR
- El Paso VA
- Hamilton CapTel
- Interagency Council Networking Meetings
- La Casa
- Las Cruces Behavioral Health Local Collaborative 3
- Las Cruces Healthcare Consortium
- Las Cruces Interagency meetings
- Las Cruces VA
- Las Cruces Workforce Connection
- Livingston Hearing Aids
- Local Emergency Planning Committees (LEPC) Meeting/Office of Emergency Management
- Mesilla Valley Community of Hope
- Mobile Integrated Healthcare / Las Cruces Fire Department - Paul Ford
- National Alliance on Mental Illness of Las Cruces
- National Federation of the Blind
- New Mexico Work Force Commission
- People First
- Program Coordinating Committee
- Sierra Health Council Monthly Meetings
- Silver City Senior Center
- Smart 911

- Southern New Mexico Homeless Providers Coalition
- T or C Housing Program
- T or C Program Coordinating Committee FSS Quarterly meetings
- Tresco
- United Healthcare

Booths:

The Las Cruces office hosted 14 booths this quarter. 599 attendees came these booths.

Events	Location	Date	Participants
1. Dona Ana County Community Event	La Union, NM	7/13/17	100
2. Radium Springs Center Mobile Food Pantry	Radium Springs, NM	7/13/17	20
3. The Casa Del Rio Apartments Complex Office	T Or C, NM	7/19/17	10
4. Women In Transition Fair	Las Cruces, NM	7/20/17	35
5. ADA Celebration Fair	Las Cruces, NM	7/26/17	100
6. Ken James Senior Center	T Or C, NM	8/3/17	16
7. San Pedro Mission-Catholic Church Mobile Food Pantry	Vado, NM	8/8/17	35
8. The Casa Del Rio Apartments Complex Office	T Or C, NM	8/16/17	8
9. San Isidro Catholic Church Mobile Food Pantry	Garfield, NM	8/17/17	20
10. San Jose Catholic Church Mobile Food Pantry	La Mesa, NM	8/22/17	22
11. St. Anthony Catholic Church Mobile Food Pantry	Anthony, NM	8/28/17	40
12. The Las Cruces Workforce Connection Job Fair	Las Cruces, NM	9/6/17	34
13. Patriot Day Employment & Recruiting Fair	Las Cruces, NM	9/11/17	33
14. Alamo Senior Center Health Fair	Alamogordo, NM	9/21/17	126

Community Engagement

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

Director of Community Engagement Highlights

- The Fall 2017 session of New Mexico Mentoring is underway with three mentor-mentee pairs, as one mentee has dropped out.
- The Interpreter Licensure Board is staffed again, and the last group of rules changes are in force and have been announced to the community. A large group of interpreters had to renew licenses at the end of September and there were several issues, so Ms. Dignan worked with the Board and Staff to share info with the community. The Licensure Board still has three vacancies.
- Managers are meeting with Regulation and Licensing finance staff next month to discuss the transfer of funds for support of the Licensure Board as is mandated by the licensure statute.
- Working with several entities regarding communication access, including the National Conference on Race and Ethnicity, the Commission for the Blind, Big Brothers Big Sisters, and other smaller conferences.
- Collaborating with COPD, RGC-A, and NMRID on upcoming professional development opportunities.

Community Engagement Specialist Highlights

Mr. Bailey attended several conferences and meetings, and worked on several projects:

- Attended National Black Deaf Advocates conference in August for workshops on advocacy, education, collaboration, technology, employment and social topics, among others.
- Participated in NMTAP Advisory Council meeting on assistive technology and preparing for the upcoming conference.
- Supported DCA in their collaboration with Tax and Revenue Department in developing an ASL/captioned vlog on the upcoming REAL ID Act changes to identification cards.
- Participated in Southwest Conference on Disability planning meeting for upcoming and future conferences.
- Transition meetings with two Region 3 schools planned for end of quarter.
- Helped the Interagency Transition Alliance (ITA) move from the defunct Pepnet 2 center to the new National Deaf Education Center, both which are part of federal initiative aimed at improving postsecondary outcomes for deaf and hard of hearing students.
- Upcoming meeting on ITA goals and objectives.
- Participated in webcasts of FCC meetings regarding technology rulemaking and proposals that affects D/HH consumers, including disability access.

Interpreting Services and Apprentice Program Highlights

Ms. Ginn has attended several workshops and training sessions, and is working on several projects:

- Unfortunately, the Troy University Master Mentor Program was cancelled for this session so we are seeking alternate professional development opportunities.
- Will attend NAD’s National Leadership Training Conference in October where she will have the opportunity to enhance her leadership skills with the appropriate cultural perspective.
- Outreach to novice interpreters is increasing with the establishment of monthly mini-workshops targeting recent ITP graduates.
- Culture and Arts Accessibility Project is piloting a performing arts training series for new interpreters.
- NMCDHH provided 218.5 hours of interpreting services in the third quarter.
- Only 2 hours required use of services through referral agencies, 26 hours were provided through direct contracts with interpreters, and there were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- Three Apprentices were selected and began their Apprenticeship on July 1, 2017.
- Apprentices in Albuquerque are: Cameron Flores, a graduate from the UNM ITP; and Anna McMillian, a graduate from the Santa Fe Community College ITP.
- Magdalena Barrett is the Apprentice who is receiving distance based mentoring and is located in Las Cruces and is a graduate of El Paso Community college ITP.
- Apprentices engaged in 129 hours of observation, interpreting, and professional development work in the quarter.

Human Resources

First quarter HR activities included:

- Statewide HR Consolidation for Executive Branch agencies is progressing, but information sharing is minimal.
- Planning Customer Relationship Management training for next staff meeting.
- Preparing staff for Open Enrollment and benefit changes.

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 65 people have registered for access to the database.
- Promoting the library through the website and social media is increasing its usage.

Library Usage - FY 2018					
	Q1	Q2	Q3	Q4	Total
Patrons	17				
Items Loaned	36				

Administration & Finance

Deborah Romero, Director of Administrative Services, CFO, CPO

FY18 First Quarter Board Report - Administrative Services						
Category	2018 Budget	Expenditures	Encumbered	Remaining Budget	% Expended	
200 PERSONAL SERVICES	1,121,600.00	242,739.09	0.00	878,860.91	21.64%	
300 CONTRACTUAL SERVICES	1,405,600.00	124,007.40	1,078,912.20	202,680.40	8.82%	
400 OTHER	319,300.00	92,755.14	150,505.62	76,039.24	29.05%	
500 OTHER FINANCING USES	116,500.00	0.00	0.00	116,500.00	0.00%	
Total	2,963,000.00	459,501.63	1,229,417.82	1,274,080.55	15.51%	
CDHH Monthly Revenue						
Month	General Fund Allotment		TRS Revenue			
July	\$26,800.00		\$153,537.67			
August	\$26,600.00		\$146,608.01			
September	\$26,000.00					
October						
November						
December						
January						
February						
March						
April						
May						
June						
Subtotal	\$79,400.00		\$300,145.68			

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:** 998 people have 'liked' our page
- Email announcement system (**MailChimp**): 208 subscribers
- **Twitter:** 365 followers
- **Ask the Expert:** 32 Inquiries

Data & Statistics

As required by Legislative Performance Measures

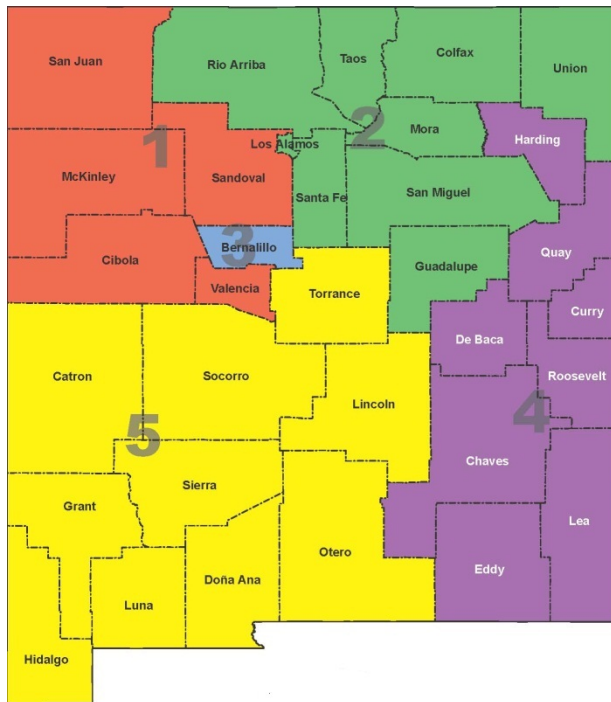
Fiscal Year 2018

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	34	45%
Average number of relay minutes per month	14,000	10175.7	73%
Number of accessible technology distributions	800	261	33%
Number of communication barriers addressed	12,000	1,591	13%
Number of interpreters in CDHH sponsored professional development, including in-house mentoring	200	31	16%

Fiscal Year 2017

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	120	143	119%
Number of outreach events coordinated	75	122	163%
Average number of relay calls per month	12,000	5,587	47%
Number of accessible technology distributions	1,300	1,070	82%
Staff hours devoted to reducing communication barriers	18,000	21,081	117%
Number of clients provided assistance to reduce or eliminate communication barriers	800	982	123%
Number of information referrals and outreach contacts	12,000	17,594	147%
Number of sign language interpreting mentors	10	28	280%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	20	133%
Number of interpreters in CDHH sponsored professional development	200	185	93%

Clients by Region



	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Region 1	33				33
Region 2	17				17
Region 3	63				63
Region 4	22				22
Region 5	92				92

Clients by Self-Identified Disability

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Deaf	73				73
Hard of Hearing	95				95
Deaf-Blind	8				8
Speech Disabled	2				2
Hearing	49				49
Total Clients by Quarter	227				227

NMDVR

CDHH First Quarter Report

October 13, 2017

Board Meeting 12/7/2017

Performance Measures FY18

July 1, 2017-September 30, 2017

To: Nathan Gomme - Executive Director - New Mexico Commission for the Deaf and Hard of Hearing

From: Ellen K. Carpenter - Deaf and Hard of Hearing Coordinator for New Mexico Division of Vocational Rehabilitation (NMDVR).

Re: MOU Goals and Performance - Report for the period of **July 1, 2017-September 30, 2017**

(First Quarter FY18)

NMDVR Liaisons - New Mexico Association for the Deaf - Filled May 2, 2017 - Laura Brown VRC at the Gibson DVR Office is currently assigned as Liaison in this position.

NM Chapter - Hearing Loss Association of America - Christine Fuller VRC at the Gibson DVR office is currently assigned as Liaison in this position.

Order of Selection - NMDVR remains under an Order of Selection; however, at this time, all priority categories are opened and being served. The categories identified under order of selection are: Most Significantly Disabled (MSD), Significantly Disabled (SD), and all other eligible participants (AOEP).

Counseling and Guidance - Counseling and Guidance is available to all DVR eligible individuals receiving services under an Individualized Plan for Employment (IPE).

Performance Measures - (First Quarter FY18)

Fifty-Nine (**59**) individuals have received sign language interpreter services during the period July 1, 2017-September 30, 2017. A total of **\$33,531.66** has been authorized and expended for this service for July 1, 2017-September 30, 2017.

One Hundred Seventeen (**117**) individuals have received hearing aids and/or other hearing devices during the period of July 1, 2017- September 30, 2017. A total of **\$462,345.88** has been authorized and expended for this service during the period of July 1, 2017- September 30, 2017.

Fourteen **(14)** individuals who are Deaf have been closed successfully rehabilitated (employed) during the period of July 1, 2017- September 30, 2017.

Twenty-Five **(25)** individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the period of July 1, 2017- September 30, 2017.

Employment Information

Average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or otherwise hearing impaired is **34.00** hours per week during the first quarter of FY18.

Average wage at closure is **\$13.34** per hour during the first quarter of FY18.

Caseload Activity

Two Hundred Forty-Four **(244)** Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the period of July 1, 2017- September 30, 2017.

Three Hundred Seventy-Nine **(379)** individuals who are Hard of Hearing and/or otherwise Hearing Impaired have been opened and/or opened and closed during the period of July 1, 2017- September 30, 2017.

Six Hundred Twenty-Three **(623)** individuals who are Deaf/Deaf-Blind - Hard of Hearing and or otherwise Hearing Impaired have been opened and/or opened and closed during the period of July 1, 2017- September 30, 2017.

Ineligible for VR Services

Three **(3)** individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been determined as ineligible for VR services during the period of July 1, 2017- September 30, 2017.

Transition Services

Sixty-Three **(63)** individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been identified as receiving transition services during the period of July 1, 2017- September 30, 2017.

Respectfully Submitted:

Ellen K. Carpenter, M.A., CRC
Deaf and Hard of Hearing Coordinator



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD
 Report By: Danielle Jimenez, Board Administrator
 Expiration Date: June 30, 2018

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 2017 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	22	6 Community; 0 Educational; 16 Provisional
Complaints	0	

License denials, suspensions, and revocations	0	
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Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: August 14, 2017

Next meeting: December 4, 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