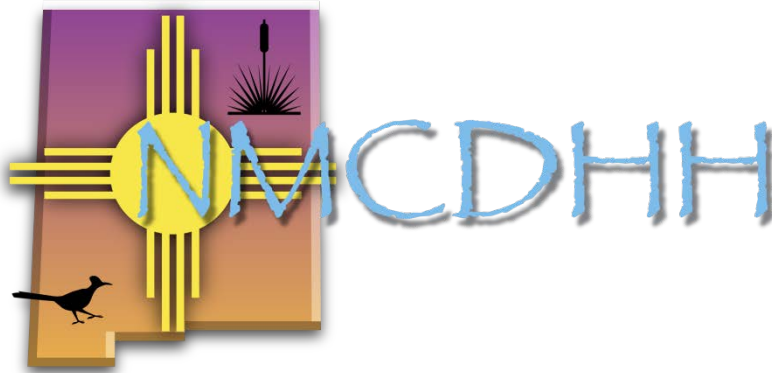


New Mexico Commission for Deaf & Hard of Hearing



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Quarterly Report FY16 Quarter 1



FY16 Quarter 1 Board Report

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NMCDHH BOARD MEETING
Thursday, December 3rd, 2015 at 3:00 p.m.
NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102

DRAFT AGENDA

Posted: November 3, 2015

- I. Call to Order and Roll Call
- II. Approval of agenda
- III. Approval of Minutes of September 15, 2015
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
- V. Action Items
- VI. New Business
- VII. Executive Session –
Pursuant to Section 10-1-15-H, NMSA 1978, limited to personnel matters related to the compensation package for Executive Director Gomme
- VIII. Adjournment

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

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

COMMISSIONERS

Mr. Austin Welborn – Deaf/Hard of Hearing Representative of Northern New Mexico
Ms. Rosemary Gallegos – Superintendent of the New Mexico School for the Deaf
Mr. John Fullinwider – Division of Vocational Rehabilitation
Mr. Luis Quiñonez – Parent of Deaf/Hard of Hearing Child
Mr. Johnny Robertson – President of NM Association of the Deaf
Vacant – Deaf/Hard of Hearing Representative of Southern New Mexico
Vacant – Deaf Professional



**STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING
Tuesday, September 15, 2015**

*NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102
3:00 p.m.*

DRAFT – These minutes will be subject to another possible revision and approval by commissioners at the next commission meeting.

I. CALL TO ORDER AND ROLL CALL

Chair Mark Apodaca called the meeting to order at 3:00 p.m.

Present: Mark Apodaca, Chair Luis Quiñonez, Secretary
 John Fullinwider Johnny Robertson
 Rosemary Gallegos

Absent: Austin Welborn

Eleven staff members from NMCDHH were present: Executive Director Nathan Gomme, Sam Martinez, Jason Siergey, Corina Gutierrez, Deborah Romero, Cheryl Padilla, Lori Neubauer, Luke Adams, Roger Robb, Rich Bailey and Staff Interpreter Andrea Ginn. Three other interpreters were present: Audrey Blanco, Mary Collard, and Trena Franck. Seven members of the community were in the audience.

Chair Mark Apodaca introduced Rosemary Gallegos, Superintendent of the New Mexico School for the Deaf (NMSD), as the newest member of the board. He added that Commissioner Welborn had a conflict and would not be able to be here.

II. APPROVAL OF AGENDA

Chair Apodaca explained that all changes to the agenda needed to be made 72 hours before the meeting began so the agenda will stand as is.

III. APPROVAL OF June 17, 2015 MINUTES

Chair Apodaca asked if there were any changes to the minutes of the June 17th Board Meeting.

16.1

Commissioner Rosemary Gallegos made a motion to approve the minutes as presented.
Commissioner Johnny Robertson seconded.
Motion passed unanimously.

IV. REPORTS

Executive Director's Report

Executive Director Nathan Gomme announced that for his report and the department reports, he and his staff would touch on the last quarter that was in the FY15 4th Quarter Board Report, and also current information, so that the Board would be up to date on what was happening at NMCDHH. He also mentioned that Lisa Dignan, Director of Community Engagement, was not present, and Richard Bailey, Community Engagement Specialist, would be reporting in her place when it was time for the department reports.

Executive Director Gomme mentioned that when he started at NMCDHH, there were a lot of vacancies. There were not enough services in southern New Mexico. There was a lot of pressure on Sandra Williams in the Las Cruces office. He stated that now the Commission is at a point where nearly all of the positions have been filled. So the restructuring within the agency saves money, and there is better use of employees' time and efforts.

Mr. Gomme announced that he has had discussions with the Division of Vocational Rehabilitation (DVR) and Commissioner John Fullinwider regarding the suspension of the transfer to their agency. The CFO of DVR has also been informed that the Commission is considering cutting the transfer. A meeting with the Legislative Finance Committee (LFC) and the Department of Finance and Administration (DFA) has been scheduled for the following week regarding the cessation of funds to DVR.

NMCDHH has a new contract for Telecommunications Equipment Distribution (TED), which offers new equipment. Executive Director Gomme invited the commissioners to take a look at our TED room after the meeting to see all the equipment the Commission can now offer our clients. Mr. Gomme added that with all the changes, it might appear that costs would go up, but that's not the case. The Commission has reduced contracts and increased services, mostly thanks to Richard Bailey administering the RFP process.

Mr. Gomme also talked about his experience attending the HLAA National Convention. There he was able to see a variety of different perspectives on issues that NMCDHH has discussed before. Mr. Gomme stated that he felt the Commission was very fortunate to be working in collaboration with Steve Frazier on several issues to support the hard of hearing community. One major issue brought up at that convention was that when people get their hearing aids, they are often not educated about the T-Coil setting. Many are unaware that they have T-Coils on their hearing aids, in spite of the fact that T-Coils have been around for a while now. He added that our conference room is "looped" and many places in the community have loop systems installed, but people who aren't aware of their T-Coils are not able to take advantage. NMCDHH needs to reach out to the community and let them know what things they can benefit from with their hearing aids.

Another important issue brought up at the HLAA National Convention was that many veterans come back from their tours of duty with some degree of hearing loss. Executive Director Gomme would like to see NMCDHH do more to reach out to veterans.

Commissioner Rosemary Gallegos asked for more information regarding the transfer of funds to DVR. Mr. Gomme explained that DVR gets \$466,000 from the Commission through an appropriations bill. The money comes from a Telecommunications Relay Service (TRS) surcharge on land line and cell phone bills, but that is decreasing due to the popularity of Voice over Internet Protocol (VoIP) telephones and prepaid cellphone plans, which do not have a TRS surcharge. Executive Director Gomme says that soon he will meet with the Department of Finance and Administration (DFA) and the Legislative Finance Committee (LFC) to stop the transfer with DVR's support. Commissioner John Fullinwider commented that DVR Interim Director Paul Aguilar is aware of this situation, but couldn't say much more about it at this point.

Commissioner Johnny Robertson asked if the loss of this money hurts the Commission, and Executive Director Gomme replied that it would have a big impact long term; the funds are declining. Commissioner Robertson asked how many companies pay TRS surcharge, Mr. Gomme responded that at the last Board Meeting he had said that Tax & Revenue needed to do an audit on that. NMCDHH has asked DFA to check in on Tax & Revenue so that they will have an answer.

a. Department Reports

i. Community Advocacy

Corina Gutiérrez, the Director of Community Advocacy, explained to the Board that she was in charge of the 5 people in the Albuquerque office, but also the Las Cruces office. Our advocates are called Community Advocacy Specialists. Currently John Johnson is serving in a temporary position as a Community Advocacy Specialist. This position is now being posted as a permanent full-time position. Executive Director Nathan Gomme said they already have a list of applicants with four or five knowing ASL.

Commissioner Robertson asked what area the Las Cruces Community Advocates in Las Cruces cover. Ms. Gutiérrez replied that it would cover Socorro down from Arizona to Texas. Cheryl Padilla and Luke Adams cover northern New Mexico.

Ms. Gutiérrez took the opportunity to introduce Luke Adams to the board. She was excited to have him on her team because of his high energy, motivation, passion for the professions, and great ideas. One of the ideas Mr. Adams piloted was to contact news channels and have them interview staff during Deaf Awareness Week. He is also participating on a panel for disabilities in October where he will represent the Deaf community. Ms. Gutiérrez said she would really like to see an increase in the amount of clients, and exposure to the Commission and education as to what the Commission does well help.

Roger Robb, the Community Education Specialist in the Department of Community Advocacy, has been making vlogs with staff so the public knows more about NMCDHH. Currently Roger is working on a vlog that will inform the Deaf community about video phones in comparison to voice plans. Many Deaf people have contacted our department asking about this. The phone companies are calling voice plans "VP's" so many clients think they have to pay for their video phones. The vlog will clarify the two to the Deaf community.

Mr. Robb also does systemic advocacy and is currently working with Cheryl Padilla at the Sunport so that they have better access for Deaf, Hard of Hearing, Deaf-Blind passengers. Mr. Robb is also training Social Security Offices to become more Deaf-friendly. Ms. Gutiérrez stated that this will be an ongoing training due to the turnover at Social Security.

Ms. Gutiérrez stated that her department is still working with the hospitals, which is also a continuing effort. Commissioner Robertson mentioned that a woman broke her leg and she needed an interpreter, it was very frustrating writing back and forth. He wondered why hospitals didn't have a full time interpreter. Executive Director Gomme responded that there is a cost issue regarding having an interpreter full time. The ADA says to make accommodations and it is important to have an interpreter there during critical times, but to just change a bedpan, it isn't reasonable. Mr. Gomme stated that this is why VRI is so popular at hospitals.

Ms. Gutiérrez added that Cheryl Padilla would be going to different regions and training hospitals on how to use the ADA kit. Ms. Padilla said that when Deaf people arrive at hospitals, the trained staff would be more prepared. She is also going to be training statewide for shelters, senior citizen centers, and law enforcement. Roger Robb is currently providing training for the state police. All the trainings would be ongoing.

Executive Director Gomme asked if any of the commissioners have seen the video logs on the NMCDHH website. He stated that if they looked at it recently there were vlogs about the departments and the people in those departments. The specialists each talk more in-depth about the services they provide and he encouraged the commissioners to take a look.

Commissioner Robertson said that one of his concerns was employment, because there was a high percentage of unemployed deaf people. Mr. Gomme replied that was in a contract NMCDHH awarded; the contract has a requirement to do a survey for the State of New Mexico to find out where the gaps are in services. The Commission will be working with DVR, COPD, and Workforce Solutions. There is also a task force and the Commission is working in collaboration with multiple agencies. Mr. Gomme added that this is a complicated issue and the survey would not be just a one-time thing; it would be ongoing.

ii. Community Engagement

Richard Bailey, Community Engagement Specialist, began the report with a Human Resources update. NMCDHH had hired a full-time staff interpreter, Andrea Ginn, who recently returned from Alabama where she completed her Mental Health Interpreting Training, she has also developed a curriculum for apprentice interpreters. As mentioned before, NMCDHH will also soon hire a full-time Community Advocacy Specialist in the Las Cruces office.

As mentioned before, NMCDHH recently awarded the Telecommunication Equipment Distribution Program contract to Teltex. Mr. Bailey said Sam Martinez will have more about that in his report.

NMCDHH staff recently completed First Aid and CPR training. Mr. Bailey went to a Deaf Advocacy Conference and was able to collaborate with some national organizations to discuss how to improve issues concerning Black Deaf not only in New Mexico, but nationwide. Lisa Dignan, Director of Community Engagement, recently attended the RID Conference. While attending the RID Conference, Ms. Dignan learned of the RID moratorium for performance testing starting January 1, 2016. Interpreters wanting to take their performance test must sign up by October 1, 2015 to schedule before December 31, 2015.

Commissioner Robertson expressed that he was very upset with RID and wondered if NAD could assist in some way. Chair Apodaca also mentioned that Texas has a BEI certification and if that could be adopted in New Mexico. Executive Director Gomme stated that NM Licensure paralleled RID's credentials and does not approve the BEI, and says he does not see a simple answer at this time.

iii. Administrative Services

Deborah Romero, Director of Administrative Services, CPO/CFO, reviewed the budgets for FY15, FY16 & FY17. On page 15 of the report, the expenditures should be 2.8 million and there was an unspent budget of \$957,000. Part of the unspent budget was from vacancy savings and contract savings during FY15.

Moving forward to FY16, the budget is 3.7 million and for FY17 our request is flat. Ms. Romero stated that if NMCDHH does not get approval to cut the transfer to DVR by FY18, the agency will no longer have a fund balance. The TRS funds continue to decline by about \$200,000 a year. Ms. Romero said that FY15 is closed out and ready for audit.

iv. Outreach & Telecommunications

Sam Martinez, Outreach & Telecommunications Coordinator, said, as Mr. Bailey had previously announced, that the RFP for Telecommunications was awarded to Teltex. With this contract, new equipment and new services will be available. An outreach contact will be established to help at events, give basic training for new clients for iPads, to help them learn to navigate and get help for technical difficulties, and to do surveys to help the Commission to improve their services across the state. Some of the new phones have Bluetooth technology so that people can use their cell phone service to use their amplified phone at home. He had the opportunity to have a booth at the State Fair and people approached him and said they no longer had land line phones. He explained the Bluetooth technology and many were interested and wanted to apply for those phones. There are also new iPad indicators so that while they are out of the room they flash so they know a call is coming in.

Mr. Martinez also talked about Outreach events where they could show the equipment to the public. One of the biggest ones was the Southwest Conference on Disability coming up the first week in October. There he will be able to show off the new equipment that the Commission can provide.

Mr. Martinez said he will soon be attending the National Association for State Relay Administration (NASRA) conference back to back with the Telecommunications Equipment Distribution Programs Administration (TEDPA) Conference. He hoped to come back with ideas on how to improve relay numbers and information of new equipment coming next year. He would be on the iPad panel to discuss the downfalls and improvements as Colorado, Kentucky, Oregon, and New Mexico are in their third year of distributing iPads. He expects to be on a Social Media panel as well.

Nathan Gomme added that with the new Teltex contract, NMCDHH will have a large variety of equipment for people who have different frequencies of hearing loss. With the Bluetooth, there are some issues with calling 911, but we have different items that immediately call 911 or an emergency number if needed. The brochure for the TED program has improved as well as the application to apply for the equipment.

At the upcoming Southwest Conference on Disability, Mr. Gomme informed the Commissioners that the keynote speaker would be Haben Girma, a Deaf-Blind attorney for disability rights awareness. She recently met President Obama at the 25th Anniversary of the ADA celebration. The Commission will work with her at the conference to educate lawyers within New Mexico and address disability issues specific to deaf, deaf-blind, and hard of hearing needs. Sam Martinez would be working with Teltex to support that. Teltex will also be presenting on the iAccessibility, website at that conference.

Executive Director Gomme also wanted to address the year end Outreach data. He explained that for much of FY15, Sandra Williams took on responsibility for all of the Las Cruces office, which limited her ability to provide outreach at that time. With John Johnson becoming a temporary employee, that has lightened the load on Sandy and on Sam, so they are able to do more outreach. Jason Siergey is also taking on more outreach events. He said NMCDHH staff would be utilized in the best way possible and items within the Teltex contract will also address that issue. Mr. Gomme stated that it was his firm belief that numbers would go up this fiscal year.

After the close of department reports, Rosemary Gallegos asked for more information about the \$466,000 transferred to DVR and if this was for Deaf only. Executive Director Gomme said it came about as an MOU focusing on services for the Deaf. John Fullinwider also clarified that there hadn't always been a

transfer of money from the Commission to DVR, but it has been that way for a long time. Historically the money was used for Deaf and Hard of Hearing clientele.

V. ACTION ITEMS

a. Discussion and Voting on Meetings for Strategic Planning

Executive Director Nathan Gomme asked for discussion and voting to have meetings regarding issues that had been addressed to the board in the past. He wanted to request General Funds to support the following: Mental Health Services and Veterans Services. As for Mental Health services, there was a study done in 2000 that is outdated. Mr. Gomme wanted to see another study done and take action on what will be discovered in that study. For Veterans, he wanted the Commission to help with their reintegration when they come home, since many veterans return from their tours of duty with some degree of hearing loss. Mr. Gomme explained that he can't ask to establish these meetings without the Board's approval. If the Board chooses to support these initiatives, we will come together and create the five-year strategic plan.

16.2

Johnny Robertson made a motion to approve that CDHH have meetings to create a 5 year strategic plan. Luiz Quiñonez seconded.
Motion passed unanimously.

VI. NEW BUSINESS

Chair Mark Apodaca asked if there was new business. No new business was brought up.

VII. ADJOURNMENT

Chair Mark Apodaca called the meeting adjourned at 4:35 p.m.

Executive Summary

G. Nathan Gomme, Executive Director

The first quarter of Fiscal Year 16 brought our focus to completely staff the agency with the final position of Financial Services Specialist being worked on and the position being filled by the next quarter. With this position we will have come one step closer to having a fully staffed agency to provide services to the Deaf, Deaf-Blind, Hard of Hearing and Speech Disabled constituents in New Mexico as well as their families. On top of the aforementioned changes we are requesting funds to provide two new programs; the first is a program for veterans with a hearing loss, the second is a to develop a new mental health report based off “The Forgotten Ones” and to establish a state-wide mental health coordinator.

I told the members of the board that we would be working to place a full time position in Las Cruces and, as of writing, the Las Cruces office has secured a new full time staff position. We will be reevaluating the use of vehicles to make better use of them and one of the options will be to move one of the vehicles to Las Cruces. As I mentioned in the last report, we were beginning to see the impact of those positions being filled. Now we are seeing more of the influence of the filling of the positions. Some of the improvements include the impact to our Outreach and Booth numbers, as well as the increase to our approach to system advocacy. On top of this our publicity has also improved thanks to the work of the Community Advocacy team. With the new positions and contracts being in place, we are beginning to see the fiscal impact. The first, because we are utilizing the staff interpreter, we have offset the contract costs. The second because the contract for Telecommunications equipment is in place and streamlined. Already the work to improve such items as the Telecommunications Equipment Distribution Program application and brochure are being seen. We have developed a single application form for both the iPad and TED equipment.

The new contract also allowed the New Mexico Commission for the Deaf and Hard of Hearing and Teltex, the contract TED provider, to collaborate for the Southwest Conference on Disability. The collaboration meant that for the first time Teltex had a booth at the Southwest Conference on Disability. This collaboration also included The Center for Development and Disability, which allowed us to bring in one of the Keynote speakers, Haben Girma, to speak at the Conference. The Southwest Conference on Disability will happen in October and we look forward to sharing tidbits of the event.

Communication and Dissemination of information is crucial for the agency; as a result we have been looking to create a new website. Richard and Lisa are working with me to develop an easier more productive website for the agency. The expectation is to have the new website in December, but we are more interested in making sure that the website is the best resource it can be. That way we can better share information with the constituents of New Mexico. The website project has been a long time in the making is part of the branding change for the agency.

During the last fiscal year I mentioned that the agency is working hard to plan for a collaboration between the NMCDHH and HLAA on a few topics including the upcoming presentations by Juliette Sterkens. We will have three presentations for professionals as well as consumers. These three presentations will be in Las Cruces, Albuquerque, and Santa Fe the week of January 16-22. We will be sending notifications and emails to interested parties to make sure that we help educate the professionals and the community of current technology trends for the hard of hearing community.

We continue to work on the agencies financials regarding our fund balance and the TRS Surcharge. Deborah Romero has been hard at work getting me the necessary information from agencies such as Tax and Rev to create a clearer picture has occurred since the transfer to DVR started. What we have learned is what we have suspected for some time. In order to rectify the financial issues the transfer to DVR will need to stop. We will also need more general funds in order to offset the shortage in the TRS surcharge revenue. At the same time we as an agency need to serve the community and focus on topics such as mental health and veteran services through general funds. As a result our FY17 request reflects all of the aforementioned solutions and we believe that it will put this agency on the road to rectifying the fund balance issue that we have while maintaining the high level of services this agency provides. We will not know the determination on the appropriations until March potentially. In the meantime we are working to educate the legislative members on the need to apply the language surrounding the surcharge. We will work to make sure that all VOIP carriers and all of the prepaid mobile phone carriers are included in the language. We feel that the language of the surcharge needs to address the changing method of telecommunication.

Administration & Finance

Deborah Romero, Director of Administrative Services

FY16					
First Quarter Board Report - Administrative Department					
	2016 Budget	Expenditures	Encumbrances	Remaining Budget	% Expended
200 PERSONAL SERVICES & EE BENEFIT	1,108,400.00	238,699.68	0	869,700.32	21.54%
300 CONTRACTUAL SERVICES	1,832,500.00	86,192.72	1,187,740.14	558,567.14	4.70%
400 OTHER	333,200.00	66,781.64	168,186.41	98,231.95	20.04%
500 OTHER FINANCING USES	491,000.00	491,000.00	0	0	100.00%
Subtotal	3,765,100.00	882,674.04	1,355,926.55	1,526,499.41	23.44%

Monthly Revenue		
Month	General Fund Allotment	Telecommunication Relay Tax Revenue
July	\$25,000.00	\$189,751.52
August	\$25,000.00	\$193,718.95
September	\$25,000.00	
October		
November		
December		
January		
February		
March		
April		
May		
June		
Subtotal	\$75,000.00	\$383,470.47

Social Media

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

- Facebook: 724 people have 'liked' our page
- Email announcement system (MailChimp): 182 subscribers
- Twitter: 297 followers

Community Engagement

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

Director of Community Engagement Highlights

- The Fall 2015 session of New Mexico Mentoring is going well and changes implemented are having a positive impact.
- Ms. Dignan attended the Registry of Interpreters for the Deaf national conference in New Orleans.
- Ms. Dignan is working with the Signed Language Interpreting Practices Board to deal with RID's moratorium on certification that begins on January 1. New Mexico interpreters with provisional licenses nearing the end of their five years will be impacted and the SLIPB is working on mitigating the issues.
 - The moratorium was announced in New Orleans at the National Conference
 - A risk assessment is being conducted to determine how RID should proceed regarding certification – results are due November 1
 - Interpreters can register for performance exams through October 1
 - Exams must be taken by December 31
 - No certifications will be issued after December 31 until the moratorium is lifted
- Ms. Dignan is working with the Administrative Office of the Courts to assure changes in the coordination of ASL interpreters do not negatively impact our constituents.
- We completed an application process for a third apprentice interpreter to add to the program. Jessica Eubank will join the team at the beginning of October.
- NMCDHH is sponsoring several professional development opportunities in the coming months in collaboration with NMRID and Compass Mentoring.

Community Engagement Specialist Highlights

- The Community Engagement Specialist, Richard Bailey, attended the National Black Deaf Advocates conference in Louisville, Kentucky. This is the first time NMCDHH has been represented at NBDA.
- Mr. Bailey provided two transition trainings to several Central New Mexico DVR offices with NMSD staff at Albuquerque DVR offices.
- Mr. Bailey met with Teltex to discuss changes to the TEDP.
- Mr. Bailey is working with Big Brothers Big Sisters on developing their mentoring program.
- The RFP for Deaf-Blind and Deaf-Plus contract services is being developed.
- In preparation to revamp the NMCDHH website, Mr. Bailey is doing extensive research to determine suitable providers for this service.
- Mr. Bailey participated in numerous events regarding transition services:
 - An educational plan meeting for a high school student in the northeast part of the state
 - A meeting with a transitioning student and the student's family in the western part of the state
 - Two transition team meetings
 - Transition training for a western New Mexico high school

Interpreting Services and Apprentice Program Highlights

- The new Staff Interpreter, Andrea Ginn, provided training to several staff members on the Communication Assessment tool she learned to administer during her Mental Health Interpreter Training in Alabama.
- NMCDHH provided 148.5 hours of interpreting services in the first quarter.
- Due to the success of block scheduling, only four hours required use of services through referral agencies, and there were no unfilled interpreting requests.
- A second apprentice was added during the quarter, Elizabeth Ippel. Ms. Ippel and Ms. Clifford engaged in 95 hours of observation, interpreting and professional development work in the quarter.

Human Resources

First quarter HR activities included:

- The Staff Interpreter position was posted, qualified applicants interviewed, and Andrea Ginn hired. We are happy to have her on staff and she is adjusting quickly.
- The temporary six-month Community Advocacy Specialist position in Las Cruces expired.
- The permanent Community Advocacy Specialist position in Las Cruces was posted and interviews have begun. We received applications from several highly qualified applicants.
- One reclassification of a current employee was approved and implemented.
- Staff were trained in First Aid and CPR at an all-staff meeting.

NMCDHH Library

- NMRID added more resources to their collection that is housed at the NMCDHH Library, and information about the electronic library database is included on both the NMRID and NMCDHH websites.
- The online library can be accessed at <https://NMCDHH.librarika.com>, where people can view all of our library materials, reserve items and even review materials they have borrowed.
- Currently 21 people have registered for access to the database.

To join, email your name, address, and phone number to: nmcdhh.info@state.nm.us or lori.neubauer@state.nm.us. You will get an email sent back from Librarika to set up your password. Once you are able to log in, you can view our entire catalog, search for a particular item, view new items and reserve an item to be picked up later. Items can be picked up at the Commission's Albuquerque office. If you reside in other locations within New Mexico, you can ask to have the media you want mailed to you, you will only have to pay postage to return the items to us. You can check out up to three items for four weeks. Come visit us online or in person!

Library Usage - FY 2016					
	Q1	Q2	Q3	Q4	Total
Patrons	10				10
Items Loaned	17				17

Community Advocacy

Corina Gutierrez, Director of Community Advocacy

Individual/System Advocacy & Public Policy

The Department of Community Advocacy continues to impact and empower clients in our community with communication access. Examples are summarized below.

- **Community Advocacy / Communication Access:**

The Department remains steadfast in our efforts to develop and maintain excellent communication access for the Deaf and Hard of Hearing community members of New Mexico. Examples include: providing accurate resources and explanations to all clients, **different** agencies, and to consumers in need of information.

We are excited about hiring a new Community Advocacy Specialist, Luke Adams. He is originally from Colorado Springs, Colorado and he graduated from Colorado School for the Deaf and Blind. Luke has brought experience including assistive technology, communication accessibility and communication access for individuals with hearing loss, the Deaf-Blind, and speech disabled people, and has developed and increased community partnerships in support of activities. Luke has created and disseminated outreach material for non-profit organizations including Assistive Technology of Alaska in Anchorage as an Outreach Specialist.

Our Community Advocacy Specialist has worked with one of the states' agencies, however their case workers didn't know how to work with the Deaf, Hard of Hearing, and Deaf-Blind individuals. It was apparent at the first meeting with this agency that there was tension due to ignorance and misunderstanding about how to interact and communicate with the Deaf, Hard of Hearing and Deaf-Blind community. After the commissions goals and services were explained in detail to those in attendance the tension seemed to dissipate and those at the meeting left with a sense of comfort about the Commission being available to their agency as a resource. This Agency is very interested in the "free" presentations that the NMCDHH can offer for training personnel.

Another project that was quite successful occurred during Deaf Awareness Week. The goal was to raise awareness and visibility for the Commission for the Deaf and Hard of Hearing and to celebrate Deaf Awareness Week. The department had an opportunity to work with KOAT news (ABC station). The Cameraman from KOAT came to the office of the Commission for Deaf and Hard of Hearing and interviewed our Executive Director, Nathan Gomme. Nathan talked about the Commission and its services, and spoke briefly about other Deaf organizations in New Mexico and their services. In addition Nathan explained the history of Deaf Awareness Week. This footage aired during the 5'clock evening news on September 24th. We have posted this video on the Commission for Deaf & Hard of Hearing's Facebook page, in effort to have those that missed the broadcast an opportunity to see it. This was an extremely successful

endeavor and it was wonderful exposure for the Commission during 2015 Deaf Awareness Week.

- **Community Education:**

The Community Education Specialist has done 5 presentations/trainings during the first quarter of Fiscal Year 2016. Here is the summary of the presentations/trainings that have been provided.

- Receptive Interpreting at Signed Language Interpreting Program in UNM – One time
- Deaf Sensitivity for Presbyterian Kaseman Hospital – One time
- Deaf Sensitivity for Las Cruces Fire Department – One time
- Telecommunication Equipment Distribution Overview for Casa Del Rio Apartments – One time
- New Mexico Commission for the Deaf and Hard of Hearing Overview for Casa Del Rio Apartments – One time

The Community Education Specialist has 5 Systematic Advocacy cases that have been ongoing for the first quarter of Fiscal Year 2016. Here is the summary of the cases that have been focused.

- Albuquerque Support
- Lovelace Hospital (Downtown)
- Albuquerque Police Department
- Albuquerque Police Academy
- New Mexico State Police (Santa Fe)

The Community Education Specialist has worked on Vlogs and worked on the NMCDHH website to reorganize how individual profiles and groups are linked and found when community members search on the website. We want to share with the community who the staff are and what their duties are, and want the community members to have many choices for searching when they access the website or any social media.

Deaf-Blind Program

The Community Outreach Program for the Deaf-NM Deaf-Blind or Deaf-Plus has maintained its strength and has served 38 clients in total to date. We are thankful that COPD continues to provide trainings which included the Support Service Providers during this quarter.

The Support Service Providers are supporting Deaf-Blind clients when they want to participate in community events. They have provided support to Deaf-Blind clients at these events for the first quarter:

- Deaf Cultural Center Meetings
- Deaf Senior Citizens Picnic
- Los Lunas Chili Festival

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

- Swimming Party at the Montgomery Pool on July 18, 2016
- Picnic and Tram Ride at the High Desert Park and at Tram on August 22, 2016
- Field Trip to the State Fair at the State Fairground on September 19, 2016

Outreach & Telecommunications

Sam V. Martinez III, Outreach & Telecommunications Coordinator

Telecommunications Equipment Distribution Program (TEDP)

In Q1, the TEDP served 23 clients and distributed 79 pieces of equipment. The 1st Quarter saw a decrease in applicants during this Quarter due to the new application booklet being revised and printed. The finalized version of the Telecommunications Equipment Distribution Program (TED) catalog, which now includes all the new equipment that the TED program provides, is available and being distributed. We combined both catalogs (TED and iPad®) to streamline the choices and to show that some of the accessories can be paired with an amplified telephone and/or the iPad. By adding more specialized equipment, the amplified telephone choices are increased and even bring in more Bluetooth capable telephones into the program. Our clients have better choices in improving their telecommunication access. Teltex will also assist more in Outreach to increase the distribution and bring more exposure to NMCDHH distribution program.

iPad® Program

The iPad® Program continues to have a steady flow of applications a week. As of this quarter; there were 17 iPad's distributed. There were 9 Deaf, 3 Hard of Hearing, 0 Deaf Blind and 5 Speech Disabled iPad® clients. Now that both programs are in one catalog and there are more signaling devices that pair easily with the iPad®, and will help alert the iPad® users of incoming VP calls, emails, skype and text messages. With these signaling devices, access to the iPad® will increase visibility and accessibility.

Telecommunications Relay Service (TRS)

The Commission for Deaf & Hard of Hearing (CDHH) continues to experience stability in the number of minutes for Traditional Relay Service (TRS) and Captioned Telephone Service (CTS). The average number of relay calls per month for FY16 Q1 is about 8136/month. The Performance Measure for Fiscal Year 2016 (FY16) is an average of 12,000 calls per month of all Telecommunications Relay Services.

Month	Traditional Relay	Caption calls	total
July	4626	3946	8572
August	3962	3661	7623
September	4443	3769	8212
FY16 1st Quarter Total Relay Calls			24407

Relay New Mexico (RNM)

Relay New Mexico (RNM) continues its outreach about Telecommunications Relay Services and Caption Telephone services throughout New Mexico. Areas in New Mexico included senior centers in Socorro, Silver City, Truth and Consequences, and Palo Duro, and information

booths at American Legion in Las Cruces and the Department of Transportation wellness event. Additionally, there was a presentation at Premier Hearing Center regarding information on CapTel devices and services. RNM continues its speech to speech (STS) outreach to the Stroke Clubs of NM, providing information on how STS services enrich the stroke survivors' communication. RNM will continue to coordinate outreach events with NMCDHH and reach more New Mexicans with technology and services.

Outreach

The Albuquerque office attended 13 booths, with 517 booth visitors this Quarter. Booths were conducted at the Tesuque Pueblo, the Governor's Commission on Disability at their New Mexico Technical Assistance Program Tech Fair, Sandoval County Health and Wellness Fair, the Aging and Long term Services Department's annual Conference on Aging, the New Mexico State Fair Senior Day, Sandia Pueblo Wellness Fair and the Santa Fe Fire Department Safety and Wellness Fair. The department continues to look for more outreach events to increase visibility of NMCDHH and its services.

Las Cruces Satellite Office

Sandra Williams, Las Cruces Field Office Coordinator

This quarter, after our outreach efforts have magnified, we saw an increased number of clients served, and a more vigorous distribution of iPad®/TED application forms. Additional community collaborations were conducted which helped our agency become more visible in the public and ensured quality services for our consumers.

Individual, System Advocacies and Service Coordination

Advocacy and Services coordination was provided on a daily basis to consumers with hearing loss, their family members and colleagues. For this quarter, we served a total of 45 consumers for this plus many that come in on a walk-in basis or as inquirers.

Systematic advocacy services were incorporated with two cases with Eastern New Mexico University, a case with CYFD, one with a Guardian ad Litem, one case with the 12th Judicial District Court and two cases with Dona Ana Community Education Literacy / Adult Basic Education and Memorial Medical Center.

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

For this quarter, we passed on over 1252 Instances of I & R to those who inquired by phone calls, emails and in person. I am happy to say this is a huge conglomeration of instances compared to the past few quarters.

We participated in 2 booths/exhibit fairs this quarter. Because of these participations with these events, we drew several individuals who are interested in our programs.

No presentations/trainings were provided for since we left that task to another staff person, Roger Robb. However, when we did outreach in the community, we drew at least five (5) interested parties that requested our presentations. They all have been referred to Mr. Robb, the NMCDHH Community Education Specialist.

Community Collaboration

For this quarter, the following list below indicates the agencies we collaborated with as necessary to strengthen our Deaf/HH communities in southern New Mexico) each month. Some are on-going basis.

- Las Cruces Hearing Loss Association
- Dona Ana Community College ADA Advisory Board Meeting
- T or C HUD
- Eastern NM University of Roswell
- DVR in Las Cruces and Roswell
- Memorial Medical Center Hospital
- Language Access Advisory Board
- Dona Ana Interagency Center
- ADA Celebration Committee

- OEM
- City and County ADA Coordinators & advisory boards
- CYFD
- Casa Advocacy
- First Responders and EMT (Las Cruces only)

Successes

Of the places we've outreached by mail, emails, and in person, there are often "new faces" such as those who were recently hired to work in governmental and community agencies. Many of these service providers lacked the knowledge of their obligations to provide accommodation to their patients, clients and consumers with hearing loss. Furthermore, we educated them on the availability of our missions and resources.

We at NMCDHH, are grateful for Mr. John Johnson's help and we achieved great outcomes this quarter (and the past 6 months). He assisted those who reside out of town in surrounding areas. As evidenced, we have received many words of appreciation from our consumers. I too, am grateful for his services. His temporary position has officially ended just before this 1st quarter is up. A permanent position is now being posted at this writing.

Goals for Fiscal Year 16

During the last fiscal year (FY15), John and I have identified new goals for FY16 listed below.

- **Goal:** Hope to collaborate with other community providers to **create a task force** to see if we can establish an Adult Literacy Center for Deaf Adults-only for Las Cruces, Roswell and Hobbs.
Status: I met with three directors at Dona Ana Adult Basic Education Department. Historically, they opposed strongly, in enrolling students who are deaf, but after I met with them, educated them on ADA laws, they now have accepted their first deaf student!
- **Goal:** Establish a working relationship with hospital case managers to refer clients with hearing loss to appropriate agencies.
Status: On-going
- **Goal:** Coordinate and arrange an opportunity for Mr. Robb to present to the EMS Regional conferences so we can provide sensitivity training for EMS personnel.
Status: Mr. Robb now has a string of presentations to provide in our area, including a large one with 900 participants that is expected to happen later in November.
- **Goal:** Collaborate together with our local 911 staff as they are working with a program called Smart911. To this date, they are installing a new phone system that is capable of receiving and handling Text-to-911 calls. From what I understood is that Dona Ana would be the first and only county to have Text-to-911 capabilities by the spring of 2016.
Status: On-going

Data & Statistics

As required by Legislative Performance Measures

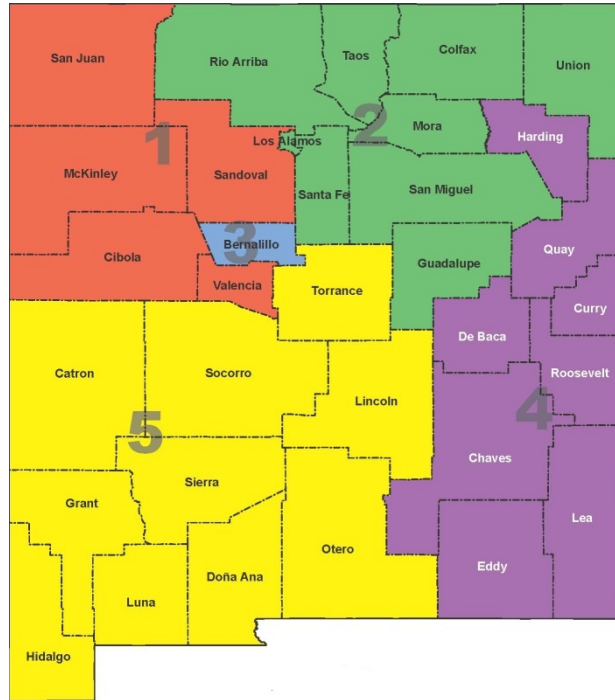
Fiscal Year 2016

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	120	12	10%
Number of outreach events coordinated	75	12	16 %
Average number of relay calls per month	12,000	8136	67%
Number of accessible technology distributions	1,300	96	7%
Staff hours devoted to reducing communication barriers	18,000	5758	32%
Number of clients provided assistance to reduce or eliminate communication barriers	800	126	15%
Number of information referrals and outreach contacts	12,000	5025	41%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	1	7%
Number of interpreters in CDHH sponsored professional development	200	16	8%

Fiscal Year 2015

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	100	108	108%
Number of outreach events coordinated	70	53	76%
Average number of relay calls per month	10,000	8544	85%
Number of accessible technology distributions	1,000	829	83%
Staff hours devoted to reducing communication barriers	15,000	19,538	130%
Number of clients provided assistance to reduce or eliminate communication barriers	800	492	62%
Number of information referrals and outreach contacts	10,000	15,144	151%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	12	80%
Number of interpreters in CDHH sponsored professional development	200	226	113%

Clients by Region



	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY15 Year to Date
Region 1	9				9
Region 2	15				15
Region 3	45				45
Region 4	10				10
Region 5	47				47
Total Clients by Quarter	126				126

Clients by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY15 Year to Date
Deaf	72				72
Hard of Hearing	40				40
Deaf-Blind	12				12
Speech Disabled	2				2

NMDVR
CDHH First Quarter Report
October 15, 2015
Board Meeting TBD
Performance Measures FY16
July 1, 2015 September 30, 2015

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

From: Debbie L. Hambel – Program Manager Area 8 San Mateo Office New Mexico Division of Vocational Rehabilitation (NMDVR).

Re: MOU Goals and Performance – Report for the period of **July 1, 2015 – September 30, 2015** (First Quarter FY16)

NMDVR Liaisons – New Mexico Association for the Deaf – This position is currently not filled – DVR continues to recruit staff to fill this position.

NM Chapter – Hearing Loss Association of America – Christine Fuller VRC at the San Mateo/Central DVR office is currently assigned as liaison in this position.

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

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

Performance Measures – (First Quarter FY16)

Seventy Six (**76**) individuals have received sign language interpreter services during the period of July 1, 2015 – September 30, 2015. A total of **\$15,085.73** has been authorized and expended for this service through September 30, 2015.

Eighty One (**81**) individuals have received hearing aids and/or other hearing devices during the period of July 1, 2015 –September 30, 2015. A total of **\$205,723.05** has been authorized and expended for this service through September 30, 2015.

Thirteen (**13**) individuals who are deaf have been closed successfully rehabilitated (employed) during the period of July 1, 2015 - September 30, 2015.

Thirty One **(31)** individuals who are hard of hearing have been closed successfully rehabilitated (employed) during the period of July 1, 2015 – September 30, 2015.

Employment Information

Average number of hours worked for individuals who are deaf/deaf-blind/hard of hearing or otherwise hearing impaired is **30.8** hours. Average wage at closure is **\$12.49** during the first quarter of FY16

Caseload Activity

Two Hundred Seventy Four **(274)** deaf/deaf-blind, individuals have been opened and/or opened and closed during the period of July 1, 2015 – September 30, 2015.

Three Hundred Seventy Nine **(379)** individuals who are hard of hearing and/or otherwise hearing impaired have been opened and/or opened and closed during the period of July 1, 2015 – June 30, 2015.

Six Hundred Fifty Three **(653)** individuals who are deaf/deaf-blind – hard of hearing and or otherwise hearing impaired have been opened and/or opened and closed during the period of July 1, 2015 – September 30, 2015.

Ineligible for VR Services

Zero **(0)** individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired have been determined as ineligible for VR services during the period of July 1, 2015 –September 30, 2015.

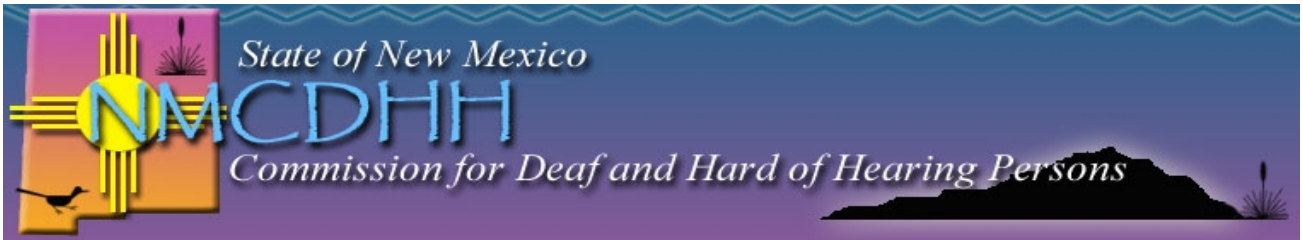
Transition Services

Forty Four **(44)** individuals who are deaf/deaf-blind, hard of hearing or otherwise hearing impaired have been identified as receiving transition services during the period of July 1, 2015 – September 30, 2015.

Respectfully Submitted:

Debbie L. Hambel M.A., CRC

Program Manager Area 8 San Mateo Office



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD
 Report By: Cynthia Salazar, Board Administrator
 Expiration Date: June 30, 2016

Quarter Reported:

1st (July-Sept) X 2nd (Oct-Dec) 3rd (Jan-Mar) 4th (Apr-June)

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 2015 to the Signed Language Interpreting Practices Board of the Regulation and Licensing Department for interpreter licensure services.
- B. The Commission for Deaf and Hard of hearing will process the transfer by October 31, 2015, or as early as practical after receiving the accounting string from the Regulation and Licensing Department, Chief Financial Officer.

Regulation and Licensing Department will:

- A. Deposit the transfer of \$25,000 with Signed Language Interpreting Practices Fund and use the funds only for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act per NMSA 1978, Section 61-34-13.
- B. Provide quarterly reports to the NMCDHH Director of Community Engagement including:
 - a. Number of licenses issued
 - b. Dates of Signed Language Interpreting Practices Act Board Meetings
 - c. Number of complaints
 - d. Number of license denials, suspensions, and revocations
- C. Provide budget reports for the Signed Language Interpreting Practices Fund upon request with appropriate advance notice.

Performance Report

<i>Reporting Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	10	9 Provisional; 1 Community; 0 Educational
Complaints	0	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: July 13, 2015

Next meeting: October 19, 2015

Agendas and draft minutes are available at the Board website:

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

