

New Mexico  
Commission for Deaf & Hard of Hearing



Quarterly Report

FY20

Quarter 2



# FY20 Quarter 2 Board Report

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Thursday, May 7, 2020  
3:00 p.m.

The meeting will be held remotely via Zoom and the public can view the meeting livestream on YouTube with interpreters and captioning at this link: <https://youtu.be/il8IZGTNmY8>.

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**DRAFT AGENDA**

Posted: April 27, 2020

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of December 12, 2019
- IV. Reports
  - a. Executive Director Report
  - b. Department Reports Q & A
- V. Action Items
  - a. Approval of OMA Resolution
- 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, December 12, 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 May 7, 2020.***

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

Chair Austin Welborn called the meeting to order at 3:01 p.m. and proceeded with roll call.

Present: Austin Welborn, Chair  
Joanne Corwin, Designee for Rosemary Gallegos  
Johnny Robertson  
Concha Dunwell  
Francis Vigil

Absent: Don Johnson  
Josh Pando

Quorum was met. Chair Welborn welcomed the new board member, Francis Vigil, who fills the vacancy of a parent of a deaf or hard of hearing child.

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

**II. APPROVAL OF AGENDA**

Chair Austin Welborn asked for a motion to approve the agenda.

**20.1**

Commissioner Johnny Robertson made a motion to approve the agenda.  
Commissioner Joanne Corwin seconded.  
Motion passed unanimously.

**III. APPROVAL OF SEPTEMBER 19, 2019 MINUTES**

Chair Welborn asked if there were any changes to the minutes from September 19, 2019.

**20.2**

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

**IV. REPORTS**

***a. Auditor Report***

Thad Porch from Porch and Associates gave a brief review of the audit for the Commission for Deaf and Hard of Hearing. He reported that CDHH was given an unqualified opinion, which is the best opinion to have. Mr. Porch explained that there are three opinions that a business or agency can get. The unqualified or unmodified opinion means that the auditors understand the balances, and everything is correct. A qualified opinion would mean there is an area that the auditors didn't understand. An adverse opinion would indicate serious problems with the financial records.

Mr. Porch also talked about the statement of income or statement of revenue expenditures and changes in fund balances, which includes the general fund and the revenue from the telecommunications fund. For the year, those two funds combined show a loss of about \$110,000. This was because of the decrease in the telecommunications fund tax. It was his understanding that the board was aware of that, and CDHH is working with the New Mexico Taxation and Revenue Department (TRD) to determine how to shore up the tax revenues.

In conclusion, Mr. Porch said that there were no findings in last year's report and no findings in this report as well. He said that speaks to the quality of the accounting and the accounting staff. There were no issues whatsoever, and he thanked CDHH for allowing Porch and Associates do their audit again and will be back for the coming year.

***b. Executive Director Report***

Executive Director Gomme began by making the point that the issues with the revenue has been discussed with the subcommittee of the Legislative Financial Committee (LFC). No decisions have been made yet, but some positions are being reclassified so we can fill vacancies and the Commission also needs an increase in our general funds to ensure that we can provide other services. There is a growing pool of Deaf-Blind Deaf Plus seniors who will need services as he included in his report. We are aware of the issue with the TRD and as we look at the needs CDHH has, this is something that maybe addressed at the next 60-day legislative session in January 2021. The FCC will be pulling some money from the intrastate funds and Executive Director Gomme will need more information before he can make any recommendations. The timing is not good for this coming 30-day legislative session that will begin in January. He has been doing a lot of review and readings and has not seen the updated forms for collections. He has also not yet seen the recommended budget from LFC of the Department of Finance and Administration (DFA), so he will get that information in January and will proceed from there.

Executive Director Gomme also talked about changes in the Telecommunication Equipment Distribution Program and relay services. He has mentioned before that the relay world is changing at a rapid pace. He has been showing people ASR, automatic speech recognition. One of the examples is if you have a Google Pixel device and if you want to listen to a podcast, it is captioned on that device. Chair Welborn asked about the accuracy of ASR and Executive Director Gomme replied that it is not 100% correct. For example, KOAT on Facebook was talking about Taos Ski Valley, and the ASR on the device spelled it as one word, towsky. Generally, the errors that occur are easy to identify through context, and the captioning has punctuation. It also will caption live videos on Instagram, as well as Facebook and the news, but right now it is only available on Pixel devices. ASR is computerized; no people are involved. The sound doesn't need to be on to get captions. Some members of the FCC have indicated that they would like to see this implemented in the relay world instead of having a live person, due to the high cost of IP CTS and the funding required to support it. There are concerns regarding accents and atypical

speech, but it does open a world of accessibility to those with a hearing loss. ASR will also have an impact on the equipment distribution industry. We are already beginning to see it.

Executive Director Gomme mentioned that there are already five pieces of equipment in our Telecommunication Equipment Distribution catalog that have been discontinued. In January we will see even more discontinued items. We reached out to manufacturers to find out the cause of this. Due to tariffs on imported goods, they cannot create cost effective ways to manufacture and provide this equipment, so he will be looking at other ideas for equipment. Other companies are looking at apps based off of the ASR program and creating a new app. They see that people are transitioning to mobile phones with apps, this is fine, but our concern is that some of the older community members don't have access to internet and can't afford \$1,000 equipment and we will not leave them out. We will continue to research alternatives. The catalog for the equipment will be revised and Corina Gutiérrez is working on having it translated into Spanish.

There was discussion about smart phones and how they do not share technology. The captioning Executive Director Gomme shared on the Pixel 3 is not available on an iPhone. Commissioner Vigil asked if it was even possible for the FCC to mandate that ASR would be available on all devices. Executive Director Gomme said the FCC does allow for public comment and that he does file comments to the FCC. The FCC and he spoke recently about the possibility of doing a town hall in New Mexico at the end of January. Telecommunications for the Deaf Incorporated (TDI) and other organizations are in dialogue with the FCC, sharing their concerns about the economy for the Deaf community and ASR. Its important to realize that TRS operators feed the Deaf economy, and when they lose their jobs, that has an impact, and some of the services have Deaf owners and employees that are Deaf, Deaf-Blind or hard of hearing who also lose their jobs. Although this isn't the responsibility of the FCC, they need to be aware of the direct impact on the communities. He added that a one size fits all doesn't really work for everyone, and until broadband is universally accessible anywhere, we can't say that mobile devices are a solution.

Commissioner Dunwell mentioned a cell phone program could maybe replace the iPads. The cost is high, but Ms. Dunwell thought perhaps maybe a credit could be applied for an amount to go towards the purchase of a cell phone. Executive Director Gomme said that would not be feasible at this time. Our vendor provides very specific equipment. Another vendor provides other specific types of equipment. Historically, Apple was ahead of the game to make their products accessible. Now Android is improving, like the Pixel device he just demonstrated. All of it should be available, but it would mean partnering with Motorola, Samsung, One Plus, Apple devices, LG devices, Google devices, and that would not be possible at this time. Also, it makes more sense to look towards the apps that will be developed by TED equipment manufacturers that he mentioned and utilize them instead of trying to figure out which single device provides the necessary accessibility features.

**c. Department Reports**

**i. Community Advocacy**

Corina Gutiérrez, Director of Community Advocacy, announced to the board that there are still two advocacy positions vacant in her department. The Commission posted for a position and we had an applicant selected, but that didn't work out. The Commission will post that position again and interviews will be scheduled for the second week of January.

Ms. Gutiérrez said that, with the two vacancies, a lot of responsibility has fallen on her and Roger Robb, the Community Education Specialist, and there are other projects they are working on as well. They are trying to keep up with everything and she really appreciates the hard work done in her department. In Las Cruces, Sandra Williams has taken up a lot of advocate responsibilities for the southern part of the state while Mr. Robb and Ms. Gutiérrez focus on the northern part of the state.



Mr. Robb and Ms. Gutiérrez have also been reviewing the advocacy case files and feel like the system is not working as well as they would like, so her department will be putting a new system in place that was Mr. Robb's suggestion. The new advocacy positions will be using this new system and it should work much better.

The Department of Community Advocacy has also been working on having video phones set up in public libraries around the state. We have another one set up in Santa Fe, and had one set up yesterday in Alamogordo. Hopefully we will get a picture and post it on Facebook to inform the community.

Mr. Robb met with the Chief General Counsel of Children, Youth and Families Department (CYFD), Kate Girard, and discussed communication access with them for the Deaf community all over New Mexico. CDHH will start training with a Hearing Loss Sensitivity presentation, first with the management staff and then with the front-line people. CYFD has a high turnover rate, so a one-time presentation will not be enough. CDHH will provide ongoing trainings. The same is true with the police department, it's never a one-time thing. Once finished with all the departments, it will be time to start over.

Mr. Robb is taking more responsibility for booth events as well. Susana Santillan from the Las Cruces office is covering booth events in Southern New Mexico. Ms. Santillan informs people about the TED program and many people from southern New Mexico are applying. She also informs people about the advocacy program and she has been doing a great job.

Roger Robb presented about his experience at the NAD Leadership Training Conference (NTLC) in Little Rock, Arkansas in October. Representatives from almost every state were in attendance. It was great to see that CDHH is not alone in having issues and in some cases, doing better than other states. For example, California does not have a licensure requirement for interpreters. They are experiencing frustration with the quality of interpreters there. There was a wide variety of issues discussed and Mr. Robb said he learned a great deal at the conference.

Mr. Robb also talked about the vlogs he is doing for the National Oceanic and Atmospheric Association (NOAA). He is doing vlogs on a variety of topics such as wildfires, tornadoes, flooding and severe thunderstorms. There are seven disasters that will be discussed that are all specific to the State of New Mexico. Four are finished and three more will be done next week. They wanted to have a hearing person speak at the same time he was signing, so he needed to explain that the pace of the script would not be the same, so two separate videos will be done: one presenting in spoken English and one in ASL. These will appear on the National Weather Service's New Mexico website.

## **ii. Community Engagement**

Lisa Dignan, Director of Community Engagement, stated that a massive rapid hire event for the State of New Mexico was currently happening at the fairgrounds. They are trying to fill thousands of state jobs. As part of her role as human resources manager for CDHH, she was asked about accessibility for people with hearing loss, which, unfortunately, had not been considered. With some good advocacy work between CDHH and DVR, they were able to resolve that issue. DVR gave a large amount of money to provide interpreting services for this event. Ms. Dignan mentioned that CDHH's open positions are not part of the rapid hire event due to the timing, but the Commission was happy that it was accessible, and she was going to go to the event the next day to discuss those issues. The four-day event concludes Saturday.

Ms. Dignan also told the board the great news that the Interpreter Licensure Board was able to have a meeting in November. She had told the board in previous meetings that they were unable to meet because they did not have a quorum. The Governor appointed members and the new chair of the board is Mr. Mark Apodaca. In the November meeting they were able to catch up on a lot of business and the next meeting will be in January.

Ms. Dignan had previously let the board know about the video phones at the Sunport. One had been installed and another was going to be installed after some construction was done. Then the one installed was to be moved and they decided to have it wall-mounted instead of mounted on a counter, but one of the pieces needed to get power to the iPads was on back order. She is in constant communication with the contact person at the airport and as soon as they get that part they will be installed. Ms. Dignan will make sure to take photos and get the word out to the community that there will be two video phones at the Sunport: one near baggage claim and the other past the TSA checkpoint.

New Mexico Mentoring is moving along well with the Fall 2019 session wrapping up and applications for the Spring 2020 session are due on Monday. A good number of people requested applications.

As for Human Resources, Ms. Dignan was thrilled to let the board know that CDHH did hire an individual that was present, but she would wait and let Deborah Romero introduce him. Ms. Gutiérrez mentioned that the Commission had interviewed for the advocate position. There was a fantastic candidate selected, but unfortunately the Commission was unable to offer a salary that was satisfactory to the candidate. The position is reposted and as Ms. Gutiérrez said, they will interview in January. The other positions open will wait until the revenue situation resolved. Ms. Dignan said that she would also let Deborah Romero expand on this, but an individual will be retiring at the end of this year. That will create another vacant position.

Ms. Dignan said that Communication Development Specialist, Andrea Ginn, has been busy handling a lot of interpreting requests and working with the apprentices. She is working with Albuquerque Little Theatre to create some interpreted performances for select shows. The Commission has five apprentice interpreters who Ms. Ginn works with; three are in the audience. She is participating in the Interpreting Institute for Reflection-in-Action and Supervision (IIRAS) program which is a distance based mentoring training program. She can apply the information as she is working with the apprentice interpreters. They get to benefit from what Ms. Ginn is learning and help them get closer to national certification. The success of the apprentice program is evident today as the four interpreters, along with Ms. Ginn, who are interpreting the board meeting are all individuals who have completed the apprentice program.

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Commissioner Vigil had a question regarding the goals for Community Advocacy and Community Engagement for strategic planning for the coming fiscal year. Executive Director Gomme explained that they meet with local organizations and their national counterparts in the Hearing Loss Association of America (HLAA), National Association of the Deaf (NAD) and Registry of Interpreters for the Deaf (RID) and have a lot of stakeholder discussions. So CDHH reaches out to the community to see what issues there are, such as the captioning issue. The police issue is a pattern that has been seen around the country and in New Mexico so CDHH took on that issue immediately. Also, CDHH is a leader nationally in relay equipment distribution. He said CDHH's involvement at a national level informs our movement at a state level and vice versa. In many areas we are ahead of the game, such as in interpreter licensure, early childhood education, hearing aid bill regarding education of telecoils and assistive listening devices, and the captioning ordinance. Executive Director Gomme stated that he is involved in local events to figure out what the next steps would be for our state. He very much wanted to have more of a discussion with Commissioner Vigil regarding the Deaf and hard of hearing native communities as well as other local communities.

### **iii. Administrative Services**

Deborah Romero, Director of Administrative Services and CFO, introduced Hector Lopez who started with CDHH last week as Financial Operations Specialist. He comes from the Gaming Control Board and has experience in everything the Commission needs him to do. She announced that Louise Chavez-Rasgado

was retiring from the Commission at the end of the year. She has been with CDHH for close to four years and the department couldn't have completed what was done without her. Ms. Romero said all the operations done by her department, which is a small group, and were fully staffed for a short amount of time. Ms. Romero wanted to thank Ms. Chavez-Rasgado for everything she has done for the Commission and wish her luck on her new adventures.

Ms. Romero told the board that she was carefully watching the spending, making sure the operation costs are covered and not overspending the decreasing TRS revenue. Executive Director Gomme already mentioned they are working with TRD, LFC and DFA, so all are aware of this situation. The Commission did ask for supplemental funds for FY21 because CDHH will not have enough to cover the budget. This will be discussed again in January during the Commission's hearing with the Legislature, but they won't know what is approved until around April.

As was stated in the auditor's report, CDHH had a great audit for FY19 with no findings. No issues were found with the internal controls and the law is being followed in all processes.

**V. ACTION ITEMS**

**a. Adoption of Revised OMA Resolution**

Chair Welborn announced that there were a few action items on the agenda, starting off with the adoption of the OMA. Lisa Dignan clarified that it is required of all boards and commissions to annually adopt the Open Meetings Act (OMA) Resolution. This year there are no changes apart from the dates. The OMA resolution spells out clearly what the responsibilities are to send out public notices about any meeting that the Board may have so that they are properly noticed and in compliance.

Chair Welborn called for a vote to accept the OMA Resolution.

**20.3**

Commissioner Vigil made a motion to adopt the OMA Resolution.  
Commissioner Robertson seconded.  
The motion passed unanimously.

**Election of Officers**

**20.4**

Commissioner Robertson nominated Commissioner Dunwell as Chair.  
Commissioner Dunwell accepted.  
Chair Wellborn seconded.  
Commissioner Dunwell is named Chair by acclamation.

**20.5**

Commissioner Dunwell nominated Commissioner Vigil as Vice-Chair.  
Commissioner Vigil accepted.  
Commissioner Vigil is named Vice-Chair by acclamation.

**20.6**

Chair Welborn nominated Rosemary Gallegos as Secretary.  
NMSD Designee Joanne Corwin accepted on Dr. Gallegos' behalf.  
Commissioner Gallegos is named Secretary by acclamation.

**b. Set Dates for 2020 Board Meetings**

Dates for the 2020 board meetings were set as follows:  
Thursday, March 19, 2020 at 3:00 p.m.  
Thursday, June 11, 2020 at 3:00 p.m.

Thursday, September 10, 2020 at 3:00 p.m.  
Thursday, December 10, 2020 at 3:00 p.m.

**VI. NEW BUSINESS**

There was no new business.

**VII. ADJOURNMENT**

Before adjourning, Commissioner Robertson thanked Chair Welborn for his service as Chair for the last few years

**20.7**

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

The meeting was adjourned at 4:54 p.m.



# Executive Summary

*G. Nathan Gomme, Executive Director*

Commissioners and Community Members:

I am pleased to present the 2<sup>nd</sup> quarter report of Fiscal Year 20 for The New Mexico Commission for Deaf and Hard of Hearing. A topic I have been focusing on this quarter has been the budget and establishing a framework to fill several positions that we have in our agency. With the upcoming legislative session and end of the year audit meeting I have been working to establish a comprehensive explanation and plan for what we will do in regard to our declining revenue as it relates to our Telecommunication's Relay Surcharge (TRS). As I mentioned in previous meetings and in previous reports, we have seen the TRS decline and have taken steps to offset this decline. We have also continued working on improving our distribution program to ensure that we are being fiscally prudent with the changes to the economy of equipment and been working to set up the new contract for Support Service Providers.

I have been very busy working with the CFO and our legislative analysts to work out the revenue concerns with our agency. As I explained in the past, our revenue numbers have continued to decrease for several years. This was largely due to the older language that was used in our statutory language related to phone systems over the internet. We attempted to rework the statutory language to make sure that all sources for the revenue were appropriately being utilized. Taxation and Revenue said that the language changes should have worked, and most people also determined it would work. The language change also impacted the Enhanced 911 budget which is collected the same way. To date we have seen an increase to the revenue being sent to the Enhanced 911 budget, but we have not seen that same amount of revenue increase at our agency. This difference has been brought up to our analysts and to the Taxation and Revenue office. To date, letters have been sent out to the carriers which generate the revenue for our agency, but nothing has changed so far. To address the continuing reductions to the budget we have worked to leverage virtual tools and adjust our services to operate at a high level of fiscal efficiency, at the same time we have maintained our service level to the community. This has been noted by our analysts and during the audit which has noted the level of controls our agency has to regulate spending. This fiscal efficiency has helped when we make requests for supplemental funds and as a result, we have been able to focus on the positions that are vacant as a result of people retiring and taking other opportunities that need to be filled. During the session I will be asking for additional general funds to offset the decline in revenue and pushing to move forward with filling positions that will important to improve the level of services we provide. I have also asked for additional funds for our Support Service

Providers. On top of the agency needs I must remain diligent in making sure that we are prepared for the continued changes to relay services. The FCC continues to talk about changing the structure of funds for IP CTS due to the continued growth without clearly defining how they will secure the funds. My focus remains on maintaining our statewide relay services as well as the many other services our agency provides.

We continue to work on improving our Telecommunications Equipment Distribution (TED) Program and our tracking of each piece of equipment that is distributed. The improved tracking will give you a better understanding of what goes into each piece of equipment that is distributed. The tracking changes will be ready by the third quarter and we will explain the changes more in depth at that time. As I explained in the last quarter, we have seen some rather dramatic changes to what is currently available for our community. We have had several products have delayed delivery times and some outright discontinued. As I explained in the last report several companies are going through some difficult hardships and are unable to continue manufacturing some of the pieces of equipment which are essential to our community. We are revising our catalog and our application as we learn about the discontinued items. We have had some issues with people ordering from older catalogs and, depending on the equipment, we are able to get the very last of the discontinued items through our vendor. We must continue to make sure that equipment that is usable via landlines and without the need for the internet are served especially given our rural population. For people who have been interested in iPads, but do not currently have internet access and would like to have internet services, we are educating them about the federal Lifeline program. The Lifeline program provides phone service and internet services at a subsidized cost for people who qualify. We are seeing more TED companies shift to internet-based services, so we need to make sure people are aware of this program.

This fiscal year is the last year of the current Support Service Provider program. Currently SSP's serve our Deaf Blind and Deaf Plus community across the state. As I mentioned we are looking to increase the funding for the program in order to add services for our Deaf Seniors as well as make sure we can continue to serve our growing community of Deaf Blind and Deaf Plus individuals as we locate them outside of our main cities across the state. We have seen an increase need to services to individuals who live in rural areas across the state who need transportation to some of our major cities. This means that we need to ensure that SSP's can operate via an office outside of the Albuquerque/Santa Fe area. This will improve efficiency for service to those in rural areas. With the increase in people needing services and the need to add more senior services we have requested that the state double the amount of general funds made available for the SSP program. We are hoping with additional funds we can improve the likelihood of our senior community to age in place no matter their family situation. We have as I mentioned heard several seniors talk about their fears and concerns during the Deaf Seniors Conference. Once we have an idea of

what the budget will be during this legislative session, we will begin working on the plans for a new contract for SSP services. The new contract will include the additional services and introduction of the classification Deaf Seniors. The term of the contract will depend on how we will be able to secure the services. The technical challenges of the services and amount of training required to have proficient SSP's and supervision of such an important service means that there are not many possible vendors.

The departments of the Commission continue working very hard to provide services throughout the state. With some people leaving, other individuals have stepped up. I am very proud of their continued work and efforts and they remain committed to improving access in our state. We are working to make sure we fill our vacant positions to improve services and reduce the workload on our remaining staff members. 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. I anticipate that we will be able to get some additional support and funds and hire some great new staff members this upcoming quarter and I am looking forward to the upcoming quarters.

Thank you,

*G. Nathan Gomme*





# Community Advocacy

*Corina Gutierrez, Director of Community Advocacy*

The Department of Community Advocacy continues to work with our community to improve communication access.

## Community Advocacy / Communication Access

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

Our Community Advocacy Specialist position had posted and advertised. We had some applicants who are interested in this position. We interviewed the applicants and we found one that fully met the qualifications. We made the offer to this person, but unfortunately the applicant turned down the position. We had to post the position and advertise it again. We will interview them the second week of January and hope to fill this position soon.

Our Director of Community Advocacy, Corina Gutiérrez, worked with and deaf and hearing individuals to improve communication access when they interact this quarter. Ms. Gutiérrez worked with the Unit Director of the Children's Psychiatric Hospital at UNMH to discuss having a video phone at their facility for the Deaf community. Ms. Gutiérrez connected the Unit Director to a VRS provider for them to work on setting up a VP device at the facility. This outcome was positive. Ms. Gutiérrez also worked with an auto insurance company, Adult Protection Services, big corporations such as Walmart and Target, dialysis centers, Children Youth and Families Department (CYFD) and healthcare providers to educate them about providing accommodations for the Deaf community and to work with them on hiring signed language interpreters. The meetings with these agencies were positive.

Our Community Education Specialist, Roger Robb, has continued to increase his individual caseloads and most of the caseloads are ongoing. He has assisted several clients with making sure that various courts provided appropriate communication accommodations for hearings and at the Self-Help center. Mr. Robb also made sure that Social Security Administration and Human Services Department provided appropriate communication accommodations for several clients for their appointments. Mr. Robb also assisted a client with getting the VP on their iPad to work properly. The client had been without VP for several months and reached out to him asking how to get it to work. The client is now able to use the VP to make necessary calls.

Mr. Robb had a great suggestion on how to improve the client's folder to be more organization, separate each issue in different folder. The old way was each issue would be in the same folder and it would create more difficult for our advocate staff to look for information and find them. Mr. Robb's suggestion was a great idea. The advocate staff will use this procedure from now on.

### Community Education

The Community Education Specialist, Roger Robb, completed 21 presentations/trainings during the second quarter of Fiscal Year 2020.

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

- Introduction to ASL – 12
- Hearing Loss Sensitivity – 3
- Hearing Loss Sensitivity for Law Enforcement – 1
- Hearing Loss Sensitivity for Medical Staff – 4
- Deaf Culture – 1

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

- Bernalillo County Census Counting Committee
- Brookline College
- Bureau of Reclamation – Albuquerque
- OmniSleep
- UNM Signed Language Interpreting Program
- Workforce Solutions – Santa Fe

### System Advocacy

Mr. Robb has 5 new and 6 continuing Systemic Advocacy cases that have been ongoing for the second quarter of Fiscal Year 2020.

Here is the summary of the cases that he focused on:

- (New) Albuquerque Little Theatre – Miracle on 34<sup>th</sup> Street
- (New) Albuquerque Police Department – NE Heights Substation
- (New) Popejoy Hall – Accessibility Issue
- (New) Popejoy Hall – Waitress
- (New) Rio Rancho Municipal Court
- Adult Protective Services
- Alta Vista Regional Hospital
- Bernalillo County Census Counting Committee

- Children, Youth, Family Division – Santa Fe
- Children, Youth, Family Division – Las Cruces
- National Oceanic & Atmospheric Administration/National Weather Services

## Special Projects

### **NAD Leadership Training Conference**

Mr. Robb had the opportunity to attend the NLTC in Little Rock, Arkansas on October 17 – 20, 2019. The conference was part of his professional development. It provided him with the opportunity to learn about the issues that other states in the USA are struggling with such as trying to get State Licensure for interpreters passed, Order of Selection (OSS) with DVR, lack of Commission for Deaf and Hard of Hearing agencies and Early Hearing Detection & Intervention laws passed.

Prior to the conference, he had the opportunity to attend the Racial Equity Training which was a powerful pre-conference training. He learned about how he as a White Male could use his power unintentionally when he works with clients who are People of Color (POC). He also had to analyze his identity and why/how he identifies first, second compared with other participants. It was eye-opening.

One workshop he attended was Legislative Strategies for Your State. It gave him the opportunity to understand what Nathan Gomme, the Executive Director, has to do to fight for the rights of people with hearing loss. It also gave Mr. Robb the opportunity to really think about how we can fight for the Deaf Mental Health rights which is badly needed in this state, especially with few cases that he has experienced as an advocate, and get some laws passed.

Another workshop he attended was Create Awesome and Accessible Videos. Since he is responsible for vlogs for NMCDHH, it helped him understand how to make the videos and transcripts more accessible for our Deaf Blind constituents. They explained how to do the transcripts. He plans to work to make the vlogs accessible. Other workshops he attended was how NAD worked on making changes to the system by suing different entities and how they learned what worked and what didn't work. It was refreshing to hear from the lawyer who became the CEO of NAD. Mr. Robb had the opportunity to discuss the frustration with VRI in the Medical, Law Enforcement, and the Legal field with people in the Southwest region. He also discussed his experience with developing placards for motorists with hearing loss and how we plan to regulate the appropriate use of it so the wrong people wouldn't be able to misuse them. Attending the conference was beneficial to him as a Community Education Specialist and the many projects he

has; the goal is to work on changing the system for the better of our community we serve.

### **National Oceanic & Atmospheric Administration/National Weather Service Video Project**

Mr. Robb was asked to work with the NOAA/NWS to develop videos with 7 different topics specifically for New Mexico in American Signed Language (ASL). They provided us with scripts, and we developed an ASL gloss for each video. Mr. Robb was able to complete all video shootings for the National Weather Service over a two-day period.

### **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 48 clients in total to date – 30 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. The SSPs 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 October 31<sup>st</sup>, November 13<sup>th</sup>, and December 12<sup>th</sup>
- Zia Board meetings on October 15<sup>th</sup>

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

- Fall Picnic at Sandia Lakes on October 12<sup>th</sup>
- Holiday Party at Buffet King on November 23<sup>rd</sup>

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

- Farewell lunch for two members moving to Texas on November 1<sup>st</sup>.

# 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 Telecommunication Equipment Distribution Program continues to operate well into the second quarter of fiscal year 2020. The equipment continues to be distributed throughout the state of New Mexico, meeting citizens' communication needs. The number of applications ebbs and flows throughout the quarters as some of the applicants seek to replace aging equipment that we distributed in the past along with newcomers who are learning about the devices in our program.

With several pieces of equipment being discontinued, we asked to evaluate new equipment to determine viability in our program. For this process we looked at equipment that provided the same functions as some of the discontinued equipment. This will help us avoid a gap that could be the result of losing functions that we previously had. One of the first items we looked at was the Medallion Smoke Alert from Silent Call. We had some concerns about the viability of the equipment that we didn't have with the previous device as a result we felt it was prudent that we work with our equipment partner, Teltex, to find another piece of equipment that may be better than what was reviewed.

We will be reviewing another set of equipment in January 2020. This will include the Geomarc Ampli550, the Emote Electrolarynx, and a different combo of the CA360 that addresses smoke detection. Once Clarity releases their equipment: XLC8 and XLCgo, we will review that as well.

Our brochure will temporarily be edited to show that an item is discontinued and then revised permanently once we make our assessments and replace the discontinued items for our program.

We regularly communicate with all applicants regarding status updates when their applications are whether they were pending, approved, or if there were updates on their equipment orders.

iPads are still being distributed five tablets per month with the priority going to the first-time applicants.

In the second quarter, our program was able to distribute 155 pieces of equipment to our clients (listed below)

Equipment distributed for the second quarter is as follows:

Phone	Count
Amplicom PowerTel 780 Combo	
PowerTel 760 Corded Telephone	3
PowerTel 701 Expandable Handset	3
Amplicom PowerTel 785 Combo	
PowerTel 760 Corded Telephone	2
PowerTel 701 Expandable Handset	2
PowerTel 601 Wireless Wrist Shaker	2
Clarity Alto	0
Clarity Alto Plus	0
Clarity BT914	0
Clarity D704	0
Clarity D714	1
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	0
Serene Innovations CL-60A Cordless Phone	0
Serene Innovations HD-65 Corded Phone	1
<b>iPad + Otterbox</b>	
Apple iPad Deaf	3
Otterbox	3
Apple iPad Deaf Blind	0
Otterbox	0
Apple iPad Hard of Hearing	6
Otterbox	6
Apple iPad Speech	2
Otterbox	2
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
<b>CapTel</b>	
CapTel 840	1
<b>Total Phone Equipment Distributed:</b>	
<b>49</b>	

Accessories		Tally
Surge Protector		13
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		0
Clarity HA40 In-line Telephone Amplifier		0
ClearSounds Quattro Pro	Base	3
	Microphone	3
ClearSounds ANS3000 Answering Machine		0
ClearSounds CS-CR200 Phone Ringer		0
ClearSounds CS-WIL95 Amplifier		0
Comfort Audio Duett Neckloop		7
Geemarc LH10PK Neckloop		0
Geemarc AmpliCall 10 Telephone Ringer & Flasher		0
Griffin Laboratories SolaTone Plus		
Krown RA 05 Amplified Ringer with Strobe		0
Serene Innovations CentralAlert™ CA360	Wireless Notification System CA360	8
	Wireless Doorbell Model CA-DB	8
	Bed Shaker Model BS-100	8
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		1
Serene Innovations RF-105 Super Loud Ringer and Flasher		0
Serene Innovations RF200 Alerting System		0
Serene Innovations CentralAlert™ SS-201		0
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	3
<b>Total Accessories Distributed</b>		<b>106</b>
<b>Overall Total Equipment Distributed:</b>		<b>155</b>



## **Outreach**

Ms. Corina Gutiérrez and Mr. Roger Robb from the Albuquerque office attended 3 events during the second quarter of FY20. Visitors requested information about the Telecommunication Equipment Distribution Program (TEDP) and wanted to know about the Department of Community Advocacy. Ms. Gutiérrez had a great opportunity to network with individuals from different state agencies at the New Mexico Office of the Attorney General Summit.

Our Vendor Hamilton Relay under the umbrella of Relay New Mexico (RNM) has been doing several exhibits focusing on Telecommunications Relay Services and Caption Telephone services throughout New Mexico. Tom Sena has been working with Corina and Roger to make sure we reduce the overlap in the provision of booths during certain events. Tom has been working to make sure we are addressing the needs of our senior community in various locations across the state.

## **Booths Conducted**

<b>Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
Metro Court Community Outreach Day	Albuquerque	10/3/19	200
Edgewood Senior Center	Edgewood	10/7/19	50
Albuquerque Meadows Health Fair	Albuquerque	10/12/19	45
PrimeTime 50+ Expo	Albuquerque	10/16/19	235
Rio Communities Wellness Fair	Rio Communities	10/18/19	55
Stand Down- Albuquerque	Albuquerque	10/24/19	175
New Mexico Speech & Hearing Association Convention	Albuquerque	10/25-26/19	180
CABQ 2019 Health Fair	Albuquerque	10/25/19	106
New Mexico Office of the Attorney General Summit	Albuquerque	10/28/19	37
Family Caregiver Conference	Albuquerque	11/2/19	300
Pueblo of Sandia Health Fair	Sandia Pueblo	11/7/19	70
Santa Fe Community College Veterans Resource Fair	Santa Fe	11/14/19	40
Transitional Expo at Cleveland High School	Rio Rancho	11/14/10	125
City of Socorro Senior Center	Socorro	11/19/19	45
Betty McKnight Center	Chaparral	11/20/19	35
Deming Senior Citizens	Deming	11/22/19	90
Estancia Senior Center	Estancia	12/5/19	13
		<b>Total:</b>	<b>1,801</b>

# Las Cruces Satellite Office

*Sandra Williams, Las Cruces Office Coordinator*

*Susana Santillan, Las Cruces Community Advocacy Specialist*

## **Individual Client Advocacy and Service Coordination**

This quarter, the NMCDHH Las Cruces Office Staff **has increased our caseload by 28.** Services included advocacy, coordinating services, and providing information and referrals as necessary to remove communication barriers at their homes, employment settings, state and local agencies, and public/commercial facilities. The Las Cruces staff continues to follow up with previous cases and made sure the needed resources were attained. Their advocacy and service coordination resulted over 413 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

- Advocated for a client who was not provided an interpreter for a disciplinary meetings at their worksite. As a result, interpreters are now provided for meetings.
- Advocated for a client by educating a potential employer on effective communication and as a result, the client was hired.
- Advocated for clients who tried to get driver's license and identification cards for the past few years. They were successful in obtaining their cards.
- Ms. Williams spoke to some post high school-grad students and their families who were not given transitional opportunities. As a result, these clients are receiving our services to help them to attend colleges of their choice and/or seek employment. She also included resources to help them obtain driver's licenses, gain independent living skills and TED equipment.
- Due to past advocacy services, a city's "Ask the Mayor" podcast/website is finally closed-captioned; however, their city's council meetings are not yet captioned. Ms. Williams followed up and has received a confirmation from the director of that communication department stating they are going through their requisition process so hopefully will begin captioning by January 2020.

## **Susana Santillan's Accomplishments**

- Advocated for client who was not provided effective communication by a sheriff's department. An interpreter was then provided. Advocated for a client who requested a sign language interpreter and was not provided accommodation of effective communication. Client had a dispute which required law enforcement. The officer started talking with client and client wrote on his notepad, "I'm deaf" and tried to explain the problem. After a couple attempts of requesting interpreter, the officer continued to communicate with client by writing back on the notepad. The client felt unable to provide an accurate statement to the officer.

The client contacted Ms. Santillan to request assistance with advocating to schedule an appointment with a sign language interpreter so he can provide their statement with effective communication. She contacted the ADA coordinator and we worked closely to schedule a meeting with the officer, client and sign language interpreter so that they could take the client's detailed statement as appropriate. The Las Cruces NMCDHH office and the ADA County Coordinator have been working together for a while now. We have provided information on deaf and hard of hearing, training, and support. The ADA County is conducting periodic ADA training and NMCDHH has provided sensitivity training to the County, and through continued training and the County collaborating with NMCDHH, we can continue to educate their employees to ensure effective communication is achieved.

- Provided service coordination and systemic advocacy for clients and deafblind clients to obtain services with other state agencies.

#### **The following are the System Advocacy Services provided**

- An outreach was made to a university and a state agency for possible video phones to be set up at their facilities. Both have expressed their interest to do so and requested Susie's guidance. This is an ongoing process until video phones are secured.

#### **Community Collaboration**

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

- ADA Celebration Team: Sandra and Susie participate on the steering committee on on-going basis. They meet every month along with other state and governmental agencies.
- State agency inquired about sign language classes for one of their clients.
- Inquired about ADA/Assistive Technology for an employee.
- A company's HR specialist regarding positions that are available for our clients.
- A church that referred a potential client from a rural town.
- Local Emergency Planning Committees (LEPC) Chair referred a potential client.
- Home Health care provider referred a potential client.

#### **Monthly-ongoing basis collaborations**

- Bridges 2 Wellness, Certified Peer Support Worker
- Hidalgo Medical Services
- Aging & Long-Term Services Department, APS Caseworkers
- Las Cruces Commission for the Blind, Blind Skills Instructor
- Las Cruces DVR
- Las Cruces NMSU
- National Federation of the Blind
- ZVRS/Purple
- NM Workforce Connection
- Behavioral Health Local Collaborative 3
- Western New Mexico University

- Las Cruces Central Public Health Office
- Tresco Inc.
- Las Cruces VA Clinic
- Concilio CDS Inc.
- Las Cruces National Alliance on Mental Illness
- Mobile Integrated Healthcare
- City of Las Cruces ADA
- Local Emergency Planning Committees
- Dona Ana County Health and Human Services Department
- Silver City Woman's Club
- T or C Housing Authority
- Disability Rights New Mexico
- Tender Care Home Health
- Celestial Hearing Solutions
- Las Cruces Interagency Monthly meetings

**Booths and Presentations:**

The Las Cruces staff has hosted 24 booths this quarter

Events	Location	Date	Participants
Lynn Middle School	Las Cruces	10.02.19	65
Community Resource Center	Dona Ana County	10.03.19	30
United University Methodist Church	Las Cruces	10.04.19	20
San Pedro Mission-Catholic Church	Vado	10.08.19	22
Senior Citizen's Center	Hobbs	10.10.19	80
Community Center Health Fair	Radium Springs	10.15.19	29
NMSU Annual Disability and Inclusion Information Fair	Alamogordo	10.16.19	33
San Isidro Catholic Church	Garfield	10.17.19	13
Our Lady of All Nations Catholic Church	Rincon	10.18.19	10
Inn of the Mountain gods Health Center	Mescalero	10.19.19	200
Montana Meadows Senior Apartments	Las Cruces	10.21.19	20
San Jose Catholic Church	La Mesa	10.22.19	22
Casa Del Rio Apartments Complex Office	T or C	10.23.19	11
Our Lady of Mercy Catholic Church	Hatch	10.24.19	29
VA Clinic	Las Cruces	10.25.19	20
United University Methodist Church	Las Cruces	11.01.19	50
Immaculate Conception Catholic Church	Mesquite	11.05.19	31
NMSU Health Professions Career Fair	Las Cruces	11.06.19	100
Community Resource Center Veteran's Gathering	Organ	11.07.19	20
NMSU Student Resources Exhibition	Las Cruces	11.07.19	100
Community Resource Center Community Event	Organ	11.12.19	25
Community Center	Radium Springs	11.14.19	31
Community Resource Center	Butterfield	11.15.19	22
Montana Meadows Senior Apartments	Las Cruces	11.18.19	20

**Presentations**

Presentation	Location	Date	Participants
Effective Communication	Hobbs	10.10.2019	35



# Community Engagement

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

## **Director of Community Engagement Highlights**

- The New Mexico State Personnel Office (SPO) held a Rapid Hire event that drew over 4000 applicants for state jobs. Thanks to collaborative advocacy work with DVR, interpreters were provided for the event.
- The Fall 2019 session of New Mexico Mentoring wrapped up with everyone involved successfully completing the session.
- The Spring 2020 session of New Mexico Mentoring will be the largest in several sessions with five mentor-mentee pairs participating.
- Ms. Dignan attended the Colorado Registry of Interpreters for the Deaf (CRID) conference.
- The Governor's office appointed several members to the Signed Language Interpreting Practices Board, and they met in November to start catching up on business that waited for a full year while they didn't have a quorum. Mark Apodaca was elected Chair, and they will be considering rule changes at their next meeting in January 2020.
- The Video Phones at the Albuquerque Sunport are both very close to being installed and operational.
- Ms. Dignan worked with several entities to provide guidance on issues related to communication access including:
  - Metropolitan Court
  - Albuquerque International Sunport
  - State Purchasing Division
  - University of New Mexico
  - Hearing Loss Associations of Albuquerque and Santa Fe
  - Rochester Institute of Technology (RIT)
  - New Mexico Crisis and Action Line
  - New Mexico State Personnel Office
  - Other individuals and private businesses

## **Communication Development Specialist and Apprenticeship Program Highlights**

Ms. Ginn is working on several projects:

- Working with Albuquerque Little Theatre to create accessibility for select performances.
- Provided ongoing Apprenticeship sessions in Supervision and Reflective Practice.
- Continues to participate in training program through Interpreting Institute for Reflection-in-Action & Supervision (IIRAS).
- NMCDHH provided 181.5 hours of interpreting services in the first quarter.
- Referral agencies were used for three hours of interpreting this quarter due to a lack of direct contract interpreters in southern New Mexico. There were no unfilled interpreting requests.

The Apprentice Interpreter Program:

- All five Apprentice interpreters are continuing their participation in the program and developing their skills.
- Apprentices engaged in 167.5 hours of observation, interpreting, and professional development work in the quarter.

**Human Resources**

Second quarter HR activities included:

- Hired Hector Lopez, the new NMCDHH Financial Operations Specialist.
- Processed the retirement of Louise Chavez-Rasgado.
- Re-posted the vacant Community Advocacy Specialist position due to a candidate declining the position.
- Working on further policy updates as required by the State Personnel Office.
- Coordinated the completion of two online employee trainings: civil rights and active shooter awareness.
- Attended several Human Resources training webinars hosted by SPO.

**NMCDHH Library**

- New materials have been added to the collection, including some donations.
- The “NMCDHH Library Item of the Month” feature in our email newsletters continues to increase library awareness.
- 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 didn’t have any activity in the second quarter, so we will work on additional promotion of that library location specifically.

Library Usage - FY 2020					
	Q1	Q2	Q3	Q4	Total
Patrons	11	5			16
Items Loaned	18	8			26

# Administration & Finance

*Deborah Romero, Director of Administrative Services*

FY20 - 2nd Quarter Board Report - Administrative Services @ December 31, 2019					
Category	2020 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONNEL SERVICES	1,196,000.00	318,036.70		877,963.30	26.59%
300 CONTRACTUAL SERVICES	1,720,300.00	671,789.67	467,325.19	581,185.14	39.05%
400 OTHER	282,100.00	79,568.71	2,322.05	200,209.24	28.21%
500 OTHER FINANCING USES	116,500.00			116,500.00	0.00%
Total	3,314,900.00	1,069,395.08	469,647.24	1,775,857.68	32.26%
CDHH Monthly Revenue					
Month	General Fund Allotment		TRS Revenue		
Subtotal	\$163,600.00		\$775,634.96		



## Social Media

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

- Facebook: 1,351 people have 'liked' our page
- Email announcement system (MailChimp): 221 subscribers
- Twitter: 403 followers

# Data & Statistics

*As required by Legislative Performance Measures*

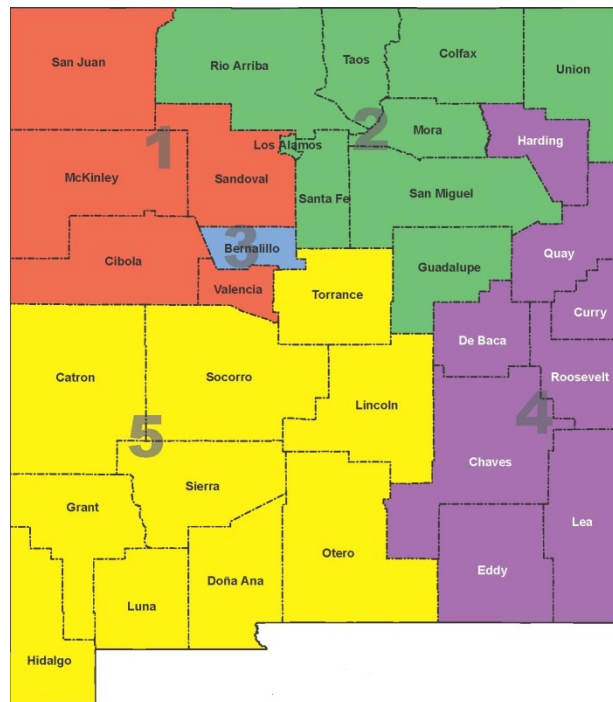
## **Fiscal Year 2020**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training sessions conducted	135	54	40%
Number of outreach events coordinated	122	58	48%
Average number of relay minutes per month	10,000	8,119	81%
Number of accessible technology distributions	1070	344	32%
Number of communication barriers addressed	20,000	3412	17%
Number of interpreters in CDHH sponsored professional development	200	22	11%

## **Fiscal Year 2019**

<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
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 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date
Region 1	5	8			13
Region 2	18	3			21
Region 3	52	37			89
Region 4	14	10			24
Region 5	114	39			153
<b>Total Clients by Quarter</b>	<b>203</b>	<b>97</b>			<b>300</b>

## Clients by Self-Identified Disability

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date
Deaf	81	34			115
Hard of Hearing	76	38			114
Deaf-Blind	9	4			13
Speech Disabled	3	3			6
Hearing	34	18			52
<b>Total Clients by Quarter</b>	<b>203</b>	<b>97</b>			<b>300</b>

# NMDVR

## CDHH Second Quarter Report

Performance Measures FY20

**October 1<sup>st</sup>, 2019 thru December 31<sup>st</sup>, 2019**

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

From: Josh Pando–Field Operations Director, Division of Vocational Rehabilitation

Re: MOU Goals and Performance – Report for the period of October 1<sup>st</sup>, 2019 thru December 31<sup>st</sup>, 2019

(2<sup>nd</sup> Quarter FY20)

**Order of Selection** – NMDVR is currently under active Order of Selection; at this time, the Most Significantly Disabled (MSD) category is open and individuals who are MSD are being served. All other categories are put on a wait list until funding sources become available. 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** – (2<sup>nd</sup> Quarter FY20)

Twenty-four (**24**) individuals have received sign language interpreter services during the period October 1st, 2019 thru December 31st, 2019. A total of **\$13,791.13** has been authorized and expended for this service.

Twenty-six (**26**) individuals have received hearing aids and/or other hearing devices during the 2<sup>nd</sup> quarter. A total of **\$90,918.53** has been authorized and expended for this service during this quarter.

Six (**6**) individuals who are Deaf have been closed successfully rehabilitated (employed) during the quarter.

Eleven (**11**) individuals who are Hard of Hearing have been closed successfully rehabilitated (employed) during the quarter.

**Caseload Activity**

Five Hundred Fifty-six (**556**) Deaf/Deaf-Blind, individuals have been opened and/or opened and closed during the quarter.

- Of the opened cases (**123**) are in delayed status

Five hundred forty-seven **(547)** individuals who are Hard of Hearing and/or otherwise Hearing Impaired have been opened and/or opened and closed during the period of October 1<sup>st</sup>, 2019 to December 31<sup>st</sup>, 2019.

- Of the opened cases, one hundred twenty-five **(125)** are in delayed status

Five Hundred Fifty-seven **(557)** individuals who are Deaf/Deaf-Blind – Hard of Hearing and or otherwise Hearing Impaired have been opened and/or opened and closed during the quarter.

- Of the opened cases one hundred twenty-three **(123)** are in delayed status

**Ineligible for VR Services**

Two **(2)** individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been determined as ineligible for VR services during the quarter.

**Transition Services**

Sixty-five **(65)** individuals who are Deaf/Deaf-Blind, Hard of Hearing or otherwise Hearing Impaired have been identified as receiving transition services during the quarter.

Respectfully Submitted,

Josh Pando  
Field Operations Director



## 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:  
 1<sup>st</sup> (July-Sept) \_\_\_\_ 2<sup>nd</sup> (Oct-Dec)  X  3<sup>rd</sup> (Jan-Mar) \_\_\_\_ 4<sup>th</sup> (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	3	2 Community; 1 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

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

Last meeting: November 12, 2019

Next meeting: January 13, 2020

Agendas and draft minutes are available at the Board website:

[www.rld.state.nm.us/boards/Signed\\_Language\\_Interpreting\\_Practices\\_Members\\_and\\_Meeting\\_s.aspx](http://www.rld.state.nm.us/boards/Signed_Language_Interpreting_Practices_Members_and_Meeting_s.aspx)

