

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

## **FY18 QUARTER 4 REPORT**

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# NEW MEXICO COMMISSION FOR DEAF & HARD OF HEARING



FY18 Quarter 4

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**NMCDHH BOARD MEETING**  
**Thursday, September 20, 2018**  
**NMCDHH Conference Room**  
**505 Marquette Ave. NW, Suite 1550**  
**Albuquerque, NM 87102**

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**DRAFT AGENDA**

Posted: August 16, 2018

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of June 7, 2018
- 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, June 7, 2018*  
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 September 20, 2018.***

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

Vice-Chair Rosemary Gallegos called the meeting to order at 3:00 p.m. and proceeded with roll call.

Present:           Rosemary Gallegos, Vice-Chair                               Don Johnson  
                          Josh Pando                                                                       Johnny Robertson

Absent:            Austin Welborn, Chair                                               Concha Dunwell

Quorum was met.

Nine staff members from NMCDHH were present: Executive Director Nathan Gomme, Lisa Dignan, Deborah Romero, Cheryl Padilla, Lori Neubauer, Roger Robb, Corina Gutiérrez, Louise Chavez-Rasgado and Andrea Ginn. Five interpreters were present, Andrea Ginn, Rachelle Clifford, Jessica Eubank, Cameron Flores and Dana Murrah. Ten members of the community were in the audience.

**II. APPROVAL OF AGENDA**

**18.12**  
Commissioner Johnny Robertson made a motion to approve the agenda.  
Commissioner Don Johnson seconded.  
Motion passed unanimously

**III. APPROVAL OF MARCH 8, 2018 MINUTES**

**18.13**  
Commissioner Josh Pando 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 informed the commissioners that CDHH had a busy third quarter. The budget was passed by the legislature and they approved the money from the general fund to maintain the Deaf-Blind services through the next fiscal year. Commissioner Robertson joined in on some of the discussions about the importance of Deaf-Blind services and some of that senators were very appreciative of that.

This fiscal year, even with the language changes for the relay tax, CDHH's revenue is still declining. There will be a discussion with the Taxation and Revenue Department regarding our concerns. There are many things happening on the federal level that impact parts of what the Commission is doing, so some guidelines for the future of that funding may be changing. This is not New Mexico specific; this is a national issue. Executive Director Gomme said that we are lucky that the bill requiring the language change for TRS (Telecommunications Relay Services), passed here. Other states are not as prepared. The FCC announced that there will be changes to IPCTS (Internet Protocol Captioned Telephone Service), which is used for captioned telephones like Clear Captions and Hamilton CapTel. IPCTS base cost has been increasing over time. Looking at the total of TRS, which includes video phones, captioned phones, relay services, etc., IPCTS accounts for 80% of the minutes paid. Executive Director Gomme added that in 2016, the cost for relay services was \$400 billion dollars. The FCC would like to address some issues, including overuse of captioned phone services and the fluctuations in rates. There is the need to have additional technology like virtual captioning. There is also the problem of unregulated services and too much money being spent on one service. These captioned phones are being handed out for free with the number of people using them on the rise.

The FCC wants to involve the states more in this discussion, which is good. Last year Executive Director Gomme had the opportunity to be involved in NASRA (National Association for State Relay Administration) and TEDPA (Telecommunication Equipment Distribution Program Association). One of his goals there was to address the FCC with more regularity and have the states be more involved in the process. So instead of a questionable process of verification of IPCTS phones for the deaf and hard of hearing, they will probably go through a state program very similar to our telecommunication equipment program. The Commission needs to find out what is causing such a growth and see how much fraudulent use we have here in New Mexico.

Executive Director Gomme then addressed the positive results of Deaf-Blind services in the third quarter as well as some responses and reports on Mental Health Services. He said it is not really a surprise that there are problems in the rural areas of New Mexico where there is a lack of exposure to sign language and interpreting services. He explained that mental health could mean going to therapy for things like stress, anxiety, and depression all the way to going to an on-site treatment center or a residential treatment facility. The question is how to provide adequate training. The Commission has a contractor, Susan Turner, LCSW, who the Commission has been consulting with to find out how we can work towards resolving this issue.

Another issue is the quality of interpreters and the recruitment of interpreters for mental health work. CDHH would like to see more interpreters go to the Mental Health Interpreter Training (MHIT) program in Alabama, Director of Community Engagement, Lisa Dignan, and Communication Development Specialist, Andrea Ginn, have been working with MHIT and are trying to find people who are willing to invest in this including interpreter referral agencies. Executive Director Gomme mentioned there are only three or four interpreters in New Mexico that have Qualified Mental Health Interpreter (QMHI) certification. They are all in Albuquerque, so Albuquerque is doing well in comparison to rural areas. He added that even if an interpreter from a rural area did get training, mental health professionals in rural New Mexico don't know how to work with deaf patients and address language disfluency yet. The Commission has been working with Susan Turner for six or seven years and that training is still not widespread throughout the state. This is a national problem, but CDHH is truly one of the first to address this. One of the possibilities is to have Ms. Turner provide training that is video-based to help train providers who live in rural areas.

Executive Director Gomme also talked about his recent trip to Washington, D.C. While he was there he talked with people about interpreter referral agency certification. He stated that he couldn't elaborate on the topic, because it hasn't been announced from NAD yet, but they did work on improving what interpreting agencies are doing, levels of transparency, and expectations that the deaf community has of interpreting referral agencies. This is not to penalize agencies, but to accredit them and say that these are good national level referral agencies that follow best practices, are transparent, and have all their documentation in order. We would like to see more hiring of deaf staff, more conversation about best practices and standards, and more input from both hearing and deaf consumers.

**b. Department Reports**

**i. Community Advocacy**

Corina Gutiérrez, Director of Community Advocacy, stated that her department is continuing to work several cases and adding new cases. In Albuquerque, there is only one Community Advocate, Cheryl Padilla, and two staff in Las Cruces. All are working diligently. Roger Robb works with System Advocacy which includes working with law enforcement, medical providers, MVD, 911 centers, driving schools, etc.

In the Telecommunication Equipment Distribution Program some equipment has been discontinued. Those products will be removed from the booklet and application, and they are looking at products to replace them. They will update the booklet and application accordingly.

The iPad program is still popular and TEDP continues to send out five iPads a month. Those who are new to the program are getting their iPads without a long wait. Individuals who have had an iPad can apply for a new one after three years, but those are currently on a waiting list as CDHH wants consumers who have not had an iPad to receive one first.

Ms. Gutiérrez asked Mr. Robb to provide an update on the work with the Albuquerque Police Department. Mr. Robb said they had a meeting with Interim Police Chief Geier and he was very supportive of our letter of understanding that CDHH had proposed. However, he had a few changes that he wanted to incorporate into a memo of understanding (MOU). CDHH agreed to those changes, sent them to the Commission's lawyer for review, and resubmitted to APD. Currently we are waiting for APD's lawyer to look it over and hopefully get it signed soon. Executive Director Gomme explained that the MOU has three parts: development of the placards, training for the police officers, and training for the deaf and hard of hearing community. The Commission wants the police to have the opportunity to use and understand the placards and know when it's the right time or the wrong time to use them. Also training the community is important and the community needs to understand it's not a "get out of jail free" card when they show the officer their placard. The whole point of the placard is to assist in communication during a routine traffic stop.

Mr. Robb also met with a couple people from Presbyterian Healthcare regarding interpreter issues. During the discussion, it was mentioned that we were working on a two-year strategic plan with law enforcement and Presbyterian wants CDHH to do a two-year strategic plan for their healthcare providers. They want to focus on using interpreters, how deaf people should be approached at the front desk, how to communicate effectively with their provider, etc. They need to learn when to get an on-site interpreter and when to use VRI. Mr. Robb said that they are considering developing a vlog that focuses on emergency room staff and what to do when a deaf patient comes in, such as using VRI to get triage information to see where they are hurt or what their symptoms are until an on-site interpreter arrives.

**ii. Community Engagement**

Lisa Dignan, Director of Community Engagement, said everything for third quarter was in the Board Report, and so she would report on what was happening so far in the fourth quarter.

The New Mexico Mentoring Program was moving along very nicely. All the mentor/mentee pairs successfully completed the Spring 2018 session, and she was currently accepting applications for the Fall 2018 session that will begin in August.



Currently Ms. Dignan is getting all the contracts ready for FY19. As Executive Director Gomme stated earlier, the budget is a challenge so one of the ways we are trying to control costs is working with direct contract interpreters. This is more affordable than having to go through agencies. This is more work on our part to do the coordination, but we are fortunate to have a qualified and committed group of individuals contracting with CDHH. All interpreting contracts are in place for FY19 except for new apprentices. We have a good collection of applications for apprentices and will do interviews on Monday and Tuesday.

Ms. Dignan explained to the commissioners and audience that all State employees must be evaluated and all evaluations must be completed by a specific date. An internal date was set for CDHH employees which was earlier than what the State requires. Miss Dignan wanted to thank the managers and Nathan, because every evaluation has been finished and entered into the SHARE system.

Ms. Dignan wanted to highlight what Ms. Ginn, Communication Development Specialist, had been doing. As Executive Director Gomme stated earlier, there are just a few QMHI certified interpreters. Ms. Ginn is one of the interpreters that holds that certification. She is also now a provisionally accepted supervisor for other people who will go through the QMHI program. She is finishing up the process and spent another week in Alabama to get the supervisor certification. This will allow Ms. Ginn to do a lot of the work that Executive Director Gomme was talking about earlier; to improve the availability of mental health services here in New Mexico.

Ms. Ginn also led the Culture and Art Accessibility Project (CAAP). She led performing arts workshops and seven interpreters completed the workshops through the program and interpreted a total of eight performances at Albuquerque Little Theatre. We are continuing to increase access for deaf and hard of hearing individuals in the Albuquerque area for cultural events, theatre, and performing arts.

Ms. Dignan mentioned that Richard Bailey, Community Engagement Specialist, was currently on his way back from Austin where he attended the National Deaf Center for Postsecondary Outcomes Summit. Mr. Bailey has been involved with that organization since it was called "Pepnet." The National Deaf Center (NDC) paid for his trip because of his ongoing involvement.

Mr. Bailey continues to do a lot of transition work. He recently did a presentation at the Parents Reaching Out Leadership Conference in conjunction with DVR and NMSD.

iii. **Administrative Services**

Deborah Romero, Director of Administrative Services and CFO, wanted to update the status of the budget since the third quarter. To date, CDHH has spent 65% of the budget and brought in \$1.5 million from TRS. She projects that a little over two million of the budget will be spent for FY18, and there is sufficient funding to cover that. The Commission will close the fiscal year out successfully. She added that all deadlines were met and her staff have been working hard to get in all invoices and payments by year end.

For FY19, Ms. Romero said that CDHH has a healthy budget amount, although we are not sure about our revenue as it continues to decline. The FY19 budget is \$3.2 million, and as for revenue, she projected that the Commission will bring in close to what was brought in for FY18 which was \$1.8 million in TRS and \$300,000 from the general fund for the Deaf-Blind contract. She stated that although we will have to carefully monitor our spending, it is not anything different than what the managers and staff are used to. All the managers are aware that we will closely monitor our spending week to week.

**V. ACTION ITEMS**

**a. Reschedule September Board Meeting**

Executive Director Gomme explained that rescheduling the September board meeting was on the agenda since he would be attending the NASRA/TEDPA conferences at that time. When the board meeting dates were originally set, he was not aware that the September 13th would conflict with the

conferences. Vice-Chair Gallegos asked if he had a date in mind and Executive Director Gomme suggested Thursday, September 20<sup>th</sup>.

**18.14**

Commissioner Robertson made a motion to move the next board meeting to September 20, 2018 at the usual time, 3:00 p.m.  
Commissioner Pando seconded.  
The motion passed unanimously.

**VI. NEW BUSINESS**

Commissioner Josh Pando introduced himself as the new designee for the Division of Vocational Rehabilitation. He is one of the Field Operations Directors. He oversees the Lomas office in downtown Albuquerque and Area 4 which is Roswell, Carlsbad, and Hobbs. Mr. Pando has worked in state government for quite some time and was at the Risk Management Division for 15 years. He also worked for the disabled and elderly Medicaid waiver which is now Centennial Care. Acting Executive Director Adrian Apodaca asked him if he would be on this board and he is excited to be here.

**VII. ADJOURNMENT**

**18.15**

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

Vice-Chair Gallegos adjourned the meeting at 4:10 p.m.



# Executive Summary

*Nathan Gomme, Executive Director*

Commissioners and Community Members:

It is my pleasure to present to you the 4th Quarter Report of Fiscal Year 18. The New Mexico Commission for Deaf and Hard of Hearing had an active 4<sup>th</sup> quarter this fiscal year. The end of the year tends to be very busy quarter for many of us. With projects wrapping up which includes work on our budget items and ensuring that our contracts are completed for the end of the year. We also worked on examining our equipment distribution list for the next fiscal year and completed the Request for Proposal (RFP) for the relay contract. We are looking forward to completing all the required paperwork and preparing for the upcoming fiscal year.

During the quarter I worked to ensure compliance with the FCC recertification process that is due every five years. To do this we must report on several factors that the FCC requests and report on our work to ensure compliance for the next five years. This process is lengthy and typically requires significant contact with our relay provider. This was a difficult process due to the RFP that was put out this year for relay services. We were able to complete all the required documentation and we were recertified for another five years. The RFP was completed for relay services and we have awarded a vendor. We followed the state procurement process for this and I am pleased with the work done by this agency to ensure we provide relay services and have some consideration for the future of relay services. We could not however plan for the upcoming changes to Internet Protocol Captioned Telephone Services (IP-CTS) since the FCC in the first quarter of FY19 put out a Notice of Proposed Rule Making (NPRM). Some of the language in the NPRM is concerning and as the agency that oversees relay services in this state, I have some serious questions. There are several question marks for me with regards to some of the changes coming with relay services. The funding challenges we have seen now look to increase as do the challenges of providing comprehensive relay services throughout the state. We will need to again make changes with our equipment distribution program. Because of the implications of the NPRM we will also have to determine how far the impact will go. Some of the contents of the NPRM include what the FCC states is examples of misuse and potentially fraud of IP-CTS. The NPRM does not tell us behaviors that are seen but instead points to the increase in minutes of IP-CTS nationally. IP-CTS use has grown from 29 million minutes to 363 million minutes per year nationally. The cost associated with that is currently being questions as are our metrics. States will be filling their comments on this matter. We will also be filing to hopefully get some answers that we are seeking in regard to the impact on the state level. My work with the Telecommunications Equipment Distribution Program Association and the National Association of State Relay Administrators has helped give me some insight as to what we can expect, but both associations have various questions that I share. I will be attending their conferences prior to our board meeting and hope to share some of what I have learned if anything.

The New Mexico Hearing Loss Conference was a big success this past May. The agencies and organization such as the NMCDHH, the Governor's Commission on Disability, the NM Technical Assistance Program, the Division of Vocational Rehabilitation, Hamilton, Teltex, and many more have contributed to this one-day event. As I reported on the event, we had a full house and we have some great speakers including Samuel Trychin, Juliette Sterkens, and Carol Clifford to name a few. Members of the board who worked on this conference are already looking to plan another one. We will however be focusing on listening to community to see what changes need to occur prior to the next event. Several members are also very interested in looking at what can be done in the legislature to make some changes for our community. The focus will be on education, loop technology, and Over the Counter Hearing Aids.

Real Time Text (RTT) is already making an impact. There have been several questions about the how and the what RTT will do to changes communication for our community. One of the questions has been what this means for Text to 911. As you may know, text to 911 isn't as widespread as many people would like it to be. Part of the reason is due to funding and the other is due to educating our emergency services call centers. Recently a county and later the state of Arizona was sued regarding the lack of progress with RTT. This is something that the state must address to ensure that people can text their 911 services. The concern has been that RTT is in many ways a better possible service for the community. While RTT may have a great future, it does not solve a variety of problems which include access to good mobile services. In contrast Text to 911 can be utilized more effectively and as a result can be an emergency tool that everyone can use. While those challenges can be addressed we still need to recognize that education material for both RTT and Text to 911 are still not wide spread. Most mobile service providers cannot explain what RTT is to shoppers and most emergency service providers are unsure as to what constitutes Text to 911 services. NMCDHH will work with our relay provider to ensure that we develop a tool for explaining RTT as well as Text to 911. I have already begun primary discussions to see what we can do to make sure that the future of communication services has a fact sheet that can be understood by members in our community.

We will be sending out a brand-new brochure for our equipment distribution in the next fiscal year. Many members of our staff have been testing and reviewing some of the equipment that has been released this year. We think that the new wave of equipment will help our community in ensuring access to telecommunications services. With those changes we will also be updating our terms and conditions to better reflect the policies of our agencies and the equipment they are using. We will continue to review these policies until the first quarter of fiscal year 19 and go into effect the second quarter of the fiscal year. We also noticed that some of the work that is done with our equipment distribution program hasn't been counted in the way that we expected. Because of this our total count for communication barriers removed was lower than expected. I will be reviewing the counting procedure to see if there were any areas we missed and need to improve on.

It has been a productive 4<sup>th</sup> quarter and wrapping up the fiscal year and discussing upcoming plans for the next fiscal year.

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. Examples include, providing accurate resources and explanations to all clients, different agencies and to consumers in need of information.

Our department continues to work with Deaf-Blind and Deaf clients regarding the communication access for healthcare providers, clinical offices, dental offices, and local employers.

Our Director of Community Advocacy, Corina Gutiérrez, worked with clients regarding their communication access this quarter. Ms. Gutiérrez has worked with the museums in northern New Mexico on communication access when they host different events. They will provide on-site interpreters at the events when there are Deaf consumers that are interested in attending.

Ms. Gutiérrez worked with staff from the Social Security office on letters. Social Security sent letters out to the Deaf consumers indicating that the Deaf consumers are responsible to bring an adult interpreter to their appointments. Ms. Gutiérrez educated the staff that they needed to stop asking our Deaf consumers to bring an interpreter and instead to request an interpreter and the Social Security office would provide an on-site interpreter.

Ms. Gutiérrez worked with some attorneys, informing them that they are responsible to pay for the cost for interpreters. The attorneys cannot bill the cost of interpreter fee to their Deaf clients. Ms. Gutiérrez educated the attorneys about the American with Disabilities Act Title III. The outcome was successful.

Our Community Advocacy Specialist, Cheryl Padilla, had some successful case stories about clients regarding their communication access. Ms. Padilla worked with the managers from the nursing homes regarding the amplified phones for the Hard of Hearing consumers. The nursing homes set up the amplified phone as a public phone for any Hard of Hearing people who can access it when they visit their family who reside in nursing homes.



Ms. Padilla worked with parents of Deaf children who were interested in participating at a camp and with a nonprofit organization for the camp on providing the sign language interpreters for Deaf campers. She educated them about ADA law indicating they are responsible to provide the interpreters. Her advocacy was successful.

Ms. Padilla provided a presentation to the interpreters who were interested in improving as an interpreter for stage plays. She worked with the interpreters on how to sign interpret the songs and worked with them to explain what the lyrics really mean and how to sign in ASL.

■ Community Education:

The Community Education Specialist, Roger Robb, has done 29 presentations/trainings during the fourth quarter of Fiscal Year 2018.

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

- Introduction to ASL - 18
- Hearing Loss Sensitivity - 3
- Fingerspelling - 2
- Hearing Loss Sensitivity for Medical - 2
- Deaf Self Advocacy Training - 1
- Emergency Preparedness - 1
- Hearing Loss Awareness - 1
- Hearing Loss Sensitivity for Law Enforcement - 1

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

- Albuquerque Police Academy
- Bernalillo County 911 Center
- Christus St. Vincent - Santa Fe
- DaVita Medical Group
- Hearing Loss Association of America - Albuquerque Chapter
- New Mexico School for the Deaf - Santa Fe
- Senior Meal Site - Portales
- UNM Signed Language Interpreting Program

■ System Advocacy:

Mr. Robb has 13 new and 9 continuing System Advocacy cases that have been ongoing for the fourth quarter of Fiscal Year 2018.

Here is the summary of the cases that have been his focus.

- Albuquerque Isotopes
- Albuquerque Little Theatre: The Full Monty
- Deaf & Hard of Hearing Equipment vlog
- Desert Rose Playhouse - Tribes
- Motor Vehicle Division - Interpreter for Driving Exams

- Movies on the Plaza
- Popejoy Hall - Communication Visibility Access
- Popejoy Hall - Wicked
- Popejoy Hall: Les Miserables
- Popejoy Hall: The King and I
- Rehoboth McKinley Christian Healthcare Services
- Videophone at MDC
- Videophone in Prisons
- APD – Foothills Substation
- APD – Northeast Substation
- APD – Northwest Substation
- APD – Southeast Substation
- APD – Southwest Substation
- APD – Valley Substation
- APD – 2 Year Strategic Plan
- COPD – Defensive Driving
- COPD/DVR Vlog

■ Two Year Strategic Plan with Law Enforcement

A Memorandum of Understanding was submitted to the attorneys of APD and NMCDHH and signed by APD Chief Geier and NMCDHH Executive Director Gomme. The arrangement is to start implementing the strategic plan in the beginning of 2019 Fiscal Year.

■ Two Year Strategic Plan with Presbyterian Healthcare System

After a meeting with several people at the Rust Presbyterian Hospital, they requested that we develop a training plan on how to train employers on Hearing Loss Sensitivity and use visual placards to communicate with patients with hearing loss. Mr. Robb started to develop the plan. He was able to meet with Nina Simon who is an employee of Presbyterian Healthcare System (PHS). She was able to guide Mr. Robb with ideas specific to the system at PHS which will assist with drafting the plan. He will continue with the plan development during FY19.

■ COPD/DVR Video Project

Mr. Robb finished the editing and added the subtitles. The finished product has been submitted to COPD and DVR and is awaiting the final approval.

■ Deaf and Hard of Hearing Equipment Video Project

A video that showcases how the Deaf & Hard of Hearing people can use the equipment in the public sector such as movie theaters, stage theatres, and such was being requested by a group that our Executive Director, Nathan Gomme is a part of. Mr. Robb completed videotaping several locations such as ICON Movie Theater, Albuquerque Little Theatre, and Popejoy Hall. He has been trying to get in touch with Cinemark and Regal Theaters with no success. Other group members have

been unable to participate, when Mr. Robb receives their updates, he will add them in future reports.

### **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 73 clients in total to date – 43 of whom are Deaf-Blind and 30 of whom are Deaf Plus. These 73 New Mexicans live in 14 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 fourth quarter:

- Deaf Senior Citizens meetings on April 12<sup>th</sup> & 26<sup>th</sup>, May 3<sup>rd</sup> & 17<sup>th</sup>, and June 7<sup>th</sup>.
- Sprint Workshop IP Relay on May 17<sup>th</sup>.
- NMDCO Cookout/Fundraiser at Sandia Lakes on April 14<sup>th</sup>.
- New Mexico Deafblind Task Force meeting on April 24<sup>th</sup>
- ACT Conference on May 7<sup>th</sup> and 8<sup>th</sup>
- City council meeting on May 8<sup>th</sup>

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

- Lunch and meeting at 770 Juan Tabo Blvd (Rio Vista Apartments) on April 28<sup>th</sup>
- Annual Yard sale fundraiser on May 19<sup>th</sup>

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

- NMDCO Cookout/Fundraiser at Sandia Lakes on April 14<sup>th</sup>
- Zia annual yard sale fundraiser on May 19<sup>th</sup>
- Meetings on April 17<sup>th</sup> and May 15<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 equipment includes amplified telephones, iPads, speech-generating devices, and neck loops.

### **Teltex:**

On May 8th, Jeff Williamson and Andrew Bond exhibited at the Assistive Technology Conference in Albuquerque, NM. Andrew Bond was also a panelist during this event. The show was informal, and there were opportunities to talk with attendees to promote the NMCDHH TED program as well as to introduce the Home Automation products, which were exhibited at the Hearing Loss Technology Conference on May 9th. It was like the previous day's event, this show was informal, and there were opportunities to talk one on one with attendees about the NMCDHH TED program and answer questions. We were also able to showcase and give more information about the Home Automation products.

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

<b>Booths</b>	<b>Location</b>	<b>Date</b>	<b>Number of Booth Visits</b>
Assistive Technology Conference	Albuquerque	May 8, 2018	63
Hearing Loss Technology Conference	Albuquerque	May 9, 2018	49

### **Equipment:**

In the last quarter of the fiscal year, the Telecommunication Equipment Distribution (TED) Program continued distributing equipment to the point of exhausting our TED budget. 169 pieces of equipment was distributed this quarter, thus bringing the total equipment distributed in a year to 815. This year has been challenging to meet the goals due to changes with the state and telecommunication budget which forced us to manage the orders on a weekly and monthly basis.

The phones and the accessories were distributed in a timely manner while the more expensive devices - iPad and mini iPads - were put on a waiting list, distributing approximately five iPads a month. We would like to express our appreciation to those who applied for iPads for their patience. Our distribution process will remain the same for the next fiscal year.

During the quarter as well as the past year, some items in the program were discontinued by their manufacturers/companies. We are currently researching and evaluating new equipment that can benefit the community that we serve. We will soon be announcing new items that will be released in the upcoming months.

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 in the fourth quarter are as follows:

Phone	Count
Amplicom PowerTel 725	
PowerTel 720 Cordless Phone w/ Answering Machine	1
PowerTel 601 Wireless Wrist Shaker	1
Amplicom PowerTel 780 Combo	
PowerTel 760 Corded Telephone	1
PowerTel 701 Expandable Handset	1
Amplicom PowerTel 785 Combo	
PowerTel 760 Corded Telephone	5
PowerTel 701 Expandable Handset	5
PowerTel 601 Wireless Wrist Shaker	5
Clarity Alto	0
Clarity Alto Plus	0
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	1
Clarity XLC2	1
Clarity XLC3.4	1
ClearSounds A1600BT	2
ClearSounds A6BT	0
ClearSounds CSC600ER	0
Geemarc Ampli100VM	0
Geemarc AMPLI600 Corded Phone with ER	0
Serene Innovations CL-60 Cordless Phone	0
Serene Innovations CL-60A Cordless Phone	1
Serene Innovations HD-65 Corded Phone	0
<b>iPad + Otterbox</b>	
Apple iPad Deaf	4
Apple iPad Deaf Blind	0
Apple iPad Hard of Hearing	14
Apple iPad Speech	0
Apple Mini iPad Deaf	0

Apple Mini iPad Hard of Hearing	0
Apple Mini iPad Speech	0
Apple Mini iPad Deaf Blind	0
<b>CapTel</b>	
CapTel 840	2
<b>Total Phone Equipment Distributed:</b>	<b>45</b>

<b>Accessories</b>	<b>Tally</b>
Surge Protector	27
Amplicom AB900 Answering Machine	0
Amplicom NL100 Neckloop	0
Bellman Audio Maxi Package 1 Headphones	0
Bellman Audio Maxi Package 3 Neckloop	3
Clarity AL10 AlertMaster COMBO	
AL10 Device	8
Doorbell	8
Bed Vibrator	8
AL12 Device	8
Clarity AL12 AlertMaster	0
Clarity CE50 Bluetooth Neckloop	1
Clarity SR100 Super Phone Ringer	1
Clarity Speech Amplifier Handset WS-2749	0
Clarity HA40 In-line Telephone Amplifier	1
Clarity CE225 In-line Telephone amplifier	0
ClearSounds Quattro 4.0 Bluetooth Neckloop	0
ClearSounds ANS3000 Answering Machine	1
ClearSounds CS-CR200 Phone Ringer	0
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	5
Geemarc AmpliCall 10 Telephone Ringer & Flasher	0
Griffin TruTone ElectroLarynx	
Oral Adapter with Straws	0
Tone-Adjustment Screwdriver	0
Extra-Sharp Sound Cap	0
Krown RA 05 Amplified Ringer with Strobe	0
Serene Innovations CentralAlert™ CA360	
Wireless Notification System CA360	6
Wireless Doorbell Model CA-DB	6
Bed Shaker Model BS-100	6
Serene Innovations CA380	
Wearable Notification System	3
Bed Shaker Model BS-100	3
Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX	3
Wireless Doorbell Model CA-DB	3
Serene Innovations UA-45 Universal Phone Amplifier	0

Serene Innovations RF-105 Super Loud Ringer and Flasher	1
Serene Innovations RF200 Alerting System	3
Serene Innovations SA-40 Cell Phone Amplifier	1
Silent Call 365-SKV Smoke Detector Kit	
Smoke Detector with Transmitter	6
Sidekick Receiver with Strobe Light	6
Bed Vibrator	6
<b>Total Accessories Distributed</b>	<b>124</b>
<b>Phone Equipment</b>	<b>45</b>
<b>Total Equipment Distributed</b>	<b>169</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 worked 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. Hamilton sponsored the presentation provided by Samuel Trychin, Ph.D. Executive Director Nathan Gomme also spoke at the conference and talked about the various things happening with equipment for the Deaf and Hard of Hearing. Mr. Sena and Mr. Gomme presented later that day on the changes occurring with relay services and what will be coming in the next few years. One of the topics was the transition to Real Time Text services. This has been a topic that Hamilton and RNM have been working on over the last year. Mr. Sena has been presenting at several events including several health fairs across the state and at senior centers. Mr. Sena has given several presentations this quarter and conducted 21 field visits this quarter. Exhibits and Events covered by RNM (separate from NMCDHH) for the 4<sup>th</sup> quarter in New Mexico include:

Events	Location	Date	Visitors
Quay County Wellness Fair	Tucumari	4/7/18	300
City of Rio Communities Family Wellness Fair	Rio Community	4/21/18	160
Union County Health Fair	Clayton	4/25/18	300
Grants Public Library	Grants	4/27/18	45
Cibola General Hospital Health Fair	Grants	4/28/18	275
Belen Home and Craft Show	Belen	5/5/18	125
Branch Craft Show	Los Lunas	5/9/18	100
RSVP Recognition Breakfast	Albuquerque	5/18/18	400
Sandia Wellness & Safety Fair	Albuquerque	5/24/18	200
Sandoval County Fair	Bernalillo	6/1/18	85

RC Optimist Club Craft Fair	Rio Communities	6/2/18	75
Alamo Senior Center	Alamogordo	6/27/18	80
		<b>Total:</b>	<b>2,145</b>

**Outreach**

For the fourth quarter of FY18, the Albuquerque office, Cheryl Padilla has attended 5 different events. The total number of people that visited our booth is 366.

Booths conducted include:

<b>Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
Head to Toe Conference	Albuquerque	4/18/2018	32
Head to Toe Conference	Albuquerque	4/19/2018	21
Community Health Fair	Gallup	5/05/2018	113
Senior Citizen Center	Espanola	5/22/2018	67
Sandia Pueblo Health Fair	Albuquerque	5/24/2018	49
Sandoval Senior Health Fair & Picnic	Bernalillo	6/01/2018	84
		<b>Total:</b>	<b>366</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 4th quarter, the NMCDHH Las Cruces Office Staff assisted a total of 49 consumers and 240 consumers year-to-date. We worked to improve consumers quality of life by providing advocacy and service coordination to remove 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 community resources to obtain services they needed. We also followed up and made sure the needed resources were attained.

Las Cruces office staff addressed over 446 communication barriers (YTD 3,922) for our consumers in various settings to include agencies and public accommodations such as:

- Advance Hearing Care Albuquerque, NM
- CapTel
- Children Youth and Families Department
- City of Las Cruces ADA Committee
- Commission for the Blind
- Connect Hearing
- COPD
- Doña Ana County Office
- DVR
- El Paso Hearing Aid and Audiology Center
- Hear Now Program
- Hear On Earth
- Las Cruces Commission for the Blind
- Las Cruces Hearing Center
- Las Cruces Livingston Audiology & Hearing Aid Center
- La Clinica de Familia
- Livingston Audiology Hearing Aid Center
- Memorial Medical Center for a Deaf Employee
- Municipal Court in Alamogordo
- National HUB Roundtable Organization Workshop
- Red Cross
- Southern Area Workforce Development Board Planning Committee
- Sorenson Regional Director
- Southwest Hearing Services, Alamogordo, NM
- Teltex Inc.
- Walmart Supermarket

- Doña Ana County Sheriff Department

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

- ADA Doña Ana County
- Aging and Long Term
- Alt Recovery Group
- City of Las Cruces video web streams of Council meetings
- COPD
- Department of Health
- Doña Ana County Assessor's Office
- Doña Ana County video web streams of Council meetings
- Grant County/Silver City NM ADA
- Las Cruces City Chief Deputy
- Las Cruces County Residential Appraisal
- Las Cruces DVR
- Memorial Family Medical Center
- Mountain View Medical Center
- NM Rehab Center in Roswell
- NM Technology Assistance Program
- Purple VRS
- Rio Grande Hearing Center

**Community Collaboration involvement:**

- Active Solutions Inc.
- Adelante Senior Services
- American Society of Addictive Medicine Sub-Committee
- Behavioral Health Local Collaborative 3
- Beloved Community
- Ben Archer Health Center of Deming
- Casa De Peregrinos
- Casa Del Rio Apartments Complex/Multi-Family Housing T or C
- Las Cruces ADA Committee
- Community Action Agency of Southern New Mexico
- COPD
- De Baca Family Practice Clinic
- Department of Veteran Affairs Compensated Work Therapy
- Dept. of Evangelization & Formation Roman Catholic Diocese of Las Cruces
- Diersen Charities
- Director of Thomas Brannigan Library
- Disability Rights New Mexico
- Doña Ana County ADA board
- Doña Ana County Community Resource Center

- DVR Las Cruces
- Families & Youth Inc.
- First Friday
- Good Samaritan
- Governor's Commission on Disability Public Forum
- Grant County/Silver City NM ADA Coordinator
- Hamilton Relay
- HMS Silver City Community Health Center
- Iglesia Bautista Unidos en Cristo
- Interagency Council Networking Meeting
- Las Cruces New Mexico Veterans Clinic
- Las Cruces VA
- Local Emergency Planning Committee/Office of Emergency Management
- LPNT-NMCDHH Services
- Mesilla Valley Staffing Agency
- Multi-Family Housing Coordinator T or C, NM
- Munson Las Cruces Senior Program
- NAMI Doña Ana County
- National HUB Roundtable Organization workshop
- NE Region Children's Medical Services Program Manager Public Health Division, Santa Fe
- NM Aging & Long-Term Services Department
- NM Commission for the Blind
- NM Technology Assistance Program at their "How At" Hands on Workshop Assistive Technology.
- NM Workforce Connection
- NM Workforce Connection-SAWDB Monitoring Committee
- Our Lady of All Nations Catholic Church, Rincon, NM
- Our Lady of Mercy Catholic Church Hatch, NM
- Participated in Las Cruces HLA Steering committee
- People First Meeting
- PRIDE Industries
- Purple VRS
- Radium Springs Center
- Rio Grande Hearing Center
- Rio Grande Vision Support Group in Las Cruces
- San Isidro Catholic Church
- San Jose Catholic Church, La Mesa, NM
- San Pedro Mission Catholic Church, Vado, NM
- Sierra County Health Council T or C, NM
- SNAP
- Southwestern Area Workforce Development Board Monitoring Committee

- Sprint D-B Workshop
- St. Anthony Catholic Church, Anthony, NM
- St. Thomas Moore Catholic Church Chaparral, NM
- Steve Hamerdinger, Director of Mental Health Institute of Alabama
- Temple Beth El
- Thomas Branigan Memorial Library in Las Cruces, NM
- United University Methodist Church
- Weitbrecht Communications Inc.
- Women's Intercultural Center

**Presentations and Trainings**

Presentations:	Location	Date	Participants
1. NMCDHH TEDP	Temple Beth El	4/11/18	21
2. NMCDHH Overview	Local Emergency Planning Committees	5/2/18	18

**Information and Referrals:**

This quarter, Las Cruces office staff has provided over 1,149 instances of Information and Referral to consumers, community service providers, state and federal agencies, food banks, etc.

# Community Engagement

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

## **Director of Community Engagement Highlights**

- The Spring 2018 session of New Mexico Mentoring (NMM) concluded with all mentor-mentee pairs successfully completing the program. Applications are now being accepted for the Fall 2018 session.
- Contracts for all FY19 services have been prepared and are in place.
- The next meeting of the Signed Language Interpreting Practices Board was postponed from June 15 to August 3. There are still no new appointments by the Governor's office, so the Board still needs Deaf interpreters, hearing interpreters, and consumers of interpreting services.
- Committees are working hard on preparation for the RID Region IV conference in Albuquerque July 19-22.
- NMCDHH collaborated with Southwest Interpreting Services and NMRID on a Mental Health workshop in El Paso that was attended by 50 interpreters from New Mexico and Texas.
- I worked with several local and national agencies to provide guidance on issues related to communication access including:
  - The Division of Vocational Rehabilitation
  - Rio Rancho Municipal Courts
  - The Association on Higher Education and Disability
  - Albuquerque International Sunport
  - Several school districts in New Mexico

## **Community Engagement Specialist Highlights**

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

- The Relay Services vendor is now under contract for FY2019-2023; procurement process under the State Purchasing Division (SPD) is nearing completion.
- Attended National Deaf Center on Postsecondary Outcomes Summit in Austin, Texas June 4-7<sup>th</sup> with a representative from DVR and co-presented twice in small-group breakout meetings.
- Met with representatives from National Deaf Center as Interagency Transition Alliance (ITA)/New Mexico team representative to discuss plan and objectives for the state and expectations for the upcoming summit.
- Attended a school transition meeting in Region 3.
- Co-presented with representatives from DVR and NMSD on transition planning at Parents Reaching Out Leadership Conference.
- Participated in Deaf Visitor Day for UNM Summer ASL class with Cheryl Padilla from the Community Advocacy Department.

## Communication Development Specialist and Apprentice Program Highlights

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

- Attended QMHI-S training and has been granted her Supervisor status provisionally. She will be working more closely with the MHIT program moving forward.
- The Culture and Arts Accessibility Project (CAAP) Workshop Series has concluded, which provided access for 8 performances, and performing arts training for 7 interpreters.
- NMCDHH provided 219.5 hours of interpreting services in the fourth quarter.
- Only 4 hours required use of services through referral agencies, and there were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- We received a record number of Apprentice Applications for FY19. After interviewing all the applicants, six apprentices were selected to participate: five in Albuquerque and one in Las Cruces.
- The three FY18 Apprentices completed the apprenticeship at the end of June, and their work is much appreciated.
- Apprentices engaged in 65 hours of observation, interpreting, and professional development work in the quarter.

## Human Resources

Fourth quarter HR activities included:

- Recruiting for state employment will all be done in the SHARE system starting July 1, so training has been offered in June and will continue in July.
- Staff and Manager evaluations were all completed and entered in SHARE well before the deadline.

## NMCDHH Library

- 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, review their loan history.
- Currently 73 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 continues to be active, with 3 patrons borrowing 5 items in Q4.

Library Usage - FY 2018					
	Q1	Q2	Q3	Q4	Total
Patrons	17	18	12	14	61
Items Loaned	36	42	28	25	131

# Administration & Finance

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

FY18 Fourth Quarter Board Report - Administrative Services					
Category	2018 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONAL SERVICES	1,121,600.00	953,116.55		168,483.45	84.98%
300 CONTRACTUAL SERVICES	1,405,600.00	836,166.44		569,433.56	59.49%
400 OTHER	319,300.00	240,056.84		79,243.16	75.18%
500 OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total	2,963,000.00	2,145,839.83		817,160.17	72.42%
CDHH Monthly Revenue					
Month	General Fund Allotment	TRS Revenue			
July	\$26,626.67	\$148,022.63			
August	\$26,626.67	\$153,537.67			
September	\$26,626.67	\$146,608.01			
October	\$26,626.67	\$152,038.28			
November	\$26,626.67	\$149,219.14			
December	\$26,626.67	\$150,179.11			
January	\$26,626.67	\$153,419.94			
February	\$26,626.67	\$153,065.70			
March	\$26,626.67	\$148,162.10			
April	\$26,626.67	\$160,742.05			
May	\$26,626.67	\$142,346.83			
June	\$26,506.63	\$149,744.86			
Subtotal	\$319,400.00	\$1,807,086.32			



# Social Media

The New Mexico Commission for Deaf and Hard of Hearing ended the fourth quarter of FY18 with the following Social Media statistics:

- **Facebook:** 1.09K people have 'liked' our page
- Email announcement system (**MailChimp**): 205 subscribers
- **Twitter:** 379 followers
- **Ask the Expert:** 19 Inquiries

# Data & Statistics

*As required by Legislative Performance Measures*

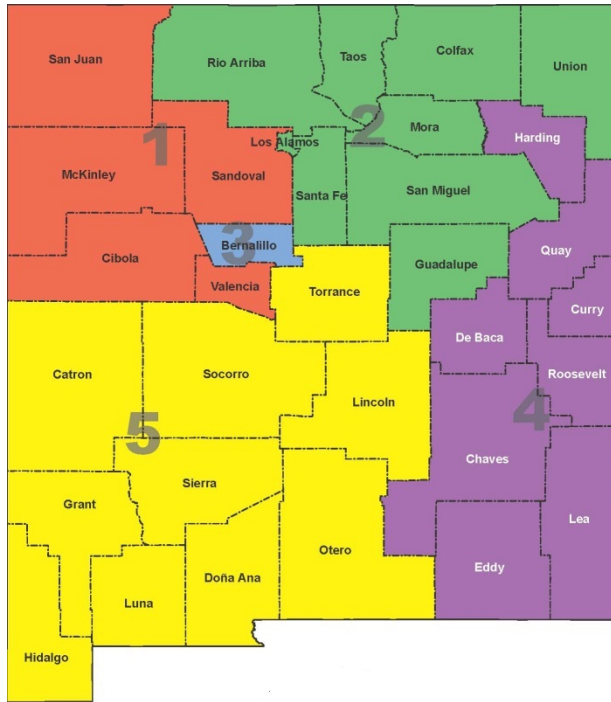
## Fiscal Year 2018

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	120	127	106%
Number of outreach events coordinated	80	91	114%
Average number of relay minutes per month	14,000	11205	80%
Number of accessible technology distributions	800	828	104%
Number of communication barriers addressed	20,000	17,228	86%
Number of interpreters in CDHH sponsored professional development, including in-house mentoring	215	162	75%

## 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	12	9	9	63
Region 2	17	11	18	16	62
Region 3	63	59	72	68	262
Region 4	22	4	8	3	37
Region 5	92	67	72	71	302

## Clients by Self-Identified Disability

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Deaf	73	26	34	36	169
Hard of Hearing	95	56	74	64	289
Deaf-Blind	8	3	7	1	19
Speech Disabled	2	1	3	1	7
Hearing	49	67	61	65	242
Total Clients by Quarter	227	153	179	167	726

## NMDVR

### **CDHH Fourth Quarter Report**

**July 9, 2018**

**Board Meeting 9/20/2018**

**Performance Measures FY18**

**April 1, 2018-June 30, 2018**

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 **April 1, 2018-June 30, 2018.**

(Fourth 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** – (Fourth Quarter FY18)

Thirty-Seven (37) individuals have received sign language interpreter services during the period April 1, 2018-June 30, 2018. A total of \$39,160.10 has been authorized and expended for this service for April 1, 2018-June 30, 2018.

Sixty-Eight (68) individuals have received hearing aids and/or other hearing devices during the period of April 1, 2018-June 30, 2018. A total of \$289,553.08 has been

authorized and expended for this service during the period of April 1, 2018-June 30, 2018.

Nineteen (19) individuals who are Deaf have been closed successfully rehabilitated (employed) during the period of April 1, 2018-June 30, 2018.

One Hundred Two (**102**) individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the period of April 1, 2018-June 30, 2018.

### **Employment Information**

Average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or otherwise hearing impaired is 31.47 hours per week during the fourth quarter of FY18. Average wage at closure is \$15.23 per hour during the fourth quarter of FY18.

### **Caseload Activity**

Two Hundred Forty-Seven (247) Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the period of April 1, 2018-June 30, 2018.

Four Hundred Fifty-Six (456) individuals who are Hard of Hearing and/or otherwise Hearing Impaired have been opened and/or opened and closed during the period of April 1, 2018-June 30, 2018.

Seven Hundred Three (703) 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 April 1, 2018 – June 30, 2018.

### **Ineligible for VR Services**

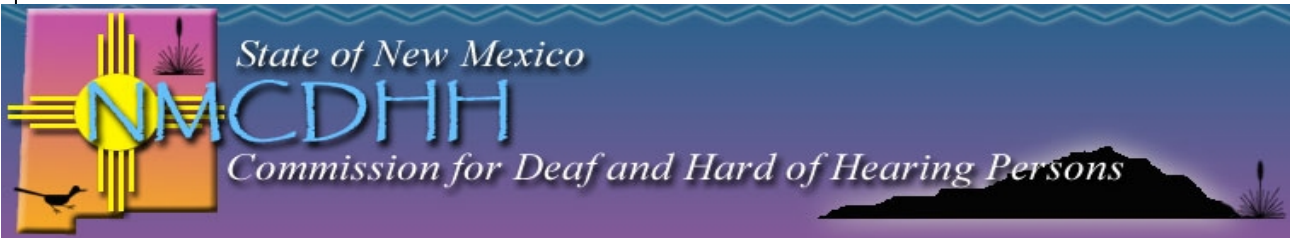
Four (4) individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been determined as ineligible for VR services during the period of April 1, 2018-June 30, 2018.

### **Transition Services**

Eighty-One (81) individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been identified as receiving transition services during the period of April 1, 2018-June 30, 2018.

Respectfully Submitted:

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



## Collaborating Agency Quarterly Report

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

Quarter Reported:

1<sup>st</sup> (July-Sept) \_\_\_    2<sup>nd</sup> (Oct-Dec) \_\_\_    3<sup>rd</sup> (Jan-Mar) \_\_\_    4<sup>th</sup> (Apr-June) X

### 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

Category	Number	Comments
Licenses Issued	12	4 Community; 0 Educational; 8 Provisional

		(4 additional provisional licenses are pending additional documentation)
Complaints	0	
License denials, suspensions, and revocations	1	Individual was denied a Provisional License in the third quarter because she was not employed when the statute was enacted. She is appealing with correction of employment start date. In the fourth quarter, the same individual was declined a second time because the employment dates provided by the employer with the appeal were significantly inconsistent.

**Dates of Signed Language Interpreting Practices Board Meetings:**

Last meeting: March 26, 2018

Next meeting: August 3, 2018

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)