

# New Mexico Commission for Deaf & Hard of Hearing



## Quarterly Report

FY23 Quarter 4



# FY23 Quarter 4 Board Report

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## **NMCDHH BOARD MEETING**

**Thursday, September 14, 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:

[www.youtube.com/watch?v=bCBCgr\\_LIKQ](http://www.youtube.com/watch?v=bCBCgr_LIKQ)

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### **DRAFT AGENDA**

Posted: 8/31/2023

- I. Call to Order and Roll Call
- II. Action Items:
  - A. Approval of Agenda
  - B. Approval of Minutes- June 15, 2023
  - C. Return to In-person meetings
- III. Discussion on Development of Annual Review Process for the Executive Director
- IV. Executive Session to Discuss Limited Personnel Matters pursuant to the Open Meetings Act, NMSA 1978, Section 10-15-1(H)(2)
  - a. Mid-year review and evaluation of Executive Director, NMSA 1978, Section 28-11B-2(A).
- V. Reports
  - a. Executive Director Report
  - b. Department Reports Q&A
- VI. Adjournment

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

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**

*Thursday, June 15, 2023*

*3:00pm*

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

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

***DRAFT – These minutes will be subject to possible revision and approval by the  
commissioners at the next Board meeting on September 14, 2023***

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

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  
Dr. Meena Mann  
Ms. Christine Fuller – DVR Designee.

Absent:

Quorum was met.

Five staff members from NMCDHH were present via Zoom: Executive Director Nathan Gomme, Chief Financial Officer (CFO) Deborah Romero, Director of Community Engagement Lisa Dignan, Community Engagement Specialist Jessica Eubank, and Trevor Brennan. Jessica Eubank interpreted the meeting along with Jacqueline Trujillo and Amy Bourque. Partners Interpreting LLC. provided CART transcription.

**II. APPROVAL OF AGENDA**

Chair Hooper asked for a motion to approve the agenda.

**23.17**

Commissioner Herbold made a motion to approve the agenda.

Commissioner Mann seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Mann – Yes

Designee Fuller – Yes

Motion passed unanimously.

**III. APPROVAL OF March 23, 2023 MINUTES**

Chair Hooper asked if there were any changes to the minutes from March 23, 2023.

**23.18**

Commissioner Herbold made a motion to approve the minutes as written.

Commissioner Mann seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Mann – Yes

Designee Fuller – Yes

Motion passed unanimously.

**IV. REPORTS**

**a. Auditor's Report**

Thad Porch presented the annual auditor's report. There were no material errors. NMCDHH was given an unmodified opinion, which is the best opinion possible.

Executive Director Gomme and Mr. Porch discussed aspects of the report pertaining to revenue and the general fund with commissioners.

Commissioner Hooper and Executive Director Gomme discussed how revenue from telephone taxes are dispersed, the impact of a flat-fee rate, and possible future changes to rates, as previously discussed during the March 11, 2021 Board Meeting/Auditor's report.

Chair Hooper thanked Mr. Porch for his report and commended Ms. Romero for another great audit.

**b. Executive Director Report**

Executive Director Gomme shared updates on the current Request for Proposal (RFP) underway for the Telecommunications Equipment Distribution Program (TEDP), and the recent decision by a Sole Source provider to longer continue their contract after June 30. Executive Director Gomme and Commission staff are working to ensure a continuation of service and smooth transition to a new vendor. Executive Director Gomme recently updated the community on the progress with solving this issue at a recent New Mexico Association for the Deaf (NMAD) Town Hall.

Executive Director Gomme shared that accessibility in virtual meeting spaces such as Zoom, Webex, Teams, and other platforms is a topic of much discussion in the community and with the Federal Communications Commission (FCC). Recently, there was an application released for one of the virtual meeting platforms in cooperation with a Video Relay Service (VRS) company, which as of the time of the report still hasn't received, FCC approval for funding. The FCC did however recently announce that they would be looking into virtual meeting platforms, and the appropriate accommodations needed to match the existing VRS/VRI/phone system.

Executive Director Gomme shared and discussed recent events regarding virtual meeting platforms, their interactions with Video Relay Service (VRS) companies, as well as proposed changes to Direct Video Communications Services, and the Federal Communications Commission (FCC) involvement with these items.

The Commission has recently started a pilot program to distribute unlocked iPhone 14's under the TEDP program. This program hopes to address the continuing shortage and discontinuation of accessible landline and mobile phone options, and the greater accessibility provided on an adaptive device such as the iPhone, where the applications available can be tailored to meet the needs of the individual and their disabilities. Because the phones are unlocked and utilize e-sim card technology, the individual can also pick the best carrier for their needs.

Executive Director Gomme, Lisa Dignan, and commissioners discussed the upcoming Fiscal Year budget, and Commission vacant positions. The Commission hopes to fill 4 positions in Fiscal Year 2024.

Commissioner Hooper asked if there is any backlog in case load and frequency of walk in appointments. Executive Director assured commissioners that although all Commission staff are very busy and multi-tasking, there is no backlog of caseload. Hiring is an ongoing issue for all state agencies. The Commission strives to schedule meetings with constituents in advance, to ensure that all accessibility and communication needs are met, but does address the needs of constituents as they appear.

Commissioner Hooper and Executive Director Gomme discussed how state budget allocation is appropriated at the beginning of the Fiscal Year per the legislative process.

Commissioner Mann asked about contact between the Commission and the National Association for the Deaf (NAD) Leadership Training Conference that will occur in Albuquerque in September 2023. As this item was not on the agenda for discussion, discussion was tabled.

**c. Department Reports Q & A**

There were no questions regarding department reports.

**V. ADJOURNMENT**

**23.19**

Commissioner Herbold made a motion to adjourn.

Commissioner Mann seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Herbold – Yes

Commissioner Mann – Yes

Designee Fuller - Yes

Motion passed unanimously.

The meeting was adjourned at 3:53pm.

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 proud to provide a report on the work and progress made during the fourth quarter of Fiscal Year 23. During the fourth quarter we finalized all the necessary procurements and also closed out all of the remaining contracts for the fiscal year. In the report you will also note, outside of the relay minutes which are based on community usage, we meet or exceeded every goal in our performance measures. This is exciting since we have been ramping up our work in the community coming out of the COVID pattern that had been the norm for several years now. Our pilot program for the iPhone was a great success in many ways and also showed us some barriers that we will likely see as we implement the program. We already know that the future of telecommunication is going to depend on these types of devices but there is a great learning curve that needs to be addressed if we are going to make these useful across the board.

A few things I wanted to discuss with the Legislative session during the third quarter and the subsequent follow ups since that time. There was a discussion about House Bill 288, with the sponsor and the Attorney General's (AG) office that occurred at the end of June. I was present as was our Board Chair, Mr. John Hooper. The AG's office seems to be on board and there is a belief we can get the bill added to this upcoming session. For those of you who might not remember, this was the bill that required places of public accommodation that display television programming, to essentially turn on the closed caption feature. I also reached out to the previous sponsor of the senate bill that was passed for our funding to see if she would meet with me to discuss what we need to do to get that bill through during this upcoming session. Our budget news for the upcoming fiscal year as I mentioned in the third quarter, is positive and we are ready to start posting the job advertisements for the vacant positions in the first quarter of the next fiscal year.

One other thing that isn't directly tied to the session is some work that has been happening over the last few years to get the Albuquerque International Airport (Locally known as the Sunport) looped. Steve Frazier, long time member of the Hearing Loss Association of Albuquerque, has been a big proponent of the captioning bill that we are discussing and also of pushing for more venues to be looped. While we have two Video Phones (VPs) at the airport, we have been pushing for more access to be provided to more of our community. Just before the fiscal year ended, the Sunport started going under renovations, and I received a report that Mr. Frazier's longtime efforts have paid off. Both Community Engagement Director Lisa Dignan and I have been in several meetings with the Sunport on this matter, and they told Steve they will be adding the loops at all of the gates. They have also purchased two portable counter loops, one will be at the information counter, and the other will be at the ticket counter. We are looking forward to more updates this fiscal year.

Our Request for Proposal (RFP) for the equipment program was completed prior to the end of the fiscal year and is in place until the end of the fiscal year for 2027. The equipment program will be able to carry out the continued support of the pilot program, which as I mentioned is providing unlocked iPhone 14 Plus, which comes with a suite of apps already preloaded onto the device to accommodate 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. We received several applications and had several members already working with our agency during the pilot program and actually got several late requests to be a part of the pilot program. While we couldn't let them join, we are going to proceed with providing the iPhones as part of program. Part of this was due to the last-minute surge of interest and people feeling they had missed out after hearing from the members who had already received their iPhones. As I mentioned in the last report 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. What we learned though was that some of the carriers are quite difficult to work with unfortunately and this meant our Community Advocacy Specialists, Mr. Stidham and Ms. Sandoval in the central and northern part of New Mexico, and Ms. Santillan in the southern part, had to provide additional support to work through the

process with the carriers. At times both Community Advocacy Director, Ms. Corina Gutiérrez and I also had to step in. In addition to this there is a clear line where some people are very comfortable with technology and some people are very unaware of some of the great features that are available to use. We learned this during frequent virtual meetings and in person help sessions. We would also collect data and surveys on the usability and benefits from use of the iPhones. Overall, we had several comments on how they felt they were no longer isolated or stuck using an older device that didn't have features such as the live captioning and access to high speeds. The other benefit was that by ensuring the phones weren't tied to a carrier the community was also able to pick the services that best worked in their area. When comparing some of the challenges to the overall benefit, we saw there was a value in continuing to provide these devices if we could provide continued support for learning with the vendor. We still need to work on ensuring a transition process is in place for activating these devices. Some carriers are easy to work with and some have understandable procedures, but they do not work well with a preloaded iPhone. These carriers require wiping a phone which would potentially make the device inoperable. There are work arounds which the majority of carriers are capable of however we need to take each situation case by case with the carriers we have issues with as we move forward. We will be rolling out a new brochure and catalog in the 1<sup>st</sup> quarter of the next fiscal year and it will be including some new devices as well as the iPhone 14 Plus.

Another important topic during the last quarter of the fiscal year was the status of the Support Service Provider (SSP) program. I am happy to report we have a new vendor, who has employed everyone who was working as an SSP under the last vendor. The new vendor is Vancro, a national company who works in various fields including the provision of SSP services. They already oversee these types of services in Vermont and Missouri. Their focus on allyship and providing opportunities to our DeafBlind, Deaf Plus, and Deaf Senior community aligns very well with our goals of serving this historically underserved community in the upcoming year. We are already working with Vancro to set up townhalls in the near future, likely at the end of the first quarter or early second quarter. I also want to mention that the work that the previous vendor Community Outreach Program for the Deaf-New Mexico (COPD-NM) has been very much appreciated, and they have long been part of this community. Change can be

difficult and learning late in the year that COPD-NM would not be able to continue providing services meant a lot of uncertainty. We worked diligently to ensure no interruption of services occurred and I am happy to say we saw none.

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. Already we have seen various responses to some of the relay changes specific to Direct Video Communication (DVC) and also in terms of funding. Recently I was contacted by members of congress from New Mexico to provide my insight which I did from my position with state level relay services. I also completed the FCC recertification process and the annual reporting duties during the 4<sup>th</sup> quarter. We are in good standing and will be for the next 5 years. I am sure some of you are noting though, the rollercoaster of relay minutes. As I mentioned in the last few reports, this was somewhat expected due to the reopening of several services in the state and nationally. As I also noted it will remain unlikely that we will see a complete transition of services until the broadband expansion reaches all parts of our state. We appreciate the chance to report on the many accomplishments of the 4<sup>th</sup> quarter of this fiscal year. I am proud of the work that has been done by our team to meet and exceed our goals this year and I am looking forward to hiring and filling the vacant positions to ensure that the workload remains manageable as we move forward in the new fiscal year.

Thank you,

*E. 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, Social Security Administration (SSA), New Mexico Senior Affairs, therapists, non-profit organizations, banks, and moving companies. During the fourth quarter of FY23, our department worked in the office throughout the quarter on various projects. We continued to follow COVID-19 safety protocols by wearing masks in group settings, scheduling appointments to reduce exposure to COVID-19, and working with individuals in the large conference room only.

During the fourth quarter, our Director of Community Advocacy, Ms. Corina Gutiérrez, worked with a Deaf individual regarding communication access at her workplace, a local healthcare provider. She needed an interpreter during her training and when she took tests. Initially, the supervisor did not think the individual needed an interpreter in those situations, but Ms. Gutiérrez clarified that because English is not the individual's first language, the employer is still responsible to provide an interpreter when the individual requests that accommodation. The employer finally provided an interpreter, and the individual was happy with the result.

Ms. Gutiérrez worked with a mental health service in Santa Fe to discuss communication access for Deaf and Hard of Hearing customers. The service wanted to better understand how to address communication barriers that are encountered. Ms. Gutiérrez provided them with fact sheets related to working with interpreters and also recommended that the Community Education Specialist, Mr. Roger Robb, provide the Hearing Loss Sensitivity training for their staff. The outcome was positive because the therapist and office now better understand the vital role of interpreters in this setting, and are providing interpreters for their clients

as needed.

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.

Executive Director Gomme, Community Education Specialist Mr. Roger Robb, and Ms. Gutiérrez met with the Executive Director of Language Access at Presbyterian Hospital to discuss the partnership of hosting a Community Needs Assessment Learning Session for our Deaf, DeafBlind, and Hard of Hearing community. The purpose of this event is to help them identify health needs in our community. They will use the information we share to guide Presbyterian's work for the next three years. We met a few times to plan two community session events, the first on July 22<sup>nd</sup>, and the second on September 23<sup>rd</sup> 2023, during the first quarter of FY24. Mr. Robb developed two vlogs on this event and provided direction on how to get to the Presbyterian facility.

Mr. Gomme and Ms. Gutiérrez met with the Program Director for AccesSOS. AccesSOS is a tech nonprofit organization who has developed an application (app) to allow for emergency communication. This is not to be confused with text to 911, which works without a downloaded app using your texting services. The app is intended for the Deaf and Hard of Hearing community members as well as people with speech disabilities or limited English proficiency. This program could potentially allow members of the community to contact emergency services quickly, without having to call them. How it works: AccesSOS needs to be downloaded onto the device, and your information has to be added to the program to create a profile. Once that is done the next time you use the program in a space that the program works, it will automatically get your geolocation from the phone and sends that to 911 operators along with information about the emergency. The app is free to the public. AccesSOS can currently be used to contact emergency services in Santa

Fe. The director initially during discussions wanted to expand accessibility in the Albuquerque area. However, Mr. Gomme suggested expanding it to Bernalillo County, not just the city of Albuquerque itself. Mr. Gomme and Ms. Gutiérrez provided resources for the director to contact and work with when AccesSOS is set up in Bernalillo County. As of reporting on this discussion, AccesSOS has added Bernalillo County. Mr. Gomme also made a note that the limit to these two areas may create inequity, and hopes that they continue to expand. AccesSOS will work with our community to educate them on how to use this service on their mobile devices.

Community Advocacy Specialist, Myra Sandoval worked with a Credit Union to ensure that they accepted responsibility for providing an ASL interpreter for a Deaf senior individual who wanted more information about purchasing a home and property. Initially, the bank would not provide this individual with proper communication access, but Ms. Sandoval worked with them and educated them on how important it is to provide an interpreter for any Deaf customers. They provided an interpreter for this individual resulting in a positive outcome.

Ms. Sandoval worked for a significant amount of time with a Deaf senior individual to have access in discussions related to their health insurance. The individual needed assistance to obtain an interpreter for a meeting with their benefits office to review their options. Ms. Sandoval successfully worked with the office and the individual to schedule an interpreter for their appointment.

Ms. Sandoval advocated for a Hard of Hearing individual, as a patient of a local hospital, to obtain an interpreter for their appointments. At first the hospital did not provide the individual with proper communication access, although they repeatedly requested an ASL interpreter, the hospital continued to reschedule the individuals appointment because they were not able to secure an interpreter. Ms. Sandoval provided support and information so they could advocate effectively, and in the end the individual was able to have information added to their file that they require an ASL interpreter for any medical appointments. The hospital subsequently was able

to provide interpreters for the individual's appointment.

Community Advocacy Specialist, Dennis Stidham worked with a medical facility to provide an ASL interpreter for a Deaf individual. The facility initially did not have the resources to find an interpreter, but Mr. Stidham was able to provide them with the necessary factsheets with pertinent information. Eventually, they were able to arrange video remote interpreting (VRI) for the patient's appointment.

Mr. Stidham advocated for a Deaf employee of a local moving and delivery company to educate them that they needed to provide this individual with an interpreter for their team meetings on a daily basis. These meetings provide updates every day to update the plan and route changes, and how many packages to deliver, and the individual faced a communication barrier understanding this information without an interpreter. Mr. Stidham sent them the factsheet about VRI, and he continued to work with them until they finally provided the individual with an interpreter through VRI.

Mr. Stidham worked with a member of a county Senior Affairs department to educate them on how to provide an ASL interpreter for any Deaf and Hard of Hearing customers, who needed assistance to complete the intake form to apply for services. Mr. Stidham successfully advocated for the Deaf Senior individual, ensuring that they provided an interpreter to complete the forms.

### **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 59 clients in total to date – 25 of whom are DeafBlind, 20 of whom are Deaf Plus, and 14 of whom are Deaf Senior Citizens. These 59 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 fourth quarter:

- Deaf Senior Citizens meetings on 4/6, 4/20, 5/11, 5/18, 6/1, 6/15, and 6/29
- The following Zia Deaf-Blind Club events: Bowling on 4/15; Miniature golf at Hinkle Family Center on 5/13; and the Zia “Olympic Games” on 6/7
- Gathering of Nations Pow-Wow on 4/28
- NMAD meeting on 6/3
- NM DeafBlind Task Force meeting on 6/7
- COPD-NM Town Hall on 6/15

This is the last quarter for COPD-NM reporting. Starting in Q1 of FY 24, the program will be under a new vendor, Vancro as detailed in the Executive Directors report.

### **Community Education**

A total of 60 presentations were provided by Community Education Specialist, Mr. Robb and other staff members as well as staff at New Mexico Relay.

Jessica Eubank provided three presentations. One involved information on the NMCDHH Apprentice Interpreter Program and the New Mexico Registry of Interpreters for the Deaf (NMRID) to the UNM Signed Language Interpreting Program practicum in-person. The second was a collaboration with NMRID and the Helen Keller National Center, on a DeafBlind Interpreting workshop for NM interpreters in person. The last one was a presentation “How to Arrange Independent Contracts” with NMCDHH Apprentices and recent UNM graduates through Zoom.

Lisa Dignan provided five presentations. The first two presented information about the NM Mentoring Program and “How to apply for a NM Provisional Interpreter License” to the UNM Signed Language Interpreter Program practicum in person. The last three presentations were for the El Paso Community College Interpreter Training Program graduating class through zoom. The presentations included the “NMCDHH Overview”, “New Mexico Mentoring” and “How to apply for a NM Provisional Interpreter/General License Requirements”.

Nathan Gomme provided 3 presentations, two of which were discussing technology accessibility for the hearing loss community. One was provided to a team of Tech Developers at UNM, and another done virtually with members of the state on ways to provide better access on-line. The third presentation was to discuss the state process for procurement in regard to the upcoming contract for the Support Service Provider Program.

Corina Gutiérrez provided 3 trainings for the UNM Signed Language Interpreter Program's Consecutive Interpreting class. These were provided in person the topics were: "Veterinarian setting", "Principal's Office setting", and "Doctor's appointment setting".

Thomas Sena from New Mexico Relay provided 7 presentations across the state. Mr. Sena provided details about CapTel and relay services as well as information about the equipment in Rio Rancho, Roswell, Las Cruces, Anthony, and Truth or Consequences.

Dennis Stidham provided one presentation for the San Juan Center on Independence's Youth Transitional Fair in person. He provided information about the TED Program.

Mr. Robb completed 38 presentations/trainings during the fourth quarter of Fiscal Year 2023.

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

- Introduction to ASL – 30
- Deaf Culture – 1
- Deaf Self Advocacy Training – 1
- Emergency Preparedness – 1
- Hearing Loss Sensitivity (Driving Schools) – 1
- Hearing Loss Sensitivity (Human Resources) – 1
- Hearing Loss Sensitivity (Law Enforcement) – 1
- Hearing Loss Sensitivity (Domestic Violence Shelter – 2<sup>nd</sup> part) – 1
- NMCDHH Overview - 1

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

- American Sign Language Academy
- CNM – Accessibility Services
- CNM – Law Enforcement Academy
- Hearing Loss Association – Albuquerque
- Northern NM Human Resources Association
- Solace Sexual Assault Services
- Traffic Safety Center
- UNM Audiology Class
- UNM Signed Language Interpreter Program

The presentations/trainings continue to be a hybrid of both 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 more and more in person when possible.

### **Systemic Advocacy**

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

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

Albuquerque Police Department - We have completed one portion of the video and will complete the second portion and plan to disseminate the video by the end of the 1<sup>st</sup> quarter during the 2024 Fiscal Year.

City of Albuquerque ADA Advisory Council - Mr. Robb attended the council meetings during the 4th Quarter. Mr. Robb has continued to provide input on how to improve the council and develop ideas of what can be done to get the community to understand/know more about what the services we provide.

University of New Mexico Hospital – Patients & Family Advisory Committee- We were able to complete the video and we are awaiting the update of when it will be posted on their website.

Ongoing cases: These are ongoing cases that are still procedurally being worked on this quarter:

Albuquerque Police Ambassadors  
Albuquerque Public Schools  
Las Cruces Police Department  
Lovelace Healthcare System  
National Weather Service  
Popejoy Hall (Systemic)  
Rio Rancho Police Department  
Santa Fe Police Department  
University of New Mexico Hospital

## 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 TED program sent to the @info email address. He 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.

- Mr. Siergey communicated with and assisted a person living in Santa Fe in renewing their application for an iPad. He also provided resources for equipment that is more closely aligned with what the individual was seeking, which our program does not carry or distribute.
- Mr. Siergey collaborated with Ms. Santillan and Ms. Gutierrez to help a Deaf couple fulfill the documentation requirements for equipment. Eventually, all the necessary documentation was received, resulting in the approval of their equipment application.
- Mr. Siergey worked with an agency and a person with a speech disability to acquire an iPad. He also assisted with a request to evaluate the addition of an app that is not included in our iPad speech package.
- Mr. Siergey collaborated with Ms. Santillan to ensure that several applicants from southern New Mexico have met the criteria of the application processes. Eventually, all of the applicants met the requirements.

Mr. Siergey also collaborated with Mr. Stidham to ensure that additional applicants from his clients met the criteria of the application processes. Eventually, most of the applicants were able to meet the requirements.

People seeking information on equipment, such as how to return it, are provided with assistance. In some cases, we have assisted in returning used equipment to Teltex, particularly when some members of the family have passed away or when individuals have moved out to different states. Additionally, we have referred some individuals to state vendors that may also provide equipment, such as NM Relay.

Mr. Stidham worked with 14 individuals who were in the iPhone pilot program. He joined the individuals and two staff members from our vendor, - Teltex, for their Zoom meeting every other Friday for two months. He also helped and supported the individuals by answering the surveys every other Friday. He met with some individuals and helped them transfer their old phones to new iPhone 14s, and he also assisted them in setting up their phone plans with different carrier services. The iPhone pilot program went successful.

This last quarter of FY23, TEDP has distributed a total of 719 items of equipment. Phones, iPhones (for the pilot program), and iPads 611 items and for accessories 108 items.

<b>Phone</b>	<b>Total items distributed</b>
Clarity Alto	0
Clarity Alto Plus	0
Clarity BT914	0
Clarity D704	0
Clarity D714	8
Clarity JV35	0
Clarity XLC2+	0
Clarity XLC7BT	0
Clarity XLC8	14

Clarity XLC8 with GLT	50
GLT	0
ClearSounds A1600BT	0
ClearSounds CSC600ER	11
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	11
Geemarc Ampli550	0
CapTel 840	0
<b>iPad</b>	
Deaf Package	18
Hard of Hearing Package	9
Deaf-Blind Package	0
Speech Package	9
<b>iPad mini</b>	
Deaf Package	0
Hard of Hearing Package	9
Deaf-Blind Package	0
Speech Package	0
<b>iPhone</b>	
iPhone 14 +	472
<b>Total Phone/iPad Equipment Distributed Count:</b>	<b>611</b>

<b>Accessories</b>	<b>Total items distributed</b>
Amplicom NL100 Neckloop	0
Bellman Mino with neckloop	24
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	5
ClearSounds CS-CR200 Phone Ringer	0
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	6
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	3
Silent Call Medallion Kit	33
SonicAlert HA360MKBR	30
SonicAlert HA360BRK	0
Surge Protector (Phones and accessories)	7
<b>Total Accessories Equipment Distributed Count:</b>	<b>108</b>
<b>Total Overall Equipment Distributed Count:</b>	<b>719</b>

## **Outreach**

During the fourth quarter of FY23, Mr. Stidham and Mr. Sena from Relay New Mexico hosted one booth at the 18<sup>th</sup> Family Annual Leadership Conference. Mr. Siergey and Mr. Sena hosted one booth at Sandia Wellness & Safety Fair Mr. Siergey and Mr. Stidham combined provided 17 booths in Albuquerque, Farmington, Isleta, Rio Rancho, and Tukumcari. The total number of individuals who visited our booths was 857.

<b>Q4 Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
18 <sup>th</sup> Family Annual Family Leadership Conference	Albuquerque	4/13/2023	39
Child Find	Tukumcari	4/14/2023	38
B2B Business Consumer Expo	Albuquerque	4/18/2023	20
Hodgins ASL Family Fun Night	Albuquerque	4/26/2023	72
San Juan Center for Independence Youth Transition Fair	Farmington	04/27/2023	73
Isleta Health Center Community Health Fair	Albuquerque	5/12/2023	138
Fairwinds Health Fair	Rio Rancho	5/17/2023	35
Albuquerque Employee Health Fair	Albuquerque	5/18/2023	117
Diversity Job Fair	Albuquerque	5/26/2023	91
Roadrunner Foodbank	Albuquerque	06/06/2023	52
Roadrunner Foodbank	Albuquerque	06/07/2023	36

Roadrunner Foodbank	Albuquerque	06/13/2023	7
Roadrunner Foodbank	Albuquerque	06/14/2023	3
Roadrunner Foodbank	Albuquerque	06/20/2023	11
Roadrunner Foodbank	Albuquerque	06/21/2023	11
Roadrunner Foodbank	Albuquerque	06/27/2023	27
Roadrunner Foodbank	Albuquerque	06/28/2023	13
		<b>Total:</b>	<b>857</b>

**Relay New Mexico (RNM)**

Mr. Sena attended and hosted booths at 11 additional locations as well as attended several locations for field visits in Rio Rancho, Truth or Consequences, Carlsbad, and Hobbs. In all he worked with over 28 individuals across the state and met with 1,875 attendees in the events he attended without Mr. Stidham. Mr. Sena already has several additional events planned in the upcoming months in Ruidoso, Albuquerque, and Roswell.

<b>Q4 Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
Hobbs Senior Center	Hobbs	4/6/2023	50
Family Leadership Conference	Albuquerque	4/13/2023	150
B2B Business & Consumer Expo	Albuquerque	4/18/2023	250
Sandia Wellness & Safety Fair	Albuquerque	4/20/2023	125
Union County Health Fair	Clayton	4/26/2023	205
Raton Family Health Fair	Raton	4/27/2023	200

New Mexico APCO Conference	Las Cruces	5/3/2023	120
Tijeras Senior Center	Tijeras	5/15/2023	90
CABQ Community Block Party	Albuquerque	6/3/2023	125
Psychosocial Rehab Association of New Mexico Conference	Albuquerque	6/7-9/2023	360
Moving Forward Annual Conference	Rio Rancho	6/16-17/2023	200
		<b>Total:</b>	<b>1,875</b>

# 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 Hard of Hearing senior citizen with additional disabilities requested advocacy assistance with communicating with a local water company and resolving a water leak and resulting bill situation. Ms. Santillan was able to advocate for the individual, and the situation was resolved successfully.

## **Systematic Advocacy Services**

Ms. Santillan continues to participate in virtual/in person (when approved) networking meetings to continue her outreach efforts in Southern New Mexico. She educates them about hearing loss resources to do outreach for potential clients. Provides information on the NMCDHH services, various information, and resources 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:**

Ms. Santillan continues to promote our agency's visibility in the community by building new relationships with local community partners.

### **Community Collaboration 4th QTR FY23**

- Alzheimer's Association
- Assisted Living in Deming
- Camino Real Medicare Plans
- Cassie Health Center
- Colores United
- County of Grant Manager's Office HR Specialist
- Deming Senior Center Board Member
- Hidalgo Medical Services
- Las Cruces Police Department Community Advocacy
- Las Cruces Senior Centers Recreation Manager
- Las Cruces VA
- Las Cruces Veterans Affairs (VA) Community-Based Outpatient Clinics (CBOC)
- Lion's Club Las Cruces
- Medicare
- Montessori School
- Morningstar United Methodist Church
- Mountain Shadows Home Care, Inc.
- Munson Senior Center
- New Mexico Department Of Health
- New Mexico Department of Transportation
- New Mexico Department of Veteran Services (Silver City)
- New Mexico Department of Vocational Rehab
- New Mexico Workforce Connection Disabled Veteran Outreach Program
- Protesa Health Plans
- Slate Medicare Insurance
- State of NM Department of Health Fort Bayard Medical Center
- SunRise Lion's Club
- The Deming Luna County Senior Citizens Center
- Truth or Consequences Housing Authority
- U.S. Department of Veterans Affairs
- Unite Us

- Walgreens
- 

This 4<sup>th</sup> quarter Ms. Santillan removed 734 communication barriers for our consumers in various settings.

**Booths and Presentations:**

This 4<sup>th</sup> quarter, Ms. Santillan set up thirty-eight (38) in-person booths. Ms. Santillan did not provide any presentations for this quarter.

**Booths:**

4 <sup>TH</sup> Quarter April-June				
	Events	Location	Date	Participants
1	Casa De Peregrinos	Las Cruces, NM	4/5/2023	29
2	De La O Visitors Center	Doña Ana, NM	4/6/2023	20
3	Our Lady of Guadalupe Catholic Church	Tortugas, NM	4/10/2023	19
4	Del Cerro Multipurpose Center	Vado, NM	4/11/2023	21
5	Calvary Baptist Church	Las Cruces, NM	4/12/2023	32
6	Radium Springs Community Center	Radium Springs, NM	4/13/2023	43
7	Lighthouse	Las Cruces, NM	4/18/2023	40
8	New Mexico Workforce Connection Silver High School Job Fair	Silver City, NM	4/21/2023	151
9	St. Anthony Catholic Church	Anthony, NM	4/24/2023	21
10	Mesquite Community Center	Mesquite, NM	4/25/2023	24
11	Salvation Army	Las Cruces, NM	4/27/2023	32
12	Casa De Peregrinos	Las Cruces, NM	5/1/2023	58
13	St. Thomas Moore Catholic Church	Chaparral, NM	5/2/2023	57
14	Our Lady of Guadalupe Catholic Church	Tortugas, NM	5/8/2023	38
15	Del Cerro Multipurpose Center	Vado, NM	5/9/2023	50
16	Calvary Baptist Church	Las Cruces, NM	5/10/2023	33
17	Radium Springs Community Center	Radium Springs, NM	5/11/2023	40
18	Casa De Peregrinos	Las Cruces, NM	5/15/2023	48
19	Lighthouse	Las Cruces, NM	5/16/2023	36
20	Casa De Peregrinos	Las Cruces, NM	5/17/2023	64
21	Eastside Senior Center	Las Cruces, NM	5/22/2023	28
22	The Deming Senior Center Information Fair	Deming, NM	5/23/2023	46

23	Calvary Baptist Church	Las Cruces, NM	5/24/2023	44
24	Our Lady of Mercy Catholic Church	Hatch, NM	5/25/2023	34
25	Casa De Peregrinos	Las Cruces, NM	5/31/2023	54
26	De La O Visitors Center	Doña Ana, NM	6/1/2023	25
27	Benavides Senior Center	Las Cruces, NM	6/2/2023	30
28	Casa De Peregrinos	Las Cruces, NM	6/5/2023	52
29	Immaculate Conception Catholic Church	Berino, NM	6/6/2023	48
30	Salvation Army	Las Cruces, NM	6/8/2023	28
31	Del Cerro Multipurpose Center	Mesquite, NM	6/13/2023	35
32	Calvary Baptist Church	Las Cruces, NM	6/14/2023	28
33	Peace Lutheran Church	Las Cruces, NM	6/15/2023	38
34	Butterfield Community Resource Center	Butterfield, NM	6/16/2023	13
35	Lighthouse	Las Cruces, NM	6/20/2023	28
36	Our Lady of Mercy Catholic Church	Hatch, NM	6/22/2023	21
37	St. Anthony Catholic Church	Anthony, NM	6/26/2023	17
38	San Jose Catholic Church Mobile	La Mesa, NM	6/27/2023	28
		<b>Total Participants</b>		<b>1,453</b>

# 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 fourth quarter of FY23.

- Securing interpreting services for agency assignments remains a challenge. Thanks to Ms. Eubank and the interpreters contracted directly with the agency, requests sent to referral agencies are kept to a minimum, resulting in significant cost savings. All FY23 needs were met within the budget available for communication access.
- We secured direct agreements with some additional interpreters for FY24, so hopefully we will be able to successfully cover all of the agency communication access needs while being good stewards of the budget entrusted to us.
- The NMCDHH Board Meeting on June 15 was successful with all necessary communication access services provided.
- The Regulation and Licensing Department is extraordinarily short staffed, placing a tremendous burden on remaining employees during multiple transitions. The Signed Language Interpreting Practices Board (SLIPB) Administrator, Phyllis Gilmore, was overseeing six different boards during the fourth quarter due to inadequate staffing, yet still managed to accomplish a great deal.
- The SLIPB Rule hearing was held in April, and the Board accepted all proposed rule changes which will be implemented within the next 90 days.
- I have worked with other RLD Team Leaders to load the appropriate licensure requirements into the coming online system. The response from the interpreting community in preparation for the transition to the fully online system was outstanding.
- Due to the staffing shortage at RLD, license renewals were delayed. I communicated with many individuals who were concerned about the status of their licenses.
- During this same period, all RLD websites were completely redesigned. The changes were rolled out without warning, and Ms. Gilmore and I hurried to evaluate the revised site and provide documentation to the website department to replace crucial missing information.
- I am recruiting participants for the Fall 2023 Session of New Mexico Mentoring which will start in August.

- I provided presentations to the University of New Mexico Signed Language Interpreting Program and El Paso Community College about NMCDHH, New Mexico Mentoring, and New Mexico Interpreter Licensure.
- All FY 24 service contracts for the Community Engagement Department were created and fully executed ahead of schedule.
- An issue arose around the State Personnel Office (SPO) providing interpreting services for Deaf and Hard of Hearing staff members for trainings they offer. Director Gomme and I provided education and advocacy, resulting in a renewed commitment from SPO to assure that all of their trainings are accessible to all state employees. Additionally, we will partner with SPO to promote trainings that will have signed language interpreters to encourage additional Deaf and Hard of Hearing state employees to participate.
- The Statewide Price Agreement for signed language interpreting services will expire in December, so I began the process of working with the State Purchasing Department to prepare the Invitation to Bid that will be issued in the fall to create a new price agreement.
- 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 EEOC, the ADA National Network, The Solutions Group, the State Personnel Office, and mental health organizations have been beneficial to my work.
- I provided guidance to several entities on issues related to communication access including:
  - San Juan College
  - Arizona Schools for the Deaf and Blind
  - Hobbs Schools
  - Las Cruces Public Schools
  - Division of Vocational Rehabilitation
  - The Signed Language Interpreting Practices Board Administrator
  - Museum of International Folk Art
  - The New Mexico Office of Broadband Access and Expansion
  - New Mexico Community AIDS Partnership
  - Counseling providers
  - Interpreter referral agencies and staffing agencies
  - Several other individuals and private businesses

## Community Engagement Activities

- Our social media reach continues to grow, as does the community's engagement with us. Currently we have 2329 connections across Facebook, Twitter, and Instagram, which is an increase of 31 over the last quarter. At the end of the quarter we also surpassed 100 subscribers to our YouTube channel. Subscriptions to the bi-weekly email newsletter continue to grow with 309 subscribers, an increase of 16 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. In this quarter we were delighted to add open captioned movies in Las Cruces to the information we share.
- Ms. Dignan's skill with the free version of the Buffer platform is expanding, increasing efficiency in simultaneously posting information to Facebook, Instagram, and Twitter daily.
- Our new plan to promote NMCDHH booth events in advance created a significant amount of additional work but is having a positive impact. The events are listed on the NMCDHH website calendar ([www.cdhh.nm.gov/events](http://www.cdhh.nm.gov/events)) and shared on social media and in the bi-weekly email newsletter. We have received communication via social media from constituents confirming that they are using this information to visit staff at events. We continue to be grateful to Susana Santillan, Dennis Stidham, and Jason Siergey for their assistance compiling the details for upcoming booths and providing photos to share on social media.
- We also continue to share information about our Community Education presentations. Roger Robb provides photos from his presentations which are shared to social media along with a link to the revised Community Education page and an invitation to request presentations ([www.cdhh.nm.gov/advocacy/community-education](http://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](mailto: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 the types of requests we receive. Questions in the fourth quarter included asking us to share information with the community about locating audiologists who are fluent in ASL as well as requests for assistance checking interpreter licensure status, obtaining an interpreter for a medical appointment, finding an ASL tutor, becoming licensed as an interpreter in New Mexico, and assistance for an emergency housing center to effectively serve Deaf individuals.

- More NMCDHH Fact Sheets were updated and uploaded to the website. This is an ongoing project with collaboration between several staff members.
- Ms. Dignan shared information with the interpreting community via her email distribution list, which continues to grow. 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 well 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 focused this quarter on working within the interpreting community to improve communication access. Her work includes the following:

- Ms. Eubank had the opportunity to attend a class with the UNM practicum students to talk about the NMCDHH Apprenticeship Program and the New Mexico Registry of Interpreters for the Deaf (NMRID). She was able to meet students that she had not yet worked with before and discuss opportunities for these students once they graduate.
- Ms. Eubank was invited to attend two days of UNM Seminar panels. These seminar panels serve as the senior capstone project for students who are about to graduate. They serve as an opportunity for these students to showcase their skills and gives members of the community the opportunity to provide feedback on their work.
- Ms. Eubank worked collaboratively with the New Mexico Registry of Interpreters for the Deaf (NMRID), Community Outreach Program of the Deaf (COPD) and Helen Keller National Center (HKNC) to host a workshop for interpreters on interpreting for DeafBlind consumers. The workshop included the etiologies of deafblindness, how interpreters can best adjust the environment and their interpreting styles for consumer needs, and role playing that allowed interpreters to practice their skills. The workshop was well attended and received a lot of positive feedback.
- Ms. Eubank also worked with NMRID and the New Mexico Shakespeare Festival (NMSF) on a project they initiated to provide interpreting services for two free Shakespeare shows this summer. She served as a Shakespearean language

expert and met with interpreters before their scheduled performances to assist in understanding some of the dense vocabulary used in the shows.

- NMCDHH provided a total of 192 hours of interpreting services in the 3rd quarter.
- Referral agencies were used once this quarter to provide 2 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:

- Ms. Eubank held a workshop on how to set up independent contracts for work outside of interpreting agencies. This workshop was open to current apprentices as well as recent graduates of the UNM SLIP. Our apprentices asked many good questions and made it a lively discussion.
- Both apprentices participated in the NMSF-NMRID joint project and interpreted a Shakespeare show. They did fantastic work with very complex language and the Festival was a hit thanks to their efforts.
- Both apprentices continue to serve in leadership roles within NMRID and have even taken on additional committee duties. They continue to provide excellent support to our interpreting community.
- Apprentices engaged in 42.5 hours of observation, interpreting, and professional development work in the third quarter.
- Applications for FY24 Apprentices were received, interviews conducted, and two Apprentice Interpreters were selected for the coming fiscal year. They will be introduced in the next quarterly report.

### **Human Resources**

The fourth quarter kept Ms. Dignan busy with several HR activities:

- The Legislature and Governor approved 6% pay increases for all state employees effective in July 2023. I completed all of the preparation needed for the increases to be applied.
- Health insurance premiums are also increasing in the new Fiscal Year, so I worked with all of our employees to be prepared for that change. With the pay increase, several employees will move to the next contribution tier for insurance premiums, resulting in a significant increase in their share of the costs. Thankfully, the pay

increases sufficiently offset those changes and everyone will see an increase in their take-home compensation.

- To receive the pay increases, all employees need to have a satisfactory FY 23 Evaluation entered in SHARE by June 30. I worked with the agency management team to assure all evaluations were completed and entered.
- SPO revised their COVID-19 Mitigation and Reporting Policy and I prepared it for distribution to our staff. The revision did not contain any conflicts with the NMCDHH COVID Safe Office Policy and Procedures, so that did not require any adjustments.
- The weekly “Employee Handbook Minute” emails to agency staff continue to provide reminders about HR Policies and Procedures.
- 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). I am hopeful that HR Council meetings will return in the future, as that level of information sharing from SPO was very helpful.

**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.
- 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 110 people have registered for access to the database.

Library Usage - FY 2023					
	Q1	Q2	Q3	Q4	Total
Patrons	1	0	1	1	3
Items Loaned	1	0	3	3	7

# Administration & Finance

*Deborah Romero, Director of Administrative Services*

FY23 – Fourth Quarter Board Report						
Category		2023 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,213,700.00	974,167.23		239,532.77	80.26%
300	CONTRACTUAL SERVICES	1,229,300.00	699,704.63		529,595.37	56.92%
400	OTHER	282,100.00	213,346.00		68,754.00	75.63%
500	OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total		2,841,600.00	2,003,717.86	0.00	837,882.14	70.51%

FY23 Collected Revenue June 30, 2023		
Month	General Fund Allotment	TRS Revenue
Subtotal	\$1,286,200.00	\$1,182,552.47

- Mr. Brennan assists community members over the phone and via email. During the fourth quarter, he addressed 272 communication barriers via phone or email. The most common questions this quarter were requests for information about the TEDP program. The remaining questions in order of frequency were requests for information regarding how to find an interpreter, who pays for interpreting services, community advocacy, and financial assistance for hearing aids.

## 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	139	100%
Number of outreach events coordinated	122	150	123%
Average number of relay minutes per month	10,000	4,849.42	48%
Number of accessible technology distributions	1,070	1,342	125%
Number of communication barriers addressed	20,000	22022	110%
Number of interpreters in CDHH sponsored professional development	200	212	106%

### **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	5	6	5	28
Region 2	12	13	13	13	51
Region 3	85	44	45	50	224
Region 4	7	7	5	5	24
Region 5	35	26	27	40	128
<b>Total Members by Quarter</b>	<b>151</b>	<b>95</b>	<b>96</b>	<b>113</b>	<b>455</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	28	25	20	141
Hard of Hearing	27	22	24	38	111
DeafBlind	3	4	1	2	10
Speech Disabled	4	0	0	1	5
Hearing	49	41	46	52	188
<b>Total Individuals by Quarter</b>	<b>151</b>	<b>95</b>	<b>96</b>	<b>113</b>	<b>455</b>





**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:** August 29, 2023

**Re:** MOU Goals and Performance Report for Fourth Quarter SFY2023 (**April 1 – June 30, 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 receive assistance.

**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: Nineteen** individuals have received sign language Interpreter services. A total of **\$8,315.25** has been authorized and expended for this service.

**Hearing Aids or other hearing devices: Thirty-one** individuals received hearing aids or other hearing devices. A total of **\$171,208.21** has been authorized and expended for this service.

**Closed Successfully Rehabilitated (employed):**

**One** individual who is Deaf-Blind has been closed and successfully rehabilitated. **Twenty-three** individuals who are Deaf have been closed successfully rehabilitated.

**Twenty-five** individuals who are Hard of Hearing have been closed successfully rehabilitated.

**Four** 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 **28.40** hours per week. The average wage is **\$16.14** per hour.

**Caseload Activity**

Of the **two hundred-seventeen** individuals who are Deaf/Deaf-Blind and on a DVR caseload, **fifty-seven** have been opened or opened and closed.

Of the **four-hundred eighteen** individuals who are Hard of Hearing or have Other Hearing Impediments on a DVR caseload, **one-hundred fourteen** individuals have been opened or opened and closed.

**Ineligible for VR Services**

**No** 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.

**Thirty-four** 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](http://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*

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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:

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

### Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 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	9	0 Community, 2 Educational, 7 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

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

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

Last meeting: May 26, 2023

Next meeting: July 17, 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](http://www.rld.nm.gov/boards-and-commissions/individual-boards-and-commissions/signed-language-interpreting-practices/slip-board-information/slip-board-meetings)