

New Mexico Commission for Deaf & Hard of Hearing



Quarterly Report FY25 Quarter 2



FY25 Quarter 2 Board Report

Table of Contents

Agenda	3
Minutes 12/05/2025	4
Executive Summary.....	9
Community Advocacy	16
Las Cruces Satellite Office	22
Support Service Provider Program	25
NMCDHH Activities During Q2 FY25.....	32
Outreach & Telecommunications.....	35
Community Engagement	41
Administration & Finance.....	45
Data & Statistics	46
DVR Report.....	48
RLD Report.....	51



NMCDHH BOARD MEETING

Thursday, March 27, 2025

3:00 PM

The meeting will be virtual and hosted on Zoom. The public can view the meeting livestream on YouTube with interpreters and captioning at this link: www.youtube.com/live/GMhiKpSeqZw

FINAL AGENDA

Posted 3/20/2025

- I. Call to Order and Roll Call
- II. Action Items:
 - A. Approval of Agenda
 - B. Approval of Minutes – December 5, 2024
 - C. Welcome Deaf/Hard of Hearing Parent, Tiffany Gallegos
 - D. Discussion of OMA training for Board Members
 - E. Board Elections
- III. Reports
 - a. Executive Director Report
 - b. Department Reports
 - Community Advocacy
 - Community Engagement
 - Administrative Services
 - c. Welcome New Director of Community Engagement, Amy Bourque.
- IV. Adjournment



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

*Quarterly Board Meeting
Thursday, December 5, 2024
3:00pm*

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

www.youtube.com/live/7f9Q3TsFzq4

***DRAFT – These minutes will be subject to possible revision and approval by the
commissioners at the next Board meeting on March 27, 2025.***

I. CALL TO ORDER AND ROLL CALL

Chair John Hooper called the meeting to order at 3:13pm. Renee Bregar, Administrative Operations Specialist, called roll call.

Present: Mr. John Hooper
Dr. Jennifer Herbold
Dr. Norm Dawson
Mr. Joseph Lopez, III

Absent: Dr. Meena Mann
Ms. Casey Stone-Romero

Quorum was met.

Six staff members from NMCDHH were present: Executive Director, Nathan Gomme; Chief Financial Officer (CFO), Deborah Romero; Director of Community Advocacy, Corina Gutiérrez; Communication

Development Specialist, Jessica Eubank; Community Engagement Specialist, Trevor Brennan; Administrative Operations Specialist, Renee Bregar. Jessica Eubank interpreted the meeting along with Rhonda Hall, and Barbara Shaffer. Francisco A. Philibert from Partners Interpreting LLC. provided CART transcription.

II. APPROVAL OF AGENDA

Chair Hooper asked for a motion to approve the agenda.

25.1

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

Commissioner Lopez seconded.

Ms. Bregar took a roll call vote:

Commissioner Dawson – Yes

Commissioner Herbold – Yes

Commissioner Hooper – Yes

Commissioner Lopez – Yes

Motion passed unanimously.

III. Approval OF JUNE 6, 2024 MINUTES

Commissioner Hooper asked if there were any changes to the minutes from June 6, 2024.

25.2

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

Commissioner Herbold seconded.

Ms. Bregar took a roll call vote:

Commissioner Dawson – Yes

Commissioner Herbold – Yes

Commissioner Hooper – Yes

Commissioner Lopez – Yes

Motion passed unanimously.

IV. WELCOME DEAF AND HARD OF HEARING REPRESENTATIVE OF SOUTHERN NM, MR. JOSEPH LOPEZ, III

Commissioner Lopez stated that he has been a resident of New Mexico for almost 15 years. He works for the New Mexico School for the Deaf Early Intervention Development Specialist, and also teaches ASL at New Mexico State University. Mr. Lopez is Deaf and has been a community advocate for many years as well.

V. CONFIRM MEETING DATES FOR CALENDER YEAR

Commissioners held a brief discussion regarding the Board meeting dates for calendar year 2025. After discussion, the following dates were selected: March 27, June 5, September 4, and December 4, 2025.

25.3

Commissioner Dawson made a motion to approve the meeting dates as discussed.

Commissioner Lopez seconded.

Ms. Bregar took a roll call vote:

Commissioner Dawson – Yes

Commissioner Herbold – Yes

Commissioner Hooper – Yes

Commissioner Lopez – Yes

Motion passed unanimously.

VI. ADOPTION OF REVISED OPEN MEETINGS ACT RESOLUTION FOR 2025

Commissioners held a brief discussion regarding the revised Open Meetings Act Resolution for 2025. The only changes from the 2024 resolution were to update the resolution dates for 2025.

25.4

Commissioner Herbold made a motion to adopt the updated OMA Resolution for 2025.

Commissioner Lopez seconded.

Ms. Bregar took a roll call vote:

Commissioner Dawson – Yes

Commissioner Herbold – Yes

Commissioner Hooper – Yes

Commissioner Lopez – Yes

Motion passed unanimously.

VII. EXECUTIVE DIRECTOR'S GOALS

Commissioners discussed Executive Director Gomme's goals for FY25. The goals for FY25 are:

1. Work to request and potentially receive increased permanent funding for the Support Service Provider (SSP) and Communication Facilitator (CF) Programs.
2. Have a plan in place by end of Fiscal Year to comply with Title II of the Americans with Disability Act, Web Content Accessibility Guideline requirements that take effect in April 2026 regarding the Commission website and social media postings.

3. With the statewide plan expiring in 2025, I will work to be involved with the review application of the revisions to the Older Americans Act and the definition changes.
4. Develop a Task Force to address the interpreter shortage in New Mexico and the Commission's approach to mentoring.

25.5

Commissioner Herbold made a motion to approve the Executive Director's Goals as discussed.

Commissioner Lopez seconded.

Ms. Bregar took a roll call vote:

Commissioner Dawson – Yes

Commissioner Herbold – Yes

Commissioner Hooper – Yes

Commissioner Lopez – Yes

Motion passed unanimously.

VIII. REPORTS**a. Executive Director Report**

Mr. Gomme discussed the role out of the Communication Facilitator Pilot Program at the beginning of FY25. New Mexico is now the fourth state with a CF program. Vancro continues to see an increase in the number of community members eligible and receiving services, and there may be a need for increased funding depending on continued growth.

Executive Director Gomme discussed funding and budget for the Commission provided programs. There will be a request for funding specifically for a comprehensive audit that compares state and federal reports to see if the funding we receive is counted and allocated correctly.

b. Department Reports Q & A**Community Engagement**

Mr. Trevor Brennan is serving as the interim Director of Community Engagement. Mr. Brennan briefly discussed the retirement of Ms. Lisa Dignan, and the work being done to keep operations running smoothly in the department, while preparing for a new director.

Mr. Brennan discussed his experience at the M-Enabling Summit in Washington D.C. where he learned about a variety of accessibility/technological/disability issues that will benefit his work at the Commission, and especially the work being done with WCAG compliance. Mr. Brennan and Mr. Gomme continue to monitor AI technology in the Deaf ecosystem.

Mr. Brennan recognized Ms. Jessica Eubank, staff interpreter, who is receiving a master's degree in Interpreter Education, which will be helpful to the professional development work she does with interpreters in the community.

Administrative Services

Ms. Deborah Romero commented on how her department is now fully staffed, with amazing individuals who are doing great work.

IX. ADJOURNMENT

25.6

Commissioner Lopez made a motion to adjourn the meeting.

Commissioner Herbold seconded.

Ms. Bregar took a roll call vote:

Commissioner Dawson – Yes

Commissioner Herbold – Yes

Commissioner Hooper – Yes

Commissioner Lopez – Yes

Motion passed unanimously.

The meeting was adjourned at 4:32pm.

Respectfully submitted,

Renee F. Bregar

Renee Bregar
Administrative Operations Specialist

Executive Summary

G. Nathan Gomme, Executive Director

Commissioners and Community members, I present the Executive Summary of the Fiscal Year 25 (FY25) second quarter report for the New Mexico Commission for Deaf and Hard of Hearing. First, I want to touch on some of the work done in the second quarter for my goals. Some of them will not have some immediate impact until the third or fourth quarter but provide some context for what is being worked on in the meantime.

1. Work to request and potentially receive increased permanent funding for the Support Service Provider (SSP) and Communication Facilitator (CF) Programs.

Key activities in Q2

In October, we had our first FY26 Budget hearing with the finance committee based on our initial request, which was due in early September. During the committee hearing, our budget request included some special requests and one specific request related to the funding of SSP and CF services. In the prior year, the request included a special appropriation of \$200,000 for the purposes of creating a Communication Facilitator program. In my current request for FY26, I requested that funding become a permanent part of my funding moving forward. What this will do is essentially leave the request for SSP services at \$456,400 but allow me to continue receiving the \$200,000 in funding for additional services such as CF, assuming the program will continue needing that much funding, if it does not, the funding will also be available for the SSP services. So long as the same vendor provides both of these services, the total funding available will be \$656,400 for all of these services. This addresses the initial goal I set for the fiscal year, and we are confident we will be able to see that funding after the legislative session ends.

After meeting with key stakeholders, and several discussions with Vancro in October and November, there continue to be concerns with funding needs. The continued growth which I outlined in the last quarter report does not appear to be stopping, and we

are now seeing that if Vancro continues to add members to the growing list of people served, that they will either have to further cap hours or institute a waiting list. Neither option is one any of us wants to see, and increasing a cap would further frustrate many of our long-time users of the SSP services. A waiting list will likely be instituted as we work through the funding needs and challenges. With the funding request already made, I will need to attempt to request an increase in what we have already requested for funding. We are unsure if that will be successful due to the request already being submitted, but I intend to make every effort to try to secure an additional \$200,000 (to be added to the \$656,400) funding and support.

The Communication Facilitator Program has been moving along very well. There were several events and training opportunities taking place these two quarters as well as CF's hired to start the process of providing this unique support program. I met with several of the states who also provide this unique program, and we are working on the groundwork documentation of what such a program will look like if it were to be implemented in every state. This includes the proposal to the Federal Communications Commission (FCC) in the objectives and proposed cost for such a program. All of the states met in November for our first meeting through the National Association of State Relay Administrators (NASRA), which also included some states who are also working on this initiative. An implementation kit is being developed as well as an explanation and request for support from the FCC of this endeavor with the first draft expected in January.

2. Have a plan in place by the end of Fiscal Year to comply with Title II of the Americans with Disability Act (ADA), Web Content Accessibility Guidelines requirements that take effect in April 2026 regarding the Commission website and social media postings.

Mr. Brennan and I met to discuss several topics related to our current website, including some of the policies related to our social media posts and accessibility goals throughout the agency. Mr. Brennan will be working with me to develop some acceptable use policies and guidelines to be drafted by the third quarter and is also setting up some meetings in January with our current website vendor to go over some of the goals of our

website remediations to comply with the new ADA requirements. Our goal is to have the policies ready by the fourth quarter after some additional review and to establish a new Purchase Order to begin the remediation process where needed with our existing website. After this, we will be establishing the guidelines needed to ensure that any new posts and documents shared by us, either from the Commission, or third party, are compliant with the ADA rules by the end of the fiscal year.

In addition to our internal work, I continue to work with the multi-agency CoLab to provide training opportunities across the state, and I am also fortunate to use some of our work to provide some challenges and insight information to our peers across the state. Another goal is working with the CoLab members on continuing our discussions for a legislative measure that centralizes the support for such a large change through an “Office of Accessibility.” This has long been a discussion with the Department of Technology (DoIT) and several key disability organizations in an effort to support other agencies in their future work in making their websites accessible. One thing to note is that we also added building accessibility reviews under the ADA to this measure, noting our experiences during the pandemic and how some state sites were not compliant and had challenges. The goal is to assist everyone in the mission of creating a state that is more accessible both digitally and physically. We expect to see some more information in the third quarter after the legislative session ends.

3. With the statewide plan expiring in 2025, I will work to be involved with the review application of the revisions to the Older Americans Act and the definition changes.

This section mostly revolved around some prep work and networking with some of the stakeholders during the second quarter. One of the current challenges, however, had to do with our vendor Vancro and the current funding availability, and as a result, we had to focus on not adding to an already stretched budget with the caregiver concept. We did, however, have some productive discussions with some of our senior agency peers and are looking forward to starting our work in the next quarter to see what can be done to address some challenges for our community in the next implementation of the statewide plan.

4. Develop a Task Force to address the interpreter shortage in New Mexico and the Commission's approach to mentoring.

After Ms. Dignan announced her retirement and during Mr. Brennan's interim role as director, we began looking for the long-term director for the Community Engagement Department. Shortly after Ms. Dignan retired, Mr. Brennan reviewed a number of ongoing concerns and challenges he had seen. Ms. Eubank offered some critical insight into what challenges she had seen both here in New Mexico and in her role with the Registry of Interpreters for the Deaf (RID) as a board member. Part of the development of the questions for the interviews to fill the position was driven from these considerations, looking to see what each person interviewed saw as a critical part of the ongoing challenges. The intention after the interviews were completed during the second quarter was to take care of some of the traditional workload in this department before looking into some opportunities to begin discussions on steps that can be taken internally as an agency to better engage the community as well as begin to look at who would be some resources that could be tapped in the near future. The goal, after the legislative session, will be to begin the work on developing a scope and group to invite in the future.

The first challenge, however, will be to find someone to fill the position, and we started that process just before the end of the second quarter and before the legislative session began. The next challenge will be to integrate the new person and to address the needs of the agency during the legislative session before beginning the next phase. Ms. Eubank and Mr. Brennan have been a large part of that work, and I appreciate their commitment and the amount of work they have already done towards the future of this department.

In addition to the work being done on the goals that were established earlier this year, I also worked on several other projects during the second quarter, as well as worked with some of the staff on addressing some challenges that occurred during the second quarter. First and foremost, I want to acknowledge the great Disability Employment Awareness Month Conference that took place on October 17th. A great deal of work

was done with a great number of participating agencies, including the Division of Vocational Rehabilitation (DVR), the New Mexico Commission for the Blind, Developmental Disabilities Council, the University of New Mexico (UNM), and many more. Most notably, though, I want to acknowledge the Governor's Commission on Disability and Lisa McNiven, who was one of the key leaders on this event. I also want to acknowledge Hamilton Relay, who stepped in to provide CART services for the event and a presentation, and at the last minute, some support with the gluten-free meals needed for the event. I was able to work with Hamilton to get them involved, and they stepped up in a big way to support this endeavor. In addition to Hamilton's contributions, we worked with several key partners in coordinating access services and making sure we had the support needed for this event. During the event, I worked with the great group to help keep the event moving smoothly. Ms. Dignan was a great support, as this was one of the last big events before her time with the agency ended. We are already looking forward to planning the second such event for next October after it was a success with over 200 participants, which included members of our DeafBlind and Deaf community. Some of whom were able to meet with prospective employers.

Also, in October, Mr. Robb and I discussed some of the upcoming challenges with the elections that were taking place. Mr. Robb had been working with the counties, and one of the things that we were hoping to work out with the Elections Board was access for our DeafBlind community. Mr. Robb explained some key issues and also connected several folks with Vancro to determine a solution for the challenges. Some of the things that took place after these key meetings can be found in the Vancro report. Mr. Robb has been working with several people, including the Secretary of State's office, every time there is an election to ensure that we keep moving closer to a truly accessible experience in voting throughout the state. His previous trainings and continued commitment to solving the challenges in the voting process for our community have been wonderful, and our ability to partner with such a group as Vancro is another step forward in this process.

I had several meetings I attended during the quarter, including meetings with the Legislative Staff in late October and November addressing some key changes before the next Legislative Session. I met with Robin Garrison and several members of the team at the Roundhouse. We discussed loop and FM technology at the Roundhouse and discussed adding Captioning tools during the session to both the Senate and House Floors. We anticipate these changes will take time but are looking forward to seeing some, if not all, of these changes before the session begins. Ms. Garrison has been a wonderful ally in the Roundhouse since moving from Disability Rights New Mexico and has been doing many other things at the Roundhouse to ensure access for other members of the disability community. In addition to those meetings, I also met with some of the sponsors for the upcoming attempt at Closed Captioning Bill; we discussed some changes and are looking at what we anticipate will occur during this session. I attended the November New Mexico Association for the Deaf (NMAD) meeting and discussed some topics such as our Telecommunications Equipment Distribution Program during the meeting. I also presented during two CoLabs and worked with the National Association of Regulatory Utility Commissioners (NARUC) for a presentation in October which you saw a preview of in the last report. The presentation touched on the need for the Lifeline program to update their minimum standards to address evolving technology and the increased need for access to broadband data. Mr. Sinderholm and I continued to work on the new catalog and application, which should be ready in the third quarter, which is a bit of a delay due to having to find a way to ensure that it was built on a completely accessible template so that we do not have to worry about compliance with the ADA in the future. In addition, we are looking at moving forward with a fully Hyper Text Markup Language (HTML) application process after seeing some of the demos from Colorado and Illinois programs for TED. Our vendor, Teltex, has already provided some details, and we are looking forward to the next steps after the Legislative Session is complete. Speaking of the session, as I mentioned I had my first LFC hearing on October 23rd. In addition to the request for funding for our DeafBlind, Deaf with Additional Disabilities, and Deaf Seniors, I have also requested special appropriations for a large-scale special audit of the relay funding; one of the continued challenges I have had is pinpointing the revenue

challenges. With the audit, we may be able to address this more effectively and also may be able to recoup some of the funding that we may have missed in the previous years. One of the things I learned while attending TEDPA and NASRA is that two states have been able to successfully find a large portion of funding that they were owed through their surcharge. I am hoping that the same will happen for New Mexico, and this funding will enable us to better support the SSP and CF programs, to name a few. Another special application I requested included an update to our existing office equipment. With our funding challenges, we have had to make several small purchases over the course of several years. Some of us are working on equipment from before 2015, and we need to ensure everyone has the equipment needed to do our job to the best of our ability, especially with the increasing demand for technology.

I want to thank you for your time and also thank you to all of the dedicated members of our team here at the Commission.

Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

Individual/System Advocacy & Public Policy

The Department of Community Advocacy continued to work with members of the Hearing Loss community, which includes individuals who are Deaf, DeafBlind, Hard of Hearing, Deaf with Additional Disabilities and Speech Disabled, to address communication barriers that they encounter in their daily lives. These communication barriers prevent access to services on both a systemic and individual level. This second quarter of FY25, we addressed communication barriers with health care providers, dental offices, law firms, courts, corporations, and non-profit organizations.

Here are some of the accomplishments of our Director of Community Advocacy, Corina Gutiérrez, during the second quarter:

- Attended an Individualized Educational Program (IEP) meeting at a local public school virtually, for a Hard of Hearing student. During the meeting, she shared information about the services and resources NMCDHH offers to support the student both during high school, and in their postsecondary adult life.
- Worked with a Coordinator from the Children, Youth & Families Department (CYFD) to provide resources for a Hard of Hearing client. These resources included information about adaptive technology, and education.
- Participated in the New Mexico Gender Affirming Care Symposium, held in October in Albuquerque, which offered a variety of excellent workshops. One participant, a doctor who is also an ASL interpreter, provided insightful explanations that deepened her understanding of gender-affirming care. Overall, the symposium proved to be highly informative and beneficial and provided an opportunity to network with diverse participants, fostering valuable connections throughout the event.
- Participated in the Partnership for Career Readiness (PCR) program hosted by the National Deaf Center. She attended the meeting in Austin, Texas to contribute insights, demonstrate commitment, and collaborate on identifying goals and action plans to improve outcomes for Deaf youth. During the event, she worked closely with two staff members from a Deaf school, focusing on

strategies to enhance the transition process for students after high school graduation. Recognizing the persistent challenges in this area, they agreed on the need to reestablish the Interagency Transition Agency (ITA) to unite stakeholders in creating actionable goals and plans to better support students with hearing loss.

- Worked with a Social Services Supervisor at the Metropolitan Detention Center (MDC) to confirm that the Video Phone on a tablet is operational and can be utilized by an inmate to communicate with family while in detention.
- Met with two staff members from the American Society for Deaf Children (ASDC) to discuss Deaf advocacy, the ADA, Section 504 of the Rehabilitation Act, and Individuals with Disabilities Act (IDEA) / IEP for parents of Deaf children. Ms. Gutiérrez's interactions were very successful, and she was invited back to present in the third quarter for Latino parents and again in the fourth quarter for English-speaking parents.
- Worked with a healthcare provider in a rural area to address communication access needs for local Deaf community members. The provider will now collaborate with the hospital and clinics in the area to ensure ASL interpreters are available in the Emergency Department (ED) and for appointments at the clinics.
- Met with the coordinator at another healthcare provider regarding the lack of an interpreter for a Deaf patient in the ED, either in person or through VRI. The coordinator stated they would follow up with the ED to ensure compliance in providing an ASL interpreter for all Deaf, DeafBlind, or Hard of Hearing patients.

Here are some of the accomplishments of Community Advocacy Specialist, Ms. Myra Sandoval:

- Worked with a small local theater to ensure that they provided ASL interpreters for a Deaf individual attended a performance at the theater.
- Worked with a large retail organization to ensure appropriate communication and equal access for a Deaf employee. The retailer attempted to use forms of communication such as written English, captioned videos and speech-to-text which proved to be ineffective. Ms. Sandoval educated the retailer about their obligation to hire and work with ASL interpreters to allow communication access for the Deaf employee. She continues to work with the organization to ensure they meet their responsibility to provide effective communication access.

- Advocated for a Hard of Hearing individual to ensure they could return to their original medical position at a local hospital. The individual had been demoted to a different position after their workplace claimed they were not able to perform the job duties in the position for which they were hired. However, when the individual tried to advocate for themselves and disclosed their hearing loss, their concerns were initially dismissed. The individual then contacted NMCDHH for assistance. A meeting was held where the individual provided documentation confirming their hearing loss. As a result, they were reinstated to their original position, and during the discussion, appropriate accommodations were addressed, including the use of Generative Speech Devices and an FM loop system. The workplace agreed to provide these accommodations to support the individual moving forward.
- Worked with Adult Protective Services to ensure they provided an ASL interpreter for a Deaf individual with additional disabilities. Ms. Sandoval collaborated with a Case Manager from Vancro to address the individual's communication access and mental health needs. Together, they educated Adult Protective Services on their responsibility to provide ASL interpretation. As a result, an ASL interpreter was arranged for a welfare check, ensuring proper communication access for the individual.
- Worked with the Motor Vehicle Department (MVD) to ensure ASL interpreters were provided for two Deaf individuals taking their written driver's license exams. Initially, MVD did not provide an interpreter for the meeting to schedule the written exams. Ms. Sandoval advocated on behalf of the individuals, emphasizing the importance of communication access during the scheduling process. As a result, the MVD successfully scheduled appointments for the written exams with an ASL interpreter present.

Here are some of the accomplishments of Community Advocacy Specialist, Mr. Dennis Stidham:

- Advocated for a DeafBlind individual to ensure they had access to an onsite tactile interpreter. A small local healthcare provider, serving senior citizens, initially decided to use Video Remote Interpreting (VRI) for the individual, believing it would be an appropriate solution. Mr. Stidham explained to several case managers that while VRI may work well for sighted Deaf patients, it is not

suitable for DeafBlind individuals. He emphasized the need for an onsite tactile interpreter to ensure effective communication. As a result, the provider arranged for a tactile interpreter to support the individual during their appointments.

- Assisted a Deaf parent whose hearing child received a traffic ticket. The parent required an ASL interpreter at the courthouse, since the child was a minor and was required to appear in court with a legal guardian. Mr. Stidham worked with the courthouse clerk to advocate for this accommodation, explaining the necessity of an ASL interpreter for the parent. The courthouse approved the request, and an ASL interpreter was provided.

Community Education

A total of 64 presentations were provided by Community Education Specialist, Mr. Robb, and other staff members.

Mx. Jennifer Dahlgren presented to the participants of Vancro SSP training in person in Las Cruces on NMCDHH services in Southern New Mexico.

Ms. Eubank provided a workshop titled “Decoding Excellence: Elevating Interpreting Skills Through Effective Self-Analysis” in October. This workshop provided instruction on how to create achievable goals for improving interpreting skills through self-analysis and tips on how to implement strategies to meet those goals. Following the workshop, Ms. Eubank worked with attendees on creating and refining goals.

Ms. Corina Gutierrez, Director of Communication Advocacy, presented to the Fingerspelling class at UNM.

Executive Director Nathan Gomme provided 3 presentations as outlined in his report.

Ms. Myra Sandoval and Mx. Jennifer Dahlgren presented to NM Coalition against Domestic Violence on “Q&A: How to Provide Proper Communication Access” through Zoom.

Mr. Thomas Sena presented at the DEAM conference about Relay for Business during the second quarter.

Mr. Robb provided 56 presentations/training sessions during the second quarter of Fiscal Year 2025. Here is the breakdown of the presentations/trainings Mr. Robb provided:

- Introduction to ASL – 38
- Hearing Loss Sensitivity – Law Enforcement - 8
- Hearing Loss Sensitivity – Medical – 3
- NMCDHH Overview – 3
- Deaf Culture - 2
- Fingerspelling – 1
- Hearing Loss Sensitivity – APD – 1

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

- Albuquerque Police Department
- Christus St. Vincent
- Department of Health/Community Health Workers
- Law Enforcement Academy
- Signed Language Interpreting Program – UNM
- University of NM Hospital

Systemic Advocacy

Patient & Family Advisory Council (UNM Hospital) – Mr. Robb's term on the council will be expiring in March of 2025. Recently, the council has been discussing to ensure that the new Critical Care Tower (a new section of UNMH) will be accessible for the Disabled community.

Christus St Vincent Hospital (CSV) (Listening Session) – The Listening Session for the hearing loss community at CSV occurred on November 12, 2024. It was a success with several members of the community and several important people from CSV participating. The staff had the opportunity to listen to the community's comments, complaints, and feedback. The community had the opportunity to learn about CSV. This can lead to better results for the services being provided at CSV.

ADA Advisory Council – Mr. Robb’s term on the Council has ended. However, he continues to serve representing the hearing loss community, until a replacement is appointed, to ensure that the Council has a quorum and can continue to meet.

A Drag Christmas Show – The venue provided ASL interpreters for the show in December.

Special Projects

APD Placard Video Project – Completed

A video notifying the community that the placards will be available starting on January 6, 2025, was produced and shared with the community through various platforms.

Bernalillo County Voting Access – Completed

As detailed in the Executive Director’s and Vancro reports, Mr. Robb worked with Vancro and Bernalillo County to ensure voter access during the elections in November.

Las Cruces Satellite Office

Individual Advocacy and Service Coordination

Ms. Santillan and Mx. Dahlgren assist the Hearing Loss community in Southern New Mexico by providing advocacy and service coordination to remove communication barriers.

Here are some of the accomplishments of Community Advocacy Specialist, Ms. Susana Santillan:

- Advocated for a Deaf individual to ensure they had communication access when making a report to law enforcement. An officer did not initially request an ASL interpreter and wanted to use a family member to facilitate communication. Ms. Santillan contacted the officer's supervisor and discussed the situation, mentioning the Americans Disability Act (ADA) and referencing effective communication and using a licensed ASL interpreter. The supervisor thanked Ms. Santillan for the assistance she provided and confirmed an interpreter had arrived at the scene. The Deaf individual was happy with the outcome.
- Was invited to participate in the following two new committees to represent New Mexico Commission for Deaf and Hard of Hearing (NMCDHH):
 1. Parents, Families, and Friends of Lesbian and Gays (PFLAG) Las Cruces Board
 2. Doña Ana County City of Las Cruces Office of Emergency Management Family Assistance and Resource Center Committee
- Served on the following committees and educated them about hearing loss resources:
 1. Behavioral Health Local Collaborative 3 Member
 2. Behavioral Health Local Collaborative Policy & Advocacy State Committee
 3. City of Las Cruces American with Disabilities Act Advisory Council-Secretary
 4. New Mexico Workforce Connection Southwestern Area Workforce Development Board Disabilities Committee
 5. New Mexico Workforce Connection Southwestern Area Workforce Development Board Special Monitoring & Performance Committee
 6. Doña Ana Community United Time Bank Steering Committee

7. Emergency Management Community Awareness Subcommittee-
Chairperson

Booths and Presentations

During the second quarter, Ms. Santillan attended seventeen (17) booths to provide information regarding NMCDHH services.

Q2 Events	Location	Date	Participants
Salvation Army Food Pantry	Las Cruces	10/3/2024	18
Casa De Peregrinos Food Pantry	Las Cruces	10/7/2024	30
Immaculate Conception Catholic Church Food Pantry	Berino	10/11/2024	21
Silver City Senior Center Agency Resources	Silver City	10/15/2024	15
Butterfield Community Resource Center Food Pantry	Butterfield	10/18/2024	23
San Jose Catholic Church Food Pantry	La Mesa	10/22/2024	15
Calvary Baptist Church Food Pantry	Las Cruces	10/23/2024	20
Veterans of Foreign Wars Food Pantry	Anthony	10/28/2024	36
New Mexico Workforce Connection-Southwest Grand Opening	T or C	10/30/2024	22
Del Cerro Multipurpose Center Food Pantry	Vado	11/1/2024	45
St. Thomas Moore Catholic Church Food Pantry	Chaparral	11/5/2024	40
United University Methodist Church	Las Cruces	11/15/2024	45
Lighthouse Food Pantry	Las Cruces	11/19/2024	40
Mesquite Community Center Food Pantry	Mesquite	11/21/2024	40
Doña Ana Community Center Food Pantry	Las Cruces	12/5/2024	11
Our Lady of Guadalupe Catholic Church Food Pantry	Tortugas	12/9/2024	25
Peace Lutheran Church Food Pantry	Las Cruces	12/19/2024	31
		Total	477

Here are some of the accomplishments of Community Advocacy Specialist, Mx. Jennifer Dahlgren:

- Worked with a client who is Deaf with additional disabilities and their Inter-disciplinary Team (IDT) team to ensure appropriate communication access was provided. Client had communication access for the planning meetings for a future trip and was able to achieve their year-long goal of going on a trip.
- Aided a client who is Deaf in requesting and confirming interpreters for a video meeting with Equal Employment Opportunity Commission (EEOC) to file a discrimination complaint.
- Advocated successfully for a client who is Deaf to have on-site interpreters for medical appointments. Previously, the medical center was using VRI, which was not effective considering the positions the patient had to be in.
- Hosted a very successful meet and greet in Roswell with members of the hearing loss community.
- Advocated for a Deaf client with additional disabilities to receive effective communication access while working with a health insurance company.
- Referred a Deaf individual to DVR for an intake appointment. Coached the individual on how to request an interpreter.
- Worked with a client who is Deaf with additional disabilities to ensure communication access at a service provider contracted by DVR for employment.
- Advocated successfully for multiple Deaf individuals in securing interpreters and other effective communication access for medical procedures and appointments in Southern New Mexico.
- Continued to serve on the City of Las Cruces ADA Advisory committee.

Support Service Provider Program

As Reported by Vancro Integrated Interpreting Services

During the second quarter of Fiscal Year 2025, Vancro is excited to continue their work for the New Mexican Deaf Senior Citizens, DeafBlind, and Deaf with additional disabilities community and remain committed to expanding services state-wide. Below are the key metrics Vancro is tracking for this contract. These are the baseline metrics that allow us to compare data quarterly.

- Number of Support Service Providers: 29 (8 in pending status)
- Number of Program Participants: 94
- Number on waitlist: 4
- Number of complaints addressed: 0
- Number of SSP hours for the quarter: 1824.25
- Number of SSP requests for the quarter: 662
- Number of Communication Facilitator requests for the quarter: 74
- Number SSP trainings offered: 0
- Number of 1:1 SSP trainings: 1

Vancro had an amazing second quarter which is highlighted in the formal reports below. We are looking forward to expanding the program, program awareness and advocating for our clients to get the best access to services state-wide.

SSP and Case Management Program

Vancro experienced a productive and eventful second quarter, with significant milestones achieved in training, outreach, and consumer engagement.

In October, Vancro staff members, Meagan and Mark, conducted an SSP (Support Service Provider) training session in Las Cruces. Seven participants attended the training, and two successfully completed the program to become certified SSPs. We are currently awaiting the completion of onboarding paperwork for a third individual. Unfortunately, our efforts to recruit consumers during the Las Cruces visit were not successful. Despite offering two meet-and-greet days, no consumers attended the events. We will continue to do due diligence in recruiting in that area again.

Following the training, Vancro participated in another weekend event, further expanding our presence in the community. The weekend following the Las Cruces training, Meagan attended the National Federation of the Blind (NFB) convention. During the event, she connected with several individuals who are both blind and hard of hearing, some of whom expressed interest in becoming consumers in the future. These individuals reside in various parts of the state, and a few also have family or friends who are blind and hard of hearing. While no formal registrations for services were received, the connections made at the convention hold potential for future outreach and support.

In October, Vancro worked with the Commission for Deaf and Hard of Hearing and was approached by Bernalillo County (Bern-co) after a large meeting to discuss the provision of ASL interpreters during voting. As a result of several meetings and clarifying the value of multiple day availability of ASL access they determined two dates which were October 31st and November 5th were designated as voting days for Vancro consumers. This event was also featured in a local news article:

<https://www.krqe.com/news/albuquerque-metro/bernalillo-county-offers-sign-language-interpreters-to-voters/>.

Bern-co demonstrated strong support by providing SSPs to ensure consumers did not lose program hours while voting and arranged for ASL interpreters to be available both days as well. Meagan attended the voting session on October 31st to assist Deafblind consumers, and the team—comprising Meagan, Sara, and the SSPs—worked seamlessly together. One key takeaway for Vancro is the need to further train SSPs on voting etiquette, as some expressed concerns about adhering to strict voting rules. Meagan was able to guide the SSPs through the process when needed.

In November, Meagan and Mark participated in a session at PAH with New Mexico Senator Antoinette Sedillo Lopez. The senator visited to meet with consumers and listen to their experiences and concerns. This session proved to be productive, with Meagan and Mark sharing important statistics and introducing the new Communication Facilitator Program.

Vancro places great importance on consumer feedback. In August and September, surveys were distributed through various channels—email, phone, text, and mail—to

gather input on our services. A total of 15 surveys were returned. Meagan personally followed up with consumers, offering the option to complete the survey immediately or schedule an appointment. Despite a low in-person turnout (only two consumers attended a walk-in session), the majority of surveys were completed independently or over the phone (via video phone or voice). It is our goal next year to secure a 50% return on the survey.

Key themes from the survey responses include:

Areas needing attention:

- **Service Hours:** A significant concern among consumers was the reduction of SSP hours to 20 per month. Many expressed feelings of isolation, with some noting they could no longer engage in activities like dining out independently. One consumer shared, "The reduction in hours has impacted my life. I feel more isolated now because I cannot go out to restaurants on my own."
- **Rushed Service:** Consumers also voiced frustration about feeling rushed when completing errands. One commented, "Sometimes I feel rushed getting my errands done."
- **Demand for more SSPs:** A recurring theme was the need for additional SSPs and more hours for consumers. One consumer stated, "We need more SSPs and more hours for consumers to have SSPs."
- **Confidentiality Issues:** Concerns regarding confidentiality with SSPs were raised.

The Vancro team met to discuss strategies to address the issues mentioned during the survey. We have set a plan in place to work with clients requesting services in ensuring that time requested is in alignment with tasks requested. We will work with SSPs to better communicate with time is becoming an issue when on the job. This and confidentiality concerns will be addressed at the next SSP meeting.

Positive Feedback:

- **Service Appreciation:** Many consumers expressed gratitude for the assistance they receive, particularly in how SSPs describe visual elements, summarize conversations, and provide guidance in various environments. One consumer remarked, "I love having SSPs; they describe things such as videos or

decorations on tables, and they also summarize what has been said if I didn't hear it."

- Smooth Process: Several consumers commented on the ease of requesting SSP services. One stated, "I like the smooth process of requesting SSPs."
- Respect for Privacy: The respect for privacy, particularly in healthcare settings, was also highlighted. A consumer shared, "I like that I can go to the doctor myself, and the SSP will respect my privacy and sit in the lobby."
- Training Feedback: One consumer noted, "Very informative training; it gave me an idea of what to expect. I had never used SSPs before moving to NM."

Vancro is committed to using this feedback to improve services and further support our consumers. Meagan will incorporate these insights into future SSP quarterly meetings and plans to create a video to update stakeholders on how consumer feedback is being addressed. For privacy reasons, all consumer names and identifying information will remain confidential in any public communications.

Communication Facilitator Program

The Communication Facilitator (CF) Program officially commenced this quarter. This milestone marks a significant step toward improving accessibility for DeafBlind and Deaf with additional disabilities individuals, providing essential support for Video Relay Service (VRS) calls and other ASL-related communication needs.

Staffing Update

Eight Communication Facilitators have been successfully hired and onboarded. This team brings a wealth of expertise in ASL and the skills necessary to support the program's mission effectively.

Training and Ethical Compliance

During the onboarding process, all Communication Facilitators participated in comprehensive training designed to ensure professionalism and adherence to the program's mission. Key components of the training included:

- Code of Professional Conduct: Facilitators were trained on the strict application of professional ethics, with a focus on maintaining confidentiality, neutrality, and integrity in their roles.

- **Telecommunication Devices:** Training included practical guidance on effectively using telecommunication devices to support participants.
- **Facilitation Guidelines:** Facilitators were instructed to strictly mirror the messages of speakers on the screen through sign language. The program prohibits translating or interpreting since facilitators lack the certification or training required for interpreting.
- **Scenario-Based Learning:** To prepare for real-world challenges, facilitators reviewed scenarios and examples, discussing how to apply the Code of Professional Conduct. These exercises emphasized strategies to de-escalate situations while maintaining ethical standards.

This robust training ensures that all facilitators are well-equipped to provide high-quality support while strictly adhering to the ethical framework of the program.

Haptics Training Support

The Communication Facilitator program has supported Haptics training as part of its commitment to enhancing communication tools for DeafBlind and Low Vision individuals. The program contributed \$2,000 toward this training, which focuses on providing environmental and visual information, as well as facilitating backchannel communication using Haptics. This additional tool complements the program's existing services and ensures facilitators can better support participants. This training was well received with over 70 SSPs, Providers and DeafBlind community members attending.

Office Space at Bilingual Multicultural Services, Inc.

The program operates out of Bilingual Multicultural Services, Inc., chosen for its ability to maintain confidentiality and provide a neutral space for participants. This location ensures that participants feel secure, knowing their telecommunication conversations are private and free from observation. Additionally, this environment reduces potential distractions that might arise if the office were located in PAH! Hiland Plaza, where no spaces met the program's requirements for confidentiality and neutrality.

Challenges Addressed

Several challenges were encountered during this period, including ethical considerations in placements and logistical issues. These were addressed by:

- Providing training to ensure adherence to the Code of Professional Conduct.

- Resolving placement concerns to better match participants with facilitators.
- Enhancing accessibility with new equipment orders, such as dual-monitor TVs, Video Phones, and a properly equipped office location.

Service Requests

Since November, the program has received 42 requested assignments. Additionally, we have observed an increase in the frequency of requests, indicating growing community awareness and demand for Communication Facilitator services. With the pilot ending December 31st and the program opening up to additional clients we expect the number of requests to increase exponentially.

Equipment and Infrastructure Improvements

To support the Communication Facilitator team, the following upgrades were initiated:

- Procurement of dual-monitor TVs for improved service delivery.
- Integration of a Video Phone system to facilitate seamless communication.
- Securing an office location equipped to meet program requirements.

Participant Feedback

Participants have shared overwhelmingly positive feedback about the program. Many have expressed appreciation for the accessibility and professionalism of the Communication Facilitators. Notable comments include:

- "This service has made my communication so much easier. I feel heard and understood."
- "I appreciate how the facilitators mirror exactly what I say without adding or changing anything. It makes me feel respected."
- "The confidentiality and neutral space give me peace of mind during my calls."
- "Successful getting in touch with emergency rent assistance with agency St. Charles. Look forward to making more calls."

This feedback underscores the program's success in addressing the unique needs of DeafBlind and Deaf with additional disabilities individuals.

Future Focus

Looking ahead, the program will:

- Continue refining processes to address participant and facilitator feedback.

- Expand outreach efforts to engage more participants.
- Prepare for the public launch in January, with the introduction of an on-call service on Tuesdays from 1 PM to 4 PM.
- Actively recruit and hire four additional Communication Facilitators to meet growing demand and ensure comprehensive coverage for assignments.

Conclusion

This quarter has been pivotal in laying the groundwork for the Communication Facilitator Program. While challenges were encountered, proactive solutions have set a strong foundation for the program's growth and success.

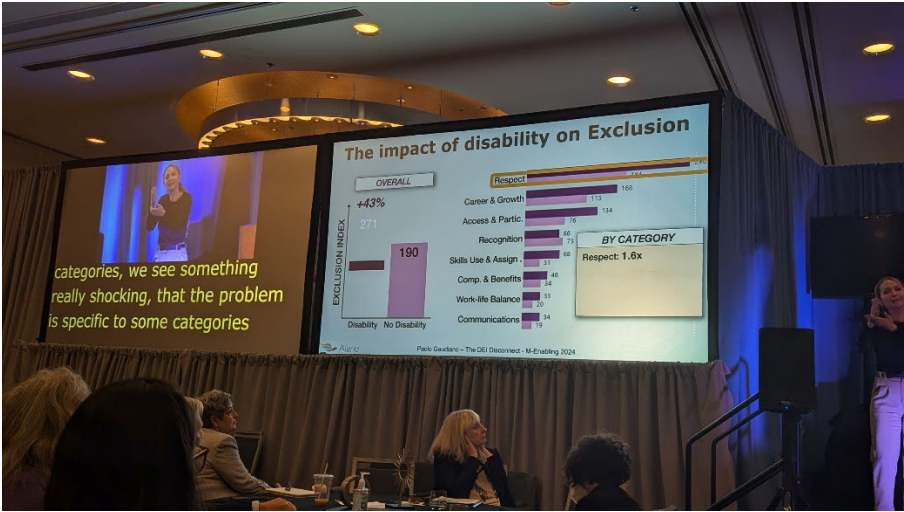
NMCDHH Activities During Q2 FY25



Dennis and Sean attended the Primetime 50+ Conference in October



NMCDHH Staff attended 22 booths during the second quarter of FY25.

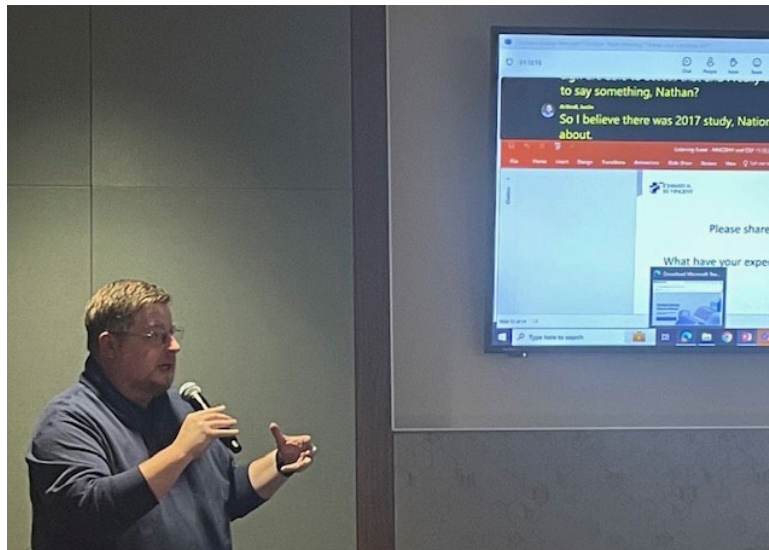


Trevor Brennan attended the M-Enabling summit in Washington D.C. to enhance the Commission’s knowledge of accessibility and technology.





NMCDHH staff hosted a listening session with Christus St. Vincent Reginal Medical Center in Santa Fe in November



Outreach & Telecommunications

Telecommunications Equipment Distribution (TED) Program

The Telecommunication Equipment Distribution Program (TEDP) 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 neck loops.

Equipment:

During the second quarter, Mr. Sean Sinderholm explored the possibility of expanding the offerings of TEDP to be more accessible and diverse for New Mexican residents with specific needs. After review, several new devices were chosen for inclusion. Some examples of the new offerings include the addition of the landline phone, the Amplicomm PowerTel 3355, and Google Pixel Smartphone and Tablet for individuals who are comfortable with the Android operating system, rather than Apple. The equipment catalogs are currently being updated to reflect the new equipment options.

Mr. Gomme and Mr. Sinderholm continued to be involved in discussions regarding concerns with aging analog landline phone infrastructure, as a shift to a digital broadband infrastructure through the Broadband Expansion Project continues. These changes mean that in the future, some analog equipment currently offered through the program, will be unable to function on the new modernized infrastructure in the future. Mr. Gomme and Mr. Sinderholm are working with Relay New Mexico to develop a flyer that will be shared later in the Fiscal Year for Analog to Digital Transition to educate and empower the Hearing Loss community.

In the second quarter, TEDP distributed a total of 270 pieces of equipment. The equipment distributed is outlined in two tables below.

Phone	Total items distributed
Clarity Alto	0
Clarity Alto Plus	0

Clarity D714	0
Clarity JV35	0
Clarity XLC2+	0
Clarity XLC8	0
Clarity XLC8 with GLT	44
ClearSounds A1600BT	0
ClearSounds CSC600ER	0
Panasonic KX-TGM430B	0
Panasonic KX-TGM450S	0
Geemarc Ampli550	0
Geemarc AmpliPower60+	9
CapTel 840	0
iPad	
Deaf Package	16
Hard of Hearing Package	40
Deaf-Blind Package	0
Speech Package	0
iPad mini	
Deaf Package	0
Hard of Hearing Package	8
Deaf-Blind Package	0
Speech Package	8
iPhone	
Deaf Package	0
Hard of Hearing Package	0
DeafBlind Package	0

Speech Package	0
Total Phone/iPad Equipment Distributed Count:	125

Accessories	Total items distributed
Amplicom NL100 Neckloop	0
Bellman Mino with neckloop	5
Bellman High Powered Neckloop (no device)	0
BeHear SMARTO	55
Clarity SR100 Super Phone Ringer	0
Clarity HA40 In-line Telephone Amplifier	0
ClearSounds ANS3000 Answering Machine	0
ClearSounds CS-CR200 Phone Ringer	0
ClearSounds CS-WIL95 Amplifier	0
Geemarc LH10PK Neckloop	8
Geemarc V2T-10	0
GLT with V2T-10	0
GLT	0
Provox® SolaTone® Plus	0
Provox® TruTone® EMOTE®	0
Provox® TruTone® Plus	0
ROMET® R700 Electronic Larynx	0
Krown RA 05 Amplified Ringer with Strobe	0
Serene Innovations CentralAlert CA360QK	8
Serene Innovations CentralAlert CA380	0

Serene Innovations RF-200 Alerting System	0
Serene Innovations SA-40 Cell Phone Amplifier	6
Serene Innovations UA-45 Universal Phone Amplifier	0
Silent Call Medallion Kit	0
Sonic Alert HA360BRK	3
SonicAlert HA360MKBR-II	60
Sonic Alert HA360MK-II	0
Surge Protector (Phones and accessories)	0
Total Accessories Equipment Distributed Count:	145
Total Overall Equipment Distributed Count:	270

Outreach:

During the second quarter of FY25, Mr. Stidham and Mr. Sinderholm attended the Prime-Time 50+ Expo. Mr. Sinderholm hosted several other booth events in the State of New Mexico. The total number of individuals who visited our booths was 1,115.

Q2 Events	Location	Date	Visitors
Prime Time 50+ Expo	Albuquerque	10/9/24	501
New Mexico Disability Employment Awareness Month Conference	Albuquerque	10/17/24	270
V. Sue Cleveland High School Transition Expo	Rio Rancho	10/24/24	129
Parent University	Santa Fe	11/13/24	198
New Mexico School for the Deaf – Road Runner Classic	Santa Fe	12/13/24	17
Total:			1,115

Relay New Mexico (RNM):

During the second quarter of FY25, Mr. Sena worked with the Commission to support some programs in the state such as the Disability Employment Conference hosted in Albuquerque, New Mexico. The conference had several attendees, and Mr. Sena was able to provide a presentation on Relay for Business as well as represent Hamilton as a sponsor. Mr. Sena also hosted a booth at the event, along with the Commission and several other organizations. During the speech, there were 150 participants in attendance. Mr. Sena also conducted field visits, networking events, and one-on-one visits in New Mexico which included stops in Tijeras, Rio Rancho, and Albuquerque.

Q2 Events	Location	Date	Visitors
Rio Rancho Chamber of Commerce	Rio Rancho	10/10/2024	11
Brain Injury Alliance Conference	Albuquerque	11/2/2024	100
Head to Toe Conference	Albuquerque	11/12-14/2024	900
Tijeras Senior Center	Tijeras	12/4/2024	35
Edgewood Senior Center	Edgewood	12/10/2025	40
Total:			1,086

Community Engagement

The second quarter of FY25 was a time of transition for the Community Engagement department. Lisa Dignan retired in November 2024, after 17 years of service. Mr. Brennan and Ms. Eubank took this opportunity to review many of the programs under the Community Engagement Department, such as the Apprentice Program and New Mexico Mentoring, to look for opportunities to strengthen and refresh the programs. A new director has been selected and will be starting in the 3rd quarter of FY25.

Here are some of the accomplishments of Community Engagement Specialist, Mr. Trevor Brennan

- Completed a fall 2024 cohort of the New Mexico Mentoring Program successfully. There were 2 pairs (4 participants) that participated and finished the program. Feedback from the cohort, and Mr. Brennan's own experiences with running the program during this session, showed a need to revisit the materials and processes used during a mentoring session. When New Mexico Mentoring began, it was one of the only programs in the state in which interpreters could participate and improve their skills. With the rise of other programs, and virtual opportunities, this is no longer the case. Mr. Brennan and Ms. Eubank will work with the new Director to review the program and look for opportunities to refresh and revamp materials to ensure program relevancy and effectiveness in the future.
- Liaised with the Sign Language Interpreting Practices Board (SLIPB), as needed. A Board Meeting was held in November. He also assisted interpreters and organizations around the state with questions pertaining to interpreting, interpreting licensure, and interpreter education.
- Mr. Brennan and Ms. Eubank gathered and reviewed historical data, information, and questions from the community, regarding interpreting in New Mexico for discussion with the next Director of Community Engagement. This information

will also be shared with the Task Force established by the Commission to address the interpreting situation in New Mexico.

- Attended the M-Enabling Summit in Washington D.C. in October. The summit is an annual conference and showcase hosted by the Global Initiative for Inclusive Information and Communications Technologies (G3ict), to promote accessible technologies and environments. Mr. Brennan attended workshops and training on topics such as “AI in Wearable Technology”, “AI Ethics in Persons with Disabilities”, “WCAG Requirements for State and Local Agencies”, and “Accessibility and Inclusion in Media”, and met and networked with individuals from the Federal Communications Commission, other disability organizations, and a variety of vendors of various accessibility equipment. The conference was a valuable learning experience for Mr. Brennan, and what he learned was shared with Commission staff to benefit other Commission programs, such as TEDP, and his own work on ensuring NMCDHH meets Web Content and Accessibility Guideline (WCAG) 2.1 AA requirements.
- Continued to share information and events on our social media, website, and through our newsletter. Mr. Brennan has begun using what he learned about WCAG to change processes for the creation of content for our social media, to ensure that our content is accessible.
- Responded 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. Renee Bregar. Contacts included questions about financial assistance for hearing aids, SSP services, and how to obtain ASL interpreters. During the second quarter, Mr. Brennan addressed 175 communication barriers via phone or email.
- Updated fact sheets related to interpreting during the 2nd quarter to ensure the information included was accurate, links were still working and valid, and to remove Ms. Dignan as a point of contact.

- Utilized the interpreter distribution list to send information to New Mexico interpreters regarding professional development and job opportunities, as needed.
- Continued to attend the State Information Technology (IT) accessibility Collab along with Mr. Gomme. Mr. Brennan shared his experience and what he learned from the M-Enabling Summit with the Collab.
- Worked with Mr. Gomme to draft an Acceptable Use Policy (AUP) for the Commission related to technology. Technology and Artificial Intelligence are having an increasing role in the realm of access and accommodations, and part of the role of an AUP is to teach employees proper protocols and procedures for using tools like AI, while keeping information and individuals protected.
- Met with Patrick Frias and David Galdony from the Albuquerque International Airport regarding the two iPad-based video phones (VPs) at the airport. One has been vandalized and needs replacement. Mr. Brennan will work on obtaining new devices and cases during the third quarter.
- Ms. Bregar and other ASD staff addressed 285 communication barriers by telephone, email, or in person. The most common request was for information about how to find an interpreter and who pays for interpreting services. Other questions, in order of frequency, were requests for advocacy, requests for equipment through TEDP and financial assistance for hearing aids.

Here are some of the accomplishments of Community Engagement Specialist, Ms. Jessica Eubank:

- Attended a Registry of Interpreters for the Deaf (RID) board meeting at RID headquarters in Virginia in her role as the Region IV Representative. These meetings included conversations about issues with the interpreter pipeline, lack of support for interpreters in rural settings, and increasing educational opportunities for interpreters.

- Provided information on the Educational Interpreter Performance Assessment (EIPA) exams and relayed study materials and strategies to individuals who reached out for guidance in preparation for taking the exam.
- Attended the first meeting of the revived Interpreter Coordinator Action Network (ICAN). ICAN is a meeting of statewide interpreter coordinators to discuss ways to address interpreting needs throughout the State.
- Provided over 80 hours of interpreting services in the 2nd quarter, in conjunction with contractors/apprentices.

The Apprentice Interpreter Program

- Ms. Eubank drafted proposals to renovate the Apprentice Interpreter Program to better meet the professional development needs of novice interpreters.
- Apprentice interpreters provided a higher-than-average number of interpreting hours in the second quarter. With an increased number of booths, apprentices stepped up to fill communication access needs for the Commission and community.
- Apprentices engaged in over 60 hours of observation, professional development, and interpreting work in the second quarter.

NMCDHH Library

- The online library can be accessed at <https://NMCDHH.librarika.com>. Constituents can view all library materials, reserve items, and review their loan history.
- Currently 119 people have registered for access to the database.
- Mr. Brennan will be working in Q3 and Q4 to identify materials that need updating in our library, such as resources for interpreters and community members.

Administration & Finance

Deborah Romero, Director of Administrative Services

FY25 – Second Quarter Board Report						
Category		2025 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,452,300.00	691,308.00		760,992.00	47.60%
300	CONTRACTUAL SERVICES	1,427,300.00	244,983.26	305,786.24	876,530.50	17.16%
400	OTHER	282,100.00	116,278.98	18,569.49	147,251.53	41.22%
500	OTHER FINANCING USES	116,500.00		116,500.00	0.00	0.00%
Total		3,278,200.00	1,052,570.24	440,855.73	1,784,774.03	32.11%

FY25 Collected Revenue December 31, 2024		
Month	General Fund Allotment	TRS Revenue
Subtotal	\$412,926.00	\$375,805.61

Data & Statistics

As required by Legislative Performance Measures

Fiscal Year 2025

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	140	84	60%
Number of outreach events coordinated	150	57	38%
Average number of relay minutes per month	8,000	2,765.46	35%
Number of accessible technology distributions	1,240	551	44%
Number of communication barriers addressed	21,500	13,840	64%
Number of interpreters in CDHH sponsored professional development	208	60	29%

Fiscal Year 2024

Legislative Performance Measure	Target	Year to Date	YTD % of Goal Met
Number of workshops & training sessions conducted	135	133	99%
Number of outreach events coordinated	122	111	91%
Average number of relay minutes per month	10,000	4,268.58	43%
Number of accessible technology distributions	1,070	1,349	126%
Number of communication barriers addressed	20,000	21,482	107%
Number of interpreters in CDHH sponsored professional development	200	120	60%

Community Members by Region



	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Region 1	12	4			16
Region 2	12	8			20
Region 3	87	37			124
Region 4	6	5			11
Region 5	52	27			79
Total Members by Quarter	169	81			250

Individuals by Self-Identified Disability

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date
Deaf	79	30			109
Hard of Hearing	40	25			65
DeafBlind	6	0			6
Speech Disabled	0	0			0
Hearing	44	26			70
Total Individuals by Quarter	169	81			250



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

From: Kendra Karp, Interim Director/CIO
New Mexico Division of Vocational Rehabilitation

Date: February 8, 2025

Re: MOU Goals and Performance Report for Second Quarter SFY2025 (October 1-December 31, 2024)

NMDVR Liaisons:

- **New Mexico Association for the Deaf** – *The position is 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):** The New Mexico Division of Vocational Rehabilitation (NMDVR) has been officially off OOS since June 2024.
- **Information and Referral (I&R):** We provide applicants with a list of community entities where they may receive assistance.
- **Counseling and Guidance:** 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 disease.

Performance Measures: (*Statistics for this quarter only*)

- **Sign Language Interpreting:** Twenty (20) individuals received sign language interpreting services with a total expenditure of \$13,683.61.
- **Hearing Aids or other hearing devices:** Fifty-Five (55) individuals received hearing aids or other devices, totaling \$357,777.48 in authorized and expended funds.

Closed Successfully Rehabilitated: (Employed)

- **Deaf-Blind Individuals:** 0 individual
- **Deaf Individuals:** 5 individuals
- **Hard of Hearing Individuals:** 36 individuals
- **Other Hearing Impairments:** 2 individuals

Employment Information:

For the 125 employed individuals who are Deaf, Deaf-Blind, Hard of Hearing, or have other hearing impairments:

- **Average Hours Worked per Week:** 32.23 hours
- **Average Wage:** \$19.80 per hour

Caseload Activity:

- **Deaf/Deaf-Blind Individuals:** Of the 232 individuals on a DVR caseload, 36 cases have been opened or opened and closed.
- **Hard of Hearing/Other Hearing Impediments:** Of the 431 individuals on DVR caseloads, 106 cases have been opened or opened and closed.

Ineligible for VR Services:

- No individuals who are Deaf, Deaf-Blind, Hard of Hearing, or have other hearing impairments have been determined as ineligible for VR services.

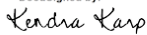
Transition Services:

- 106 individuals who are Deaf, Deaf-Blind, Hard of Hearing, or have other hearing impairments have been identified as receiving Pre-Employment Transition Services (Pre-ETS) or transition services.

Provision of Services by the Division of Vocational Rehabilitation:

- All DVR offices are open, and staff work full-time on-site.
- 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,

DocuSigned by:

F14321A102B9445 2/28/2025
Kendra Karp- Interim Director/CIO
Division of Vocational Rehabilitation



Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD

Report By: Emma Quintana, Board Administrator

Expiration Date: June 30, 2025

Quarter Reported:

1st (July-Sept) ____ 2nd (Oct-Dec) X 3rd (Jan-Mar) ____ 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 2024 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	13	9 Community, 1 Educational, 3 Provisional
Complaints	0	
License denials, suspensions, and revocations	0	

- 1 application will be presented before the Board at the next meeting.

Dates of Signed Language Interpreting Practices Board Meetings:

Last meeting: November 4, 2024

Next meeting: To be scheduled

Agendas and draft minutes are available at the Signed Language Interpreting Practices Board website:

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