



# ANNUAL REPORT

New Mexico Commission for Deaf & Hard of Hearing

FISCAL YEAR 2022

# Annual Report

## *Fiscal Year 2022*

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# Letter from the Executive Director

*G. Nathan Gomme*

The Honorable Michelle Lujan Grisham  
Governor of New Mexico  
State Capitol Building  
490 Old Santa Fe Trail, Suite 400  
Santa Fe, NM 87505

Madame Governor,

I am pleased to present to you our Fiscal Year 22 Annual Report, a summary showing the work and services provided to our state through the New Mexico Commission for Deaf and Hard of Hearing. This past fiscal year has been one of multiple challenges, as our state worked out of the pandemic, and into a return to what some call the new normal. These past years have tested our ingenuity, our tools, our infrastructure as we move forward in combining the tools, and resources found during the pandemic and begin to apply them to the return to normalcy. Our commitment to reducing the barriers for our Deaf, Hard of Hearing, DeafBlind, and Speech Disabled community remains firm, and now includes additional considerations as we see investments in broadband and a balance of remarkable tools found, and new challenges that have appeared. Our work continues to provide services to some of our most vulnerable members of the state and ensures that our children, parents, siblings, and grandparents have meaningful access to the state they live in. Their access comes in many forms; through technology, education, technological advancements, availability of those technologies, availability of the infrastructure to leverage technologies, and for many of us, through interpreters and assistive technology. This year we saw the struggles in availability of many of those tools for access, but found new ways to leverage new breakthroughs and work collaboratively with our many partner agencies. Some of the technologies remain cost prohibitive to our community, and often there was just a lack of awareness that there are new tools available, but through our work we changed perspectives and provided these tools.

As we worked through the transitioning stages of the pandemic, we began to develop a refined grasp of the hybrid services that we could continue to provide, as more and more people returned to in-person interactions, while still respecting some of the limitations that our community had in interacting in-person. Some challenges also began as some of the tools during the pandemic that were freely provided were no longer available. We also saw how some of these new technology tools were misused or simply too difficult to use well. We worked to educate the community on best practices with technology both remote, and in-person, while also providing support to

our partner agencies, and businesses across the state. In the years leading up to Fiscal Year 22, we had tested and worked with many of the programs that became dominant during the pandemic, such as Zoom, Webex, Microsoft Teams, and more. Many of these programs have evolved through the years, and continue to do so as working remotely became more intensive, and many people began to transition to hybrid workforces. Our community is largely individuals who rely heavily on the ability to communicate through visual means, and things such as closed captioning, sign language, and the act of reading lips is critical. We developed, and continue to develop worksheets, guides, and technical assistance as these programs evolved to incorporate various types of solutions to our community. While working with other entities across the state, we were able to improve accessibility outcomes, when accessibility issues appeared, such as not knowing which captioning tools worked best, or how to best utilize interpreters in meetings, virtual, in-person, or hybrid. This also resulted in our becoming subject matter experts in the tools and gave us more opportunities to provide education and trainings to resolve the accessibility issues. Our agency remains a go to for several entities on how to make the telework experience accessible in the hybrid environment they may be providing. Every agency and entity we worked with was able to adapt to the world we were now in, and our community benefited from it when they could. These tools were then used to provide guidance during several situations, some of which were emergency situations, later in the year during one of the largest fires in the state, as well as transitioning the modern Americans with Disabilities (ADA) kit that we worked with the Department of Health (DOH) and other Emergency Services during FY21 to be utilized for the fires as well as the COVID situations. We provided trainings on how to incorporate the ADA kits and were able to incorporate the items in the kit in many more applications outside of use for the Hearing Loss community. For example, in situations where spoken language was itself a barrier.

What we learned during the pandemic was how some of the persistent inequalities in our community impacted some cities in detrimental ways, other cities thrived. We took that understanding and the practices of thriving cities, and during the fiscal year were able to come up with ways to improve outcomes in those areas where the inequalities were still present with various partnerships and some new trainings. One such example was a town hall with one of the largest hospitals in the state, which addressed the barriers specific to the Hearing Loss community when it comes to the evolving system of COVID protocols and utilization of modern technology. We are still working towards implementing those findings in other locations. We also learned how far reaching those lessons could be, as many other states learned from the findings and best practices of our hospitals. Another example was the work done with various hospital advisory councils to improve outcomes for individuals with disabilities in both the in-person environment and the telehealth environment. By including our community in those advisory councils, we were able to provide firsthand experience and recommendations as to what could be done to address better outcomes. We also worked with various court houses and legal services to improve their utilizations of web-based tools and

accommodations to make sure legal services were provided with the communication access best practices in mind.

My work specifically focused on website inequality, broadband inequality, and access and functional needs issues in which I was able to highlight some of the potential tools for individuals with a hearing loss, ranging from the ability to utilize transcription/captioning software to supplement all types of online activities, and how the growth of broadband services means we are improving access for a number of communities, both rural and indigenous, just by providing the infrastructure for these tools. On top of that, we worked to shift our telecommunications equipment program to include more web based tools, to support a community who don't have the necessary combination of technology to utilize infrastructure via their phone system, but does have enough broadband to leverage tools that previously were not utilized in telecommunications. I also worked with the city of Santa Fe in improving outcomes for the closed captioning ordinance that was passed in their city, and began working to improve outcomes for mental health services for our community as the need for these services after the last few years had become imperative.

We continued to work with agencies such as DOH to provide three more vaccination events and worked on ways to educate the community on how to use their COVID home testing kits as the state moved forward. Just before the legislative session, we trained the staff at the Roundhouse on how to work with our community as well as the overall community with disabilities, in partnership with Disability Rights, and continued to work with various agencies through our partnerships in the Access and Functional Needs (AFN) committee. Over the course of the year we frequently partnered with various other organizations, using our knowledge as a community, and as an agency, to improve outcomes in COVID testing and vaccinations, and vaccination documentation for Deaf, DeafBlind, Hard of Hearing, and Speech Disabled community members. Those organizations included DOH, the Human Services Department (HSD), Children Youth and Families Department (CYFD), the Governor's Commission on Disability, law enforcement, state and local agencies, and hospitals. We continue to hear stories of how out of state visitors have appreciated the level of access experienced as they visit our state, and how positive their experiences have been. We were fortunate to have a large conference in our state, of Hearing Loss professionals with the American Deafness and Rehabilitation Association (ADARA). This was the first in person conference that had occurred nationally since 2020 for our community and our state was one of the first places where the national Hearing Loss community felt was ready to handle the conference. When I talked with the ADARA board, they could not help but show how impressed they were with the number of services and support they received, which included; training the staff at the site for the conference on how to work with our community, the warm welcome in our state, and the chance to explore the best of what New Mexico has to offer. This was done with the support of several local organizations including the Community Outreach Program for the Deaf (COPD). Several of the

professionals who attended the conference spoke to me and our school for the Deaf representatives regarding some of our successes in the state, and they wanted to learn how to incorporate the tools and lessons learned, in their states. They also wanted their own versions of the modern ADA kits we helped deploy collaboration with DOH, and also wanted to learn more about the programs for higher education in our state. We were also able to come out of that conference with a great deal of information and the result was a wonderful in person conference that had minimal covid cases and a renewed sense of collaboration and opportunity. We continue to create important partnerships to improve access in the various areas across our state and we revisit those partnerships often. Our ability to have these continued conversations resulted in positive outcomes for all New Mexicans, as these tools and solutions became helpful to our community nationally.

Every year something occurs that changes how we view our work with the Telecommunications Equipment Distribution Program. Every year we keep seeing something that pushes us to adapt. This year was no different, as we continued to deploy our android-based tablet in our program, this tablet provides captioning in various languages, in real time situations through software, and can plug and play with many other devices not just a phone. The tablet enables many people to not only have captions, but to also benefit from translation software that provides a better experience in communication for all New Mexicans. We also saw the impact of the global supply chain, as many of our long-standing devices became unavailable for long periods of time. This created a complication that we could not easily remedy. We provided alternatives to some of our devices, but many of them provided unique solutions to issues with audio processing disorders, that are not replicated in other devices. Some of these unique devices were backordered through most of the year, while others were discontinued. This had an impact on our ability to get the equipment to our community and we have not seen any indication that those specialty devices will return. We began exploring other possible devices from upstart companies, and also began to leverage the tablets and internet devices more and more, to provide telecommunication support for our community. We will continue to push the boundaries of technology to find solutions that work for our community so that we can see more of these positive outcomes.

We also saw delays in the utilization brand new services such as Real Time Text (RTT) due to interoperability issues and the fact that one of the major wireless carriers phased out support for analog Captioned Telephone Services (CTS). Simultaneously, the transition of many workforces to using captioning in programs such as Zoom and Webex, instead of phone conversations began, and many Internet Protocol Captioned Telephone Services (IP-CTS) companies were able to seamlessly integrate their services into web-based meetings due to the coding. This was not possible with traditional relay calls due to the fact that they are only used on traditional land line phone calls. This had an impact on the relay numbers in our state and nationally, this

also had an impact on the demand for IP-CTS calls. So much so, that the Federal Communications Commission (FCC) released a report and order expanding the collection base, including additional relay services in June, the measure to start taking additional funds from traditional relay surcharges to offset the demand with IP-CTS starting in 2023. We have asked for traffic data of the IP-CTS services, which the FCC continues to grant more and more approvals for in our state, but we have yet to see the numbers. This data will show us at what level we can expect the fiscal impact will be and how many minutes account for usage in our state, we were also told that the state may also be responsible for the IP-CTS services for intrastate levels. Again, without knowing the traffic data we cannot know the possible costs associated. We did however have to proceed with our Request For Proposal (RFP) on relay services for our state. We added a section to attempt to address both RTT and IP-CTS services, but this was done prior to the June report was finalized. The results of the RFP were mostly financially favorable to our state for traditional relay services, but with the continued impact of IP-CTS, and the rapidly evolving landscape of relay it is hard to say that we are ready for the next change in 2023. Given the fact that funding for our services remains a requirement under the FCC, while we experience continued decline in traditional means of getting that funding for said services, there needs to be a substantial change. Once we learn of the traffic data and how many providers actually operate in our state, we will be able to determine the fiscal impact. Currently, because IP-CTS services were not under the state jurisdiction, and were only calculated nationally it will take more time than is had before the upcoming legislative session. I also want to acknowledge that funding concerns is an issue not unique to our agency, but as of writing this there is still no way for individuals with a hearing loss in rural New Mexico or on our tribal lands to adequately access tele-based services without our traditional relay service. This is changing with the broadband expansion, but there are still several years before that can replace analog services that we saw were very much needed during the fire season this year.

We continued to participate in national discussions throughout the year regarding interpreting services and responsibilities of agencies who provide interpreting services. We actively participate in committees and meet virtually with members of the National Association for the Deaf (NAD), the Registry of Interpreters for the Deaf (RID), the Hearing Loss Association of America (HLAA), the National Association of State Relay Administrators (NASRA), the Telecommunications Equipment Distribution Program Administrators (TEDPA), Telecommunications for the Deaf and Hard of Hearing Inc. (TDI), National Association of State Agencies for the Deaf and Hard of Hearing (NASADHH), and others. We remain leaders in this national community, and often we are able to showcase many of the successes here in New Mexico, as well as discuss ways to assist other states and change course when it comes to improving overall services. Our expertise and input have led to several positive moments during this unprecedented time, and I appreciate everyone who works with us on a weekly basis to address the pandemic and needs of our community. We continue to lead the way in



best practices and as we move forward, we continue to commit ourselves to the statewide improvement of access for the Deaf, Hard of Hearing, DeafBlind, and Speech Disabled community. We will also continue to look forward to the what the future will hold as we overcome the pandemic.

*G. Nathan Gomme*

G. Nathan Gomme  
NMCDHH Executive Director

# Letter from the Chair

*Concha Dunwell*

Madam Governor,

Two years ago, it would have been difficult to envision all the challenges that we would encounter in such a brief period of time. The pandemic has had a deep impact on all of us, how we live our daily lives, and the world as a whole. However we have persisted, and we remain standing. Serving those with need in our communities. As Chair for the New Mexico Commission for the Deaf and Hard of Hearing (NMCDHH), I have seen how the Commission's services are utilized throughout the state, how staff have worked to spread critical and accessible information regarding our services and programs to every corner of the state, and I have seen how the Commission's staff have worked tirelessly to continue supporting our communities with Hearing Loss, and address communication barriers that have been encountered.

Our Executive Director, Nathan Gomme, continues to work closely with individuals, corporations, and agencies in the field of accessible technology, to address issues regarding how to improve access for our community in the technology of choice, and to enable our constituents to receive basic technological necessities or utilize existing resources in an improved form. These shortcomings in access, and to information, can be problematic and required addressing throughout the state, in order to avoid the sense of "disconnect" from those the state and other companies strive to serve. Needless to say, this disconnect, has been frustrating for all parties, and Director Gomme continues to reach out to various agencies on every level, from federal government to city council. He works both to educate, and learn from our communities, in order to address the shortcomings experienced by many members of the Hearing Loss community throughout the state. With technological advancements consistently changing, it is critical that we continue to address the barriers to access that are prevalent in New Mexico's rural areas, especially in regard to broadband access, and access to other communication services like NM Relay, who's funding decline continue to cause concern.

As you will see in this report, Commission staff work diligently to support Director Gomme's efforts. They have offered a variety of Video Logs (Vlogs) regarding the pandemic, as well as information regarding access to resources throughout New Mexico. The Commission has worked to keep their webpage updated frequently with the most current information available on subjects covering a wide range of topics, from interpreting testing to vaccine information, while also working with other entities to ensure they are putting forth their information in an accessible format.

The work continues on the ground level, with Commission staff working with a broad variety of organizations, and entities. Some of these interactions involve trainings, which serve to educate those who do not have hearing loss, about resources and accommodations that are to be made readily available for their employees or their patrons with hearing loss. Often times, the hearing population is simply unaware or unsure of best practices in the spectrum of hearing loss due to lack of personal experience, knowledge or support, and the Commission staff provide guidance and support, that these organizations might otherwise not have.

With New Mexico being the fifth largest state in our nation, we still have a lot of ground to cover! Your continued support helps us continue to reach out and help those in need. With this support, the Commission can continue to bridge gaps in communication, and access, and allow our constituents to more effectively collaborate with each other, through technology and education; making this state, your state, a state of equality.

Warmly,

*Concha Dunwell*

Concha Dunwell, NMCDHH Chair



# Agency Overview

## *Purpose*

The State of New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) was established by the New Mexico Legislature (NMSA 1978 §28-11B-2) to promote services for Deaf, Hard of Hearing, and DeafBlind throughout New Mexico.

## *Mission Statement*

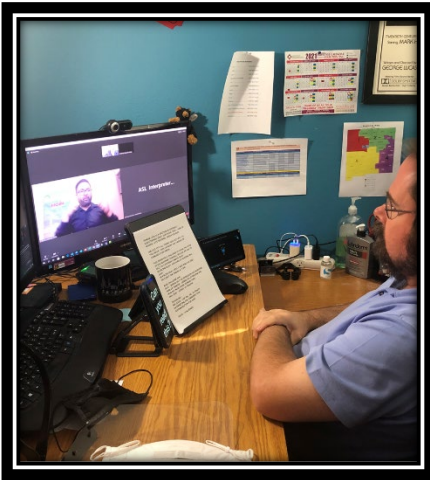
The State of New Mexico Commission for Deaf and Hard of Hearing provides effective leadership, education, advocacy, and programs to reduce barriers to the social, economic, educational, cultural, and intellectual well-being of Deaf and Hard of Hearing New Mexicans and their families, friends, and colleagues.

## *Vision Statement – “Impact and Empower”*

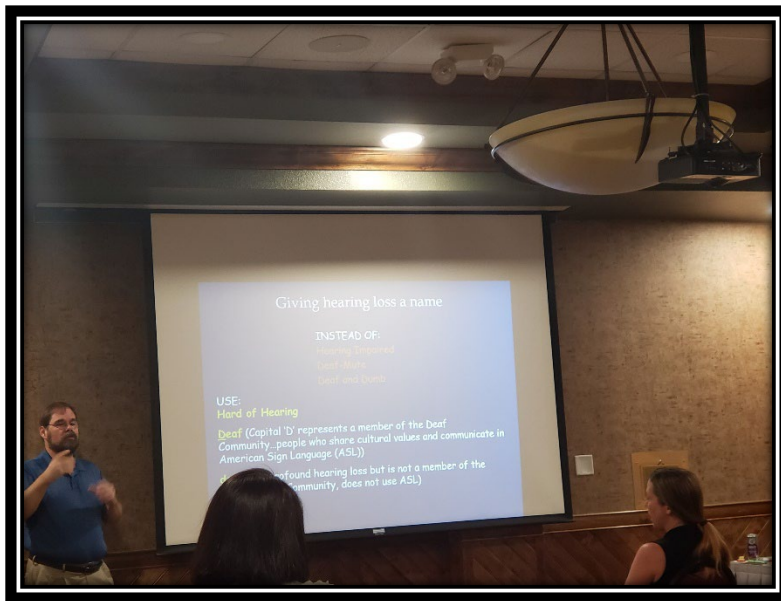
The State of New Mexico Commission for the Deaf and Hard of Hearing is a dynamic resource that will enhance the quality of life for Deaf and Hard of Hearing citizens of New Mexico by being:

- ✓ The recognized advocate in important issues impacting the Deaf and Hard of Hearing Community
- ✓ The proactive provider of innovative programs and services
- ✓ The statewide umbrella and information clearinghouse for interested individuals, organizations, agencies and institutions

# NMCDHH Activities during FY 2022.



*Roger Robb was a virtual panelist for Disability Awareness Month hosted by the University of New Mexico.*



*Roger Robb partnered with NM Relay Network and Hamilton Relay to provide 3 in 1 presentations during the Association of Public Safety Communications Officials/National Emergency Number association conference in Ruidoso NM.*



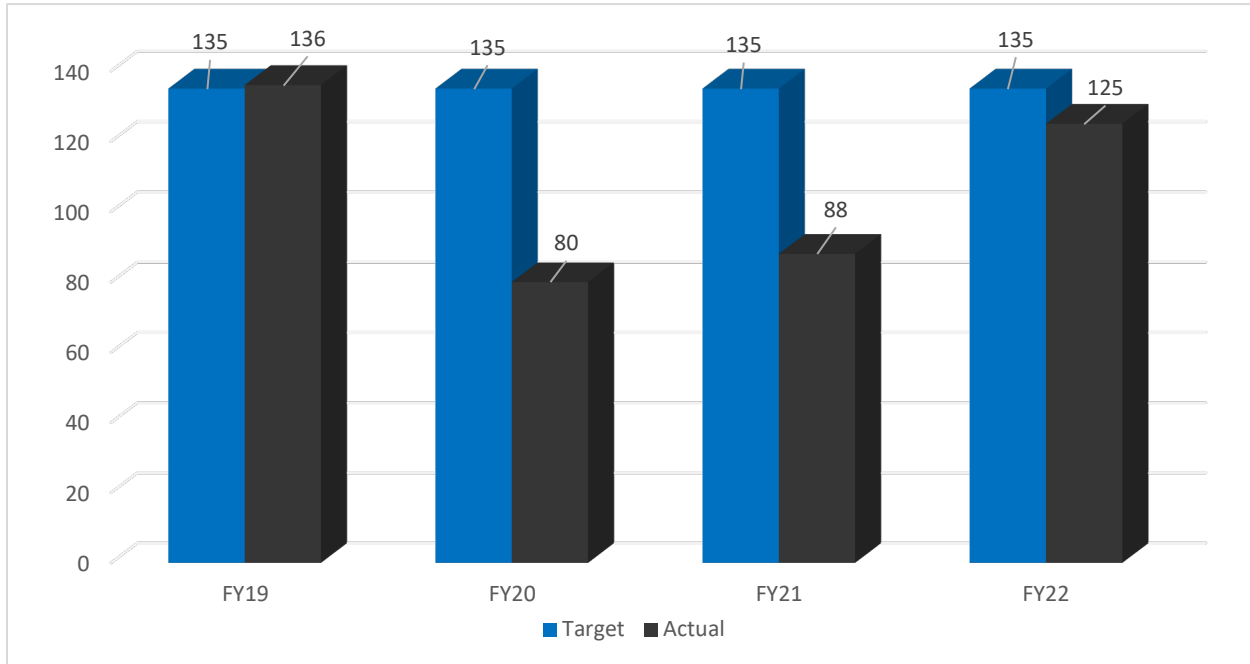
*NMCDHH staff members hosted booths at a variety of events throughout New Mexico during FY22.*



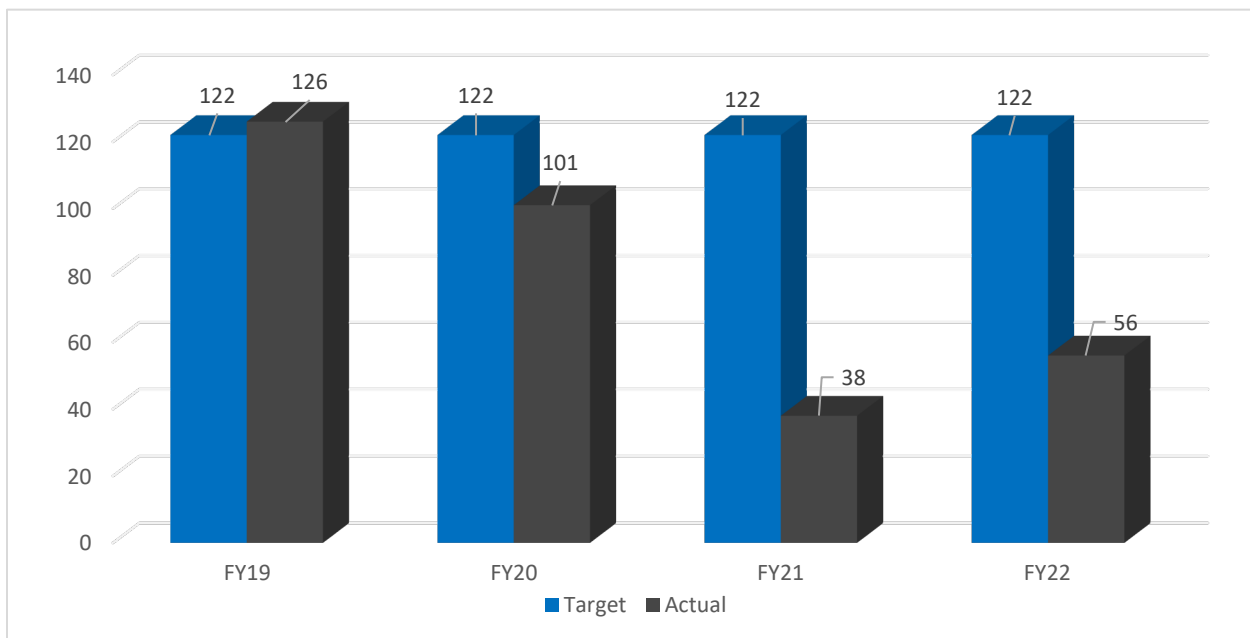
NMCDHH staff presented at, and attended, the Access and Functional Needs conference hosted at the Indian Pueblo Cultural Center in June 2022. We also hosted a booth at this event.

# Legislative Performance Measures

*Number of Workshops & Training Sessions – 93% of FY22 Target*

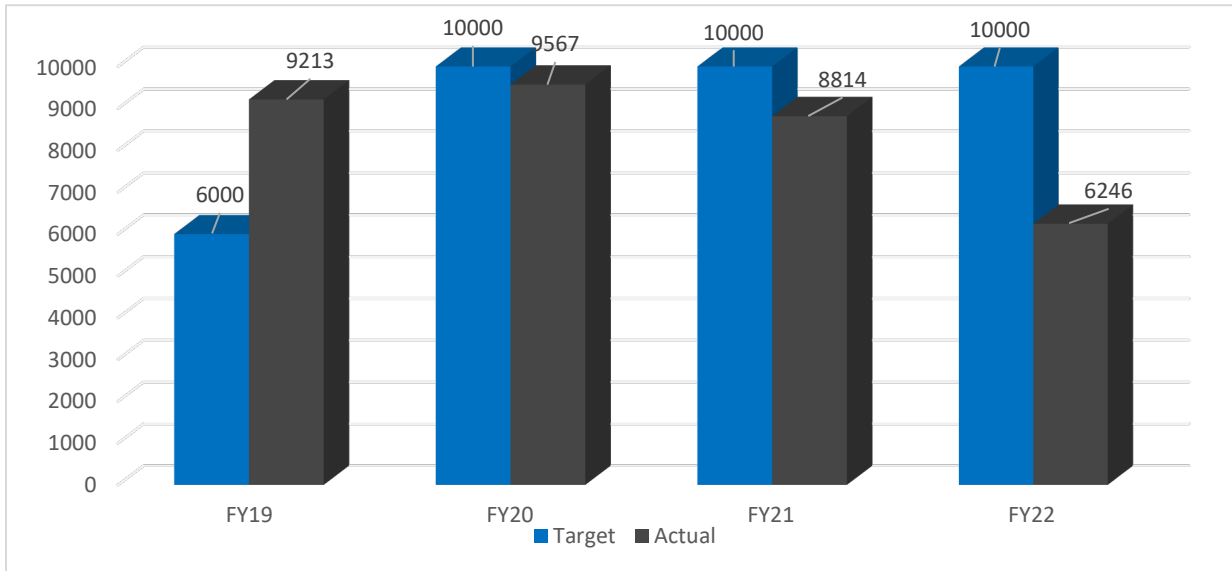


*Number of Outreach Events Coordinated – 46% of FY22 Target*

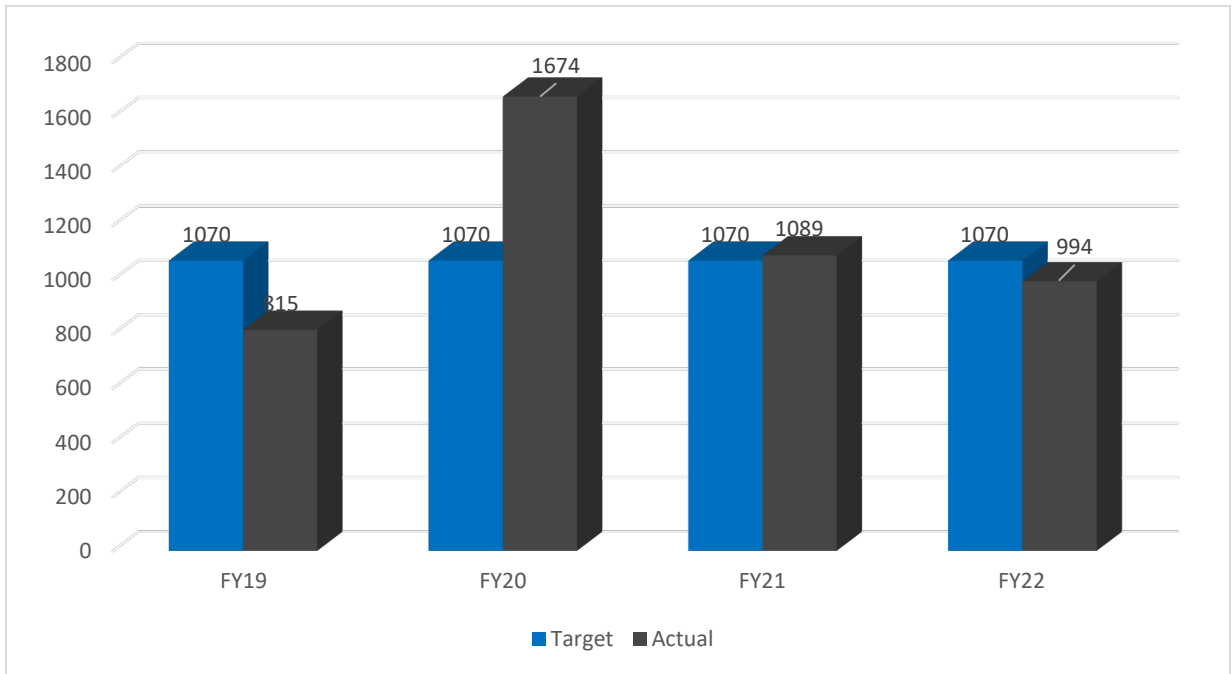




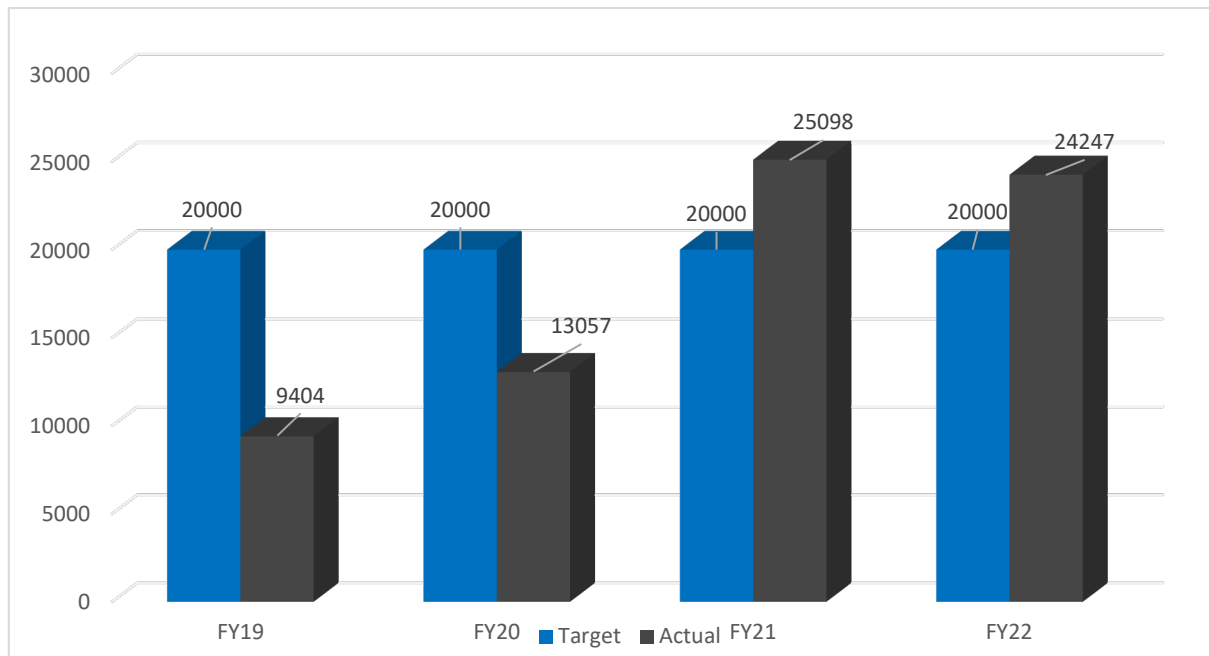
*Average Number of Relay Minutes per Month – 62% of FY22 Target*



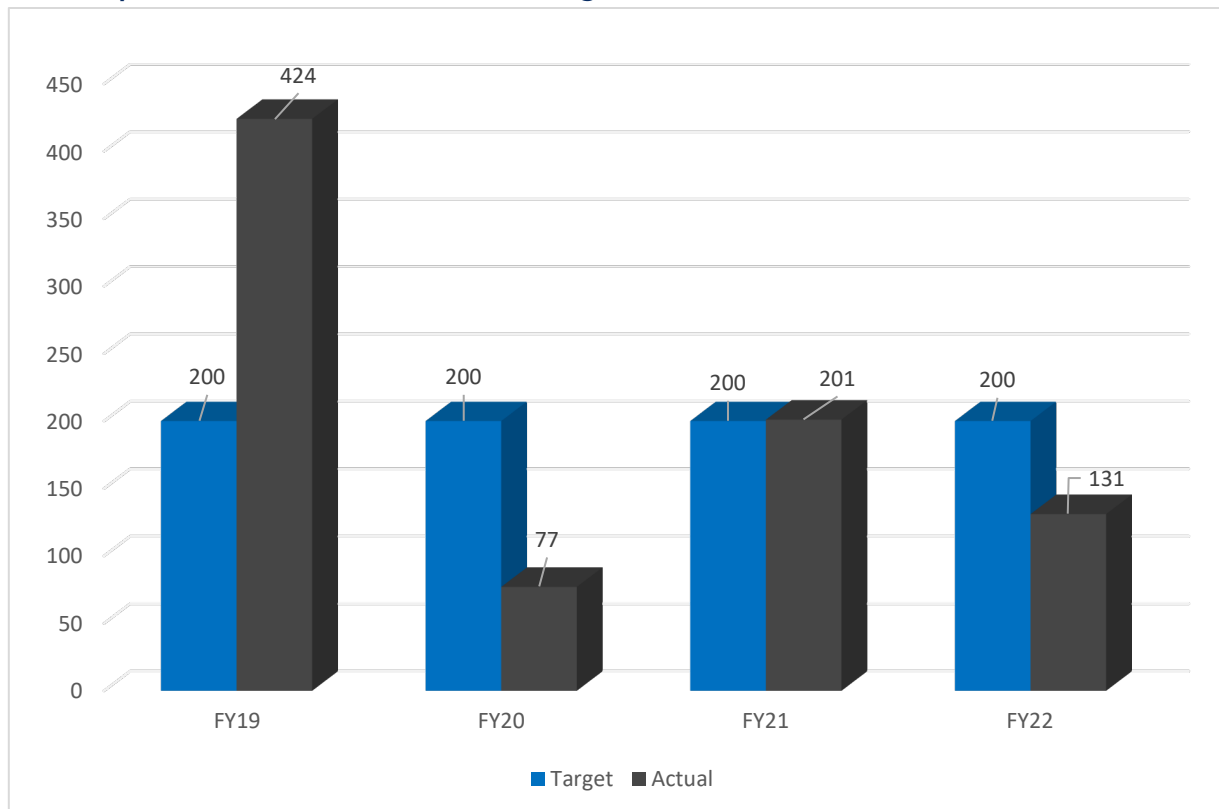
*Number of Accessible Technology Distributions – 93% of FY22 Target*



*Number of Communication Barriers Addressed – 121% of Target*



*Number of Interpreters in CDHH Sponsored Professional Development – 66% of FY22 Target*







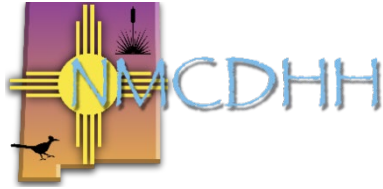
# ADARA Conference

March 13-17, 2022



*Several NMCDHH staff were involved with planning, and attended the 2022 ADARA Conference. Community Advocacy staff also hosted a booth during the conference.*





# Programs & Services

## Community Advocacy

*Corina Gutiérrez, Director of Community Advocacy*

The Department of Community Advocacy (DCA) provides individual advocacy, system advocacy, community education, outreach, the Telecommunication Equipment Distribution Program (TEDP), and state-wide relay services. NMCDHH partners with several state, local, and county agencies as well as businesses to collaborate on services for all people with disabilities and participates in special projects. The department developed and continued to implement its strategic plan for law enforcement in New Mexico, continues to work with healthcare providers and hospitals, and conducts trainings on communication access for all types of agencies and businesses throughout the State of New Mexico.

There are seven active FTE positions in two offices for the department with one inactive FTE position.

- Albuquerque Office
  - Corina Gutiérrez, Director of Community Advocacy
  - Roger Robb, Community Education Specialist
  - Dennis Stidham, Community Advocacy Specialist
  - Myra Sandoval, Community Advocacy Specialist
  - Jason Siergey, Telecommunications Equipment Distribution Specialist
  - Telecommunications Coordinator, Vacant
  
- Las Cruces Office
  - Field Office Coordinator (Vacant)
  - Susana Santillan, Community Advocacy Specialist

### **Individual and System Advocacy**

NMCDHH advocates on two levels, the first level is on an individual level and the second level is on a systemic level. We often have individuals who face communication barriers in employment, with government services and in educational settings. Additionally, communication barriers such as those commonly found in health care settings, and during the use of emergency services, are addressed. Individual Advocacy can be a difficult ongoing process, where several factors impede on a person's ability to effectively navigate through the system. While addressing the individual situation, we also take the information and create a plan to address the issue on a larger scale, and resolve the barriers before another person encounters them. Some examples of how we do this include: Educational Vlogs in sign language created

for the purpose of continued work with New Mexico DOH/AFN to develop videos on different topics to address COVID-19, with its continued impact in our daily lives, so most of the Vlogs were devoted to information regarding COVID-19. NMCDHH continues to improve and develop communication access tools with law enforcement, healthcare providers, clinical offices, local employees, attorneys, nonprofit organizations, public schools, Social Security Administration (SSA), Public Employees Retirement Administration of NM (PERA), judicial courts, daycare centers, detention centers, Amazon, Bureau of Homeland Security and Emergency Management, University of New Mexico (UNM), University of New Mexico Hospital (UNMH), AFN, Albuquerque Mayor's Office, Department of Transportation (DOT), National Oceanic & Atmospheric Administration (NOAA), Popejoy Hall, and DOH, in the state of New Mexico. NMCDHH remains an active source of information as we help the community improve their engagement with their legislative body and commit to improving and ensuring that statewide and federal disability regulations and laws are in place and adhered to. Public awareness and educational trainings are an important tool and often provide a proactive resource when provided to the community.

### **Community Advocacy**

Our advocacy staff continues to work very hard with our community members to ensure that they reduce communication barriers. They also continue to work with community members related to COVID-19 to ensure that they follow the protocols when they are scheduled to meet with the advocacy staff in person. The Las Cruces Field Office Coordinator, and the Albuquerque Telecommunications Coordinator positions are still vacant.

Director of Community Advocacy, Corina Gutiérrez, worked with many organizations, businesses, and community members during FY22.

#### ***Here are some of her highlights:***

- Continued to participate in monthly/quarterly meetings with the Patient and Family Advisory Committee (PFAC), the Interagency Transition Alliance (ITA), the New Mexico DeafBlind Task Force and two outside agencies, the Department of Vocational Rehabilitation (DVR) and COPD.
- Worked with UNMH to create a recorded interview, discussing her experience as a Deaf patient with healthcare providers, her perspective as a Deaf advocate, and important information on how healthcare workers can work and communicate with coworkers and patients that have a Hearing Loss. This video will be shared with all UNMH staff to help them understand the communication barriers and important issues that must be addressed when working with the Hearing Loss community.
- Provided a presentation on Deaf Self Advocacy Training (DSAT) for the NAD Leadership Training Conference (NLTC) the week of September 20th. Ms. Gutiérrez, one of the few qualified trainers in the area of DSAT in the nation, presented on Monday, September 20th to 183 participants via webinar platform. Some audience members showed interest in becoming a trainer for DSAT after learning how few trainers there are on

this important topic, and they also wanted to learn more about self-advocacy.

- Ms. Gutiérrez and Executive Director, Nathan Gomme, met with one of our Board Commissioners, Francis Vigil, to discuss the Indigenous community. We discussed the issues of awareness and concerns that are specific to our Indigenous Deaf, Hard of Hearing, and DeafBlind community, and their families. The concerns we have seen are; access to internet, access to information in emergency situations, and access to other resources in general. Part of the work that needs to be done revolves around training and ensuring that it considers the intersectional nature of our community as a whole. We will be planning further meetings to work out more concrete plans for the future. The Executive Director has already set up meetings with the broadband representatives in some of the areas with the hope of addressing the gap in internet access and the importance of this access for individuals with a hearing loss.
- Worked with a Spanish speaking mother of a Deaf student at the New Mexico School for the Deaf (NMSD) to create and present a presentation on “Working with Spanish Speaking Families during IEP Meetings” for NMSD staff. The purpose of the presentation is to educate staff about communication barriers and specific issues when working with and hosting IEP meetings for the Spanish speaking families, to ensure that staff understand cultural considerations in the families, and to understand the importance of using trilingual interpreters and translation teams to translate from English to Spanish, as well as ASL and vice versa to ensure all parties have equal understanding of the subjects being discussed.
- Worked with a local health clinic in Albuquerque regarding their responsibility to provide an ASL interpreter for a Deaf individual who may not be the patient in question, but has a relation to the patient which requires their involvement in the after care of the patient. Ms. Gutiérrez worked with one of their Executive Directors to educate the clinic to ensure they are aware that it is their responsibility to provide an interpreter. The outcome for this case was positive, as the clinic acknowledged that they are responsible to provide an ASL interpreter for Deaf individuals.
- Joined the Presbyterian Hospital PFAC in addition to her work with a similar committee with UNMH. The meetings will be held through Zoom monthly. Ms. Gutiérrez participated in the first Presbyterian PFAC meeting in May. Ms. Gutiérrez had the opportunity to meet the PFAC members and Presbyterian Internal Partners, and she provided information about NMDCHH and her role as a Director of Community Advocacy, as well as the importance of providing communication access for Deaf, DeafBlind and Hard of Hearing members of our community.



- Ms. Gutiérrez continues to participate in the PFAC at UNMH, and had several meetings with the facilitator and the members to work on a presentation for a PFAC internal partner and the New Hospital Tower Committee including the Chief Operating Officer. The topic for the presentation was “Quality & Safety Basics”. We, the members of PFAC shared our stories and experiences related to the topic. The outcome of our presentation was fabulous, and the internal partner as well as the New Hospital Tower Committee appreciated our time, and felt that the presentation was very beneficial.
- 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 for this individual. The clinic understood their responsibility, and provided an on-site interpreter, the Deaf individual was very happy with the outcome.

Community Advocacy Specialist, Myra Sandoval worked with community members on several different cases.

***Here are some of her highlights:***

- Successfully worked with a nonprofit organization to educate them about their responsibility to provide an ASL interpreter for a Deaf parent of hearing children. The organization now understands that it is their responsibility to provide the appropriate communication accommodation for each individual with Hearing Loss. After Ms. Sandoval educated the organization and advocated for the parent, the organization provided an ASL interpreter for all remaining appointments.
- Worked with the staff from a local charter school to address communication barriers encountered by a Deaf parent. The daycare/school did not provide an ASL Interpreter for parent-teacher conferences and other meetings, expecting the Deaf individual to

communicate in written English. Ms. Sandoval educated them about the fact that because English is not the first language of the Deaf individual, this method would not provide adequate communication access. Ms. Sandoval's persistent and ongoing efforts led to a successful outcome, as she helped the school to understand that it is their responsibility to provide an ASL interpreter. Ms. Sandoval provided them with contact information for local interpreter referral agencies as well.

- Worked with a local District Court to ensure that they provide appropriate communication access for an individual who was called as a witness in a court proceeding. The court was not aware that this individual had a need for equal communication access. Fortunately, the court was able to hire an ASL interpreter at the last minute for this individual at the hearing and everything went smoothly.
- Worked with social workers from a local healthcare providers hospice service to provide different assistive listening devices for communication access for Hard of Hearing patients and their families, and to help them understand the importance of providing communication access to Hard of Hearing patients. As hospice frequently has patients with Hearing Loss, the tablet and assistive listening devices will be helpful and beneficial for those individuals.
- 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.
- 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 Advocacy Specialist Dennis Stidham worked with community members on several different cases.

***Here are some of his highlights:***

- Successfully worked with a lawyer about providing an interpreter who was proficient in tactile sign to communicate with a DeafBlind individual. During the individual's first meeting, the lawyer provided an ASL interpreter who was not experienced with tactile sign and therefore the individual experienced great difficulty in effectively understanding communication during the meeting.

- Successfully worked with another lawyer to educate them about providing an ASL interpreter for a mediation meeting.
- Successfully worked with a local allergy medical center to provide effective communication access for their patients with Hearing Loss. At first, they were resistant about providing an interpreter but with Mr. Stidham's intervention, they were willing to provide VRI services. However, the Deaf patients were concerned with VRI because it is not an effective form of communication for them. Mr. Stidham educated and advocated that the center needed to provide in-person interpreters for effective communication. This situation was an example of why the Commission works so hard to educate the community that VRI is not a solution for all individuals with Hearing Loss.
- In another similar situation, Mr. Stidham successfully worked with a local medical center on their need to provide in person interpreting services for DeafBlind individuals. The center wanted to use VRI for a DeafBlind individual, and Mr. Stidham had to educate them about the individual's vision loss, and how VRI wasn't an appropriate accommodation for them due to limitations on the size, and possibility of tactile sign language being used. These are all considerations which must be made when working with DeafBlind individuals.
- Successfully worked with the HR manager at a local Amazon facility to ensure that they provided laptops that have VRI service for each floor at the facility for their Deaf employees. The goal was to ensure that the laptops would be available on a consistent basis as opposed to having to wait or not be able to access the laptop for VRI services when needed. In the past, only one laptop in total was provided for all the staff on each floor. There are many Deaf employees that work in different areas on each floor, oftentimes they have had to wait until the laptop became available for the next Deaf employee just to communicate with another employee, or leadership. Now that there is a laptop available on each floor, this should reduce the wait time, and the facility reports that communication has improved.
- Mr. Stidham also suggested a way to improve awareness of Deaf employees at the Amazon facility. The hearing employees do not know about their Hearing Loss, and they think that the Deaf employees are ignoring the hearing employees. This can be rectified, and they can reduce communication barriers if they make some changes. The hearing employees for example learned to tap the Deaf employee's shoulder or wave to get their attention. Overall, our interaction with Amazon was successful in reducing communication barriers.
- 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.

- 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.
- 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.

Staff members Myra Sandoval and Dennis Stidham attended the NAD NTLC virtually during the week of September 20<sup>th</sup>, and the ADARA conference in Albuquerque during the week of March 14<sup>th</sup>. Mr. Stidham also hosted a booth during the ADARA conference.

### **Communication Education**

Information, recommendations, workshops, and potential solutions are offered to private and public agencies, professional organizations, businesses, and individuals in areas such as Deaf Sensitivity, Effective Communications, Assistive Technology, and an overview of the New Mexico Commission for the Deaf and Hard of Hearing and the Telecommunication Equipment Distribution program. Often this work is done by our Community Education Specialist, Roger Robb. Other members of the NMCDHH, or one of our vendors, will provide those specialized trainings as appropriate. During the pandemic, we continued to provide trainings focused on access in the virtual environment.

The Community Education Specialist provided 67 presentations/trainings during the 2022 Fiscal Year, almost double the number from last year.

#### **The 67 presentations included:**

- 34 Introduction to ASL
- 17 Hearing Loss Sensitivity
  - 7 Medical
  - 3 Law Enforcement
  - 2 Driving Schools
  - 2 Hotel
  - 1 Amazon
  - 1 General
  - 1 T-Mobile
- 7 Deaf Culture - 911
- 2 Deaf/DeafBlind Issues
- 2 Fingerspelling

- 2 NMCDHH Overview
- 1 Deaf/DeafBlind/Hard of Hearing Consumers
- 1 How to Make Videos Accessible
- 1 Tips on working with the Hearing Loss Community

The agencies/organizations/business that were provided with presentations/trainings are:

911 Dispatchers  
 Albuquerque Police Academy  
 Association of Public Safety Communication Officials/National Emergency Numbers Association (APSCO/NENA)  
 Amazon  
 Brookline College  
 Bureau of Homeland Security Emergency Management (BHSEM)  
 Central NM Community College – Law Enforcement Academy  
 Department of Community Affairs – City of Albuquerque  
 Department of Transportation – Driving Schools  
 Disabled Access Functional Needs Conference  
 Hyatt Regency Hotel – Downtown Albuquerque  
 Lovelace Healthcare System  
 NMCDHH Apprentices  
 NM Election School  
 NM Jr. College – Hobbs  
 T-Mobile  
 University of NM (UNM)  
 UNM Healthcare System  
 UNM Signed Language Interpreting Program  
 UNM Signed Language Interpreting Program – Practicum Students

Other staff has provided 58 presentations/trainings.

Corina Gutiérrez – 13  
 Jason Siergey – 1  
 Jessica Eubank – 9  
 Lisa Dignan - 5  
 Nathan Gomme - 11  
 Susana Santillan – 3  
 Thomas Sena – 16

The Community Education Specialist had 11 Systemic Advocacy cases:

Albuquerque Police Ambassadors  
 Albuquerque Police Department  
 Amazon  
 Disabled Accessible Functional Needs All Agencies Coalition – All Agencies Coalition  
 Las Cruces Police Department  
 National Weather Service (New Mexico)  
 Popejoy Hall

Roswell Police Department  
Rio Rancho Police Department  
Santa Fe County Correctional Facility  
Santa Fe Police Department

### **Video Projects**

The Community Education Specialist produced and disseminated 53 Vlogs during the 2022 Fiscal year. Below is the list of the videos we produced.

#### **After Action Response (AAR) Survey Videos (40):**

In partnership with the After Action Response Survey committee, we produced and starred in 40 segments of the AAR survey questions. The survey was about the community's experience with COVID-19 and included a few categories such as education, employment, healthcare, technology and several more. The project required that we review the survey in its entirety, and add revisions and modifications to fit traditional ASL usage as appropriate. The project required a month of tweaks and revision to the content alone, and this was on top of the many hours of development, production, and post-production.

#### **COVID-19 Related VLOGS (10)**

##### **1. NMCDHH Reopening**

This vlog focused on how NMCDHH would reopen to the public, explaining the process for making an appointment, and procedures that everyone who comes to the office will need to follow.

##### **2. Updated COVID-19 Information for New Mexico**

This vlog focused on two different topics:

- An update on mask guidance, regardless of vaccination status, residents are still encouraged to wear face masks indoors.
- Information regarding vaccination incentives, where the State of New Mexico encouraged New Mexicans who have not been vaccinated to get vaccinated in order to receive \$100.

##### **3. Several New Updates Regarding COVID-19 for New Mexicans**

This vlog focused on 4 different topics:

- The re-implementation of the requirement for face masks for all individuals 2 years and older regardless of vaccination status.
- Information regarding a new public health order mandating all workers in NM hospitals and congregate facilities be fully vaccinated with a few exceptions. People who are granted exemptions must provide documentation of COVID-19 testing on a weekly basis.
- Information on the policy that vaccinations or weekly COVID-19 tests are required for school workers who are not fully vaccinated or unwilling to provide proof of vaccination.

- Attendees must adhere to a few rules in order attend the 2021 New Mexico State Fair: They are required to show proof of vaccination, or for those who have met the exemption rules, must provide proof that they have tested negative for COVID-19 within 48 hours prior to entering the fairgrounds.

**4. Extension of Mask Mandates for New Mexico**

This vlog focused on the extension of the mask mandate, which was set to expire on September 15, 2021, explaining that it would be extended to October 15, 2021.

**5. NM Face Mask Mandate Extension VLOG**

This vlog focused on the extension of the face mask mandate by Governor Lujan Grisham from October 15, 2021, to at least November 12, 2021. Also, all New Mexicans aged 6 months and older are advised to get a flu shot by the end of October.

**6. Vaccine Event at COPD VLOG**

This vlog focused on informing the community that the NM Department of Health, FEMA, NMCDHH, and COPD would be hosting a Vaccine Booster event on Tuesday, October 26, 2021, which would be a drive-in/drive-up event. The vlog showed what the procedure of getting a vaccine would look like.

**7. 3 New Updates for New Mexico (11/15/2021) VLOG**

This vlog included 3 different updates:

- Extension of the face mask requirement from November 12, 2021, to December 10, 2021.
- COVID-19 vaccine information for children (5 – 11 years old) along with the link to register to receive a vaccine.
- Information regarding the availability of the vaccine booster for everyone 18 years and older in New Mexico.

**8. December 3, 2021, 2nd Vaccine Event at COPD**

This vlog focused on providing more information about the vaccine/booster event which includes children aged 5 – 11 years.

**9. Process of Getting a Vaccine Shot at COPD (12/3/2021) VLOG**

This vlog focused on the procedure of getting a vaccine/booster shot during the December 3, 2021, event at COPD.

**10. Consent Form for Minors VLOG**

This vlog provided an ASL translation of the consent form for minors.

### **UNMH Town Hall VLOGS (3):**

#### **1. UNMH Town Hall Vlog (3/21/2022)**

This vlog was to notify the Deaf & DeafBlind community regarding the Town Hall Event that UNMH and NMCDHH partnered with to gather any positive/negative experience to help them with their 5 years strategic planning and how to register for the event.

#### **2. How to get to the Town Hall Event at the Domenici Center VLOG**

This vlog explains how to get to the event with visual aids.

#### **3. Important Update for UNMH Town Hall Event (4/9/2022) VLOG**

This vlog had some changes to the information that was shared in the previous vlog such as room changes, etc.

### **Special Projects (7):**

#### **American Deafness & Rehabilitation Association (ADARA) 2022 Conference**

Mr. Robb had the opportunity to attend the American Deafness & Rehabilitation Association (ADARA) 2022 Conference in Albuquerque during the week of March 14th. He attended several workshops, one in particular, “The Deaf Community and Law Enforcement: Lessons Learned and Moving Forward” proved to be of great benefit, as Mr. Robb had the opportunity to get more information that would help him with his presentation for Hearing Loss Sensitivity to the law enforcement community in New Mexico

#### **Amazon Site Visit**

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.

#### **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 Automatic Speech Recognition (ASR), which is still unreliable, and to 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.



### **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:** Mr. Robb met with Detective Nix and Detective Vigil from APD to discuss the Albuquerque Police Ambassador program, the placard project that also involves the city of Albuquerque, and we also discussed doing the Hearing Loss Sensitivity training for the police officers who did not have the privilege of attending the training at the Albuquerque Police Academy in the past, an idea which they were in support of. We plan to have these trainings during the initial portion of FY23.

Mr. Robb also met with Lt. Garcia from APD along with Ms. Vargas with the City of Albuquerque to follow up on the placard project. They were in the process of printing the placards and Mr. Robb has worked on the script for the placard Vlogs, one which will be focused toward officers, and one focused toward the community so everyone will know how to use the placards appropriately. At this point, we are still waiting on the approval of the script so we can proceed with the project.

**Las Cruces:** Mr. Robb and Ms. Gutiérrez met with several people with the Las Cruces Police Department (LCPD) including Deputy Chief Daines, to discuss joining the list of police departments interested in implementing the placard project in their city, and providing the Hearing Loss Sensitivity training to their officers. LCPD is interested in collaborating on both projects. During the 3<sup>rd</sup> Quarter, Mr. Robb met with Mr. Arenibas, one of the trainers for the Las Cruces Police Department to review the Hearing Loss Sensitivity PowerPoint to see if there was any information missing or that needed to be removed. He was satisfied with the content that was provided. During the 4<sup>th</sup> Quarter, we discussed doing our training in conjunction with the Law Enforcement Academy over a period of 3 days. LCPD is also interested in us providing this training for their current officers. These presentations will happen during FY23.

**Santa Fe:** Mr. Robb and Ms. Gutiérrez also met with officers from the City of Santa Fe Police Department, to discuss the placard project. They loved the idea and want to use the placards in the city. We are currently working with department officials to schedule Hearing Loss Sensitivity training for their officers. We were able to have the discussion on the Hearing Loss Sensitivity training while discussing an issue where a Deaf person was not provided appropriate communication accommodation in which they thought their officers would greatly benefit from.

### **Popejoy Hall**

Mr. Robb worked with Popejoy staff and interpreters to address several issues during the year:

- Interpreter placement during their performances. It was determined that placing the interpreters on the stage or near it, does not violate the fire code, and interpreters are able to be on stage, improving visual access.
- Deaf patrons were able to see the interpreters but not most of the stage due to the seating arrangement. At the end of the season meeting, Popejoy agreed to work on reassigning the seats so that patrons with Hearing Loss will have improved an improved theater experience, and communication access
- Harassment of interpreters during performances. If patrons or interpreters experience harassment, they should contact the volunteer coordinator or house manager immediately.
- Placement of a guardrail to provide safety to interpreters on stage, and to prevent them from falling.

### **UNMH Patient and Family Advisory Committee – Ambulatory:**

Mr. Robb was invited to participate in the UNMH PFAC – Ambulatory Committee late in FY22. So far Mr. Robb has attended two meetings and has been able to share his experience as patient in the UNMH hospital system.

### **Telecommunication Equipment Distribution**

Telecommunication Equipment Distribution Program (TEDP) is a service that the New Mexico Commission for Deaf and Hard of Hearing provides to the community throughout the state. The program consists of amplified phones, visual communication devices such as the CapTel (captioned telephone) and iPads, along with a variety of accessories, such as notification systems, smoke alert systems, phone ringers, and personal assistive devices. The Albuquerque and Las Cruces offices have a testing/demo room where equipment is available for our community who are curious about which devices work best for their needs.

After spending most of the time working from home during the pandemic from March 16, 2020, to July 11, 2021, our TEDP staff returned to the office, so they were able to provide direct services to the member of the communities, both in-person and remotely.

To ensure that we can continue to 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 real-world application can at times give a person a sense of what could be if they use our resources.

Ms. Gutiérrez had our vendor, Teltex, update our catalog and application's in both English and Spanish for early FY22. The update added new equipment that can utilize the live transcription feature to landline phone calls. The combination of the XLC8-GLT provides a reasonable substitution to one of the phones from Panasonic that were expected to be put on back order and the GLT tablet to assist people who had already received the XLC8 or an older phone. Teltex printed updated copies of the catalogs and applications in English and Spanish.

The TED Program has seen some limitations and changes while providing services throughout the state of New Mexico. The recent changes include; the discontinuation of the Clarity XLC7BT as its manufacture, Clarity, is no longer producing this phone and shifting primarily to the XLC8 which also has Bluetooth and a version of incoming speech slow down. The Bluetooth feature on the XLC\* will allow it to work with mobile phones and smart devices with Bluetooth in order to amplify calls and provide additional features. Also, two Panasonic phones, the KX-TGM430B and KX-TGM450S, are on back order and this delay is projected to last until January 2023 as far as we know, with its likely fate unknown – it could be reinstated, or it may be permanently discontinued. A number of people expressed interest in this phone, and due to the fact that they are on backorder, they have preferred to hold off on ordering equipment. This did have a small impact on our overall equipment numbers, due to their additional feature of slowing down incoming speech for two levels of Hearing Loss. The XLC8 while a viable alternative does not amplify phone calls the same way. We unfortunately believe that these phones will be discontinued and subsequently removed them from our demonstration tables and booths since they are not available till at least January of 2023. If that should change, we will be adding them back to our lineup. However, at this time, we are searching for other comparable alternatives. There are a few other devices that have been discontinued as we continue to see supply changes and demand issues for the devices as a result of the pandemic and shifting to new products. We are searching for updated equipment and also looking into the changes in the telecommunication systems with a shift towards broadband and IP based technology. Currently, our catalog has been updated to show some of the equipment has been discontinued, but orders come in often before applicants are informed, adding delays to the process. This along with a glitch in our webpage resulted in only meeting 93% of our legislative measure for accessible technology distributions.

Traditional Relay services under Relay New Mexico have been provided in New Mexico with the vendor Hamilton Relay. Relay New Mexico continues to provide outreach services and support across the state of New Mexico. Relay New Mexico provides TTY relay services, captioned telephone relay services, speech to text and text to speech

services, and Spanish relay services. All of this is done via the TRS funds and overseen by the NMCDHH. The NMCDHH reports and works with the FCC to ensure services are uninterrupted and monitored for any possible problems. During FY22, an RFP was sent out due to the previous contract term expiring. Two queries were made in the proposal, in light of both the continued transition from traditional relay to RTT by the FCC, and the speculated adoption of the rules stating that intrastate funding for IP-CTS would either be utilized by the FCC, or that IP based Captioned Telephone Services would become the responsibility of the state. Unfortunately, there remain barriers to the successful interoperable use of RTT. There is still no consensus of either Over the Top App's, or Native Apps, for the effective utilization of RTT across the carriers for Smart Devices. The two options provide very similar options for how the text is shown on screen, but seem to show differences in how the information is then sent out. When using one app on one phone, and a different app on the other phone, information can be garbled and seems to get lost enroute. This is concerning, since our community needs an effective and reliable way to communicate in emergency situations. The discussion has turned to choosing a method of delivery before a successful transition to RTT will occur. This means that we continue to support traditional and older forms of communication especially in rural areas where a phone is a lifeline. In addition to the ongoing transition from traditional relay to RTT, the FCC has been looking at ways to address the growth of IP-CTS nationally. Currently IP-CTS usage represents 78% of national relay usage, this is approximately 52 million minutes a year nationally. This continued growth means two options are being explored by the FCC; tapping into the intrastate funds to support the usage, or transition responsibility of IP-CTS to the states much like we already do for Traditional Relay Services. Because we do not have the traffic data of how many of those 52 million minutes a year are from New Mexico, we do not know the actual impact of either option. We completed the RFP and now have a contract with both options available to us for both IP-CTS and RTT. We also learned that the FCC did make a declarative order, after the RFP was completed, that they intend to move forward with their IP-CTS plan with both options possible as of July 1, 2023. We will be exploring this throughout the year to determine the fiscal impact and implementation.

Mr. Siergey made sure that all equipment in the demo rooms in both Albuquerque and Las Cruces were fully equipped and matched what was in our TEDP catalog. And all of the equipment processes were effective. Mr. Siergey continued to digitalize files and has completed FY14, FY15, FY16 and most of FY17 this past year.

Below are two tables listing the equipment and the number distributed from beginning of July 2021 to end of June 2022. The Telecommunication Equipment Distribution Program has distributed 283 units of phones, 180 units of iPads and mini-iPads, and 531 units of accessories totaling 994 units.

<b>Phone</b>	<b>Total items distributed</b>
Clarity Alto	16
Clarity Alto Plus	16
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	8
Clarity XLC2+	28
Clarity XLC7BT	14
Clarity XLC8	84
Clarity XLC8 with GLT	25
GLT	0
ClearSounds A1600BT	18
ClearSounds CSC600ER	11
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	33
Geemarc Ampli550	12
CapTel 840	18
<b>iPad</b>	0
Deaf Package	63
Hard of Hearing Package	72
DeafBlind Package	0
Speech Package	9
<b>iPad mini</b>	0
Deaf Package	27
Hard of Hearing Package	9
DeafBlind Package	0
Speech Package	0
<b>Total Phone/iPad Equipment Distributed Count:</b>	<b>463</b>

<b>Accessories</b>	<b>Total items distributed</b>
Amplicom NL100 Neckloop	0
Bellman Mino with Neckloop	16
Bellman High Powered Neckloop (no device)	6
Clarity CE50 Bluetooth Neckloop	6
Clarity SR100 Super Phone Ringer	9
Clarity HA40 In-line Telephone Amplifier	4
ClearSounds Quattro Pro	12
ClearSounds ANS3000 Answering Machine	5
ClearSounds CS-CR200 Phone Ringer	5

ClearSounds CS-WIL95 Amplifier	4
Comfort Audio Duett Neckloop	48
Geemarc LH10PK Neckloop	0
Geemarc V2T-10	0
GLT with V2T-10	48
Griffin Labs SolaTone	0
Griffin Labs SolaTone Plus	0
Griffin Labs EMOTE	13
Krown RA 05 Amplified Ringer with Strobe	8
Serene Innovations CentralAlert CA360	42
Serene Innovations CentralAlert CA380	39
Serene Innovations RF-200 Alerting System	25
Serene Innovations SA-40 Cell Phone Amplifier	6
Serene Innovations UA-45 Universal Phone Amplifier	0
Silent Call Medallion Kit	77
SonicAlert HA360MKBR	120
SonicAlert HA360BRK	3
Surge Protector (Phones and accessories)	35
<b>Total Accessories Equipment Distributed Count:</b>	<b>531</b>
<b>Total Overall Equipment Distributed Count:</b>	<b>994</b>

### **Outreach Program**

The NMCDHH attended numerous booths across the state to provide one-on-one information and education regarding the Telecommunications Equipment Distribution Program, and other services offered by the Commission. Information reaches every corner of the state from Albuquerque, Las Cruces, Rio Rancho, Santa Fe and rural towns in Southern New Mexico. Health and Wellness fairs all over the state have proven to be positive places where participants can learn more. For the year-to-date, the Albuquerque and Las Cruces office hosted 56 booths, which were attended by over 2,000 residents.

### **DeafBlind, Deaf Plus, Deaf Senior Services**

COPD-NM DeafBlind Services program is funded by a contract amendment with CDHH. The contract for DeafBlind services was initially provided through the Governor's Commission on Disability and was transferred to CDHH in the fiscal year 2013. The number of DeafBlind and Deaf Plus Support Service Provider (SSP) users continues to provide for our DeafBlind and Deaf Plus Community members and at last check was at 48 users

**Aggregated data:**

Total number of individuals served this time period (unduplicated count): 53

Total number of individuals who are DeafBlind (unduplicated count): 19

Total Number of Individuals Who Are DeafBlind by Region	Region 1	1
	Region 2	1
	Region 3	12
	Region 4	1
	Region 5	4

Total number of individuals who are Deaf Plus (unduplicated count): 28

Total Number of individuals Who Are Deaf Plus by Region	Region 1	2
	Region 2	4
	Region 3	7
	Region 4	0
	Region 5	0

COPD has provided services in eleven of New Mexico's thirty-three counties:

- Bernalillo
- Chavez
- Curry
- Dona Ana
- Grant
- Rio Arriba
- Sandoval
- Santa Fe
- Sierra
- Taos
- Valencia

Total number of SSP hours provided during this past year: 3,930.25 hours

Of the 3,930.25 hours of SSP services provided, 112.75 (or 2.87%) of those hours included advocacy for consumers who are Deaf Plus or DeafBlind.

Additional analysis shows that:

- 97.08% of SSP assignments included transportation
- 30.25% of SSP assignments included transportation to medical appointments

Total number of SSP hours provided to individuals who are DeafBlind:  
2,306.25

Total number of SSP hours provided to individuals who are Deaf Plus:  
1,531.25

Total number of SSP hours provided to older Deaf adults:  
92.50

Total number of Case Management hours provided this time period:  
575.25

Total number of CM hours provided to individuals who are DeafBlind:  
248.00

Total number of CM hours provided to individuals who are Deaf Plus:  
286.00

Total number of SSP hours provided to older Deaf adults:  
41.25

Total number of trainings and workshops this time period: 0

Total Trainings and Workshops by Region	Region 1	0
	Region 2	0
	Region 3	0
	Region 4	0
	Region 5	0

Total number of outreach events this time period: 3

Total outreach events/activities	Region 1	0
	Region 2	0
	Region 3	2
	Region 4	0
	Region 5	0



# LAS CRUCES SATELLITE OFFICE

## **Individual and Systematic Advocacy**

During FY22, Susana Santillan from the Las Cruces Office, assisted 78 individuals to remove communication barriers or address a lack of community resources to improve their quality of lives. Through her advocacy efforts, 5,283 communication barriers were removed among our individuals and public entities, such as the city and county American Disability Act (ADA) coordinators, DOH, New Mexico Workforce Connection Committees, courts, governmental and law enforcements agencies, medical faculties, nonprofit agencies, and private entities.

## **Distribution of TEDP Applications:**

Due to Ms. Santillan providing resource booths, and attending networking meetings to outreach potential consumers, she was able to assist community members with applying for TEDP. She assists individuals with reviewing the catalog and application form, to assure they were completed correctly.

## **Education and Advocacy**

Many individuals, private business, agencies, and organizations requested Ms. Santillan's assistance with information and guidance, especially how to accommodate their consumers with hearing loss, coping skills, where to find interpreters, closed captioning services, and other specialized resources.

This fiscal year, a total of 23 information booths, 4 virtual and 19 in-person, were hosted by Ms. Santillan to educate the public about the availability of our services, and pass on information about the mission of NMCDHH. Ms. Santillan provided 3 virtual presentations this year.

Ms. Santillan participated in a number of virtual, and later in person meetings, to network and inform the Southern New Mexico community members about NMCDHH. These meetings are crucial in our ongoing efforts to educate organizations and community members and help ensure the public is informed of the availability of the Commission's services, and has access to information regarding communication barriers and how they can be addressed. Ms. Santillan collaborated with over 70 various agencies and organizations this fiscal year.

## **Accomplishments in Fiscal Year 2022**

A few examples of accomplishments listed below are:

- A Deaf individual requested advocacy assistance to obtain an ASL Interpreter for their son's appointment at a healthcare facility in Southern New Mexico. The facility agreed to provide ASL Interpreters going forward after discussions and education.
- Ms. Santillan worked with 2 Deaf individuals, who requested advocacy assistance to obtain an ASL interpreter at 2 different healthcare facilities in

Southern New Mexico. The individuals requested, but were not provided, an interpreter for several scheduled appointments. After discussion and education, the facilities agreed to provide ASL interpreters for future appointments upon request. 1 person requested in-person ASL interpreting, while the other individual utilized VRI, and both outcomes were successful.

- A Deaf individual requested advocacy assistance to obtain an ASL Interpreter at a county courthouse in Southern New Mexico. Ms. Santillan worked with the District Language Access Coordinator for responsible Judicial District, to ensure that an interpreter is available for legal proceedings going forward.
- Ms. Santillan worked with the director of a Southern New Mexico community organization to schedule an appointment for a Deaf individual for income tax preparation services and ensure that an in-person ASL Interpreter was provided.
- A Deaf individual requested advocacy assistance to obtain an 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. The Deaf individual had used a family member to communicate for previous appointments, and the facility was therefore unaware there was an issue. Ms. Santillan discussed the responsibilities of the facility under the ADA, 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:**

- Ms. Santillan continues to provide guidance and resources regarding reasonable accommodations for the Deaf, DeafBlind, and Hard of Hearing New Mexico community. She assisted members of our community who had questions regarding the Governor's live streamed messages on the COVID-19 situation. Ms. Santillan shared the Commission VLOG's regarding restrictions, the use of masks, social distancing, and virtual accessibility.
- Ms. Santillan continued working on the Southern New Mexico on going COVID-19 Project by looking into the Deming, Lordsburg, Silver City, and T or C city websites, Facebook pages, and city council meetings to see if their sites are accessible for the Deaf, DeafBlind, and Hard of Hearing communities.
- Ms. Santillan worked with Deaf individuals in Southwest New Mexico to ensure that they were able to register for and receive their COVID-19 vaccine with an in-person interpreter present. Ms. Santillan continues to work with the Public Health Division Southwest Region on ensuring that in-person interpretation is provided when requested.

#### **Systemic Advocacy Services**

The following are the Systemic Advocacy Services that were provided by Ms. Santillan this year:

- Mrs. Santillan continues to participate in virtual meetings to network and educate agencies regarding reducing communication barriers for Deaf, DeafBlind, and Hard of Hearing Community. She also provides information and referral resources to many entities who are in the community collaboration list. Ms. Santillan provides education on hearing loss awareness programs to 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.
- Ms. Santillan advocated for the Deaf community in Southern New Mexico by providing guidance and resources to NM Workforce Solutions to ensure that an in person ASL interpreter was present for a couple of community job fairs, hosted by NM Workforce Solutions.
- Ms. Santillan provided guidance to a New Mexico Behavioral Health Advisory Council to ensure their future Zoom trainings are accommodated appropriately for the Deaf, DeafBlind, and Hard of Hearing participants.
- 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 FY22, 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

We are looking forward to another productive year in 2023.

# Community Engagement

*Lisa Dignan, Director of Community Engagement*

The Community Engagement Department provides a broad range of services to improve communication access for Deaf, Hard of Hearing, and DeafBlind residents of New Mexico. During fiscal year 2022 our department worked on a variety of projects and activities while continuing to supervise all direct contract signed language interpreters, Apprentice interpreters, and other contractors. Full time staff members are:

- Lisa Dignan, Director of Community Engagement
- Jessica Eubank, Communication Development Specialist
- The Community Engagement Specialist position remains vacant due to lack of funding to fill it.

The Community Engagement Department continued to work remotely throughout Fiscal Year 2022 with great success. We continued to provide outstanding services to our agency and our constituents while working from home. We have further refined our home workspaces to maximize effective communication and efficient work and have met or exceeded all expectations for our duties.

The range of services provided by the Community Engagement department include:

## **Professional Development Opportunities for Signed Language Interpreters**

- New Mexico Mentoring
  - A structured, 16-week mentoring program for licensed New Mexico interpreters.
- Interpreter Apprentice Program
  - In-house professional development program for licensed and pre-certified interpreters.
- Professional Development Contracts
  - Statewide professional development opportunities via contracts with other individuals and entities for both interpreters and other service providers.
- Professional Development Collaboration
  - Collaboration with other New Mexico entities to provide coordinated interpreter professional development opportunities.

## **Information Regarding Communication Access**

- Signed Language Interpreter Licensure
  - Answer questions from interpreters and the community about New Mexico Interpreter Licensure requirements and processes.
  - Serve as the liaison from NMCDHH to the Signed Language Interpreting Practices Board (SLIPB).
  - Serve on various subcommittees at the request of the Board.
- Interpreter Referral Information

- Provide information to the community regarding accessing the services of signed language interpreters.
- Captioning Referral Information
  - Provide information to the community regarding accessing real time captioning services.
- Fact Sheets on a broad range of communication access topics
  - Available for free download from our website. Existing Fact Sheets are regularly updated, and new ones are added as needed.
- Information and Referral
  - Respond to questions from the community providing resources for assistance.

### **Social Media and Website**

- Sharing information with our constituents through our online presence including:
  - Website: [www.CDHH.state.nm.us](http://www.CDHH.state.nm.us)
  - Facebook: [www.facebook.com/NMCDHH](http://www.facebook.com/NMCDHH)
  - Twitter: [www.twitter.com/NMCDHH](http://www.twitter.com/NMCDHH)
  - Instagram: [www.instagram.com/nmcdhh/](http://www.instagram.com/nmcdhh/)
  - YouTube: [www.youtube.com/user/NMCDHH](http://www.youtube.com/user/NMCDHH)
  - LinkedIn: [www.linkedin.com/in/new-mexico-commission-for-deaf-hard-of-hearing-96710628](http://www.linkedin.com/in/new-mexico-commission-for-deaf-hard-of-hearing-96710628)
  - Bi-weekly email newsletter using the MailChimp system

### **Communication Access**

- Provide communication access services for NMCDHH staff at meetings, presentations, outreach events, and when providing client services in our offices or at off-site locations, both in-person and remotely.

### **Special Projects**

- Coordinate a variety of special projects to increase our constituents' access to legal, behavioral health, and other services.

### **NMCDHH Library**

- Resources available for loan statewide with the collection included in an online database: <https://NMCDHH.librarika.com>.

### **Human Resources**

- All agency human resources functions are provided by the Director of Community Engagement.

### **Community Engagement Accomplishments in Fiscal Year 2022**

- The NMCDHH website remained an information-sharing hub on several topics. The new Content Management System (CMS) implemented in the FY 2021 redesign of the website made it possible for Ms. Dignan and Mr. Trevor Brennan, the Administrative Operations Specialist, to make significant changes and improvements to the website as needed without assistance from the website contractor. These

changes included redesigning pages for more intuitive access to information and adding several new resources.

- The COVID-19 Resources Page was regularly updated with current information about COVID-19 vaccination boosters, testing, treatments, public health orders, and other important information.
- This time-sensitive COVID-19 information was also shared with constituents on Facebook, Twitter, Instagram, and in our bi-weekly email newsletter, as well as with over 200 members of the interpreting community subscribed to the New Mexico Interpreters Distribution List administered by Ms. Dignan.
- We participated in the planning and execution of two accessible vaccine events that took place in Albuquerque in October and December. Ms. Eubank coordinated interpreting services for both events. NMCDHH provided interpreting services through our staff, contract, and Apprentice interpreters, and we worked with COPD and UNM Practicum students to provide additional interpreters to ensure adequate communication access available on site. Across the two events, 96 hours of interpreting services were provided.
- The NMCDHH website content was regularly updated, including the addition of several new Fact Sheets and the revision of many existing Fact Sheets. Ms. Eubank, Mr. Brennan, and Ms. Dignan all contributed to this work.
- In addition to COVID-19 resources, we shared a broad variety of information on social media and through the email newsletter in collaboration with Mr. Brennan. 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.
- The Ask the Expert email form on the website and the [NMCDHH.Info@state.nm.us](mailto:NMCDHH.Info@state.nm.us) email address are important access points for constituents to submit questions that are then routed to the appropriate staff member by Ms. Dignan and Mr. Brennan. In FY22 there were 152 messages sent to the agency via email or the Ask the Expert form. The most frequent requests were about financial assistance for hearing aids, TEDP information, requests to share information such as job postings or webinars, interpreting questions, and advocacy requests.
- In mid-FY22, Mr. Brennan discovered the Ask the Expert submission form was not working. After contacting the website contractor and receiving a quote for the repair, Ms. Dignan found that it was not set up correctly when the new website went live in February 2021. The website contractor then agreed to resolve the issue at no cost to the agency and added a security enhancement to the form at no cost. Mr. Brennan found all the failed submissions and each person who had submitted a question was contacted by the appropriate staff member to apologize for the issue and respond to their respective questions.
- Mr. Brennan assisted many community members by phone and received 424 phone calls in FY22. The most common calls in order of frequency are 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.
- Our social media reach grew in FY22. At the end of the fiscal year, NMCDHH had:
  - 1,650 followers on Facebook

- 424 followers on Twitter
  - 144 followers on Instagram
  - 83 subscribers on YouTube
  - 217 connections on LinkedIn
  - 268 subscribers to the MailChimp email newsletter
- Except for the website, all of these platforms are used at no cost to the agency.
  - Budget challenges continued to complicate the provision of communication access services for agency staff and clients. Ms. Eubank and Ms. Dignan constantly analyzed projected interpreting needs and current Purchase Order balances, and Ms. Eubank assured that quality services are provided at the lowest possible cost. This sometimes includes providing interpreting services on days she is scheduled off when last minute meetings would result in having to submit a request to a referral agency.
  - When the office opened for services by appointment, the NMCDHH Library did the same. 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. Mr. Brennan adds new patrons to the library database when requested, bringing the current total to 111 registered users. In FY22, eight patrons borrowed 18 items from the collection. Three patrons failed to return a total of five items. After multiple unsuccessful attempts to contact them over the last 18 months, those resources were removed from the collection and the patrons banned from future use of the library.
  - Mr. Brennan is now fully trained to administer the behind-the-scenes Zoom and YouTube components of NMCDHH board meetings. Ms. Dignan was on medical leave following hand surgery the day of the December board meeting, necessitating Mr. Brennan's assistance with this process that is critical to maintain compliance with the New Mexico Open Meetings Act (OMA).
  - The Federal Emergency Management Agency (FEMA) Region 6 requested that we partner with them in sharing information for New Mexicans impacted by the extraordinary wildfires around the state. Messages were shared several times each week to assist individuals with accessing FEMA resources and benefits.
  - Despite months of effort, issues with our previous CART provider were unable to be resolved, resulting in their cancelling services for the March NMCDHH Board Meeting with only one week notice. Ms. Dignan quickly secured a new vendor, Partners Interpreting, and thanks to outstanding collaboration with Administrative Services staff, we successfully established services for the meeting rather than needing to cancel.
  - Community Engagement staff attended several remote trainings and workshops, and provided remote presentations for several groups:
    - Ms. Dignan and Ms. Eubank delivered remote professional development opportunities to nearly 100 signed language interpreters from New Mexico through various workshops and programs.
    - ADARA held their annual conference in Albuquerque in March. Ms. Eubank provided many hours of service setting up and coordinating volunteers to assist with the conference. Those volunteers included the NMCDHH Apprentice Interpreters who were able to gain much needed in-person

- experience at a national professional conference. Ms. Dignan and Ms. Eubank attended the conference, along with 39 other New Mexico interpreters.
- Ms. Dignan and Ms. Eubank attended the RID virtual conference in July 2021. The workshops and meetings attended totaled nearly 40 hours of professional development over the course of four days. Sessions were recorded for future access.
  - Ms. Dignan and Ms. Eubank attended select sessions of the virtual Annual African American Conference on Disabilities.
  - Ms. Dignan and Ms. Eubank provided training for soon-to-be graduates of the University of New Mexico Sign Language Interpreting Program on topics related to professional development opportunities, the NMCDHH Apprenticeship Program, New Mexico Mentoring, and New Mexico Interpreter Licensure.
  - Ms. Dignan also provided training on New Mexico Mentoring and New Mexico Interpreter Licensure to the soon-to-be graduates of the El Paso Community College Interpreter Training Program.
  - Ms. Dignan participated in remote training sessions and meetings including the virtual Zoomtopia conference focusing on Zoom features and best practices, webinars from the National Center for State Courts regarding effective communication during remote and hybrid hearings, a virtual linguistics workshop sponsored by the Colorado Registry of Interpreters for the Deaf, trainings from DocuSign on effective and efficient use of their system, as well as training sessions listed in the Human Resources section of this report.
  - Ms. Eubank participated in the 19<sup>th</sup> annual Mental Health Interpreter Training Institute session. Based out of Alabama but this year held virtually, this mental health training is the first step in the process to become a Qualified Mental Health Interpreter.

Ms. Dignan's accomplishments included:

- Running another fully remote session of New Mexico Mentoring. The Fall 2021 session began in August with five mentor-mentee pairs from Albuquerque, Santa Fe, and Las Cruces, all of whom successfully completed the session. The all-remote approach will remain permanent when participants from rural areas are selected so that travel will not be a barrier to any participant. The Spring 2022 session was cancelled due to lack of mentee applications. This was the first session to be cancelled in 15 years.
- The SLIPB website was completely redesigned, including all new URLs and new locations for several resources. This required updates to the NMCDHH website and several Fact Sheets, and significant education for the interpreting community so they could find the resources they need and process their license renewals. Renewals were particularly challenging this year and required a significant investment of time assisting interpreters with the process.
- As with any website redesign and migration, there were several issues that required correction, so I worked with the SLIPB Administrator to identify and resolve issues.



- Legislative changes required adjustments to the rules for all licensure boards, including SLIPB. The Rules Committee met several times with the Board Administrator and Board attorney to prepare the changes, hold meetings and rule hearings, and implement them by the deadline. Once implemented, NMCDHH Fact Sheets were updated to align with the changes and the information was shared with the community via the NMCHH website, social media, and the Interpreter Distribution List.
- A new Board Administrator, Justin Gonzales, was hired by the Regulation and Licensing Department to take over the SLIPB. I worked closely with the outgoing Administrator, Theresa Montoya, to train Mr. Gonzales for the position and continue to work closely with him. He is doing an excellent job and serving the community very effectively and efficiently.
- The Legislature made a significant change to how Gross Receipts Taxes are applied. They now are charged at the rate of the location the services are provided instead of the location in which the business providing them is based. I coordinated with the Taxation and Revenue Department to analyze how these changes impacted freelance interpreters, met with a group of stakeholders to assure mutual understanding, and finally created information to share with the interpreting community about the changes.
- I was invited to join the El Paso Community College Interpreter Training Program Advisory Board based in my expertise with New Mexico Signed Language Interpreter Licensure. At the remote meeting I shared with the Advisory Board members that New Mexico now accepts some BEI certifications to qualify for Community Licenses.
- After nine years of service as Vice Chair or Chair of the Council for Purchasing from Persons with Disabilities, I stepped down from the Executive Committee. I continue to serve another term as a member of the Council and serve in an advisory capacity to the new Chair as she gets acclimated to the role.
- After two troubleshooting visits, the VideoPhones at the Albuquerque International Sunport are working and available for use, but my ongoing attempts to improve the signage for the VideoPhones has stalled due to lack of response from partners in that project.
- Several entities requested assistance regarding improvement of communication access, including:
  - Alamogordo Public Schools
  - Arizona Commission for Deaf and Hard of Hearing
  - Clovis Public Schools
  - Clovis Community College
  - Courts in Albuquerque and Santa Fe
  - Deming Schools
  - Duke City Cares
  - El Paso Community College
  - Explora
  - Gifted Health Care Staffing Company
  - Musical Theatre Southwest

- New Mexico Department of Vocational Rehabilitation
- New Mexico Employee Benefit Bureau
- New Mexico Technical Assistance Program
- New Mexico State Personnel Office Training Department
- Rio Rancho Municipal Court
- Rio Rancho Public Schools
- Rocky Mountain Youth Corps
- San Juan College
- Santa Fe Community College
- Santa Fe Police Department
- Several other individuals and private businesses

Ms. Eubank's accomplishments included successfully leading another cohort of Apprentice Interpreters. Those activities included:

- Working with the three new FY22 Apprentice Interpreters to provide a virtual welcome day and orientation session followed by one-on-one mentor meetings with each apprentice to provide interpreting baseline samples and discuss goals for the year. Additionally, one FY21 apprentice continued to work with us on skill development in FY22.
- Throughout the year, the Apprentices engaged in a variety of professional development activities. They began with observation of Ms. Eubank and other interpreters, and they provided samples of interpreting work and collaborated to provide feedback, tips, and encouragement to one another as part of their skill development. They later transitioned to being observed by Ms. Eubank as they interpreted for NMCDHH staff. They worked on building specific interpreting skills and building their professional portfolios, which included training and conversations about setting up both agency and independent contracts, creating resumes, and professionally engaging with clients who are unfamiliar with what the provision of interpreting services entails.
- Ms. Eubank met with the Apprentices in reflective practice sessions that allowed the Apprentices to talk about challenging ethical decisions they have made in their work and to discuss best practices. She also hosted a professional development session for current and former Apprentices to discuss current trends in the field of interpreting.
- Hosted a six-week professional book club for Apprentices and invited recent UNM interpreting graduates who have shown dedication to professional development to join, for a total of 6 participants.
- Ms. Eubank coordinated several professional development workshops for the Apprentices, many in collaboration with other NMCDHH staff members.
  - Roger Robb provided a mock Hearing Loss Sensitivity training for the Apprentices to practice interpreting some of the work that NMCDHH does on a regular basis in a safe space without the pressure of an audience. This allowed the Apprentices to ask Mr. Robb questions, to practice their teaming skills, and to work on vocabulary choices that accurately reflect the content of Mr. Robb's trainings.

- DCA staff provided training to the Apprentices about the TEDP to help them prepare to interpret future client meetings or booth events.
- Ms. Eubank worked with the DCA 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 were key to the success of the accessible vaccine clinics and the ADARA Conference. The vaccine clinics were the first time this cohort was able to meet and work together in person. At the ADARA conference they provided more than 32 hours of volunteer service and were an important part of helping the conference function smoothly. In addition to their assigned duties at the ADARA conference, Apprentices took advantage of the time at the conference to network with other professionals in our field. They were fantastic role models of how professionals should behave and engage with their peers.
- All the FY 22 Apprentices successfully completed their year in the Apprentice Interpreter Program and will continue to work with NMCDHH as contract interpreters.
- Apprentices engaged in 264.5 hours of observation, interpreting, and professional development work in the fiscal year. Interpreting assignments appropriate for the Apprentices remained somewhat limited this fiscal year due to the low number of outreach events. It must be noted, however, that the budget challenges mentioned earlier in this report negatively impacted the Apprentices, particularly in the fourth quarter. Ms. Eubank could not assign the Apprentices to some work that was appropriate for them because there was insufficient funding remaining on their Purchase Orders.
- Ms. Eubank coordinated the application and interview process for FY 23 Apprentices. Two individuals were offered and accepted positions within the program, and an orientation meeting has been scheduled to kick off their apprenticeship at the beginning of the new fiscal year.

In addition to leading the Apprentice Program, Ms. Eubank engaged in many activities that further support the agency and the interpreting community, and that involved systemic changes within the field of interpreting:

- Proctored four Educational Interpreter Performance Assessment (EIPA) Written Exams for interpreters while following all COVID-19 safety protocols and social distancing practices. The interpreters who took the assessment were from the southeastern part of the state, Sandoval County, and Albuquerque.
- Created and consolidated online resources for novice interpreters to work in self-paced practice and skill development as the COVID-19 pandemic continues to limit these opportunities. This included locating resources for interpreters to use in preparing to take interpreter assessments.
- Maintained communication with The Center for Assessment of Sign Language Interpreters (CASLI) which proctors the exams used to determine national interpreter certification. CASLI has been undergoing an exam transition, so Ms. Eubank has been in frequent communication with the CASLI testing coordinator to determine

how this transition process will impact the certification process for New Mexico interpreters with a Provisional license. Ms. Eubank then revised Fact Sheets on the NMCDHH website related to CASLI to reflect changes in their exam process.

- Met with pre-certified interpreters on a one-on-one basis to discuss testing options and strategies to navigate the CASLI exam transition.
- Met with individuals who are interested in pursuing careers in interpreting to discuss the field and what to expect from interpreter training programs.
- Ms. Eubank attended countless virtual RID townhall and board meetings to stay abreast of current national trends in the interpreting field and updates to the certification process. She also represented New Mexico in RID Region IV meetings with the RID national board.
- Attended the Video Interpreter Member Section of RID meetings to discuss best practices for video remote interpreting and to discuss how the pandemic is continuing to impact the delivery of interpreting services.
- Worked with the RID headquarters to update their state resources webpage to accurately reflect licensing and credentialing requirements for interpreters in New Mexico.
- Provided feedback about their work to UNM interpreting program seniors during their capstone project of interpreting seminar panel presentations.
- Consulted with interpreter trainers on how to best utilize BEI testing opportunities to obtain New Mexico interpreter licensure.
- Updated the New Mexico Mentoring *ASL to English: Self-Analysis Skills* curriculum to include modern stimulus materials and to reflect current technology and interpreting standards.
- Ms. Eubank coordinated 552.5 hours of interpreting services for the agency. Only six hours were provided by interpreter referral agencies, with the rest being provided by staff or direct contractors, resulting in a significant cost savings.

### **Human Resources Accomplishments in Fiscal Year 2022**

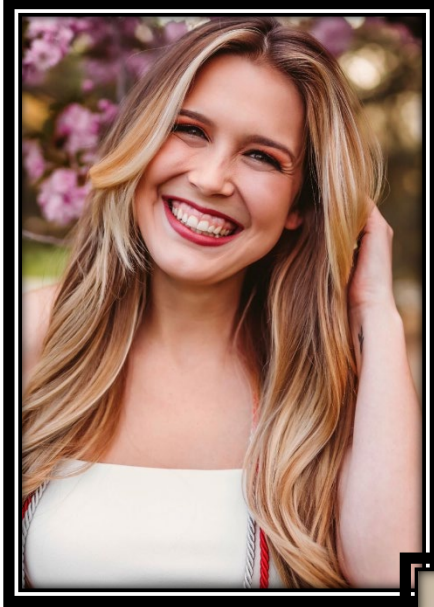
In addition to program work, Lisa Dignan is the Director of Human Resources for the agency. Accomplishments in this area included:

- Continually revised policies and procedures related to COVID-19. The *COVID-19 Mitigation Self-Screening and Reporting Policy and Procedure* is created, revised, and distributed by The State Personnel Office (SPO). Each agency is required to personalize the policy to reflect agency name, structure, and leadership then adopt it. The *NMCDHH COVID Safe Office Policy and Procedures* is the agency's internal policy for staff working in the office. Revisions were made to maintain alignment with SPO's policy and with the Governor's Executive Orders. Both policies are designed to assure maximum safety for staff and clients.
- 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.
- Posted the Community Engagement Specialist position with the intent to fill it in September 2021 but had to cancel the posting due to lack of revenue.

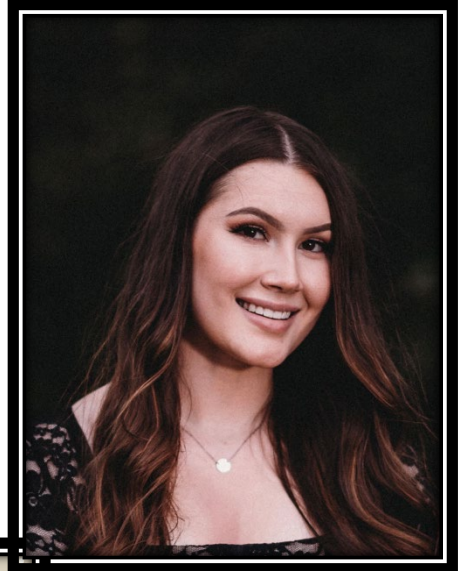
- Shared information with NMCDHH staff regarding the annual Open Enrollment period for employee benefits and coordinated with the Employee Benefits Bureau to provide interpreters for benefit webinars.
- Revised the NMCDHH Employee Handbook to implement several rule changes made by the State Personnel Board in 2021, and to align the policies to apply to both staff who are working in the office and staff who are teleworking.
- Began a new series of “Employee Handbook Minute” weekly emails to agency staff to provide reminders about HR Policies and Procedures and to notify staff of any changes from SPO or in agency policies. I did this a few years ago and it was decided that with several new staff members and several changes it would be helpful to do it again. I am gradually working through the entire Employee Handbook. There are several pending changes to the Employee Handbook so this will be helpful disseminating the changes to the staff.
- The New Mexico Legislature authorized 3% pay increases for all state employees to be effective in April 2022, and further increases in Fiscal Year 2023 effective in July. I gathered data and prepared spreadsheets to implement both increases. While the 3% increase preparation was straightforward, the FY23 increases were significantly more complicated and utilize two different multipliers depending on each employee’s pay band and comparison ratio to midpoint of the pay band. Statewide, increases ranged from 4% to 25%. After completing the calculations, I sent an individual email to each staff member with estimates of what to expect in April and in July. After the April 3% increases were applied, I verified their accuracy in the state SHARE system, updated agency records to show the revised data, and confirmed with staff that the increases had been applied. Then I revised my estimates for the more complicated FY23 increases that will be applied in July and continued to communicate what to expect to the staff.
- 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.
- Continued to make progress on the long-term project of scanning existing personnel files so that digital access is available for them.
- Coordinated successful completion of the mandatory annual Civil Rights Training by all staff members by the June deadline.
- The building in which the Albuquerque office is located was sold to a new owner. Lotus Office Management, the building management company, continues to handle the day-to-day operations and assured us that services would not be disrupted. This change also impacted the Administrative Services Department as lease payments are now remitted to a different company and location. I also worked with the management company on several items such as maintenance requests, building access cards, and access to building services. The agency has occupied the current Albuquerque office space for seven years as of December of 2021.
- Regularly attended remote meetings of the Human Resources Council, State Personnel Board, 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).
- Attended ADA webinars provided by the Southwest ADA Center and other entities.

*FY22  
Apprentices*



ALYSSA HARRISON



JACQUELINE TRUJILLO



RACHEL STORMONT

## Fall 2021 New Mexico Mentoring Group Photo

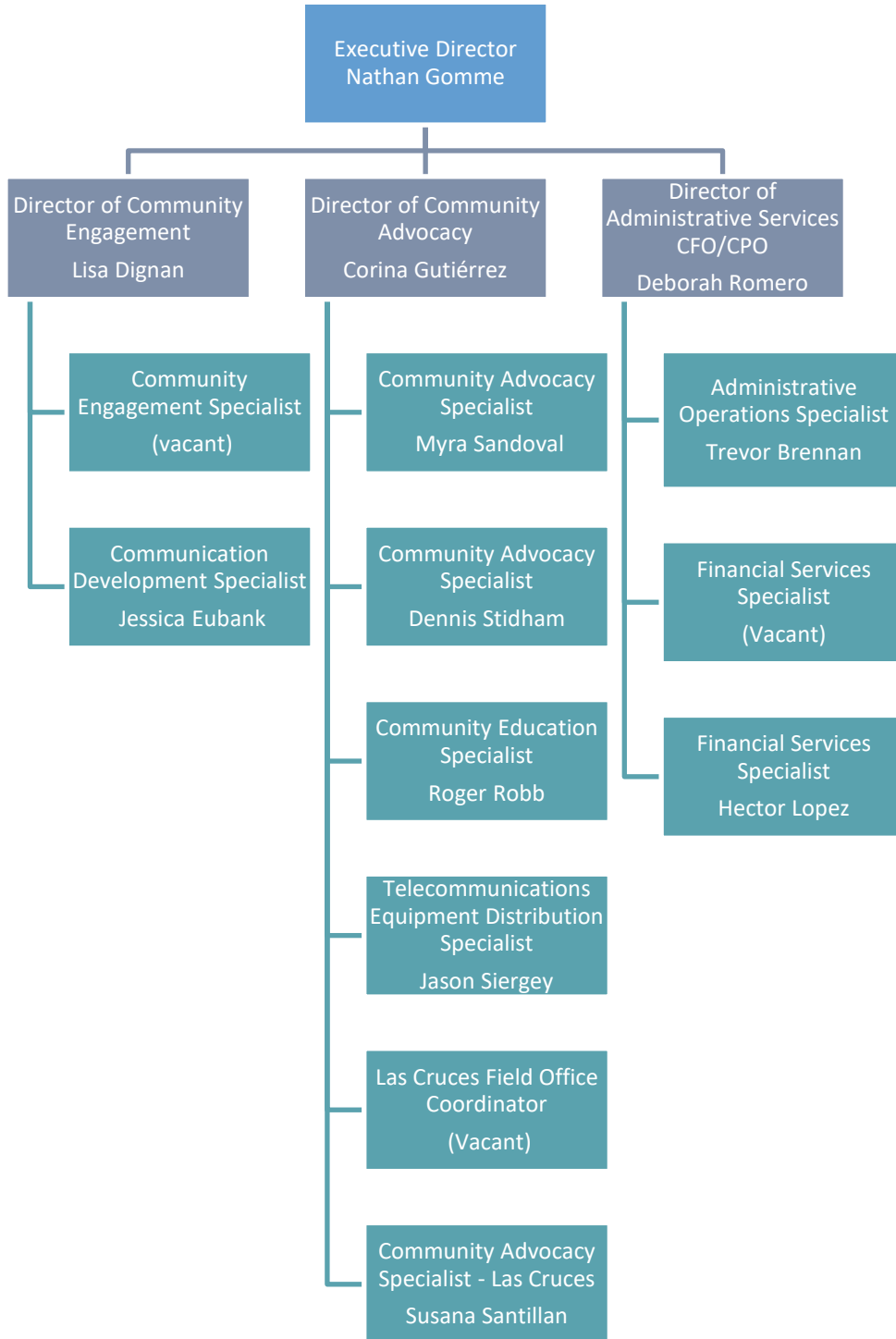


Top row: Joslene Gomez, Lisa Dignan, Desarae Gonzales, Monica Sower  
Middle row: Aly Valdez, Karol McGregor, Jennifer Sagastume, Kaelin Tonrey  
Bottom row: Julie Mason, Beth Hansen, Trevor Brennan



# NMCDHH Organizational Chart

as of June 30, 2022





## Staff Members

### *G. Nathan Gomme, Executive Director*

G. Nathan Gomme began his career with NMCDHH as a Service Coordinator in November 2008, and later became the Director of the Public Policy and Advocacy Department. In April of FY14, he was selected to be Executive Director after an extensive nationwide search. Originally from Connecticut, Mr. Gomme holds a Bachelor of Arts in Philosophy from Gallaudet University where he graduated with University Honors. A resident of New Mexico since 2005, Mr. Gomme has a wealth of experience in transition issues, advocacy, and ADA compliance, and has proven his leadership skills both within the Commission for Deaf and Hard of Hearing, and in the community through several projects with partner agencies.



### *Lisa Dignan, Director of Community Engagement*

Lisa Dignan directs the Community Engagement Department and programs focused on the professional development of signed language interpreters, including New Mexico Mentoring. She administers a variety of contracts to improve communication access for people who are Deaf or Hard of Hearing by increasing the pool of highly skilled interpreters. She works closely with the Signed Language Interpreting Practices Board on issues around licensure of interpreters and served seven years on the New Mexico Administrative Office of the Courts Language Access Advisory Committee. She is a member or Chair of several committees working to improve language access. Lisa has served as the Interim Executive Director of NMCDHH on two separate occasions. Lisa relocated to Albuquerque in 2007 after serving as the disability services Coordinator at Laramie County Community College in Wyoming for 13 years. A nationally certified interpreter with over 25 years of experience and a lengthy history in



the independent living movement, Lisa earned a master's degree in adult education from the University of Wyoming and holds RID certifications in interpretation and transliteration.

### *Corina Gutiérrez, Director of Community Advocacy*



Corina Gutiérrez is a New Mexico native from Hatch, the “Chile Capital of the World.” Corina attended the New Mexico School for the Deaf (NMSD) for most of her education. She is a renowned basketball player who was part of the Deaflympics women’s basketball team and is one of three inductees to the Wall of Fame at NMSD. She received a bachelor’s degree in physical education from Gallaudet University. Corina previously worked at NMSD, her alma mater, as a Student Life Educator and worked at the Arizona State School for the Deaf and Blind as a Master Teaching Parent. She has served as the American Sign Language Coordinator and teacher at the Deaf Culture Center and has served on the New Mexico Association for the Deaf Board of Directors, as an advisory board member for Gallaudet University Regional Center – Southwest, as a board member for National Council of Hispano Deaf & Hard of Hearing, Council de Manos, and Raíces del Rio Grande. Corina is currently serving as a board member for the NMSD Alumni Association. Corina joined NMCDHH in August of 2007. She plans, advocates and coordinates services to meet her consumer’s needs. In FY14, Corina became Interim Director of Public Policy & Advocacy, and in FY15, became Director of Public Policy & Advocacy. The Public Policy & Advocacy Department is now the Community Advocacy Department, and Corina remains Director of that department.

### *Deborah Romero, Director of Administration Services, CFO & CPO*

Deborah Romero is a New Mexico native from Santa Fe. She is currently the Chief Financial Officer. She has over 21 years in government service. Prior to her career in government, Deborah was the director of a private school. She is a member of NMPPA, New Mexico Public Procurement Association. She attended New Mexico State Cooperative Extension, NM-EDGE and is a Certified Public Purchasing Professional PPP and Certified Public Officer, CPO. Deborah also attended the University of New Mexico and is a Certified Emergency Medical Technician and former volunteer firefighter.



## *Jessica Eubank, Communication Development Specialist*



Jessica Eubank is a native of Belen, New Mexico. Jessica holds degrees from the University of New Mexico in Signed Language Interpretation and Psychology. She also holds her National Interpreter Certification from the Registry of Interpreters for the Deaf, as well as her Educational Interpreter Performance Assessment qualification in K-12 education. She has specialized training in performing arts interpreting and interpreting for religious settings.

A former NMCDHH apprentice herself, Jessica is excited to now supervise the NMCDHH Apprentice Interpreter Program and is dedicated to fostering professional growth and opportunity for our local community. Jessica both provides and coordinates interpreting services for NMCDHH staff and agency needs.

## *Hector Lopez, Financial Operations Specialist*



Hector Lopez is the Financial Operations Specialist for NMCDHH. He has over 12 years of experience in state government. Hector started as an Office and Administrative Support at the Department of Information Technology. He became a Financial Specialist for Children, Youth and Family Department and later for the New Mexico Gaming Control Board. He has an Associate's Degree in Office Technology and is bilingual Spanish and English.

## *Trevor Brennan, Administrative Operations Specialist*



Trevor Brennan is a New Mexico native from Edgewood who became Hard of Hearing at age 10. He is a graduate of the New Mexico School for the Deaf. He has an Associate's Degree in Integrated Studies from Central New Mexico Community College and is currently pursuing his second degree in Computer Information Systems. Trevor also has certifications in general business, and payroll clerk. He has served as the Treasurer for the NM Association for the Deaf in the past and is passionate about helping others.

Trevor previously worked at the NMSD as an administrative assistant and teacher's aide. He has over 15 years of customer service experience from a variety of industries at the local, county and state level. Trevor first worked for the Commission as a Mentor for New Mexico Mentoring starting in 2020 and joined the full-time staff in 2021.

### *Roger Robb, Community Education Specialist*

Roger is an Albuquerque native who is very happy to be living in Albuquerque once again after living in California, Colorado, Georgia, Illinois, Pennsylvania, and North Carolina. To quote Dorothy from “The Wizard of Oz”, “There’s no place like home!” With a 15-year history in Advocacy and Case Management at Deaf and Hard of Hearing agencies in the aforementioned states, Roger brings a wealth of experience to the NMCDHH. Roger graduated from the New Mexico School for the Deaf and majored in Sociology at Point Loma Nazarene College in San Diego



### *Myra Sandoval, Community Advocacy Specialist*



Myra Sandoval was born in Albuquerque and grew up in Los Lunas. She is the third generation of a Deaf family and was also the third generation to graduate from the New Mexico School for the Deaf (NMSD). She received her Associate degree in Laboratory Science at the National Technical Institute for the Deaf (NTID), then completed her bachelor’s degree in Psychology from the University of Phoenix. Ms. Sandoval has had experience working in the mental health field as Behavior Health Technician and has experience working with DeafBlind, Deaf, and Hard of Hearing communities as a Service Coordinator.

### *Susana Santillan, Community Advocacy Specialist*

Susana Santillan is a Community Advocacy Specialist in our Las Cruces office. Susana has a long history serving individuals who are Deaf, Hard of Hearing, and DeafBlind. Before coming to NMCDHH, she was the Deafness Resource Specialist for Volar Center for Independent Living, the Deafness Resources Specialist for Communication Service for the Deaf (CSD) and served in the University of Texas at El Paso (UTEP) Disabled Student Services Office. The UTEP Center for Accommodations and Support Service presented the Community Member “Diamond Amigo Award” to Susana in October 2015. Susana is trilingual in English, Spanish, and ASL. She is the proud mother of four children, one of whom is a DeafBlind adult with Usher Syndrome. Due to her daughter’s deafness, Susana has been involved in the Deaf community for 32 years.



## *Jason Siergey, Telecommunications Equipment Distribution Program Specialist*



Jason Siergey is originally from Chicago, Illinois, and received his degrees from the National Technological Institute for the Deaf/Rochester Institute of Technology in Rochester, New York and DeVry University. Jason has 20 years of experience in the Information Technology field and has combined that with his interest in Human Services to best serve the Deaf, Hard of Hearing, DeafBlind, and Speech Disabled of New Mexico. He has worked with the citizens of New Mexico on what our Telecommunication Equipment Distribution Program (TEDP) has to offer and how the devices benefit them. He has distributed over a thousand pieces of equipment each year since taking the position in July 2011. His consumers are thrilled when they can communicate with the outside world, especially with their family members.

## *Dennis Stidham, Community Advocacy Specialist*

Dennis Stidham is a Community Advocacy Specialist in NMCDHH's Albuquerque office. Dennis has 14 years of experience working with Deaf, DeafBlind, and Hard of Hearing throughout the Albuquerque, Los Lunas, Belen, and Santa Fe areas. Dennis is originally from Arizona but has been a resident of New Mexico since 2003. Dennis is married and they have four children. His wife, Suella, is also Deaf.



# Board of Commissioners

## *Concha Dunwell, Chair – Deaf or Hard of Hearing Professional*

Concha Dunwell is a lifelong resident of Las Cruces, New Mexico. She recently retired from Las Cruces Public School District after 20 years working in various positions within their special education department. She has served on the New Mexico Registry of Interpreters for the Deaf Board and Hearing Loss Association of America, Las Cruces Chapter Steering Committee. Mrs. Dunwell teaches American Sign Language at New Mexico State University and after many years of working with the Lions Camp for Deaf and Hard of Hearing children, was named Director in January 2016. Mrs. Dunwell was awarded the Melvin Jones Fellow Award from the Lions Club International Foundation for her humanitarian efforts and is the first woman to receive the award. Currently, she is working in different capacities all related to deafness. She continues to maintain involvement with the Deaf and Hard of Hearing communities in the southern part of the state and has formed many friendships.



## *Francis Vigil, Secretary– Parent of a Deaf or Hard of Hearing Child*



Francis Vigil was not born in New Mexico but has been raised in New Mexico nearly his entire life. He is from the Pueblo of Zia and is also Jemez Pueblo and Jicarilla Apache. Mr. Vigil has served as an educator in New Mexico his entire educational career. Mr. Vigil started his educational career as a high school science teacher, and has served as a school, district, state, and federal level administrator throughout New Mexico. Mr. Vigil is currently the Education Specialist for Native Language, History, and Culture for the Bureau of Indian Education (BIE). In his current work, he works to implement culturally and linguistically responsive methods across the BIE's twenty-three Bureau Operated Schools, in 8 states. In addition, Mr. Vigil has done consulting work with several schools, school districts, and community-based education entities within New Mexico in the areas of culturally and linguistically responsive education. He also serves as a board member for Parents as Teachers, which is an international and national early childhood education and home visiting provider.

Mr. Vigil holds a Bachelor of Science in Microbiology from New Mexico State University (Go Aggies!), a Master of Arts in Secondary Education from the University of New Mexico and is currently pursuing a PhD in Social Justice at Arizona State University.

Mr. Vigil and his wife Stella, have a blended family, and they are parents to a total of seven children. Of the seven children, two are Deaf, Bria and Soniya Vigil. It is through them that Mr. Vigil has had the honor of becoming an advocate and community member for and with the Deaf and Hard of Hearing community in New Mexico. Mr. Vigil has been engaged with New Mexico School for the Deaf (NMSD) Albuquerque Pre-school and Santa Fe campuses as a parent since 2006. Mr. Vigil has been involved in NMSD school and community advocacy and events. He has worked with NMSD on creating understanding for culturally responsive education. He has provided training and support to sign language interpreters in the area of cultural competency. He, and his daughter Bria, had the honor of presenting at the Registry of Interpreters for the Deaf (RID) Conference about the need for cultural understanding for sign language interpreters. Now that his daughters are in middle and high school, he can be seen cheering on the NMSD Roadrunners wherever they are playing!

### *Dr. Jennifer Herbold, – Superintendent of the New Mexico School for the Deaf*

Jennifer Herbold was born in Silver Spring, Maryland, a stone's throw from Washington DC where she was practically raised on the Gallaudet University campus. She received her B.A. degrees in English and Secondary Education in 1997, and her Master's in Deaf Education in 1999 from Gallaudet. Her first job in college was with the campus summer intern and conference housing program. As part of her job, she became familiar with the inner workings of the U.S. Capitol and politics. In 1995, she started working directly for the Secretary-General then President of the Deaflympics in various positions. During her six years with the Deaflympics, she acquired a wealth of experience in collaboration and organization, as well as love for working with people from international cultures.



Dr. Herbold was thrilled to move to New Mexico in 1999 where she reconnected to her family's southwestern roots and started her first full time career teaching English at the New Mexico School for the Deaf. During this time, she also attended the University of Arizona as a fourth generation graduate where she earned her PhD in Language, Reading and Culture in 2008. She eventually became a literacy specialist, assistant principal, principal, and Director of Instruction. She currently is honored to be the school's Superintendent. When she isn't working, she enjoys reading, crocheting, working on various projects, traveling, and spending time with her husband, three children and the family Aussie.



## *Dan Drury – Division of Vocational Rehabilitation Designee (July-December 2021)*



Dan Drury grew up in Albuquerque and graduated from the University of New Mexico. His first full time job was as patient services coordinator for the Muscular Dystrophy Association. In 1984 he started an adaptive automotive company that grew to have locations in Albuquerque and El Paso, TX. He and his team helped countless people dealing with disabilities gain or maintain independence through vehicle and driving modifications. In 2012 he sold his company to the second largest adaptive automotive company in the U.S. and was part of their management team until retiring in early 2021.

Dan has been active in disability and business communities in both New Mexico and nationally for his entire career. He has served on several boards including: National Mobility Equipment Dealers' Association (NMEDA), Association of Driver Rehabilitation Specialists and ALS Association New Mexico.

## *Ms. Casey Stone-Romero – Director of the Division of Vocational Rehabilitation (January 2022-Present)*

Casey Stone-Romero has been appointed by Governor Michelle Lujan Grisham to serve as the director of the New Mexico Division of Vocational Rehabilitation (NMDVR), effective January 10, 2022. With this appointment, Ms. Stone-Romero returns to the agency for which she worked from 1997 to 2014.



Stone-Romero's experience with NMDVR began as a receptionist and secretary. She quickly earned promotions to training specialist, vocational rehabilitation technician, vocational rehabilitation counselor, and finally, staff development specialist.

Stone-Romero has worked for several other state agencies in addition to NMDVR, serving as community inclusion manager and statewide supported employment lead for the New Mexico Department of Health's Developmental Disabilities Supports Division, human resources analyst in the state's General Services Department, and training and development specialist in the State Personnel Office.

A life-long northern New Mexico resident, Ms. Stone-Romero and her husband Jason reside in Santa Fe with their son Tiger.

## *Ronald J. Stern – President of New Mexico Association for the Deaf*



Dr. Ronald J. Stern is now retired after several stops in California, New Mexico, New York and Washington, D.C. with over 40+ years in the field of education of the Deaf.

Concerning New Mexico, he served as the Superintendent of the New Mexico School for the Deaf for 15 years (2000-2015). Over the duration of his professional career and to this day, he continues to be actively engaged in advocating for the deaf community which has included a range of roles in various local, state, and national professional and community organizations.

Dr. Stern holds a Bachelor of Arts degree in sociology from Gallaudet University in Washington, D.C., a Master of Arts degree in special education with an emphasis on education of the Deaf and Hard of Hearing from California State University, Northridge, and a doctorate on educational leadership from the University of New Mexico. He and his wife, Hedy, reside in Santa Fe as proud parents of 3 Deaf children who in turn have blessed them with 4 grandchildren.

## *Mr. John Hooper – Deaf or Hard of Hearing Representative of Northern NM*

John Hooper is a native New Mexican, born in Lovington. He attended and graduated from the New Mexico School for the Deaf. He received his Associates Degree from the New Mexico Junior College in Hobbs and Bachelor's degree from the University of New Mexico. Mr. Hooper retired from the State of New Mexico in 2014 after working 25 years and 7 of those years he was employed with the NM Commission for Deaf and Hard of Hearing. Mr. Hooper is active in the community; he officiates middle and high school basketball and is the current President of the Hearing Loss Association of America Santa Fe Chapter. In the past, Mr. Hooper has been active on the New Mexico Relay Board and Junior Chamber of Commerce (Jaycees).







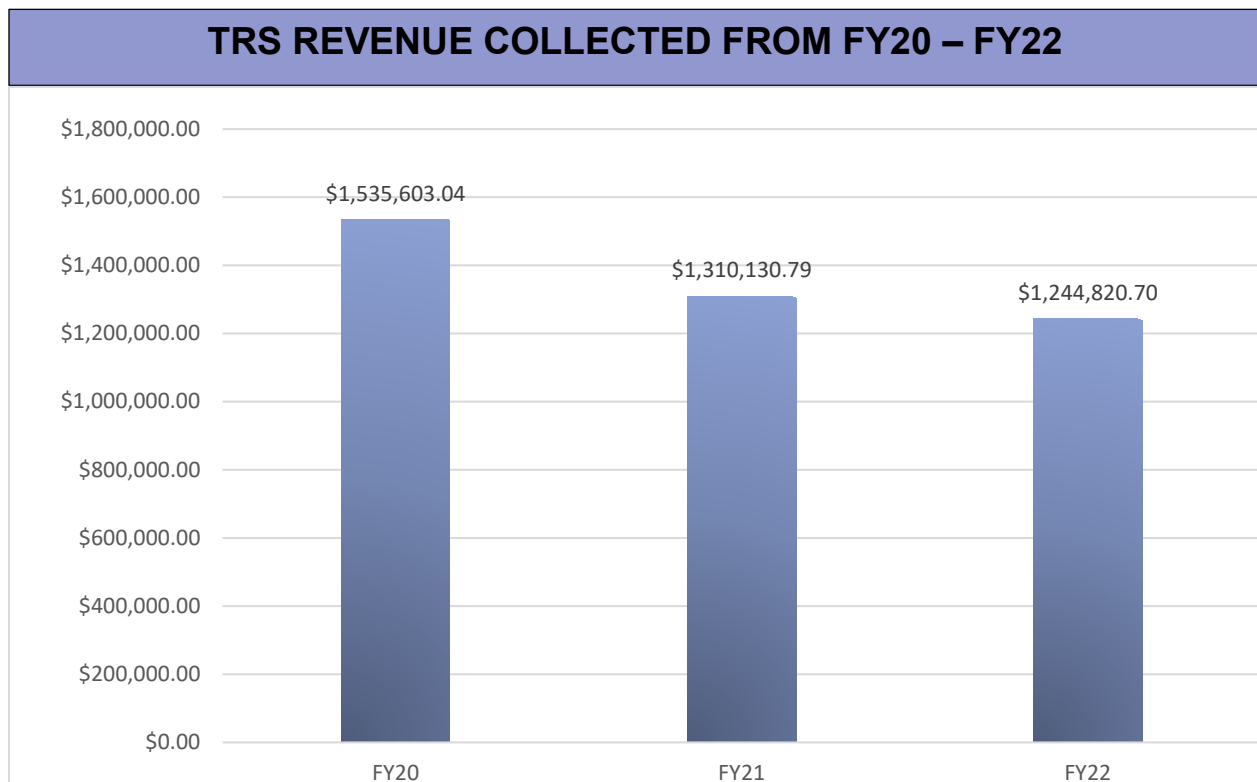
# Budget

## FY22 NM Commission for Deaf and Hard of Hearing Annual Report

Category	2022 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONNEL SERVICES	1,080,100.00	919,332.00		160,768.00	85.12%
300 CONTRACTUAL SERVICES	1,330,300.00	590,917.00		739,383.10	44.42%
400 OTHER	282,100.00	205,015.00		77,085.00	72.67%
500 OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
<b>Total</b>	<b>2,809,000.00</b>	<b>1,831,764.00</b>	<b>0.00</b>	<b>977,236.00</b>	<b>65.21%</b>

FY22 Revenue	
General Fund Allotment	TRS Revenue
\$790,800.00	\$1,244,820.70

The graph below represents the revenue collected from the TR fund from 2020-2022  
The TRS revenue continues to decline

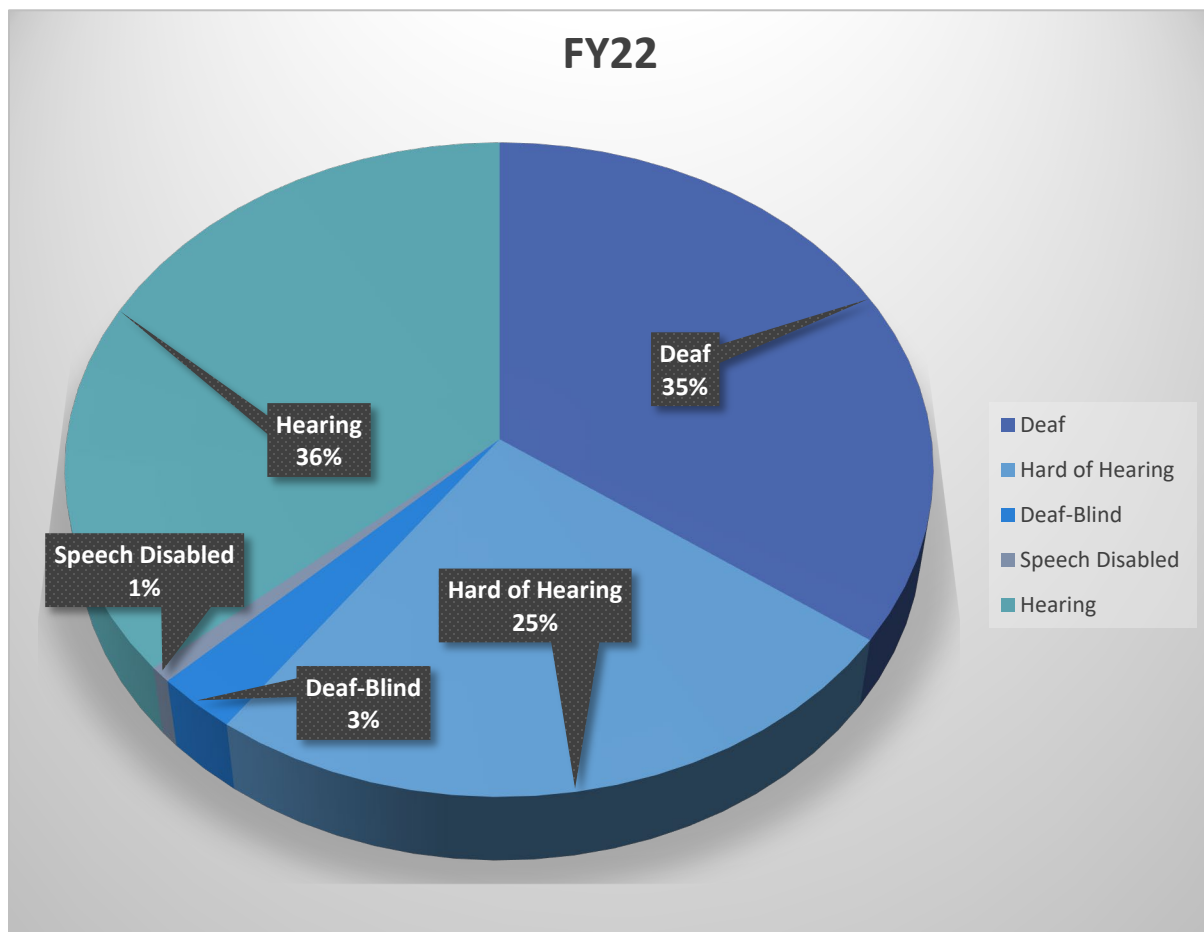






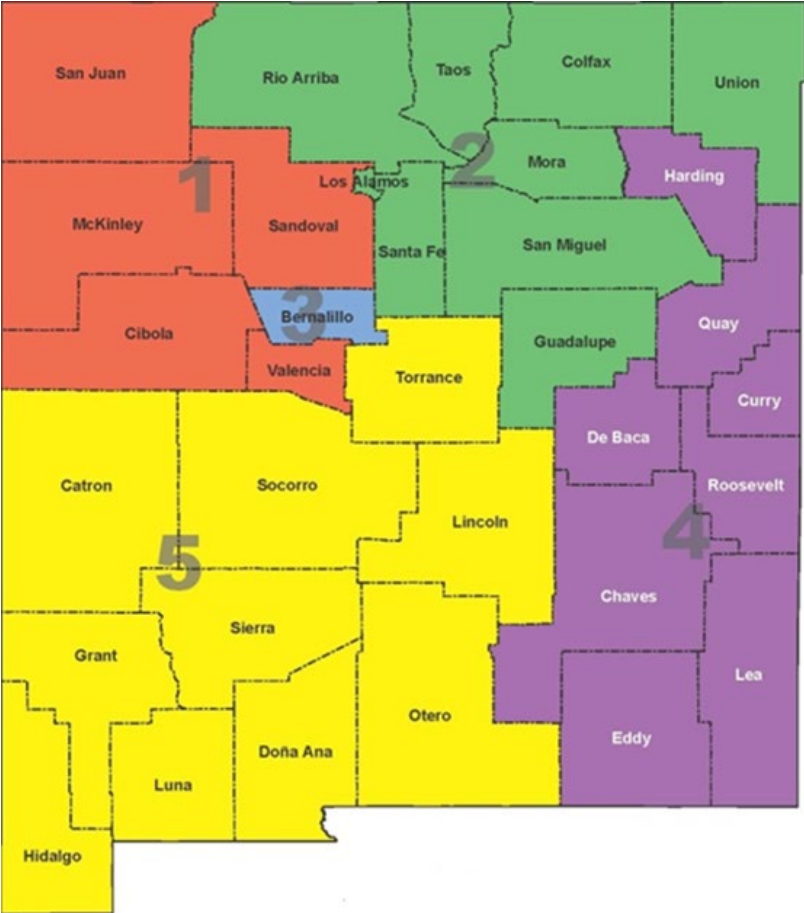
## Community Member Statistics

### Community Members by Self-Identified Disability



NMCDHH Served 389 Individuals in FY22

# Community Members by Region



- Region 1 – 33**
- Region 2 – 40**
- Region 3 – 192**
- Region 4 – 35**
- Region 5 – 89**



## Contact Information

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Albuquerque, NM 87102

### *Phone Numbers*

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Toll Free in NM: 800.489.8536  
Fax: 505.383.6533

### *Las Cruces Office*

NMCDHH  
Palms Office Complex  
2407 W. Picacho, Suite A-100  
Las Cruces, NM 88007

### *Phone Numbers*

Voice: 575.202.2814  
Video Phone: 575.541.3400  
Fax: 575.525.1039

*Website:* [www.cdhh.state.nm.us](http://www.cdhh.state.nm.us)

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