

# New Mexico Commission for Deaf & Hard of Hearing



## Quarterly Report FY23 Quarter 1



# FY23 Quarter 1 Board Report

## Table of Contents

Agenda .....	3
Minutes 9/8/2022 .....	4
Minutes 9/27/2022 .....	7
Executive Summary .....	10
Community Advocacy .....	14
Outreach & Telecommunications .....	21
Las Cruces Satellite Office .....	25
Community Engagement .....	30
Administration & Finance .....	37
Data & Statistics .....	39
DVR Report .....	42
RLD Report .....	46





## **NMCDHH BOARD MEETING**

**Thursday, December 8<sup>th</sup>, 2022**

**3:00 PM**

The meeting will be held remotely via Zoom and the public can view the meeting livestream on YouTube with interpreters and captioning at this link:

<https://youtu.be/xCbhaSFJoAg>

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### **FINAL AGENDA**

Posted: 12/5/2022

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes- September 8,2022 and September 27, 2022.
- IV. Executive Session to Discuss Limited Personnel Matters pursuant to the Open Meetings Act, NMSA 1978, Section 10-15-1(H)(2).
  - a. Performance Review and Discussion of Executive Director's Activities pursuant to NMSA 1978, Section 28-11B-2(A).
- V. Action Items
  - a. Adoption of Revised OMA Resolution
  - b. Election of Officers
  - c. Set Dates for 2023 Board Meetings
- VI. Reports
  - a. Executive Director Report
  - b. Department Reports Q&A
- VII. Adjournment

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

The New Mexico Commission for Deaf and Hard of Hearing complies with the Americans with Disabilities Act of 1990 and provides Signed Language Interpreters and Real-Time Captioning at all public meetings. Additional reasonable accommodations will be provided by contacting the New Mexico Commission for Deaf and Hard of Hearing at 1-800-489-8536 with sufficient lead time to secure necessary services or equipment. Public documents can be provided in various accessible formats.



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

*Quarterly Board Meeting  
Thursday, September 8, 2022.  
3:00pm*

*The meeting was held remotely via Zoom and the public could view the meeting livestream on YouTube with interpreting and captioning at <https://youtu.be/jjb9HNfmNb8>*

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

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

Vice Chair John Hooper called the meeting to order at 3:01pm. Trevor Brennan, Administrative Operations Specialist, called roll call.

Present: Dr. Jennifer Herbold (Left at 4:00pm)  
Dr. Ronald Stern  
Mr. John Hooper  
Ms. Casey Stone Romero  
Mr. Francis Vigil (Arrived at 4:00pm)

Absent: Ms. Concha Dunwell

Quorum was met.

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

**II. APPROVAL OF AGENDA**

Commissioner Stern asked if a closed Executive Session could be added to the agenda. Assistant Attorney General Delilah Tenorio stated that she did receive a request to add a session to the agenda from the Board Chair, but the request was received less than 72 hours prior to occurrence of the board meeting. Therefore, in order to follow the Open Meetings Act and resolution, the requested session could not be added to the agenda. Ms. Tenorio outlined the process for the commissioners to have an

executive session either separately in a special meeting, or during the next regularly scheduled board meeting.

Vice Chair John Hooper asked for a motion to approve the agenda.

**22.11**

Commissioner Stern made a motion to approve the agenda.

Commissioner Herbold seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Stone Romero – Yes

Commissioner Stern – Yes

Motion passed unanimously.

**III. APPROVAL OF JUNE 9, 2022 MINUTES**

Vice Chair Hooper asked if there were any additional changes to the minutes from June 9, 2022. There were no comments or changes.

Vice Chair Hooper asked for a motion to approve the minutes as written.

**22.12**

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

Commissioner Stern seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Stone-Romero – Yes

Commissioner Stern – Yes

Motion passed unanimously.

**IV. REPORTS**

**a. Executive Director Report**

Executive Director Gomme mentioned that Commission staff are monitoring the recent announcement and release of Over The Counter (OTC) hearing aids, approved by the Food and Drug Administration (FDA), and are working on preparing a Fact Sheet for the community, and addressing any concerns.

Executive Director Gomme shared that the National Association of the Deaf released a report ranking each state on access. There is an ongoing conversation between NAD and several states regarding the metrics used for ranking.

Executive Director Gomme, with Commissioners Herbold and Stern, discussed a recent NMCDHH, New Mexico School for the Deaf (NMSD), and Community Outreach Program for the Deaf (COPD), collaboration with the New Mexico United Soccer Team to host a Deaf Night Out event on Friday September 2, 2022. The event was well attended, with 153 tickets being sold, and community members reporting that it was fun for everyone. NM United have agreed that this will be an annual event going forward.

Commissioner Stern asked about results of the meeting with the Federal Communications Commission (FCC), as mentioned in the third quarter report. Executive Director Gomme shared that the meeting did occur. The FCC will be using intrastate funding from states to support the usage of Internet Protocol based Captioned Telephone Services (IT-CTS), an alternative which was brought up by the FCC is that states could choose to take on IP-CTS for their states and then the FCC would not use state funds. IP-CTS traffic currently accounts for approximately 78% of relay traffic. However, how many of those relay numbers apply to New Mexico, and what that means for us going forward, is unknown and still being discussed at this time.

**V. ANNUAL BOARD TRAINING AND INSERVICE**

Assistant Attorney General Delilah Tenorio presented the Annual Board and Commissioners Training, this presentation covered the laws, regulations, policies, procedures and best practices that govern, regulate, and apply to the Commission. Some examples of these are: the Open Meetings Act/Resolutions, Statute § 61-11B-1, the rulemaking process, procedures for a special meeting, and the Telecommunications Access Act. Ms. Tenorio also explained her role, and answered questions for board members.

At 4:00pm, Vice Chair Hooper announced that Commissioner Hooper had left, however Commissioner Vigil had arrived, so a quorum was maintained throughout.

Ms. Tenorio was unable to complete the training in the time allotted for this meeting, but will finish her presentation at a future NMCDHH Quarterly Board Meeting.

**VI. ADJOURNMENT**

**22.13**

Commissioner Stern made a motion to adjourn.

Commissioner Vigil seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Vigil – Yes

Commissioner Stone-Romero – Yes

Commissioner Stern – Yes

Motion passed unanimously.

The meeting was adjourned at 4:57pm.

Respectfully submitted,

Trevor M. Brennan

Trevor Brennan

Administrative Operations Specialist



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

*Special Board Meeting  
Thursday, September 27, 2022.  
9:30am*

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

<https://youtu.be/DqUT2DGD6DA>

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

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

Chair Concha Dunwell called the meeting to order at 9:35am. Trevor Brennan, Administrative Operations Specialist, called roll call.

Present: Mrs. Concha Dunwell  
Dr. Jennifer Herbold  
Dr. Ronald Stern  
Mr. John Hooper  
DVR Designee Ms. Christine Fuller

Absent: Mr. Francis Vigil  
Ms. Casey Stone-Romero (DVR Designee Christine Fuller attended)

Quorum was met.

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

**II. APPROVAL OF AGENDA**

Chair Dunwell asked for a motion to approve the agenda.



**22.14**

Commissioner Hooper made a motion to approve the agenda.  
Commissioner Herbold seconded.  
Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes	Commissioner Herbold – Yes
Designee Fuller – Yes	Commissioner Stern – Yes
Commissioner Dunwell – Yes	

Motion passed unanimously.

**III. EXECUTIVE SESSION**

Chair Dunwell asked for a motion to close the meeting and enter into Executive Session to discuss the items listed on the agenda under item III: Pursuant to Section 10-15-1-H(2) of the Open Meetings Act authorizing closed sessions to discuss limited personnel matters.

**22.15**

Commissioner Stern made the motion to enter into a closed Executive Session.  
Commissioner Hooper seconded.  
Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes	Commissioner Herbold – Yes
Designee Fuller – Yes	Commissioner Stern – Yes
Commissioner Dunwell – Yes	

Motion passed unanimously.  
The Board entered closed session at 9:43am

The Board returned from closed session at 11:26am. Assistant Attorney General, Delilah Tenorio stated that at this time, the Commission does not wish to take any action under any of the agenda items listed under Agenda Item III.

Also the Commission wishes to address and assert to the public that they remain committed to ensuring that the Commission is always well aware and advised about circumstances that arise that impact the work of the Commission and that they will continue to address these situations and circumstances as they occur.

The Commission encourages members of the public to keep reaching out to them to discuss any items that they believe are necessary to carry out the Commission’s work.

**IV. DATE FOR NEXT REGULAR BOARD MEETING**

Chair Dunwell and Mr. Brennan confirmed that the next regular meeting of the Board is scheduled for December 8, 2022.

**V. ADJOURNMENT**

**22.16**

Commissioner Hooper made a motion to adjourn.

Commissioner Herbold seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Designee Fuller – Yes

Commissioner Dunwell – Yes

Commissioner Herbold – Yes

Commissioner Stern – Yes

Motion passed unanimously.

The meeting was adjourned at 11:29am.

Respectfully submitted,

Trevor M. Brennan

Trevor Brennan

Administrative Operations Specialist

# Executive Summary

*G. Nathan Gomme, Executive Director*

Commissioners and Community Members:

The New Mexico Commission for Deaf and Hard of Hearing continues to work across the state of New Mexico as we come into the new Fiscal Year of 2023. The first quarter of the year reflects a shift and increase in both in person services, and travel across the state, as well as continued work on a remote level. Throughout the first quarter report you will see increased booth attendance and presentations throughout the state. Already we are seeing trends pointing towards surpassing the measures of the previous year, based on the increased opportunities in the first quarter alone. Also, in the first quarter we have begun the new contract for relay services in the state. With the continued relaxation of policies related to COVID, we are continuing to see a drop in the use of relay services, which during the pandemic period had been used at a higher level, more due to the remote working done in this state. While this drop is expected, we also see a continued use of the service, which also indicates the struggles with accessing internet-based relay services and perhaps even sign language based relay services. This barrier to internet-based services continues to reinforce a heavy involvement in the broadband expansion work that is being done in our state under the Office of Broadband Expansion. The first quarter also allowed us to work on our Audit and look at the needs of the Commission in terms of positions and workload within the agency with respect to our budget. Overall, a number of steps are being taken to look at the ongoing services with respect to our staff availability and budget. In my summary I will briefly explain some considerations and what we are looking to do this year with respect to an upcoming Request for Proposal (RFP) and vacancies.

With the various opportunities for in person booths and presentations this quarter we are seeing more and more need to find a balance between remote based opportunities, and staffing availability. Within the working week, we already have seen a number of chances to provide booths and/or training to the state. While some opportunities for booths and events are on the weekend, we have to look at them with more scrutiny due to the additional costs and time associated with them. With our presentations, we still see some back and forth about doing them in person vs remotely, while with booths we

are seeing more and more occur in person overall. While we must continue to consider the safety of our staff, and the benefit of providing trainings or booths in person, there is no doubt things have picked up for in person events. This has an impact to several things, the time for travel, availability of interpreters, budgeting, and workload. Some of the cost saving benefits to doing things remotely are no longer available, and with the need to keep remote systems available for only occasional remote service, we are now looking at our remote services with more scrutiny in terms of their benefits versus their cost. In terms of time, the more we go out to these events the less we have available for caseloads and Vlogs. As a result, we have had to step back from making as many Vlogs, and try to distribute the workload for the Vlog's amongst multiple staff members. With the return to in person opportunities we are also seeing many national opportunities that were once remote return to in person, while these opportunities are beneficial, we have to look at how they impact the overall budget as we move forward. We hope the remote options will continue for many of these, but we have no doubt we will see increased national in person only events.

As I mentioned at the end of the year, we are looking at our budget for FY23 and making some changes. Some include rearranging positions with specific classifications to ensure we have the best offer, in a market that is competitive. We have already moved one position to make the best possible offer in the near future and opened one position for hiring. At the same time, we have already seen some challenges in our compensation not being enough at the classification we have set up. Many organizations are hiring, and people are looking to make more, as we move forward. We are also reevaluating some positions which have additional duties, to ensure equitable pay. At the same time, we are seeing costs rise for various services, some of those costs include remote software for remote meetings, our relay costs did increase due to costs going up to provide services, and we anticipate increased costs with our equipment program as we begin working on our RFP for equipment. While we continue to see supply challenges, and companies no longer continuing to produce some hardware, we also must acknowledge that there are more and more all-in-one devices that can provide an alternative to offset these losses in available equipment. Other things that have to be considered are; are we using our contracts for interpreters in the best way we can, with in person events at a level that we haven't had for several years, which also means demand for interpreters throughout the state is at an all-time high.

During the quarter I increased my involvement with the groups in the state working on broadband expansion throughout the state of New Mexico. This involvement includes the Diversity Equity and Inclusion group, as well as the Broadband Equity Access and Deployment group. My focus thus far has been to ensure consideration for our respective community as they move forward in the investment of broadband services in some of our more underserved areas. While I was attending the national conferences for the National Association for State Relay Administration (NASRA), and the Telecommunications Equipment Distribution Association (TEDPA), I saw the lack of involvement in this area nationally. This was concerning to me since the availability of the funding centers around the diverse community across the nation which includes those with disabilities. The benefit of this expansion cannot be understated, as we see more and more technology being created which depends on access to the internet, along with the increased use of the internet, in getting information out to the community. We saw firsthand how critical it was to share resources over platforms such as YouTube, and also how much we were able to share on websites. Other things such as the ability to do virtual meetings was critical in day-to-day operations and business. While this has been true for some time, it was critical during the pandemic and the barriers became even more obvious when it comes to affordable and equitable access to broadband. Part of this broadband project is to reach out to the communities that are being served, in order to do this, the framing from the start needs to be one of inclusion. Our state is on the right path taking into account the insight and advice from the members who represent some of these communities. One side benefit has been a continued growth of interest in the how to create inclusive content on the web. Working with Eli Fresquez, Greg Trapp, and Kelly Burma we have begun providing training on how to create accessible content ranging from captioning and the use of Alt Text, to avoiding using excessive overlays in the web space. Already we have seen some great system level changes to how content is created.

The first quarter of FY23 has been a whirlwind of work thus far, we are moving towards starting the RFP for equipment distribution, while at the same time evaluating how to best serve the overall community with a consideration for a pilot program for iPhones. The recent iOS update has created a tool with the iPhone that can enable to device to assist in telecommunications for individuals with a hearing loss. Similar to Google devices, iPhones are now able to provide captioning to any type of conversation. With

the Affordable Connectivity Program there is finally an affordable cost for having such a device that is within reach for many of our community and creates a possibility for our community to benefit from this technology that we historically haven't in some of our more underserved communities. In the next report I will be providing a full explanation of the plans for the program and what we hope to accomplish. We were also informed that the state would be undergoing an email suffix change, more information about this change will be in the second quarter report as well.

Thank you,

*G. Nathan Gomme*

# Community Advocacy

*Corina Gutiérrez, Director of Community Advocacy*

## **Individual/System Advocacy & Public Policy**

Our community, which includes individuals who are Deaf, DeafBlind, Hard of Hearing, and Speech Disabled, continues to face barriers with communication access to health care providers, clinical offices, a detention center, non-profit organizations, and a Homeowners Association (HOA). During the first quarter of FY23, our department continued to work in the office, and continued to follow COVID-19 safety protocols by wearing masks in group settings, practicing 6-foot social distancing, and scheduling appointments with individuals in the large conference room only.

Our Director of Community Advocacy, Ms. Corina Gutiérrez, worked closely with staff from a non-profit organization to clarify their responsibility to provide an interpreter for weekly meetings through Zoom and for an individual's transition from a correctional facility to a Halfway House. This collaboration was successful.

Ms. Gutiérrez worked with an individual who utilizes American Sign Language (ASL) and has a new supervisor in a medical setting to ensure the supervisor understood their responsibility to provide an ASL interpreter for staff meetings, trainings, etc. when that individual is present. The outcome of this work was successful.

Ms. Gutiérrez, who is on the Presbyterian Patient and Family Advisory Committee (PFAC), attended the regular meeting on September 28<sup>th</sup>. It was shared by the facilitator that due to a variety of reasons, many of them logistical, the committee would no longer be continuing. Although this committee will no longer exist, CDHH staff will have a continued relationship with members of the Presbyterian team and will be given a tour of the new hospital tower section under construction in January. Ms. Gutiérrez looks forward to the tour.

As for the University of New Mexico Hospital (UNMH) PFAC, the facilitator for the committee resigned. The facilitator's supervisor took over temporarily and worked with the committee to schedule interviews to fill the position. After conducting interviews with

several individuals, a new facilitator was chosen, and will begin with our monthly meeting in October. Ms. Gutiérrez looks forward to her next PFAC meeting.

Ms. Gutiérrez, Ms. Sandoval and Mr. Stidham attended two beneficial webinars - "To Ask or Not to Ask: That is the ADA Disability Inquiry Question" hosted by the New Mexico State Personnel Office, Southwest ADA Center, and New Mexico Governor's Commission on Disability and Service for those with Disabilities.

Community Advocacy Specialist, Myra Sandoval successfully worked with an optometrist to ensure they understand their responsibility to provide an ASL interpreter for an individual. After this meeting, the optometrist worked with an interpreter referral agency to secure an interpreter for the individual's appointment, resulting in a positive outcome for all involved.

Over the last few months Ms. Sandoval has been working more on how to develop an ASL Vlog on her own, that can be edited with the necessary captions added. In previous productions, Ms. Sandoval would assist Community Education Specialist, Mr. Roger Robb, after he had worked on them. Now that she has sufficient experience, through assisting Mr. Robb for the last year and a half, Ms. Sandoval is ready to work on Vlogs without assistance. After selecting a topic, she worked with Mr. Robb to develop a script and created an ASL gloss, which Mr. Robb provided feedback on. Then, they worked together to do the video shoot, this time with Ms. Sandoval leading the process. Ms. Sandoval then edited and added captions on the video and shared it with Mr. Robb and her supervisor, Ms. Gutiérrez. This opportunity to learn, practice and refine her skills will enable her work on Vlogs on various topics solo in the future. This is part of Ms. Gutiérrez's plan for Ms. Sandoval to be prepared to do Vlog work when/if Mr. Robb is not available, and free up Mr. Robb's time to focus on more training opportunities in the community.

Community Advocacy Specialist, Dennis Stidham successfully advocated for a DeafBlind individual in a medical setting. The medical site did not have the individual's necessary communication requirements information in their system. The patients' additional disabilities necessitated an in-person interpreter. The medical provider updated the patient's information in their system, and the individual had an interpreter for the most recent appointment.



Mr. Stidham worked with an individual regarding a Homeowners' Association (HOA) meeting. He provided the individual a factsheet on how to find an interpreter and encouraged the individual to work with HOA. The HOA accommodated the individual and provided an ASL interpreter for their HOA meeting, allowing the individual to express herself, and share her concerns about the neighborhood.

Mr. Stidham successfully advocated for a Hard of Hearing individual in a medical setting where the individual had a hard time understanding the staff due to them wearing masks. Mr. Stidham worked with the medical center to help them find, and purchase, clear masks. These masks allow staff to communicate easier with Deaf/Hard of Hearing patients who practice lipreading.

### **DeafBlind, Deaf Plus, and Deaf Senior Program**

The Community Outreach Program for the Deaf (COPD)- NM DeafBlind or Deaf Plus (Deaf/Hard of Hearing with a significant disability) program, has maintained its strength and has served 40 clients in total to date – 16 of whom are DeafBlind, 15 of whom are Deaf Plus, and 9 of whom are Deaf Senior Citizens. These 40 New Mexicans live in 6 of New Mexico's 33 counties.

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

Deaf Senior Citizens meetings on July 14<sup>th</sup>, August 11<sup>th</sup> and 25<sup>th</sup>, September 8<sup>th</sup> and 22<sup>nd</sup>

The following events conducted by the Deaf Cultural Center: August 6<sup>th</sup> Board Meeting and September 25<sup>th</sup> regular meeting

The New Mexico Association of the Deaf Conference on September 24<sup>th</sup>

The following Zia DeafBlind Club events: Explora Museum on July 23<sup>rd</sup>, Picnic at Doc Long's Picnic Area on August 13<sup>th</sup>, and New Mexico State Fair on September 10<sup>th</sup>.

### **Community Education**

A total of 16 presentations were provided by Mr. Robb and other staff members as well as staff at New Mexico Relay.

Director of Community Engagement, Lisa Dignan, provided 4 trainings/presentations: The first training was New Mentor Training for mentors participating in New Mexico Mentoring for the first time.

The second was a New Mentee Training for first time mentees.

The third training was a full New Mexico Mentoring Orientation to all new and returning mentors and mentees together.

Ms. Dignan was asked by the Virginia Registry of Interpreters for the Deaf to provide a history and overview of the New Mexico Mentoring program to their Mentoring Committee so they can attempt to replicate the program in Virginia.

Communication Development Specialist, Ms. Jessica Eubank provided two trainings to University of New Mexico (UNM) Signed Language Interpreting Program (SLIP) practicum students:

1. "Demand Control Schema for Interpreter Decision-Making"
2. "Decisions, Decisions! Using Demand Control Schema for Analyzing Interpreter Work"

Ms. Susana Santillan provided the "Hearing Loss Sensitivity – Education" presentation for 7<sup>th</sup> grade students at Camino Real Middle School in Las Cruces.

Mr. Nathan Gomme provided 2 presentations, once in New Mexico related to accessible technology and once on the work being done in New Mexico on Broadband access to TEDPA.

Mr. Thomas Sena from New Mexico Relay provided 3 presentations in Santa Fe, Mountainair, and Grants on technology related to CapTel, Traditional Relay Service (TRS), and relay services.

Mr. Robb provided 4 presentations/trainings during the first quarter of Fiscal Year 2023.

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

- Deaf Culture – 1
- Hearing Loss Sensitivity – Education – 1
- Hearing Loss Sensitivity – Law Enforcement – 1
- Hearing Loss Sensitivity – Medical – 1

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

- Albuquerque Police Academy
- City of Albuquerque – ADA Advisory Council
- Hodgins Elementary School
- UNM Hospital Educators Group

Meetings continue to be a hybrid of both virtual and in-person. We continue to assess whether COVID Safe practices are in place before we will consent to do in-person presentations.

### **Systemic Advocacy**

Mr. Robb has 12 Systemic Advocacy Cases for the first quarter of Fiscal Year 2023.

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

- Lovelace Healthcare System – Mr. Robb and Ms. Gutiérrez met with a Lovelace staff member through Zoom to discuss the possibility of providing the Hearing Loss Sensitivity trainings to their staff. However the logistics of reaching all of the staff have proved challenging. Lovelace is considering the alternative of recording the presentation, and having the staff view the presentation online on their own schedule. They agreed to reach out to the NMCDHH executive director to discuss this further.
- UNMH – Diversity, Equality & Inclusion – Mr. Robb and Ms. Gutiérrez had a meeting with two staff members through Zoom to discuss the idea of doing a walkthrough of the UNMH Patient’s Rights & Responsibilities in a Vlog. This was part of the steps that UNMH is taking to address some of their findings during the town hall last April.
- Albuquerque Police Ambassadors (APA) – Mr. Robb continues to be in contact with the APA program.
- Albuquerque Police Department – Mr. Robb has continued to work with our Point of Contact, pertaining to the APD Standard Operating Procedures, and regarding trainings and the placard project.

- Albuquerque Public School (Hodgins) – Mr. Robb had been working with the principal of Hodgins Elementary School to provide Hearing Loss Sensitivity trainings to their staff. Also Mr. Robb is working on the systemic advocacy to ensure that their Deaf staff has communication access in their workplace.
- City of Albuquerque ADA Advisory Council – Mr. Robb attended the council meetings in July and August, and participated in an Open Meetings Act training. Mr. Robb was asked to provide a short presentation about Deaf Culture during one of the monthly meetings. In August, the meeting had to be cancelled due to availability of interpreters.
- Las Cruces Police Department (LCPD)– Mr. Robb had the opportunity to review the PowerPoint slides from the Hearing Loss Sensitivity for Law Enforcement Training with Sergeant Arenibas, and we combined his portion (from an officer’s point of view) and developed a curriculum and have submitted the paperwork to get Continuing Education Units (CEUs) for the officers.
- National Weather Service – The National Weather Service (NWS) requested two more Vlogs, focused on “Air Quality” and the “Extreme Heat Advisory”. Mr. Robb produced both of these Vlogs at the CDHH office due to COVID-19 safety considerations, which did not allow him to film on-site at the NWS Building
- Popejoy Hall – Mr. Robb has been working with the box office coordinator regarding possible issues with the seating and placement of interpreters for “Hamilton”. The seating will not change, and they’re discussing on whether to raise the platform where the interpreters will be standing, as to allow the Deaf/Hard of Hearing patrons to see the interpreters better.
- Rio Rancho Police Department (RRPD)– Mr. Robb has been in contact with the RRPD to set up some presentation dates and the process is ongoing.
- Santa Fe Police Department – The placard project with SFPD is ongoing
- UNMH PFAC – Mr. Robb continues to participate on the Ambulatory Committee of the PFAC. Committee members were able to provide input regarding the new hospital area under construction, to help ensure everything is more accessible to individuals with hearing loss. We had the opportunity to ask questions pertaining

to our community about publications (posters, signage, and such) to make them more accessible, perhaps by utilizing captions, subtitles, or videos in American Sign Language.

### **Special Projects**

New Mexico United - The New Mexico United organization and NMDCHH partnered to host a Deaf Awareness event during one of their soccer games on Friday, September 2<sup>nd</sup>. They requested that Mr. Robb do a Vlog about the event to share with the Deaf community, and they provided Mr. Robb with a script. The Vlog focused on information and how to purchase tickets to the event and was shared with members of the Deaf community through NMSD, our FB page and such. This event was a success with over 100 tickets sold.

## Outreach & Telecommunications

### **Telecommunications Equipment Distribution (TED) Program**

The Telecommunication Equipment Distribution (TED) Program lends telecommunication devices at no cost to qualifying New Mexico residents who need assistance in communicating via telephone. Equipment includes amplified telephones, iPads, speech assistive devices, notification systems, loud ringers, and assistive listening with neckloops.

### **Equipment:**

One item, the ClearSounds Quattro Pro, has been discontinued. We will continue to distribute the item, until it is no longer in stock.

Commission staff members been testing several products from a company called BeHear which was brought to our attention by Amplicom, to determine their suitability for the TED program. We are evaluating 4 devices, the SMARTO, PROXY, ACCESS, and LINK. The SMARTO is a personal hearing amplifier that can either be handheld, or clipped to clothing. The SMARTO is intended to be a more simple device than the PROXY or ACCESS. The SMARTO is reminiscent of the pocket talker with some additional features that could assist our community. The SMARTO also has color coding that simplifies the use of the device. The PROXY is a neck wearable, Bluetooth compatible neck speaker/amplification device, that has tethered earphones that can also be used instead of the speaker. The PROXY also provides haptic feedback and speech slowdown capabilities for phone calls. The ACCESS is a neck wearable personal amplification device with Bluetooth capabilities. It is a smaller device than the PROXY, due to the lack of speaker, and offers the ability to connect to loop via an imbedded telecoil, however the ACCESS has limitations with amplification. Both of these devices can be controlled through a special app made by BeHear, available on both Android and Apple devices. Finally, the LINK is an optical and analog wireless audio transmitter, which transmits the audio signal from TV or other audio devices to a personal amplifier, such as the PROXY, ACCESS, or SMARTO. Testing and evaluation of these items is ongoing and continuing into the second quarter of FY23. Depending on the results, these devices could be added to our program.

For the first quarter of FY23, TEDP has distributed total of 259 items of equipment: 100 Phones/iPads and for 159 accessories. The tables below outline the items distributed between July 1 and September 30, 2022.

<b>Phone</b>	<b>Total items distributed</b>
Clarity Alto	0
Clarity Alto Plus	0
Clarity BT914	0
Clarity D704	0
Clarity D714	0
Clarity JV35	0
Clarity XLC2+	0
Clarity XLC7BT	0
Clarity XLC8	28
Clarity XLC8 with GLT	0
GLT	0
ClearSounds A1600BT	0
ClearSounds CSC600ER	0
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	0
Geemarc Ampli550	0
CapTel 840	0
<b>iPad</b>	
Deaf Package	27
Hard of Hearing Package	27
DeafBlind Package	0
Speech Package	9
<b>iPad mini</b>	
Deaf Package	0
Hard of Hearing Package	0
DeafBlind Package	0
Speech Package	9
<b>Total Phone/iPad Equipment Distributed Count:</b>	<b>100</b>

<b>Accessories</b>	<b>Total items distributed</b>
Amplicom NL100 Neckloop	0
Bellman Mino with Neckloop	0
Bellman High Powered Neckloop (no device)	0
Clarity CE50 Bluetooth Neckloop	0
Clarity SR100 Super Phone Ringer	0
Clarity HA40 In-line Telephone Amplifier	0
ClearSounds Quattro Pro	0
ClearSounds ANS3000 Answering Machine	0
ClearSounds CS-CR200 Phone Ringer	5
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	0
Geemarc LH10PK Neckloop	0
Geemarc V2T-10	0
GLT with V2T-10	0
Griffin Labs SolaTone	0
Griffin Labs SolaTone Plus	0
Griffin Labs EMOTE	0
Krown RA 05 Amplified Ringer with Strobe	0
Serene Innovations CentralAlert CA360	36
Serene Innovations CentralAlert CA380	13
Serene Innovations RF-200 Alerting System	0
Serene Innovations SA-40 Cell Phone Amplifier	0
Serene Innovations UA-45 Universal Phone Amplifier	0
Silent Call Medallion Kit	66
SonicAlert HA360MKBR	30
SonicAlert HA360BRK	0
Surge Protector (Phones and accessories)	9
<b>Total Accessories Equipment Distributed Count:</b>	<b>159</b>
<b>Total Overall Equipment Distributed Count:</b>	<b>259</b>



### **Outreach**

During the first quarter of FY23, Mr. Stidham and Mr. Sena from Relay New Mexico hosted a booth at the NMTAP ATC22 conference in Albuquerque. They also provided a booth at the De Baca Health and Wellness Fair in Fort Sumner. The total number of individuals who visited our booths was 252. Mr. Sena attended and hosted booths at 6 additional locations as well as attended several locations for field visits in Grants, Gallup, Mountainair, Las Cruces, Alamogordo, and Carrizozo. In all he worked with over 329 individuals across the state.

<b>Q1 Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
NMTAP ATC22	Albuquerque	September 12-13, 2022	152
De Baca Health & Wellness Fair	Fort Sumner	September 29, 2022	200
		<b>Total:</b>	<b>252</b>

### **Relay New Mexico (RNM)**

<b>Q1 Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
Alamo Senior Center	Alamogordo	7/13/2022	50
Tijeras Senior Center	Tijeras	8/26/2022	50
Northside Senior Center	Gallup	8/31/2022	35
Cibola Senior Citizen Center	Cibola	9/1/2022	40
New Mexico Conference on Aging	Albuquerque	9/7-8/2022	60
Santa Rosa Senior Center	Santa Rosa	9/28/2022	45
		<b>Total:</b>	<b>280</b>

# Las Cruces Satellite Office

*Susana Santillan, Las Cruces Community Advocacy Specialist*

## **Individual Advocacy and Service Coordination**

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

## **Susana Santillan's Accomplishments**

A Spanish speaking Deaf individual requested advocacy assistance to obtain an ASL Interpreter for her court hearing at a local district court. Ms. Santillan worked with the court representative to ensure trilingual interpretation was provided for the individual.

A Deaf individual requested advocacy assistance to obtain an in-person ASL Interpreter for an appointment at a local specialty clinic. The clinic was providing Video Remote Interpreting (VRI) services to patients, however Ms. Santillan was able to explain to the clinic staff that VRI is not always an effective solution for all patients, and situations, and that technical issues, such as slow internet speeds, can negatively impact the VRI experience for all involved. This was the case with this particular individual, and Ms. Santillan provided the clinic with multiple fact sheets regarding ASL, and ASL interpreters. An in-person interpreter was successfully provided for the individuals appointment.

A Deaf individual requested advocacy assistance to obtain an ASL Interpreter for a medical appointment with a specialist in Southern NM. The individual was initially told he would need to provide his own interpreter. Ms. Santillan worked with the office manager at the location, regarding the request. Ms. Santillan gave the office manager a variety of fact sheets on ASL interpreters, who pays for interpreters, and information on the Disabled Access Tax Credit. An in-person ASL interpreter was provided for the individuals appointment.

Ms. Santillan continues to educate, provide guidance, and resources regarding reasonable accommodations for the Deaf, DeafBlind, and Hard of Hearing New Mexico community.

Ms. Santillan continues to work with different cities in Southern New Mexico to ensure that their social media accounts and at times their websites are accessible to our hearing loss community.

### **Systematic Advocacy Services**

Ms. Santillan continues to participate in virtual and in-person meetings as appropriate, to continue her outreach efforts in southern New Mexico. She assists members of our community who had questions regarding NMCDHH services, provides information, and helps find resources on how to better serve the hearing loss community.

Ms. Santillan continues to serve on five committees for FY23:

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 FY2020-2023
4. NM Workforce Connection Disabilities Committee
5. NM Workforce Connection Disabilities Monitoring Committee

### **Community Collaboration**

This first quarter Ms. Santillan built several new relationships with local community partners to promote our agency's visibility in the community, while also continuing to work with many other organizations. Below are the organizations that Ms. Santillan worked with during the first quarter:

- Adult Substance Abuse/Medicaid Sub- Committee
- Alamo Senior Center
- Amanecer Community Counseling Center
- Behavioral Health Planning Council
- Behavioral Health Professional Workforce Resilience ECHO
- Blue Cross Blue Shield of NM
- Celestial Hearing Solutions
- Center for Health Innovation
- City of Las Cruces Americans with Disabilities Act Advisory Committee
- Community of Hope
- Doña Ana Communities United

- First Responder Resiliency ECHO
- LC3 Behavioral Health Collaborative
- Luna County Health Council
- New Mexico Coalition to End Homelessness Balance of State Continuum of Care
- New Mexico State University Disability Access Services
- NM Workforce Connection
- Post-COVID Primary Care ECHO
- Project ECHO The University of New Mexico Behavioral Health Professional Workforce Resilience
- Sierra Health Council
- Southwestern Area Workforce Development Board Monitoring/Performance Committee
- Statewide School-To-Work Transition
- Unified Prevention (UP)! Coalition
- WellMed Medical Management/Group

This quarter, Ms. Santillan removed 1180 communication barriers for our consumers in various settings.

### **Booths and Presentations**

This first quarter, Ms. Santillan attended 32 events, where she interacted with community members and educated them about Commission services, resources, and contact information.

<b>Q1 Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
Our Lady of Guadalupe Catholic Church	Tortugas, NM	7/11/2022	15
Del Cerro Multipurpose Center	Vado, NM	7/12/2022	34
Radium Springs Community Center	Radium Springs, NM	7/14/2022	40
United University Methodist Church	Las Cruces, NM	7/15/2022	22
Las Cruces Lighthouse Food Pantry	Las Cruces, NM	7/19/2022	29
Casa De Peregrinos Food Pantry	Las Cruces, NM	7/20/2022	21
Peace Lutheran Church	Las Cruces, NM	7/21/2022	23
Eastside Senior Center	Las Cruces, NM	7/25/2022	15

<b>Q1 Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
Calvary Baptist Church	Las Cruces, NM	8/10/2022	18
Salvation Army	Las Cruces, NM	8/11/2022	15
Casa De Peregrinos Food Pantry	Las Cruces, NM	8/12/2022	19
Casa De Peregrinos Food Pantry	Las Cruces, NM	8/15/2022	16
Las Cruces Lighthouse Food Pantry	Las Cruces, NM	8/16/2022	23
Casa De Peregrinos Food Pantry	Las Cruces, NM	8/17/2022	18
San Isidro Catholic Church	Garfield, NM	8/18/2022	24
Our Lady of All Nations Catholic Church	Rincon, NM	8/19/2022	15
St. Anthony Catholic Church	Anthony, NM	8/22/2022	13
Doña Ana County Community Resource Center	Mesquite, NM	8/23/2022	12
Munson Senior Center	Las Cruces, NM	8/24/2022	15
Our Lady of Mercy Catholic Church	Hatch, NM	8/25/2022	18
Casa De Peregrinos Food Pantry	Las Cruces, NM	8/29/2022	12
Casa De Peregrinos Food Pantry	Las Cruces, NM	8/31/2022	30
Salvation Army	Las Cruces, NM	9/1/2022	11
United University Methodist Church	Las Cruces, NM	9/2/2022	19
Immaculate Conception Catholic Church	Berino, NM	9/6/2022	27
Radium Springs Community Center	Radium Springs, NM	9/8/2022	28
Our Lady of Guadalupe Catholic Church	Tortugas, NM	9/12/2022	20
Alamogordo Senior Center Health Fair	Alamogordo, NM	9/15/2022	32
Butterfield Community Resource Center	Butterfield, NM	9/16/2022	25
Las Cruces Lighthouse Food Pantry	Las Cruces, NM	9/20/2022	15
Eastside Senior Center	Las Cruces, NM	9/26/2022	14
San Jose Catholic Church	La Mesa	9/27/2022	30
	<b>Total Participants</b>		<b>668</b>

Ms. Santillan performed 1 in person presentation this first quarter of Fiscal Year 2023.

This is the breakdown of the presentations/trainings Ms. Santillan provided:

- Hearing Loss Sensitivity - Education – 1

The entities that Ms. Santillan provided the presentations/trainings to were:

- Camino Real Middle School

This is the same event counted earlier in the DCA report.

# Community Engagement

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

## **Director of Community Engagement Highlights**

Ms. Dignan was involved in a variety of tasks and projects in the first quarter of FY23.

- The FY23 Community Engagement budget includes a small increase to the amount allocated for interpreting and CART services. With increased interpreting needs, we are hopeful that it will be sufficient to cover the needs for staff, clients, events, and Board Meetings through the entire Fiscal Year. These services are funded through the 'contracts' line of the agency budget, which the Legislature has consistently reduced over the last several Fiscal Years. This creates a challenge funding all of the agency communication access needs.
- All interpreting and CART agreements and purchase orders were in place by the first week of July thanks to coordination with and the hard work of the Administrative Services Department staff.
- The new Signed Language Interpreting Practices Board Administrator, Justin Gonzales, is being promoted to another role, so I will be working on training a new Board Administrator in the near future. Mr. Gonzales and I have worked on numerous projects this quarter in preparation for the new Administrator, including new rule changes that are needed and revising all of the application documents to include rule changes over the last year.
- There has been a significant increase in questions about New Mexico Licensure requirements from both interpreters in New Mexico and from out of state. Additionally, many Provisionally Licensed interpreters have important questions about the application of extensions that have been granted due to the COVID-19 pandemic and the changes in the certification testing process. I continue to work closely with the interpreters and the Licensure Board staff to assure questions are answered timely and accurately.
- The Registry of Interpreters for the Deaf (RID) rolled out new digital credentials which resulted in significant questions and the need for information sharing. Ms. Eubank covers this project extensively in her report below.
- There were two NMCDHH Board Meetings in the first quarter – a regular meeting on September 8 and a Special Meeting called on September 27. While both ran smoothly and effectively with all necessary communication access services provided, the last-minute nature of the Special Meeting created significant work to get interpreting and CART services set up. I am very grateful to our service providers who were able to meet our needs on short notice. The additional cost

associated with an extra meeting and premium rates for last-minute requests will impact the department budget and require extra diligence for the remainder of the Fiscal Year to assure all agency needs will be met.

- The Fall 2022 Session of New Mexico Mentoring started with four mentor-mentee pairs in August. Before the session began, I conducted New Mentor Training, New Mentee Training, and the New Mexico Mentoring Orientation session with both new and returning mentors and mentees, all remotely via Zoom. One mentor had to drop out in September, but I was able to replace her with a returning mentor who was willing to step in and finish the session so the mentee would be able to complete the session. The participants in this session are from Albuquerque, Santa Fe, Placitas, and Bosque Farms.
- I attended additional webinars and workshops to continue my own professional development including offerings from Sorenson Communications, the Employee Benefit Bureau (EBB), the Employee Assistance Program (EAP), and the Alternative Dispute Resolution (ADR) Bureau.
- I provided guidance to several entities on issues related to communication access including:
  - State of New Mexico Employee Benefit Bureau
  - Virginia Registry of Interpreters for the Deaf
  - Amy Biehl High School
  - San Juan College
  - Musical Theatre Southwest
  - The Arizona Commission for Deaf and Hard of Hearing
  - New Mexico Department of Transportation
  - New Mexico Workers Compensation Administration
  - Several interpreter referral agencies
  - Several other individuals and private businesses
- On a personal note, I was diagnosed with breast cancer in July and am working as much as possible while receiving treatment for the next 15 months. Teleworking from home makes this viable, and I am very grateful for the support of my colleagues as I work through this difficult process.

### **Community Engagement Activities**

We continue to strive to find additional effective ways to engage with our community.

- We continue to share resources in our partnership with the Federal Emergency Management Agency (FEMA) Region 6. Messages were shared several times this quarter to assist individuals with accessing FEMA resources and benefits.



- Additional Fact Sheets were created or revised and uploaded to the NMCDHH website.
- Our social media connections on Facebook, Twitter, and Instagram is 2,251 followers across the three platforms, which is an increase of 33 over last quarter. Subscriptions to the bi-weekly email newsletter vary slightly each quarter with constituents subscribing and unsubscribing. Our current count is 267 subscribers, which is down one from last quarter. 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.
- We continue to respond to questions submitted via the “Ask the Expert” form on the website or directly to the [NMCDHH.Info@state.nm.us](mailto:NMCDHH.Info@state.nm.us) email address which is monitored by Mr. Brennan and Ms. Dignan. Queries are answered directly or routed to the appropriate staff member. Staff members copy the NMCDHH.Info address on their initial replies so that we can track response times.
- Mr. Brennan assists many community members over the phone and via email. During the first quarter he received 107 phone calls and addressed 230 communication barriers via phone or email. In the first quarter, the most common question was information regarding financial assistance for hearing aids, which is now a more complex decision due to the introduction of Over the Counter (OTC) hearing aids. The remaining order of frequency was; requests for information about the TEDP program; requests for community advocacy; and requests for information regarding how to find an interpreter and who pays for interpreting services. New this quarter, we received several phone calls from individuals interested in using captioning technology for employees, with which Mr. Brennan was able to assist.
- Ms. Dignan continued to share information with the interpreting community via her distribution list. Messages regarding professional development opportunities, job postings, certification testing changes, licensure board and professional organization meetings, and other information relevant to interpreters were shared this quarter with an average of one email per week to over 200 interpreter subscribers.
- Except for the website, all these platforms are used at no cost to the agency.

### **Communication Development Specialist Highlights**

In July the Registry of Interpreters for the Deaf (RID) released a digital credentialing system through a third party called Credly. The digital credentials replaced the previous system of physical and electronic RID membership cards for all interpreters by providing a digital badge which can be verified in real time. Unfortunately, the interpreting

community was not informed of this change in advance, which caused a great deal of confusion and concern amongst stakeholders. Ms. Eubank devoted a significant amount of time this quarter in helping to clarify the confusion and abate concerns amid the sudden shift. Her efforts in this matter include the following:

- One of the biggest concerns that this change created is how interpreters provide proof of RID membership to the licensing board when applying for a new license or for a renewal. The language in the licensing statutes requires “a copy of the applicant’s current RID membership card or verification letter from the RID member portal.” Through discussions with local interpreters, we learned that Associate members who do not yet hold certification do not have access to a verification letter. As a result, Ms. Eubank reached out to RID’s Member Services division to begin conversations regarding how verification could be provided to Associate members.
- Ms. Eubank’s conversations with member services led to a meeting with herself, Lisa Dignan, and the RID Director of Member Services and Government Affairs Neal Tucker. Ms. Eubank and Ms. Dignan explained to Mr. Tucker the issues New Mexico interpreters were facing in light of the change and were able to clarify the intent of the shift to digital credentials as well as advocate for clarity for our licensing board staff as well as interpreters.
- After meeting with Mr. Tucker, Ms. Eubank and Ms. Dignan met with the Licensure Board administrator Justin Gonzales to discuss the information learned. The three of them were able to brainstorm solutions and come up with an action plan on how to adjust to the new credentialing system.
- During these numerous conversations, Ms. Eubank fielded several questions from the interpreting community regarding these changes. She also pre-emptively enlisted interpreters who are students, pre-certified, and certified interpreters who were willing to share their credentials and who were willing to test the action plans created by Ms. Eubank, Ms. Dignan, and Mr. Gonzales.
- Using the information gleaned from these tests with local interpreters, Ms. Eubank created two fact sheets for the website on the shift to digital credentials and how to share them with the licensing board, hiring entities, and community members.

In addition to the work discussed above, Ms. Eubank also worked on a variety of additional projects. They are as follows:

- Attending several town hall events hosted by RID to discuss diverse issues related to the interpreting community.

- Attending the Mental Health Interpreter Training Institute. This 40-hour virtual training provides intensive education on how to work with consumers who may be experiencing mental health crises, language deprivation, and language disfluency.
- Aiding interpreters in navigating the new exams for certification offered by the Center for Assessment of Sign Language Interpreters (CASLI). This included providing resources to study for the new exams and clarification on how changes at the national level are impacting local licensure for interpreters.
- Guest Lecturing two virtual classes for the University of New Mexico interpreter training program. These classes covered information on Demand Control Schema and how interpreters can use this schema to make ethical decisions in their interpreting work. The classes also covered strategies for how to study for and take the CASLI Ethics and Cultural Responsiveness Exam.
- NMCDHH provided a total of 106.25 hours of interpreting services in the first quarter.
- Referral agencies were used 4 times this quarter. Due to availability constraints among our direct contractors, NMCDHH has had to use more referral agency coverage this quarter than usual to cover requests. We also had an increase in the number of agency hours and CART service requests as a result of a special meeting called by the NMCDHH board this quarter.
- There were no unfilled interpreting requests.

### **The Apprentice Interpreter Program**

Ms. Eubank welcomed a new group of Apprentice interpreters for FY23, and the Apprentice Interpreter Program has thus been adjusting to our new cohort. Program highlights for this quarter are as follows:

- The program this fiscal year has a smaller cohort than in years past with two new apprentice interpreters. The apprentices this year also come from different graduating classes which will provide some diversity in experience and strengths between apprentices.
- Apprentices attended virtual orientation at the beginning of the fiscal year. Ms. Eubank introduced them to the agency staff and discussed the goals of the agency and the goals of this program. Apprentices were able to ask questions and got to know each other and Ms. Eubank better.
- Because the apprentices are at separate points in their career, Ms. Eubank used this quarter to focus on individual needs rather than group based professional development. Ms. Eubank met with apprentices one-on-one to discuss their current

goals and to create plans in how NMCDHH can foster their development toward these goals.

- As things continue to open up more, we are seeing more interpreting opportunities for apprentices than we have seen since the beginning of the pandemic. There was a significant increase in the number of interpreting hours apprentices were able to perform. This has led to good fodder for discussions on interpreting skills within the cohort.
- Apprentices engaged in 29 hours of observation, interpreting, and professional development work in the first quarter.

### **Human Resources**

The first quarter was busy with HR activities, which included:

- We began opening FY23 Evaluations for all staff members, as required by the State Personnel Board Rules.
- Several Personnel Actions were needed in the first quarter:
  - An In-Band Pay increase was approved for one staff member who has taken on additional duties beyond their original position description.
  - A vacant position in Las Cruces was moved to the Albuquerque office, with a position from the Albuquerque office intended to be moved to the Las Cruces Office to better align us to fill a position in the future. At a later date, a vacant position with the appropriate classification currently in Albuquerque will be moved to Las Cruces office to allow us to fill the second Community Advocacy Specialist position there when we have sufficient budget to do so.
  - Business Operations Specialist Hector Lopez resigned his position to accept one at the State Racing Commission. His departure from the agency was coordinated between HR and the Administrative Services Department staff.
  - The vacant Financial Services Specialist was posted in September with a goal of having a new staff member in place in October or November.
- I continually shared Open Enrollment information with staff and coordinated with the Employee Benefit Bureau (EBB) to provide interpreting services for two of the Open Enrollment webinars offered to inform staff and dependents of benefit changes. The EBB announced the interpreted webinar dates to all state employees, which was a huge step in providing accessibility to everyone who wanted to attend.
- The State Personnel Office (SPO) made further changes to the COVID-19 Mitigation Self-Screening and Reporting Policy which each agency is required to personalize to reflect agency name, structure, and leadership then adopt. These changes required adjustments to the NMCDHH COVID Safe Office Policy and Procedures to align with the SPO policies. All of these changes were implemented and sent to Executive Director Gomme for his signature and distribution to the staff.

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

**NMCDHH Library**

- Library patrons may not enter the library to browse the collection, but individuals who contact us requesting to borrow materials may pick them up by appointment.
- Inquiries about accessing the library are starting to increase.
- The online library can be accessed at <https://NMCDHH.librarika.com>, where people can view all of our library materials, reserve items, and review their loan history.
- Currently 109 people have registered for access to the database.

<b>Library Usage - FY 2023</b>					
	Q1	Q2	Q3	Q4	Total
Patrons	1				
Items Loaned	1				

# Administration & Finance

*Deborah Romero, Director of Administrative Services*

## FY23 – 1st Quarter Board Report - Administrative Services

Category		2023 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,213,700.00	253,845.00	0	959,855.00	20.91%
300	CONTRACTUAL SERVICES	1,229,300.00	83,048.14	340,014.70	806,237.16	6.76%
400	OTHER	282,100.00	52,475.28	49,434.66	180,190.06	18.60%
500	OTHER FINANCING USES	116,500.00			116,500.00	0.00%
Total		2,841,600.00	389,368.42	0	2,062,782.22	13.70%

## FY23 Collected Revenue September 30, 2022

Month	General Fund Allotment	TRS Revenue
Subtotal	\$296,550.00	\$296,206.46



# Data & Statistics

As required by Legislative Performance Measures

## Fiscal Year 2023

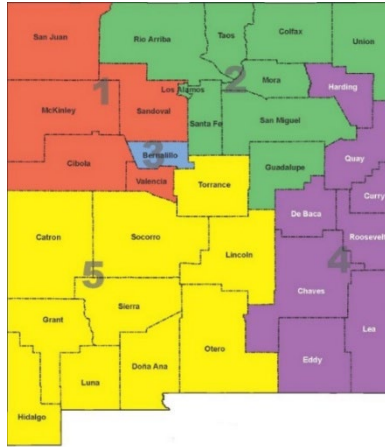
<b>Legislative Performance Measure</b>	<b>Target</b>	<b>Year to Date</b>	<b>YTD % of Goal Met</b>
Number of workshops & training sessions conducted	135	16	12%
Number of outreach events coordinated	122	34	28%
Average number of relay minutes per month	10,000	5198	52%
Number of accessible technology distributions	1,070	259	24%
Number of communication barriers addressed	20,000	5313	27%
Number of interpreters in CDHH sponsored professional development	200	49	25%

## Fiscal Year 2022

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



## Community Members by Region



	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date
Region 1	12				12
Region 2	12				12
Region 3	85				85
Region 4	7				7
Region 5	35				35
<b>Total Members by Quarter</b>	<b>151</b>				<b>151</b>

## Individuals by Self-Identified Disability

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date
Deaf	68				68
Hard of Hearing	27				27
DeafBlind	3				3
Speech Disabled	4				4
Hearing	49				49
<b>Total Individuals by Quarter</b>	<b>151</b>				<b>151</b>





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

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

Re: MOU Goals and Performance – Report for First Quarter SFY2023

**New Mexico Division of Vocational Rehabilitation  
NMDVR Performance Measures SFY 23  
First Quarter SFY2023 July 1, -September 30, 2022**

**NMDVR Liaisons**

**New Mexico Association for the Deaf** – Currently vacant.

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

**NMDVR Service Provision:**

**Order of Selection (OOS)** – NMDVR is currently under active OOS. Currently, the Most Significantly Disabled (MSD) category is open, and individuals who are MSD are being served. All other categories are put on a waitlist until resources (staff and funding) become available. Categories identified OOS are as follows:

Most Significantly Disabled (MSD), Significantly Disabled (SD), and All Other Eligible Participants (AOEP). NMDVR has been releasing names off the waitlist, as resources permit. The releases are based on 1) those individuals in the Significantly Disabled (SD) category and first based of date and application and then 2) those individuals in the All-Other Eligible Participants (AOEP) category. All applicants are provided Information and Referral services when added to the waitlist. This quarter DVR Has released 303 individuals from the waitlist with 163 individuals remaining on the waitlist. A total of 1947 individuals have come off the waitlist since September of 2019. (1731 since June 2020).

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

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

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

**Performance Measures** – All statistics are for this quarter only.

**Sign Language Interpreting: Nineteen (19)** individuals have received sign language Interpreter services. A total of **\$24,728.77** has been authorized and expended for this service.

**Hearing Aids and /or other hearing devices: Thirty-one (31)** individuals received hearing aids and/or other devices. A total of **\$131,828** has been authorized and expended for this service.

**Closed Successfully Rehabilitated (employed):**

**Two (2)** individual who are DeafBlind have been closed successfully rehabilitated.

**Six (6)** individuals who are Deaf have been closed successfully rehabilitated.

**Fourteen (14)** individuals who are Hard of Hearing have been closed successfully rehabilitated.

**Three (3)** individuals who have Other Hearing Impediments have been closed successfully rehabilitated.

### **Employment Information**

The average number of hours worked for individuals who are Deaf/DeafBlind/Hard of Hearing or have Other Hearing Impediments is **31.0** hours per week. The average wage is **\$17.26** per hour.

### **Caseload Activity**

Of the **two hundred-twenty eight (228)** individuals who are Deaf/DeafBlind and on a DVR caseload, **fifty-eight (58)** have been opened and/or opened and closed.

Of the **three hundred seventy-four (374)** individuals who are Hard of Hearing and/or Other Hearing Impediments on a DVR caseload, **sixty-nine (69)** individuals have been opened and/or opened and closed.

### **Ineligible for VR Services**

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

### **Transition Services**

Due to a change in how NMDVR records services to Pre-ETS students, the record Pre-ETS and Transition numbers are significantly lower now.

**Fifty (50)** individuals who are Deaf/DeafBlind, Hard of Hearing, or Other Hearing Impediments have been identified as receiving Pre-ETS and/or Transition services.

### **This is how DVR is providing services during COVID 19.**

- Currently, all DVR offices are open, and staff are working in the office 3 days and teleworking 2 days.
- DVR is following the Governors mandates related to vaccines, testing, and office management.
- Individuals with disabilities can apply electronically via our web page at [www.dvr.state.nm.us](http://www.dvr.state.nm.us) or in person.

•All who apply online, or in person will be contacted by staff to schedule an initial interview.

Respectfully Submitted:

Casey Stone-Romero  
Director

*Casey Stone-Romero*

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

*Christine Fuller*



## Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD  
Report By: Justin Gonzales, Board Administrator  
Expiration Date: June 30, 2023

Quarter Reported:

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

### Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 2020 to the Signed Language Interpreting Practices Board for purposes of carrying out the provisions of the Signed Language Interpreting Practices Act at NMSA 1978, Section 61-34-1 to 17.

Regulation and Licensing Department will:

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

**Performance Report**

<i>Category</i>	<i>Number</i>	<i>Comments</i>
Licenses Issued	16	11 Community, 0 Educational, 5 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

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

Last meeting: June 6, 2022

Next meeting: November 7, 2022 (tentative)

Agendas and draft minutes are available at the Board website:

[www.rld.nm.gov/boards-and-commissions/individual-boards-and-commissions/signed-language-interpreting-practices/slip-board-information/slip-board-meetings](http://www.rld.nm.gov/boards-and-commissions/individual-boards-and-commissions/signed-language-interpreting-practices/slip-board-information/slip-board-meetings)