

New Mexico Commission for Deaf & Hard of Hearing



Quarterly Report

FY23 Quarter 3



FY23 Quarter 3 Board Report

Table of Contents

Agenda	3
Minutes 3/23/2023	4
Executive Summary	11
Community Advocacy	15
Outreach & Telecommunications	22
Las Cruces Satellite Office	28
Community Engagement	31
Administration & Finance	38
Data & Statistics	40
DVR Report	43
RLD Report	46



NMCDHH BOARD MEETING

Thursday, June 15, 2023

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:

<http://www.youtube.com/watch?v=A2zrfik2Sfs>

FINAL AGENDA

Posted: 6/9/2023

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes- March 23, 2023
- IV. Reports
 - a. Auditor's Report
 - b. Executive Director Report
 - c. Department Reports Q&A
- V. 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, March 23, 2023
2:00pm*

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

<https://youtube.com/live/7UUKtg5ysnM>

***DRAFT – These minutes will be subject to possible revision and approval by the
commissioners at the next Board meeting on June 15, 2023***

I. CALL TO ORDER AND ROLL CALL

Vice Chair John Hooper called the meeting to order at 2:08pm. Trevor Brennan, Administrative Operations Specialist, called roll call.

Present: Mr. John Hooper
Dr. Jennifer Herbold
Ms. Casey Stone-Romero
Mr. Ryan Means – NMAD Designee

Absent:

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 Engagement Lisa Dignan, Director of Community Advocacy Corina Gutiérrez, Community Engagement Specialist Jessica Eubank, and Trevor Brennan. Jessica Eubank interpreted the meeting along with Dr. Barbara Shaffer and Jacqueline Trujillo. Assistant Attorney General Delilah Tenorio was also present (joined at 2:53pm). Brooke Bui from Partners Interpreting LLC. provided CART transcription.

II. APPROVAL OF AGENDA

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

23.8

Commissioner Herbold made a motion to approve the agenda.

Designee Means seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Stone-Romero – Yes

Designee Means – Yes

Motion passed unanimously.

III. APPROVAL OF DECEMBER 8, 2022 MINUTES

Vice Chair Hooper asked if there were any additional changes to the minutes from December 8, 2022.

Commissioner Herbold requested more advance time to review the minutes and report in the future, if possible. There were no further comments or corrections.

23.9

Designee Means made a motion to approve the minutes as written.

Commissioner Herbold seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Stone-Romero – Yes

Designee Means – Yes

Motion passed unanimously.

IV. ACTION ITEMS

a. Selection of Commission Board Meeting dates for remainder of Calendar Year 2023.

Commissioners held a brief discussion regarding the remaining Board meeting dates for calendar year 2023. After discussion, the following dates were selected: June 15, September 14, and December 14, 2023. Commissioner Stone-Romero will be unable to attend the June 15 meeting, but will send a designee.

23.10

Commissioner Herbold made a motion to approve the dates as discussed.

Designee Means seconded.
Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes
Commissioner Stone-Romero – Yes

Commissioner Herbold – Yes
Designee Means – Yes

Motion passed unanimously.

b. Adoption of OMA resolution

Lisa Dignan explained the changes to the OMA resolution to the Commissioners: An increase in the time of notice for a regular meeting from 10 to 14 days. An increase in time of notice for a special meeting from 3 days to 10 days. For emergency meetings, an increase in time of notice from 24 hours to 48 hours. These changes are due to the inability to obtain accessibility services such as ASL interpreting and CART services in a short period of time due to high demand for such services.

Commissioner Hooper noted that there was a typo in the resolution, the word days was missing from the length of time for Special meetings. This typo will be corrected before the resolution is signed by the Board Chair.

Commissioners and Ms. Dignan held a brief discussion regarding the time of notice for emergency meetings, no changes were made.

23.11

Commissioner Herbold made the motion to accept the OMA resolution as corrected.

Designee Means seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes
Commissioner Stone-Romero – Yes

Commissioner Herbold – Yes
Designee Means – Yes

Motion passed unanimously.

c. Election of Board Officers

Board held election of officers. Due to the resignation of Board Chair Concha Dunwell, Executive Director Gomme oversaw the election of Board Chair, a role normally performed by the Vice-Chair. Commissioner

Hooper was nominated for Board Chair by Commissioner Herbold. Commissioner Hooper accepted the nomination. There were no other nominations.

23.12

Commissioner Herbold made the motion to accept Commissioner Hooper as Chair of the Board.

Designee Means seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Abstained

Commissioner Herbold – Yes

Commissioner Stone-Romero – Yes

Designee Means – Yes

Motion passed.

Designee Means nominated Commissioner Herbold for the role of Vice Chair. There were no other nominations. Commissioner Herbold asked if there was a set time for elections for the NMCDHH Board. Executive Director Gomme explained that the election was originally scheduled for the December 2022 Board meeting, but had to be tabled due to time constraints. Dr. Herbold accepted the nomination on an interim basis, but requested that the Commission have another election when more members have been appointed to the Board.

23.13

Designee Means made the motion to accept Commissioner Herbold as Vice-Chair of the Board.

Commissioner Stone-Romero seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Abstained

Commissioner Stone-Romero – Yes

Designee Means – Yes

Motion passed.

Designee Means nominated Commissioner Stone-Romero for Secretary. Commissioner Stone-Romero accepted the nomination on an interim basis. There were no other nominations.

23.14

Designee Means made the motion to accept Commissioner Stone-Romero as Secretary of the Board.

Commissioner Herbold seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes
Commissioner Stone-Romero – Abstained

Commissioner Herbold – Yes
Designee Means – Yes

Motion passed.

V. REPORTS

a. Executive Director Report

The annual auditors report was scheduled to be first on the agenda. Auditor Thad Porch had not arrived at the time due to a prior meeting conflict, therefore the Board moved onto the Executive Director and Departmental reports.

Executive Director Gomme shared that the initial hearing with the state legislature had gone well, and that an increase in the general fund appropriation to the agency was anticipated, but nothing has been signed into law yet.

Commissioner Herbold and Executive Director Gomme discussed how the budget for the Commission is approved and through what process funds are allocated for things like employee payroll and raises, and what role the Commission Board has in those processes. Executive Director Gomme explained that the pay levels were set by the State Personnel Office depending on duties, and increases were determined by the Legislature. Commissioner Herbold and Executive Director Gomme also discussed how the Board can support these budgetary processes and possible future actions such as a change to a flat fee rate for surcharge as discussed during previous Board meetings.

Executive Director Gomme discussed the increase in outreach events performed by Commission staff, during FY23, and the challenges encountered during these events such as interpreter availability/cost, and adapting to changes being made by virtual meeting platforms, agencies, organizations, and communities. Commission staff have expanded their ability to utilize interpreters on a variety of platforms to adapt to needs as they occur. Executive Director Gomme also discussed the uses of VRI vs VRS interpreting for the general community in remote meetings, and how action by the FCC decisions during COVID and upcoming decisions could impact the future of interpreting on virtual platforms. Commissioners, Executive Director Gomme and Lisa Dignan discussed the availability of interpreters in New Mexico, and the impact all of these changes are having on that availability.

Executive Director Gomme discussed the Broadband Expansion project, the future of New Mexico Relay, and how they are interconnected as well as the process for how the expansion will occur for broadband and likely changes and impact on overall relay performance.

Commissioners and Executive Director Gomme discussed the recently concluded legislative session and the Commissions involvement in the process and several legislative items. A number of things were still pending.

A brief break, during which all action was suspended, occurred from 3:18pm-3:30pm.

b. Department Reports Q & A

Commissioner Hooper, Executive Director Gomme, and Lisa Dignan discussed the frequency of requests for assistance finding interpreters. Requests for interpreters are the third most common question received by the Commission front desk during the first quarter.

Executive Director Gomme and Commissioner Hooper complimented the work being done by Commission Staff, and especially by Susana Santillan in Southern New Mexico in regard to outreach.

Executive Director Gomme and Commissioners discussed vacant positions within the Commission staff, and the plan to address these vacancies, which is budget dependent.

Designee Ryan Means, Commissioner Hooper, and Executive Director Gomme discussed the legislative process, and how information is shared regarding action on items as the legislative session occurs.

c. Auditors Report

Auditor Thad Porch was unable to attend the meeting. Executive Director Gomme briefly discussed the audit process with the Commissioners and shared that there were no findings in the report. The Auditors report will be rescheduled for the June 15th meeting.

23.15

Designee Means made the motion to table the Auditors Report until the next regularly scheduled NMCDHH Board meeting on June 15, 2023.

Commissioner Herbold seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Stone-Romero – Yes

Designee Means – Yes

Motion passed unanimously.

VI. ADJOURNMENT

23.16

Commissioner Herbold made a motion to adjourn.

Designee Means seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Stone-Romero – Yes

Designee Means – Yes

Motion passed unanimously.

The meeting was adjourned at 4:00pm.

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 is happy to provide a report on the work and progress made during the third quarter of Fiscal Year 23. During the third quarter we worked to begin all of the necessary contracted services procurement as we received the news of our FY24 budgets. There were several bills that touched on topics related to our community during the session, not all of them were able to make it through the busy session, but I will be touching on some of the key points and what we may see in the future. We continue to see a growing demand for in-person services as well as attendance during events. We are also seeing the previously mentioned impact of the shortages with interpreting services as we work to provide more in-person services. We began a pilot program that has long been a goal of mine for our equipment distribution program. Our efforts over the years to jump into a new form of telecommunications equipment has traditionally been forward thinking, with this new pilot program we are stepping into the broadband future, where there are still several questions about the ability of the general user to use advance equipment effectively. We hope to learn, and develop a program that will help bring some of our community into the future of telecommunication.

We wrapped up the Legislative session during the third quarter and several bills were brought up addressing things like disability equity and access on various spectrums, but two specific bills were presented into the session that were touching on topics specific to individuals with a hearing loss. One was HB 40, a nontraditional communication registry which could in theory be used to note for example, that an individual has a hearing loss for any type of interaction with law enforcement, most notably traffic stops, which was the primary focus of this specific bill. The other bill was HB 288, which required places of public accommodation that display television programming to essentially turn on the closed caption feature. Both started in the House, and it was

unclear if either would be able to navigate the session and reach the Governor's desk. HB 40 did indeed make it through, and this is a big positive for our work with the placards because there is an incentive to make sure communication is effective now that they may know someone has a hearing loss. HB 288, while well written, went down to the wire and ran out of time to make it through the session. I am hoping we see some version of HB 288 during the next 60-day session. Our budget hearing went well, and we are happy with the amount of General Fund we received in FY24 and feel positive moving forward with filling our vacant positions.

During the second quarter of Fiscal Year 23 we began working on our Request for Proposal (RFP) for the equipment program. I also had drafted the documents for the planned request for a Sole Source for our Support Service Provider (SSP) program, we had requested an extension as we began the third quarter which was not approved. This meant resubmitting the entirety of the documentation needed for approval. Initially it was agreed that the current provider would continue services in FY24, however due to some changes in staffing, and limitations that were unforeseen we could not continue with the current provider after the term ends on June 30th. Due to the timing of this notice, we were put into an unfortunately limited timetable with regards to options in the procurement. Typically, with procurement, the more time you have the better, and starting too late into the third quarter of a fiscal year is not a good way to ensure that services begin the first quarter of the new fiscal year. There are several steps to ensuring a contract is in place and we have been, since we received that notice, working on a number of possible solutions. The best option we have right now is finding a vendor that can provide the expected level of services and employ the SSP's who have the skill set and necessary background to work with our community serviced under this program.

With our RFP for the equipment program everything has been progressing fairly well and we are looking forward to having a contract in place in the new fiscal year that will allow us to be modern and pave the way for some innovative solutions for our community. As I mentioned, we began a pilot program which is providing an unlocked iPhone 14 Plus to a diverse group of community members. This includes representatives from the Deaf, DeafBlind, Hard of Hearing, and Speech Disability

communities, across the state in both the northern and southern parts of the state. Already we have several people who have applied, and the letters have been sent across the state to audiologists and programs to find pilot testers who can work with us to find the pros and cons of this device. What makes the timing right for this effort is the use of the e-sim process. We are only providing the phone with the apps and same standards as our iPads, the users have to provide their own carrier service. With the Affordable Connectivity Program many of the qualifying members can receive a more affordable carrier plan these days. The fact that the phones are unlocked and have an e-sim allows for the user to utilize any carrier of their choosing and eliminating the likelihood of having poor service in their area. We are hoping to have a great summary of our findings in the next report as well as able to continue this program regardless of the vendor we work with in the future.

We continue to see a growing and positive trend with in-person events, and we are working to fill and attend as many as we can while still taking the necessary precautions to protect ourselves when it is responsible to do. This means continuing to follow some best practices we learned during the pandemic and avoiding unnecessary large group meetings in the same space when virtual meetings can still be viable and as effective. There have been some scares though, and with the limited options for our staff in terms of leave, we want to make the environment remain safe and productive for them. With all of that we have been fairly successful balancing the remote and in-person events as well as meeting with the community. The continued challenge is the availability of interpreters for all of these meetings. As I mentioned during the last meeting, I believe it is a mix of several factors leading up to this shortage including the return to in person work conditions, the growth of virtual meetings encouraging working from home, and pipeline challenges to name a few.

I remain involved with several local and national organizations and have been paying attention to some of the discussions occurring with the Federal Communications Commission (FCC) related to the state of relay services overall. I suspect we will see more and more discussion as we go into the fourth quarter and beyond. Overall, the third quarter has been productive, and I can see people starting to feel more and more comfortable coming to us, and we have missed the chance to interact with them at

booths and other events. We look forward to more chances and we will also be working to wrap up the fiscal year in the next quarter.

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, continue to face barriers with communication access to health care providers, clinical offices, corporations, non-profit organizations, theater venues, the Motor Vehicle Division (MVD), Department of Transportation (DOT), courts, and schools. During the third quarter of FY23, our department worked in the office throughout the third quarter while continuing to follow some remaining COVID-19 safety protocols by wearing masks in group settings, scheduling appointments in advance and working with individuals in the large conference room only for enhanced space.

During the third quarter our Director of Community Advocacy, Ms. Corina Gutiérrez successfully advocated for an individual at a local corporation to ensure that an ASL interpreter was present for their meeting with management at a corporate facility regarding transitioning from one facility to another. Ms. Gutiérrez also ensured that the management at both locations understand that it is their responsibility to provide appropriate communication access for their Deaf employee.

Ms. Gutiérrez continues to participate in monthly/quarterly meetings with the University of New Mexico Hospital (UNMH) Patients & Family Advisory Council (PFAC), the Interagency Transition Alliance (ITA), and the New Mexico DeafBlind Task Force.

Ms. Gutiérrez and Community Education Specialist Roger Robb were invited to tour the Neuroscience Intensive Care Unit (NSICU) at UNMH. They had the opportunity to visit the unit, identify communication access issues, and provided feedback on how the unit could provide better communication access for the Deaf, DeafBlind, Speech Disabled, and Hard of Hearing community.

Ms. Gutiérrez attended the Albuquerque Public School Apprenticeship Council Career Fair to support one of the ITA committee members from the Workforce Solutions Center

that hosted the event. At the event, they had 43 employees in attendance and approximately 600 Hearing, Deaf, and Hard of Hearing students attended from Albuquerque, Santa Fe, Estancia, Los Lunas and Rio Rancho.

Community Advocacy Specialist Myra Sandoval, worked with the mother of a Deaf child to advocate for ASL interpretation of a musical performance at a local theater, which initially did not want to provide interpreters. Ms. Sandoval successfully advocated for the Deaf child, and the theater provided ASL interpreters for the performance.

Ms. Sandoval worked with a local healthcare facility in Bernalillo County to ensure that they understood their requirements for providing an interpreter for a Deaf patient. Initially the facility did not understand their responsibility to provide an interpreter when requested, or that different individuals with hearing loss, have different effective communication tools, and that they are required to address each situation based on those effective communication tools. While the facility had successfully communicated with some patients with hearing loss through written communication in the past, this didn't mean it would be effective for all individuals with hearing loss. Ms. Sandoval informed the facility of their obligations under Title II and III of the Americans with Disabilities Act (ADA), and that not all Deaf people can communicate and understand information in the same way. In a successful conclusion, the facility provided an interpreter for the appointment.

Community Advocacy Specialist, Dennis Stidham worked with a manager from the MVD to ensure that they provided a sign language interpreter for a Deaf individual during his written test, which they had initially said they would not do. Mr. Stidham worked with two MVD site supervisors, had prior experience with using interpreters, to educate the local manager on providing an ASL interpreter, which in the end the local MVD office was successfully able to arrange.

Mr. Stidham advocated for a Deaf individual at a medical facility to ensure that the facility understood their responsibility to provide an interpreter. The facility initially did not provide an interpreter for a Deaf family member of a patient. Mr. Stidham educated

them about companionship allowances, provided information on ADA accommodation responsibilities for family members, and a factsheet on how to find interpreters. The outcome was that they provided the Deaf individual with an interpreter for their family member's appointments.

Mr. Stidham worked with a local school to ensure that they understood that they cannot use a family member to interpret for a Deaf parent during IEP meetings and parent-teacher conferences. Mr. Stidham provided the school with factsheets and ADA information as well. He successfully advocated for a Deaf individual, and the school provided interpreters for the remaining meetings and parent-teacher conferences.

Mr. Stidham also worked with a local courthouse to successfully advocate for a Deaf individual. The individual reported that he had a communication barrier at the courthouse and needed an interpreter for his court date. Mr. Stidham reached out to the courthouse and worked with them. The courthouse had a contract issue with the contracted interpreter referral agency, but it was resolved. The courthouse confirmed that the individual will have an interpreter for their next court date.

Mr. Stidham worked with the DOT about providing an on-site interpreter for a Deaf employee. They often have last-minute meetings and trainings that their Deaf employee is unable to attend because there is no interpreter. Mr. Stidham reviewed the process of obtaining interpreters with them and discussed the need to allocate funding for interpreting costs. They were able to do so and have since provided interpreters for the meetings and trainings.

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 served 56 clients in total to date – 24 of whom are DeafBlind, 19 of whom are Deaf Plus, and 13 of whom are Deaf Senior Citizens. These 56 New Mexicans live in 8 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 third quarter:

- Deaf Senior Citizens meetings on January 26th, February 23rd, March 9th, and 23rd.
- The Deaf Cultural Center Valentines Party on February 11th.
- The following Zia Deaf-Blind Club events: Zia’s Annual Meeting/Elections on January 21st, Zia Board Meeting on February 7th, Game Day on February 25th, and Luncheon on March 18th.

Community Education

A total of 15 presentations were provided by Community Education Specialist, Mr. Robb and other staff members.

Jessica Eubank provided two presentations. One was “State of New Mexico Interpreting Community” for the Registry of Interpreters for the Deaf, Region IV Affiliate Chapters and HQ Liaison and the other one was “How to Interpret Sensitive Subjects” for the NMCDHH apprentices. Both presentations were conducted through Zoom.

Corina Gutiérrez was a guest speaker for a local community college ASL class, providing information and engaging with them in ASL.

Susana Santillan provided an in person “NMCDHH Overview” presentation to the staff at the Mesilla Valley Hospice Healthcare Consortium Meeting.

Mr. Robb completed 11 presentations/trainings during the third quarter of Fiscal Year 2023.

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

- Hearing Loss Sensitivity – Law Enforcement – 6

- Hearing Loss Sensitivity – Domestic Violence Shelter – 1
- Deaf Culture – 1
- Deaf Patient Experience – 1
- Effective Communication – 1
- Introduction to ASL – 1

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

- 3-North Leadership at UNMH
- Central New Mexico College
- Las Cruces Police Department
- Operating Room Coordinators at UNMH
- Parents University (Zoom)
- Rio Rancho Police Department
- Solace Sexual Assault Services (Zoom)

The meetings continue to be a hybrid of virtual and in-person sessions. We continue to assess whether COVID Safe practices are in place before we consent to do in-person presentations but are working to provide more and more in person when possible.

Systemic Advocacy

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

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

Albuquerque Police Ambassadors (APA) - Mr. Robb continues to be in contact with the APA program.

Albuquerque Police Department - Mr. Robb had the opportunity to meet with Lt. Garcia through Zoom and we met with the APD videographer who will work with us to videotape how to use the placards appropriately for the Albuquerque law enforcement

officers and for the hearing loss community. The plan is to do this early during the 4th quarter.

Albuquerque Public Schools - Ongoing

City of Albuquerque ADA Advisory Council (ADAAC) - Mr. Robb attended the council meetings during the 3rd Quarter. Mr. Robb was elected as Vice-Chair and will serve as Chair when the Chairperson is unable to do so. We had a committee meeting to discuss revising the ADAAC website to make it more visually friendly and we were able to accomplish the task. We also agreed to submit our biographies and photos at the next Council meeting.

Las Cruces Police Department (LCPD) - Mr. Robb had the opportunity to do the Hearing Loss Sensitivity trainings for all of the Las Cruces police officers, and their current cadets which was a huge undertaking. This training was successful.

Lovelace Healthcare System – Ongoing.

National Weather Service – Ongoing.

Popejoy Hall - Mr. Robb was contacted by Popejoy Hall staff in regard to an adjustment in the location of interpreters for the performance of “Dear Evan Hansen”. Additional seating was added for this play, which moved the interpreters further back on the stage. After consultation with Popejoy staff and a Deaf Attendee, it was agreed that the Deaf members of the audience would be moved to a seat closer to the interpreters to allow for better communication access.

Rio Rancho Police Department (RRPD) - Mr. Robb had the opportunity to do two Hearing Loss Sensitivity trainings during the third quarter and had plans to do two more, but both had to be cancelled due to unforeseen events.

Santa Fe Police Department (SFPD) – Ongoing.

UNMH Diversity, Equity, & Inclusion - We were able to complete the ASL portion of the vlog during the 3rd quarter. There were some issues with the vlog, so the PFAC is planning to meet to discuss solutions.

UNMH PFAC - We also worked on a video explaining how to get to the surgery department from the new parking lot. PFAC requested the ASL portion but agreed to wait until the Patient's Rights & Responsibilities video is completed.

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:

As the TED Program Specialist, Mr. Siergey responds to inquiries about the TEDP program sent to the @info email address, provides information on the equipment available through the program, provides resources to organizations seeking equipment for their employees/clients, helps recipients with equipment returns when needed, and works with individuals to find the equipment best suited for their communication needs.

- A longtime TEDP client came by the Albuquerque office on an appointment to seek a new phone to fit his current needs. With the evolution of technology and methods of communication, the client needed to test and use the current crop equipment on the table, allowing him to try different phones and look at the latest accessories to determine which notification systems would work best for his needs. He was able to walk away with devices comfortable and effective to him. Mr. Siergey guided the client throughout the process, including filling out the application and gathering the documents that he had with him. He said he appreciated receiving the equipment over the years which has helped him with his communication needs since 2009.
- Mr. Siergey assisted an individual in upgrading their notification system, which they had been using since 2015. He worked with this client by describing each notification system, to help them make a choice, which they successfully did after providing the necessary documents and application.
- Mr. Siergey assisted a resident of Santa Fe, who had been using their equipment since 2015, to upgrade. Once the resident selected the best equipment for their communication needs, they successfully completed an application and received new equipment. The individual was very grateful for Mr. Siergey's assistance.

- Mr. Siergey and Community Advocate Specialist Susana Santillan worked together to assist several residents of Southern New Mexico in selecting equipment and completing applications.
- A therapist working with their client in the Albuquerque area reached out to Mr. Siergey to work together to get an iPad for their client’s communication needs. Mr. Siergey worked along with the therapist to gather the documents for the TEDP’s requirements such as the application and other required information.

Mr. Siergey also responded to inquiries about equipment forwarded from the “Ask An Expert” email address which includes:

- Provided information on notification systems to a few who asked about alert systems.
- Provided and shared resources for an employer who has a deaf employee.
- Provided information on Smoke and CO2 Alarms that TEDP currently has to distribute, and also referred individuals to Teltex for more options/selections as needed.
- Provided information about TEDP and its links.
- Provided in depth information and fact sheets regarding hearing aids and their functions and capabilities, amplified phones, and assistive listening devices.

For the third quarter of FY23, TEDP has distributed total of 170 items of equipment: 100 Phones/iPads and 70 accessories. The tables below outline the items distributed between January 1 and March 31, 2023.

Phone	Total items distributed
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	0
Clarity XLC8 with GLT	25

GLT	0
ClearSounds A1600BT	9
ClearSounds CSC600ER	0
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	0
Geemarc Ampli550	0
CapTel 840	12
iPad	
Deaf Package	9
Hard of Hearing Package	36
DeafBlind Package	0
Speech Package	0
iPad mini	
Deaf Package	0
Hard of Hearing Package	9
DeafBlind Package	0
Speech Package	0
Total Phone/iPad Equipment Distributed Count:	100

Accessories	Total items distributed
Amplicom NL100 Neckloop	0
Bellman Mino with Neckloop	8
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	0
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	24
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	12
Serene Innovations CentralAlert CA380	0
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	0
SonicAlert HA360MKBR	20
SonicAlert HA360BRK	0
Surge Protector (Phones and accessories)	6
Total Accessories Equipment Distributed Count:	70
Total Overall Equipment Distributed Count:	170

Outreach

During the third quarter of FY23, Mr. Stidham and Mr. Sena from Relay New Mexico hosted one booth at 2023 Senior Lifestyle Expo in Santa Fe. Mr. Sieregy provided one booth at UNM Valencia Wellness Expo in Los Lunas. Mr. Stidham also provided five booths in Cuba, Moriarty, Rio Rancho and Shiprock. Ms. Eubank provided a special booth at the APS Job Fair at El Dorado High School to provide information to junior and senior high school students about career options as a sign language interpreter. The total number of individuals who visited our booths was 593.

Q3 Events	Location	Date	Visitors
UNM Valencia Campus Wellness Expo	Los Lunas	02/16/2023	32

V. Sue Cleveland High School Transition	Rio Rancho	02/23/2023	76
Moriarty STEM Night	Moriarty	02/23/2023	61
2023 Senior Lifestyle Expo	Santa Fe	03/02/2023	143
Cuba Independent Schools – Parent-Teacher Conferences	Cuba	03/08-09/2023	94
Rio Rancho Transition	Rio Rancho	03/28/2023	59
Shiprock Schools Parent-Teacher Conferences	Shiprock	03/30/2023	53
		Total:	518

During the third quarter of FY23, Ms. Eubank attended the APS Job Fair at El Dorado High School. Ms. Eubank also invited a practicum student from the UNM Sign Language Interpreting Program to attend with her so they could provide insight into what going to college for a degree in interpreting looks like.

Q3 Events	Location	Date	Visitors
APS Job Fair	Albuquerque	1/31/2023	75
		Total:	75

Relay New Mexico (RNM)

Mr. Sena attended and hosted booths at 4 additional locations as well and planned for additional events in the upcoming months in Clayton, Raton, Tijeras, Carlsbad, Artesia, Ruidoso, Anthony and more.

Q3 Events	Location	Date	Visitors
Disability Rights Awareness Day Pre-Legislative Session	Albuquerque	1/14/2023	75
New Mexico Academy of Family Physicians Winter Refresher	Albuquerque	2/25/2023	100
Santa Fe Senior Lifestyle Expo	Santa Fe	3/2/2023	110
Meadowlark Senior Center Health Fair	Rio Rancho	3/31/2023	115
		Total:	400

Las Cruces Satellite Office

Susana Santillan, Las Cruces Community Advocacy Specialist

Individual Advocacy and Service Coordination

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

Susana Santillan's Accomplishments

A Deaf individual requested advocacy assistance to obtain a ASL Interpreter for an appointment at a local hiring event. Ms. Santillan contacted the person in charge of the Hiring Fair to request a sign language interpreter for the event, and discussed the ADA, specifically Title III, on effective communication. The event successfully obtained ASL interpreters to provide communication access.

A Deaf individual requested advocacy assistance to obtain an ASL Interpreter for an appointment at a medical facility in Southern New Mexico. Ms. Santillan spoke with the Director of the facility regarding the consumer's request. The facility had been unable to contact ASL interpreters in the past. Ms. Santillan provided the NMCDHH Fact Sheet: How to Find a Sign Language Interpreter, and the facility was able to secure an interpreter for the appointment.

A Deaf individual requested advocacy assistance to obtain an ASL Interpreter for their Naturalization Oath Ceremony. Ms. Santillan contacted the Supervisory Interpreter from the local US District Court to discuss the consumer's request and provided a copy of the Notice of Naturalization Oath Ceremony form to confirm the date and time of the event. The Supervisory Interpreter successfully scheduled an ASL interpreter for the ceremony.

A Deaf individual requested advocacy assistance to obtain an ASL Interpreter for an appointment at a local medical clinic. Ms. Santillan spoke with the Office Manger regarding this matter, discussed ADA Title III, and who pays for Interpreters. Ms.

Santillan also emailed the NMCDHH Fact Sheet How to Find a Sign Language Interpreter. The clinic successfully scheduled an interpreter for the appointment.

Systematic Advocacy Services

Ms. Santillan continues to work closely with New Mexico Workforce Connection and the Division of Vocational Rehabilitation (DVR), Area 3 Southwest New Mexico by providing systematic advocacy services for the Deaf community to obtain in person ASL Interpreters at local job fairs.

Ms. Santillan continues to participate in networking meetings to continue her outreach efforts in Southern New Mexico. She educates them about hearing loss resources, provides information on NMCDHH services, and information regarding reducing communication barriers for the Deaf, DeafBlind, and Hard of Hearing Community.

Ms. Santillan continues to serve on five committees for the fiscal year of 2023 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 FY2023-2024
- (4) NM Workforce Connection Disabilities Committee
- (5) NM Workforce Connection Disabilities Monitoring Committee

Community Collaboration

This 3rd quarter Ms. Santillan continued to promote our agency's visibility in the community by building new relationships with local community partners:

This 3rd quarter Ms. Santillan removed 1483 communication barriers for our consumers in various settings.

Booths and Presentations

This 3rd quarter, Ms. Santillan attended 13 events, where she interacted with community members and educated them about Commission services, resources, and contact information.

Q3 Events	Location	Date	Visitors
Mesilla Valley Hospice Health and Wellness Fair	Las Cruces	1/6/2023	28
Del Cerro Multipurpose Center	Vado	1/10/23	23
Deming High School Student Health Fair	Deming	1/26/23	64
Casa De Peregrinos	Las Cruces	1/30/23	26
De La O Visitors Center	Doña Ana	2/2/23	20
Our Lady of Mercy Catholic Church	Hatch	2/23/23	19
San Jose Catholic Church Mobile	La Mesa	2/28/23	35
Casa De Peregrinos	Las Cruces	3/6/23	36
Immaculate Conception Catholic Church	Berino	3/7/23	36
Lucky Charm Career Fair	Las Cruces	3/10/23	45
Our Lady of Guadalupe Catholic Church	Tortugas	3/13/23	26
Multi-Family Housing Complex Office	Truth or Consequences	3/15/23	5
New Mexico Workforce Connection SW Deming Job Fair	Deming	3/23/23	16
	Total Participants		379

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

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

- NMCDHH Overview– 1

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

- Mesilla Valley Hospice Healthcare Consortium

This is the same event counted earlier in the 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 broad range of tasks and projects in the third quarter of FY23.

- The shortage of interpreters continues to impact our community, our agency, and our interpreting budget. When interpreters who contract with us directly are not available, we need to use referral agencies to secure services at a significantly higher cost. Ms. Eubank and I work creatively to assure all agency communication needs are effectively met at the lowest viable cost to the agency. Ms. Eubank's report includes information on how that was accomplished this quarter. We are grateful to staff members who have been very flexible with their scheduling of meetings and events so that we can find ways to provide interpreting services. As we plan for FY24 our goal is to secure direct contractors who will be most able to meet the needs of the agency.
- The NMCDHH Board Meeting on March 23 ran smoothly with all necessary communication access services provided. The meeting was scheduled for three hours to cover everything on the agenda, so the budget impact for interpreting and CART services was higher than typical. Even with a significant increase in interpreting requests, forecasts indicate we will have sufficient funds to meet the agency's needs for the remainder of the fiscal year.
- The Regulation and Licensing Department has continued to struggle to get their systems restored after the cyber-attack in October. The Signed Language Interpreting Practices Board (SLIPB) Administrator, Phyllis Gilmore, managed an alternate process for license renewals and the license verification database has been painstakingly rebuilt. As the SLIPB moves toward a transition to a fully online system for license applications and renewals, I have worked with Ms. Gilmore to gather information from the interpreting community to facilitate that transition.
- The Governor's declaration that the Public Health Emergency will conclude on March 31, 2023 triggers extensions that have been granted to interpreters with Provisional Licenses who were unable to take certification exams due to a variety of pandemic-related closures and delays. Interpreters with extensions will have 36 months from the end of the Public Health Emergency to qualify for an Educational or Community License.

- I have worked with the Rules Committee for the SLIPB to prepare the current round of rule changes for a Rule Hearing scheduled for April 28, 2023.
- There has been a high volume of questions about New Mexico Licensure requirements from interpreters in New Mexico and from out of state this quarter. 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) continues to make changes to the structure of the organization, their systems, and the certification testing process. Ms. Eubank and I will both be attending the RID National Conference this summer where we will participate in the Business Meeting where many important decisions about the future of the organization will be made. We will also be present for workshops and discussions that will impact interpreters in New Mexico.
- I am preparing to recruit participants for the Fall 2023 Session of New Mexico Mentoring which will start in August.
- I continue to serve on the New Mexico Council for Purchasing from Persons with Disabilities and attend their meetings monthly via Zoom.
- Webinars provided by the National Deaf Center for Postsecondary Outcomes, the National Center for State Courts, and the ADA National Network, The Solutions Group, and Zoom have been beneficial to my work.
- I provided guidance to several entities on issues related to communication access including:
 - Children, Youth, and Families Department (CYFD)
 - Adult Protective Services
 - The Signed Language Interpreting Practices Board Administrator
 - Museum of International Folk Art
 - Farmington School District
 - City of El Paso
 - Autism Learning Collaborative
 - CART companies
 - Counseling providers
 - Interpreter referral agencies and staffing agencies
 - Several other individuals and private businesses

Community Engagement Activities

- Our social media reach continues to increase. Currently we have 2298 connections across Facebook, Twitter, and Instagram, which is an increase of 27 over the last

quarter. Subscriptions to the bi-weekly email newsletter continue to grow with 293 subscribers, an increase of 25 from last quarter. Information shared includes meetings and events, open captioned movies in Albuquerque and Santa Fe, webinars, job postings, and other information of interest to our constituents.

- Ms. Dignan has been using the free version of the platform Hootsuite to post to Facebook, Instagram, and Twitter simultaneously. This efficiency makes it possible to post regularly while the Community Engagement Specialist position is still vacant. Hootsuite discontinued their free version, so I researched alternatives and settled on the free version of Buffer. While there was a learning curve associated with creating a profile and linking all of our social media accounts, the transition was smooth, and I continue to share information daily.
- We have been sharing photos of our staff at various outreach events around the state on social media. A few constituents commented that it would be helpful to know where our staff would be in the future so they could meet with them at events, so we started promoting events at which we will have booths or presentations that are open to the public in advance. The events are listed on the NMCDHH website calendar (www.cdhh.nm.gov/events) and shared on social media and in the bi-weekly email newsletter. While this has created significantly more work for Mr. Brennan and Ms. Dignan, we are hopeful that it will encourage constituents to visit our staff at events. We are grateful to Susana Santillan, Dennis Stidham, and Jason Siergey for their assistance compiling the details for upcoming booths.
- We also started promoting our free presentations on social media. The first post resulted in three requests for presentations. We repurposed a section of the front page of the NMCDHH website to promote our Community Education presentations and to encourage constituents to invite us to have booths at their events. We worked with Corina Gutiérrez and Roger Robb to revise the Community Education page on the website to make it more readable (www.cdhh.nm.gov/advocacy/community-education).
- We continue to respond to questions submitted via the “Ask the Expert” form on the website or directly to the NMCDHH.Info@cdhh.nm.gov 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 and request history. Questions in the third quarter included a request from a parent forwarded from the Governor’s office, a request for ADA assistance, and a request for information about service animals.

- More NMCDHH Fact Sheets were updated and uploaded to the website. This is an ongoing project with collaboration between several staff members.
- Ms. Dignan continued to share information with the interpreting community via her email distribution list. Entities around New Mexico regularly request that information be shared. Messages regarding professional development opportunities, job postings, certification testing changes, licensure board and professional organization meetings, and other information relevant to interpreters were shared with an average of one email per week to over 200 subscribers.
- Except for the website and our email accounts, all the platforms on which we engage the community are used at no cost to the agency.

Communication Development Specialist Highlights

Ms. Eubank has worked this quarter on creating professional development and testing opportunities for interpreters within New Mexico, as well as continued promoting of the work of New Mexico interpreters on the national stage with the Registry of Interpreters for the Deaf (RID). Her work includes the following:

- The RID continues to host national town halls and board meetings to discuss the current state of the signed language interpreting profession nationwide. Ms. Eubank has been attending these meetings to both gather information to share with the local interpreting community, as well as to represent the interests of New Mexico on a national level. In addition to these meetings, Ms. Eubank was invited to participate in council meetings for RID Region IV (of which New Mexico is a part) to discuss current issues local interpreters face and to gather resources that can be utilized in response.
- Ms. Eubank continues to serve as President of the New Mexico Registry of Interpreters for the Deaf (NMRID). NMRID is currently working on creating multiple professional development opportunities that will be implemented in the 4th quarter.
- Ms. Eubank has been working with the Certification Commission for Healthcare Interpreters (CCHI) to create a partnership that will greatly benefit our apprentice interpreters. CCHI is a professional organization for interpreters of any language (spoken or signed) who work in healthcare settings. While NMCDHH does not work in healthcare settings in the same way as CCHI, the CCHI Commissioners are dedicated to advancing the interpreting profession as a whole and have been working with Ms. Eubank to create professional development opportunities for the NMCDHH apprentice interpreters. More information on the work they have been doing can be found in the Apprentice Interpreter Program section of this report.

- Ms. Eubank worked with the University of New Mexico Language Learning Center to proctor a large group session of the Educational Interpreter Performance Assessment Written Exam this quarter. The Language Learning Center has a computer lab with several stations that we could utilize to host many tests simultaneously. The staff at the Language Learning Center were incredibly accommodating and worked with Ms. Eubank to ensure that all the computers in the lab had the appropriate software to run the testing program, and provided lab staff members on site for mock test runs and on the day of the exam to ensure all went smoothly. As a result, Ms. Eubank was able to host 9 testing candidates, all of whom are now eligible to apply for their New Mexico Educational Interpreter License.
- There were several interpreting requests in southern New Mexico this quarter. Because of the current interpreter shortage, Ms. Eubank was having difficulty finding interpreters she could team with for these requests. Thanks to a relationship Ms. Dignan has with the El Paso Community College Interpreter Training Program, Ms. Eubank was able to work with the program director, Jennifer Dahlgren, to have students from El Paso come to New Mexico to team these interpreting assignments. Ms. Eubank and the Deaf staff were able to provide these students with feedback and support on their interpreting skills, and the students did an excellent job providing communication access.
- NMCDHH provided a total of 187.75 hours of interpreting services in the 3rd quarter. This is a 40% increase over the previous quarter's interpreting hours. As more meetings and booth events are scheduled, we have been able to partner with the University of New Mexico Signed Language Interpreting Program's practicum students to provide safe opportunities for them to practice their interpreting skills. Practicum students accounted for 36 hours of the total interpreting provided. The junior students who are not yet providing hands up interpreting service were also invited to observe many of the assignments this quarter.
- Referral agencies were used once this quarter to provide 3 hours of interpreting services.
- There were no unfilled interpreting requests.

The Apprentice Interpreter Program

Ms. Eubank continues to work with the interpreters in the Apprentice Interpreter Program for FY 23. Program highlights for this quarter are as follows:

- As part of our partnership with CCHI, our apprentice interpreters were invited to interpret the CCHI New Credential Launch Summit. This was a fantastic opportunity for our apprentices to work in a challenging environment and put into practice the

skills they are currently honing. CCHI also recorded the summit and provided the link to our apprentices so that they could do a post-assignment strengths/areas for improvement assessment on their work. Additionally, CCHI provided more videos that our apprentices can use for further practice.

- Our apprentices were able to meet with staff from the Community Advocacy Department to ask questions on how to interpret for sensitive vocabulary and subjects. Typically, new interpreters have a hard time learning the vocabulary to interpret for subjects that could be considered taboo, so having a safe space to meet with our Deaf staff and ask questions that they may not feel comfortable asking just anyone was incredibly beneficial.
- Both apprentices continue to serve in leadership roles within NMRID. They have shown a significant level of commitment to our profession and are doing great work within the larger New Mexico interpreting community.
- Apprentices engaged in 18 hours of observation, interpreting, and professional development work in the third quarter.

Human Resources

The third quarter included several HR activities:

- Ms. Priya Palanki resigned her position and her separation from state employment was processed.
- The Employee Handbook was revised again to reflect several changes in policies and State Personnel Board Rules and distributed to the staff.
- The weekly “Employee Handbook Minute” emails to agency staff were used to specifically identify the changes to the Handbook, and to provide reminders about HR Policies and Procedures.
- The State Personnel Office (SPO) rescinded the Statewide Non-Mandatory Telework Policy and most employees were required to return to working in the office in February. Statewide vacancy rates have further increased as a result of this change.
- SPO has not revised their COVID-19 Mitigation Self-Screening and Reporting Policy since November, so we have continued to adjust the NMCDHH COVID Safe Office Policy and Procedures to establish best practices for protecting staff, contractors, and constituents.
- We continue to work on interim FY23 Evaluations for all staff members, as required by the State Personnel Board Rules.
- Human Resources Council meetings appear to have been discontinued under the new SPO Director’s leadership, but I continue to attend State Personnel Board

Meetings and webinars offered by SPO, Alternative Dispute Resolution (ADR), Department of Finance Administration (DFA) Payroll Bureau, and the Employee Benefit Bureau (EBB).

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.

Library Usage - FY 2023					
	Q1	Q2	Q3	Q4	Total
Patrons	1	0	1		
Items Loaned	1	0	3		

Administration & Finance

Deborah Romero, Director of Administrative Services

FY23 – Third Quarter Board Report						
Category		2023 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,213,700.00	739,936.37	0.00	473,763.63	60.97%
300	CONTRACTUAL SERVICES	1,229,300.00	502,574.53	218,818.16	507,907.31	40.88%
400	OTHER	282,100.00	158,674.11	42,473.23	80,952.66	56.25%
500	OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total		2,841,600.00	1,517,685.01	261,291.39	1,062,623.60	53.41%

FY23 Collected Revenue March 31, 2022		
Month	General Fund Allotment	TRS Revenue
Subtotal	\$889,650.00	\$804,461.58

- Last December Mr. Brennan was appointed by Governor Lujan Grisham to the Signed Language Interpreting Practices Board (SLIPB) as a consumer of interpreting services. His first meeting was January 9, 2023 and he was assigned to two committees. His role on the SLIPB and significantly increased understanding of licensure requirements in New Mexico will serve NMCDHH well considering the number of questions the agency receives about licensure.
- Mr. Brennan assists many community members over the phone and via email. During the third quarter, he addressed 165 communication barriers via phone or email. In the third quarter, the most common question was requests for information about the TEDP program. The remaining questions in order of frequency were requests for community advocacy, requests for information regarding how to find an interpreter, who pays for interpreting services, and information regarding financial assistance for hearing aids. Since the introduction of

Over-The-Counter Hearing aids, there has been a significant reduction in calls for financial assistance for hearing aids.

Data & Statistics

As required by Legislative Performance Measures

Fiscal Year 2023

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	76	56%
Number of outreach events coordinated	122	95	78%
Average number of relay minutes per month	10,000	4,774.69	48%
Number of accessible technology distributions	1,070	623	58%
Number of communication barriers addressed	20,000	16,496	82%
Number of interpreters in CDHH sponsored professional development	200	94	47%

Fiscal Year 2022

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

Community Members by Region



	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Region 1	12	5	6		23
Region 2	12	13	13		38
Region 3	85	44	45		174
Region 4	7	7	5		19
Region 5	35	26	27		88
Total Members by Quarter	151	95	96		342

Individuals by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Deaf	68	28	25		121
Hard of Hearing	27	22	24		73
DeafBlind	3	4	1		8
Speech Disabled	4	0	0		4
Hearing	49	41	46		136
Total Individuals by Quarter	151	95	96		342



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

From: Casey Stone-Romero, Director
New Mexico Division of Vocational Rehabilitation

Date: June 1, 2023

Re: MOU Goals and Performance Report for Third Quarter SFY2023 (**January 1-March 31, 2023**)

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. All categories are open, and all who are eligible are being served.

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 category within the DVR AWARE database includes individuals who have hearing impediments such as Tinnitus and Meniere's.

Performance Measures – All statistics are for this quarter only.

Sign Language Interpreting: Sixteen (16) individuals have received sign language Interpreter services. A total of **\$10,016.21** has been authorized and expended for this service.

Hearing Aids or other hearing devices: Thirty-eight (38) individuals received hearing aids or other hearing devices. A total of **\$180,107.74** has been authorized and expended for this service.

Closed Successfully Rehabilitated (employed):

Zero (0) individuals who are Deaf-Blind have been closed successfully rehabilitated.

Two (2) individuals who are Deaf have been closed successfully rehabilitated.

Eighteen (18) individuals who are Hard of Hearing have been closed successfully rehabilitated.

Zero (0) individuals who have Other Hearing Impediments have been closed successfully rehabilitated.

Employment Information

The average number of hours worked for individuals who are Deaf/Deaf-Blind/Hard of Hearing or have Other Hearing Impediments is **30.82** hours per week. The average wage is **\$17.46** per hour.

Caseload Activity

Of the **two hundred-ten (210)** individuals who are Deaf/Deaf-Blind and on a DVR caseload, **Twenty-two (22)** have been opened and/or opened and closed.

Of the **three-hundred fifty-eight (358)** individuals who are Hard of Hearing or Other Hearing Impediments on a DVR caseload, **forty-five (45)** individuals have been opened or opened and closed.

Ineligible for VR Services

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

Transition Services

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

Forty-Eight (48) individuals who are Deaf/Deaf-Blind, Hard of Hearing, or Other Hearing Impediments have been identified as receiving Pre-ETS /or Transition services.

This is how DVR is currently providing services.

- All DVR offices are open, and staff work full-time in the office.
- Individuals with disabilities can complete an online referral form electronically via our web page at www.dvr.state.nm.us or in person.
- All who complete an online or in-person referral will be contacted by staff to schedule an initial interview.

Respectfully Submitted:

Casey Stone-Romero

Casey Stone-Romero-Director
Division of Vocational Rehabilitation



Collaborating Agency Quarterly Report

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

Quarter Reported:

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

Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 2022 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	4	0 Community, 2 Educational, 2 Provisional
Complaints	0	
License denials, suspensions, and revocations	1	License denial due to lack of education and/or experience

Note: Due to RLD's system disruption, some data may not have been captured.

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: January 9, 2023

Next meeting: April 28, 2023

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