

New Mexico Commission for Deaf & Hard of Hearing



Quarterly Report

FY22 Quarter 4



FY22 Quarter 4 Board Report

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Thursday, September 8th, 2022

3:00 PM

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/jjb9HNfmNb8>

FINAL AGENDA

Posted: 9/2/2022

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes of June 9th, 2022
- IV. Executive Director Report
- V. Annual Board Training and Inservice
- VI. 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**

Quarterly Board Meeting

Thursday, June 9, 2022.

3:00pm

*The meeting was held remotely via Zoom and the public could view the meeting
livestream on YouTube with interpreting and captioning at*

https://youtu.be/T_y2PKb0cBY

***DRAFT – These minutes will be subject to another possible revision and approval by the
commissioners at the next board meeting on September 8, 2022.***

I. CALL TO ORDER AND ROLL CALL

Chair Concha Dunwell called the meeting to order at 3:04pm. Trevor Brennan, Administrative Operations Specialist, called roll call.

Present: Mrs. Concha Dunwell
Dr. Jennifer Herbold
Dr. Ronald Stern
Mr. John Hooper
Ms. Casey Stone Romero
Mr. Francis Vigil

Absent: None

Quorum was met.

Six staff members from NMCDHH were present via Zoom: Executive Director Nathan Gomme, Chief Financial Officer (CFO) Deborah Romero, Director of Community Advocacy Corina Gutiérrez, Director of Community Engagement Lisa Dignan, Community Engagement Specialist Jessica Eubank, and Trevor Brennan. Jessica Eubank interpreted the meeting along with Andrea Ginn and Gabriella Cravens. Assistant Attorney General Delilah Tenorio was also present (arrived at 3:28pm). Caryn Broome from Partners Interpreting LLC. provided CART transcription.

II. APPROVAL OF AGENDA

Executive Director Gomme announced that an error was found in the draft minutes for the March 10, 2002 meeting. The CART provider, “Partners Interpreting”, was incorrectly identified as “Peoples Interpreting”, therefore the minutes would need to be accepted with the revision, and any other possible suggested changes during discussion.

Chair Concha Dunwell asked for a motion to approve the agenda.

22.8

Commissioner Stern made a motion to approve the agenda.

Commissioner Hooper seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Stern – Yes

Commissioner Stone-Romero – Yes

Commissioner Vigil – Yes

Motion passed unanimously.

III. APPROVAL OF March 10, 2022 MINUTES

Chair Dunwell asked if there were any additional changes to the minutes from December 9, 2021. There were no further comments or changes.

Chair Dunwell asked for a motion to approve the minutes as revised with the correction as mentioned by Executive Director Gomme.

22.9

Commissioner Stern made the motion to accept the minutes as written.

Commissioner Vigil seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Stern – Yes

Commissioner Stone-Romero – Yes

Commissioner Vigil – Yes

Motion passed unanimously.

IV. REPORTS

a. Executive Director Report

Executive Director Gomme shared that, as mentioned in the 3rd quarter report, he had met with the Legislature about the budget during the legislative session, and had several meetings with Roundhouse staff about communication access and their new system for accessing the building. Executive Director Gomme also had meetings with the community regarding COVID-19 misinformation, worked on issues relating to cybersecurity, and worked with the National Association for the Deaf (NAD) on several matters.

The Commission was involved in, and the planning of, the American Deafness and Rehabilitation Association (ADARA) conference held in Albuquerque, along with the New Mexico School for the Deaf (NMSD), and the Community Outreach Program for the Deaf (COPD), and the Division of Vocational Rehabilitation (DVR), as well as other local and national community organizations. The conference was a great success, and also allowed for participants to identify some of the ongoing issues facing the state, such as access to mental health services, and how other states are addressing those issues. The Commission is working with COPD to explore options for expanding access for those services here in NM.

On April 9th, the Commission and the University of New Mexico Hospital (UNMH) hosted a Town Hall meeting to discuss issues relating to medical communication access, with separate sectional meetings for the Deaf, Hard of Hearing, and DeafBlind communities. The commission had been working with UNMH during the third quarter to prepare for this Town Hall.

The Commission continues to work with different organizations to continue work on Broadband access and expansion across the state, and especially in rural areas. Executive Director Gomme was invited to participate in a Diversity, Equity, and Inclusion group under the Department of Information Technology (DoIT), and has addressed and noted issues such as a lack of access. Any Broadband Equipment Distribution programs that are being developed to share internet access equipment with the community must also have a way to share information about their programs and equipment with their target community. In other news related to Broadband access, Zoom is adding a Relay Caption Call feature, and T-Mobile is no longer providing Captioned Telephone Service (CTS).

The Commission is having conversations with DVR regarding the recently passed legislation that allows for no-cost tuition at UNM and other local universities, and how this impacts residents with a hearing loss that may want to attend universities with a large Deaf population and Deaf friendly learning environment, such as Gallaudet, California State University Northridge (CSUN), Rochester Institute of Technology (RIT), etc.

NAD is exploring the possibility of providing interpreter agency accreditation again, and is currently hosting focus groups and exploring possible criterion for accreditation. There is also the question of who would be responsible for said accreditation on a day to day basis.

Executive Director Gomme and Commissioners discussed the recent wildfires and their air quality impact in New Mexico, how emergency alert notifications have been communicated to the community, and how to access to information regarding fires and weather information such as air quality. Commission staff are waiting for the approval of a script to make a vlog regarding the “Ready, Set, Go” emergency alert system. The Commission offers home smoke alarms through the Telecommunications Equipment Distribution Program (TEDP), and the iPads available through the TEDP program are capable of downloading a weather application that will soon be added in an update.

Commissioner Herbold commented on the work that NMSD has been doing to provide Broadband access to students and the challenges that they have faced such as data caps and cost. The need for students with hearing loss to have video for learning sessions, means that data caps are quickly reached. Executive Director Gomme has had conversations with the Federal Communications Commission (FCC) about the subject of data caps, and is aware of conversations that are happening between schools and libraries in rural areas with 5G providers and companies like StarLink. Executive Director Gomme has also presented to the State Education Network (SEN) about the critical need for video access at high speeds for students with hearing loss. The Commission is working on sharing more information with the community regarding the Affordable Connectivity Program (ACP) and Executive Director Gomme will be attending a presentation by the FCC on the in July. Broadband access will continue to be a critical issue for the Commission going forward.

Commissioner Stern asked if the Commission was able to fill the open Board position for Southern New Mexico. Executive Director Gomme did send forward some names for consideration, unfortunately the Legislature ran out of time to confirm the appointments for many different state Boards. Commissioner Stern also asked what the state mandated raises for all employees, without an increase in general funding meant for the Commission in regard to filling vacant staffing positions. Executive Director Gomme shared that the Commission still plans to move forward with hiring some positions due to urgent need, however which positions exactly is still under consideration.

Commissioners Hooper and Vigil had a discussion with Commissioner Gomme regarding the ongoing challenges with communication access within the Tribal communities with hearing loss, and the importance of the dissemination of information in accessible ways. Addressing communication barriers with Tribal communities is an ongoing, complex discussion.

b. Department Reports Q & A

There were no questions regarding the department reports. Chair Dunwell thanked the Commission staff for their ongoing hard work and dedication.

Executive Director Gomme reiterated that he would like to find an interested person to serve on the Board from Southern New Mexico and proceed with a Board Training with the Attorney General’s Office.

There were no further questions or comments.

V. ACTION ITEMS

There were no action items.

VI. ADJOURNMENT

22.10

Commissioner Herbold made a motion to adjourn.

Commissioner Vigil seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Dunwell – Yes

Commissioner Stern – Yes

Commissioner Stone-Romero – Yes

Commissioner Vigil – Yes

Motion passed unanimously.

The meeting was adjourned at 4:08pm.

Respectfully submitted,

Trevor M. Brennan

Trevor Brennan

Administrative Operations Specialist

Executive Summary

G. Nathan Gomme, Executive Director

Commissioners and Community Members:

As we conclude the fiscal year, in this fourth quarter report of FY22 for the New Mexico Commission for Deaf and Hard of Hearing, we have a lot to reflect on. This quarter came with what I believe is a ramp up in the traditional expectations of day-to-day work. As we have seen the state open up more and more, we have had more opportunities to serve our community in-person, and through booths, and presentations. Throughout most of the fiscal year, there has been hesitance, and rescheduling of events, now this is no longer the case, and our world has opened up more and more to pre-pandemic levels. It remains a hybrid of sorts, but we were able to make up a significant amount of ground in our legislative measures. This, coupled with the completion of our Request For Proposal (RFP) for relay services, conferences locally and across the nation, wrapping up the fiscal year, and evaluations of the past two years, has made the quarter incredibly productive and busy. New challenges pop up almost on a daily basis in conducting business. We continue to provide guidance to many other agencies, participate in more discussions about broadband access, website accessibility, and the challenges of improving on web-based communication. These issues have become even more of a focal point with the Infrastructure Investment and Jobs Act (IIJA). The recent act has put forward an expectation of Diversity, Equity, and Inclusion in the expansion of broadband services. To that end, I have been participating in the work to ensure our community is at the table in the discussions moving forward with respect to funding towards access for our community.

We are continuing to review and assess our budget for FY23, with the recent pay increases and need to fill positions. There are some questions with regards to classifications that we hope to clear up as we move forward with filling some of the needed positions, while at the same time considering the feasibility of filling all of them with the current budget questions, due to the needed pay increases. Some of these questions depend on the impact of the new contract for relay services, which as expected, saw an overall increase in cost. We remain well under the national cost for per minute relay services, but with the up and down trends of relay services due to the

pandemic, we are seeing difficulty in finding an accurate count of minutes for services in the future. In addition to this, the FCC did officially announce its intent to move forward with plans to utilize intrastate funds for IP based Captioned Telephone Services (IT CTS) at the end of June. This will not take effect until July of 2023, but will require serious consideration and data if the state plans to absorb and oversee the IP CTS traffic for the state. Historically the IP CTS numbers nationally account for 78% of the total costs (the remaining costs includes VRS, IP Relay, and I Can Connect).

As we entered the last quarter, we completed the ADARA conference, which was very well attended, and offered great opportunities for training and networking. It was around this time that we also discovered a glitch in our email system for the website. While we were attending and supporting the ADARA conference we had to quickly turn around and address a backlog of requests that we were previously unaware of. This backlog was quickly addressed thanks to the work of the team here at the Commission and the glitch was rectified. We quickly realized though how critical access was to our systems during the pandemic. In the past people, would write letters or call, and a situation could be taken care of with little to no hiccups, but now people are becoming more and more dependent on these systems, such as our Ask the Expert email contact. At the same time, malicious or spam type requests proliferate the system, and weeding through everything through technology is often playing catch up, and can inadvertently create glitches. The situation has been rectified but this is a reminder to review our protocols, which we began in the 3rd quarter, while providing a seamless as possible experience for our community, and maintaining a high level of cyber security. Also, during the last quarter of FY22 we had several other events take place including the UNMH Town Hall, which was well attended, and provided a great place for dialogue on the accessibility of their locations, and a fantastic Access and Functional Needs Conference where both Roger and I presented on various aspects, including access in the digital age, and some of the lessons learned over the course of the pandemic. We were able to do a great deal of work expanding awareness of the specific challenges our community faced in this era and the ongoing work that needs to be done. One example was the importance of access to ASL interpreters for emergency announcements coupled with access to Closed Captioning. The placement of these tools, coupled with limits in technology, as well as necessary presentations to help explain situations such as rising numbers of cases, and the locations of these cases (for

COVID-19), or perhaps the impact of a forest fire is a balancing act. This has never been something that was done in this manner in the past. Learning and balancing all these critical components, while delivering a message that the community needs on the spot, has been something amazing. I think our state has done a good job of figuring out how and what to do, with some room for improvement. One of the more disappointing aspects of this journey to creating that balance has been the lack of guidance. If we four years ago, as a whole had to decide which video conference platform would provide the most for our specific community, and then work in real time to use it in a manner that created the best overall experience, I think we would at best be unsure. Couple that with limited resources and the learning curve, I think we all would have agreed that no one would be prepared for the number of factors to consider. There were no guidelines that we could have pulled from, and I am proud of the work that was done in light of that. Moving forward though, we have learned many lessons, including the limitations of Automated Speech Recognition Software, barriers in the Video Conferencing Software that is widely available, and skills that need to be integrated in the future. There is still much to learn and implement just from our perspective, but there is even more to do for the general community of individuals with a disability.

Our office continues to work hard on addressing the needs of the community and partner with groups across the state to enhance and improve access. With the continued changes, and by adapting to the impact of the pandemic, we are well on our way to resuming normal operations. One thing I want to note is that there are some things that I think we will begin to see need to stay as we move forward. For example, while the transition has been difficult, access to state and local board meetings via video conferencing software has been widely seen as a benefit for the community with disabilities. Already I have heard that there is a consideration that these tools be used after the pandemic has gone away. As you all are aware there remains a Public Health Order, but once that order has been removed, we are supposed to see board meetings return to normal meeting protocols. Some agencies have expressed interest in this not being the case, and I suspect a motion will be made to continue the option towards meeting remotely. Other tools, such as Zoom and Webex remain more versatile than traditional VRS services, and as a result provide opportunities to provide workshops and meetings without travel. I don't foresee that going away soon, and also the continued evolution of working from remote areas still has some benefits that cannot be ignored.

It will be interesting to see what happens for our overall community now that the benefits are widely seen moving forward. Also, as you can see from the reports, we are taking steps to include the community and their voices as we work towards transforming their experiences for the better, this means acknowledging that there are many aspects of our work that remain better suited to be in person. We acknowledge this and will continue to provide services in all possible ways moving into the next fiscal year.

Thank you,

J. Nathan Gomme

Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

Individual/System Advocacy & Public Policy

Our community, which includes individuals who are Deaf, DeafBlind, Hard of Hearing, and Speech Disabled, continues to face barriers with communication access to health care providers, clinical offices, law enforcement, a detention center, non-profit organizations, and local employers. During the fourth quarter of FY22, our department continued to work in the office, and continued to follow COVID-19 safety protocols by wearing masks in group settings, practicing 6-foot social distancing, and scheduling appointments with individuals in the large conference room only.

Our Director of Community Advocacy, Corina Gutiérrez, continues to work with a local detention center to ensure that they continue to provide appropriate communication access for inmates with Hearing Loss. The Hearing Loss Sensitivity training discussed in the third quarter has not happened yet due to scheduling issues as a result of the continued challenges of COVID-19. Ms. Gutiérrez will continue to work towards having the training and will work with them to have the Community Education Specialist, Roger Robb, conduct the training, soon.

Ms. Gutiérrez participated in the first Presbyterian Hospital Patient and Family Advisory Committee (PFAC) meeting in May. She had the opportunity to meet the PFAC members and Presbyterian Internal Partners. She provided information about NMDCHH, as well as her role as Director of Community Advocacy, explaining the importance of providing communication access for all members of the Hearing Loss community. During the meeting, the Director of the Emergency Department (ED) was talked about their newly remodeled ED facility, designed for better workflow, and patient experience. The Director for the new hospital shared a PowerPoint presentation and provided an update on the construction of the new hospital, scheduled for completion in January 2023. Ms. Gutiérrez contacted the PFAC facilitator to see if she could meet with the Director of ED to discuss communication access in the ED. This meeting will occur in the new Fiscal Year. We will not have our PFAC monthly meeting in June and July, meetings will resume in August.

Ms. Gutiérrez continues to participate in monthly/quarterly meetings with the with the University of New Mexico Hospital (UNMH) PFAC, the Interagency Transition Alliance (ITA), the New Mexico DeafBlind Task Force, and two outside agencies, the Department of Vocational Rehabilitation (DVR) and the Community Outreach Program

for the Deaf (COPD). Each of these meetings focus on the specific needs of several groups within our community.

During the monthly UNMH PFAC meeting in May the committee discussed quality and safety, how the online patient portal works, and how the portal will appear in a web browser, virtually through Zoom. Website accessibility is rarely discussed, so it was nice to see how the portal would work and address any possible issues now. The committee also discussed environmental services, environmental referring to the in-room environment. One of the things that is often concerning is who is in the room, it is easy for people with no hearing loss to just ask someone in passing but not always the case for someone without the ability to speak or hear, this also applies to patients who may be at the site and at the time unable to communicate.

Staff will take the following steps when entering a patients room:

- When the medical staff comes in the patient's room, they will introduce themselves if needed and state their name.
- Throughout the day the nurse will ensure to update each medical staff person's name and contact information on the white board.
- When housekeeping staff enter the patient's room, they will communicate with the patients to let them know that they are cleaning their rooms.

During the same meeting, there was a presentation on Consumer Assessment of Healthcare Provider and Systems (CAHPS). Part of the system is the patient experience survey. When a patient is released from the hospital or after a clinic visit, they will receive via physical letter, a survey, which an individual can fill out and return to the hospital via an included envelope with pre-paid postage. PFAC members were asked to provide feedback on the survey.

During one of our ITA meetings, one of the members, from New Mexico Workforce Connections, shared with us that they will host an apprenticeship/trade event for high school students in spring 2023. This event will give high school students in New Mexico an opportunity to get information about trade industries. The committee invited the CEO and Owner of the 360 Degree Academy to our meeting, to discuss a comprehensive online self-paced Pre-ETS curriculum that is designed for Deaf high school students, and Vocational Rehabilitation (VR) Deaf consumers in the 14-21 years old age range. This curriculum possesses the flexibility for several delivery modes, including on-site instruction and virtual coaching by experienced coaches who are specially trained for this curriculum, or utilized as part of the flipped classroom mode of delivery. It is very accessible, and is delivered in American Sign Language (ASL) with captioning, voiceover, and transcripts with a sensory-friendly appearance.

Ms. Gutiérrez connected with two individuals at the administrative level who work for Lovelace Hospital. One is responsible for hospitals, and Emergency Departments and the other is responsible for Lovelace Medical Group as a whole in the state of New Mexico. They will be the Point Of Contact (POC) when Ms. Gutiérrez receives case stories regarding communication access going forward.

Ms. Gutiérrez worked with a local medical clinic to ensure they understand that they are responsible to provide an on-site ASL interpreter for a Deaf individual for their appointments. During previous appointments, the clinic did not provide an on-site interpreter, they would either use written communication or Video Remote Interpreting (VRI). The Deaf individual had a hard time understanding the written communication, and experienced communication difficulties with the VRI interpreter due to a lack of understanding of local dialect, as VRI interpreters are often from other regions or states. Therefore, Ms. Gutiérrez educated the clinic about how different English and ASL are, and how important it is for them to provide an on-site interpreter. The clinic understood their responsibility, and provided an on-site interpreter, the Deaf individual was very happy with the outcome.

Community Advocate Specialist, Myra Sandoval, successfully worked with a local healthcare provider to ensure that they provided an on-site interpreter for a Deaf individual for surgery. During previous appointments, the individual experienced a communication barrier during the medical appointments because an interpreter was not present. The individual was happy to have the interpreter there and have full access to communication.

Ms. Sandoval also worked with a Deaf individual regarding employment on the site of a government facility where they did not provide an ASL interpreter for staff meetings and/or trainings, which resulted in the individual not having equal communication access. Ms. Sandoval successfully worked with the direct supervisor and Human Resources (HR) personnel to have an interpreter available at future trainings.

Community Advocate Specialist, Dennis Stidham, worked with the Indian Health Service to educate them about their need to provide an ASL interpreter for a Deaf individual, which they successfully did through VRI.

Mr. Stidham worked with a regional physical therapy center and educated them about their responsibility to provide an ASL interpreter for a Deaf individual's appointments, which they had never done before, and were unaware was their responsibility. After

meeting with Mr. Stidham, the organization provided an interpreter as needed for appointments.

Mr. Stidham successfully advocated for an individual regarding the use of VRI at a local medical specialty clinic. VRI was not an appropriate choice for this person for multiple reasons. Mr. Stidham worked with the clinic to educate them about effective communication and how important it is for them to provide an on-site ASL interpreter for this individual. The clinic successfully established a contract with a local interpreter referral agency to fill the request, which allowed the individual to receive full access to information during their appointment.

Community Education

A total of 38 presentations were provided by Community Education Specialist, Roger Robb and other staff members as well as staff at New Mexico Relay.

Lisa Dignan provided two presentations. One was “NM Mentoring & NM Interpreter Licensure”, on campus at UNM, for the UNM Signed Language Interpreting Program (SLIP). The other training was “NM Mentoring & NM Interpreter Licensure” through Zoom for the El Paso Community College Interpreter Training Program.

Jessica Eubanks provided two trainings to the apprentices in the Apprentice program. The trainings were “Taboo Day” and “Interpreting Performing Arts”. Both were conducted through Zoom.

Corina Gutiérrez provided a total of three presentations. Two were Deaf Self Advocacy Trainings: “Module 5: Preparing for Self-Advocacy” and “Module 7: Utilizing Resources for Action” presented to a National Deaf community through Zoom.

Ms. Gutiérrez also provided a “Department of Community Advocacy Overview” presentation for the Deaf Senior Citizens of Greater Albuquerque (DSCGA).

Nathan Gomme provided 2 presentations, on topics related to hearing loss in the pandemic, and accessibility in the digital space.

Thomas Sena from New Mexico Relay provided 3 presentations in Belen, Ruidoso, and Los Lunas on technology related to CapTel, TRS, and Relay services.

Mr. Robb completed 26 presentations/trainings during the fourth quarter of Fiscal Year 2022.

This is the breakdowns of the presentations/trainings Mr. Robb provided:

- Introduction to ASL – 19
- Deaf/DeafBlind Issues – 2
- Hearing Loss Sensitivity – Driving Schools – 2
- Deaf Culture – 1
- Hearing Loss Sensitivity – Law Enforcement – 1
- How to Make Videos Accessible - 1

The entities that Mr. Robb provided the presentations/trainings to were:

- Albuquerque Police Academy
- Association of Public Safety Communication Officials/National Emergency Number Association (Conference in Ruidoso)
- Bureau of Homeland Security & Emergency Management (UNM Panel)
- Department of Transportation (Driving Schools)
- Disabled Access Functional Needs Conference – Albuquerque
- UNM – Signed Language Interpreting Program

Meetings continued to be a hybrid of both virtual and in-person during the fourth quarter, as meetings and events started to open up around the state, we anticipate this will continue for some time as some locations will prefer in person events, whereas others are still cautious. We continue at this time to review whether COVID Safe practices are in place before we will consent to do in-person presentations.

Systemic Advocacy

Mr. Robb has 2 new and 9 ongoing Systemic Advocacy Cases for the fourth quarter of Fiscal Year 2022.

This is a summary of the cases that he focused on:

New:

- Roswell Police Department – through connections made during advocacy work by Ms. Sandoval, Mr. Robb was able to meet with Roswell Police Department Chief, Philip Smith, to discuss the need for a Hearing Loss Sensitivity training. Mr. Robb discussed the presentation format, and they will work on presentation dates in the new Fiscal Year.

- Santa Fe County Correctional Facility – Mr. Robb and Ms. Gutiérrez met with the warden of the facility through Zoom, as they wanted to learn more about the Commission and the work we do, due to communication barriers experienced during interactions with members of the Hearing Loss community. We discussed conducting a Hearing Loss Sensitivity training for the staff, and we provided some Deaf Culture information. We will be working on dates to provide the training to their staff in the near future.

Ongoing:

- Albuquerque Police Ambassadors
- Albuquerque Police Department
- Amazon
- Disabled Access Function Needs – All Agencies Coalition
- Las Cruces Police Department
- National Weather Service
- Popejoy Hall
- Rio Rancho Police Department
- Santa Fe Police Department

Special Projects

COVID-19 Video Project

There were no COVID-19 related videos produced during the 4th Quarter.

UNM Hospital

1. Mr. Robb produced 2 more Vlogs that explained how to register for the Town Hall Event that UNMH and NMCDHH partnered with and how to get to the event. The second Vlog was an update to the first Vlog, as there were some changes in information regarding after the first was produced, and shared with the community.

On the day of the event, there were a good number of attendees, and they had the opportunity to share their experiences with the medical services they received, not only at UNMH but other hospitals. They also used this opportunity to provide praise for situations with appropriate communication access. The UNMH staff in attendance were a receptive audience to the experiences shared, and will be working on developing their strategic plan for the next 5 years, including the information gleaned from this meeting.

2. Mr. Robb continues to participate in the UNMH PFAC, during the 4th quarter, the Ambulatory sub-committee was combined with the committee that Ms. Gutiérrez is part of to streamline communication. There was no meeting in June, due to committee members being unavailable.

City of Albuquerque Americans with Disabilities Act Advisory Council (ADAAC)

Mr. Robb was selected to serve on the City of Albuquerque Americans with Disabilities Act Advisory Council (ADAAC) by Mayor Keller. Currently Mr. Robb has attended two meetings with more to come in FY23. He looks forward to working with the council members and representing the Hearing Loss community.

Placard Project

Albuquerque: Ongoing.

Las Cruces: During the 4th Quarter, we discussed doing our training in conjunction with the Law Enforcement Academy staff, and providing multiple presentations to their staff, recruits, and officers over a 3-day period. This will happen during Fiscal Year 2023.

Santa Fe: Ongoing.

Popejoy Hall

Mr. Robb met with the Box Office Coordinator to discuss safety issues, due to a near injury to an interpreter during a performance. Mr. Robb also shared that some patrons with Hearing Loss experienced difficulties in being able to simultaneously see the interpreters, and the stage. Popejoy agreed to work on reassigning the seats so that patrons with Hearing Loss will have improved an improved theater experience, and communication access.

Amazon

Mr. Robb had the opportunity to do a site visit, meeting with several staff. They provided Mr. Robb with a tour of the Amazon facility, who explained their workflow, and where the VRI centers discussed in the FY22 quarter three report, are placed. The site visit was beneficial, and staff expressed interest in having several more Hearing Loss Sensitivity trainings, which will be planned for FY23.

After Action Response (AAR) Video Project

Mr. Robb completed the last 4 AAR videos and submitted them to the survey committee to be used in conjunction with their survey, making it accessible to the Hearing Loss community.

Answering the COVID-19 Challenges, Responses and Lessons Affecting the New Mexico AFN Community 2022 Conference

The Coalition hosted a conference on Thursday, June 23rd at the Indian Culture Center in Albuquerque. Mr. Robb and Executive, Mr. Gomme provided a presentation called “How to make Social Media Video Accessible” with the purpose of encouraging other agencies to ensure that videos they post on social media are accessible. For our community what that means is they should add captions/subtitles instead of relying on ASR (Automatic Speech Recognition), which is still unreliable, and have transcripts that can be read by screen readers for our Blind/Visually Impaired readers who may have a Hearing Loss. There were many other topics including the use of appropriate Alt Text and improving overall website accessibility. We were also invited to participate on a panel to discuss our findings when we did the AAR survey with our respective communities (Deaf, DeafBlind, and Hard of Hearing). The conference participants asked lots of good questions about the outcomes (issues and our recommendations).

DeafBlind, Deaf Plus, and Deaf Senior Program

The Community Outreach Program for the Deaf-NM DeafBlind or Deaf Plus (Deaf/Hard of Hearing with a significant disability) has maintained its strength and has served 53 clients in total to date – 19 of whom are DeafBlind, 21 of whom are Deaf Plus, and 13 of whom are Deaf Senior Citizens. These 53 New Mexicans live in 10 of New Mexico’s 33 counties.

The Support Service Providers provide support to DeafBlind, Deaf Plus and Deaf Senior Citizen individuals when they want to participate in community events. They provided support to DeafBlind, Deaf Plus and Deaf Senior Citizen individuals at the following activities and events for the fourth quarter:

- Deaf Senior Citizens meetings on April 2nd, April 21st, May 5th, May 19th, June 2nd, and June 30th.
- The following events conducted by the Deaf Cultural Center: May 12th meeting on Pah! Deaf Apartments, and June 25th PAH! Groundbreaking Party.

- The following Zia Deaf-Blind Club events: Hinkle Family Fun Center Mini Golf and Lunch on April 16th, the Albuquerque Zoo on May 14th; and a trip to Santa Fe via the Rail Runner on June 18th

Outreach & Telecommunications

Telecommunications Equipment Distribution (TED) Program

The Telecommunication Equipment Distribution (TED) Program 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, notification systems, loud ringers, and assistive listening with neckloops.

Equipment:

This past quarter, two of our demo CapTel 840's phones at both the Albuquerque and Las Cruces offices had to be replaced, the demo models had stopped working after being used continuously for quite some time in their demo configuration. Working models have been received and they are put out to allow individuals who are curious about the CapTel's in our catalog to come and see the equipment and have a hands-on experience. Due to technological restrictions on making captioned calls in our office, CapTel phones are only set up in their demo mode which is a visual models showing what the captions look like without making a call.

Our TED Specialist, Jason Siergey, continues to have conversations with individuals to help guide the applicants to selecting equipment best suited to their needs. Mr. Siergey and his colleagues, Dennis Stidham and Susana Santillan, work together to contact members of the Hearing Loss community regarding their equipment needs. This step is critical to ensure that someone does not get a device that could offer no help or possibly harm their hearing further.

To ensure that we can continue to meet and demo all of our equipment, both in person and remotely, we have been taking advantage of our large conference room to ensure the procedures and restrictions during the course of FY22 were followed, while at the same time ensuring that we provide a safe, effective, and appropriate opportunity to test all of the equipment in our program. At first, Commission staff worked with our staff interpreter/apprentice interpreters through Zoom to meet with visitors to discuss their application and the equipment that would work best for them. This is only effective when we have the right equipment in place and are working with someone who is comfortable with this technology. We have shifted though at times, to having the interpreters be in the conference room with the other participants. After a few appointments in-person, we found this is to be more successful, and an efficient way to

ensure communication access for some members of our community who are not comfortable with the use of platforms such as Zoom. We still continue to provide both methods for in person meetings when necessary. In order to achieve this technical feat, we utilize multiple cameras, laptops and speakers, coupled with our loop system. When needed we also include captioning technology and even use our equipment to show a person how they could be accommodated.

This quarter, TEDP has distributed a total of 286 items of equipment: 121 phones/iPads and 165 accessories. The tables below outline the items distributed between April 1, and June 30, 2022.

Phone	Total items distributed
Clarity Alto	0
Clarity Alto Plus	16
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	0
Clarity XLC2+	14
Clarity XLC7BT	0
Clarity XLC8	14
Clarity XLC8 with GLT	0
GLT	0
ClearSounds A1600BT	9
ClearSounds CSC600ER	11
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	0
Geemarc Ampli550	12
CapTel 840	0
iPad	
Deaf Package	18
Hard of Hearing Package	9
DeafBlind Package	0
Speech Package	0
iPad mini	
Deaf Package	9

Hard of Hearing Package	9
DeafBlind Package	0
Speech Package	0
Total Phone/iPad Equipment Distributed Count:	121

Accessories	Total items distributed
Amplicom NL100 Neckloop	0
Bellman Mino with Neckloop	0
Bellman High Powered Neckloop (no device)	0
Clarity CE50 Bluetooth Neckloop	0
Clarity SR100 Super Phone Ringer	3
Clarity HA40 In-line Telephone Amplifier	0
ClearSounds Quattro Pro	0
ClearSounds ANS3000 Answering Machine	5
ClearSounds CS-CR200 Phone Ringer	5
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	16
Geemarc LH10PK Neckloop	0
Geemarc V2T-10	0
GLT with V2T-10	32
Griffin Labs SolaTone	0
Griffin Labs SolaTone Plus	0
Griffin Labs EMOTE	13
Krown RA 05 Amplified Ringer with Strobe	0
Serene Innovations CentralAlert CA360	12
Serene Innovations CentralAlert CA380	0
Serene Innovations RF-200 Alerting System	5
Serene Innovations SA-40 Cell Phone Amplifier	0
Serene Innovations UA-45 Universal Phone Amplifier	0
Silent Call Medallion Kit	22
SonicAlert HA360MKBR	40
SonicAlert HA360BRK	3
Surge Protector (Phones and accessories)	9

Total Accessories Equipment Distributed Count:	165
Total Overall Equipment Distributed Count:	286

Outreach:

During the fourth quarter of FY22, Dennis Stidham joined Thomas Sena, who represents Relay New Mexico, at the Family Leadership Conference hosting a booth. Jason Siergey provided a booth at the Disability Accessible Functional Needs Community Conference. In addition, Mr. Siergey joined Mr. Sena at the Arc of New Mexico, in hosting a booth in Albuquerque in June. The total number of individuals who visiting our booths was 98.

Q4	Events	Location	Date	Visitors
	17 th Annual Family Leadership Conference	Embassy Suite	May 13-14, 2022	49
	Disability Accessible Functional Needs Community Conference	Indian Pueblo Cultural Conference Center	June 23, 2022	10
	The Arc of New Mexico	Embassy Suite	June 24-25, 2022	39
			Total:	98

Relay New Mexico (RNM)

Relay New Mexico (Hamilton Relay) was able to do a number of in-person outreach events this quarter. As mentioned in Mr. Robb’s report, Mr. Sena was able to provide 3 training events this quarter. Mr. Sena was also able to attend a number of events this quarter, some of which were broken into mini conferences and opportunities, for networking with various rotary clubs.

Q4	Events	Location	Date	Visitors
	Bosque Farms Senior Center	Bosque Farms	4/12/2022	40
	New Mexico APCO/NENA Conference	Ruidoso	5/25/2022	75
	Psychosocial Rehabilitation Association of NM Conference	Albuquerque	6/8-11/2022	200
	Moving Forward Annual Conference	Albuquerque	6/24-25/2022	70
			Total:	385

Las Cruces Satellite Office

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Advocacy and Service Coordination

Ms. Santillan assists our Hearing Loss community members in Southern New Mexico by providing individual advocacy and service coordination to remove communication barriers.

Susana Santillan's Accomplishments

A Deaf individual requested advocacy assistance to obtain an American Sign Language (ASL) interpreter at a Health Center facility in Southern New Mexico. Ms. Santillan worked with the facility's Office Manager to ensure an in-person ASL interpreter was provided. In the past a family member has been used for communication, and the facility was therefore unaware there was an issue. Ms. Santillan discussed the responsibilities of the facility under the Americans with Disabilities Act, and educated the facility about how family members may not have the expertise, or proper emotional dis-attachment to provide effective communication and the complications this presents to a patient's right to privacy. Ms. Santillan also provided the clinic with multiple fact sheets regarding ASL and ASL interpreters. After reviewing the information received, and discussing ADA responsibilities, the facility agreed to provide an interpreter.

COVID-19

Ongoing:

- Ms. Santillan continues to work on the Southern New Mexico COVID-19 Project by looking into city websites, Facebook pages, and City Council Meetings to see if their sites are accessible for the Deaf, DeafBlind, and Hard of Hearing communities.

Systematic Advocacy Services

- Ms. Santillan provided guidance to a New Mexico Behavioral Health Advisory Council to ensure their future Zoom trainings are accommodated appropriately for members of the Hearing Loss community.
- Ms. Santillan also educated and provided resources to three Southern New Mexico medical facilities regarding information on meeting the needs of Hard of Hearing or Deaf patients.

Ongoing

- Mrs. Santillan continues to guide and educate consumers and agencies regarding reducing communication barriers for Deaf, DeafBlind, and Hard of Hearing communities

by providing information and referral resources, and by participating in virtual networking meetings.

- Ms. Santillan continues to serve on five committees for the fiscal year of 2022 to educate and provide guidance on hearing loss awareness programs and reduce barriers to the social, economic, educational, cultural, and intellectual well-being of Deaf and Hard of Hearing New Mexicans and their families, friends, and colleagues.

- (1.) Behavioral Health Local Collaborative 3 Member

- (2.) Behavioral Health Local Collaborative Policy & Advocacy State Committee

- (3.) City of Las Cruces Americans with Disabilities Act Advisory Committee/elected Secretary for FY2020-2022

- (4.) NM Workforce Connection Disabilities Committee

- (5.) NM Workforce Connection Disabilities Monitoring Committee

Community Collaboration

Ms. Santillan promoted our agency's visibility in the community by building new relationships with the following local community partners:

- Amanecer Community Counseling Center
- Behavioral Health Professional Workforce Resilience ECHO
- Charities Director
- City of Las Cruces Americans with Disabilities Act (ADA) Advisory Committee
- Community Outreach Committee
- Deming, New Mexico Senior Center
- Diersen Charities
- Doña Ana County
- Doña Ana Unified Prevention Coalition
- El Paso Community College Sign Language Advisory Committee
- Esperanza Children's Clinic Speech Language Pathologist
- First Responder Resiliency ECHO
- Hidalgo Medical Services
- La Clinica de Familia, Inc.
- New Mexico Coalition to End Homelessness Balance of State Continuum of Care Membership
- New Mexico Aging & Long-Term Services
- Resilience Leaders Monthly Group

- The Monitoring / Performance Committee for The Southwestern Area Workforce Development Board
 - The Sierra Health Council
 - Truth or Consequences Housing Authority
 - WESST Farmington Women's Business Center
-

Ms. Santillan removed 1368 communication barriers for our consumers in various settings during the fourth quarter.

Booths and Presentations

Presentations: Ms. Santillan did not provide any presentations this fourth quarter.

Booths: Ms. Santillan provided 20 information booths. One virtual and 19 in person. Ms. Santillan attended 18 food pantry events in June, where she interacted with community members and educated them about what work the Commission performs, the various departments, programs, and services we offer, and how to contact us.

4TH Quarter April-June Events	Location	Date	Participants
The Sierra Health Council Networking Meeting	Zoom Meeting	5/18/2022	16
The Deming Senior Center	Deming, NM	5/24/2022	18
Casa De Peregrinos Food Pantry	Las Cruces, NM	6/6/2022	41
Immaculate Conception Catholic Church Food Pantry	Berino, NM	6/7/2022	32
St. Thomas More Catholic Parish Food Pantry	Chaparral, NM	6/7/2022	40
Calvary Baptist Church Food Pantry	Las Cruces, NM	6/8/2022	36
Radium Springs Food Pantry	Radium Springs, NM	6/9/2022	25
Casa De Peregrinos Food Pantry	Las Cruces, NM	6/10/2022	32
Our Lady of Guadalupe Catholic Church Food Pantry	Tortugas, NM	6/13/2022	24
San Pedro Mission-Catholic Church Mobile Food Pantry	Vado, NM	6/14/2022	36
Casa De Peregrinos Food Pantry	Las Cruces, NM	6/15/2022	38
San Isidro Catholic Church Food Pantry	Garfield, NM	6/16/2022	36
Butterfield Community Resource Center Food Pantry	Butterfield, NM	6/17/2022	27
Lighthouse Food Pantry	Las Cruces, NM	6/21/2022	39
Munson Senior Center Food Pantry 30	Las Cruces, NM	6/22/2022	30
Our Lady of Mercy Catholic Church Food Pantry	Hatch, NM	6/23/2022	39
Doña Ana Community College, Espina Campus Food Pantry	Las Cruces, NM	6/24/2022	23
St. Anthony Catholic Church Mobile Food Pantry	Anthony, NM	6/27/2022	22
San Jose Catholic Church Mobile Food Pantry	La Mesa, NM	6/28/2022	32
Salvation Army Food Pantry	Las Cruces, NM	6/30/2022	16
	Total Participants		602

Community Engagement

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

Director of Community Engagement Highlights

Ms. Dignan was involved in a variety of tasks and projects in the fourth quarter of FY22.

- Although I am no longer Chair of the Council for Purchasing from Persons with Disabilities, I continue to serve in an advisory capacity to the new Chair as she gets acclimated to the role.
- The new Signed Language Interpreting Practices Board Administrator, Justin Gonzales, took over the day-to-day operations of the Board in April and ran the meeting in June. He is doing an excellent job and serving the community very well.
- The new CART provider successfully provided services for the June NMCDHH Board Meeting. We had some minor glitches with invoicing but are now running smoothly with the new vendor, Partners Interpreting.
- After reducing Purchase Orders to support overall agency needs several meetings, trainings, and outreach events were scheduled. Communication Development Specialist Jessica Eubank and I worked creatively to assure all requests were covered with the amounts remaining on the Purchase Orders while maintaining the lowest possible cost to the agency.
- After not holding a New Mexico Mentoring session in Spring 2021, I began the recruitment process for the Fall 2022 session that will begin on August 6.
- I was invited to join the El Paso Community College Interpreter Training Program Advisory Board and attended my first meeting. The Board will continue to meet remotely via Zoom. The request to join was based in my expertise with New Mexico Signed Language Interpreter Licensure, and I was able to share with the Advisory Board members that New Mexico now accepts some BEI certifications to qualify for Community Licenses.
- I attended additional webinars and workshops to continue my own professional development including offerings from the National Center for State Courts, Zoom, and DocuSign.
- I provided guidance to several entities on issues related to communication access including:
 - Clovis Community College
 - Deming Schools
 - Musical Theatre Southwest
 - The Arizona Commission for Deaf and Hard of Hearing
 - New Mexico Department of Vocational Rehabilitation

- Gifted Health Care Staffing Company
- Rocky Mountain Youth Corps
- Several other individuals and private businesses

Community Engagement Activities

The ways we engage with our community continue to evolve and expand.

- We were contacted by the Federal Emergency Management Agency (FEMA) Region 6 to partner with them in sharing information for New Mexicans impacted by the extraordinary wildfires burning around the state. Messages were shared several times each week to assist individuals with accessing FEMA resources and benefits.
- Additional Fact Sheets were created or revised and uploaded to the NMCDHH website.
- Our social media presence on Facebook, Twitter, and Instagram grew further with 2,218 followers across the three platforms. Subscriptions to the bi-weekly email newsletter increased again with 268 current subscribers. Information shared includes meetings and events, open captioned movies in Albuquerque and Santa Fe, webinars, job postings, COVID-19 news, FEMA resources, and other information of interest to our constituents.
- Questions are frequently submitted via the “Ask the Expert” form on the website or directly to the NMCDHH.Info@state.nm.us email address which is monitored by Mr. Brennan and Ms. Dignan to respond to queries or route them to the appropriate staff member. Staff members copy the NMCDHH.Info address on their initial replies so that we can track response times.
- Mr. Brennan assists many community members over the phone and via email. During the fourth quarter he received 91 phone calls and addressed 133 communication barriers via phone or email. The most common phone calls in order of frequency remained the same as last quarter: requests for information about the TEDP program; requests for financial assistance for hearing aids; requests for information regarding how to find an interpreter and who pays for interpreting services; and requests for community advocacy.
- Ms. Dignan continued to share information with the interpreting community via her distribution list. Messages regarding professional development opportunities, job postings, certification testing changes, licensure board and professional organization meetings, and other information relevant to interpreters were shared this quarter with an average of one email per week to over 200 interpreter subscribers.
- Except for the website, all these platforms are used at no cost to the agency.

Communication Development Specialist Highlights

Ms. Eubank has worked on a variety of projects designed to further the communication access and pool of interpreters within New Mexico, including the following:

- Working with the Registry of Interpreters for the Deaf (RID) headquarters to update their state resources webpage to accurately reflect licensing and credentialing requirements for interpreters in New Mexico.
- Attending RID board meetings to stay abreast of national interpreting trends and topics.
- Proctoring a session of the Educational Interpreter Performance Assessment Written Exam for a local educational interpreter.
- Providing feedback about their work to UNM interpreting program seniors during their capstone project of interpreting seminar panel presentations.
- Locating resources for interpreters to use in preparing to take interpreter assessments.
- Assisting soon-to-be graduates of the UNM interpreting program in understanding the opportunities available to interpreters throughout the state of New Mexico.
- Consulting with interpreter trainers on how to best utilize BEI testing opportunities to obtain New Mexico interpreter licensure.
- Meeting with individuals who are interested in pursuing careers in interpreting to discuss the field and what to expect from interpreter training programs.
- Revising the New Mexico Mentoring ASL to English curricula to include modern stimulus materials and to reflect current technology and interpreting standards.
- Revising Fact Sheets on the NMCDHH website related to the Center for Assessment of Sign Language Interpreters (CASLI) to reflect current exam expectations.
- NMCDHH provided a total of 158.5 hours of interpreting services in the third quarter.
- Referral agencies were not used this quarter.
- There were no unfilled interpreting requests.

The Apprentice Interpreter Program:

Ms. Eubank continues to work with the interpreters in the Apprentice Interpreter Program. She also completed the process of recruiting new apprentices for FY 23. Program highlights for this quarter are as follows:

- Apprentices continued to interpret for NMCDHH staff in various settings. They consistently show good progress in their interpreting skills and remain engaged in seeking feedback to continue improvements.
- Apprentices participated in professional development through two workshops during this quarter. Ms. Eubank worked with the Community Advocacy Department to provide a “Taboo Day” workshop where apprentices could ask how to interpret

sensitive topics that are not taught in interpreter training programs, but which do come up in interpreting scenarios. Ms. Eubank also worked with local interpreter Risa Roybal to provide a workshop on how to prepare for and interpret performing arts, music, and staged performances.

- Apprentices engaged in 38.5 hours of observation, interpreting, and professional development work in the fourth quarter.
- All the FY 22 apprentices successfully completed their year in the Apprentice Interpreter Program. We look forward to having them continue to work with NMCDHH as contract interpreters.
- Ms. Eubank had the opportunity to meet with the UNM interpreting program senior class to provide information about the NMCDHH Apprentice Interpreter Program and answer questions about the application process and program expectations.
- Applications and interviews for FY 23 apprentices were successfully completed. Two individuals were offered and accepted positions within the program. An orientation meeting has been scheduled to kick off their apprenticeship at the beginning of the new fiscal year.

Human Resources

HR activities in the fourth quarter included:

- As mentioned last quarter, the New Mexico Legislature authorized additional 3% pay increases for all state employees to be effective in April 2022. After those increases were applied, I verified their accuracy in the state SHARE system. I confirmed to staff that the increases had been applied and updated agency records to show the revised data.
- After the 3% increase was applied, I revised my estimates for the more complicated FY23 increases that will be applied in July.
- To be eligible for the FY23 pay increases, all employees must have a completed evaluation entered in the state SHARE system prior to June 30, 2022. I successfully worked with the Management Team to assure that all evaluations were entered timely.
- The State Personnel Office (SPO) made further changes to the COVID-19 Mitigation Self-Screening and Reporting Policy which each agency is required to personalize to reflect agency name, structure, and leadership then adopt. These changes required adjustments to the NMCDHH COVID Safe Office Policy and Procedures to align with the SPO policies. All of these changes were implemented and sent to Executive Director Gomme for his signature and distribution to the staff.
- The building in which the Albuquerque office is located was sold to a new owner. Lotus Office Management, the building management company, will continue to

handle the day-to-day operations and assured us that services would not be disrupted. I shared this information with the staff. This change also impacted the Administrative Services Department as lease payments are now remitted to a different company and location.

- Continued the “Employee Handbook Minute” weekly emails to agency staff to provide reminders about HR Policies and Procedures and notify staff of any changes from SPO or in agency policies.
- Maintained all records related to COVID-19 such as client screening forms, vaccination records, and test results where required, and made all entries into SHARE.
- Regularly attended Human Resources Council meetings, State Personnel Board Meetings, Trainers Unite, and Recruiters Unite meetings.
- Attended several training webinars hosted by SPO, Alternative Dispute Resolution (ADR), Department of Finance Administration (DFA) Payroll Bureau, Employee Benefit Bureau (EBB), and the Public Employees Retirement Association (PERA).
- I made further progress on the long-term goal of digitizing all current personnel files.

NMCDHH Library

- Library patrons may not enter the library to browse the collection, but individuals who contact us requesting to borrow materials may pick them up by appointment.
- Final attempts were made to reach three patrons who have failed to return borrowed materials. Due to their failure to respond to multiple attempts to reach them, the items will be removed from the collection and the patrons banned from future use of the library.
- 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 111 people have registered for access to the database.

Library Usage - FY 2022					
	Q1	Q2	Q3	Q4	Total
Patrons	5	2	1	0	8
Items Loaned	5	10	3	0	18

Administration & Finance

Deborah Romero, Director of Administrative Services

FY22 – 4th Quarter Board Report - Administrative Services @ June 30, 2022

Category		2022 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,080,100.00	919,332.00	0	160,768.00	85.12%
300	CONTRACTUAL SERVICES	1,330,300.00	590,917.00	0	739,383.00	44.42%
400	OTHER	282,100.00	205,015.00	0	77,085.00	72.67%
500	OTHER FINANCING USES	116,500.00	116,500.00	0	0.00	100.00%
Total		2,809,000.00	1,831,764.00	0	977,236.00	65.21%

FY22 Collected Revenue June 30, 2022

Month	General Fund Allotment	TRS Revenue
Subtotal	\$790,800.00	\$1,244,820.70

Data & Statistics

As required by Legislative Performance Measures

Fiscal Year 2022

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	125	93%
Number of outreach events coordinated	122	56	46%
Average number of relay minutes per month	10,000	6246	62%
Number of accessible technology distributions	1,070	994	93%
Number of communication barriers addressed	20,000	24247	121%
Number of interpreters in CDHH sponsored professional development	200	131	66%

Fiscal Year 2021

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	88	65%
Number of outreach events coordinated	122	38	31%
Average number of relay minutes per month	10,000	8,814	88%
Number of accessible technology distributions	1,070	1,089	102%
Number of communication barriers addressed	20,000	25,098	125%
Number of interpreters in CDHH sponsored professional development	200	201	101%

Community Members by Region



	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Region 1	11	8	10	4	33
Region 2	19	5	8	8	40
Region 3	81	33	29	49	192
Region 4	8	10	8	9	35
Region 5	26	22	23	18	89
Total Members by Quarter	145	78	78	88	389

Individuals by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Deaf	64	28	21	23	136
Hard of Hearing	30	23	26	18	97
DeafBlind	5	3	2	1	11
Speech Disabled	0	0	1	2	3
Hearing	46	24	28	44	142
Total Individuals by Quarter	145	78	78	88	389



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

From: Casey Stone-Romero - Director
Nash Sisneros - RSU Deputy Director – Rehabilitation Service Unit
Rudy Grano - Field Operations Director - Rehabilitation Service Unit
Christine Fuller - Supported Employment and Deaf & Hard of Hearing
Coordinator for New Mexico

Re: MOU Goals and Performance – Report for Fourth Quarter SFY2022

August 29, 2022

**New Mexico Division of Vocational Rehabilitation
NMDVR Performance Measures SFY 22
Fourth Quarter SFY2022 April 1, 2022-June 30, 2022**

NMDVR Liaisons

New Mexico Association for the Deaf – Currently vacant.

NM Chapter – Hearing Loss Association of America – Christine Fuller
Supported Employment and Deaf & Hard of Hearing Coordinator.

NMDVR Service Provision:

Order of Selection (OOS) – NMDVR is currently under active OOS. Currently,
the Most Significantly Disabled (MSD) category is open, and individuals who are

MSD are being served. All other categories are put on a waitlist until resources (staff and funding) become available. The categories identified OOS are as follows: Most Significantly Disabled (MSD), Significantly Disabled (SD), and All Other Eligible Participants (AOEP). NMDVR has been releasing names off the waitlist, as resources permit. The releases are based on 1) those individuals in the Significantly Disabled (SD) category and then 2) date of application. All applicants are provided Information and Referral services when added to the waitlist. There have been 300 names released from the waitlist this quarter. A total of 1644 individuals have come off the waitlist since September of 2019 (1438 since June 2020).

Information and Referral- A list of places within the community the applicant may be able to get assistance while on the waitlist.

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

Other Hearing Impediments- This is a category within the DVR AWARE database: It includes individuals who have: Tinnitus, Meniere's, etc.

Performance Measures – All statistics are for this quarter only.

Sign Language Interpreting: Nineteen (19) individuals have received sign language Interpreter services. A total of **\$12,491.77** has been authorized and expended for this service.

Hearing Aids and /or other hearing devices: Twenty-seven (27) individuals received hearing aids and/or other devices. A total of \$117,566.58 has been authorized and expended for this service.

Closed Successfully Rehabilitated (employed):

None (0) individual who is Deaf-Blind have been closed successfully rehabilitated.

Five (5) individuals who are Deaf have been closed successfully rehabilitated.

Nineteen (19) individuals who are Hard of Hearing have been closed successfully rehabilitated.

One (1) individual who has Other Hearing Impediments has been closed successfully rehabilitated.

Employment Information

The average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or have Other Hearing Impediments is 31.38 hours per week. The average wage is \$17.29 per hour.

Caseload Activity

Of the two hundred-twenty (220) individuals who are Deaf/Deaf-Blind and on a DVR caseload, Forty-three (43) have been opened and/or opened and closed.

Of the four hundred twenty-six (426) individuals who are Hard of Hearing and/or Other Hearing Impediments on a DVR caseload, forty-three (43) individuals have been opened and/or opened and closed.

Ineligible for VR Services

Zero (0) individuals who are Deaf/Deaf-Blind, Hard of Hearing, or Other Hearing Impediments have been determined as ineligible for VR services.

Transition Services

One hundred forty-seven (147) individuals who are Deaf/Deaf-Blind, Hard of Hearing, or Other Hearing Impediments have been identified as receiving Pre-ETS and/or Transition services.

This is how DVR is providing services during COVID 19.

- Currently, all DVR offices are open, and staff are working in the office 3 days and teleworking 2 days.
- DVR is following the Governors mandates related to vaccines and testing and office management.
- Individuals with disabilities can apply electronically via our web page at www.dvr.state.nm.us or in person.
- All who apply online, or in person will be contacted by staff to schedule an initial interview.

Respectfully Submitted:

Casey Stone-Romero
Director

Casey Stone-Romero

Christine Fuller
Supported Employment/ Deaf, DeafBlind, and Hard of Hearing Coordinator

Christine Fuller



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD
Report By: Justin Gonzales, Board Administrator
Expiration Date: June 30, 2022

Quarter Reported:

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

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 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	11	2 Community, 1 Educational, 8 Provisional
Complaints	3	
License denials, suspensions, and revocations	0	

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: June 6, 2022

Next meeting: September 12, 2022

Agendas and draft minutes are available at the Board website:

www.rld.nm.gov/boards-and-commissions/individual-boards-and-commissions/signed-language-interpreting-practices/slip-board-information/slip-board-meetings