



ANNUAL REPORT

New Mexico Commission for Deaf & Hard of Hearing

FISCAL YEAR 2020

Annual Report

Fiscal Year 2020

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Letter from the Executive Director

G. Nathan Gomme

The Honorable Michelle Lujan Grisham
Governor of New Mexico
State Capitol Building
490 Old Santa Fe Trail, Suite 400
Santa Fe, NM 87505

Madame Governor,

I am proud to present to you our Annual report for Fiscal Year 20. This past year has had many successes and changes as we move forward in our commitment to reducing the barriers for our Deaf, Hard of Hearing, Deaf-Blind, and Speech Disabled community. Our work provides services to some of our most vulnerable members of the state and ensures that our children, parents, siblings, and grandparents have meaningful access to the state they live in. Their access comes in many forms through technology, education, technological advancements, availability of those technologies, and for many of us through interpreters.

As we approached the end of the year, the education we provided on technology became a very important resource as did our Telecommunications Equipment Distribution Program. I want to note that our commitment to improving the digital access of our agency enabled us to quickly address the numerous challenges that we faced in the later parts of the fiscal year. Because we had a firm foundation with remote access, our agency was able to lead as an important resource to several state and local entities as our day to day experiences changed. We worked with several other entities across the state and while not without its challenges and I wanted to take a moment to share some of the terms that I have heard and seen when describing the individuals who chose to work for our great state, terms such as grit, determination, adaptability, commitment, perseverance, and more. Everyone in the state as well as the New Mexico Commission for Deaf and Hard of Hearing has shown that in spades this year and I along with everyone here am grateful for the individuals who serve this state.

First, I want to highlight some of the work done before the pandemic hit. Our advocacy and engagement services have done a great job of working with our new vacancies this year. The additional vacancies hurt our overall numbers in barriers addressed and a few other measures, but I am happy to report that we were able to fill some of those

vacancies with some great people. One of the things I want to note about the most recent vacancies is the fact that a number of them were long time employees of the state who dedicated many years to our state. A good number of them retired or are retiring and we really appreciate their commitment to our community and will miss them. I think this fact speaks to the importance of our agency and the comradery that we share. A number of our staff are individuals with a hearing loss or have been involved with the hearing loss community for some time. Those who do not know sign language take the time to learn it and vice versa, we also have staff members who are able to help us better understand other spoken and written languages; by embracing these languages we improve our relationship with our constituents.

In the report you will see that a lot of work has been with law enforcement, state and local agencies, hospitals, the movie industry, and entertainment venues. Our goals remain the same, a state where communication access is the norm not the exception. With that goal in mind, we have improved the number of public video phones available across our state, we have provided insight on to what steps need to be followed to improve access to captioned media, and we continue to support the growth of interpreters in our state. Our work has encouraged hospitals in the state to change policies, and more of them to hire staff interpreters. We have heard stories of how out of state visitors have appreciated the level of access as they visit our state and how positive their experiences have been. The Sunport has two video phones and continues to improve access for the Deaf, Hard of Hearing, and Deaf-Blind members of our community when flying, this will be very helpful when the National Association for the Deaf holds their National Leadership Training Conference in our state in 2021. We continue to create important partnerships to improve access in the various areas across our state and we revisit those partnerships often.

This year our agency partnered with the Albuquerque Police Department again to have a larger Coffee with a Cop event. This event hosted more of our of hearing loss community and we were able to have mock pull overs with our Deaf, Hard of Hearing, and Deaf-Blind community so they could all get an experience as to what to expect should it ever happen. I think everyone involved learned a lot as we moved forward. We also worked with law enforcement to improve the language in their Standard Operating Procedures and appreciate the partnership in growing list of counties and cities that we are working with. Our Outreach services, Telecommunications Program and training continue to receive national praise and I am proud of our continued leadership in the nation. The agency continues to work with our partners to ensure that those services continue and reduce barriers throughout the state.

Every year something occurs that changes how we view our work with the Telecommunications Equipment Program. Every year we keep seeing something that pushes us to adapt. This year was one of the most unique when it comes to what we must adapt to. In previous reports I have mentioned the shift to mobile friendly

technology; with people on the go this was very important but what we did not expect was the large-scale shift that would occur just before March. Now more than ever our community is reliant on the tools we provide, and we are fortunate that we kept some of our technology that worked on older forms of telecommunication. Some of that equipment includes amplification devices through audio jacks due to people using video conferencing meetings, land line captioned phones as they had to call for services instead of meeting in person, and more. Now more than ever people need devices to increase the clarity and sometimes loudness of a person's speech as they interact with everyone with masks and with social distancing. We were fortunate to increase the number of these devices in our program and we continue to look toward doing so. We learned quite quickly though that while we move towards the future of accessible technology that the state needs to improve access to broadband services in a number of areas before we stop providing older equipment. Our Equipment Program is now working on safe effective ways to provide increased services to these remote areas to ensure that our community has ways to communicate.

In previous annual reports, we have explained how we had worked to prepare for the upcoming the shift to new technology in the relay world. What we learned during the pandemic has put a number of things in focus. First, our relay numbers started to increase rapidly. With more people at home and more people working and learning remotely, our relay services became an essential lifeline. Some of our community was able to use their smart devices and access Real Time Text calls via their tier one carriers which are all providing some version of Real Time Text now. By 2021 the plan was to sunset the need for Teletype Devices or TTY's and that all of the carriers would provide some form of Real Time Text (RTT). We are fortunate that the complete switch to Real Time Text has not occurred yet. A number of people do not have the necessary devices or access to broadband services to actually use RTT to the level they would need during the pandemic. A number of people have had to rely on the cheaper copper line access to telecommunications to do everything from doctor's visits to work calls because of where they live. This situation highlights the concern I had when the transition to RTT was announced by the FCC. This concern focused on the number of rural areas that did not have adequate broadband access. It is still not feasible at this time to sunset TTY relay support or any of the traditional relay services until we have the infrastructure necessary to support it in any condition. There is also the issue of interoperability in the technological space when it comes to incorporating access functions such as captions or interpreters. This barrier has created a reliance on older more effective forms of communication such as captioned phones without internet service. Even though this is an issue we still see a planned transition to RTT occurring and funding issues to continue. I acknowledge that funding concerns is not unique to our agency but as of writing this there is still no way for individuals with a hearing loss in rural New Mexico or on our tribal lands to adequately access tele-based services without our traditional relay service.

We continued to participate in national discussions throughout the year regarding interpreting services and responsibilities of agencies who provide interpreting services. We actively participate in committees and meet virtually with members of the National Association for the Deaf, the Registry of Interpreters for the Deaf, the Hearing Loss Association of America, the National Association of State Relay Administrators, the Telecommunications Equipment Distribution Program Administrators, Telecommunications for the Deaf and Hard of Hearing Inc., Council de Manos, and others. We remain leaders in our community and often, we are able to showcase many of the successes here in New Mexico as well as discuss ways to assist other states in improving their services. We have also taking some cues and resources from other states and brought them to our state. I would like to point out that during the pandemic we have increased this participation remotely, often communicating with our national partners to both show some of our amazing accomplishments and ask for insight on to what can be done better. We have also increased our participation in local conversations across the state addressing best practices with several state and local agencies. Our expertise and input have led to several positive moments in a difficult situation and I appreciate everyone who works with us on a weekly basis to address the pandemic.

As we move forward, we continue to commit ourselves to the statewide improvement of access for the Deaf, Hard of Hearing, Deaf-Blind, and Speech Disabled community.

G. Nathan Gomme

G. Nathan Gomme
NMCDHH Executive Director

Letter from the Chair

Concha Dunwell

The Honorable Michelle Lujan Grisham
Governor of New Mexico
State Capitol Building
490 Old Santa Fe Trail, Suite 400
Santa Fe, NM 87505

Madam Governor,

You have probably heard the saying “out with the old, in with the new”. Our Fiscal Year for 2020 has come and has now progressed into Fiscal Year 2021. Before we attempt to be out with the old so quickly, I would like to take this opportunity to recap some of the events that have transpired during that course of time.

In this report you will see the dedication and commitment of the staff at the New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) as they worked to improve the quality of access in the state of New Mexico. Their work touches on such topics as access to legal services, interaction with law enforcement, effective communication with medical and emergency personnel, access to entertainment, and more. Their work can be seen the minute you land in the state with newly installed video phones to call the hotel at the airport and in the video phones installed throughout the state at local libraries to ensure no person is unable to make a phone call. The work with shelters and food banks as well as senior centers ensures that people are aware of and receiving support from our agency. As it drew closer to the end of the fiscal year, NMCDHH staff began a timely investment in the work of creating videos about emergency situations that may occur in the state. None of us could have predicted at that time that we would end the fiscal year in the midst of so much uncertainty.

There has been much discussed about the advancement of technology in several of the reports coming from NMCDHH as well as this annual report. Never before has there been such a critical need for technological services as we have seen these past several months. The New Mexico Commission for the Deaf and Hard of Hearing (NMCDHH) has risen to the demands of this pandemic by providing current, updated equipment while continuing to provide legacy technology which has become so necessary for our rural areas and which serve to keep our Deaf and Hard of Hearing citizens updated and informed. Distribution of telecommunication equipment exceeded our goals largely due to better tracking of each piece of equipment. Legacy equipment has now been replaced with modern, user friendly equipment while we continued during the year to adapt to the loss of several of the companies who are no longer in business. This

Commission has a strong commitment to ensure every Deaf or Hard of Hearing (D/HH) citizen in this great state has access to specialized telecommunications, resulting in diligence and perseverance in making this happen.

We had some departures from our agency this fiscal year which created some vacancies in the agency staffing as well as on the board. One staff person retired, another left because they wanted to contribute to our community as an interpreter in a more flexible manner, still another had a chance for career advancement and took it. It is always difficult to have people move on but fortunately we have been able to fill all of those vacancies and were actually able to fill one of the vacancies we have had for a few years. Having consistency in staff and on the board is ultimately our goal. We appreciated the work done by the Governor's office to fill the vacancies on the board in such a quick manner, and while we were able to address the immediate vacancies in our staffing, we still need to fill the remaining positions from previous years. In order to accomplish that, we do need to have funding to keep ourselves competitive in recruiting and maintaining capable individuals.

Of course, we cannot neglect to mention the impact of the Novel Coronavirus or COVID-19. One of the largest populations of people with a hearing loss are our seniors. In fact, a large portion of them are the reason our Telecommunications Equipment Distribution Program is so busy. In the previous year's, our Director and the agency staff have worked to ensure that our agency had the ability to work from wherever, whenever. That meant equipment that could work just as well in the field as in the office.

They also worked to improve their digital footprint in the world. When slowing the spread of the virus became the goal, the agency shifted its gears and was able to shift to a remote working environment in short order. Our staff remains just as occupied with advocacy, planning training and events, providing interpreter professional development, and distributing equipment as before, perhaps even more so. The staff continued to work with our local law enforcement agencies, local governments, counties as well as medical facilities while ensuring appropriate and effective service is still available. However, there were some areas we could not address as effectively. Outreach events as we knew them were gone and our traditional trainings would become a challenge due to logistical issues. In short, we had several cancellations and postponements and would have to switch gears and show the community what we had implemented and how to use remote platforms. Had it not been for our inability to "get out there" into the public arena, our goals for training and outreach would've been exceeded. We ceased social and physical interactions which hindered our ability to maintain or exceed the numbers in our legislative measures. Even so, we still claim victory knowing our staff met the challenge of working remotely.

Our staff continues to work from home and continue to make themselves available to our D/HH community through phone and video calls and electronic correspondence. We began leading the way in how to make remote meetings accessible and developed guidance for other local agencies to follow. We created a number of videos in ASL from

a remote work studio and remain engaged as ever. One important note is that the rest of New Mexico also had to shift from in person interaction to remote interaction and with that came the increase in need for traditional relay service (TRS). With the lack of broadband infrastructures in several areas in our state, the reliance and importance of legacy relay services has never been more obvious, we saw a significant number in the use of relay services. Just in one category alone, which is captioned telephone services, we saw a 36% jump during this pandemic and that number will not go down so long as in person services are restricted.

Although we continue to work with various agencies both in and out of state, our traveling has come to a halt. We have embraced this opportunity to serve our community by recording and posting informative signed and captioned videos which help provide our D/HH citizens information they would otherwise not be privy to; topics have included the proper way to wear a mask, updates on the Public Health Order, and hand sanitizer warnings. A resources page was also created for our website.

Statistically, our Deaf-Blind, Deaf-Plus and Deaf Senior Citizens experience the greatest hardship. This small population of citizens seem to be almost forgotten by our general population. NMCDHH works to not only include them in services provided but to represent them and their needs as well. With this goal, as with others, continued funding for those services is crucial in helping us improve services for this underserved population. During this pandemic we received stories of hardships and fear that many in our state felt, but also heard of the unique challenges a person who is Deaf-Blind the idea of not being able to tell if someone is practicing social distancing, wearing a mask, or coughing until it is too late. These stories as well as the overall impact of COVID-19 make it clear that this funding is crucial and timely.

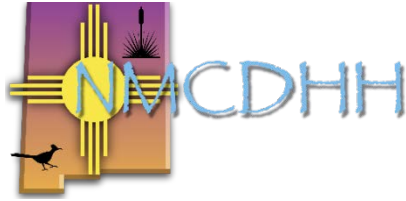
We have made successful gains through the “old” and are now looking forward to the “new” for Fiscal Year 2021. While it is true, we are working through never before experienced challenges and everything is considered new, we are confident your legislation with help us not only overcome but break down these barriers set before us. With your continued support, our D/HH population will continue to be included and recognized as the true New Mexico citizens they are.

Warm regards,

Concha Dunwell

Concha Dunwell

NMCDHH Board Chair



Agency Overview

Purpose

The State of New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) was established by the New Mexico Legislature (NMSA 1978 §28-11B-2) to promote services for Deaf, Hard of Hearing, and Deaf-Blind throughout New Mexico.

Mission Statement

The State of New Mexico Commission for Deaf and Hard of Hearing provides effective leadership, education, advocacy, and programs to reduce barriers to the social, economic, educational, cultural, and intellectual well-being of Deaf and Hard of Hearing New Mexicans and their families, friends, and colleagues.

Vision Statement – “Impact and Empower”

The State of New Mexico Commission for the Deaf and Hard of Hearing is a dynamic resource that will enhance the quality of life for Deaf and Hard of Hearing citizens of New Mexico by being:

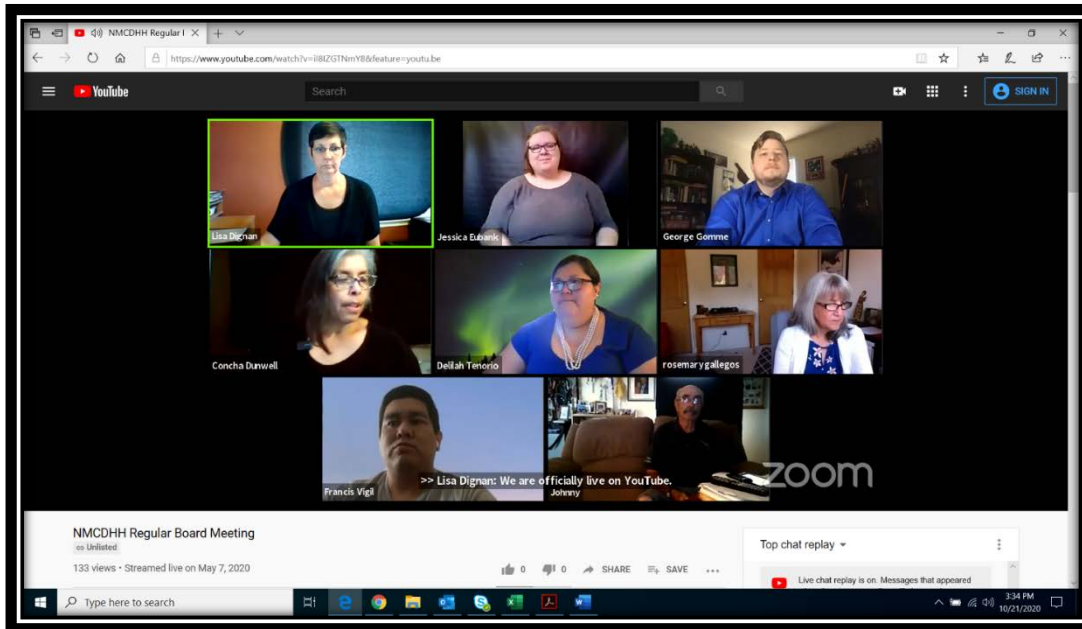
- ✓ The recognized advocate in important issues impacting the Deaf and Hard of Hearing Community
- ✓ The proactive provider of innovative programs and services
- ✓ The statewide umbrella and information clearinghouse for interested individuals, organizations, agencies and institutions

NMCDHH Adjustments During COVID-19

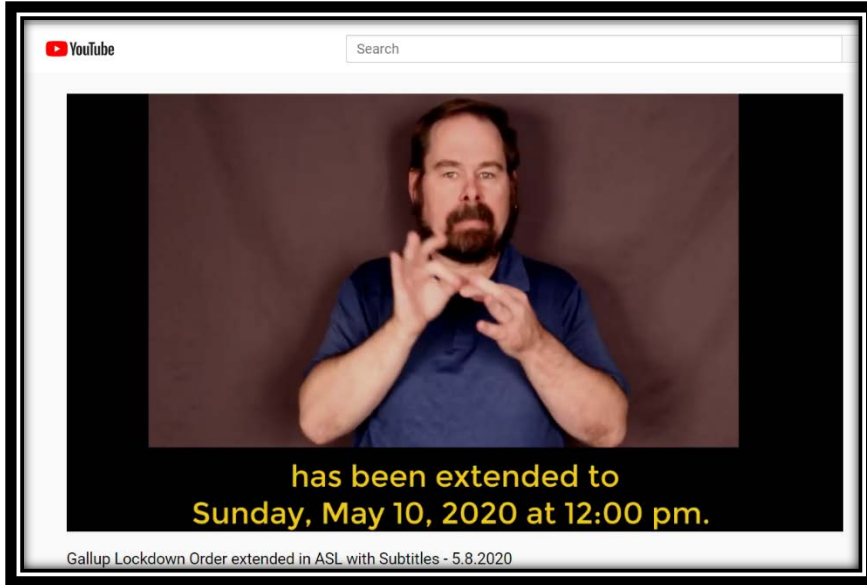


Staff are working from home

COVID-19 Resources on Website



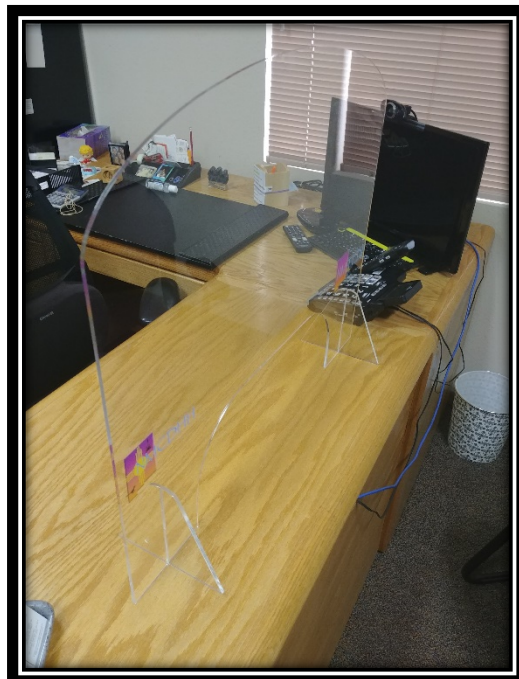
Board Meetings on Zoom



Making informational Vlogs in ASL with subtitles

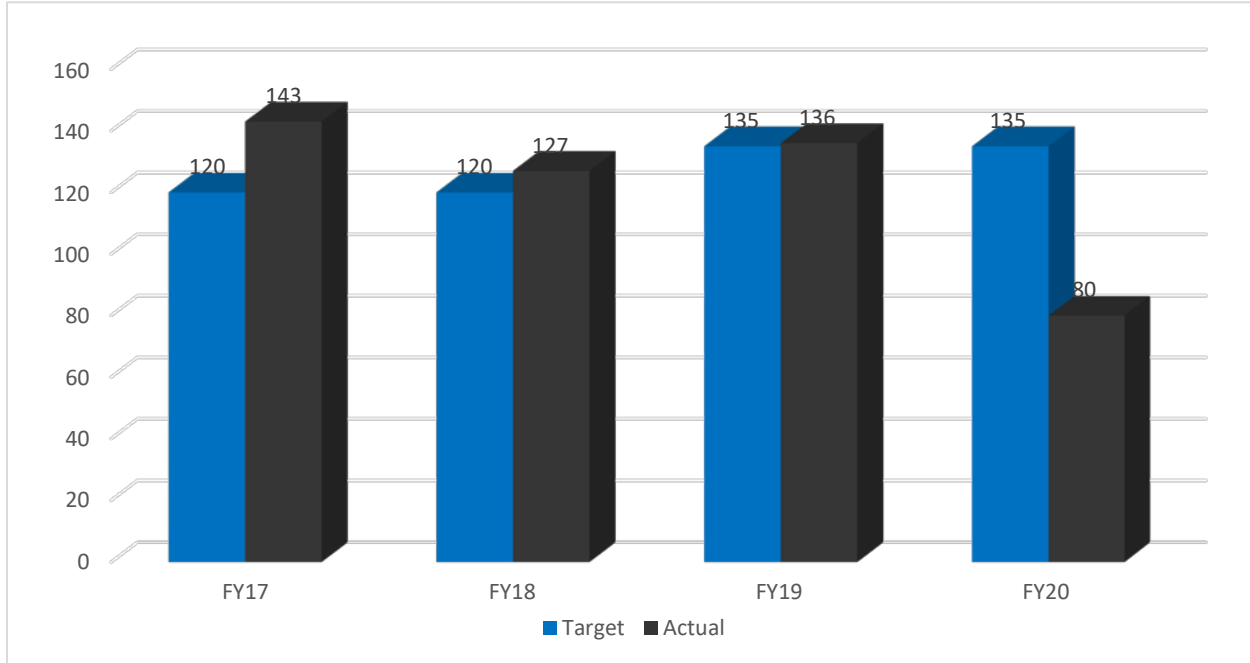


Signage and barriers for when it is safe to return to offices.

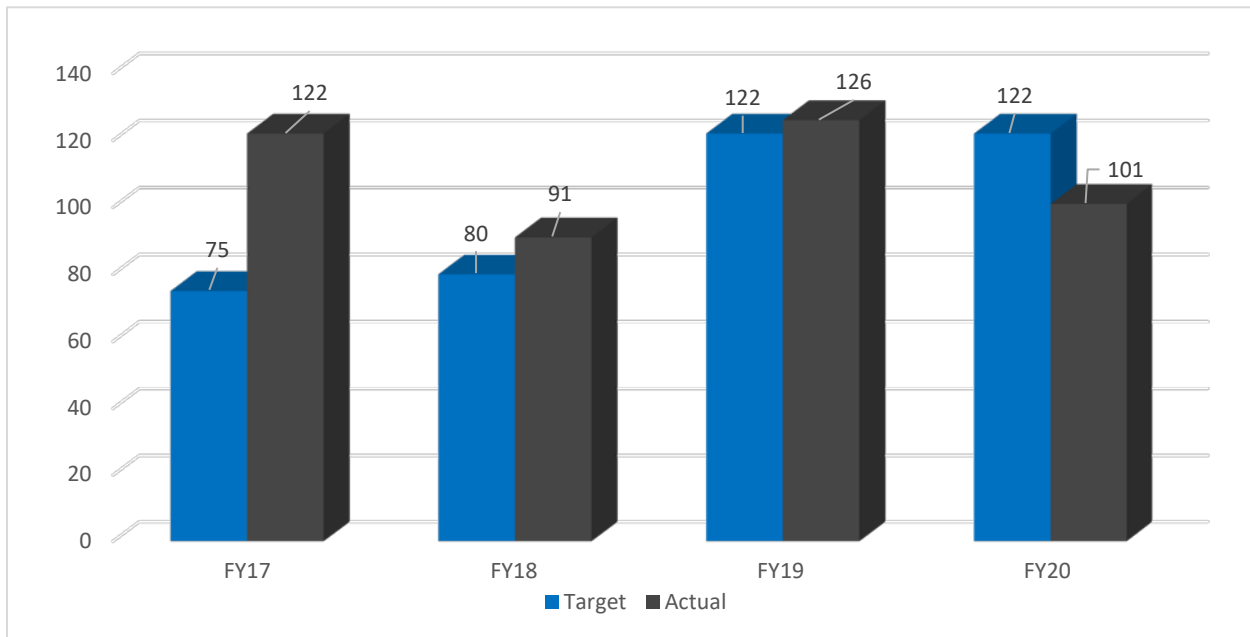


Legislative Performance Measures

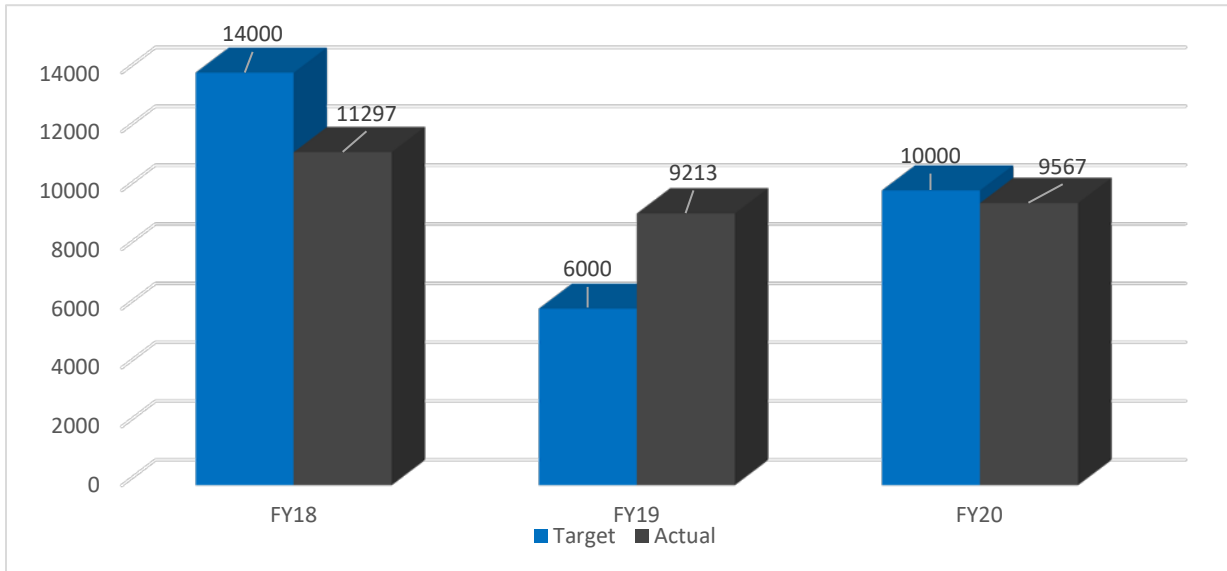
Number of Workshops & Training Sessions – 59% of FY20 Target



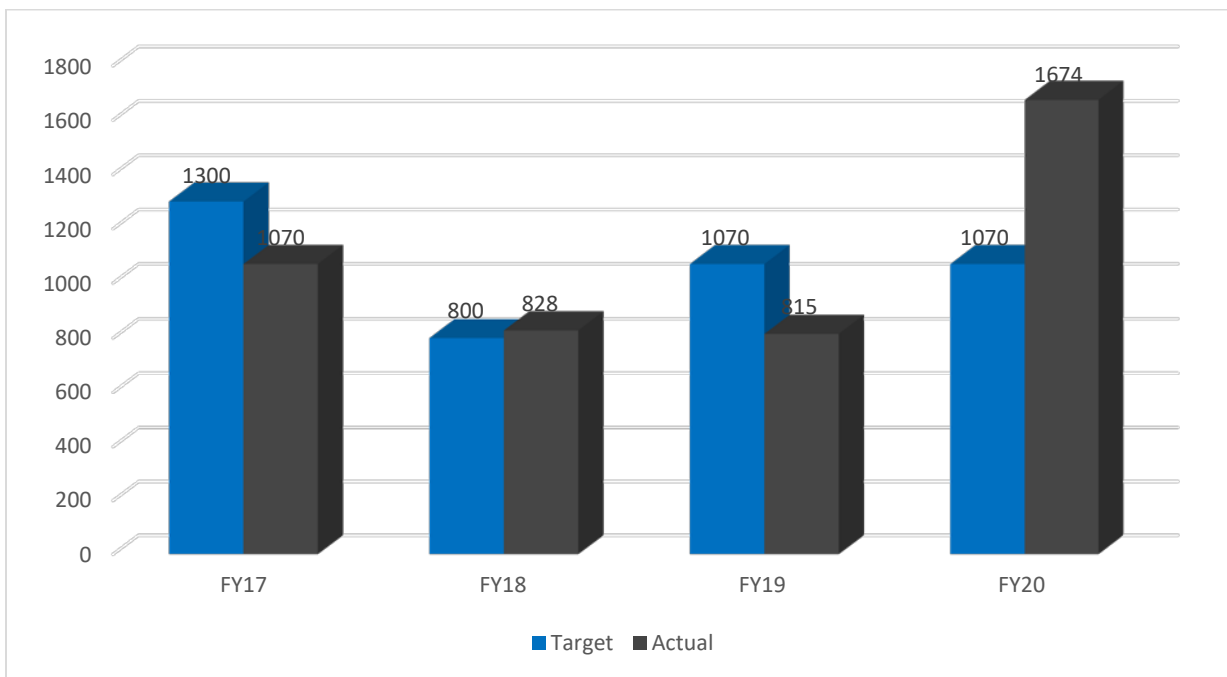
Number of Outreach Events Coordinated – 83% of FY20 Target



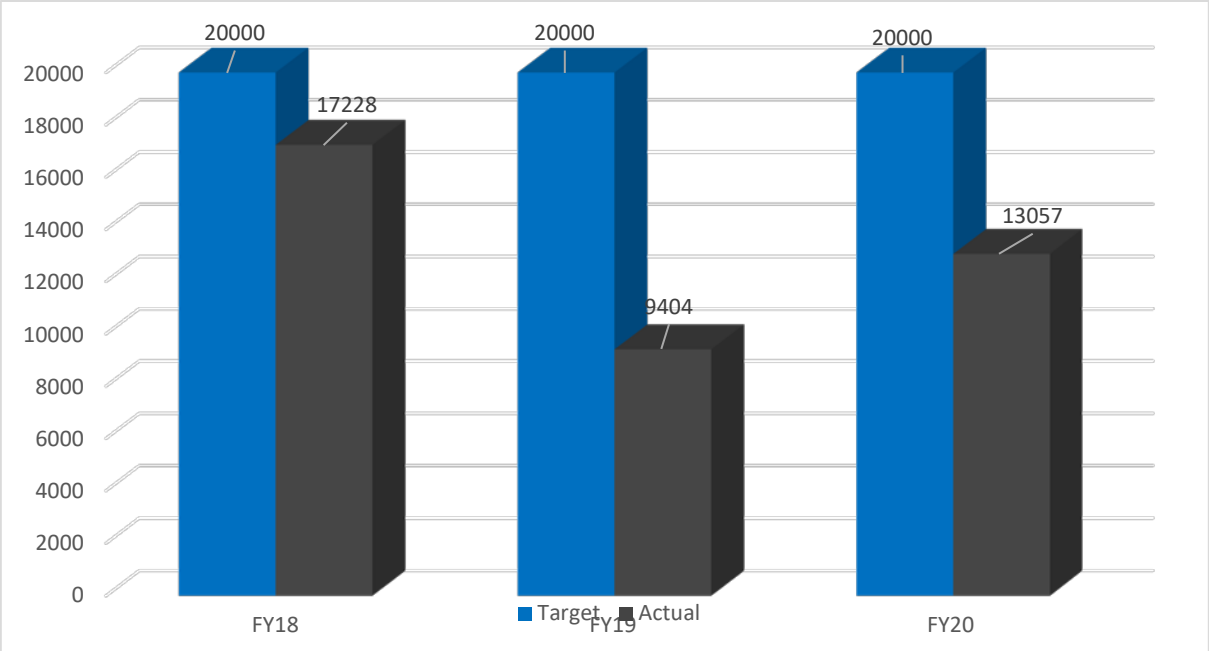
Average Number of Relay Minutes per Month – 96% of FY20 Target



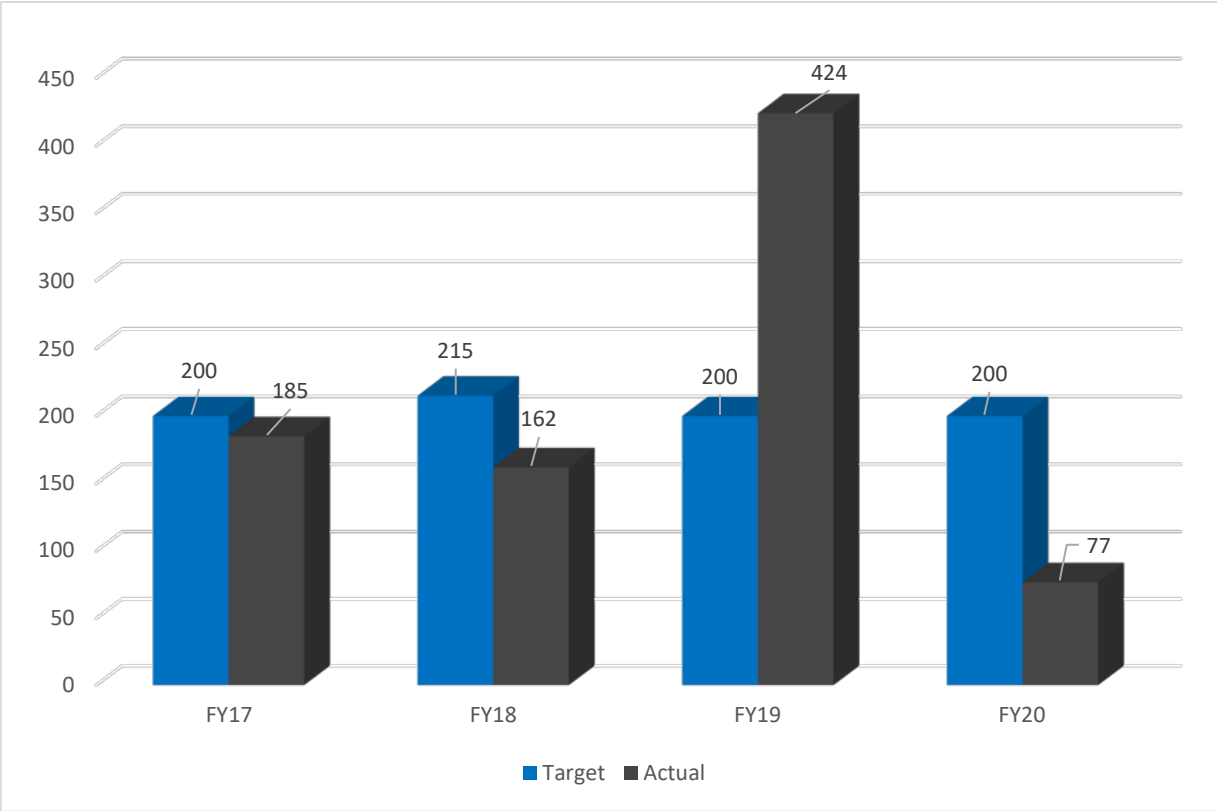
Number of Accessible Technology Distributions – 156% of FY20 Target

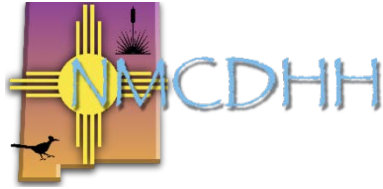


Number of Communication Barriers Addressed – 65% of Target



Number of Interpreters in CDHH Sponsored Professional Development – 39% of FY20 Target





Programs & Services

Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

The Department of Community Advocacy (DCA) provides individual advocacy, system advocacy, community education, outreach and Telecommunication Equipment Distribution Program and state-wide relay services. NMCDHH partners with several state, local, and county agencies as well as businesses to collaborate on services for all people with disabilities and participates in special projects. The department developed and continued to implement its strategic plan for law enforcement in New Mexico, continues to work with healthcare providers and hospitals, and conducts trainings on communication access for all types of agencies and businesses throughout the State of New Mexico.

There are eight FTE in two offices for the department.

- Albuquerque Office
 - Corina Gutiérrez, Director of Community Advocacy
 - Roger Robb, Community Education Specialist
 - Dennis Stidham, Community Advocacy Specialist (Joined in January 2020)
 - Myra Sandoval, Community Advocacy Specialist (Joined in end of March 2020)
 - Jason Siergey, Telecommunications Equipment Distribution Specialist
 - Telecommunications Coordinator, Vacant
- Las Cruces Office
 - Sandra Williams, Field Office Coordinator
 - Susana Santillan, Community Advocacy Specialist

Individual and System Advocacy

NMCDHH advocates on two levels, the first level is one an individual level and the second level is on a systemic level. We often have individuals who face communication barriers in employment, with government services and in educational settings. Additionally, communication barriers such as those commonly found in health care settings and during the use of emergency services are addressed. Individual Advocacy can be a difficult ongoing process where several factors impede on a person's ability to

effectively navigate through the system. While addressing the individual situation we also take the information and create a plan to address the issue on a larger scale and resolve the barriers before another person encounters them. Some examples of how we do this include: Education vlogs in sign language for the Albuquerque Police Department to share promotional video regarding the Coffee with a Cop event for our Hearing Loss community, working with National Oceanic & Atmospheric Administration/National Weather Service to develop videos on 7 different topics specifically for New Mexico, and working with New Mexico Department of Health/Access and Functional Needs to develop videos on different topics to address COVID-19. NMCDHH continues to improve and develop communication access tools with law enforcement, healthcare providers, employees, attorneys, nonprofit organizations, cities, Children, Youth and Family Division, Accessible & Functional Needs, Adult Protective Services, Albuquerque Little Theatre, Albuquerque Mayor's Office, Bernalillo County Census Counting Committee, General Services Department, Human Service Department, Department of Transportation, National Oceanic & Atmospheric Administration, New Mexico United, Popejoy Hall, Rail Runner, courts and Department of Health in the State of New Mexico. NMCDHH remains an active source of information as we help the community improve their engagement with their legislative body and commit to improving and ensuring that statewide and federal disability regulations and laws are in place and adhered to. Public awareness and educational trainings are an important tool and often provide a proactive resource when provided to the community.

Community Advocacy

Following the departure of the Community Advocacy Specialist, Cheryl Padilla, from our agency in the beginning of FY20, her client cases were transferred to the Community Education Specialist, Mr. Roger Robb and the Director of Community Advocacy, Corina Gutiérrez. Mr. Robb took over the responsibility for the booth events for a few months. During the third quarter of FY20, we hired two Community Advocacy Specialist staff, Dennis Stidham and Myra Sandoval. Mr. Stidham is originally from Arizona, a graduate of the Arizona School for the Deaf and Blind and has been a resident of New Mexico since 2003. He has 14 years of experience working with Deaf, Deaf-Blind, and Hard of Hearing individuals throughout the Albuquerque, Los Lunas, Belen, and Santa Fe areas. Ms. Sandoval is originally from Los Lunas and she is the third generation of a Deaf family and also a third-generation graduate from the New Mexico School for the Deaf. Ms. Sandoval has experience working in the mental health field as Behavior Health Technician and has experience working with Deaf-Blind, Deaf and Hard of Hearing communities as a Service Coordinator.

Community Education

Information, recommendations, workshops and potential solutions are offered to private and public agencies, professional organizations, businesses and individuals in areas such as Deaf Sensitivity, Effective Communications, Assistive Technology, and an overview of the New Mexico Commission for the Deaf and Hard of Hearing and the Telecommunication Equipment Distribution program. Often this work is done by our Community Education Specialist, Roger Robb. Sometime an agency will request

specialty workshops such as how to work with attorneys. Other members of the NMCDHH or one of our vendors will provide those specialized trainings. Due to the pandemic we have begun to include and develop new trainings focused on access in the virtual environment.

The Community Education Specialist has provided 47 presentations/trainings during the 2019 Fiscal Year but due to the COVID-19 pandemic during the 3rd and 4th quarters there were far fewer presentation than during the 1st and 2nd quarters. The 47 presentations included:

- 22 ASL
- 20 Hearing Loss Sensitivity
 - 1 Domestic Violence
 - 10 General
 - 3 Law Enforcement
 - 6 Medical
- 1 NMCDHH Overview
- 1 Emergency Preparedness
- 1 Deaf Culture
- 1 Telecommunication Equipment Distribution Program
- 1 Shadow Interpreting
- 1 LGBTIQ

The agencies/organizations/business that were provided with presentations/trainings are:

Adult Protective Services (Albuquerque)
Advantage Communications
Albuquerque Bio Park
Albuquerque Police Academy
Bernalillo Co. Census Counting Committee
Brookline College – Nursing Department (Albuquerque)
Bureau of Reclamation
Deaf Culture Center
La Casa, Inc (Las Cruces)
OmniSleep
Optihealth
Sandoval County Frail & Elderly
Shalom House (Albuquerque)
UNM Hospital
UNM Signed Language Interpreting Program
Workforce Solutions (Santa Fe)

The Community Education Specialist had 30 Systemic Advocacy cases.

Access and Functional Needs All Agencies Coalition - COVID-19
Accessibility
Access and Functional Needs Leadership - COVID-19 Accessibility
Adult Protective Services
Albuquerque Driving Schools
Albuquerque Little Theatre – Miracle on 34th Street
Albuquerque Mayor's Office - Accessibility
Albuquerque Police Department – Coffee with a Cop
Albuquerque Police Department – NE Heights Substation
Alta Vista Regional Hospital
Bernalillo County Census Counting Committee
Children, Youth, & Family Division – Las Cruces
Children, Youth, & Family Division – Santa Fe
Children, Youth, Family Division – COVID-19 Accessibility
Christus St. Vincent
General Services Department - COVID-19 Accessibility
Human Services Department - COVID-19 Accessibility
KOAT TV – Accessibility
N.M. Department of Transportation - COVID-19 Accessibility
National Oceanic & Atmospheric Administration – Albuquerque
New Mexico Department of Finance & Administration
New Mexico Department of Transportation - Driving school
New Mexico United
NM Department of Health – Accessibility
Popejoy Hall – Accessibility Issue
Popejoy Hall – Book of Mormon
Popejoy Hall – Waitress
Rail Runner - COVID-19 Accessibility
Rio Rancho Municipal Court
Rio Rancho Police Department
Vortex Theatre – The Heart is a Lonely Hunter

Video Projects

The Community Education Specialist has produced 16 Vlogs during the Fiscal Year 2020. Here is the list of the videos we produced.

Coffee with a Cop

The vlog was a promotional video for the Coffee with a Cop event to encourage the Hearing Loss community to come to the event.

What New Mexicans Need to Know about Coronavirus?

The vlog focused on the COVID-19 pandemic and what we all need to know about it and how to prevent getting it/spreading it. We were able to do the video at NMCDHH before starting teleworking at home. We disseminated the video to the community through Facebook. New Mexico Department of Health, City of Albuquerque, and the New Mexico Governor's Office posted the video on their websites.

Governor's Stay Home Order

The vlog focused on the new order that N.M. Governor Lujan Grisham enacted to try to stop the spread of COVID-19 after having a discussion with N.M. Department of Health and Children, Youth, and Family Division in which they thought an ASL version would be beneficial.

What to Do If You Have COVID-19

The vlog focuses primarily on how to self-advocate when going to an on-site testing facility to get tested. Also, we talked about what to expect when one is told they tested positive for COVID-19.

New Mexico Governor's May 1, 2020 Orders

The vlog focused on Governor Lujan Grisham's remarks during her press conference on the extension of the Stay at Home Order and explained some changes to the restrictions to a previous order to allow retailers to operate only by curbside pick-up, etc. The video explained the Gallup lockdown and the rules imposed that stated no one would be allowed to enter Gallup over the weekend. That order includes people who reside in Cibola, McKinley, and San Juan counties. The vlog was done in ASL so that people with hearing loss would have access to the information.

Gallup Lockdown Order Extended

The vlog focused on the extension of the Gallup Lockdown Order and why it was issued.

New Mexico Governor's May 16, 2020 Order

The vlog focused on extending the May 1, 2020 Order which was set to expire on May 15th to the end of May. The Order was modified to include a requirement on wearing a face mask when out in the public. Retailers would be able to operate at 25% maximum occupancy. The Northwest counties would transfer into the preparation phase with curbside pick-up and such.

Face Mask Vlog

Face Mask Vlog – Helpful Tips & Tricks for the Hard of Hearing Community

Face Mask Vlog – Helpful Tips & Tricks for the Deaf-Blind Community

Face Mask Vlog – Helpful Tips & Tricks for the Deaf Community

Face Mask Vlog – More Helpful Tips & Tricks

The Face Mask vlog is a combination of 5 different sections which focused on the barriers that the Hearing Loss community experience when a face mask is worn, and solutions are offered to remove the barriers.

New Mexico Governor Michelle Lujan Grisham’s 2 New Announcements

The vlog focused on explaining two announcements – the first one regarding the soft re-opening of restaurants outdoors and the criteria they had to follow to do that and the second announcement explained the soft re-opening of restaurants providing indoor services. Other facilities such as gyms, salons, and such would be able to re-open at 25% of their maximum occupancy.

New Mexico Governor’s Soft Re-opening of Breweries

The vlog focused on the amending of an Emergency Public Health Order which would permit a limited re-opening for breweries with criteria that they have to follow in order to re-open.

New Mexico Transit’s 15 Seconds PSA with ASL & Subtitles

We partnered with Rail Runner to produce a video in ASL then added the ASL video using a picture in picture format onto their PSA video. We then added subtitles to the main video to ensure additional access.

New Mexico Governor Michelle Lujan Grisham’s Announcement on the Status of Phase 2

The video focused on the status of Phase 2 which was supposed to have a start date of July 1st but was put on hold for at least a week because the number of COVID-19 cases skyrocketed. The video explained how Phase 2 could proceed if some criteria were met but if it wasn’t met, then the limited and safe re-opening would be extended until things improved.

Special Projects

Coffee with a Cop event

We had “Coffee with a Cop” event on August 31st at the Albuquerque Police Academy where over 90 people from the community attending the event. We had over 10 Law Enforcement officers attend the event as well. The event was well received, and they requested we schedule another event in the near future. Through this event, placards were publicized through news channels and we have received requests for the

placards. We are working with the Albuquerque Police Department to get placards printed so we can distribute them to the community.

Placard Project

We have been working with the Albuquerque Police Department to print the placards. In addition, we were in the process of getting some videos on how to use the placards properly when the COVID-19 pandemic hit. This project is currently on hold until we can get together and do the video shootings.

Children, Youth, and Family Division

Mr. Robb reached out to Mr. Brian Blalock, the CYFD Cabinet Secretary after Dr. Rosemary Gallegos, who is on the NMCDHH board, requested that Mr. Robb works with them to provide Hearing Loss Sensitivity trainings to their staff. Mr. Robb met with Bryce Pittenger, Director of Behavior Health Services under CYFD and Ms. Kate Girard, CYFD's General Counsel and discussed the need for Hearing Loss Sensitivity trainings. They both thought it would be a good idea and agreed to start with the CYFD administrators then figure out how to provide the trainings to all of the staff who would be likely to engage individuals with a hearing loss. We also discussed the need to make sure that our community with a hearing loss are provided with appropriate communication accommodations such as signed language interpreters and so forth. They stated that administrators know it is required by law, but the problem seems to be with the "front line" staff. They hope the training will be helpful with this issue. Mr. Robb was working with Eli Fresquez, the Assistant General Counsel with CYFD to provide the trainings and we were getting ready to do them but when the COVID-19 pandemic hit, therefore, we had to put this on hold. However, we have started to work with Eli Fresquez on other topics related to COVID-19.

NAD Leadership Training Conference

Mr. Robb had the opportunity to attend the National Association of the Deaf (NAD) Leadership Training Conference in October. The conference was part of his professional development. It provided him with the opportunity to learn about issues that other states in the USA are struggling with such as trying to get State Licensure for interpreters passed, Order of Selection with DVR, lack of Commission for Deaf and Hard of Hearing agencies and Early Hearing Detection & Intervention laws passed. Prior to the conference, he had the opportunity to attend the Racial Equity Training which was a powerful pre-conference training. He learned about how he as a White Male could use his power unintentionally when he works with individuals who are People of Color. He also had to analyze his identity and why/how he identifies first, second compared with other participants. It was an eye-opening experience. Another workshop he attended focused on Legislative Strategies for Your State. It gave him the opportunity to understand what Nathan Gomme, the Executive Director has to do and what other grassroots organizations can do. It also gave him the resources to begin addressing Deaf Mental Health rights and what changes need to occur. As an Advocate, he has worked with individuals with mental health issues whose experiences show a critical need for changes for the Deaf Mental Health community. Another workshop he attended was Create Awesome and Accessible Videos where the

presenters explained how to do transcripts. Since he is responsible for vlogs for NMCDHH, this helped him understand how to make videos and transcripts more accessible for our Deaf-Blind constituents. With the information from this workshop, he has already started work to make the vlogs accessible. Mr. Robb also attended a workshop on how NAD worked to make changes to the system and how they learned what was effective and what didn't work in the process. It was refreshing to hear from the lawyer who became the CEO of NAD. He had the opportunity to discuss the frustration with Video Remote Interpreting (VRI) in the Medical, Law Enforcement, and the Legal field with people in the Southwest region. He was able to discuss his experience with developing placards for motorists with hearing loss and how we plan to regulate the appropriate use of these placards so that people will not be able to use them inappropriately. Attending the conference was beneficial to Mr. Robb as a Community Education Specialist as he continues work on projects where the goal is to work on changing the system for the better for the community we serve.

National Oceanic & Atmospheric Administration/National Weather Service Video Project

Mr. Robb was asked to work with the NOAA/NWS to develop videos on 7 different topics specifically for New Mexico in American Signed Language (ASL). They provided us with scripts, and we worked on the ASL Gloss for all the videos. Mr. Robb went to the National Weather Service office and we were able to complete the video shootings in 2 days.

New Mexico United

Mr. Robb met with New Mexico United staff and discussed how to make the games more Deaf-friendly. We were able to observe and assess with the games and the layout of the environment to help us gain a better understanding of the game. We had a group attend a game along with an interpreter to interpret any sounds and cues that occur during the game to help a Deaf person know what hearing attendees might hear and experience. He drafted a report of this experience and submitted the report to the New Mexico United staff to address areas where they could approve access and implement some tools to facilitate communication for example with vendors. After a second meeting with them to discuss the report, we were able to come up with different ideas to make the games more Deaf-friendly. We also discussed making a t-shirt that would cater to the Deaf community and include them and they created one. We discussed making a video on rules and etiquettes in ASL. In addition, we discussed hosting a "Deaf Day at the Game" event which they supported. We also discussed doing a contest on a name sign for the NM United. They wanted Mr. Robb to do the script and submit it. The meeting occurred just right before COVID-19 pandemic hit. However, he was able to draft a script for the Name Sign contest and submitted it for future consideration. The work has really created a much more inclusive experience for our community, and we will continue to work with them as the experience changes.

Coffee with a Cop

Saturday, August 31, 2019



The flyer features a background of coffee beans. At the top, the word "Coffee" is written in a large, white, cursive font. Below it, "With a Cop" is written in a smaller, white, sans-serif font. The event is sponsored by the Albuquerque Police Department and the New Mexico Commission for Deaf & Hard of Hearing (CDHH). The date and time are Saturday, August 31, 2019, from 9:00 am to 12:00 pm. The location is the APD Training Academy at 5212 2nd St. NW (2nd & Montano). The agenda includes socializing/networking with law enforcement officers from 9:00 AM to 10:00 AM, and remarks from the City of Albuquerque, elected and law enforcement officials, followed by a panel/questions and answers session from 10:00 AM to 12:00 PM. ASL interpreters, CART, and an FM loop system will be provided. Contact information for Roger Robb (505-273-4720, Roger.Robb@state.nm.us) and Lt. Simmons (fsimmons@cabq.gov) is provided.



Sponsored by the Albuquerque Police Department and the New Mexico Commission for Deaf & Hard of Hearing





Telecommunication Equipment Distribution

Telecommunication Equipment Distribution Program (TEDP), is a service that the New Mexico Commission for Deaf and Hard of Hearing provides to the community throughout the state. The program consists of amplified phones, visual communication devices such as the CapTel (captioned telephone) and iPads, along with a variety of accessories such as notification systems, smoke alert systems, phone ringers, and personal assistive devices. The Albuquerque and Las Cruces offices have the testing/demo room where equipment is available for our community who are curious about which devices work best for their needs. Since mid-March 2020, the testing/demo rooms are closed along with the rest of the office due to coronavirus crisis and remained closed until it is safe for all of us to return to the office.

During this fiscal year, we have seen a lot of changes within the equipment program. Due to external circumstances, many types of equipment in our program have been discontinued by their manufacturers, forcing us to make changes with brochures and application forms to reflect the discontinued items. With the changes we are, as always, engaged in communications with our distribution partner on replacing the equipment. Meanwhile, we continue to seek new equipment that may fit our program and meet the residents' everchanging needs.

From the beginning of fiscal year in July 2019 until the middle of March 2020, the telecommunication equipment distribution program continued to operate as normal along with the rest of the agency. We continue to be able to interact with many interested individuals and family members over the phone, via email, or in person. When we moved from working in the office to teleworking due to the Public Health Emergency, we continued to work with our community via phone or email but had to change and adapt to interact with our community. This meant removing some of the logistical barriers for processing applications and accepting electronic documentation. We also had to change how we address the demo process due to the fact that our community was at a higher risk with COVID-19. We also began to see an increase in needs for legacy devices for phone calls and assistive listening devices.

The program also improved the process for our equipment count. We can track and repair individual items for each device which improves the longevity and repair times for each device we distribute. The changes reflect the overall counts of each quarter and the annual counts. The counts for the year are shown below.

Phone	Total items distributed
Amplicom PowerTel 780 Combo	15
Amplicom PowerTel 785 Combo	35
Serene CA-60	5
Serene CA-60A	0

Serene CA-65	3
Clarity Alto	4
Clarity Alto Plus	16
Clarity BT914	0
Clarity D704	0
Clarity D714	4
Clarity JV35	0
Clarity XLC2+	12
Clarity XLC7BT	28
ClearSounds A1600BT	20
ClearSounds CSC600ER	6
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	0
Geemarc Ampli550	8
CapTel 840	18
iPad	
Deaf Package	99
Hard of Hearing Package	234
Speech Package	72
Deaf-Blind Package	18
iPad mini	
Deaf Package	9
Hard of Hearing Package	90
Speech Package	9
Deaf-Blind Package	9
Total Phone/iPad Equipment Distributed Count:	714

Accessories	Total items distributed
Amplicom AB900 Answering Machine	9
Geemarc AmpliCall 10 Telephone Ringer & Flasher	0
Silent Call 365-SKV Smoke Detector Kit	45
Amplicom NL100 Neckloop	2
Bellman Mino with neckloop	30
Bellman High Powered Neckloop (no device)	0
Clarity CE50 Bluetooth Neckloop	0
Clarity SR100 Super Phone Ringer	6
Clarity HA40 In-line Telephone Amplifier	0
ClearSounds Quattro Pro	63
ClearSounds ANS3000 Answering Machine	6

ClearSounds CS-CR200 Phone Ringer	12
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	180
Geemarc LH10PK Neckloop	4
Griffin Labs SolaTone	0
Griffin Labs SolaTone Plus	11
Griffin Labs EMOTE	22
Krown RA 05 Amplified Ringer with Strobe	0
Serene Innovations CentralAlert CA360	140
Serene Innovations CentralAlert CA380	27
Serene Innovations RF-200 Alerting System	16
Serene Innovations SA-40 Cell Phone Amplifier	6
Serene Innovations CentralAlert™ SS-201	8
Serene Innovations UA-45 Universal Phone Amplifier	6
Silent Call Medallion Kit	8
SonicAlert HA360MKBR	261
SonicAlert HA360BRK	12
Surge Protector (Phones and accessories)	81
*Special Order iPad Mini 4 Case, ROARTZ Black	1
*Special Order Wheelchair Mounting System	4
Total Accessories Equipment Distributed Count:	960
Total Overall Equipment Distributed Count:	1674

Outreach Program

New Mexico Commission for the Deaf and Hard of Hearing (NMCDHH) is a one stop information gathering center for people with hearing loss. NMCDHH provides fact sheets, and referrals to agencies who will provide the appropriate accommodations to constituents and their needs. NMCDHH attended numerous booths across the state to provide one on one information and one stop education for equipment for telecommunications. We attended booth events during the first 3 quarters, but we have not attended any events during the 4th quarter due to COVID-19. Many conferences from different state agencies and other organizations were cancelled because it was not safe for people to be in public spaces with more than 50/100 people around. Health and Wellness fairs, Disability Right Awareness, Senior Awareness and Senior Affairs all over the state have proven to be places where participants have positive experiences and learn more about the telecommunications equipment that NMCDHH provides. Outreach takes place so that, the information reaches clients in every part of the state. Our Albuquerque office and Las Cruces office work to cover the state and we also utilize the services of our contractors to provide specific information about relay services and equipment when needed. Prior to the pandemic we provide over 101 outreach events when many more planned. We know that this trend will continue and that we will have fewer booth events this upcoming fiscal year. We are working on how we can

continue to host the booth events and to share our equipment through virtual events during Fiscal Year 2021 as we continue teleworking and practicing mitigation efforts.

Deaf-Blind Services

Community Outreach for the Deaf-NM Deaf-Blind Services program is funded by a contract amendment with CDHH. The contract for Deaf-Blind services was initially provided through the Governor’s Commission on Disability and was transferred to CDHH in the fiscal year 2013. The number of Deaf-Blind and Deaf Plus Support Service Provider (SSP) users continues to grow and at last check was at 52 users.

Aggregate data:

Total number of clients served this time period (unduplicated count): 52

Total number of clients who are Deaf-Blind (unduplicated count): 32

Total Number of Clients Who Are Deafblind by Region	Region 1	2
	Region 2	3
	Region 3	16
	Region 4	1
	Region 5	10

Total number of clients who are deaf-plus (unduplicated count): 20

Total Number of Clients Who Are Deaf+ by Region	Region 1	2
	Region 2	3
	Region 3	15
	Region 4	0
	Region 5	0

COPD has provided services in ten of New Mexico’s thirty-three counties:

- Bernalillo
- Chavez
- Dona Ana
- Grant
- Rio Arriba
- San Juan
- Sandoval
- Santa Fe
- Sierra
- Taos

Total number of SSP hours provided this time period: 4,300.00 hours

Of the total 4,300.00 of SSP services provided, 188.25 (or 4.38%) of those hours included advocacy for consumers who are deaf-plus or deafblind.

Additional analysis shows that:

- 96.38% of SSP assignments included transportation

- 32.33% of SSP assignments included transportation to medical appointments

Total number of SSP hours provided to individuals who are deafblind: 2,803.75

Total number of SSP hours provided to individuals who are deaf-plus: 1,496.25

Total number of Case Management hours provided this time period: 761.00 hours

Total number of Case Management hours provided to individuals who are deafblind: 313.50

Total number of Case Management hours provided to individuals who are deaf-plus: 447.50

Total number of trainings and workshops this time period: 2

Total Trainings and Workshops by Region	Region 1	0
	Region 2	0
	Region 3	2
	Region 4	0
	Region 5	0

Total number of outreach events this time period: 3

Total outreach events/activities	Region 1	0
	Region 2	1
	Region 3	0
	Region 4	2
	Region 5	0

Las Cruces Satellite Office

The staff at the Las Cruces Office made efforts to reduce or remove communication barriers for our consumers residing across the southern part of New Mexico. They also provided service coordination and referred consumers to appropriate service providers so they could obtain the services needed.

Individual and System Advocacy

Together, the staff served over 161 individuals, who faced communication barriers or lacked community resources to improve their quality of lives. With the staff's advocacy efforts, over 1678 communication barriers were removed among our individuals and public entities, including law enforcement, county and city ADA coordinators, courts, medical faculties, and hospitals.

Distribution of Technology Applications

Due to the staff's outreach efforts, they saw an increased demand for the Telecommunication Equipment Distribution Program. They often assist consumers with reviewing the forms to assure they are completed correctly.

Education and Advocacy

Private business, agencies, and organizations requested the staff's assistance with information and guidance. They need to learn how to accommodate their consumers with hearing loss, where to find interpreters, CART services, and other specialized resources. Individuals and their families need to learn coping skills and how to advocate for themselves.

This fiscal year, over 61 booths were hosted to educate the public about the availability of our services. The staff visited rural towns in Southern New Mexico and passed on information about the mission of NMCDHH. They stopped at several community centers, senior citizens' centers, health clinics and food banks and educated them about the availability of NMCDHH's services.

The staff actively collaborated with at least 60 various agencies and organizations in Southern New Mexico to strengthen the Deaf and Hard of Hearing communities. Some of these meetings are on an on-going basis to ensure the public is informed of the availability of the Commission's services and educated on ADA laws pertaining on communication access.

Prior to the COVID-19 Public Health Emergency, the staff was given the opportunity to provide two presentations in the communities of Southern New Mexico this year.

Sandra Williams Accomplishments in Fiscal Year 2020

- Sandra Williams advocated for a school district to provide an interpreter for the parents of a student attending school. She took immediate action and educated the school staff of ADA and NM licensure laws.

- A home medical equipment provider refused to provide communication access. With Ms. Williams's advocacy, the individual received his professional medical consultation with an interpreter.
- Ms. Williams made sure that a county-wide website complied with the Accessibility Design Guidelines and provided captioning.
- Ms. Williams advocated for an individual who was required to attend meetings at her worksite but didn't have an interpreter. As a result, interpreters are now provided for her meetings.
- Ms. Williams spoke to some high school graduates and their families who were not given transitional opportunities. Now these individuals are receiving our services to help them navigate the process in order to attend the colleges of their choices and/or seek employment. She also included resources to help them obtain driver's licenses, gain independent living skills, and information about the Equipment Distribution Program.
- One state agency did not provide an interpreter for an individual who had a hearing loss during an investigation. Ms. Williams was able to educate and ensure that the individual received interpreters for the remainder of the incident and subsequent follow ups.
- Ms. Williams explained to the management of a rural town movie theatre the importance of offering accommodations to the Deaf and Hard of Hearing. She has recently received a word from the manager that they have been approved for capital outlay money to get them up to speed with the ADA compliance. This is a step up in working toward of the goal to provide captioning for all their movies.
- Ms. Williams assisted an individual with a discrimination situation when a restaurant did not hire him due to his disability. She has received confirmation from the that the situation has been settled.

Susana Santillan's Accomplishments in Fiscal Year 2020

- Susana Santillan attended several networking meetings; as a result, she was invited to setup up a resource booth at the following:
 1. A VA clinic to reach out to veterans by providing NMCDHH information every month.
 2. A housing authority location to set up resource tables every other month.
- Ms. Santillan provided a Hearing Loss Sensitivity training to the Southern NM Society for Human Resource Management (SHRM) Chapter Members at the Las Cruces Convention Center. As a result, she has obtained referrals.
- Ms. Santillan advocated when a request for a sign language interpreter was not fulfilled. The incident required law enforcement handling a dispute During the dispute the individual tried to communicate via notepad and was unable to provide them with an accurate report. The individual contacted Ms. Santillan to request assistance with scheduling an appointment with a sign language interpreter so he could accurately provide his statement. Ms. Santillan contacted the ADA coordinator, and they scheduled a meeting with the officer, the individual, and sign language interpreter so they can take a detailed statement. Since this incident, the ADA Coordinator conducts periodic ADA training and

NMCDHH has provided sensitivity training to the County. We will continue to work and ensure that they know that while not all situations require a sign language interpreter that it does not mean that no situation will. Through continued training and with the County collaborating with NMCDHH, we can work together to educate their employees to ensure effective communication is achieved.

- Ms. Santillan provided advocacy services to a Hard of Hearing student at a university's Social Work Program. There were several months of dialog via telephone calls, emails, and video meeting with the Student Accessibility Services Interim Director, University Staff and University Office of Institutional Equity, discussing effective communication and reasonable accommodations that the student requested. This led to the department granting the accommodations for the field portion of the program. The student felt confident that the accommodations would help her succeed in the program.



SUSANA SANTILLAN AT NMSU CAREER FAIR, NOVEMBER 6, 2019

Team Accomplishments in Fiscal Year 2020

- The staff provided guidance to the city regarding their live streamed meetings to comply with ADA laws.
- Alamogordo's library now has a video phone installed. The Roswell library is planning to set up one soon.

- Ms. Williams and the Director of Community Advocacy, Corina Gutiérrez, provided advocacy and education to a Deaf student's school, guardian and teacher.
- Staff advocated and educated potential employers on effective communication, and they recently hired someone with a hearing loss.
- Staff advocated for clients who tried to get driver's license and identification cards for the past few years. They were successful in obtaining their cards.
- Due to CDHH's advocacy services, a city's "Ask the Mayor" podcast and website are now closed-captioned.
- Las Cruces staff assisted a city in Southern New Mexico get their live streamed Council Meetings captioned. After educating them and pooling resources they were able to provide captioning.

Additional COVID-19 Support

The Las Cruces staff teleworked from their homes to ensure that services were not delayed.

- The staff worked diligently with member of our community who were overwhelmed and had several questions that were asked regarding the pandemic. Many did not understand the Governor's orders, what the Coronavirus was, how to prevent being infected, what to do if they had symptoms, where could they purchase masks, why items were not stocked in stores, etc.
- Las Cruces staff were also asked about mandated stay at home orders, restrictions, social distancing, mask requirements, getting fined or imprisoned if not wearing masks especially in governmental or public agencies. They asked about how to find out about their stimulus checks and if the stimulus checks affect their Social Security benefits. Also, they often asked questions on what the Governor is saying on her live streamed messages for many could not see the interpreter clearly.
- The staff monitored various communities' websites and prompted them to provide communication access such as captioning, interpreters and transcripts on on-going basis. They provided them resources and ADA information as well.
- Ms. Williams met with and provided information to the following:
 - Two School Districts with Deaf and Hard of Hearing students contacted her and requested information.
 - A representative from a state agency requested information on captioning their website.
 - She provided information to a local hospital involving telehealth communication and recommendations during the COVID-19 Pandemic. She explained that rural, and tribal communities often have the most significant barriers to access. This means that some healthcare services are not readily delivered, such as routine immunizations, treatment for chronic conditions, and treatment and support for substance abuse disorder, and this is worse without communication access.
- Information on CART services for NMSU on-line classes

- Several members of the community asked questions about Black Lives Matter and Juneteenth, and why there was on-going violence.
- Some individuals also asked what was happening at Gallaudet University.
- Some asked why on-site governmental agencies are still closed, as they get frustrated to obtain services on-line.
- Ms. Santillan reached out to the Expanded COVID-19 Resources Local Network of Care Website to discuss hearing loss accessibility. With the collaboration of the Trilogy Network of Care Vice President and BHPC Program Manager they made multiple upgrades to the Network of Care to make it accessible. The website currently meets all ADA requirements and multiple recommendations for accessibility. This work is ongoing. On their expanded coronavirus section, they are working to include as many of the CDC's ASL videos as possible. They have also built the website to be accessible to computer screen-reader software and posted NMCDHH information.
- The Las Cruces staff worked on the Southern New Mexico COVID-19 Project. Ms. Santillan looked up Deming, Lordsburg, Silver City, and T or C city websites and noticed that their videos are not accessible to the hearing loss community. She contacted the City Clerk of each city and also spoke with the Mayor of Silver City at one of his Meetings with the Mayor, to provide guidance and resources regarding reasonable accommodations for the Deaf, Deaf-Blind, and Hard of Hearing community. She will continue to check if their websites are accessible throughout this crisis and beyond.
- Susana participated in the following COVID-19 webinars: Mental Health Challenges & Resilience Webinar April 3rd the Q&A Session on NM Eviction Moratorium April 7th via Zoom, the Best Practices in Adoption of Telehealth: COVID 19 and Beyond Miniseries Virtual Visits May 27th, to network, outreach, provide guidance, and resources for our constituents.

As we look back, we are pleased to see many positive changes with more accommodations made for our consumers who are Deaf, Deaf-Blind and Hard of Hearing. We are looking forward to another productive year in FY21.

Community Engagement

Lisa Dignan, Director of Community Engagement

The Community Engagement Department provides a broad range of services to improve communication access for Deaf, Hard of Hearing, and Deaf-Blind residents of New Mexico. During fiscal year 2020 our department worked on a variety of projects and activities while continuing to supervise all contract signed language interpreters, apprentice interpreters, and other contractors. We also had a mid-year staffing change. Full time staff members are:

- Lisa Dignan, Director of Community Engagement
- Andrea Ginn, Communication Development Specialist – July-February
- Jessica Eubank, Communication Development Specialist – February-present
Ms. Ginn left the agency to return to freelance work. Ms. Eubank was hired for the position and has jumped in with great enthusiasm to fill the role capably. Ms. Eubank is a former Apprentice and Contractor, so she already had extensive knowledge of the agency and transitioned easily into the position.
- The Community Engagement Specialist position remains vacant due to lack of budget to fill it and the implementation of a statewide hiring freeze.

The global COVID-19 pandemic created significant challenges in the last four months of the fiscal year as staff quickly shifted to teleworking in March. The Community Engagement Department has continued to provide services to our agency and our constituents while working from home, including sharing information and resources related to the pandemic via all communication platforms.

The range of services provided by the Community Engagement department include:

Professional Development Opportunities for Signed Language Interpreters

- New Mexico Mentoring
 - A structured, 16-week mentoring program for licensed New Mexico interpreters.
- Interpreter Apprentice Program
 - In-house professional development program for licensed and pre-certified interpreters.
- Professional Development Contracts
 - Statewide professional development opportunities via contracts with other individuals and entities for both interpreters and other service providers.
- Professional Development Collaborative
 - Collaboration with other New Mexico entities to provide coordinated interpreter professional development opportunities.

Information Regarding Communication Access

- Signed Language Interpreter Licensure

- Answer questions from interpreters and the community about New Mexico Interpreter Licensure requirements and processes.
- Serve as the liaison from NMCDHH to the Signed Language Interpreting Practices Board.
- Serve on various subcommittees at the request of the Board.
- Interpreter Referral Information
 - Provide information to the community regarding accessing the services of signed language interpreters.
- Captioning Referral Information
 - Provide information to the community regarding accessing real time captioning services.
- Fact Sheets on a broad range of communication access topics
 - Available for free download from our website.
- Information and Referral
 - Respond to questions from the community providing resources for assistance.

Social Media and Website

- Sharing information with our constituents through our online presence including:
 - Website: www.CDHH.state.nm.us
 - Facebook: www.facebook.com/NMCDHH
 - Twitter: www.twitter.com/NMCDHH
 - YouTube: www.youtube.com/user/NMCDHH
 - LinkedIn: www.linkedin.com/in/new-mexico-commission-for-deaf-hard-of-hearing-96710628
 - Bi-weekly email newsletter using the MailChimp system

Contract Management

- Conducting Requests for Proposals (RFPs) for services to assist our constituents.

Communication Access

- Provide communication access services for NMCDHH staff at meetings, presentations, outreach events, and when providing client services in our offices or at off-site locations.

Special Projects

- Coordinate a variety of special projects to increase our constituents' access to legal, behavioral health, and other services.

NMCDHH Library

- Resources available for loan statewide with the collection included in an online database: <https://NMCDHH.librarika.com>.

Human Resources

- All agency human resources functions are provided by the Director of Community Engagement.

Community Engagement Accomplishments in Fiscal Year 2020

- Ms. Dignan and Ms. Lori Neubauer, Administrative Operations Specialist, continually revised the agency website with current events and updated information.
- In March, an entire page was added to the website dedicated to resources related to the COVID-19 pandemic.
- Social Media reach continued to grow, and bi-weekly email newsletters with community events and news were sent out via the MailChimp email system to reach constituents who do not use Facebook and Twitter. At the end of the fiscal year, NMCDHH had:
 - 1,570 followers on Facebook
 - 407 followers on Twitter
 - 220 subscribers to our MailChimp email newsletter
 - 115 Ask the Expert questions submitted through the website answered
- The NMCDHH Library was significantly impacted by the COVID-19 public health emergency. When staff began teleworking in March, the library was closed to the public the “NMCDHH Library Item of the Month” feature in our email newsletters was suspended. Ms. Neubauer’s work resulted in growing registrations for the library database to 101, and in FY20 and 24 patrons borrowed 40 items.
- Ms. Dignan and Roger Robb, Community Education Specialist, had been invited to provide additional training to the Law Office of the Public Defender in Albuquerque and field offices regarding how to effectively work with Deaf defendants and interpreters in legal settings, but they were postponed due to the public health emergency.
- Community Engagement staff attended and presented at several professional conferences:
 - Ms. Dignan attended the Registry of Interpreters for the Deaf (RID) biannual conference in July and the Colorado Registry of Interpreters for the Deaf (CRID) conference in October. She was asked to provide a presentation about the differences between spoken and signed language interpreting at the New Mexico Translators and Interpreters Conference, and she presented to several local groups about mentoring, communication access, and working with interpreters in legal settings. Several other presentations and conferences were cancelled due to the public health emergency, but she has attended several online trainings from various sources while working at home.
 - Ms. Ginn attended the Mental Health Interpreter Training (MHIT) Alumni conference in August and successfully completed a training program through Interpreting Institute for Reflection-in-Action & Supervision (IIRAS). She presented a five-part series of workshops for current and past Apprentices on Demand-Control Schema.

- Ms. Eubank presented information about the Apprentice Interpreter Program to soon-to-be graduates of the UNM Signed Language Interpreting Program just before the public health emergency began. She developed and presented three virtual workshops focused on the Demand Control Schema and its application to interpreting work. Two workshops were for UNM students who are beginning their practicum year in the Signed Language Interpreting Program, and one was open to the local interpreting community. She attended 12 professional development workshops and trainings while working at home, many of which were focused on best practices for video remote interpreting or providing feedback to interpreting students in virtual environments.
- Ms. Dignan, Ms. Ginn, and Ms. Eubank delivered professional development opportunities to 77 signed language interpreters from New Mexico through various workshops and programs.

Ms. Dignan's accomplishments included:

- Making further improvements to New Mexico Mentoring, including updating several curricula. Six mentor-mentee pairs participated, and all successfully completed the program with minor adjustments to the schedule after the public health emergency began. Participants were from Albuquerque, Los Ranchos, Santa Fe, Farmington, and Ruidoso.
- Completing the years-long project of coordinating the installation of two VideoPhones at the Albuquerque Sunport – one near baggage claim and one inside the secure area of the terminal.
- Serving a second term as Chair of the Council for Purchasing from Persons with Disabilities (following five years as Vice-Chair) and guided the Council's transition to remote meetings via Zoom in compliance with new guidance regarding Open Meetings Act during the public health emergency.
- Liaising with the Signed Language Interpreting Practices Board (SLIPB) through many challenges and projects: successfully working with the Governor's office to facilitate several appointments to the Board so they could finally meet quorum and conduct business after full year of delay; participating in two Board meetings; and leading the Rules Committee on drafting proposed rule changes to offer additional flexibility to New Mexico interpreters. The Board voted to move forward with a Rule Hearing in April to consider the proposed rule changes, but that meeting was postponed due to the public health emergency. I continue to work with the Board Administrator to issue licenses while staff are working remotely, and worked with the Board attorney to draft an order to grant a six-month extension for provisional licenses that would expire in 2020 due to the public health emergency forcing the closure of testing centers.

- Collaborating with New Mexico State Personnel Office (SPO) and DVR to assure accessibility for a Rapid Hire event that drew over 4000 applicants for state jobs.
- Gathering, curating, and sharing a vast amount of resources related to the COVID-19 pandemic; creating a COVID-19 Resources page on the NMCDHH website; and regularly adding information to the website, social media accounts, and email newsletter with invaluable assistance from Lori Neubauer, the Administrative Operations Specialist.
- Attending several Zoom training webinars and successfully learning how to provide closed captioning on Zoom meetings, live stream them to YouTube, show the captions on the live stream, and administer meetings while also participating in my manager role. This was implemented for two remote NMCDHH Board Meetings during the fourth quarter.
- Assisting several entities regarding improvement of communication access, including:
 - Alamogordo Public Schools
 - Albuquerque BioPark
 - Albuquerque International Sunport
 - Albuquerque Sign Language Academy
 - Bernalillo County
 - Division of Vocational Rehabilitation
 - Hearing Loss Associations of Albuquerque and Santa Fe
 - Homewise Realtors
 - Las Cruces Public Schools
 - Law Office of the Public Defender
 - Lovington Schools
 - Metropolitan Court
 - Metropolitan Detention Center
 - New Mexico Adult Protective Services
 - New Mexico Commission for the Blind
 - New Mexico Crisis and Action Line
 - New Mexico Environment Department
 - New Mexico School for the Deaf
 - New Mexico State Personnel Office
 - Probation and Parole
 - Regulation and Licensing Department
 - Rochester Institute of Technology (RIT)
 - Rocky Mountain Youth Corps
 - San Juan College
 - Santa Fe District Attorney's Office
 - State Purchasing Division
 - University of New Mexico
 - University of New Mexico Hospital
 - William McBride Law Group
 - Several private entities

Ms. Ginn's accomplishments included:

- Directing the Apprentice Interpreter Program, which began the fiscal year with five apprentices Albuquerque. Due to staffing changes and budget concerns, two apprentices were exited from the program when Ms. Ginn left the agency.
- Successfully coordinated the complex communication access services for the Coffee with a Cop event in August, which included ASL interpreters, transliterators, tactile interpreters, and CART services. The team consisted of 11 interpreters and the CART writer.
- Working with Albuquerque Little Theatre to create accessibility for select performances.

Ms. Eubank's accomplishments included:

- Immediately upon joining the agency in February, taking over directing the Apprentice Interpreter Program with the three remaining apprentices. She met with each of the Apprentices to get to know their skills and needs. She provided ongoing Apprentice sessions in Supervision and Reflective Practice focused on ethical decision making and preparing for the NIC Performance Exam, transitioning those sessions seamlessly to remote when the public health emergency began.
- Managing the application and interview process for FY21 Apprentice Interpreters, which were conducted entirely on Zoom.
- Assuring that all interpreter contractor and agency invoices were submitted by the end of the fiscal year.
- Guiding the three FY20 Apprentice Interpreters to successful completion of their year as Apprentices with NMCDHH. All three agreed to provide contract interpreting services for us in FY21.

Over the course of the fiscal year, Ms. Ginn and Ms. Eubank coordinated 529 hours of interpreting services for the agency. Only three of those hours were provided by interpreter referral agencies, with the rest being provided by staff or direct contractors, resulting in a significant cost savings. Unfortunately, 166 hours of interpreting services were cancelled due to the public health emergency. Apprentices engaged in 511.5 hours of observation, interpreting, and professional development work in the fiscal year, despite the cancellation of 33.75 hours due to the public health emergency.

Human Resources Accomplishments in Fiscal Year 2020

In addition to program work, Lisa Dignan is the Director of Human Resources for the agency. Fiscal Year 2020 was a very busy year for Human Resources activities.

Accomplishments in this area included:

- Processed the resignation of Cheryl Padilla.
- Processed the retirement of Louise Chavez-Rasgado.
- Processed the resignation of Andrea Ginn.
- Prepared for the retirement of Sandra Williams.
- Reclassified one vacant position.
- Posted, managed applications, and coordinated interviews for four vacant positions, including one of them twice due to a candidate declining the position.

- Hired and onboarded four new staff members:
 - Hector Lopez, the new Financial Services Specialist.
 - Dennis Stidham, the new Community Advocacy Specialist.
 - Jessica Eubank, the new Communication Development Specialist.
 - Myra Sandoval, the new Community Advocacy Specialist. Ms. Sandoval started work after the office had shifted to telework, so most of her orientation was provided remotely via Zoom.
- Gathered data for additional reclassifications of vacant positions, which will be on hold indefinitely due to the statewide hiring freeze.
- Implemented several policy updates as required by the State Personnel Office.
- Coordinated the completion of two online employee trainings: Civil Rights and Active Shooter Awareness.
- Implemented several policies and procedures related to the COVID-19 public health emergency, including related to getting the entire agency shifted to telework.
- Employee and manager evaluations were completed and entered in SHARE prior to the June 30 deadline.
- Personnel files were updated and prepared for the FY20 Audit.
- Attended several Human Resources Council meetings and training webinars hosted by SPO and the Employee Benefit Bureau.
- Assured that all FY21 salary increases were correctly entered in SHARE for eligible employees.
- The agency has occupied the current Albuquerque office space for five years as of December of 2019. We continue to maintain an excellent relationship with the building management company and have worked with them during the pandemic to share information with staff about their application of COVID Safe Practices.

*FY20
Apprentices*



JESSICA SIETERS-MARTINEZ



ELIZABETH ANDERSON



KELLY CANO



CHELSEA KABAN



SARA EAVES

Fall 2019 New Mexico Mentoring Group Photo



Sally Schwartz, Andy Lim, SequoiaRae Zuniga

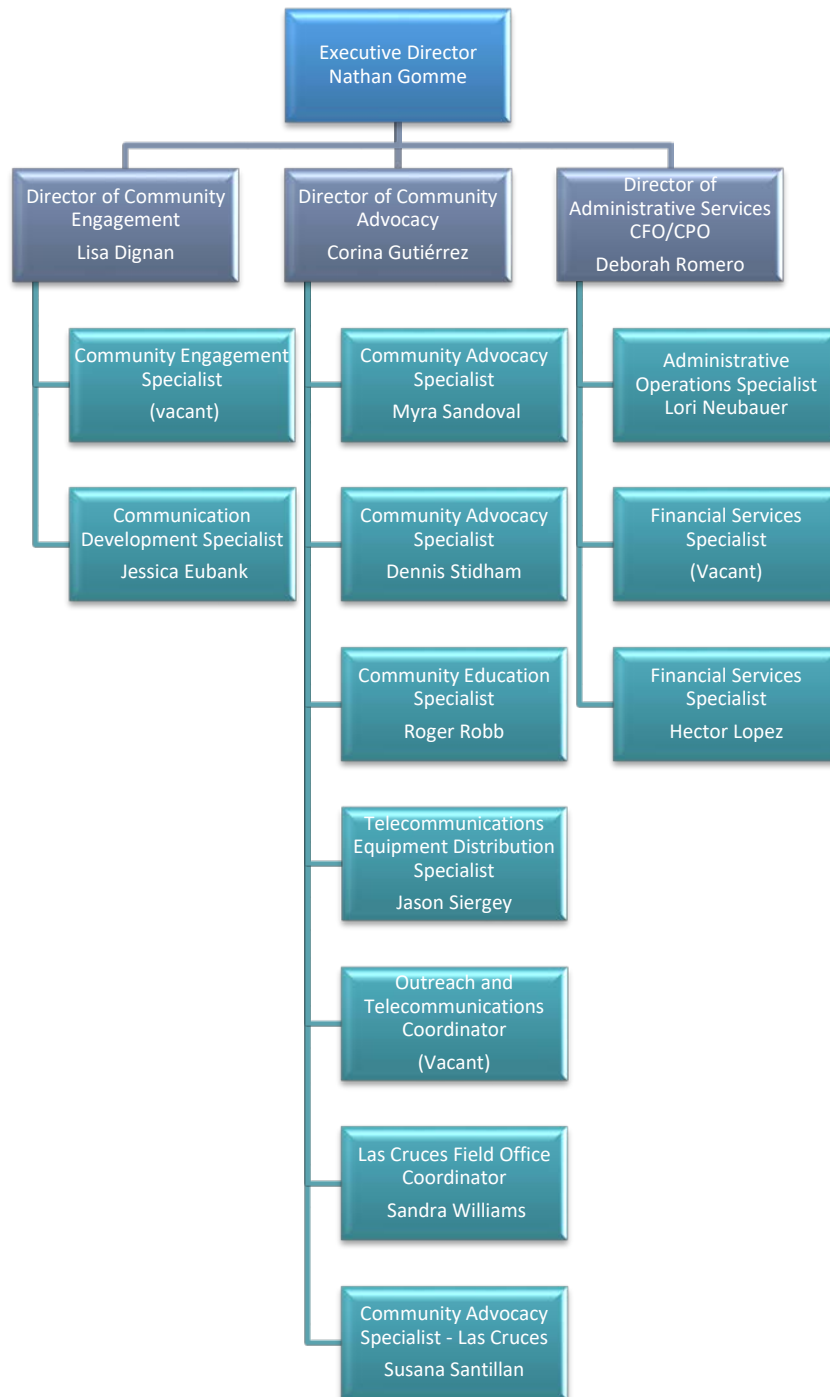
Spring 2020 New Mexico Mentoring Group Photo

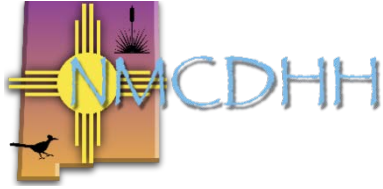


Back row: Lisa Dignan, Lyssa Mercado, Beth Hansen, Rachel Salas, Rebecca Funk, Lynn Martinez, Dawn Barnes
Front row: Alesha Bird, SequoiaRae Zuniga, Sally Schwartz, Nixo Lanning

NMCDHH Organizational Chart

as of June 30, 2020





Staff Members

G. Nathan Gomme, Executive Director

G. Nathan Gomme began his career with NMCDHH as a Service Coordinator in November 2008, and later became the Director of the Public Policy and Advocacy Department. In April of FY14, he was selected to be Executive Director after an extensive nationwide search. Originally from Connecticut, Mr. Gomme holds a Bachelor of Arts in Philosophy from Gallaudet University where he graduated with University Honors. A resident of New Mexico since 2005, Mr. Gomme has a wealth of experience in transition issues, advocacy, and ADA compliance, and has proven his leadership skills both within the Commission for Deaf and Hard of Hearing, and in the community through several projects with partner agencies.



Lisa Dignan, Director of Community Engagement

Lisa Dignan directs the Community Engagement Department and programs focused on the professional development of signed language interpreters, including New Mexico Mentoring. She administers a variety of contracts to improve communication access for people who are Deaf or Hard of Hearing by increasing the pool of highly skilled interpreters. She works closely with the Signed Language Interpreting Practices Board on issues around licensure of interpreters and served seven years on the New Mexico Administrative Office of the Courts Language Access Advisory Committee. She is a member or Chair of several committees working to improve language access. Lisa has served as the Interim Executive Director of NMCDHH on two separate occasions. Lisa relocated to Albuquerque in 2007 after serving as the disability services Coordinator at Laramie County Community College in Wyoming for 13 years. A nationally certified interpreter with over 25 years of experience and a lengthy history in the independent living movement, Lisa earned a master's degree in adult education from the University of Wyoming and holds RID certifications in interpretation and transliteration.



Corina Gutiérrez, Director of Community Advocacy



Corina Gutiérrez is a New Mexico native from Hatch, the “Chile Capital of the World.” Corina attended the New Mexico School for the Deaf (NMSD) for most of her education. She is a renowned basketball player who was part of the Deaflympics women’s basketball team and is one of three inductees to the Wall of Fame at NMSD. She received a bachelor’s degree in physical education from Gallaudet University. Corina previously worked at NMSD, her alma mater, as a Student Life Educator and worked at the Arizona State School for the Deaf and Blind as a Master Teaching Parent. She has served as the American Sign Language Coordinator and teacher at the Deaf Culture Center and has served on the New Mexico Association for the Deaf Board of Directors, as an advisory board member for Gallaudet University Regional Center – Southwest, as a board member for National Council of Hispano Deaf & Hard of Hearing, Council de Manos, and Raíces del Rio Grande. Corina is currently serving as a board member for the NMSD Alumni Association and the New Mexico Mano a Mano. Corina joined NMCDHH in August of 2007. She plans, advocates and coordinates services to meet her clients’ needs. In FY14, Corina became Interim Director of Public Policy & Advocacy, and in FY15, became Director of Public Policy & Advocacy. The Public Policy & Advocacy Department is now the Community Advocacy Department, and Corina remains Director of that department.

Deborah Romero, Director of Administration Services, CFO & CPO

Deborah Romero is a New Mexico native from Santa Fe. She is currently the Chief Financial Officer. She has over 21 years in government service. Prior to her career in government, Deborah was the director of a private school. She is a member of NMPPA, New Mexico Public Procurement Association. She attended New Mexico State Cooperative Extension, NM-EDGE and is a Certified Public Purchasing Professional PPP and Certified Public Officer, CPO. Deborah also attended the University of New Mexico and is a Certified Emergency Medical Technician and former volunteer firefighter.



Sandra Williams, Las Cruces Field Office Coordinator



Sandra Williams has over 20 years of experience as a vocational rehabilitation counselor working with Deaf and Hard of Hearing clients. Her areas of expertise include counseling, advocacy, case management, and sensitivity training. In addition to teaching American Sign Language at El Paso Community College and New Mexico State University, Sandra has served on numerous community programs and boards such as the Sign Language Licensure Board, Language Access Board at Memorial Medical Center, New Mexico School for the Deaf Board of Regents, New Mexico State University Deaf Education Graduate Program, CPS Millwood Psychiatric Hospital and Rio Grande Community Coalition for Deaf and Hard of Hearing. Sandra has worked for NMCDHH since 2006. Sandra is also the parent of three grown children with hearing loss and has a grandchild with hearing loss.

Louise Chavez-Rasgado, Financial Services Specialist

Louise Chavez-Rasgado is a New Mexico native from Santa Fe. She has worked with State Government for over twenty years, working for the NM Film Office, NM Corrections Department and the NM Environment Department. She has worked as an administrative secretary, paralegal secretary, and office manager before going into finance. In her financial roles she has worked with payables, receivables and most recently as a program administrator for the special appropriations programs at the NM Environment Department. She is a member of the Association of Government Accountants. Louise retired with the State at the end of December and relocated to Minnesota with her husband and son.



Jessica Eubank, Communication Development Specialist



Jessica Eubank is a native of Belen, New Mexico. Jessica holds degrees from the University of New Mexico in Signed Language Interpretation and Psychology. She also holds her National Interpreter Certification from the Registry of Interpreters for the Deaf, as well as her Educational Interpreter Performance Assessment qualification in K-12 education. She has specialized training in performing arts interpreting and interpreting for religious settings.

A former NMCDHH apprentice herself, Jessica is excited to now supervise the NMCDHH Apprentice Interpreter Program and is dedicated to fostering professional growth and opportunity for our local community. Jessica both provides and coordinates interpreting services for NMCDHH staff and agency needs.

Andrea Ginn, Communication Development Specialist

Andrea ‘Aundi’ Ginn is a graduate of the University of New Mexico’s Signed Language Interpreting Program. She holds National Interpreter Certification and a specialized certification as a Qualified Mental Health Interpreter. Aundi is dedicated to the professionalization and growth of the interpreting field through mentoring, professional development, and supervision. She supervised the Apprentice Interpreter Program at NMCDHH, coordinated interpreting services for staff members, and provided interpreting services for the day to day needs of the agency. She left the Commission in February of 2020 to become a freelance interpreter, but still does contract interpreting for NMCDHH.



Hector Lopez, Financial Operations Specialist



Hector Lopez is the Financial Operations Specialist for NMCDHH. He has over 12 years of experience in state government. Hector started as an Office and Administrative Support at the Department of Information Technology. He became a Financial Specialist for Children, Youth and Family Department and later for the New Mexico Gaming Control Board. He has an Associate’s Degree in Office Technology and is bilingual Spanish and English.

Lori Neubauer, Administrative Operations Specialist

Lori Neubauer studied ASL, Manually Coded English, and Deaf Culture at the University of New Mexico. After a career in optical retail and wholesale, she became the Interpreter Coordinator for the Community Outreach Program for the Deaf. While working there, she adopted her youngest son from Ethiopia who is Deaf and is now a graduate of the New Mexico School for the Deaf in Santa Fe. Lori can usually be seen at the front desk, but works behind the scenes at NMCDHH, too, with a variety of duties. She has worked at NMCDHH since December of 2006.



Cheryl Padilla, Community Advocacy Specialist



As a native of New Mexico, Cheryl L. Padilla brought a wealth of experience to NMCDHH with the ability to work as one of the Community Advocacy Specialists. She worked at the New Mexico School for the Deaf and at Desert Hills prior to working with Deaf and Hard of Hearing children as a program coordinator at La Familia Inc., where she created programs to help clients live independently. Before becoming the Community Advocacy Specialist, she helped bring people together

to establish the New Mexico Abused Deaf and Hard of Hearing Advocacy Center, Inc., also known as New Mexico Signs of Hope. She left NMCDHH in August of 2019 for a new opportunity.

Roger Robb, Community Education Specialist

Roger is an Albuquerque native who is very happy to be living in Albuquerque once again after living in California, Colorado, Georgia, Illinois, Pennsylvania, and North Carolina. To quote Dorothy from “The Wizard of Oz”, “There’s no place like home!” With a 15-year history in Advocacy and Case Management at Deaf and Hard of Hearing agencies in the aforementioned states, Roger brings a wealth of experience to the NMCDHH. Roger graduated from the New Mexico School for the Deaf and majored in Sociology at Point Loma Nazarene College in San Diego.



Myra Sandoval, Community Advocacy Specialist



Myra Sandoval was born in Albuquerque and grew up in Los Lunas. She is the third generation of a Deaf family and was also the third generation to graduate from the New Mexico School for the Deaf (NMSD). She received her Associate degree in Laboratory Science at the National Technical Institute for the Deaf (NTID), then completed her bachelor’s degree in Psychology from the University of Phoenix. Ms. Sandoval has had experience working in the mental health field as Behavior Health Technician and has experience working with Deaf-Blind, Deaf, and Hard of Hearing communities as a Service Coordinator.

Susana Santillan, Community Advocacy Specialist

Susana Santillan is a Community Advocacy Specialist in our Las Cruces office. Susana has a long history serving individuals who are Deaf, Hard of Hearing, and Deaf-Blind. Before coming to NMCDHH, she was the Deafness Resource Specialist for Volar Center for Independent Living, the Deafness Resources Specialist for Communication Service for the Deaf (CSD) and served in the University of Texas at El Paso (UTEP) Disabled Student Services Office. The UTEP Center for Accommodations and Support Service presented the Community Member “Diamond Amigo Award” to Susana in October 2015. Susana is trilingual in English, Spanish, and ASL. She is the proud mother of four children, one of whom is a Deaf-Blind adult with Usher Syndrome. Due to her daughter’s deafness, Susana has been involved in the deaf community for 32 years.



Jason Siergey, Telecommunications Equipment Distribution Program Specialist



Jason Siergey is originally from Chicago, Illinois, and received his degrees from the National Technological Institute for the Deaf/Rochester Institute of Technology in Rochester, New York and DeVry University. Jason has 20 years of experience in the Information Technology field and has combined that with his interest in Human Services to best serve the Deaf, Hard of Hearing, Deaf-Blind, and Speech Disabled of New Mexico. He has worked with the citizens of New Mexico on what our Telecommunication Equipment Distribution Program (TEDP) has to offer and how the devices benefit them. He has distributed over a thousand pieces of equipment each year since taking the position in July 2011. His clients are thrilled when they can communicate with the outside world, especially with their family members.

Dennis Stidham, Community Advocacy Specialist

Dennis Stidham is a Community Advocacy Specialist in NMCDHH's Albuquerque office. Dennis has 14 years of experience working with Deaf, Deaf-Blind, and Hard of Hearing throughout the Albuquerque, Los Lunas, Belen, and Santa Fe areas. Dennis is originally from Arizona but has been a resident of New Mexico since 2003. Dennis is married and they have four children. His wife, Suella, is also Deaf.



Board of Commissioners

Concha Dunwell, Chair – Deaf or Hard of Hearing Professional

Concha Dunwell is a lifelong resident of Las Cruces, New Mexico. She recently retired from Las Cruces Public School District after 20 years working in various positions within their special education department. She has served on the New Mexico Registry of Interpreters for the Deaf Board and Hearing Loss Association of America, Las Cruces Chapter Steering Committee. Mrs. Dunwell teaches American Sign Language at New Mexico State University and after many years of working with the Lions Camp for Deaf and Hard of Hearing children, was named Director in January 2016. Mrs. Dunwell was awarded the Melvin Jones Fellow Award from the Lions Club International Foundation for her humanitarian efforts and is the first woman to receive the award. Currently, she is working in different capacities all related to deafness. She continues to maintain involvement with the Deaf and Hard of Hearing communities in the southern part of the state and has formed many friendships.



Francis Vigil, Vice-Chair – Parent of a Deaf or Hard of Hearing Child



Francis Vigil was not born in New Mexico but has been raised in New Mexico nearly his entire life. He is from the Pueblo of Zia and is also Jemez Pueblo and Jicarilla Apache. Mr. Vigil has served as an educator in New Mexico his entire educational career. Mr. Vigil started his educational career as a high school science teacher, and has served as a school, district, state, and federal level administrator throughout New Mexico. Mr. Vigil is currently the Education Specialist for Native Language, History, and Culture for the Bureau of Indian Education (BIE). In his current work, he works to implement culturally and linguistically responsive methods across the BIE's twenty-three Bureau

Operated Schools, in 8 states. In addition, Mr. Vigil has done consulting work with several schools, school districts, and community-based education entities within New Mexico in the areas of culturally and linguistically responsive education. He also serves as a board member for Parents as Teachers, which is an international and national early childhood education and home visiting provider.

Mr. Vigil holds a Bachelor of Science in Microbiology from New Mexico State University (Go Aggies!), a Master of Arts in Secondary Education from the University of New Mexico and is currently pursuing a PhD in Social Justice at Arizona State University.

Mr. Vigil and his wife Stella, have a blended family, and they are parents to a total of seven children. Of the seven children, two are deaf, Bria and Soniya Vigil. It is through them that Mr. Vigil has had the honor of becoming an advocate and community member for and with the deaf and hard of hearing community in New Mexico. Mr. Vigil has been engaged with New Mexico School for the Deaf (NMSD) Albuquerque Pre-school and Santa Fe campuses as a parent since 2006. Mr. Vigil has been involved in NMSD school and community advocacy and events. He has worked with NMSD on creating understanding for culturally responsive education. He has provided training and support to sign language interpreters in the area of cultural competency. He, and his daughter Bria, had the honor of presenting at the Registry of Interpreters for the Deaf (RID) Conference about the need for cultural understanding for sign language interpreters. Now that his daughters are in middle and high school, he can be seen cheering on the NMSD Roadrunners wherever they are playing!

Dr. Rosemary J. Gallegos, Secretary – Superintendent of the New Mexico School for the Deaf

Rosemary J. Gallegos was born and raised in Taos, New Mexico. She earned a Bachelor's degree in Elementary and Special Education from New Mexico State University and Master's Degree in Deaf Education from the University of Arizona. In May 2016, she received her Doctorate of Education in Educational Leadership from the University of New Mexico. Dr. Gallegos has served in many capacities at the New Mexico School for the Deaf. She was an early interventionist, teacher, instructional supervisor and administrator. During her 30 year tenure at NMSD, she cultivated the state wide early intervention and outreach programs of NMSD ensuring that all deaf and hard of hearing children in our state have access to specialized information, resources, and opportunity to engage in their community of deaf and hard of hearing peers and adults. Dr. Gallegos also serves as co-chair of the NM Task Force for Education for Deaf and Hard of Hearing Children and Youth. Dr. Gallegos is the 9th Superintendent of the New Mexico School for the Deaf.



Don Johnson – Deaf or Hard of Hearing Representative from Southern New Mexico



Don Johnson was born in Detroit, MI, and received much of his education in Michigan. His PhD in mathematics, however, was earned at Purdue University, in Indiana. He moved to New Mexico in 1965 to accept a position in the Department of Mathematical Sciences at New Mexico State University, from which he is now retired. Prior to that, he was a member of the faculty at The Pennsylvania State University. His hearing loss is of at least 30 years' duration. He is active in the Las Cruces Chapter of the Hearing Loss Association of America, where he serves as treasurer. His commission expired December 31, 2019.

Dr. Michael O'Brien – Division of Vocational Rehabilitation Designee

Michael O'Brien is the newly appointed Administrator of the Rehabilitation Services Unit for the New Mexico Division of Vocational Rehabilitation. He comes to New Mexico with more than 40 years' experience in rehabilitation. He has served as an administrator, practitioner, and professor in the field. He has a B.A. from the University of Missouri-Kansas City, M.A.Ed. from Chadron State College, and an Ed.D. from Oklahoma State University. He is a certified rehabilitation counselor and a certified vocational evaluation specialist. His work includes previous experience as associate professor of rehabilitation counseling at New Mexico Highlands University. As the director of the Oklahoma Department of Rehabilitation he was responsible for the supervision of the Oklahoma School for the Deaf. He is a four-time National Institute on Rehabilitation Issues national scholar. He has been married to his bride, Jan Marie, for 43 years. They have four grown children and 13 grandchildren.



Josh Pando – Division of Vocational Rehabilitation Designee



Josh Pando was one of the Field Operations Directors at the Division of Vocational Rehabilitation (DVR) tasked with overseeing Area 5 (Lomas, Oakland, Mountain) and Area 7 (South Valley, Belen, Socorro) offices. Before coming to DVR, Josh worked at the University of New Mexico (UNM) as both a Staff Ombuds and an EEO investigator. His career began in Los Alamos, where he worked as a Paraprofessional at Los Alamos High School, working with students with vision and hearing loss. Moreover, Josh work as a Case Manager

in northern and central New Mexico, eventually being promoted to the program administrator for the Disabled and Elderly (D&E) Medicaid program at the Aging and Long-Term Services Department (ALTSD). His 2nd stint at ALTSD was as a Long-Term Care Ombudsman where he advocated for the civil rights of residents living in long term care facilities. In between Josh's two jobs at ALTSD, he also proudly served as the Training and Development Manager for the Risk Management Division (RMD), Alternative Dispute Resolution Bureau (ADR). Josh is an active, trained professional mediator, and often serves as a pro-bono mediator for the State of New Mexico as needed. Additionally, he serves as a mediation coach at the UNM School of Law. He earned a Bachelor of Science in Psychology from New Mexico Tech in 2003, and a Master's in Public Administration from UNM in 2016. In his free time, he enjoys living in the Los Lunas area near his family, playing with his dogs, and on his farm near the Bosque.

Johnny Robertson – President of New Mexico Association for the Deaf



Johnny Robertson is a native New Mexican, born in Santa Fe, NM. He attended the New Mexico School for the Deaf in Santa Fe for several years, and later attended Highland High School in Albuquerque. He went on to get his B. A. degree from Gallaudet University. He received his M.A. and M.S. degrees from the University of Arizona. Mr. Robertson has been an Assistant Professor at California State University Northridge and Southwest Collegiate Institute for the Deaf. He was Transition Coordinator at the New Mexico School for the Deaf until he retired in 2008. Mr. Robertson has served on numerous boards including NMCDHH.

Austin Welborn – Deaf or Hard of Hearing Representative from Northern New Mexico

Austin R. Welborn was born in Mountain View, CA, but grew up in several cities across Texas, and in Broomfield, Colorado. He received his Bachelor's and Master's degrees in Mechanical Engineering from the University of Utah in 2009 and 2010, then moved to Albuquerque shortly after that. He has fallen in love with the state of New Mexico and its rich culture and amazing landscapes. Within a few years of moving to New Mexico, he became a board member for the New Mexico Commission for Deaf and Hard of Hearing and has been involved in the Deaf community and its diverse organizations. Recently, however, Austin had a job opportunity in Austin, Texas, and he and his wife, Melanie, are beginning a new life there.





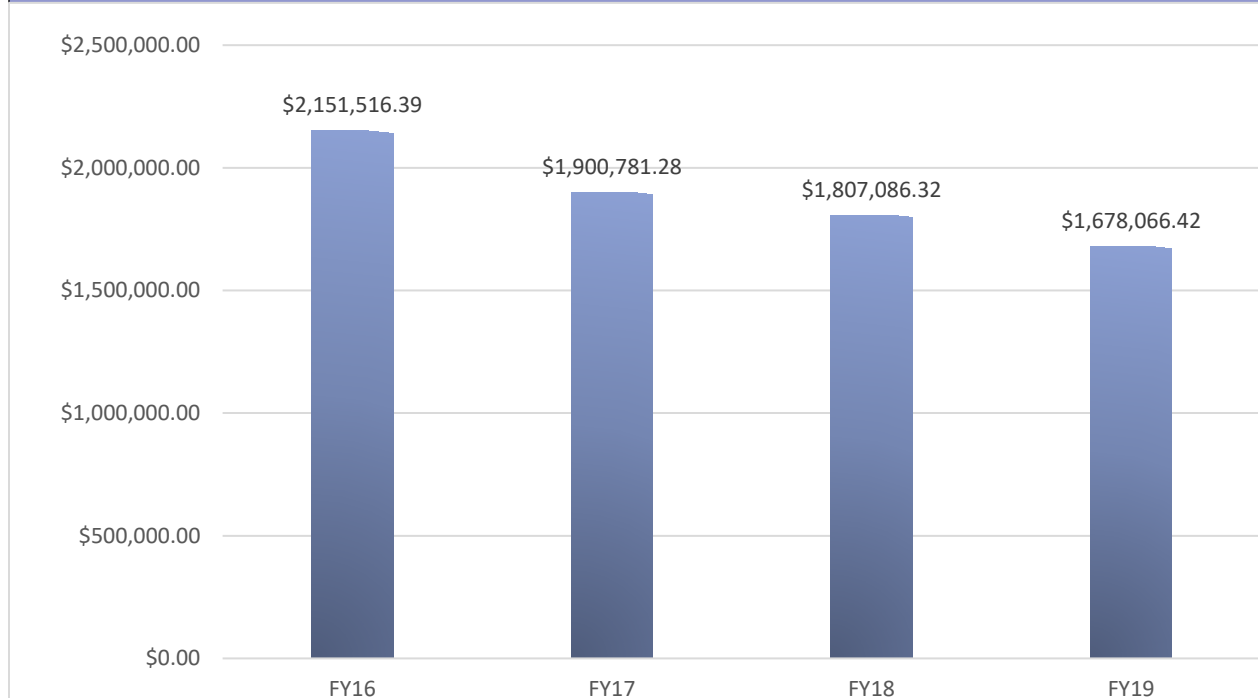
Budget

FY19 NM Commission for Deaf and Hard of Hearing Annual Report

Category	2019 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONNEL SERVICES	1,134,500.00	951,124.35		183,375.65	83.84%
300 CONTRACTUAL SERVICES	1,738,800.00	760,015.13		978,784.87	43.71%
400 OTHER	291,300.00	236,503.80		54,796.20	81.19%
500 OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total	3,281,100.00	2,064,143.28	0.00	1,216,956.72	62.91%

FY19 Revenue	
General Fund Allotment	TRS Revenue
\$319,400	\$1,678,066.42

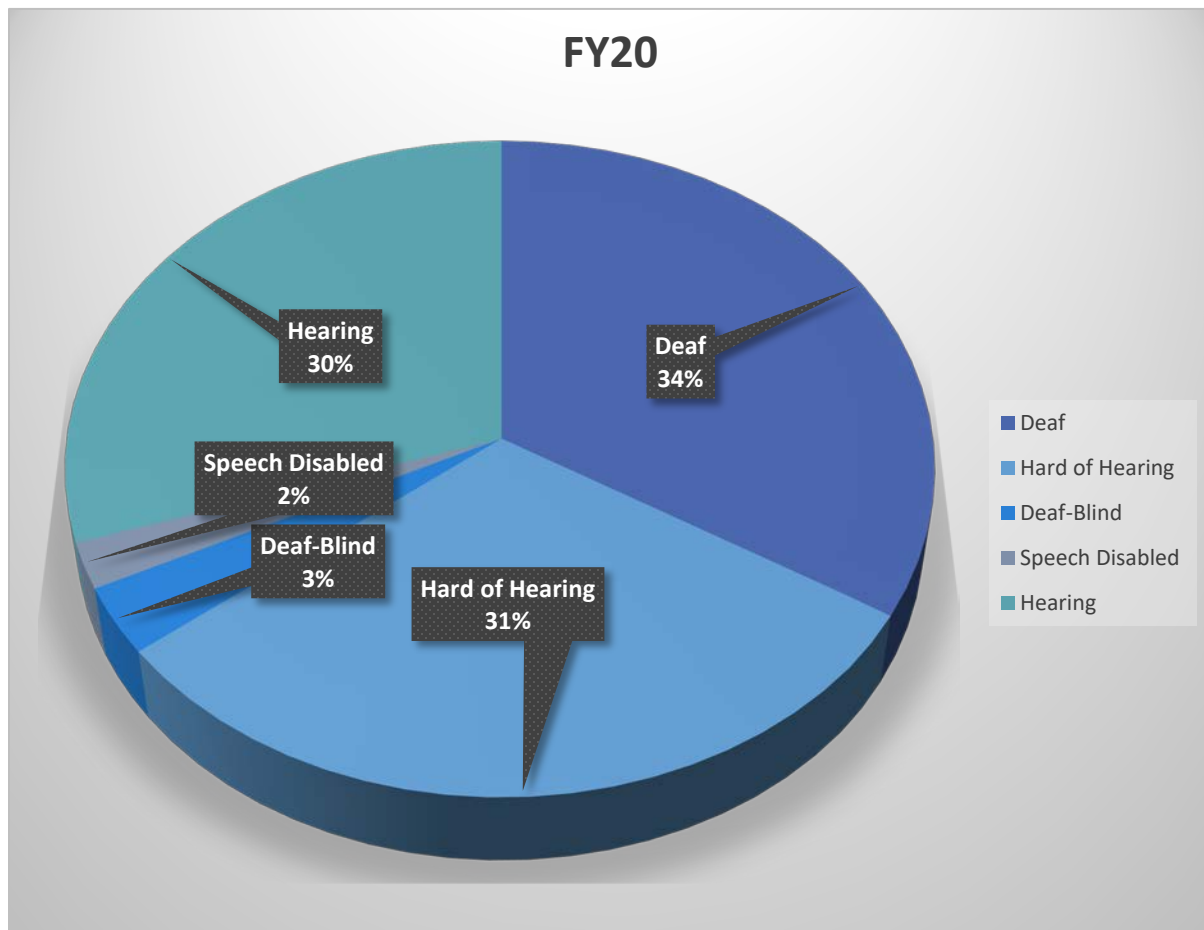
TRS REVENUE COLLECTED FROM FY16 – FY19





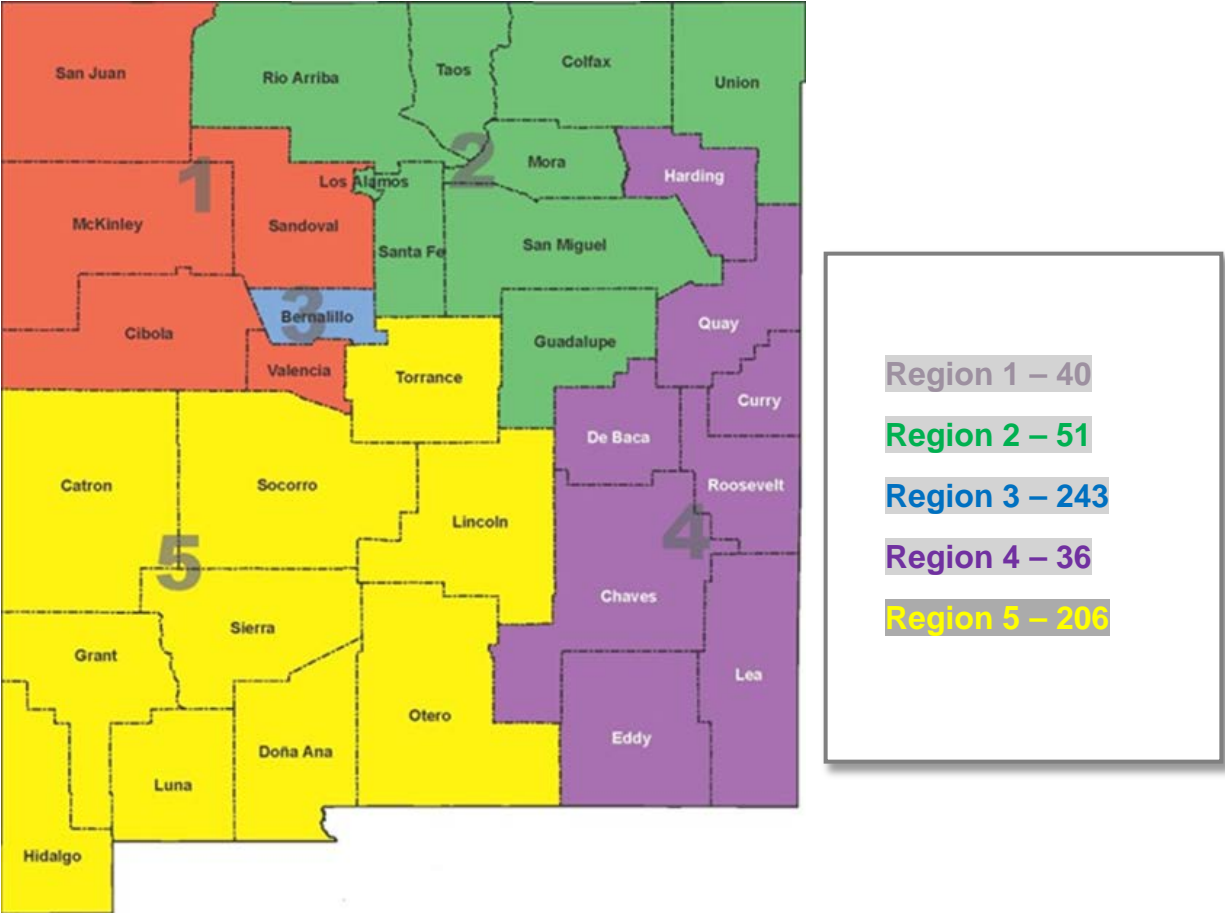
Client Statistics

Clients by Self-Identified Disability



NMCDHH Served 576 Clients in FY20

Clients by Region





Contact Information

Albuquerque Office

NMCDHH
505 Marquette Ave. NW
Suite 1550
Albuquerque, NM 87102

Phone Numbers

Voice/TTY: 505.383.6530
Video Phone: 505.435.9319
Toll Free in NM: 800.489.8536
Fax: 505.383.6533

Las Cruces Office

NMCDHH
Palms Office Complex
2407 W. Picacho, Suite A-100
Las Cruces, NM 88007

Phone Numbers

Voice: 575.525.1036
Video Phone: 575.541.3400
Fax: 575.525.1039

Website: www.cdhh.state.nm.us

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