

New Mexico
Commission for Deaf & Hard of Hearing



Quarterly Report

FY20

Quarter 1



FY20 Quarter 1 Board Report

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Thursday, December 12, 2019
3:00 p.m.
NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102

DRAFT AGENDA

Posted: November 18, 2019

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of September 19, 2019
- IV. Reports
 - a. Executive Director Report
 - b. Department Reports
- V. Action Items
 - a. Adoption of Revised OMA Resolution
 - b. Election of Officers
 - c. Set dates for 2019 Board Meetings
- VI. New Business
- VII. Adjournment

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

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



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

*Thursday, September 19, 2019
NMCDHH Conference Room
505 Marquette Avenue 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 December 12, 2019.

This meeting was preceded by a board training by Assistant District Attorney Delilah Tenorio from 1:00 p.m. to 3:00 p.m. Present were board members Concha Dunwell, Rosemary Gallegos, Johnny Robertson, Josh Pando, and Don Johnson. Chair Austin Welborn was not in attendance.

I. CALL TO ORDER AND ROLL CALL

Vice-Chair Concha Dunwell called the meeting to order at 3:20 p.m. and proceeded with roll call.

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

Absent: Austin Welborn

Quorum was met.

Nine staff members from NMCDHH were present: Executive Director Nathan Gomme, Deborah Romero, Lisa Dignan, Lori Neubauer, Corina Gutiérrez, Louise Chavez-Rasgado, Roger Robb, Jason Siergey, and Andrea Ginn. Five interpreters were present, Andrea Ginn, Rachelle Clifford, Jessica Eubank, Gabriella Rivera, and Sierra Knight. Three members of the community were in the audience.

II. APPROVAL OF AGENDA

Vice-Chair Dunwell asked for a motion to approve the agenda.

20.1

Commissioner Johnny Robertson made a motion to approve the agenda.

Commissioner Josh Pando seconded.
Motion passed unanimously.

III. APPROVAL OF JUNE 6, 2019 MINUTES

Vice-Chair Dunwell asked if the commissioners accepted the minutes as written.

20.2

Commissioner Johnny Robertson made the motion to accept the minutes as written.
Commissioner Rosemary Gallegos seconded.
Motion passed unanimously.

IV. REPORTS

a. Executive Director's Report

Executive Director, Nathan Gomme announced that the board had just had a wonderful training from our general counsel from the Office of the New Mexico Attorney General, Delilah Tenorio, to make sure we are following procedures.

Executive Director Gomme stated that he had been attending several conferences related to telecommunications, relay services, and equipment distribution. As those who just attended the training are aware, the Commission for Deaf and Hard of Hearing's primary focus is on relay service administration and telecommunication equipment distribution, which is a mandate from the federal government.

At one of the conferences Executive Director Gomme attended, there was discussion about access for the senior citizen community and understanding their needs. The National Association for the Deaf (NAD) and the National Association for State Agencies for Deaf and Hard of Hearing (NASADHH) came together in a town hall on a national level with Deaf seniors. They had an in-depth discussion of what the community needs are and how the states can improve. Some receive food and medicines, but with no communication. There isn't training for caregivers who are Deaf to provide those services, and most hearing caregivers are unaware of what a person with hearing loss needs.

One woman, Marina, in New York City established her own Deaf-owned company to provide long-term care services and hires Deaf staff or people who sign fluently and are familiar with deafness and hearing loss. They currently have 80-100 staff members. NASADHH will be working with Marina and gather information from her for the best models for all states. Executive Director Gomme will personally reach out to her to discuss her work.

The other part of the discussion with seniors was how to ensure that they have access to telecommunications throughout the various levels or stages they are in, whether they are at home, in assisted living, at a medical center or in hospice. There are four main video relay service companies: Sorenson, ZVRS, Convo and Global VRS. Global doesn't have as much of a presence but it is one of the companies. Sorenson has videos about their products, but the question is are they talking about critical issues to the senior community, for example, long-term care and health insurance. The same is true for ZVRS and Convo, and we were wondering if they could take the lead in education. We had a discussion with the VRS providers and are working on coming up with a plan. We also talked to Internet Protocol Captioned Telephone Service (IP CTS) providers and relay providers to determine whether they have effective communication when a person is in long-term care facilities and if they visit senior centers or if they even work with them at their homes. What we found was that there are many issues with internet access and that the level of complexity in working with these centers can make it challenging for those companies to address it, so there is a lot of work to do when it comes to telecommunications in facilities.

There is also the matter of long-term care needs be addressed earlier and encouraging people not to wait until people are in their 60's and 70's. There needs to be more exposure to these topics.

Executive Director Gomme also attended training from the FCC and was able to discuss what the FCC is doing and what projections they had for the future of telecommunications. One big topic is that Automatic Speech Recognition (ASR) is here and the FCC wants that to be a part of relay services. He attended a presentation from a professor who was an expert in ASR and the prediction is that ASR won't be close to perfect for at least ten years, so he was advised against the use of ASR until it is perfected. However, the FCC has received advice from the companies saying they are ready to go now, so this is a concern. Executive Director Gomme said he wanted to see it in operation, so he saw ASR being used by Google which was impressive. He also saw a live presentation of Google Meet. They used slides and there was ASR captioning at the bottom and CART was streamed at the top. The ASR was fast and had appropriate punctuation. It wasn't perfect, but it was impressive. It's definitely a viable technology for the future, that the companies are testing and using it now.

ASR uses a system called "machine learning". Everything is uploaded into a server which breaks down speech to better learn how to recognize vocal intonation, speech, and the nuances. Even the Spanish vernacular that we use in New Mexico can be learned and adapted to. The word choice may be off, but it will learn to correct that over time. The FCC has shown that they want it now, since the use of ASR and its increase it will decrease the rate of IP CTS costs.

The FCC also brought up for discussion the use of ten-digit numbers software conference calls like Skype and Zoom. This could allow an individual to place a call to 911 using those devices and also access interpreter services. It makes sense to have and use whatever resource is available to make that call. There were also discussions about how most Deaf or hard of hearing people have 20 separate phone numbers for their personal phone number and don't want that, for example Sorenson, Convo, ZVRS, etc. They have all of these numbers because they aren't interoperable. The Deaf and hard of hearing want to use the tools they have and just give the one number like everyone else so they can just tell someone to call them at their number and have it work no matter what they are using.

Executive Director Gomme added that as mentioned before traditional telecommunications relay service (TRS) is separate from IP CTS. The FCC announced it will be making a revision to the rules related to TRS. The 21st Century Communications and Video Access Act is a federal mandate passed in 2010. All the new technology must have language that will fit that mandate so the TRS rules may need to be revised to comply. At this point Executive Director Gomme does not know how this will impact our Telecommunication Equipment Distribution Program.

b. Department Reports

i. Community Advocacy

Corina Gutiérrez, Director of Community Advocacy, informed the Board that Community Advocacy Specialist, Cheryl Padilla, has left the agency. There are now two vacant Community Advocate positions. Ms. Gutiérrez wanted to thank Roger Robb and the Las Cruces Staff, Sandra Williams and Susana Santillan, for taking over Ms. Padilla's responsibilities.

At the last meeting, staff talked about the goal of having video phones in libraries all over the state. Recently one was set up in the Roswell library. The community is very excited about using it. CDHH is still trying to get video phones in other cities.

The United States Citizenship and Immigration Service (USCIS) will have a workshop tomorrow night sponsored by CDHH partnering with Amy Gomme from COPD at the USCIS building. Susana Santillan from the Las Cruces office will be representing CDHH.

Ms. Gutiérrez introduced Roger Robb, Community Education Specialist, who informed the Board about the success of the latest “Coffee with a Cop” event. Mr. Robb announced that the event took place on August 31st at the Albuquerque Police Academy with over-90 people in attendance. There were about 14 police officers at the event and members from the Deaf, Hard of Hearing, and Deaf-Blind communities. All were able to interact with the police officers. This time there was a simulation of a traffic stop so that community members would know what to expect if they ever are pulled over by a police officer. CDHH hopes to have more events like this in the future and expand to other cities like Las Cruces, Roswell, and Santa Fe.

Commissioner Robertson mentioned he was there as a Support Service Provider (SSP) with a Deaf-Blind client. He was impressed with the officers interacting with the Deaf and Deaf-Blind people there. Executive Director Gomme added that there was a team of interpreters, CART, and Loop was set up to accommodate everyone.

Mr. Robb mentioned that the channel 4 news came and as part of their report, they filmed the placards. The Commission has been explaining to interested individuals that we are still in the process of training officers before the placards are distributed. Executive Director Gomme added that we don’t want to distribute them before law enforcement officers and users know exactly how to use them.

Next Mr. Robb talked about working with Lisa McNiven on the emergency preparedness training for the Deaf, Hard of Hearing, and Deaf-Blind communities in September. Ms. Padilla had resigned at that point, so Mr. Robb took over. There were about 20 people in attendance, and it was well received. The training will be expanded to different organizations such as NMSD.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, reported that the fall 2019 session of New Mexico Mentoring was underway. There is a small group this time, but it is going well.

Ms. Dignan has been working with the governor’s office to appoint members to the licensure board so they will once again have a quorum and be able to meet. It’s not done yet, but they are working hard and making good progress.

The video phone that was installed at the Sunport was put away temporarily while the information desk was being moved. Although it is not available now, it will be wall mounted which will be better. Also, a second VP is also going to be installed and Ms. Dignan hopes both will be operational by autumn.

Andrea Ginn has again attended the Mental Health Interpreting Training Alumni Session in Montgomery, Alabama and returned with more wonderful resources for New Mexico.

Ms. Ginn is currently working with five new apprentices who were selected for FY20. She provided a five-part workshop on the Demand Control Schema. One of the apprentices, Sara Eaves, is in the audience and other apprentices will be here at future meetings so that the commissioners can meet them.

Ms. Dignan said that Human Resources has kept her very busy. As Ms. Gutiérrez mentioned, Cheryl Padilla left the agency which means that in an agency of 16, there are five vacancies, which is impacting our ability to continue our services effectively. Two positions have been posted and are now closed. Qualified applicants have applied, and interviews are scheduled. After that, we will be working on the three remaining positions.

Commissioner Robertson asked about the vacant positions. Ms. Dignan replied that two are advocates for Ms. Gutiérrez's department, one is a finance position in Deborah Romero's department, one is the Community Engagement Specialist that Rich Bailey left vacant in her own department, and the last one is the also in Ms. Gutiérrez's department which is the position that Sam Martinez vacated a while ago. There will be some significant reworking to that position, so there isn't a title on that position yet. The person in that position will hopefully be able to work with the technical things that Executive Director Gomme talks about. That specialist will take some of the pressure off him and the Commission will have a better division of duties.

Commissioner Dunwell asked why interviews for the other three positions have not yet been set. Executive Director Gomme explained that because our revenue has been dropping, CDHH has been using the vacancy savings to continue agency operations. This is and has been a problem since we can't hire someone we cannot pay. As we are working on fixing our revenue issues, the hiring process must be slow and gradual. We are waiting on a response from the Taxation and Revenue Department (TRD) which found some things that were not in compliance. Deborah Romero has been working with them tirelessly to get these issues fixed so that we will see more revenue.

iii. Finance and Administration

Deborah Romero, Director of Administrative Services and CFO, stated that she had more information regarding the TRS revenue. For FY19, \$1.6 million was collected. So far in FY20, a little more than \$200,000 has been collected. She is projecting \$1.5 million in revenue FY20, which is not enough to cover expenses. Ms. Romero said that we did have a little more of general fund, but we know that we are going to have to do another special appropriation request which she would start working on in the next couple of weeks. Both our Legislative Finance Committee (LFC) and Department of Finance and Administration (DFA) analysts are aware what is happening and are working with the Commission to work with TRD in researching what is happening and where we need to move forward. Nothing has been disclosed to us regarding what companies are not submitting what was collected or the amounts collected. Ms. Romero said she would pass on the information when she knows more.

For FY19, the Commission expended 63% of the budget. We closed out the fiscal year and met all deadlines and opened the new fiscal year with no problems. Everything, with the exception of the revenue, is moving smoothly.

V. ACTION ITEMS

There were no action items.

VI. NEW BUSINESS

There was no new business.

VII. ADJOURNMENT

Vice-Chair Dunwell called for a motion to adjourn.

20.3

Commissioner Robertson made a motion to adjourn.
Commissioner Gallegos seconded.
Motion passed unanimously.

The meeting was adjourned at 4:35 p.m.

Executive Summary

G. Nathan Gomme, Executive Director

Commissioners and Community Members:

I am happy to provide the 1st Quarter Report of Fiscal Year 20 for The New Mexico Commission for Deaf and Hard of Hearing. We began this year continuing or work on several projects that we were working on during the last fiscal year and some new ones that we are starting this fiscal year. As I mentioned I went to a few conferences near the end of last year and wrapped up some of the conferences this quarter. I went to the TDI conference, the Deaf Seniors Conference and the TEDPA/NASRA conference held in Arizona this past September. While at these conferences I had some great opportunities to gather information and work with national groups to develop some initiatives. I participated in an open forum with our seniors and led some presentations for TEDPA/NASRA. In our office we focused on several important projects, we learned that several pieces of equipment that are in our program are no longer being provided, we will have an updated catalog to add some new equipment and remove some equipment that is no longer provided by the midpoint of the year. This is due to the testing that will be required and the fact that not all of the equipment currently on our list has a replacement yet. We are starting a new project with the National Oceanic & Atmospheric Administration (NOAA) group to develop new VLOG's and we are continuing our work with the law enforcement community and medical community. We will also be working with the Communication Access Committee of New Mexico to see if we can get captioning in public spaces during this quarter. Early in the fiscal year one of our staff resigned which resulted in some of the work being assigned to individuals who have been working hard already. We will be opening at least two positions up but need to take a look at the remaining positions to see if they need to be changed.

The first quarter is usually full of different training opportunities and conferences which allow for our staff to improve on their resources. Not all of them occur during the first quarter but are planned during this time. This year I attended TDI and the National Association of State Agencies for the Deaf and Hard of Hearing for a co-occurring conference. During the NASADHH conference we discussed several topics including the situation nationally with the Order of Selection, during that discussion we had representatives from the Rehabilitation Services Administration and the Council of State Administrators of Vocational Rehab. Other topics included communication access in the hospital, communication access in schools, which had representatives from HLAA as well as Hands and Voices. We also had a great chance to see what other state agencies are doing in their communities. During TDI discussions about telecommunications, the future of technology for the Deaf Blind community, Deaf

Entrepreneurship, and many other topics. Soon after this conference I attended the Deaf Seniors Conference, during this conference I worked again with the NASADHH members to collect information about topics of concern for our aging community. I was also able to meet and talk with some professionals in the field of long-term care, many of us with NASADHH are looking to see if we can develop a framework with NAD for our aging community to “age in place” effectively.

TEDPA and NASRA were very busy and intensive this year. I have been operating as Vice-Chair for both organizations and while rewarding, there was quite a bit of work to do. We had two very important topics to discuss. I have mentioned both but IP CTS and Automated Speech Recognition (ASR) are big topics of debate and concern. As I write this, we will be seeing decisions made about the funding of IP CTS. During the two conferences we talked about who would be ready for taking on the responsibility of IP CTS and also about the possibility of the intrastate funding used for legacy TRS being used to fund IP CTS due to the exploding growth. ASR is tied significantly to the funding concern with IP CTS. One of the reasons that the FCC is looking at the use of ASR for IP CTS is due to the fact that it costs less than IP CTS operators. Currently the ASR we have seen is not as consistent as relay operators. As a result, most of the members feel that we will be seeing an attempt from the FCC to utilize other funding. It is not sure how much however. TEDPA and NASRA both sent their comments as well as several states. Hopefully we will get an answer about the funding plan for IP CTS. If they plan to take funds from the intrastate funding, we will need to address this with our revenue.

In previous years I have mentioned the ongoing work we do to improve our TED program, but this year has been particularly difficult. In our report we will list several items that have been discontinued, some of which have real replacement at this time. It is hard to pinpoint a specific reason for the challenges and recent sudden impact to our program, but I wanted to list some of the factors. First there is the simple fact that a lot of our equipment is niche equipment. This means is that only a few companies provide this specialized equipment and only a small portion of our large technological community buy this equipment. Recently companies like Google and Apple have opened up the world to a piece of hardware that cando tremendous amounts of things when given the right software or app. These pieces of hardware with the apps coupled with a smartphone savvy community have changed the landscape. When large companies change the landscape of technology like this, the small companies lose a portion of an already small market. On top of this the cost to manufacture the equipment has been increased due to the changes in taxes. The end result is that companies are losing revenue and are unable to produce the physical equipment. These pieces of equipment focus on a very specific need for our community and in general the off the shelf hardware is being supplemented to provide comparable types of service. This doesn't mean there isn't a need for the specialized equipment just that the provision of it costs too much. Equipment discontinuations are now the norm in our niche selection of

equipment, and we are seeing some companies reduce their selection of technology even further to focus on app-based programs. Equipment we recently reviewed is no longer available and we need to find replacements which haven't been released yet or only exists in conjunction with off the shelf technology we don't provide. We improved the overall application and the terms and conditions have been updated again to better reflect the policies.

We have prepared for our subcommittee budget hearing for the upcoming fiscal year and we will also be doing a special supplemental request to ensure we have the funds for our budget. We will be requesting additional funding to provide services to the Deaf Blind and Deaf+ community to tie into some of the things I have learned from the Deaf Seniors Conference. This includes taking a serious look at the resources we would need to help our community age in place appropriately. On top of that we have already begun to see the limitations of our current budget for our Deaf Blind and Deaf+ community. We also will have to anticipate what the possible outcome will be if the FCC determines that taking funding from intrastate collections will occur. It will be difficult to articulate what will happen prior to the subcommittee meeting but I hope to have some information before the legislative session. We remain a fiscally responsible agency and have managed well in our provision of several services. We will have an Auditor report later to explain how the agency did this past fiscal year.

The 1st quarter of the fiscal year has gotten off to a fast start with several projects taking shape for the future of our agency. We will remain diligent in our work to improve access for our seniors, for our graduating children, and for our hard of hearing community who want to see improvements in their access in public venues. This year will be busy and has already been a productive year.

Thank you,

G. Nathan Gomme

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.

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. Our advocacy department continues to work with Deaf, Deaf Blind and Hard of Hearing clients regarding communication access for healthcare providers, clinical offices, law enforcement, government agencies, and local employers.

Our Community Advocacy Specialist, Cheryl Padilla, resigned from our agency. Due to our revenue, we will be able to hire one of our vacant positions and we will be reviewing the other position classification to see if any of the other positions can be filled. All of Ms. Padilla's duties were reassigned to others in the office. The Community Education Specialist, Roger Robb, the Director of Community Advocacy, Corina Gutiérrez and two staff from the Las Cruces office have taken some of her client cases depending on location and resources. We are working with our vendors from our Relay and TED programs to cover booth events in northern New Mexico during the first quarter of FY20. Hopefully we will be able to find someone soon.

Our Director of Community Advocacy, Corina Gutiérrez, worked with clients and various agencies regarding communication access this quarter. Jackie Crouse, Tracy Thompson, Jesse Mendez from United States Citizenship and Immigration Services (USCIS), Amy Gomme from Community Outreach Program for the Deaf, and Ms. Gutiérrez successfully planned the immigration workshop event for our community held on Friday, September 20th from 6-8pm. USCIS provided two trilingual and two bilingual interpreters and one Deaf interpreter for this event. Our Community Education Specialists, Susana Santillan and Roger Robb, were there to support the event. After the event was over, Mr. Robb and Ms. Gutiérrez had a conference call with Ms. Thompson and Ms. Crouse to review and discuss the event. We would like to host this event again in the future. Ms. Gutiérrez also worked with the Regional Manager from Adult Protection Services and included our Director of Community Engagement, Lisa Dignan, to discuss their responsibility to provide communication access to our Deaf, Deaf Blind and Hard of Hearing community. Ms. Gutierrez received a few complaints that Adult Protection Services did not provide signed language interpreters for their interviews and investigations. The Regional Manager mentioned that he will make sure

that they will provide communication access for our community. The meeting was very beneficial. Ms. Gutiérrez also took on a portion of the case load that Ms. Padilla had.

Our Community Education Specialist, Roger Robb, has also taken a portion of the case load that Ms. Padilla had. He recently assisted an individual with three different cases which required getting different medical facilities to provide ASL interpreters so the individual could communicate and ask questions with the providers. Mr. Robb also assisted two separate courts in ensuring that they are able to get the necessary communication access at the hearings. Mr. Robb has been able to successfully work out each of these instances.

Community Education

The Community Education Specialist, Roger Robb, completed 12 presentations/trainings during the first quarter of Fiscal Year 2020.

Here is the breakdown of the presentations that Mr. Robb completed.

- Hearing Loss Sensitivity – 6
- Emergency Preparedness – 1
- Hearing Loss Sensitivity for Law Enforcement – 1
- Hearing Loss Sensitivity for Medical Staff – 1
- NMCDHH Overview – 1
- Shadow Interpreting – 1

The agencies/organizations/business that Mr. Robb provided presentations/trainings to are:

- Advantage Communications
- Albuquerque BioPark
- Albuquerque Police Academy
- Albuquerque Zoo
- Deaf Culture Center
- OptiHealth (2)
- Sandoval County Frail & Elderly
- Shalom House
- UNM Signed Language Interpreting Program
- UNM Hospital

Our Relay vendor also provided some presentations during the first quarter. These presentations were to veterans and our senior community about the benefits of Captioned phone services and traditional relay services. Here are the locations:

- Brookdale Santa Fe
- Sandia Senior Center

- Laguna Senior Center
- DAV Socorro
- San Jose Senior Citizen Center

System Advocacy

Mr. Robb has 9 new and 4 continuing System Advocacy cases that have been ongoing for the first quarter of Fiscal Year 2020.

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

- (new) Alta Vista Regional Hospital
- (new) Albuquerque Police Department – Coffee with a Cop
- (new) Bernalillo County Census Counting Committee
- (new) Children, Youth, & Family Division – Santa Fe
- (new) Children, Youth, & Family Division – Las Cruces
- (new) New Mexico Department of Finance & Administration
- (new) National Oceanic & Atmospheric Administration – Albuquerque
- (new) Rio Rancho Police Department
- (new) Adult Protective Services
- Albuquerque Driving Schools
- Christus St. Vincent
- New Mexico Department of Transportation
- New Mexico United

Strategic Plan with Albuquerque Police Department

Mr. Robb made a promotion vlog on the “Coffee with a Cop” event and shared it with the community.

NMCDHH had their second “Coffee with a Cop” event on August 31st at the Albuquerque Police Academy with over 90 people from the community attending the event. We had several interpreters which were coordinated with the Department of Community Engagement and other communication tools. This was very important since we had over 10 Law Enforcement officers attending the event, these officers got to know our community and talk to them about various concerns and what they like. . The event was well received, and participants requested another event in the near future. This year we were able to do a walk-through activity that simulated the activity of getting pulled over. This gave law enforcement officers a chance to interact with various members of our community with various hearing loss and vision issues. The placards were publicized through the news channels and we received requests for the placards. We are working with the Albuquerque Police Department to get the placards printed so we can distribute them to the community and ensure that all officers are well trained in their use. We also learned that many other communities are interested in events like these.

Children, Youth and Family Division

Mr. Robb reached out to the CYFD Cabinet Secretary after a recent request to provide Hearing Loss Sensitivity trainings to the staff at CYFD staff. He met with both the Director of Behavior Health Services under CYFD and CYFD's General Counsel and they discussed the need for Hearing Loss Sensitivity trainings. Both agreed and thought it would be a good idea to start with the CYFD administrators then we would figure out how to provide the trainings to all staff who would be likely to engage with clients with hearing loss. They also discussed the need to make sure that clients with hearing loss are provided with appropriate communication accommodation such as signed language interpreters and so forth. They agreed they would need to develop a system to make sure information about communication accommodations are delivered to front line staff. They hope the training would be helpful with this issue. CDHH is looking forward to some trainings occurring soon.

National Oceanic & Atmospheric Administration

Mr. Robb was asked by NOAA to replace Ms. Padilla on a project to create some videos on different NOAA topics in ASL. It was agreed that CDHH would work on the ASL gloss of the scripts they provided and then would do the video shootings in November and December.

Deaf Blind and Deaf Plus Program

The Community Outreach Program for the Deaf-NM Deaf Blind or Deaf Plus (Deaf/Hard of Hearing with a significant disability) has maintained its strength and has served 46 clients in total to date – 28 of whom are Deaf Blind and 18 of whom are Deaf Plus. These 46 New Mexicans live in 8 of New Mexico's 33 counties. We are thankful that COPD continues to provide trainings which include the Support Service Providers during this quarter.

The Support Service Providers provide support to Deaf Blind and Deaf Plus clients when they want to participate in community events. They provided support to Deaf Blind and Deaf Plus clients at the following activities and events for the first quarter:

- NM Deaf Senior Citizens meetings on July 18th, August 15th, and September 5th
- New Mexico Deafblind Task Force meeting on August 27th
- Zia Board meetings on July 15th and 28th

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

- Bowling at Holiday Bowl and lunch at Jason's Deli on July 17th
- Sandia Peak Tram with a picnic lunch on August 24th
- NM State Fair with lunch at Indian Village on September 12th
- Zia Business meeting to vote on new by-laws (moving forward to obtain 501(c)(3) status)

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

- Sandia Peak Tram with picnic lunch on August 24th (joint activity with Zia)
- Meetings on July 23rd and September 24th

In addition, Deaf Blind and Deaf Plus consumers participated in two other community events with SSP support:

- Emergency Planning and Preparedness Workshop on September 4th
- Coffee with a Cop on August 31st

Outreach & Telecommunications

Telecommunications Equipment Distribution Program (TEDP)

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

Equipment

The first quarter of the new fiscal year started out well. We were able to keep the program running by accepting incoming applications and having them processed. We communicated with those people whose applications had been processed based on the status of their applications – pending, approvals, and updates on equipment orders.

In order to ensure that first time applicants receive their iPads promptly we are still distributing five tablets per month going to applicants with first-time applicants. If we do not get 5 first time applicants for iPads we select from a list of reapplications based on when they applied for their iPads. By the end of November, we anticipate the list consisting of only 5 reapplicants. We are also working to ensure that orders are prompt during the holiday season and that we have a procedure in place as people take time off.

We learned this quarter that some of the products we have in our brochure have been discontinued. Most of the products are still in stock for now, but we are already working on identifying replacements. These replacements will need to provide equal or better results for our community. In order to ensure that these products are up to our standards we are requesting demo units to test them. Our vendor is working to provide those demos, however some of those upcoming replacements are not available yet. As soon as they are, we will test them and replace the items that have been discontinued. At this time, the items that are or will be discontinued are: Serene Innovations CL-60, CL-60A, and HA-65; Silent Call SU-365KV, our longest running smoke detector/alert in our program, Geemarc Amplicall 10, and Amplicom PT725 phone. They will be removed from our programs this year. To replace some of these we are looking at are the Medallion Series which consists of Smoke Detector with Transmitter (SD4-MC), Mini Receiver (MR1214-MC), and Bed Vibrator with Pin Jack (VIB-PJ) which are currently available. The next item to be tried out will be out in January 2020 – Clarity XLC8. We will be actively checking for any new items to replace the aforementioned items that are or will be discontinued.

Equipment distributed for the first quarter are as follows:

Phone	Count
Amplicom PowerTel 780 Combo	
PowerTel 760 Corded Telephone	0
PowerTel 701 Expandable Handset	0
Amplicom PowerTel 785 Combo	
PowerTel 760 Corded Telephone	3
PowerTel 701 Expandable Handset	3
PowerTel 601 Wireless Wrist Shaker	3
Clarity Alto	0
Clarity Alto Plus	1
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	0
Clarity XLC2	1
Clarity XLC7BT	2
ClearSounds A1600BT	1
ClearSounds CSC600ER	0
Panasonic KX-TGM430B	0
Serene Innovations CL-60 Cordless Phone	2
Serene Innovations CL-60A Cordless Phone	0
Serene Innovations HD-65 Corded Phone	0
iPad + Otterbox	
Apple iPad Deaf	1
Otterbox	1
Apple iPad Deaf Blind	1
Otterbox	1
Apple iPad Hard of Hearing	8
Otterbox	8
Apple iPad Speech	1
Otterbox	1
Apple Mini iPad Deaf	0
Otterbox	0
Apple Mini iPad Hard of Hearing	4
Otterbox	4
Apple Mini iPad Speech	0
Otterbox	0
Apple Mini iPad Deaf Blind	0
Otterbox	0
CapTel	
CapTel 840	0

Total Phone Equipment Distributed:		46
Accessories		Tally
Surge Protector		19
Amplicom AB900 Answering Machine		1
Amplicom NL100 Neckloop		0
Bellman Mino with neckloop		
	Main device	2
	Neckloop	2
Clarity CE50 Bluetooth Neckloop		0
Clarity SR100 Super Phone Ringer		1
Clarity HA40 In-line Telephone Amplifier		0
ClearSounds Quattro Pro		
	Base	0
	Microphone	0
ClearSounds ANS3000 Answering Machine		0
ClearSounds CS-CR200 Phone Ringer		2
ClearSounds CS-WIL95 Amplifier		1
Comfort Audio Duett Neckloop		11
Geemarc LH10PK Neckloop		1
Geemarc AmpliCall 10 Telephone Ringer & Flasher		4
Griffin TruTone ElectroLarynx		
	Oral Adapter with Straws	0
	Tone-Adjustment Screwdriver	0
	Extra-Sharp Sound Cap	0
Krown RA 05 Amplified Ringer with Strobe		0
Serene Innovations CentralAlert™ CA360		
	Wireless Notification System CA360	10
	Wireless Doorbell Model CA-DB	10
	Bed Shaker Model BS-100	10
Serene Innovations CA380		
Wearable Notification System		4
Bed Shaker Model BS-100		4
Home/Cell Phone Ringer/Flasher with USB Charging Port Model CA-CX		4
Wireless Doorbell Model CA-DB		4
Serene Innovations UA-45 Universal Phone Amplifier		
Serene Innovations RF-105 Super Loud Ringer and Flasher		
Serene Innovations RF200 Alerting System		1
Serene Innovations CentralAlert™ SS-201		2
Serene Innovations SA-40 Cell Phone Amplifier		0
Silent Call 365-SKV Smoke Detector Kit		
	Smoke Detector with Transmitter	5

Sidekick Receiver with Strobe Light	5
Bed Vibrator	5
SonicAlert HA360MKBR	
Sonic Alert HomeAware Telephone Ring Signaler - Master Unit HA360M	8
Sonic Alert HomeAware Bed Vibrator - HA360V	8
Sonic Alert HomeAware Dry Contact, Multifunctional Remote Transmitter - HA360DC	8
Sonic Alert HomeAware Basic Receiver Unit Kit - HA360BRK	8
SonicAlert HA360BRK	
Base	1
Total Accessories Distributed	141

Special Orders	
iPad Mini 4 Case, ROARTZ Black	1
Wheelchair Mounting System	1
Special Orders Total	2
Total Accessories	141
Total Telephone Equipment	46
Total TEDP Equipment for FY20, 1st Quarter	189

Outreach

This year we are combining outreach done by staff from our Albuquerque office and our vendors. Outreach provided to the community will always include information about our Telecommunication Equipment Distribution Program (TEDP) and our relay services.

Booths conducted include:

Events	Location	Date	Visitors
Department of Senior Affairs	Albuquerque	7/19/19	50
Veterans Appreciation Fiesta	Albuquerque	7/28/19	115
New Mexico Conference on Aging	Albuquerque	8/13-14/19	520
New Mexico Health Care Association Convention	Albuquerque	8/27-28/19	200
State Fair Senior Celebration Day	Albuquerque	9/9/19	200

Pueblo of Tesuque Health Fair	Tesuque	9/12/19	80
Alamo Senior Center	Alamogordo	9/19/19	145
HLAA Albuquerque	Albuquerque	9/21/19	30
		Total:	1,340

Las Cruces Satellite Office

Sandra Williams, Las Cruces Office Coordinator

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Client Advocacy and Service Coordination

For the first quarter of FY20, the NMCDHH Las Cruces Office Staff assisted 105 additional consumers. Services included advocacy, coordinating services, and providing information and referrals as necessary to remove communication barriers at the consumers' homes, employment settings, state and local agencies, and public/commercial facilities. Not only did the Las Cruces staff provide the services but followed up and made sure the needed resources were attained. Their advocacy and service coordination resulted over 382 communication barriers removed this quarter.

Sandra Williams' Accomplishments

This quarter, Sandra Williams provided advocacy services and education. Below are just a few examples of individual client advocacy services required due to public entities that lacked appropriate communication access for deaf or hard of hearing consumers.

Ms. Williams educated staff/faculty at a school district in Southern New Mexico about Americans with Disabilities Act and New Mexico Licensure laws. She also made sure to educate them about their responsibility to provide communication access. She followed up and ensured there are licensed/certified interpreters at all future meetings.

A home medical equipment provider did not provide an interpreter for their required consultation with their deaf consumer. The home medical equipment provider met with Ms. Williams who advocated for the consumer's right to have accommodations, and as a result the consumer received his professional medical consultation/services with an interpreter.

Ms. Williams successfully advocated for the Deaf tenants to ensure that the managers at the apartment complex provided an interpreter for their tenants for their appointments.

Ms. Williams continues to advocate that a county wide website accessibility standard to be complied the Accessibility Design Guidelines and to provide captioning.

Ms. Williams worked with the medical facility in the Southeast New Mexico to provide accommodations for deaf patients. This was successful.

The Roswell Library now has a video phone installed. Alamogordo Library formally announced they will proceed to install one right away.

Ms. Williams and Ms. Gutiérrez traveled to an elementary school in Southwest New Mexico to provide advocacy and educational information to their staff, guardian and teacher in the best interest of a young student who is deaf.

Susana Santillan's Accomplishments

Ms. Santillan attends several networking meetings; as a result of those meetings, she was invited to setup up a resource booth at the following events:

- The new Las Cruces Community Based Outpatient Clinic.
Ms. Santillan met with the Administrative Officer and agreed on setting up a monthly booth at the VA clinic. this will allow for outreach to potential veterans.
- Truth or Consequences Housing Authority locations.
Ms. Santillan met with the administrators at the Housing Authority and it was agreed that the community would benefit from a resource table every other month from 9:30-10:30 AM at Housing Authority locations throughout Truth or Consequences, NM.

Ms. Santillan provided a Hearing Loss Sensitivity training to the Southern NM Society for Human Resource Management (SHRM) Chapter Members at the Las Cruces Convention Center. As a result, she has obtained referrals for potential clients.

The following are the System Advocacy Services provided

- City of Las Cruces ADA Advisory Committee Meeting for the City of Las Cruces website to meet the accessibility standards to comply the Accessibility Design Guidelines and to provide captioning for their City Council Meetings.
- Las Cruces Public Schools Camino Real Middle school regarding counseling services for deaf/hard of hearing students/ counselors who use sign language.
- NM Workforce Connection about video phones
- Western New Mexico University about video phones

Community Collaboration

The Las Cruces Staff collaborated with several agencies, including, but not limited to:

- ADA Celebration Team: Ms. Williams and Ms. Santillan are planning our next year's ADA 30th year anniversary to celebrate with our city's mayor. They meet every month along with other state and governmental agencies from:
 - Doña Ana County
 - City of Las Cruces
 - Aging and Long-Term Disability
 - Doña Ana Community College
 - New Mexico State University
 - Las Cruces City Council
 - New Mexico Disability Rights
 - Department of Health
 - DD Waiver
 - Federation of the Blind
 - Ability Center

- Doña Ana County ADA Board Meeting to address their lack of captioning on their web streams.
- Statewide Action Plan (Michelle Lujan Grisham's commitment to expand services for Senior Citizens)
- Collaboration with our statewide New Mexico Disability Emergency Planning Advisory Council (NMDEPAC)
- Advanced Bionics
- Alamo Senior Center
- Behavioral Health Local Collaborative 3
- Blue Cross Blue Shield of NM Care Coordinator
- Camino Real Middle School
- Casa Del Rio Apartments Complex Office Multi-Family Housing Coordinator
- City of Las Cruces ADA Advisory Committee
- Diersen Charities Community Relations
- Doña Ana County EEO Specialist/ADA Coordinator Human Resources Department
- El Mirador Homecare
- Healthcare Consortium
- Hear On Earth
- Interagency Council
- La Clinica de Familia, Las Cruces, NM
- La Clinica de Familia, Anthony, NM
- Las Cruces DVR
- Las Cruces VA Community-Based Outpatient Clinic
- Las Cruces Veterans Advisory Board
- Local Emergency Planning Committee
- Luna County Health Council
- Memorial Medical Center Oncology Services
- NM Aging and Long-Term Services
- NM Workforce Connection Southwestern Area Workforce Development Board Disabilities and Monitoring/Performance Committees
- Senior Program of Las Cruces
- Sierra Health Council Networking Meeting
- Truth or Consequences Housing Authority
- Tularosa Municipal Schools Special Ed Director
- U.S. Department of Veterans Affairs - New Mexico Health Care System, Albuquerque, NM.
- United Healthcare
- Vista College Computer Career Center
- Western New Mexico University
- Western Sky Community Care
- Women's Intercultural Center

- Workforce Connection
- ZVRS/Purple

Booths and Presentations

Las Cruces Booths/Exhibit Fairs			
FY20 1st Quarter July-September			
Events	Location	Date	Participants
Radium Springs Center Mobile Food Pantry	Radium Springs	7/11/2019	45
Casa Del Rio Apartments Complex Office	T or C	7/16/2019	10
San Isidro Catholic Church Mobile Food Pantry	Garfield	7/18/2019	26
St. Anthony Catholic Church Mobile Food Pantry	Anthony	7/22/2019	41
San Jose Catholic Church Mobile Food Pantry	La Mesa	7/23/2019	30
Dona Ana County Community Resource Center Mobile Food Pantry	Dona Ana	8/1/2019	27
United University Methodist Church Mobile Food Pantry	Las Cruces	8/2/2019	35
Immaculate Conception Catholic Church Mobile Food Pantry	Anthony	8/6/2019	60
La Clinica De Familia Anthony Health Fair	Anthony	8/9/2019	100
San Pedro Mission-Catholic Church Mobile Food Pantry	Vado	8/13/2019	31
San Isidro Catholic Church Mobile Food Pantry	Garfield	8/15/2019	29
Our Lady of All Nations Catholic Church Mobile Food Pantry	Rincon	8/16/2019	25
Casa Del Rio Apartments Complex Office	T or C	8/21/2019	11
St. Anthony Catholic Church Mobile Food Pantry	Anthony	8/26/2019	20
Western New Mexico University (Sandy)	Grant County	8/29/2019	50
VA Clinic	Las Cruces	8/30/2019	25
St. Thomas Moore Catholic Church Mobile Food Pantry	Chaparral	9/3/19	38
San Pedro Mission-Catholic Church Mobile Food Pantry	Vado	9/10/19	18
Radium Springs Center Mobile Food Pantry	Radium Springs	9/12/19	30
Truth or Consequences Housing Authority	T or C	9/18/19	10
Alamo Senior Center Health Fair	Alamogordo	9/19/19	100
Job & Resource Fair at the Vista College Computer Career Center	Las Cruces	9/20/19	50
St. Anthony Catholic Church Mobile Food Pantry	Anthony	9/23/19	30
San Jose Catholic Church Mobile Food Pantry	La Mesa	9/24/19	25
VA Clinic	Las Cruces	9/27/19	20
		Total	886

One presentation was provided during this quarter at the Southern NM Society for Human Resource Management (SHRM) Chapter Members at the Las Cruces Convention Center.

Community Engagement

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

Director of Community Engagement Highlights

- The Fall 2019 session of New Mexico Mentoring is very small but proceeding well with three participants from Albuquerque.
- Ms. Dignan attended the Registry of Interpreters for the Deaf (RID) biannual conference in Providence, Rhode Island in July and returned with additional information about certification plans and other resources.
- The Governor's office is still working on appointments to the Signed Language Interpreting Practices Board. Meeting all the detailed statutory requirements for membership is challenging due to the very small pool of eligible participants.
- The VideoPhone that was installed at the Sunport is in the process of being moved to a new location in the Bag Claim area. We are still awaiting a date for the installation of the second one inside the secure section of the terminal.
- I worked with several local and state entities to provide guidance on issues related to communication access including:
 - Metropolitan Detention Center
 - Albuquerque International Sunport
 - New Mexico Adult Protective Services
 - Metropolitan Court
 - New Mexico Environment Department
 - Bernalillo County
 - Homewise Realtors
 - New Mexico Commission for the Blind
 - Other individuals and private businesses

Communication Development Specialist and Apprentice Program Highlights

Ms. Ginn is working on several projects:

- She attended the Mental Health Interpreter Training (MHIT) Alumni conference in Montgomery, Alabama in August and brought back additional resources related to mental health interpreting in New Mexico. She continues to create collaborative relationships to further training and grow the number of qualified mental health interpreters available to serve New Mexico.
- Presented a five-part series of workshops for current and past Apprentices on Demand-Control Schema.
- Coordinated the communication access services for the Coffee with a Cop event with the Department of Community Advocacy and the Albuquerque Police Department in August, which included ASL interpreters, transliterators, tactile interpreters, and CART services. The team consisted of 11 interpreters and the CART writer.
- NMCDHH provided 164 hours of interpreting services in the first quarter.
- All requests were filled without the use of referral agencies, resulting in cost savings. There were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- The five Apprentices selected for FY2020 have been participating in observations and professional development as well as providing interpreting services.
- They are all preparing for their first quarterly review with the Apprenticeship Director, Andrea Ginn.
- Apprentices engaged in 109 hours of observation, interpreting, and professional development work in the quarter.

Human Resources

First quarter HR activities included:

- Processed Cheryl Padilla’s resignation.
- Posted two vacant positions, managed applications, and coordinated interviews with their respective departments for both.
- Prepared and submitted one request for reclassification of a vacant position.
- Prepared another position for posting.
- Gathered data for another position reclassification.
- Working on policy updates as required by the State Personnel Office.
- Coordinated the completion of two online employee trainings: civil rights and active shooter awareness.

NMCDHH Library

- A ‘wish list’ is being maintained for future library acquisitions.
- The “NMCDHH Library Item of the Month” feature in our email newsletters continues in an effort to increase library activity.
- The online library can be accessed at <https://NMCDHH.librarika.com>, where people can view all of our library materials, reserve items, and review their loan history.
- Currently 99 people have registered for access to the database.
- The library in Las Cruces had one patron and one item loaned.

Library Usage - FY 2020					
	Q1	Q2	Q3	Q4	Total
Patrons	11				
Items Loaned	18				

Administration & Finance

Deborah Romero, Director of Administrative Services

FY20 - 1st Quarter Board Report - Administrative Services					
Category	2019 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONNEL SERVICES	1,196,000.00	254,001.00		941,999.00	21.24%
300 CONTRACTUAL SERVICES	1,720,300.00	170,715.00	813,863.00	735,722.00	9.92%
400 OTHER	282,100.00	40,701.00	125,249.00	116,150.00	14.43%
500 OTHER FINANCING USES	116,500.00			116,500.00	0.00%
Total	3,314,900.00	465,417.00	939,112.00	1,910,371.00	14.04%
CDHH Monthly Revenue					
Month	General Fund Allotment		TRS Revenue		
Subtotal	\$81,849.99		\$381,865.10		

Social Media

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

- Facebook: 1,336 people have 'liked' our page
- Email announcement system (MailChimp): 219 subscribers
- Twitter: 399 followers

Data & Statistics

As required by Legislative Performance Measures

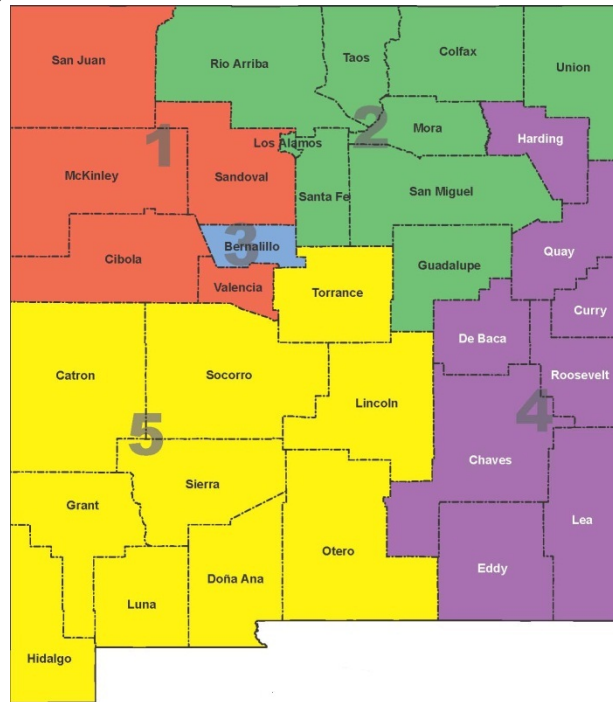
Fiscal Year 2020

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	27	20%
Number of outreach events coordinated	122	33	27%
Average number of relay minutes per month	10,000	8,097	81%
Number of accessible technology distributions	1070	189	18%
Number of communication barriers addressed	20,000	1752	9%
Number of interpreters in CDHH sponsored professional development	200	8	4%

Fiscal Year 2019

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	136	101%
Number of outreach events coordinated	122	126	103%
Average number of relay minutes per month	6,000	9213	154%
Number of accessible technology distributions	1070	815	76%
Number of communication barriers addressed	20,000	9404	47%
Number of interpreters in CDHH sponsored professional development	200	424	212%

Clients by Region



	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY15 Year to Date
Region 1	5				5
Region 2	18				18
Region 3	52				52
Region 4	14				14
Region 5	114				114
Total Clients by Quarter	203				203

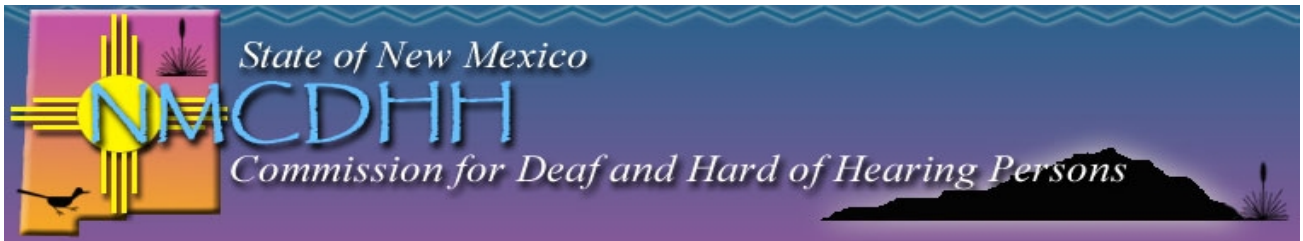
Clients by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	FY15 Year to Date
Deaf	81				81
Hard of Hearing	76				76
Deaf-Blind	9				9
Speech Disabled	3				3
Hearing	34				34

NMDVR

CDHH First Quarter Report

The NMDVR report will be handed out at the December 12th meeting.



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD
 Report By: Theresa Montoya, Board Administrator
 Expiration Date: June 30, 2020

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 2020 to the Signed Language Interpreting Practices Board for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act at NMSA 1978, Section 61-34-1 to 17.

Regulation and Licensing Department will:

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

Performance Report

<i>Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	14	7 Community; 7 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: October 29, 2018
 Next meeting: TBD

Agendas and draft minutes are available at the Board website:
www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meetings.aspx

