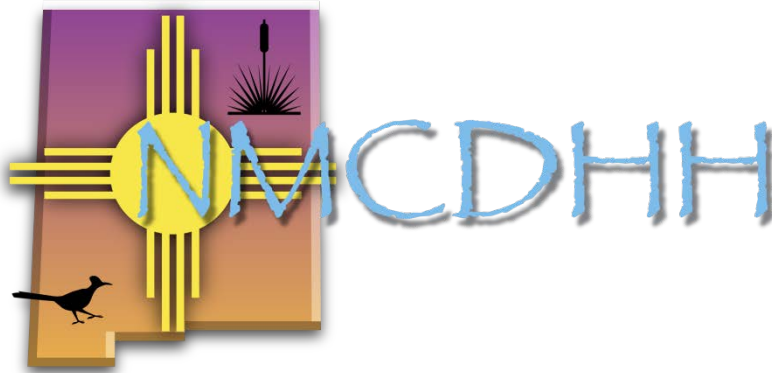


# New Mexico Commission for Deaf & Hard of Hearing



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## Quarterly Report FY16 Quarter 4



# FY16 Quarter 4 Board Report

## Table of Contents

Agenda .....	3
Minutes 06/16/16 .....	5
Executive Summary.....	11
Administration & Finance.....	13
Community Engagement .....	15
Community Advocacy .....	17
Outreach & Telecommunications .....	21
Las Cruces Satellite Office.....	27
Data & Statistics .....	31
DVR Report.....	33
RLD Report.....	35



**NMCDHH BOARD MEETING**  
**Thursday, September 22, 2016 at 3:00 p.m.**  
**NMCDHH Conference Room**  
**505 Marquette Ave. NW, Suite 1550**  
**Albuquerque, NM 87102**

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**DRAFT AGENDA**

Posted: August 22, 2016

- I. Call to Order and Roll Call
- II. Approval of agenda
- III. Approval of Minutes of June 16, 2016
- IV. Reports
  - a. Executive Director Report
  - b. Department Reports
- V. Action Items
- VI. New Business
- VII. Adjournment

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

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

COMMISSIONERS

Mr. Austin Welborn – Deaf/Hard of Hearing Representative of Northern New Mexico  
Dr. Rosemary J. 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  
Mr. Don Johnson – Deaf/Hard of Hearing Representative of Southern New Mexico  
Ms. Concha Dunwell – Deaf/Hard of Hearing Professional





**STATE OF NEW MEXICO  
COMMISSION FOR DEAF AND HARD OF HEARING  
Thursday, June 16, 2016  
NMCDHH Conference Room  
505 Marquette Ave. NW, Suite 1550  
Albuquerque, NM 87102  
3:00 p.m.**

***DRAFT – These minutes will be subject to another possible revision and approval by the commissioners at the next board meeting on September 22, 2016.***

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

Chair Austin Welborn called the meeting to order at 2:59 p.m.

Present: Austin Welborn, Chair Concha Dunwell, Vice-Chair  
John Fullinwider Johnny Robertson

Absent: Luis Quiñonez Don Johnson  
Rosemary Gallegos

Quorum was met.

Fourteen staff members from NMCDHH were present: Executive Director Nathan Gomme, Jason Siergey, Corina Gutiérrez, Lisa Dignan, Deborah Romero, Cheryl Padilla, Lori Neubauer, Luke Adams, Roger Robb, Rich Bailey, Louise Chavez-Rasgado, Susana Santillan, Sandra Williams and Staff Interpreter Andrea Ginn. Four other interpreters were present, Audrey Blanco, Adam Romero, Rebecca DeSantis and Lesley Siegel. Nine members of the community were in the audience.

**II. APPROVAL OF AGENDA**

**16.15**

Commissioner Johnny Robertson made a motion to approve the agenda.  
Commissioner John Fullinwider seconded.  
Motion Passed unanimously.

**III. APPROVAL OF MARCH 3, 2016 MINUTES**

Chair Welborn asked if there were any changes to the minutes from the March 3rd meeting.

**16.16**

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

#### IV. REPORTS

##### ***a. Executive Director's Report***

Executive Director Nathan Gomme stated that the third quarter reports were sent out and that the commissioners already had a chance to review them, and now CDHH is well into the fourth quarter of FY16 and were wrapping up a variety of things such as contracts and proposals before June 30<sup>th</sup>.

The National Association of the Deaf (NAD) 2016 Biennial Conference is July 4 – 9<sup>th</sup> and a few of the staff, including Executive Director Gomme will be attending. The Executive Director will also be involved with the National Association of State Agencies for the Deaf & Hard of Hearing (NASADHH) which will be meeting during the conference. He is co-chair this year, and at the meeting they will be discussing topics on intercultural deaf agencies and RID/NAD situation. He will work closely with the Arizona Commission for Deaf and Hard of Hearing (ACDHH) to represent the Southwest.

One of the topics Executive Director Gomme anticipated would be discussed is how TTY's are changing to Real-time Text Translation (RTT). That conversion is the result of this year's proposal for AT&T to get a waiver to permit the transition from TTY to RTT. Now that they have the waiver, they can use that to change some policies and propose some political rule changes. Mr. Gomme clarified that RTT, rather than typing on the traditional telephone, would use Voice over Internet Protocol (VoIP). The text streams in real time and can also be used on mobile devices. This may be seen in the larger companies around December 2017, but the timeline has already been postponed at least once. This technology is brand new and it is still in negotiations to figure out how relay will be provided. CDHH will need to figure out how this new technology fits in within the agency and how the agency will sustain the required services.

The Deaf Cultural Center (DCC) has been looking at locations to set up a cultural center and an apartment complex specifically for Deaf and Hard of Hearing senior citizens. Executive Director Gomme stated he has recently been part of the focus group. DCC is working with the City of Albuquerque, but he didn't foresee anything being established soon. DCC will need to focus on fundraising and getting an endowment.

The New Mexico Association of the Deaf (NMAD), as represented by Commissioner Robertson, and the New Mexico School for the Deaf (NMSD), will be meeting together with the Deaf Grassroots Movement-New Mexico (DGM-NM) to discuss their vision for the future. It is important to have an open dialogue, make sure everyone understands what laws we already have established in New Mexico, and work collaboratively moving forward. If DGM-NM wants to propose any new bills to the legislature, it is important that all the community is aware of what's happening and avoid confusion or conflicts. It is important to work together and have the same goals such as language access. It is clear that the Sunport and the Round House need to be fully accessible and need to install loop systems.

Executive Director Gomme stressed that we need to do more for the Hard of Hearing Community. He is working with Steve Frazier, who was in attendance, and they want to cultivate more progress to resolve problems. Currently the community has concerns because there has been no captioning on updates for the Dog Head Fire happening in our state. They have already started the process of resolving this issue. CDHH put on its Facebook page that there is a Facebook and Twitter page that has information on the fire in real time.

Over the previous weekend, CDHH hosted a haptic training which are touch signals used in conjunction with tactile signing for the Deaf-Blind Community to give environmental cues. The training was provided by the Helen Keller National Center and three Deaf-Blind individuals, three CDHH staff members and members of COPD-NM were present as well as some Support Service Providers (SSP's) and

interpreters. Mr. Gomme stated that haptics is a great tool and he would like to see more haptics training with more attendees in the future.

Executive Director Gomme concluded his report by saying that there was a lot of work being done and the agency will continue to focus on communication access for the Deaf, Deaf-Blind, Hard of Hearing, and Speech Disabled Communities.

Commissioner Johnny Robertson asked if Executive Director Gomme would talk about their meeting with the Public Regulation Commission (PRC). Mr. Gomme said that he and Commissioner Robertson met with the PRC to discuss the declining revenue from the TRS surcharge due to VoIP service. He explained that when companies like Comcast, for example, provide combined television, telephone and internet service, they do not have the TRS surcharge on their bill and are not contributing to the fund. The hope was to pass changes to the language to include VoIP as they have in Colorado, Maine and California. Commissioner Robertson and Executive Director Gomme will meet with the PRC again and give a presentation to make sure they clearly understand the situation, but a proposal will have to wait until after July.

**b. Department Reports**

**i. Community Advocacy**

The Directory of Community Advocacy, Corina Gutiérrez, talked about the work Roger Robb, Community Education Specialist, was doing with the Office of the Secretary of State regarding communication access at voting locations. Mr. Robb created a video to train volunteers in voting locations to work with Deaf and Hard of Hearing voters. Right now he is working to add captions and voice over interpretation, then it will be sent out to all 33 counties in New Mexico. COPD-NM and the Bernalillo County Voting Board were also involved in that project.

Commissioner Robertson added a comment that Luke Walker with the Deaf Grassroots Movement was very involved in getting the Deaf, Hard of Hearing and Deaf-Blind communities to register to vote. Ms. Gutiérrez agreed that Mr. Walker would be a good contact for members of those communities who wished to register to vote.

Ms. Gutiérrez stated that her department has been working with ADA Coordinator Gabriel Campos. Mr. Campos provided a training at CDHH for the staff and is a great asset to the advocates. Mr. Robb will be connecting with Mr. Campos to provide training to the Albuquerque Sunport and Albuquerque Rapid Transit to have improved accessibility to Deaf and Hard of Hearing consumers. Ms. Gutiérrez wanted to thank Lisa Dignan for connecting her department to Mr. Campos.

The vlogs that Roger Robb works on were normally recorded in the conference room, but recently the Department of Community Advocacy set up a studio in an available office that makes it much easier to film the vlogs.

The Telecommunications Equipment Distribution Program currently has several items on back order, which is beyond CDHH's control. Hopefully these issues will be resolved in July. Jason Siergey and Corina Gutiérrez have been working hard to inform the community of the back orders.

Cheryl Padilla, Community Advocacy Specialist, has been working hard to set up an ADA training for the staff. Originally Ms. Padilla planned to have a Deaf man from Colorado provide the training, but New Mexico falls under the Southwest ADA Center which does not include Colorado. They will send someone from Albuquerque to provide the training.

Ms. Padilla has also arranged for Purple, a VRS provider, to set up video relay services for the Metropolitan Detention Center as well as other detention centers around the state. Ms. Gutiérrez said that she had been informed by Sandra Williams, CDHH's Las Cruces Field Office Coordinator, that detention centers in Hobbs, Lovington, and Farmington already have video phones provided by Sorenson. Executive Director Gomme added that we cannot tell the detention centers which video phone provider to use, but we are educating them that TTY's are antiquated. Oftentimes correctional facilities



are nervous of having technology brought in due to security issues, so it is a process of ongoing education.

Chair Austin Welborn asked what was happening with the placards CDHH was developing for Deaf individuals to communicate with police. The placards are on hold right now until money is found to support the project.

Commissioner Robertson mentioned a placard that he believed was provided by NAD which explains that a client doesn't want to use VRI. Executive Director Gomme advised to avoid saying VRI is bad. If it is in an appropriate setting, if the technology is right and if the size of the screen is appropriate, it can be a useful tool. If there is a poor internet connection, the provider is not familiar with how to use the equipment, the screen is too small, or if it is an inappropriate setting, hospitals need to be educated. He felt that a card would not resolve problems. Commissioner Robertson explained that at his eye doctor appointment it was not appropriate. He had a hard time seeing the interpreters. Mr. Gomme said that education would be key. Ms. Gutiérrez is collecting information and addressing this issue.

## **ii. Community Engagement**

Lisa Dignan, Director of Community Engagement, highlighted events in her department since the quarterly report was printed. Her department includes New Mexico Mentoring, which concluded the spring 2016 mentoring session with all the mentees completing successfully. They are currently recruiting for the fall 2016 session. They have received a number of applications, so there should be a good sized group of interpreters participating. Two curricula which are currently being revised should be ready by the beginning of the fall session.

At the last board meeting in March, Ms. Dignan had reported that the Administrative Office of the Courts (AOC) had contracted with Rhiannon Sykes-Chavez to be the coordinator with ASL interpreters in all the state courts. Ms. Sykes-Chavez has since stepped away from that role and Eldora Morris is now taking over the coordination of interpreting services for the state courts.

Ms. Dignan gave an update on the Registry of Interpreters for the Deaf (RID) and the moratorium on testing. They will again be accepting applications for the NIC test starting July 1.

Ms. Dignan said that social media and the website are part of Community Engagement. She reported that our connections with the community are increasing with social media, which is great news.

CDHH is creating new partnerships. As Corina Gutiérrez mentioned, CDHH is working with Albuquerque ADA Coordinator Gabriel Campos, who has been a great resource for the agency. Additionally, the State Personnel Office (SPO) provided a career fair recently. They were contacted by the Commission to see if they would provide interpreters if members of the Deaf community wanted to come and they agreed to do that. Ms. Dignan mentioned that if this was asked of them two years ago, they would have said no and would have expected CDHH to provide the interpreters. She said it was exciting to see the growth in knowledge within State agencies regarding access. At that event, Ms. Dignan also provided a presentation. Although a small number of people attended, it was exciting that people did come out to hear what the Commission for Deaf and Hard of Hearing had to say and there were some great conversations.

Ms. Dignan and Ms. Gutiérrez also did a presentation the previous week at the statewide ADA Coordinators' Council regarding making public events accessible. There was a great turnout, including agencies such as Aging and Long Term Services and Taxation and Revenue, as well as local public bodies. CART, loop systems and signed language interpreters were discussed in that presentation.

In Human Resources, Ms. Dignan reported that there was another successful reclassification. As the end of FY16 approaches, staff evaluations are being closed and we will be in compliance at the end of June.

As previously mentioned by Ms. Gutiérrez, the staff received training on human rights, diversity and the ADA from Gabriel Campos. Staff also received training from New Mexico Legal Aid on the volunteer attorney programs. We have greater access to resources for legal assistance for individuals who are

Deaf and Hard of Hearing who come to CDHH for services. Ms. Dignan was excited about the connections CDHH is building out in the community.

In the interpreting area of Community Engagement, Ms. Dignan said that Andrea Ginn has made some amazing connections within the mental health community. CDHH is able to add to the lists of entities that understand how to serve people who are Deaf and Hard of Hearing who need behavioral health services. There is a long way to go, but Ms. Dignan said there is definite progress in that area and the work will continue.

Ms. Ginn has also done wonderful work with the apprentice program. One apprentice just completed the program; another one will be completing in September. Starting in July, a new apprentice, Amanda Summers, will be joining the program. Ms. Summers graduated from the UNM Interpreter Training Program a year ago. An additional apprentice will be brought on board in October.

Ms. Dignan added that finding money to have these contracts in place to provide opportunities for apprentices and also provide effective interpreting services is becoming more and more challenging due to budget cuts. Management is being very creative in finding ways to fund everything they need. There was a great conversation earlier that day with the Department of Community Advocacy about how to be cautious with funds for the interpreting services that we need to provide for CDHH staff. Ms. Dignan added that she was very thankful that CDHH has a staff interpreter on board.

Rich Bailey has been working for months now on the Request for Proposals (RFP) to get a contract for Deaf-Blind and Deaf Plus services. Ms. Dignan said his goal was to have this in place by April, but due to multiple delays, and nothing to do with Mr. Bailey, it's not quite done, but is close.

Mr. Bailey also is involved with the Interagency Transition Alliance, who works with school aged children to help them transition after high school. He also participated in the ATC16, the assistive technology conference that the New Mexico Technology Assistance Program (NMTAP) hosts. He has been working with the NMTAP Advisory Board, the Southwest Conference on Disability, and the Aging and Long Term Services' Conference on Aging. Mr. Bailey has taken on additional roles as CDHH juggled responsibilities after staffing changes, and he has done some great work.

Mr. Bailey also has been working with the court system and the AOC regarding interpreting services in the courts and getting standards in place so that VRI is only going to be used when it is appropriate to do so.

Commissioner Robertson asked Ms. Dignan about when the Certified Deaf Interpreter (CDI) testing through RID might start again. Ms. Dignan explained that the RID announced a moratorium on all testing across the board last August during their national conference. As she had mentioned previously, starting July 1, they will again take applications for the NIC. She said that the CDI and SC:L tests would need to be revised and would be brought back later. (Correction: the Commissioners were later notified that Ms. Dignan misspoke regarding the CDI. Both NIC and CDI applications will be accepted beginning July 1, 2016. Both tests will be revised, but they will still be offered while that process takes place. However the SC:L and OTC performance exams will remain under the moratorium.)

### **iii. Administrative Services**

Director of Administrative Services and CFO/CPO, Deborah Romero, stated that since our March meeting, Business Operations Specialist Joyce Croker retired. Louise Chavez-Rasgado, Financial Services Specialist, has taken over accounts receivable and accounts payable for the department. Ms. Romero stated that the Administrative Services Department is a small team, but they work well together.

Currently the department is beginning to close down the current fiscal year. The department is meeting deadlines and making sure all payments are timely, and will have a successful close. At the same time, the department is opening up a new fiscal year, and almost all of the contracts are ready for FY17.

Ms. Romero announced the budget cut for FY17. The budget for FY16 was \$3.7 million. The decrease in revenue is approximately \$700,000, and the budget for FY17 is \$3 million. CDHH also did have a cut in

the transfer to DVR. She predicted a tight year, but felt they could manage by all working together. All the managers are making sure they have a plan and will keep an eye on the budget and revenue.

Administrative Services will start the process for the FY18 request soon and has already started receiving documents to prepare for that.

#### **V. ACTION ITEMS**

Chair Welborn announced that there were no action items at this time. Commissioner Robertson did express his concern that Commissioner Luis Quiñonez was unable to attend, and was not sure how many times a commissioner was allowed to be absent. Chair Welborn said that no action could be taken since it was not announced in advance to the community. Executive Director Gomme said he would reach out to Commissioner Quiñonez on this matter and also will discuss the state rules with the attorney. In all probability, a formal letter from Commissioner Quiñonez to resign would suffice and would be sent to the Governor's office.

#### **VI. NEW BUSINESS**

There was no new business to discuss.

#### **VII. ADJOURNMENT**

Chair Welborn adjourned the meeting at 4:04 p.m.

# Executive Summary

*G. Nathan Gomme, Executive Director*

Commissioners and Community Members:

The fourth quarter of FY16 signifies the end of the fiscal year. At this point, many elements of the agency are being reviewed and closed out. This year, as I have seen all year, I saw a number of staff members working to increase on our performance from last year. With our final performance goals being tallied I want to share some of what I saw this past year and quarter. Earlier in the fiscal year, we were able to fill vacant positions in the advocacy department. This led to a 21% increase in the number of clients served. We have seen a significant increase in Southern New Mexico as a result of the great work from the Las Cruces office. We also discovered a flaw in our counting system. The number of clients we previously counted didn't include companies/agencies that we have worked with prior to any communication complaints. It is important to recognize the great work that is done to prevent the community from ever experiencing communication barriers. This will not be reflected in the 1<sup>st</sup> -3<sup>rd</sup> quarter reports. We did however add companies/agencies to the 4<sup>th</sup> quarter report. The number of workshops increased but the target number also increased. The number of outreach events increased by over 80% over the last fiscal year. We were also able to provide more workshops and trainings than our last fiscal year, including teleconference workshops.

During this quarter community collaboration has been increasingly important; to that end we had several meetings with the community. We increased collaborations with the City of Albuquerque, the New Mexico Department of Corrections, and national organizations such as the National Association for the Deaf. I met with the New Mexico Grassroots organization, New Mexico School for the Deaf, and New Mexico Association for the Deaf to discuss concerns that are currently felt in the State of New Mexico and potential goals that we can collaborate on. During that meeting, we were also able to learn of the goals of the national Deaf Grassroots movement. With NAD we were able to assist in the involvement of a Native American member from New Mexico in the opening ceremony at their Biennial conference. I also was involved with the National Association of State Agencies for the Deaf and Hard of Hearing as one of the planners for their conference. Another focus of this quarter was continued education as well as some refreshers. Lisa Dignan, our Director of Community Engagement, has made great relationships across the state, which has enabled us to get some wonderful training

experiences at little expense to the Commission. Cheryl Padilla has also made some great relationships with Purple and the Southwest ADA Center.

The Deaf-Blind/Deaf-Plus contract under Community Outreach Program for the Deaf-New Mexico has brought some new opportunities to the community. The Haptic Communication Training provided by the Helen Keller National Center was a fantastic experience that both Corina Gutiérrez, Director of Community Advocacy, and I were a part of. I got a great opportunity to meet with the staff from the Helen Keller National Center, and get a glimpse into what I think will be a great future for our Deaf-Blind community. COPD-NM will be working in FY17 to make sure that the Deaf-Blind participants are the lead on this great tool. The contract also resulted in the purchase of some new braille embossing tools for documents as well as the Translation Software. The Commission will be able to utilize the equipment to make our written content more accessible. The new Deaf-Blind/Deaf-Plus contract was also awarded for FY17 with an additional position of case manager. The case management position will be a great addition to the Deaf-Blind/Deaf-Plus contract.

We are currently working on the goals for the next fiscal year, as well as working to prepare for what looks like a very difficult financial time in the state. Some of our goals include:

- Transition plans for TTY to Real Time Text technology. We have begun the dialogue with the FCC on these plans and have also offered our position on the plans for the future. Rural areas are especially a concern for us here in New Mexico, and with so many areas still lacking when it comes to high speed internet and mobile coverage, we want to ensure that the transition plans have explicit instructions so that our community does not get lost in the transition.
- Revision of the telecommunications language. As I have explained in the past, we are not seeing an equal collection of the surcharge for telecommunications. I hope to resolve this by FY18.
- Assist with the Deaf Culture Center on their plans for a new building in the near future. I was able to meet with the focus group several times to see their proposed locations and ideas. While we are unable to help fiscally, I hope to be able to explain the importance of such a plan to the community and the stakeholders.
- Improving accessibility at the Roundhouse. There are a number of ways we are looking to improve accessibility. This includes looping, captioning, and interpreting. This is already in the works due to the work with the Committee for Communication Access group and we are looking to make several phases to accomplish this plan.
- Improving accessibility at the Albuquerque International Sunport. Similar to the Roundhouse we are looking at a number of different ways to improve access. These include looping, captioning, visual alerting systems, and mobile applications. We will be meeting with the airport soon.

# Administration & Finance

*Deborah Romero, Director of Administrative Services*

FY16 Fourth Quarter Board Report - Administrative Department						
		2016 Budget	Expenditures		Remaining Budget	% Expended
<b>200</b>	<b>PERSONAL SERVICES</b>	1,108,400.00	1,021,553.09	-	86,846.91	92.16%
<b>300</b>	<b>CONTRACTUAL SERVICES</b>	1,830,700.00	996,491.84	-	834,208.16	54.43%
<b>400</b>	<b>OTHER</b>	333,200.00	263,622.33	-	69,577.67	79.12%
<b>500</b>	<b>OTHER FINANCING USES</b>	491,000.00	491,000.00	-	0.00	100.00%
<b>Subtotal</b>		<b>3,763,300.00</b>	<b>2,772,667.26</b>	<b>-</b>	<b>990,632.74</b>	<b>73.68%</b>
<b>CDHH Monthly Revenue</b>						
Month	General Fund Allotment	TRS Revenue				
July	\$25,000.00	\$189,751.52				
August	\$25,000.00	\$193,718.95				
September	\$25,000.00	\$193,497.60				
October	\$25,000.00	\$190,230.64				
November	\$25,000.00	\$80,892.01				
December	\$25,000.00	\$274,318.36				
January	\$25,000.00	\$177,001.98				
February	\$23,200.00	\$172,720.66				
March	\$25,000.00	\$167,613.29				
April	\$25,000.00	\$171,873.58				
May	\$25,000.00	\$171,050.87				
June	\$25,000.00	\$168,024.40				
<b>Subtotal</b>	<b>\$298,200.00</b>	<b>\$2,150,693.86</b>				

## Social Media

The New Mexico Commission for Deaf and Hard of Hearing ended the fourth quarter of FY16 with the following Social Media statistics:

- Facebook: 864 people have 'liked' our page
- Email announcement system (MailChimp): 193 subscribers
- Twitter: 319 followers
- Ask the Expert: 35 Inquiries

# Community Engagement

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

## **Director of Community Engagement Highlights**

- All four mentees successfully completed the New Mexico Mentoring Spring 2016 session.
- The Fall 2016 session of New Mexico Mentoring will be the largest in several years, with eight mentor-mentee pairs participating.
- The Medical Interpreting and Fingerspelling and Numbering Systems have been revised.
- Rhiannon Sykes-Chavez left her contract with the Administrative Office of the Courts as the ASL Interpreter Coordinator for state courts, and Eldora Morris has taken over pending a new RFP.
- The Interpreter Licensure Board had to postpone their next meeting pending appointment of new members by the Governor so they can meet quorum.
- RID will start accepting applications for the NIC and CDI tests on July 1.
- Social Media is successfully growing our contact with the community.
- New Mexico State agencies are becoming more accessible to our staff and constituents:
  - The Employee Assistance Program is captioning their webinars and videos on their website.
  - The State Personnel Office (SPO) provided interpreters for their career fair.
- Ms. Dignan presented at the SPO Career Fair.
- Ms. Dignan and Ms. Gutierrez co-presented on *Making Public Events Accessible* at the ADA Coordinator's Council.
- Ms. Dignan continues to work with court committees:
  - The Literacy Challenges Working Group's proposed Supreme Court rule changes to allow court staff to scribe documents for individuals who are unable to do so remains in the Rules Subcommittee of the Access to Justice Commission.
  - The draft guidelines on interpreting audio and video files in court will be discussed at the Language Access Advisory Committee meeting in July.
- Ms. Dignan served as Procurement Manager for an RFP run by the Council for Purchasing from Persons with Disabilities for a contract with a Central Non-Profit to operate the program in New Mexico.
- NMCDHH sponsored several professional development opportunities in the quarter in collaboration with NMRID and Compass Mentoring.

## **Community Engagement Specialist Highlights**

- Mr. Bailey successfully completed the Deafblind/Deaf-Plus Services RFP and got a contract for FY17 in place prior to the end of the quarter.
- Mr. Bailey participated in several meetings:



- Interagency Transition Alliance.
- Planning committees for the Southwest Conference on Disability and Conference on Aging.
- Participated in ATC 16 and on NMTAP's advisory council at the conference.
- Provided recommended guidelines on remote interpreting and communication access for the state court system to members of the Administrative Office of the Courts remote interpreting subcommittee.
- Attended ASL Linguistics meetings at UNM, as well as the dissertation defense of an ASL Linguistics PhD candidate.

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

- Ms. Ginn has built connections with several mental health resources in the community to increase access for our constituents.

The Apprentice Interpreter Program:

- One apprentice successfully completed the program, and another will complete in September.
- One new apprentice will join the program in July: Amanda Summers.
- We adjusted the apprentice budget to allow us to add another one in October.
- NMCDHH provided 300 hours of interpreting services in the fourth quarter.
- Due to direct contracts with interpreters, only 20.5 hours required use of services through referral agencies, and there were no unfilled interpreting requests.
- The apprentice, Ms. Eubank, engaged in 59.5 hours of observation, interpreting and professional development work in the quarter.

### **Human Resources**

Fourth quarter HR activities included:

- Another staff reclassification was successfully processed.
- Evaluations for FY16 were completed and entered in SHARE prior to the deadline.
- Staff received training on the New Mexico Legal Aid Volunteer Attorney Program and on Human Rights, Diversity, and the ADA from the City of Albuquerque ADA Coordinator.
- The Board's request for a pay increase for the Executive Director was approved by the Governor and implemented.

### **NMCDHH Library**

- Several new materials were added to the library collection.
- The online library can be accessed at <https://NMCDHH.librarika.com>, where people can view all of our library materials, reserve items and even review materials they have borrowed.
- Currently 39 people have registered for access to the database.

<b>Library Usage - FY 2016</b>					
	Q1	Q2	Q3	Q4	Total
Patrons	10	9	14	8	41
Items Loaned	17	14	17	9	57

# 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 include:

- Community Advocacy / Communication Access:  
The Department remains steadfast in our efforts to develop and maintain excellent communication access for the deaf and hard of hearing community members of New Mexico. Examples include, providing accurate resources and explanations to all clients, different agencies and to consumers in need of information.

Our Community Advocacy Specialist, Luke Adams, has continued working with his clients regarding communication access. He has become quite busy with acquiring new cases. Some cases are ongoing.

Our Community Advocacy Specialist, Cheryl Padilla, worked very hard to partner with Julie Ballinger from Southwest ADA Regional Affiliate, a Disability Rights and Issues Consultant, to provide ADA training to CDHH staff at the CDHH office. Ms. Ballinger presented an ADA Overview with an emphasis on Effective Communication on June 17<sup>th</sup>, 2016 from 8am to 12pm. This training was beneficial to all of the staff. Now we have the connection with Ms. Ballinger for future endeavors.

Ms. Padilla worked with Paul Singleton from Purple Communications to provide a presentation on Video Phones (VP) for correction facilities at the CDHH office. Mr. Singleton's presentation was about having VP installed at the correction facilities and prisons in New Mexico. The Department of Corrections sent their IT representative to our workshop. The IT representative was pleased with this idea and wants to work with us to install VPs as soon as possible.

Ms. Padilla successfully advocated for her clients regarding communication access by working with Healthcare Providers to arrange for on-site sign language interpreters rather than using Video Remote Interpreting (VRI) in medical settings. Ms. Padilla also worked with Housing and Urban

Development (HUD) educating them about not charging the Deaf and Hard of Hearing tenants for interpreting cost which falls under the Fair Housing Act. Regulation prohibits surcharges for legal compliance.

■ Community Education:

The Community Education Specialist, Roger Robb, has done 29 presentations/trainings during the fourth quarter of Fiscal Year 2016.

Here are the breakdowns of the presentations Roger has done:

- Introduction to ASL – 16
- Hearing Loss Sensitivity - 6
- Fingerspelling Class – 2
- Movavi Video Suite – 2
- ADA Title II – 1
- Interpreting Law Enforcement – 1
- NMCDHH Overview – 1

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

- Administrative Office of the Courts – Albuquerque
- Albuquerque Police Academy – Albuquerque
- Bernalillo County Elections Board – Albuquerque
- City of Albuquerque Government – Albuquerque
- Compass Mentoring Services – Albuquerque
- EMT/First Responders Refresher – Las Cruces
- Esperanza Shelter – Santa Fe
- New Mexico State Police – Santa Fe
- UNM Psychology Department – Albuquerque
- UNM Signed Language Interpreting Program – Albuquerque
- United Healthcare - Webinar

Mr. Robb has revised and updated the PowerPoint presentations listed below:

- Hearing Loss Sensitivity for Law Enforcement
- Hearing Loss Sensitivity for First Responders

Mr. Robb has 17 Systematic Advocacy cases that have been ongoing for the fourth quarter of Fiscal Year 2016. Here is the list of the cases that Mr. Robb focused on:

- Albuquerque Health Partners - Bernalillo
- Albuquerque Little Theater
- Albuquerque Rapid Transit
- Albuquerque Theatre Guild
- Department of Public Safety - Communications
- Legal Aid
- Lovelace Hospital – Downtown
- OmniJoin

- Optum Healthcare
- Placard – Deaf
- Placard – Hard of Hearing
- Presbyterian Hospital – Patients Advocacy Department
- Presbyterian Hospital – Social Worker Department
- Secretary of State Elections Board
- Shakespeare on the Plaza
- Social Security Administration – Albuquerque and Farmington
- Taos Central Communications

Mr. Robb has worked on Vlog in pre-production or post-production stages: “Communicating Effectively with a Voter with Hearing Loss” (for Poll Workers), “Red, Green or Christmas” and “What is in your Refrigerator”.

### **Deaf-Blind Program**

The Community Outreach Program for the Deaf-NM Deaf-Blind/Deaf-Plus has maintained its strength and has served 48 clients in total to date. We are thankful that COPD continues to provide trainings which included the Support Service Providers during this quarter.

COPD hosted the Haptic Communication training for Deaf-Blind and professional consumers. The training was at the New Mexico Commission for the Deaf and Hard of Hearing office. Here is the summary of the training:

- *Haptic Communication:* On Saturday and Sunday, June 11 and 12, 2016, COPD hosted a two-day training for three consumers who are Deaf-Blind and six COPD staff on Haptic Communication. The training was conducted by four staff (two instructors and two interpreters/SSPs) from the Helen Keller National Center for Deaf-Blind Youths and Adults. In addition to consumers and COPD staff, two administrators from the NM Commission for the Deaf and Hard of Hearing and one interpreter student from the interpreter training program at the University of New Mexico also participated in the training.

Haptics is a systematic, formal set of touch signals developed twenty years ago by the Deaf-Blind community in Scandinavia with the purpose to providing additional visual and auditory information to individuals who are Deaf-Blind. This additional information enables these individuals to better understand what is happening around them and to better interact with the environment (including other people in the environment). Haptics does *not* replace the need for a licensed interpreter; it supplements the communication access provided by interpreters.

The three consumers and three SSPs who participated in the two-day training found the information they learned to be very practical and immediately applicable. They are beginning to use Haptic signals.

The long term goal (within the next 12 months) is for these 6 individuals to strengthen their skills with Haptics. Starting in July 2016, these 6 individuals along with the COPD Agency Director will meet on a regular basis to practice Haptics and to learn additional signals as part of this strengthening process. Within this contract year, COPD start training additional SSP and consumers on Haptics using these six individuals as a core training team to train additional consumers and SSPs.

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 fourth quarter:

- Deaf Senior Citizens Meeting on April 7th, April 21st, May 5th, May 19th, June 2nd, June 16th and June 23rd
- Sorenson Forum on April 4th
- National Federation of the Blind Convention on April 8th and 9th
- Volunteer Training at the Rio Grande Nature Center on April 9th
- Deaf Cultural Center Spaghetti Dinner Fundraiser on April 16th
- Deaf Grassroots Rally at the State Capitol on May 4th
- New Mexico Task Force on Deaf-Blindness on May 19th
- Deaf Cultural Center Pancake Fundraiser on May 21st
- Deaf Cultural Center General Meeting on May 21st
- Voting in the Primary Election on June 7th
- Zia Deaf-Blind Club Yard Sale on June 9th
- HAPTIC Training on June 11th and 12th
- Isotopes Baseball Game on June 18th

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

- Train trip to Santa Fe to tour the Plaza on April 23rd
- Field trip to the Bio Park Zoo on May 14<sup>th</sup>
- Funeral for a long-time member of the Zia Deaf-Blind Club on June 11<sup>th</sup>

The Trailblazers had the following events in which the Support Service Providers worked with the members for the fourth quarter.

- Meeting on April 16th
- Field trip to the Holocaust Museum and Plaza on April 23rd
- Field trip to Governors of the Palace Museum in Santa Fe on June 25th

# Outreach & Telecommunications

## Telecommunications Equipment Distribution Program (TEDP)

The Telecommunication Equipment Distribution Program (TEDP) lends telecommunications devices at no cost to qualifying New Mexico residents who need assistance in communicating. Equipment includes amplified telephones, iPads, TTYs, speech-generating devices, and neck loops.

### Teltex

Some equipment is on backorder because of issues with the factory in China. Jason Siergey, our Telecommunications Equipment Distribution Specialist, has done a great job communicating with the consumers who were interested in having the equipment at their homes and letting them know about the backorder. The number of iPad requests were substantial this year. A temporary hold was put in place as a result of the constant requests. This is due to the fact that the agency needs to ensure other equipment is distributed as well as the iPads. We held the order for iPads until FY17 July. Mr. Siergey notified consumers of these changes.

Here is what Shannon Qualls, Teltex's local Outreach Specialist, has done for outreach in state of New Mexico:

<b>Booths</b>	<b>Location</b>	<b>Date</b>	<b>Number of Booth Visits</b>
Los Lunas Community Health & Wellness Fair	Los Lunas	April 8, 2016	53
Parents Reaching Out	Albuquerque	April 21-22, 2016	154
Annual ATC Conference 2016	Albuquerque	May 10-11, 2016	51

Here is what Shannon has done for presentations in state of New Mexico:

<b>Presentations</b>	<b>Location</b>	<b>Date</b>	<b>Number of Impressions/Literatures Pieces Handed Out</b>
Albuquerque Hearing Associates	Albuquerque	May 18, 2016	11/30
Rio Rancho Public Schools	Rio Rancho	May 31, 2016	1/1

Worth Hearing	Albuquerque	June 8, 2016	11/20
Meadowlark Senior Center	Albuquerque	June 21, 2016	3/10

## Equipment

In the fourth quarter of FY16, the TEDP has distributed 142 pieces of equipment to 28 customers throughout the state of New Mexico.

Equipment distributed for the fourth quarter are as follows:

Phone	Count
Amplicom PowerTel 725	
PowerTel 720 Cordless Phone w/ Answering Machine	
PowerTel 601 Wireless Wrist Shaker	
Amplicom PowerTel 780 Combo	
PowerTel 760 Corded Telephone	1
PowerTel 701 Expandable Handset	1
Amplicom PowerTel 785 Combo	
PowerTel 760 Corded Telephone	5
PowerTel 701 Expandable Handset	5
PowerTel 601 Wireless Wrist Shaker	5
Clarity Alto	
Clarity Alto Plus	3
Clarity BT914	1
Clarity D704	
Clarity D714	
Clarity JV35	
Clarity XLC2	1
Clarity XLC3.4	3
ClearSounds A1600BT	
ClearSounds A6BT	
ClearSounds CSC600ER	1
Geemarc Ampli100VM	1
Geemarc AMPLI600 Corded Phone with ER	1
Serene Innovations CL-60 Cordless Phone	1
Serene Innovations CL-60A Cordless Phone	
Serene Innovations HD-65 Corded Phone	
Q90D TTY/VCO	
Q90D TTY/VCO as HCO	
Q90D TTY	
Q90D External HCO Speakers Set	

<b>iPad + Otterbox</b>	
Apple iPad 2 Deaf	4
Apple iPad 2 Deaf Blind	
Apple iPad 2 Hard of Hearing	6
Apple iPad 2 Speech	6
Apple Mini iPad 4 Deaf	2
Apple Mini iPad 4 Hard of Hearing	2
Apple Mini iPad 4 Speech	2
Apple Mini iPad Deaf Blind	
<b>CapTel</b>	
CapTel 840	4

<b>Accessories</b>	<b>Tally</b>
Surge Protector	28
Amplicom AB900 Answering Machine	2
Amplicom NL100 Neckloop	1
Bellman Audio Maxi Package 3 Neckloop	3
Clarity AL10 AlertMaster	
AL10 Device	5
Doorbell	5
Bed Vibrator	5
Clarity AL12 AlertMaster	5
Clarity WR100 Super Phone Ringer	
Clarity CE50 Bluetooth Neckloop	1
Clarity SR100 Super Phone Ringer	1
Clarity Speech Amplifier Handset WS-2749	
Clarity HA40 In-line Telephone Amplifier	1
Clarity CE225 In-line Telephone amplifier	0
ClearSounds Quattro 4.0 Bluetooth Neckloop	2
ClearSounds ANS3000 Answering Machine	1
ClearSounds CS-CR200 Phone Ringer	
ClearSounds CS-WIL95 Amplifier	1
Comfort Audio Duett Neckloop	1
Geemarc AmpliCall 10 Telephone Ringer & Flasher	1
Griffin TruTone ElectroLarynx	
Oral Adapter with Straws	
Tone-Adjustment Screwdriver	
Extra-Sharp Sound Cap	
Krown RA 05 Amplified Ringer with Strobe	
LifeTone HLAC 151	1
Serene Innovations CentralAlert™ CA360	
Wireless Notification System CA360	4
Wireless Doorbell Model CA-DB	4
Bed Shaker Model BS-100	4



Serene Innovations CA380	
Wearable Notification System	
Bed Shaker Model BS-100	
Home/Cell Phone Ringer/Flasher with USB Charging	
Port Model CA-CX	
Wireless Doorbell Model CA-DB	
Serene Innovations UA-45 Universal Phone Amplifier	
Serene Innovations RF-105 Super Loud Ringer and Flasher	
Serene Innovations RF200 Alerting System	1
Serene Innovations RF-40 Cell Phone Amplifier	1
Silent Call 365-SKV Smoke Detector Kit	
Smoke Detector with Transmitter	3
Sidekick Receiver with Strobe Light	3
Bed Vibrator	3

**Telecommunications Relay Service (TRS):**

Below is the reported numbers for Traditional Relay Service (TRS) and Captioned Telephone Service (CTS). The average number of relay calls per month for FY16 Q3 is about 7,728/month. The Performance Measure for Fiscal Year 2016 (FY16) has an average of 12,000 calls per month of all Telecommunications Relay Services.

Month	Traditional Relay	Caption calls	Total
April	3,379	3,082	6,461
May	3074	2910	5,984
June	2850	2968	5,818
<b>FY16 4th Quarter Total Relay Calls</b>			<b>18,263</b>

**Relay New Mexico (RNM):**

Relay New Mexico (RNM) under Hamilton Relay did a number of exhibit events and field visits this quarter. All of the events are to explain Telecommunications Relay Services and Caption Telephone services throughout New Mexico. Tom Sena from RNM is coordinating outreach events with Corina and Jason to educate New Mexicans about available captioned phone technology and relay services. Tom Sena is also working with Shannon Qualls from Teltex to assist in making new connections in the community.

Exhibits covered by RNM for the 4<sup>th</sup> quarter in New Mexico include:

Event	Location	Date	Booth Visits
Cibola Senior Center	Grants	April 28, 2016	80

RMCHCS Health Fair	Gallup	April 30,2016	130
Tijeras Senior Center	Tijeras	May 3, 2016	65
Sandoval County Senior Picnic	Bernalillo	May 13, 2016	120
Palo Duro Senior Center	Albuquerque	May 17, 2016	465
RSVP Recognition Breakfast	Albuquerque	May 27, 2016	250

RNM continues providing workshops across the state. These workshops include field visits and presentations. Field visits include the Veterans Integration-Outpatient-Counseling and Community Service Center. Presentations are on CapTel phones and TRS service with Caseworks, the Lions Club and various veteran services. RNM has also conducted one on one visits to ensure phones are properly installed. RNM has also provided sponsorship for various organizations.

### **Outreach**

For the fourth quarter of FY16, the Albuquerque office attended 14 events. Jason Siergey did a fabulous job seeking out and attending different events in this quarter. The department continues to look for more outreach events to increase visibility of NMCDHH and its services.

Booths conducted include:

Events	Location	Date	How Many People
Wagon Mound 3 <sup>Rd</sup> Annual Health Fair	Wagon Mound	April 19, 2016	31
Head2Toe	Albuquerque	April 21-22, 2016	57
Clayton 32 <sup>nd</sup> Annual County Health Fair	Clayton	April 27, 2016	48
25 <sup>th</sup> Colfax County Annual Family Health Fair	Raton	April 28, 2016	60
28 <sup>th</sup> Community Health Fair	Gallup	April 30, 2016	31
Annual AT Conference 2016	Albuquerque	May 10-11, 2016	63
Annual Sandoval County Senior Picnic & Health Fair	Bernalillo	May 13, 2016	46
Cuba Health Fair	Cuba	May 19, 2016	26

Law-La-Palooza Legal Fair	Albuquerque	May 19, 2016	5
Gallup Free Legal Fair	Gallup	May 20, 2016	3
Annual 2016 Wellness & Safety Fair	Pueblo of Sandia	May 26, 2016	27
2 <sup>nd</sup> Annual International District Health Fair	Albuquerque	June 4, 2016	69
State of New Mexico Career Fair & Expo	Albuquerque	June 7, 2016	90
Senior Center Health Fair	Coyote	June 8, 2016	12

# Las Cruces Satellite Office

*Sandra Williams, Las Cruces Field Office Coordinator*

*Susana Santillan, Las Cruces Community Advocacy Specialist*

## **Individual, System Advocacies and Service Coordination**

For the fourth quarter of FY16, the Las Cruces Satellite Office has added 67 new consumers for Advocacy and Services Coordination. We work to provide information and referrals that link consumers and their families to necessary resources. We also follow-up after each referral and make necessary adjustments when needed. We have advocated in the community mental health facilities, medical/nursing centers, and criminal justice centers this quarter. Some of our work this quarter includes improving Text to 911 access, advocating for communication access in shelters, and improving communication with police agencies.

## **Systematic Advocacy Services**

The following are the Systematic Advocacy Services provided by us this quarter and/or on an on-going basis:

- Center of Protective Environment (COPE) - Alamogordo,
- NM Women's Intercultural Center - Anthony, NM
- Veterans Affairs (VA) Clinic - Las Cruces
- NM Probation and Parole Department, (State agency)
- Sexual Assault Center (nonprofit agency)
- SSA office (Federal agency)
- New Mexico Police Academy
- Doña Ana County 911 –Text to 911
- Detention Center and Doña Ana ADA Coordinator
- NM State Prisons
- NMDVR-CAP
- La Clinica De Familia - Chaparral, NM
- Las Cruces City Police Department
- Eastern NM University
- 12<sup>th</sup> Judicial District Court
- COPE shelter
- Probation and Parole Department
- La Piñon Sexual Assault Recovery Services
- SSA offices in Las Cruces and Roswell
- NM Police Academy
- Las Cruces City ADA
- WIC Offices, 2 times
- Alamogordo Public School District

- EPOCH Behavioral Health Clinic
- Kindred Rehabilitation Center
- DVR on purchasing T-coils for clients' hearing aids
- NM Motor Vehicle Department

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

The Las Cruces office has hosted 19 booths in the fourth quarter. The Las Cruces hosts booths to promote the mission of our agency. The following booths were held during the fourth quarter:

- 4/4/16 Colombia Elementary
- 4/5/16 Women's Intercultural Center
- 4/6/16 MacArthur Elementary School
- 4/6/16 Mira Vista Senior Village
- 4/06/16 Immaculate Heart Health Fair
- 4/8/16 Women's Intercultural Center
- 4/11/16 Highland Elementary School
- 4/12/16 Women's Intercultural Center
- 4/29/16 Department of Health Fair
- 5/2/16 Colombia Elementary School
- 5/4/16 MacArthur Elementary School
- 5/4/16 Mira Vista Senior Village
- 5/6/16 Southern NM Advocacy Conference
- 5/9/16 Highland Elementary School
- 5/17/16 Deming Health Fair
- 5/18/16 Spring Job Fair in Demining
- 5/19/16 Montana Senior Village
- 5/25/16 Dept. of Health Employer Health Fair
- 6/15/16 Radium Springs Community Health Fair

Presentations involve educating the public about our Mission, resources and learning particular skills such as effective communication. The following presentations were provided:

- 4/14/16 Las Cruces City – Susana Santillan
- 5/6/16 The ARC – Susana Santillan
- 6/1/16 Office of Emergency Management – Sandra Williams & Susana Santillan

Information and Referrals (I&R) in the fourth quarter totaled 2,638. It should be noted the amount of information passed out increased significantly as a consequence of our additional outreach, network, and community collaborations.

### **Community Collaboration**

We collaborated with several agencies to strengthen our Deaf/HH communities in southern New Mexico. Some we collaborate with on an on-going basis. Some examples include:

- ADA Celebration Committee
- Alamogordo's Center of Protective Environment (COPE)
- City of Las Cruces ADA Advisory Committee
- NM Department of Health - SW Region
- Silver City Mental Health Center
- Doña Ana Interagency Council Meeting Community College and ADA Advisory Committee
- Mescalero New Mexico Native American Cultural Center
- Las Cruces Public Schools
- Women's Intercultural Center
- Munson Senior Center, City of Las Cruces
- Veterans Affairs Las Cruces Clinic
- T or C HUD
- Eastern NM University of Roswell
- DVR in Las Cruces and Roswell
- Healthcare Consortium/Mesilla Valley Hospital/Memorial Medical Center/First Responders and EMTs in Las Cruces
- Casa Advocacy
- Behavioral Health Local Collaborative
- Girl Scouts of the Desert Southwest
- Rio Grande Trail Commission 3rd Public Meeting
- El Mirador
- MVP Housing Authority
- HELP NM
- Montana Senior Village/Roadrunner Food Bank
- La Clinica De Familia Chaparral

Ms. Santillan's many outreach efforts has increased the connections with different entities and Spanish speaking clients who have received enhanced access to our services.



# Data & Statistics

As required by Legislative Performance Measures

## Fiscal Year 2016

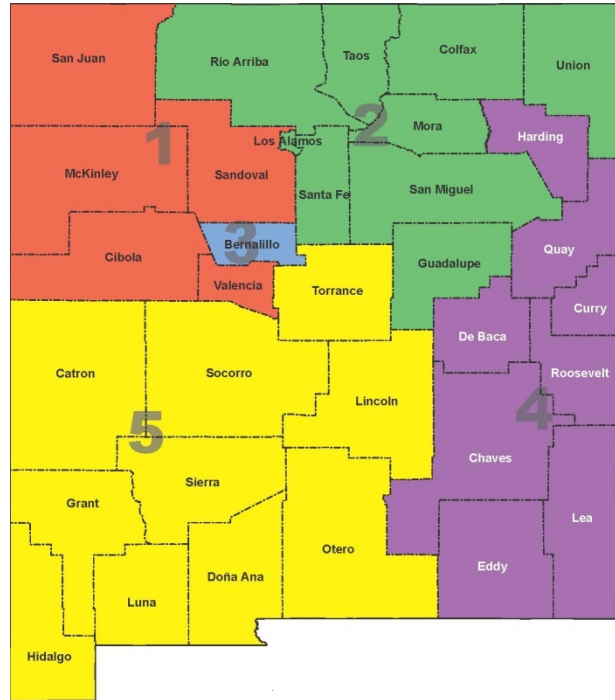
Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training session conducted	120	124	103%
Number of outreach events coordinated	75	117	156%
Average number of relay calls per month	12,000	7628	64%
Number of accessible technology distributions	1,300	768	59%
Staff hours devoted to reducing communication barriers	18,000	22610	126%
Number of clients provided assistance to reduce or eliminate communication barriers	800	667	83%
Number of information referrals and outreach contacts	12,000	23831	199%
Number of newly issued New Mexico Community Signed Language Interpreter licenses	15	15	100%
Number of interpreters in CDHH sponsored professional development	200	211	105%

## 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 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	FY15 Year to Date
Region 1	9	15	13	7	44
Region 2	15	9	20	12	56
Region 3	45	65	56	103	269
Region 4	10	11	12	8	41
Region 5	47	57	81	72	257
Total Clients by Quarter	126	157	182	202	667

## Clients by Self-Identified Disability<sup>15</sup>

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	FY15 Year to Date
Deaf	72	65	61	132	330
Hard of Hearing	40	87	114	69	310
Deaf-Blind	12	2	3	1	18
Speech Disabled	2	3	4	0	9

**NMDVR**  
**CDHH Fourth Quarter Report**  
**July 15, 2016**  
**Performance Measures FY16**  
**April 1, 2016 – June 30, 2016**

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

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

Re: MOU Goals and Performance – Report for the period of **April 1, 2016 – June 30, 2016**

(Fourth 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** – (Fourth Quarter FY16)

Thirty-one (**31**) individuals have received sign language interpreter services during the period of April 1, 2016-June 30, 2016. A total of **\$20,214.27**, has been authorized and expended for this service April 1, 2016 – June 30, 2016.

Seventy-Five (**75**) individuals have received hearing aids and/or other hearing devices during the period of April 1, 2016 – June 30, 2016. A total of **\$261,706.40** has been authorized and expended for this service during the period of April 1, 2016 – June 30, 2016.

Twenty-One (**21**) individuals who are Deaf have been closed successfully rehabilitated (employed) during the period of April 1, 2016 – June 30, 2016.

Sixty-Eight (**68**) individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the period of April 1, 2016 – June 30, 2016.

### **Employment Information**

Average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or otherwise hearing impaired is **32.3** hours. Average wage at closure is **\$13.07** during the fourth quarter of FY16.

### **Caseload Activity**

Two Hundred Eighty-Two (**282**) Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the period of April 1, 2016 – June 30, 2016.

Three Hundred Ninety-Nine (**399**) individuals who are Hard of Hearing and/or otherwise Hearing Impaired have been opened and/or opened and closed during the period of April 1, 2016 – June 30, 2016.

Six Hundred Eighty-One (**681**) individuals who are Deaf/Deaf-Blind – Hard of Hearing and or otherwise Hearing Impaired have been opened and/or opened and closed during the period of April 1, 2016 – June 30, 2016.

### **Ineligible for VR Services**

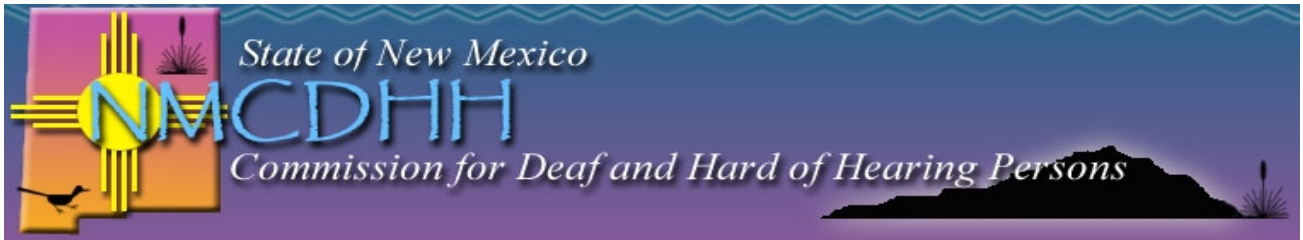
Five (**5**) individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been determined as ineligible for VR services during the period of April 1, 2016 – June 30, 2016.

### **Transition Services**

Fifty-Two (**52**) individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been identified as receiving transition services during the period of April 1, 2016 – June 30, 2016.

Respectfully Submitted:

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



## Collaborating Agency Quarterly Report

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

Quarter Reported:

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

### Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 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	18	11 Provisional; 7 Community; 0 Educational
Complaints	0	
License denials, suspensions, and revocations	0	

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

Last meeting: April 11, 2016

Next meeting: August 8, 2016

Agendas and draft minutes are available at the Board website:

[www.rld.state.nm.us/boards/Signed Language Interpreting Practices Members and Meetings.aspx](http://www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meetings.aspx)