

# **NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING**

## **FY18 QUARTER 2 REPORT**

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# NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING



FY18 Quarter 2

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**NMCDHH BOARD MEETING**

**Thursday, March 8, 2018**

**NMCDHH Conference Room**

**505 Marquette Ave. NW, Suite 1550**

**Albuquerque, NM 87102**

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**DRAFT AGENDA**

Posted: February 13, 2018

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of December 7, 2017
- IV. Reports
  - a. Executive Director Report
  - b. Department Reports
- V. Action Items
- 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 7, 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 March 8, 2018.***

**I. CALL TO ORDER AND ROLL CALL**

Chair Austin Welborn called the meeting to order at 3:02 p.m.

Present: Austin Welborn, Chair

Concha Dunwell, Vice-Chair

Joe Cordova

Don Johnson, Secretary

Johnny Robertson

Rosemary Gallegos

Quorum was met.

Eleven 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, Louise Chavez-Rasgado and Andrea Ginn. Five interpreters were present, Andrea Ginn, Rachelle Clifford, Deena Hardman, Adam Romero, and Megan Goldberg. Five members of the community were in the audience.

**II. APPROVAL OF AGENDA**

**18.01**

Commissioner Johnny Robertson made a motion to approve the agenda.

Commissioner Concha Dunwell seconded.

Motion Passed unanimously.

**III. APPROVAL OF SEPTEMBER 21, 2017 MINUTES**

**18.02**

Commissioner Dunwell 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 explained that there was a full agenda. The Directors' reports will be brief to allow time for Lisa Furr from Hamilton to present on Real Time Text (RTT) and Next Generation 911 (NG-911).

Executive Director Gomme stated that FY18 was off to a tremendous start, and many projects were in the works. Recently a survey was distributed from Teltex, the vendor for CDHH's Telecommunication Equipment Distribution (TED) Program. The survey is going to help CDHH staff identify gaps in technology and acceptability of services. One of the notable gaps was from our native community. Teltex has been asked to redo the survey to target those areas and make sure we are getting responses from everyone. Postcards were sent showing them our appreciation for responding and reminding those who hadn't responded to send it in. About 100 different agencies were reached and the data will soon be collected.

Executive Director Gomme did attend the NASRA and TEDPA conferences and had some information on RTT and NG-911. Ms. Furr will be expanding on those programs in her presentation.

CDHH has a potential new program called Voiceitt. This program is a pilot-project from Israel and we have some participants from Southern New Mexico and Albuquerque and are trying to recruit some participants from Santa Fe. People came in from Buffalo, NY to train some of the CDHH staff such as Executive Director Gomme, Corina Gutiérrez and Susana Santillan. The app is designed for people with a speech disability to speak and the app will compute what words the person is speaking into it. The research team, of which Executive Director Gomme is a part, will make sure that the app is producing clear sounds and sentences.

CDHH is also starting a new program focusing on mental health and language deprivation. Some of the staff at New Mexico School for the Deaf (NMSD) attended a presentation by Dr. Neil Glickman, who will be coming to New Mexico again to provide more workshops on how social workers and case managers can address that issue. Dr. Glickman would like to classify language deprivation as a syndrome, which would make it more treatable and easier to address. CDHH is working closely with COPD-NM to ensure the provision of that workshop.

### ***b. Department Reports***

#### ***i. Community Advocacy***

Corina Gutiérrez, Director of Community Advocacy, said she was able to attend the Deaf Self Advocacy Training (DSAT) in Hawaii. This was a wonderful opportunity for her and they paid her expenses. There were three trainings, Train the Trainer, Train the Community, and Train the Campers. Ms. Gutiérrez was the Master Trainer and there was one from Hawaii as well, who was not fully trained in advocacy specifically. So that was an opportunity to talk about how the ADA applies in different scenarios.

Ms. Gutiérrez wanted to recognize Susana Santillan, the Las Cruces Community Advocacy Specialist, who did a wonderful job on her presentation on the TED Program. Ms. Gutiérrez was able to observe the presentation. Ms. Santillan walked around to make sure the communication access was efficient for everyone in attendance, and was very knowledgeable about the equipment.

#### ***ii. Community Engagement***

Community Engagement Director, Lisa Dignan, wanted to clarify information about the Signed Language Interpreter Licensure Board. At the last meeting she said that the Licensure Board was fully staffed, but on the Signed Language Interpreter Licensure Board there are three vacancies. Ms. Dignan clarified that she didn't mean the actual board itself, but rather the staff in the RLD office.

New Mexico Mentoring just finished the Fall 2017 Session and the Spring applications are due in a week. Everything is moving along great for that program.

In the Human Resources Department, there were several updates to the employee handbook. Those were provided to the staff at the recent staff meeting and the new version of the employee handbook has been handed

out. Then the State Personnel Office (SPO) sent out proposed consolidated HR policies, so we are comparing CDHH's policies with those to see if there are any conflicts.

In the Interpreting Department, there is one more space available for an interpreter apprentice in the Albuquerque office. Our Las Cruces apprentice, Magdalena Barnett, was in the audience observing. She has been working with staff in the Las Cruces office and doing video mentoring with Andrea Ginn.

Ms. Ginn attended the NAD Leadership Training in Oklahoma City and received excellent information from that opportunity. She has also been creating some performing arts training workshops for interpreters in the Albuquerque area as part of the Culture and Arts Accessibility Project (CAAP). The pilot project was very successful so the second series will begin on January 3<sup>rd</sup>.

Ms. Dignan said that Community Engagement Specialist, Richard Bailey, has a long list of projects he has been working on. He works with students at both CNM and UNM with a variety of courses there. He attends transition meetings with several schools in the area. Mr. Bailey will also be the judge of a science fair at one of the local schools. He is making a difference on a national level, as well; the National Deaf Center is working with the Interagency Transitional Alliance here in New Mexico. They are working on an upcoming summit and Mr. Bailey is integral in the transition from Pepnet to the National Deaf Center.

### **iii. Administrative Services**

Deborah Romero, Director of Administrative Services/CFO/CPO announced that the SHARE financial system upgrade was completed in October and there have been a few kinks, but it is still a big improvement. Her department can scan vouchers and no longer need to take them to Santa Fe every week. The process for payments is also much quicker.

The audit was completed on time and is now at the State Auditor's office and she should know if it has been approved soon.

TRS revenue continues to be on the decline. They have reached out to the Department of Finance and Administration (DFA) and are working with Taxation and Revenue Department (TRD) to find out when CDHH will see an increase with the new bill that was passed. Ms. Romero said that she hoped to have news for the commissioners by the next board meeting.

Ms. Romero said everything else in her department was running smoothly.

Commissioner Robinson expressed a concern about financing our programs if our revenue continues to decline. Executive Director Gomme said that we have requested the budget for FY19, and legislative and executive analysts are looking at that. We are requesting general funds from the next fiscal year because of the decline in revenue, but general funds aren't easy to get when many agencies are in need of money. He plans to keep on pushing TRD to get answers on the revenue. Executive Director Gomme said that we may have to adjust in some areas, but we'll figure out a way to maintain services until we get the increase in revenue.

## **V. ACTION ITEMS**

### **a. Bylaws Update**

Executive Director Gomme said that CDHH's former attorney, Audrey McKee, did research the revised bylaws and things looked good and in compliance with the law. The current bylaws state that we will have board meetings in different parts of the state, but that is not reasonable with the decline in revenue and is actually one of the reasons we have the Albuquerque office designed the way it is to include a large conference room. We can have board meetings here without the cost of moving to different locations. Our attorney approved that decision.

#### **18.03**

Commissioner Robertson made a motion to adopt the revised bylaws.  
Commissioner Rosemary Gallegos seconded.

Motion passed unanimously.

***b. Adoption of Revised OMA Resolution***

Executive Director Gomme informed the board that Lisa Dignan and Lori Neubauer attended an OMA training provided by the Office of the Attorney General recently and noticed some changes that were brought up that needed to be reflected in the CDHH OMA Resolution. Ms. Dignan explained that one of the revisions removed the requirement of posting a public notice of our board meetings in the Journal. Instead, Ms. Dignan recommended including in our OMA Resolution that we will post public notices, draft agendas and final agendas using electronic means and social media. We can get greater distribution at less cost. The OMA Resolution has been approved by CDHH's attorney at the Attorney General's office.

**18.04**

Commissioner Robertson made a motion to adopt the OMA revision.  
Commissioner Concha Dunwell seconded.  
Motion passed unanimously.

***c. Election of Officers***

Chair Welborn announced that the board would now be electing officers, starting with Board Chair.

**18.05**

Commissioner Gallegos made a motion to nominate Austin Welborn for Board Chair.  
Commissioner Robertson seconded.  
Commissioner Welborn accepted the nomination.  
Commissioner Welborn is named Chair by Acclimation

Chair Welborn ask for nominations for Vice-Chair

**18.06**

Chair Welborn nominated Rosemary Gallegos for Vice Chair.  
Commissioner Robertson seconded.  
Commissioner Gallegos accepted the nomination.  
Commissioner Gallegos is named Vice-Chair by Acclimation

Chair Welborn called for nominations for Secretary.

**18.07**

Commissioner Dunwell made a motion to nominate Don Johnson for Secretary.  
Commissioner Robertson seconded.  
Commissioner Johnson accepted the nomination.  
Commissioner Johnson is named Secretary by Acclimation

***d. Set Dates for 2018 Board Meetings***

Dates for 2018 were set as follows:

Thursday, March 8, 2018 at 3:00 p.m.  
Thursday, June 7, 2018 at 3:00 p.m.  
Thursday, September 13, 2018 at 3:00 p.m.  
Thursday, December 6, 2018 at 3:00 p.m.

**VI. NEW BUSINESS**

***a. Hamilton Presentation***

Lisa Furr introduced herself and thanked everyone for having her at the meeting. She is an account manager at Hamilton Relay from Tucson, Arizona. She acknowledged Thomas Sena in the audience who is the Outreach Coordinator for Relay New Mexico.

Ms. Furr's presentation was on RTT and NG-911, and said that Hamilton was very thrilled to add NG-911 as its newest business line. She said that Hamilton has been actively responding to RFPs nationwide and are excited to expand NG-911 services in addition to their relay services.

Mr. Furr explained that NG-911 is an internet protocol system that allows the user to use digital information similar to voice services on phones and texting, pictures, and video as well as other types of media. Users of the system can take photographs or make videos of an accident, for example, and sent it to the local Public Safety Answering Point (PSAP) who then directs it to the appropriate first responder. This process is very efficient and helps save more lives.

Ms. Furr said that Hamilton had an NG-911 team go to the FCC Accessibility Innovator Expo and did a demonstration on RTT which she will talk about next. It showed how PSAPs can respond to not only voice but text as well. She said Hamilton Relay is committed to integration of NG-911 to improve services for those who are deaf, hard of hearing, deaf-blind, or speech disabled.

Hamilton has also been working hard on developing the addition of RTT services. Because of the evolution of analog to digital lines, there needs to be functional equivalence to ensure that people have access. Ms. Furr said there are many benefits to RTT. One benefit is that it is silent so if there is a shooter, he will not be able to hear someone calling 911 and target them. RTT sends the messages instantaneously, so there is no waiting to send a text and then wait for a response. It happens in real time so that while the person in typing the message, the receiver can see it. Everyone will be able to use RTT. Deaf and hearing people can use it to communicate directly.

At this time the wireless services do not support RTT, however the Tier 1 companies, Verizon, T-Mobile, AT&T, and Sprint will be handling this by the end of this year. Hamilton is preparing to provide the interface for this service and is working with each of the Tier 1 providers to make sure the services are compatible with each provider's RTT platform.

Ms. Furr then showed a side by side video of traditional TTY on the left and an RTT system on the right, of a person ordering a pizza order. For the same conversation, it took 2 minutes 28 seconds for traditional TTY, and only 1 minute 48 seconds for RTT.

At 4:10 p.m. Commissioner Joe Cordova left the meeting.

Ms. Furr explained that the distribution was coming from an FCC mandate for Tier 1 providers to roll this out this month. The other providers will distribute RTT at a later date.

Executive Director Gomme added that currently there is no provider for NG-911. He, along with Commissioner Robertson met with some potential representatives from the Public Regulation Commission who are interested in encouraging NG-911 in New Mexico. He stated that his goal is to make sure the Board is aware of it. It is not to be confused with Smart 911 that is available in southern New Mexico. Smart 911 is subscription based service that is entirely different from NG-911. Executive Director Gomme wanted to make sure the Board and CDHH staff educated on the new technology that applies to RTT, NG-911, and Voiceitt.

## VII. ADJOURNMENT

18.08

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

Chair Welborn adjourned the meeting at 4:15 p.m.



# Executive Summary

*Nathan Gomme, Executive Director*

Commissioners and Community Members:

The 2nd quarter report of Fiscal Year 18 addresses a number of efforts taken by our agency to assist the community. We began the quarter with our focus on the upcoming legislative session. This year we see a continuing drop in our revenue. We are working with Tax and Revenue and our analysts to explain why this continues to happen despite the passing of a bill last year that improved the surcharge application. I will request a continuation of general funds to support our Deaf Blind and Deaf Plus services. We hope to see some improvement in our revenue and will continue to work with Tax and Rev to see what can be done if anything to resolve the decline.

Real Time Text (RTT) will become available at the end of December. So far I have only seen the application from AT&T I hope to see the other providers' versions of the application for RTT. We are already hearing that other providers such as Comcast are interested in the utilization of RTT. There are several changes expected to occur with internet access and the use of the Lifeline program. We are looking to see what the impact will be for our community.

As I mentioned, we are working with a beta program called Voiceitt which is a speech-recognition and speech-generating solution enabling people who have motor, speech, and language disorders to communicate using their own voice. Voiceitt participants experience the benefits of using this innovative, app-based product which is based on personalized speech-recognition technology, which recognizes the user's unintelligible speech and translates it into clear speech that is displayed on and vocalized by the user's device such as their iPad. The program will run from November 21st, 2017 - February 28th, 2018. Susanna, Corina, Jason, and I are working with the participants for the Commission. We have two in Southern New Mexico and 7 in both the Albuquerque area and Northern New Mexico. In November a representative from Voiceitt came to Albuquerque to work with the staff here at the Commission and also worked with the participants. All of the participants have been taught how to use the program and are working with the agency to detail their experiences both good and bad. We report the progress and issues with the beta program in weekly meetings with Voiceitt and Raz Mobility. The experience has been very eye opening and has allowed me to reassess how well we work with speech disabled individuals.

Some timelines had to be adjusted due to matters beyond our control. We are still working to adjust to some of the changes in Albuquerque's administrative levels. This means we will need to adjust our plans for the Two Year Strategic Plan for law enforcement. We anticipate a meeting with APD and the Mayor's office some time in February. We are also continuing our work with the Administrative Office of the Courts (AOC) on developing guidelines for VRI usage in legal settings. We had anticipated completing the project with the AOC some time ago. We are looking to get some of the project with the AOC finalized by the end of March.

Corina, Cheryl, and I attended the 5th Biannual Council De Manos Conference earlier this quarter. We went to several workshops that exposed us to several issues unique to our Latinx community. I was fortunate to attend some workshops focusing on the complexity of providing trilingual interpreting, as well the barriers for the Latinx Deaf Blind community. It is important to remain engaged as an agency and address the barriers that remain for our Latinx community and also address our own misconceptions and attitudes to improve access for all of our diverse community. I know that I had some great opportunities and discussions to learn. I also know that Corina has been a very important part of the development of the young Latinx members of our community and our national community. It was great to see Corina in action. Cheryl was able to network and develop a better understanding of barriers in employment and in our use of prestige language.

The Commission has been working to plan a one day hearing loss conference with the Hearing Loss Awareness Workgroup on May 9th 2018 at the Sheraton in Albuquerque. The conference will focus assistive listening technology and the psychological impact of hearing loss. The audience we are focusing on for this event are the service providers, audiologist, and medical community. Mr. Frasier had wanted to create an event similar to the ones we had done several years ago and approached the Commission and the Governor's Commission on Disability to work together to create this event. So far we have enlisted quite a few agencies and several speakers to participate in this one day conference. We will be finalizing the CEU's and advertising very soon.

The staff of this agency continue to work hard to improve the quality and quantity of our services. I thank you all for your time and welcome any questions.

Thank you,

*J. 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 remains steadfast in our efforts to develop and maintain excellent communication access for the deaf and hard of hearing community members of New Mexico. We provide resources and explanations to all clients, agencies and businesses in need of information regarding effective communication access.

Our Department of Community Advocacy continues to work with Deaf, Deaf-Blind, & Hard of Hearing clients regarding their communication access with healthcare providers, clinical offices, dental offices, and local employers.

A situation that has been brought up recently is the difficulty in securing interpreters for healthcare needs in Northern New Mexico. In response to this concern our Community Advocacy Specialist, Cheryl Padilla, worked with healthcare providers in Northern New Mexico to ensure that they provide interpreters for Deaf patients. They will honor the patients' preference for on-site interpreters or Video Remote Interpreting (VRI). It was a lengthy discussion/process between Ms. Padilla and the healthcare providers regarding their policy on VRI.

### ■ Community Education:

The Community Education Specialist, Roger Robb, has done 39 presentations/trainings during the second quarter of Fiscal Year 2018.

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

- Introduction to ASL - 23
- NMCDHH Overview - 5
- Hearing Loss Sensitivity - 4
- Fingerspelling - 2
- Deaf Culture - 1
- Effective Communication - 1
- Hearing Loss Sensitivity for Law Enforcement - 1
- Shadow Interpreting - 1
- TEDP - 1

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

- Albuquerque Police Academy

- Cuba Senior Center
- Department of Seniors Affair
- Ed Romero Terrace
- Hands & Voices
- Lovelace Medical Center
- NM Coalition against Domestic Violence
- UNM Signed Language Interpreting Program

■ System Advocacy:

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

Here is the summary of the cases that Mr. Robb focused on:

- Albuquerque Little Theatre: Annie
- American Red Cross - Home Fire Safety Campaign vlog
- Bernalillo County Emergency & Information Services
- Domestic Violence Resources Center
- Landmark Musicals: Pirates of Penzance
- Popejoy Hall: Cinderella
- Popejoy Hall: A Gentleman's Guide to Love & Murder
- Taxation & Revenue Department - E-File Vlog
- Taxation & Revenue Department - Real ID Act

■ Two Year Strategic Plan with Law Enforcement

It was discovered that Albuquerque Police Department's Chief Eden left the department at the end of November. As a result we will have to readjust the timeline of the strategic plan in relation to Albuquerque. We anticipate that we will begin working with the city once they have gone through their transition process. We plan to start implementing a strategic plan for the Las Cruces area while we wait to hear from Albuquerque.

■ Taxation and Revenue Video Project

Real ID Act Vlog:

The Community Education Specialist, Roger Robb, the Community Engagement Specialist, Richard Bailey, and the Staff Interpreter, Andrea Ginn, re-shot the video and completed the editing process. A link has been sent to the Taxation and Revenue Department (TRD). They requested that raw footage be submitted so they can work on the audio portion of the video.

E-File Vlog:

The video was shot and the editing process completed. A link has been sent to TRD. They requested that raw footage be submitted so they can work on the audio portion of the video.

Note: The raw footage will be dropped off at the TRD office in January of 2018.

■ American Red Cross Video Project

Home Fire Safety Campaign:

The Community Education Specialist, Roger Robb, was able to re-edit the video. Our Executive Director, Nathan Gomme, staff from the Governor's Commission on Disability and the American Red Cross were satisfied with the finished product.

**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 61 clients in total to date - 37 of whom are Deaf Blind and 24 of whom are Deaf Plus. These 61 New Mexicans live in 13 of New Mexico's 33 counties. We are thankful that COPD continues to provide trainings which include 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 activities and events for the first quarter:

Community events:

- Deaf Senior Citizens meetings on October 12<sup>th</sup>, October 26<sup>th</sup>, November 2<sup>nd</sup>, November 16<sup>th</sup>, November 30<sup>th</sup>, December 7<sup>th</sup>, and December 14<sup>th</sup>.
- NM Deafblind Task Force meeting on October 5<sup>th</sup>
- DCC Halloween party on October 21<sup>th</sup>
- DCC Pancake breakfast on November 11<sup>th</sup>
- Zia Club Holiday party on November 18<sup>th</sup>
- DCC Holiday party on December 16<sup>th</sup>

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

- Trailblazers monthly social event to Greek Festival on October 7<sup>th</sup>
- Trailblazers monthly meeting on October 17<sup>th</sup>

Trailblazers monthly meeting combined with holiday lunch on November 21<sup>th</sup>



# 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 speech-generating devices, and neck loops.

### Teltex:

Here is what Shannon Qualls, Community Education Specialist for Teltex, has accomplished for outreach in state of New Mexico:

Booths	Location	Date	Number of Booth Visits
Cleveland High School Transition Fair	Rio Rancho	October 19, 2017	83
New Mexico Library Association	Albuquerque	November 1 - 3, 2017	89
Roadrunner Food Bank	Albuquerque	November 15, 2017	28

Shannon Qualls did one presentation during the second quarter of Fiscal Year 2018. On October 20, Ms. Qualls did a joint presentation with our Community Education Specialist, Roger Robb, at the La Amistad Senior Center in downtown Albuquerque. They presented on the services provided by the CDHH to 24 attendees and distributed 20 CDHH informational brochures. They answered questions about the program and referred a few people for follow-up who had issues attaining equipment.

### Equipment:

The program finished the second quarter of the Fiscal Year 2018 by distributing 205 pieces of equipment to the residents of New Mexico. Equipment includes our Amplicom, Serene, and Clearsounds amplified phones, accessories, and iPads. For iPads this quarter we are focusing primarily on new iPad requests and our Voiceitt users.

This past quarter we have started on a pilot program called Voiceitt. We looked into seeking out volunteers with speech disability to be part of the exciting program to try out a speech-generating application.

The next quarter there will be some changes with our equipment and our brochures/application due to discontinued items, so we are currently working with our partners to update that information.

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 second 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	3
PowerTel 701 Expandable Handset	3
Amplicom PowerTel 785 Combo	
PowerTel 760 Corded Telephone	2
PowerTel 701 Expandable Handset	2
PowerTel 601 Wireless Wrist Shaker	2
Clarity Alto	0
Clarity Alto Plus	1
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	1
Clarity XLC2	1
Clarity XLC3.4	4
ClearSounds A1600BT	1
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	3
Serene Innovations HD-65 Corded Phone	0

iPad + Otterbox	
Apple iPad Deaf	0
Apple iPad Deaf Blind	2
Apple iPad Hard of Hearing	24

Apple iPad Speech	6
Apple Mini iPad Deaf	2
Apple Mini iPad Hard of Hearing	6
Apple Mini iPad Speech	0
Apple Mini iPad Deaf Blind	0
<b>CapTel</b>	
CapTel 840	3
<b>Total Phone Equipment Distributed:</b>	<b>69</b>

<b>Accessories</b>	<b>Tally</b>
Surge Protector	34
Amplicom AB900 Answering Machine	1
Amplicom NL100 Neckloop	0
Bellman Audio Maxi Package 1 Headphones	0
Bellman Audio Maxi Package 3 Neckloop	6
Clarity AL10 AlertMaster COMBO	
AL10 Device	9
Doorbell	9
Bed Vibrator	9
AL12 Device	9
Clarity AL12 AlertMaster	0
Clarity CE50 Bluetooth Neckloop	1
Clarity SR100 Super Phone Ringer	2
Clarity Speech Amplifier Handset WS-2749	0
Clarity HA40 In-line Telephone Amplifier	1
Clarity CE225 In-line Telephone amplifier	
ClearSounds Quattro 4.0 Bluetooth Neckloop	1
ClearSounds ANS3000 Answering Machine	1
ClearSounds CS-CR200 Phone Ringer	
ClearSounds CS-WIL95 Amplifier	1
Comfort Audio Duett Neckloop	2
Geemarc AmpliCall 10 Telephone Ringer & Flasher	3
Griffin TruTone ElectroLarynx	
Oral Adapter with Straws	0
Tone-Adjustment Screwdriver	0
Extra-Sharp Sound Cap	0
Krown RA 05 Amplified Ringer with Strobe	1
Serene Innovations CentralAlert™ CA360	
Wireless Notification System CA360	2

Wireless Doorbell Model CA-DB	2
Bed Shaker Model BS-100	2
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	3
Serene Innovations RF-105 Super Loud Ringer and Flasher	0
Serene Innovations RF200 Alerting System	1
Serene Innovations SA-40 Cell Phone Amplifier	2
Silent Call 365-SKV Smoke Detector Kit	
Smoke Detector with Transmitter	10
Sidekick Receiver with Strobe Light	10
Bed Vibrator	10
<b>Total Accessories Distributed</b>	<b>136</b>
<b>Plus Phone Equipment</b>	<b>69</b>
<b>Total Equipment Distributed</b>	<b>205</b>

### Relay New Mexico (RNM)

Relay New Mexico (RNM) under Hamilton Relay continues to provide a number of exhibit events, presentations, and field visits every quarter. At each event RNM explains current Telecommunications Relay Services including Speech to Speech services and services specifically for veterans throughout New Mexico. Tom Sena from RNM has been working with various agencies including the Governor's Commission on Disability and the Commission for the Deaf to support a new one day hearing loss workshop, we are working to have the event in May and Relay New Mexico will be sponsoring a speaker. Mr. Sena has been presenting at several events including the ALS association and the North Valley Senior Center. Mr. Sena has provided 3 presentations and conducted 5 field visits this quarter. Exhibits and Events covered by RNM (separate from NMCDHH) for the 2<sup>nd</sup> quarter in New Mexico include:

Events	Location	Date	Visitors
Stand Down	Farmington	10/13/17	145
Belen Home and Craft Show	Belen	10/14/17	110
PrimeTime 50+ Expo	Albuquerque	10/19/17	200
Women Veterans of New Mexico	Albuquerque	10/21/17	70
Bike for Sight	Albuquerque	10/22/17	45
Stand Down	Albuquerque	10/16-17/17	280

Family Caregiver Conference	Albuquerque	11/04/17	160
Los Lunas Public Library	Los Lunas	11/06/17	70
Loma Colorado Main Library	Rio Rancho	11/09/17	80
Clovis-Carver Public Library	Clovis	11/17/17	65
Veterans Resource Day	Clovis	11/17/17	105
Tijeras Senior Center	Tijeras	11/28/17	45
		<b>Total:</b>	<b>1,215</b>

### Outreach

For the second quarter of FY18, Cheryl Padilla represented the Albuquerque CDHH Office at 7 events. The total number of people that visited our booth is 97.

Booths conducted include:

<b>Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
Southwest Conference on Disability	Albuquerque, NM	10/11/2017	4
Southwest Conference on Disability	Albuquerque, NM	10/12/2017	10
Southwest Conference on Disability	Albuquerque, NM	10/13/2017	3
Roadrunner Food Bank	Albuquerque, NM	11/14/2017	15
Roadrunner Food Bank	Albuquerque, NM	11/16/2017	25
Ed Romero Terrance	Albuquerque, NM	12/08/2017	3
New Mexico Veteran Health Care System Equal Employment Opportunity Diversity Day	Albuquerque, NM	12/15/2017	37
		<b>Total:</b>	<b>97</b>



# Las Cruces Satellite Office

*Sandra Williams, Las Cruces Office Coordinator*

*Susana Santillan, Las Cruces Community Advocacy Specialist*

## **Individual Client Advocacy and Service Coordination**

For the second quarter, the NMCDHH Las Cruces office Staff provided assistance to a total of 55 consumers and 136 consumers year-to-date. We provided advocacy and services coordination to consumers 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 them with their community resources to obtain services they needed. We also followed up and made sure the needed resources were attained.

Susana participated in the Voiceitt Beta Program Training provided by the Voiceitt team. Susana was assigned to be an ambassador to provide support and guidance, and monitor two consumers' progress for the duration of the Beta program. Voiceitt is capable of converting unintelligible Spanish into intelligible Spanish along with several other languages. Las Cruces is in a unique area that will allow us to investigate the Spanish abilities of this program. We are looking forward to seeing the benefits on Voiceitt with the various language needs of our consumers.

Las Cruces office staff addressed 305 communication barriers for our consumers in various settings to include agencies and public accommodations such as:

- 6<sup>th</sup> District Court
- Aging & Long Term Disability
- Community Outreach Program for the Deaf-New Mexico
- DVR
- Gerald Champion Medical Center
- Hamilton CapTel
- Las Cruces City Police
- Las Cruces Fire Department and Paramedic
- Livingston Hearing Center in Las Cruces
- Marisol Physical Therapy
- Mesilla Valley Behavioral Health Hospital
- Mountain View Hospital
- NM Administrative Office of the Courts/ NM Center for Language Access
- PEAKs Behavioral Health Hospital
- Ruidoso/Lincoln County Association Board of Realtors
- Southwestern Regional Housing & Community Development Corporation  
Deming, New Mexico
- Tresco
- United Parcel Service (UPS)

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

- Ability Center for Independent Living
- American Red Cross
- Centro de Salud Familiar La Fe
- City of Las Cruces ADA Coordinator
- Doña Ana County Detention Center
- Doña Ana County of Las Cruces ADA Coordinator
- Doña Ana Detention Center
- KSCE TV Station
- Las Cruces City Magistrate Court
- Las Cruces City Police
- Las Cruces Public Schools' Operations Annex
- New Mexico Aging and Long-Term Services Department
- Sorenson
- St Luke's Health Care Clinic
- Western Heritage Museum

**Community Collaboration:**

- Adelante Senior Meals
- Adult/Substance Abuse/Medicaid Subcommittee & BHPC
- Aging & Long Term Services Department
- Agnes Kastner Head Community Center
- Art Lorbeer, Temple Beth-El Synagogue
- Artesia Senior Center
- Behavioral Health Local Collaborative 3
- Cloudcroft Senior Citizen Center
- Community Action Agency of Southern New Mexico
- Department of Veteran Affairs Compensated Work Therapy
- Diersen Charities' Community Relations
- Disability Rights New Mexico
- El Paso Community College
- Empereon Constar
- Families and Youth, Inc.
- First Christian Church
- Genesis Licensing Services
- Getz Funeral Services
- Goodwill
- Hobbs Senior Citizen Center
- Homeless Veterans
- Las Cruces City Fire Marshal
- Las Cruces Green Chamber of Commerce
- Las Cruces Interagency
- Las Cruces VA Home-based Care Team
- Local Emergency Planning Committee

- Mayhill Community Senior Citizen Center
- Mescalero Native American Reservation Senior Citizen Center
- Montana Meadows Senior Apartments
- NM Worker's Compensation
- Otero Hunger Coalition
- People First Organization
- Ruidoso Down Senior Citizen Center
- Superior Drug Testing
- Supplemental Nutrition Assistance Program
- Tatum Community Senior Citizen Center
- Tularosa Senior Citizen Center
- Village at Northrise - Morningside

**Booths:**

The Las Cruces office provided 7 booths this quarter. 340 attendees visited these booths.

Events	Location	Date	Participants
1. Immaculate Conception Catholic Church Mobile Food Pantry	Anthony, NM	10/3/17	34
2. Las Cruces Workforce Connection JOB FAIR	Las Cruces, NM	10/4/17	33
3. NMSU Alamogordo Diversity and Inclusion Annual Information Fair	Alamogordo, NM	10/10/17	78
4. Our Lady of Mercy Catholic Church Mobile Food Pantry	Hatch, NM	10/26/17	36
5. Homeless Veteran Support Project Stand Down 2017	Las Cruces, NM	10/27/17	86
6. United University Methodist Church	Las Cruces, NM	11/3/17	35
7. San Isidro Catholic Church Mobile Food Pantry	Garfield, NM	12/21/17	38

**Presentations:**

Presentations:	Location	Date	Participants
1. Mesilla Community Center	Mesilla, NM	11.28.17	18

**Information and Referral:**

Las Cruces office staff have provided information and referral to over 606 consumers, community service providers, state and federal agencies, food banks and many more.



# 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 concluded with the remaining three mentor-mentee pairs all successfully completing the session.
- Participants for the Spring 2018 session were selected – four mentor-mentee pairs will participate from Albuquerque, Farmington, Las Vegas, and Hobbs.
- Interpreter Licensure Board still has several vacancies, but the office is fully staffed.
- Collaborating with COPD, RGC-A, and NMRID on upcoming professional development opportunities, including the RID Region IV conference that will be in Albuquerque in July 2018.
- Worked with several local and national agencies to provide guidance on issues related to communication access including:
  - The National Conference on Race and Ethnicity
  - Bernalillo County Human Resources
  - Adelante Development Center
  - The State Personnel Office
  - City of Albuquerque Family and Community Service
  - The Law Office of the Public Defender

## **Community Engagement Specialist Highlights**

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

- Continued to support DCA in their collaboration with the Taxation and Revenue Department in developing an ASL/captioned vlog on the upcoming REAL ID Act changes to identification cards.
- Developed and filmed a script for another the Taxation and Revenue Department vlog, on encouraging the community to consider filing taxes online.
- Presented to ASL students about the Commission’s history and role within the state, at CNM.
- Visited ASL classes at UNM to expose students to everyday ASL.
- Served as a liaison for a Region 3 school for inclusion in the Voiceitt beta project.
- Met twice with representative from National Deaf Center as Interagency Transition Alliance (ITA)/New Mexico team representative to discuss plan for state and for the upcoming summit in June.
- Attended eight transition meetings.
- Participated in a science fair judging for a Region 3 school.

- Participated in two webinars, one on practical ADA applications for post-secondary life (schools, job training, employment), and one on educational interpreting.
- Upcoming meeting on ITA strategy and activity set for January.

### **Interpreting Services and Apprentice Program Highlights**

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

- Attended the NAD leadership training conference (NLTC) in October where she gained ideas about leadership and community engagement that will be shared through increased collaborative projects.
- Culture and Arts Accessibility Project's pilot Performing Arts Training series for new interpreters was successful, with a total of five participants earning CEUs and getting hands on experience providing access for two performances.
- The next CAAP Performing Arts Workshop Series will begin January 3rd and will be open to interpreters of all levels.
- NMCDHH provided 180.5 hours of interpreting services in the second quarter.
- Only 33 hours required use of services through referral agencies, and there were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- A call for applications was sent out for an additional apprentice to start in January, but no applications were submitted.
- Apprentices engaged in 76.5 hours of observation, interpreting, and professional development work in the quarter.

### **Human Resources**

Second quarter HR activities included:

- Adding several policies to the Employee Handbook and distributing an updated copy to staff.
- All Interim Evaluations were completed.
- SPO is proposed several consolidated policies which we reviewed and sent feedback.
- December 15 marked three years in the new location.

### **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 68 people have registered for access to the database.
- Promoting the library through the website and social media is increasing its usage.
- The library in Las Cruces is getting busier, with 6 patrons borrowing 11 items in Q2.

<b>Library Usage - FY 2018</b>					
	Q1	Q2	Q3	Q4	Total
Patrons	17	18			
Items Loaned	36	42			



# Administration & Finance

*Deborah Romero, Director of Administrative Services, CFO, CPO*

FY18 Second Quarter Board Report - Administrative Services						
Category	2018 Budget	Expenditures	Encumbered	Remaining Budget	% Expended	
200 PERSONAL SERVICES	1,121,600.00	479,479.86	0.00	642,120.14	42.75%	
300 CONTRACTUAL SERVICES	1,405,600.00	332,442.63	870,476.97	202,680.40	23.65%	
400 OTHER	319,300.00	133,113.97	115,362.79	70,823.24	41.69%	
500 OTHER FINANCING USES	116,500.00	0.00	0.00	116,500.00	0.00%	
Total	2,963,000.00	945,036.46	985,839.76	1,032,123.78	31.89%	
CDHH Monthly Revenue						
Month	General Fund Allotment		TRS Revenue			
July	\$22,828.57		\$148,022.63			
August	\$22,828.57		\$153,537.67			
September	\$22,828.57		\$146,604.01			
October	\$22,828.57		\$152,038.28			
November	\$22,828.57		\$149,219.14			
December	\$22,828.57		\$150,179.11			
January						
February						
March						
April						
May						
June						
Subtotal	\$136,971.42		\$899,600.84			

# 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:** 1.03K people have 'liked' our page
- Email announcement system (**MailChimp**): 209 subscribers
- **Twitter:** 372 followers
- **Ask the Expert:** 28 Inquiries

# Data & Statistics

*As required by Legislative Performance Measures*

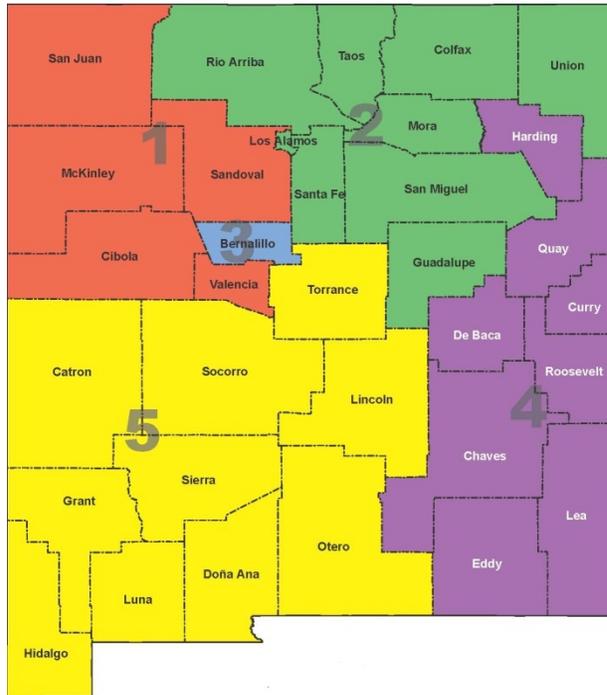
## Fiscal Year 2018

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training session conducted	120	67	56%
Number of outreach events coordinated	75	52	69%
Average number of relay minutes per month	14,000	10494	75%
Number of accessible technology distributions	800	466	58%
Number of communication barriers addressed	12,000	2734	23%
Number of interpreters in CDHH sponsored professional development, including in-house mentoring	200	52	26%

## Fiscal Year 2017

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
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	12			45
Region 2	17	11			28
Region 3	63	59			122
Region 4	22	4			26
Region 5	92	67			159

## Clients by Self-Identified Disability

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Deaf	73	26			99
Hard of Hearing	95	56			151
Deaf-Blind	8	3			11
Speech Disabled	2	1			3
Hearing	49	67			116
Total Clients by Quarter	227	153			380

## NMDVR

CDHH Second Quarter Report  
January 3, 2018  
Board Meeting 3/8/2018  
Performance Measures FY18  
October 1, 2017-December 31, 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 **October 1, 2017-December 31, 2017**

(Second 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** - (Second Quarter FY18)

Thirty-Nine (**39**) individuals have received sign language interpreter services during the period October 1, 2017-December 31, 2017. A total of **\$24,033.04** has been authorized and expended for this service for October 1, 2017-December 31, 2017.

Ninety-One (**91**) individuals have received hearing aids and/or other hearing devices during the period of October 1, 2017-December 31, 2017. A total of **\$401,502** has been authorized and expended for this service during the period of October 1, 2017-December 31, 2017.

Eleven **(11)** individuals who are Deaf have been closed successfully rehabilitated (employed) during the period of October 1, 2017-December 31, 2017.

Thirty-Three **(33)** individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the period of October 1, 2017-December 31, 2017.

### **Employment Information**

Average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or otherwise hearing impaired is **36.00** hours per week during the second quarter of FY18.

Average wage at closure is **\$13.84** per hour during the second quarter of FY18.

### **Caseload Activity**

Two Hundred Forty-Eight **(248)** Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the period of October 1, 2017-December 31, 2017.

Four Hundred Ten **(410)** 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 Fifty-Eight **(658)** 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 October 1, 2017-December 31, 2017.

### **Ineligible for VR Services**

Four **(4)** 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 October 1, 2017-December 31, 2017.

### **Transition Services**

Seventy-Three **(73)** individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been identified as receiving transition services during the period of October 1, 2017-December 31, 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:

1<sup>st</sup> (July-Sept) \_\_\_ 2<sup>nd</sup> (Oct-Dec) X 3<sup>rd</sup> (Jan-Mar) \_\_\_ 4<sup>th</sup> (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	4	2 Community; 0 Educational; 2 Provisional
Complaints	0	

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

Last meeting: December 4, 2017

Next meeting: TBD

Agendas and draft minutes are available at the Board website:

[www.rld.state.nm.us/boards/Signed\\_Language\\_Interpreting\\_Practices\\_Members\\_and\\_Meetings.aspx](http://www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meetings.aspx)