

# New Mexico Commission for Deaf & Hard of Hearing



## Quarterly Report FY25 Quarter 4



# FY25 Quarter 4 Board Report

## Table of Contents

Agenda .....	3
Minutes 6/5/2025 .....	4
Executive Summary.....	9
Community Advocacy .....	15
Las Cruces Satellite Office .....	18
Support Service Provider Program .....	21
NMCDHH Activities During Q4 FY25.....	24
Outreach & Telecommunications.....	26
Community Engagement .....	29
Administration & Finance.....	37
Data & Statistics .....	38
DVR Report.....	40
RLD Report.....	43





**NMCDHH BOARD MEETING**  
**Thursday, September 4, 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/u8ZaeFGvbic](https://www.youtube.com/live/u8ZaeFGvbic)

---

**FINAL AGENDA:**

Posted 8/29/2025

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes – June 5, 2025
- IV. NMCDHH Executive Director Performance Review Procedures
- V. Employee Survey Questions
- VI. OMA Training Update
- VII. Executive Director Report
- VIII. Department Reports
  - Community Advocacy
  - Community Engagement
  - Administrative Services
- IX. Adjournment



**STATE OF NEW MEXICO**  
**COMMISSION FOR DEAF & HARD OF HEARING**  
*Quarterly Board Meeting*  
*Thursday, June 5, 2025*  
*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/AXbjomat2I](http://www.youtube.com/live/AXbjomat2I)

***DRAFT – These minutes will be subject to possible revision and approval by the commissioners at the next Board meeting on September 4, 2025.***

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

Chair John Hooper called the meeting to order at 3:03pm. Renee Bregar, Administrative Operations Specialist, called roll call.

Present: Mr. John Hooper – Chair  
Mr. Joseph Lopez, III - Vice Chair  
Dr. Norm Dawson  
Mr. Ryan Means

Absent: Dr. Jennifer Herbold  
Ms. Tiffany Gallegos  
Ms. Kendra Karp

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; Director of

Community Engagement, Amy Bourque, Communication Development Specialist, Trevor Brennan; Administrative Operations Specialist, Renee Bregar. Ms. Autumn Burgh representing the New Mexico Department of Justice was also present. Jacqueline Truillo, Jessica Seiters-Martinez, Barbara Shaffer and Dana Murrah interpreted. Partners Interpreting LLC provided CART transcription.

## **II. APPROVAL OF AGENDA**

Chair Hooper asked for a motion to approve the agenda.

### **25.14**

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

Commissioner Means seconded.

Ms. Bregar took a roll call vote:

Commissioner Hooper - Yes Commissioner Lopez - Yes

Commissioner Dawson – Yes Commissioner Means - Yes

Motion passed unanimously.

## **III. APPROVAL OF MARCH 27, 2025. MINUTES**

Commissioner Hooper asked if there were any changes to the minutes from March 27, 2025.

### **25.15**

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

Commissioner Means seconded.

Ms. Bregar took a roll call vote:

Commissioner Hooper - Yes Commissioner Lopez - Yes

Commissioner Dawson – Yes Commissioner Means - Yes

Motion passed unanimously.

## **IV. WELCOME NMAD PRESIDENT**

Commissioner Means stated that he is a native New Mexican, raised in Los Alamos, and is excited to be on the NMCDHH board.

## **V. DISCUSSION OF SURVEY RESULTS AND FY24 LEGISLATIVE MEASURES**

Commissioners held a discussion regarding the survey sent to the community. Commissioner Dawson asked for what purpose the survey will be used, what will happen with the information gathered from it and how it will be disseminated. Mr. Gomme stated the results may be used to direct the Commission, the

staff and himself to better meet the community's needs. Topics included: a need for increased funding and programs that the respondents would like to see, the need for a greater focus on the Hard of Hearing community, the need to advertise and make the agency more visible. Healthy criticism was welcomed and received. It included: answering the phone timely, being out in the community more often and potential partnership with other organizations, like DCC, that also work in the Hearing Loss Community. Mr. Gomme stated that the board holds him accountable for his improvement as well as the agency's in those areas.

Commissioners and Mr. Gomme discussed how to address the feedback from the survey, and how the agency balances its goals and objectives, with its fiscal responsibility and realities.

Mr. Gomme and Commissioners discussed the Fiscal Year 2024 legislative measures, how the measures are set, and how the NMCDHH works during the year to achieve its goals.

Mr. Gomme and Commissioners discussed how New Mexico Relay works, how the legislative goal is set, and how the relay service has changed over time, and the challenges with program funding and meeting the legislative measure.

#### **VI. OMA TRAINING UPDATE**

Mr. Brennan shared with the board that there is currently no scheduled Open Meetings Act Training listed on the New Mexico Department of Justice Website. Mr. Gomme stated that the Board will be informed when the Commission knows of a session, so that language access needs can be addressed.

#### **VII. REPORTS**

##### **a. Executive Director Report**

Mr. Gomme recapped the many different discussions that took place during the very busy Legislative Session, as related to funding, including, agency budget, House Bill 120 (HB120), House Bill 59 (HB59) and Senate Bill 385 (SB385).

Mr. Gomme expanded on relay minutes information, a discussion that started during the survey results.

The cap on Vancro service hours will be suspended for FY26. The services available include Communication Facilitator (CF) and Support Service Provider (SSP) services. Both the SSP and CF programs are valuable and are being supported.

Real-Time Solutions (RTS) is the CDHH website provider. Mr. Brennan and Mr. Gomme have worked with RTS toward compliance and the Commission is close to 100% compliant with WCAG requirements. Our TEDP catalog and application have also been remediated to be fully accessible.

CDHH is working with the Disability Employment Awareness Month (DEAM) group, along with several other state agencies, planning for an October event in Albuquerque.

Mr. Gomme discussed updates to the equipment distribution program, and the work being done to establish an online application portal. Commissioner Means and Mr. Gomme briefly described the budget for the program, how the application process works, and the criteria.

Specific to interpreting, Mr. Gomme mentioned that Ms. Eubank, Mx. Bourque and Mr. Brennan have been working together, as a task force, to try to address the shortage of interpreters in New Mexico, and how the Commission can support the existing community. Mr. Gomme commended Advocacy for all they do. Mx. Dahlgren has resigned from the Commission Las Cruces office. He also complimented Community Engagement for recently hosting an event regarding self-harm and suicide and how to interpret those topics. The team is currently working on updating to current books in the CDHH library, specifically those related to interpreting. Mr. Gomme complimented Administrative Services for keeping the budget afloat. He also complimented Mr. Sinderholm on his great work in TEDP.

Commissioner Hooper stated that the agency is doing a fantastic job; that he appreciates all that the Commission does in the community.

#### **VI. ADJOURNMENT**

Chair Hooper asked for a motion to adjourn the meeting.

##### **25.16**

Commissioner Means made a motion to adjourn the meeting.

Commissioner Lopez seconded.

Ms. Bregar took a roll call vote:

Commissioner Hooper - Yes Commissioner Lopez - Yes

Commissioner Dawson – Yes Commissioner Means - Yes

Motion passed unanimously.

The meeting was adjourned at 4:16pm.

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) fourth quarter report for the New Mexico Commission for Deaf and Hard of Hearing. The last quarter of this fiscal year was a heavy focus on completing all necessary amendments to the contracts we were working on, talking with vendors about the upcoming plans for the next fiscal year, wrapping up updates to our website and online portals for eventual launches, and dealing with any unexpected issues prior to the end of the year.

In the last report I reported on what happened during the legislative session and provided some remarks on relay and some of the issues we are seeing as well as the shift in our equipment. I wanted to touch more on the relay and causes of the shift a bit more in depth since we will see a significant number of reports and updates in the coming months about what is happening to relay on a national scale as well as what we can begin to expect we will see state by state. I also want to touch on some of the upcoming events we will be attending to continue and address some of the goals that are still being worked on.

After meeting with Hamilton Relay during the third quarter we have completed the necessary amendment to the current contract in the fourth quarter. We saw some changes to the specifics of the cost for per minute use and outreach, but we did not change the total cost of the contract. This was important because if we had to change the total cost of the contract, we would have had put out a brand-new Request for Proposal (RFP) of relay services in the fourth quarter and possibly not had relay services at the start of the new fiscal year.

This end of year request is striking in that we are seeing a continued decline in relay usage compared to the actual call volume. We are facing several challenges in this space but to tie that last report to what I want to touch on I need to first review a bit

more in detail Captioned Telephone Service (CTS) services. As I noted, we continue to see a sharp decline in use of these services. Our usage of CTS in the state of New Mexico over the last 6 months has shown a consistent drop with one outlier in April. This drop in minute volume was prominent in June when our total minute use for CTS was 222.66 minutes from the January minute usage of 538.25. Assuming that this drop continues, we anticipate we will be hovering over 100 minutes of use for CTS by the end of December. We will continue to serve the remaining CTS users that utilize these services but are also making sure they understand that the service will likely not continue.

Every 5 years the state must recertify for relay services with the Federal Communications Commission (FCC), our next recertification period will be in 2028. We also must do a “report out” every year which is an audit on our relay minutes and costs of providing these services to the FCC. The reports from each state are used to create a Multistate Average Rate Structure (MARS) report for the FCC. The purpose of the report is to calculate the new cost recovery methodologies for various forms of relay and determine the national rate. We then see those rates as a barometer on what rates would be used in our contracts with relay providers. Over the last several years we have seen a trend with rates being higher per minute than what we pay per minute. However, with the recent contract changes and rate drops, we are starting to see red flags in terms of what the future will look like for analog-based relay services. I have been watching this closely for the majority of my time since becoming the Executive Director and except for during COVID, the trend has been consistent. The consistency is that analog relay usage is dropping and will continue to do so. If you look at our Performance Measure, our average relay usage was 2,852 minutes a month this year. That drop will likely continue and there is in my view no way to get that number up, because as I have mentioned over the last few years, the usage of the traditional forms relay continues to decline, as the transition to other technologies accelerates.

In the latest response to the Annual State Data Request Report and MARS analysis, several states and providers noted the needed shift to digital (telecommunication

services) without anyone being “left behind”. The most recent June comments on the report included comments such as “relay users and providers would be better served by developing concrete plans for an all-digital Traditional Relay Service (TRS) environment”. With the waiver of ASCII standard for TTYs, I suspect we may see a phase out of analog requirements before the next recertification cycle. This suspicion is amplified by the current FCC’s perspective of acceleration towards broadband adoption and Internet based solutions that are being proposed. This will have the domino effect of uncertainty with our collection of the relay surcharge which, as I explained, is still unclear at this time for the next fiscal year.

These comments and reports with the FCC reinforce the recent shift in our Equipment Distribution Program to more robust digital alternatives for telecommunication services. These findings expedited a decision made earlier in the year to visit with our Equipment Distribution Program distributor. During our visit, as is touched on in the TEDP report, several items were discussed which covered equipment, distribution methods, application methods, and what we can begin to expect in the coming years.

The main focus however, was on the fact that we continue to experience having items shortly discontinued after we add them to the program, and back orders on analog-based technology. Some of these are a result of current trends with manufacturing barriers while others are based on the fact that the world continues its shift to internet-based technology. In recent months I have heard the term “distance communication” used instead of the former nomenclature “telecommunication” which is a subtle nod to the evolving nature of what we used to know as “traditional phones” which are now more and more used on our tablets and computers. The clear point being smartwatches, tablets, and other internet-based tools are what we should be focusing on. In our most recent update to our Equipment Program, we are doing this while trying to find suitable replacements for analog based technology. Our vendor provided us with a walk through on replacements during our visit which are creative and will hopefully last during the transition period we are expecting. This is a challenge and just before our

recent catalog was finished one of our items in the catalog was placed on an unclear backorder.

We also finalized our online application through a test phase where our agency did a stress test on the service. We did, however, run into two failures with Web Content Accessibility Guidelines (WCAG) which are being addressed. The online application will be translated into Spanish in Q1 and then made live. The application will collect all of the traditionally collected documentation, allow us to consolidate the order more efficiently and process the order quicker but we need to ensure that we make it accessible, usable, and secure for our community.

In coordination with the online application going live, Mr. Sinderholm will be doing a video explaining how to use the website and also on the new technology found in our applications. We also scheduled training for our staff on using Final Cut Pro to create improved videos with the goal of producing improved videos for the community as well. This online application is separate from our agency website, so it does not impact the results of our work on WCAG compliance for the agency website.

Our agency completed our website accessibility review and changes in April, Mr. Brennan and I met with Real Time Solutions (RTS), our website host and developer, for the final time at the end of April and reviewed all of the changes and compliance checks. Mr. Brennan is also working with Mx. Bourque continues to work on our social media side. With the website side complete we are now shifting our focus to all of the documents that are available on our website and also working to translate them as well.

We continued to work with Vancro on the SSP program meeting with them several times to discuss the upcoming fiscal year as well as our concerns with the limited hours we have heard about. We did proceed with the amendment to the contract which finalized the total amount increase as a permanent amount to the contract year to year. This satisfies the goal the agency had of permanently adding Communication Facilitator/s (CF) which the agency introduced to the contract Scope of Work last year and also looking at ensuring there is sufficient money for the SSP program as well. I do

not see the likelihood of the services ever being available 24/7, but I do believe that the work Vancro is doing to train and provide case management support to the community will be solutions long term. I also believe that the CF program will allow for more telecommunications services to address some situations where maybe an SSP was previously needed.

I continue to have meetings to discuss the upcoming Disability Employment Awareness Month (DEAM) group to work on the next DEAM Conference in October which I will now be MCing. Mx. Borque and Mr. Brennan have joined to support the conference; we will be supporting the ASL needs as well as the CART and AV needs for the conference. I finalized the support for the upcoming Jr. National Association for the Deaf (NAD) conference with Teltex, we will be providing a workshop during the conference as well as some welcoming remarks. Mr. Sinderholm will be joining me at that event. I continue to work with accessibility at the Roundhouse and will be joining some events in Santa Fe, one in particular at the Roundhouse, in July. I also continue to work on website accessibility throughout the state with most of my recent presentations focused on those topics. I will be attending the 47th Annual NM Conference on Aging in September, the Deaf Senior Conference, and the National Association of State Agencies for the Deaf and Hard of Hearing Conference in August. I was also asked to present during the Deaf Senior Conference which I will be doing and will be excited to get some information from the conference which I can use at the upcoming Conference on Aging in September to address the needs for our community via the Older Americans Access Act.

The work being done by Mx. Bourque, Ms. Eubank, and Mr. Brennan can be found in their report. We are looking forward to the new development opportunities in the next fiscal year and also Mx. Bourque has already started working on plans to update our legislative goals to better align with our mission of educating the interpreting community more effectively. Mx. Bourque is also working towards establishing the task force to address the interpreter situation in New Mexico as soon as possible.

Ms. Gutierrez's department is continuing its work on the Coffee with a Cop program albeit delayed unfortunately, and several other projects including the upcoming work

with the Language Access Implementation Committee at the Albuquerque Police Department (APD). Her department continues to do a great deal of work with various agencies and departments to improve communication access across the state.

I worked with Ms. Bregar to complete our revisions to the employee handbook, and we will be having an all staff meeting in early July to make sure our staff are fully trained and informed and changes, and I am working on that as well as the new acceptable use policy for Artificial Intelligence (AI) with Mr. Brennan, and we will have a presentation on AI from Mx. Bourque. Ms. Bregar also worked on some last-minute request from the State Personnel Office on a Job Restructuring for all classified employees in the state. I worked with Ms. Bregar on that project, but a lot of the work was done by Ms. Bregar's and she did an excellent job on it we will see the final results in the new fiscal year.

We remain committed to enhancing the quality of life for all Deaf and Hard of Hearing individuals in New Mexico through advocacy, education, and resource development and the work done during the fourth quarter of the fiscal year set our community up for the next fiscal year for some new and exciting things. A summary of our performance measures can be found on page 38, and we look forward to discussing the year in depth in our annual.

*G. Nathan Gomme*

# Community Advocacy

*Corina Gutiérrez, Director of Community Advocacy*

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

The Department of Community Advocacy at NMCDHH has been working to eliminate communication barriers for individuals with hearing loss, including those who are Deaf, Hard of Hearing, DeafBlind, and Speech Disabled. In the fourth quarter of FY25, advocacy efforts addressed communication challenges in healthcare, public schools, rehabilitation centers, and various non-profit and corporate settings.

Multiple members of the Advocacy staff worked with the Office of Guardianship, part of the Developmental Disabilities Council, to address a variety of communication barriers, involving matters such as Video Remote Interpreting (VRI) versus on-site interpreting, communication with non-signing guardians, additional training on working with individuals with hearing loss, and the proper usage of interpreters in all situations. The advocacy staff will be continuing this work, and providing training in future quarters.

## **Key Accomplishments**

Director of Community Advocacy, Corina Gutiérrez:

Hospital Advocacy: Ms. Gutiérrez successfully intervened to ensure two Deaf and DeafBlind individuals received American Sign Language (ASL) interpreters for their post-surgery communication with physicians at a local hospital. The hospital's point of contact assured us that they would work to improve communication access for future situations.

DeafBlind Task Force: Ms. Gutiérrez continues to participate in the New Mexico DeafBlind Task Force. In partnership with the Task Force, a DeafBlind artist is creating new logos for the organization.

Community Advocacy Specialist, Myra Sandoval:



**School Advocacy:** Ms. Sandoval worked with a public school to secure an ASL interpreter for a Hard of Hearing parent at a school event, despite the school's initial policy of only providing interpreters for meetings or conferences.

**Rehabilitation Facilities:** Ms. Sandoval and Ms. Gutiérrez met with the Southwest ADA Center Affiliate to discuss challenges in obtaining consistent interpreter services at rehabilitation facilities in New Mexico. Based on the advice received, Ms. Sandoval will now collaborate with Ms. Gutiérrez and Mr. Robb on systemic advocacy to improve this issue.

**Community Advocacy Specialist, Dennis Stidham**

**Vocational Rehabilitation:** Mr. Stidham helped a DVR office in the northwest of New Mexico establish Video Remote Interpreting (VRI) for meetings with Deaf clients, allowing them to receive services locally instead of having to travel to another county.

**Corporate Accommodation:** Mr. Stidham assisted a Deaf employee at a large corporation in obtaining an interpreter for meetings with their supervisor, replacing a long-standing practice of communicating only in writing.

### **Community Education**

NMCDHH staff provided a total of 61 presentations and training sessions this quarter.

Mr. Robb gave 39 presentations and trainings covering topics such as Deaf Culture, Effective Communication, and Hearing Loss Sensitivity. The presentations were given to various organizations, including the Albuquerque Police Department (APD), medical facilities, and state agencies.

Executive Director Gomme gave 5 presentations this quarter. Ranging from best practices in adding captioning tools, website accessibility, a boot camp on accessibility tools, and remediation on documentation which covered two practices of remediation.

**Deaf Self-Advocacy Training:** Corina Gutiérrez conducted a three-day "train-the-trainer" workshop for Deaf trainers.

NMCDHH Overview: Susana Santillan provided a presentation for the City of Las Cruces Grandparents Raising Grandchildren program.

ASL Training: Dennis Stidham led 11 "Introduction to ASL" training sessions for University of New Mexico (UNM) students.

Additionally, Mr. Sena provided 1 presentation detailed in the Technology Education and Demonstration Program (TEDP) section of the report.

### **Systemic Advocacy & Special Projects**

APD Fact Sheets Project: Mr. Robb is working with the APD on a project to create ASL versions of their fact sheets. He has completed the ASL "gloss" for three fact sheets so far, and the plan is to film the videos in FY26. The APD will then use QR codes on the fact sheets to link to the ASL videos, making them accessible to the hearing loss community.

APD Language Access Committee: Mr. Robb continues to attend APD's monthly Language Access Implementation Committee meetings. He also attended training on "Cultural Sensitivity" that was particularly focused on Muslim culture, which he found to be an "eye-opening experience".

City of Albuquerque ADA Advisory Council: The ADA Advisory Council held one meeting, but it was cut short due to technical difficulties with Zoom. The council will resume meetings in August after a summer hiatus.

Coffee with a Cop Event. The "Coffee with a Cop" event, planned in collaboration with APD, has been postponed until the next fiscal year. The delay was caused by difficulties in finding a suitable location near the PAH Hiland apartments that could accommodate all the necessary services for residents.

# Las Cruces Satellite Office

## **Individual Advocacy and Service Coordination**

Community Advocacy Specialists Susana Santillan and Jennifer Dahlgren provided advocacy and service coordination to help remove communication barriers for the Deaf, DeafBlind, and Hard of Hearing community in Southern New Mexico. Following Mx. Dahlgren's departure at the end of April, Ms. Santillan continued these efforts.

## **Key Accomplishments**

Community Advocacy Specialist, Susana Santillan

Ms. Santillan assisted a Deaf individual in securing an American Sign Language (ASL) interpreter for a doctor's appointment by contacting the local medical office and providing them with information on the Americans with Disabilities Act (ADA) and how to find an interpreter. She also provided system coordination assistance to a Social Security Administration (SSA) representative, helping them address a claimant's request for interpreter services by sharing relevant ADA fact sheets.

Ms. Santillan remains active in Southern New Mexico by participating in virtual and in-person meetings, where she provides information about NMCDHH services and educates organizations on how to better serve the hearing loss community. She serves on nine committees, including the City of Las Cruces Americans with Disabilities Act Advisory Committee and the Emergency Management Community Awareness Subcommittee.

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 FY2025-2026
4. Doña Ana County City of Las Cruces Office of Emergency Management Family Assistance and Resource Center Committee
5. New Mexico Workforce Connection Disabilities Committee
6. New Mexico Workforce Connection Disabilities Monitoring Committee

7. Parents, Families and Friends of Lesbian and Gays (PFLAG) Las Cruces Board
8. Doña Ana Community United Time Bank Steering Committee
9. Emergency Management Community Awareness Subcommittee-Chairperson

Ms. Santillan also delivered an NMCDHH Overview Presentation to 26 attendees of the Las Cruces Grandparents Raising Grandchildren program at the Munson Senior Center on May 13, 2025

Community Advocacy Specialist, Jennifer Dahlgren

Before their departure, Mx. Dahlgren provided support to the Developmental Disabilities Support Division to address a client's communication barriers at their day-hab programs.

They also worked with a DVR contractor to advocate for a Deaf individual with Additional Disabilities, ensuring an interpreter was provided for job searches, on-the-job training, and meetings with their case worker.

#### **Booths and Presentations:**

During the fourth quarter, Ms. Santillan attended twenty-two (22) booths with a total of 877 participants, to provide information regarding NMCDHH services.

<b>Q4 Events</b>	<b>Location</b>	<b>Date</b>	<b>Participants</b>
Lighthouse Food Pantry	Las Cruces	4/1/25	58
T or C Housing Authority Agency Resource	T or C	4/3/25	7
Casa De Peregrinos Food Pantry	Las Cruces	4/7/25	19
Heroes Hiring Heroes Employment Event	Alamogordo	4/9/25	70
Immaculate Conception Catholic Church Food Pantry	Berino	4/11/25	30
Our Lady of Guadalupe Catholic Church Food Pantry	Tortugas	4/14/25	24
Peace Lutheran Church Food Pantry	Las Cruces	4/17/25	52
San Jose Catholic Church Food Pantry	La Mesa	4/22/25	25

Calvary Baptist Church Food Pantry	Las Cruces	4/23/25	58
Veterans of Foreign Wars Food Pantry	Anthony	4/28/25	52
Red Mountain Middle School Career Exploration Fair	Deming	5/6/25	106
Radium Springs Community Center Mobile Food Pantry	Radium Springs	5/8/25	32
Silver City Senior Center Agency Resource Booth	Silver City	5/12/25	22
Mesquite Community Center Food Pantry	Mesquite	5/15/25	25
United University Methodist Church	Las Cruces	5/16/25	40
Luna County Senior Citizens Center Resource Fair	Deming	5/20/25	52
Salvation Army Food Pantry	Las Cruces	5/22/25	38
Mesilla Valley Hospital Resource Fair	Las Cruces	6/5/25	37
Vado - Del Cerro Multipurpose Center Food Pantry	Vado	6/6/25	38
Las Cruces VA Clinic Agency Resource Booth	Las Cruces	6/17/25	29
Tularosa Senior Program Agency Resource Event	Tularosa	6/18/25	30
Butterfield Community Resource Center Food Pantry	Butterfield	6/20/25	33
		<b>Total</b>	<b>877</b>

# Support Service Provider Program

## *As Reported by Vancro Integrated Interpreting Services*

During the fourth quarter of Fiscal Year 2025, Vancro is excited to continue their work for the New Mexican 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.

### **SSP and Case Management Program**

#### **April/Tax Season**

The final quarter of the fiscal year was busy, especially with tax season. Vancro staff successfully contacted 11 consumers who needed help with tax preparation, securing appointments for 9 in Albuquerque and two in Santa Fe. The team's efficient collaboration ensured these clients were added to the SSP schedule and had interpreters if requested. Vancro views challenges as opportunities for problem solving and growth.

#### **May**

In May, a temporary increase in SSP hours from 20 to 45 hours per month was implemented, lasting until the end of June. Consumers enthusiastically used these extra hours, which had a positive impact on their well-being and reduced feelings of isolation. For example, the Zia DeafBlind Club hosted two events because of the expanded support.

#### **June**

The Vancro team spent June wrapping up the fiscal year while continuing case management services. They participated in an outreach event with Disability Rights New Mexico and trained five new SSPs to expand service capacity.

### **Outreach in Q4**

- ASL Family Day at Del Norte HS: Vancro staff attended to meet community members and students on April 15, 2025.

## **Communication Facilitator (CF) Program**

A Public Service Announcement (PSA) video was produced and released in the fourth quarter to raise awareness about the CF Program. The video provides an overview of the program, explains the responsibilities of a CF, and features testimonials from DeafBlind individuals.

Professional development for CFs included training on the Code of Professional Conduct, ethics, and communication techniques. In April, CFs also completed CPR training. The team holds bi-weekly meetings to discuss scenarios and address questions.

## **Case Management**

Case management services were crucial, with staff providing support for systemic issues like navigating benefits with the Human Services Division (HSD) and assisting with documentation for Social Security Income (SSI) appeals. Vancro plans to begin reporting dedicated metrics for case management in the next fiscal year, including the number of individuals served and the frequency of interactions.

## **Conclusion of Q4**

Between April and June 2025, Vancro fulfilled 890 SSP assignments (2,430 service hours) and responded to 235 CF requests (336 hours). The provider network grew to 32 active SSPs, with two more in training.

Outreach efforts included presentations at institutions like the New Mexico School for the Deaf, Central New Mexico Community College, and the University of New Mexico. The team also engaged with stakeholders on projects like the "Coffee with a Cop" planning, training for law enforcement, and an upcoming community town hall with the DeafBlind Task Force.

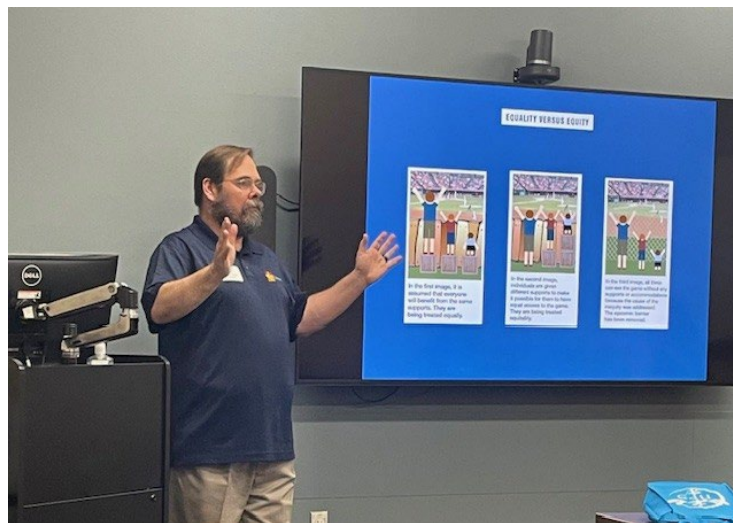
The quarter demonstrated steady program growth and a commitment to serving the DeafBlind, Deaf with Additional Disabilities, and Deaf Senior communities in New Mexico.



## NMCDHH Activities During Q4 FY25



Roger presented about Deaf Sensitivity at the UNM Health Professions Symposium.





NMCDHH staff hosted 41 booths in the 4<sup>th</sup> Quarter.



## Outreach & Telecommunications

### **Telecommunications Equipment Distribution Program (TEDP):**

The TEDP provides telecommunication equipment at no cost to qualifying New Mexico residents. This equipment includes amplified phones, iPads, speech assistive devices, and assistive listening systems with neckloops.

To ensure program compliance, Mr. Gomme and Mr. Sinderholm conducted an on-site inspection of the equipment vendor, Teltex Inc. The visit allowed Mr. Sinderholm, who has been working with TEDP for over a year, to better understand the ordering and repair process. They also received demonstrations of upcoming devices and a new online application process.

In a promising discussion with the vendor, Mr. Gomme and Mr. Sinderholm provided feedback on potential new products that will replace discontinued items and discussed the possibility of a pilot program for captioning glasses in the new fiscal year. We currently have two versions of the captioning devices showing two different captioning display styles. We are in the process of securing a third and will start the pilot program early next fiscal year. New display tables, material, and other demo equipment were also ordered to improve demonstration services for TED.

Overall, the program is modernizing and continuing to grow while addressing the assumed eventual transition of relay services to digital models.

The program distributed 527 pieces of equipment during this period.

### **Outreach:**

In the fourth quarter, Mr. Sinderholm and Mr. Stidham conducted outreach to spread awareness about TEDP and other NMCDHH services.

The total number of individuals who visited our booths was 1,261.

<b>Q4 Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
50+ Senior Tech Connect	Albuquerque	4/11/25	334
2024 UNM Health Professions Symposium	Albuquerque	4/12/25	177
Pueblo of Sandia 2025 Health Fair	Albuquerque	4/17/25	136
La Vida Felicidad Senior Expo & Health Fair	Los Lunas	5/2/25	91
2025 City of Albuquerque Open Enrollment Fair	Albuquerque	5/8/25	254
Deaf Town Hall Meeting	Albuquerque	5/10/25	53
Cuba High School College & Career Fair	Cuba	5/12/25	75
The Arc of New Mexico Summit 2025	Albuquerque	5/20/25	141
<b>Total:</b>			<b>1,261</b>

**Relay New Mexico (RNM):**

During the fourth quarter of FY25, Mr. Sena of RNM provided a presentation to the Rio Rancho Chamber of Commerce on Relay for Business, which is a presentation on how businesses can handle relay calls. Mr. Sena attended networking events and provided 6 outreach events throughout New Mexico which included stops in Santa Fe, Rio Rancho, Farmington, Cuba and Albuquerque.

<b>Q4 Events</b>	<b>Location</b>	<b>Date</b>	<b>Visitors</b>
Santa Fe Chamber Business Expo	Santa Fe	4/3/2025	200
Rio Rancho Observer Senior Living Expo	Rio Rancho	4/16/2025	100
Sandia Wellness & Safety Fair	Albuquerque	4/17/2025	150
Children's Law Institute Conference	Albuquerque	4/23-25/2025	900
Rio Rancho Chamber of Commerce	Rio Rancho	4/2/2025	13
Cuba Senior Center	Cuba	5/6/2025	30
New Mexico APCO Conference	Farmington	5/7/2025	120
Bonnie Dallas Senior Center	Farmington	5/8/2025	150
New Mexico Symposium on Health	Albuquerque	6/4-5/2025	220
Psychosocial Rehabilitation Association of NM Conference	Albuquerque	6/11-13/2025	300
Patriot Palooza Veteran Resource Event	Albuquerque	6/14/2025	125
<b>Total:</b>			<b>2,308</b>

# Community Engagement

*Amy Bourque, Director of Community Engagement*

Q4 continued the Q3 work of integrating a new Director of Community Engagement into the Community Engagement Department. We are dedicated to our goal of providing interpreter professional development and serving as a communication hub for our community through our newsletter, website, and social media channels.

## **Director's Highlights**

Mx. Bourque continued to learn their role as director in a fast-moving quarter, while also continuing to move the department forward.

To enhance the resilience of Community Engagement Department, all members attended a “Navigating Change in the Workplace” training presented by the State Personnel Office (SPO). This has given the team a shared vocabulary and framework on which to continue to build their connection and collaboration amid departmental and agency changes.

The Governor’s Commission on Disability hosted, in partnership with the Southwest and Great Plains ADA Centers, the 2025 NM ADA Coordinator Training Certificate Program Conference that Mx. Bourque attended. They learned about the 2010 Standards for Accessible Design, Title I Employment Guidelines with an emphasis on reasonable accommodation, public entity self-evaluation and transition plans, Title II policy modification, effective communication, ADA Notice of Rights, grievance process, and the role of the ADA coordinator. This two-day event helped them get closer to taking on the responsibilities of the Title II ADA Coordinator, responsible for accommodation requests from members of the community receiving NMCDHH services.

They took “Essentials of Supervision and Management” trainings through SPO. These courses taught subjects such as managing a team, promoting diversity, conducting job interviews and evaluations, managing employee conflict, providing feedback and more.

These have been helpful as they grow into their leadership role. They also attended a state purchasing training.

To bolster our professional development offerings, we have submitted an application to the Registry of Interpreters for the Deaf (RID) to become a Certification Maintenance Program (CMP) sponsor. RID certified interpreters must meet a minimum of approved Continuing Education Units (CEUs) during their certification cycles of 4 years. CEU approval depends on a CMP sponsor. These sponsors work with professional development presenters and organizations, as well as individual interpreters, to ensure their professional development activities meet the stringent standards and requirements of RID. The application to become a sponsor asked for in-depth answers for how we will uphold those standards to approve and provide professional development for RID CEUs. Mx. Bourque and Ms. Eubank worked to ensure accuracy and integrity in our responses. RID may take several months to review this application, but if we are approved and granted this sponsorship responsibility, we can more seamlessly award CEUs by no longer relying on outside entities to approve and submit our professional development to RID for us at a cost. We will also use RID's standards to guide how we create and provide our own professional development. If our work would not meet those standards, we would need to make it more robust and fleshed out to meet them. This will be a guide for our professional development going forward.

In early May, the Community Engagement Department hosted a professional development workshop for New Mexican interpreters and others. This workshop was titled "The Reality of Suicide: What Interpreters Need to Know." It was a 6-hour training on understanding suicide by delving into risk factors and protective factors, statistics, what it means for survivors, and how to discuss and interpret this topic when it shows up in medical, legal and video relay settings. The presenters, Tarra Grammenos and Laura SkyQuest, modeled how to speak about it in English and how to sign concepts in ASL. We had 64 participants, 18 of whom are licensed NM interpreters. In our post-event survey, we received immensely positive feedback from attendees. A few highlights:

- “I always greatly appreciate professional development for interpreters that takes a humanist perspective, rather than a bureaucratic one. The presenters were well-prepared, knowledgeable, clear, and compassionate. This was a great workshop.”
- “I was concerned this workshop would be difficult for me. It has changed my perspective. Thank you!”
- “So much important information and the best web workshop in a while thank you”
- “This was incredibly valuable information. I am so grateful for this workshop to have been available.

The department is also beginning its efforts to revitalize the benefits of and the interest in the commission’s publicly available library. We ordered 22 new books about deafness, culture, interpreting, learning ASL, and titles for children. We will be featuring these books on our social media channels to encourage our community to borrow these and engage with us on what else they want to see us bring into the library.

Mx. Bourque has continued to be involved with the planning of the second annual Disability Employment Awareness Month (DEAM) event which is a collaboration of many state agencies and community partners to bring awareness to and resources for individuals with disabilities and the employers who hire them. Since this is such a large event, it requires careful planning of resources and people. We will be providing some interpreters and Communication Access Real-time Translation (CART) for the event and Mx. Bourque is on the volunteer committee where they are responsible for the schedule and flow of volunteers on the day of the event. Mr. Brennan is also involved in the AV and technology planning for DEAM. Ms. Eubank will be coordinating interpreters.

As the fiscal year came to a close, Mx. Bourque was kept busy with their first round of contracts and purchase order requests for our direct contractors and agencies. These direct contractors help us to make sure that all interpreting requests are filled so we can provide the best communication access for our staff and constituents. We will be working with these contractors all year to make this a reality.



Because we are dedicated to the communication access needs of New Mexicans, we were able to provide interpreters to the Governor's Commission on Disability's event "Ensuring Accessibility Compliance Across State Facilities". We became aware that there would not be interpreters for this event about accessibility, so we stepped in and provided two interpreters for the event in Santa Fe. As the Community Engagement Department, we feel that the engagement also extends to our fellow state agencies and showing departments not focused on accessibility, what it looks like in action.

CED also worked with our advocacy department to provide CART for a mock presentation to the Arizona Commission for Deaf and Hard of Hearing (ACDHH). NMCDHH showed ACDHH what Roger Robb's "Hearing Loss Sensitivity Training" looks like, and with our addition of CART, we demonstrated inclusion of our Hard of Hearing constituents.

### **Other Highlights**

Mr. Trevor Brennan, Community Engagement Specialist

- Mr. Brennan continues to learn new ways to improve accessibility in a digital space for the Commission, to support its staff and mission. Mr. Brennan has attended webinars on digital and in-person accessibility throughout this 4<sup>th</sup> quarter. Included in these trainings were attending the Global Accessibility Awareness Day training with Mx. Bourque, offered by the New Mexico Department of Technology (DoIT), in collaboration with Disability Rights New Mexico, and the Commission for the Blind, and several trainings offered by the United States Access Board.
- Mr. Brennan also continues to be a participant in conversations regarding Artificial Intelligence (AI), and its implementation in private, commercial, and government sectors, along with Mx. Bourque and Mr. Gomme. Mr. Brennan attended the National Association for the Deaf webinar on the issue, hosted in May.

- Mr. Brennan and Mr. Gomme met with Real Time Solutions (RTS), our website vendor, to plan and implement the remediation of the CDHH website to ensure accessibility. RTS was able to remediate the website without issue, and it is now accessible, with only color contrast of some items to be addressed. Mr. Brennan is currently working on remediating the CDHH fact sheets to be accessible. An accessibility statement has also been added to the website. With the completion of the website, we are near the tail end of phase 2 of 3 for meeting the new Title II accessibility requirements by the April 2026 deadline.
- On April 15<sup>th</sup>, Mr. Brennan participated in an audio/visual technology, and accessibility walkthrough of the Berna Facio Professional Development Center in Albuquerque. The Berna Facio Professional Development Center will be the site of this year's Disability Employment Awareness Month (DEAM). Mr. Brennan is a part of the planning committee along with Mx. Bourque, and Mr. Gomme.
- The social media reach grew further in FY25. At the end of Quarter 4, NMCDHH had:
  - 1,929 followers on Facebook
  - 413 followers on Twitter
  - 269 followers on Instagram
  - 112 subscribers on YouTube
  - 224 connections on LinkedIn
  - 357 subscribers to the MailChimp email newsletter
- Overall, NMCDHH social media reach has grown 20% since Mr. Brennan joined the staff and became a part of this outreach effort in FY21. In the coming Fiscal Year, Mr. Gomme, Mx. Bourque, Mr. Brennan, Mr. Sinderholm, and other staff are continuing to work together to develop new ways to share with our community about NMCDHH services, such a "Book of the Week", "Technology Item of the Month" posts, and a re-evaluation of the Commission Fact Sheets for relevant content.
- Mr. Brennan attended his first meeting as a member of the University of New Mexico Hospital (UNMH) Patient Family Advisory Council. Mr. Brennan continues

the work of Ms. Gutierrez and Mr. Robb to ensure that patient safety and communication access barriers are addressed from the lens of a member of the community with hearing loss.

- The NMCDHH library currently has 122 registered patrons, a growth of 6 for FY25, and 8 items were borrowed by patrons during the Fiscal Year.
- Mr. Brennan traveled to Las Cruces in April to support Information Technology (IT) needs at the satellite office. Mr. Brennan attended several DoIT meetings as the state continues to adapt and address AI policies and guidelines.
- Mr. Brennan is working with Mr. Gomme, Ms. Romero, and the Administrative Services Department (ASD) to identify NMCDHH IT equipment needs for the future, as we will be replacing existing, aging, NMCDHH IT equipment during FY26.
- Mx. Bourque and Mr. Brennan attended the Regulations and Licensing Department (RLD) Signed Language Interpreting Practices Board (SLIPB) meeting in June. Additional information can be found on the RLD Website.

Ms. Jessica Eubank, Communication Development Specialist

#### Apprentice Interpreter Program Updates:

- Ms. Eubank worked with the Community Advocacy Department to host the annual Taboo Day with Apprentices. This professional development meeting allows Apprentice Interpreters to ask Advocacy staff members for cultural perspectives and vocabulary on topics that are traditionally considered “taboo” to discuss but do present themselves in interpreting interactions.
- She hosted several sessions of a book club to learn and discuss an ethical decision making framework. This culminated in case conferencing where the apprentices applied these skills to real-world situations.
- She created a new schedule of professional development for the next cohort of apprentices beginning in FY26. This schedule will lead to new curricula development to ensure measurable learning objectives are implemented in FY26.

- She opened and processed applications for a new apprentice cohort for FY26. As part of this process, Ms. Eubank worked with the Director of Community Engagement on developing an updated scope of work.
- Alongside other members of staff, Ms. Eubank conducted interviews and selected three new apprentices to begin in FY26.
- Current apprentices provided 21 hours of interpreting in Q4. Apprentices also worked with Ms. Eubank to review and develop their skills.

#### Other Highlights

- Ms. Eubank worked with UNM Language Learning Center and Boystown National Research Hospital to coordinate a date for a final Educational Interpreters Performance Assessment (EIPA) Written Exam, to be proctored in October 2025 [FY26 Q2]. Boystown has changed their requirements for proctoring exams which now include specific technology that the state cannot provide and more sessions per year than the Commission can support in house, so after the October test date Ms. Eubank will not be renewing their proctorship.
- Mx. Bourque and Ms. Eubank visited the UNM senior practicum class to discuss the Apprentice Interpreter Program, and how to work with NMCDHH.
- In April, she attended the UNM panels. Panels are the capstone interpreting event for seniors graduating from the Signed Language Interpreting Program to showcase their interpreting skills to stakeholders in the community by interpreting the research panels presented by the junior class. As one of the Commission representatives, Ms. Eubank was able to provide feedback and encouragement for growth.
- She assisted in providing last-minute interpreting coverage for the DeafBlind Task Force meeting with multiple agencies.
- She worked on updating the following fact sheets: BEI Testing Process, Sharing Your Credly Digital Credentials, Step by Step Guide for BEI Testing Registration, and Step by Step Guide for CASLI Testing Registration.
- Ms. Eubank and Mx. Bourque attended the summer meeting of the Interpreter Coordinator Action Network (ICAN). ICAN brings interpreter service coordinators from across New Mexico together to discuss issues they face, brainstorm

solutions, and possible professional development opportunities to address needs in the interpreting community statewide.

# Administration & Finance

*Deborah Romero, Director of Administrative Services*

FY25 – Fourth Quarter Board Report						
Category		2025 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,452,300.00	1,356,571.95		95,728.05	93.41%
300	CONTRACTUAL SERVICES	1,427,300.00	867,933.91		559,366.09	60.81%
400	OTHER	282,100.00	239,558.84		42,541.16	84.92%
500	OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total		3,278,200.00	2,580,564.70	0.00	697,635.30	78.72%

FY25 Collected Revenue June 30, 2025		
Month	General Fund Allotment	TRS Revenue
Subtotal	\$1,651,700.00	\$905,202.42
Special Revenue Contracts	\$200,000.00	

## Data & Statistics

*As required by Legislative Performance Measures*

### **Fiscal Year 2025**

<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	155	115%
Number of outreach events coordinated	122	140	115%
Average number of relay minutes per month	10,000	2851.65	29%
Number of accessible technology distributions	1,070	1,279	120%
Number of communication barriers addressed	21,000	22,928	110%
Number of interpreters in CDHH sponsored professional development	200	88	44%

### **Fiscal Year 2024**

<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	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 <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	4	2	3	18
Region 2	12	8	3	1	23
Region 3	87	37	33	22	157
Region 4	6	5	1	2	12
Region 5	52	27	38	33	117
Total Members by Quarter	169	81	77	61	327

## 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	79	30	20	20	129
Hard of Hearing	40	25	30	30	95
DeafBlind	6	0	4	2	10
Speech Disabled	0	0	1	0	1
Hearing	44	26	22	9	92
<b>Total Individuals by Quarter</b>	<b>169</b>	<b>81</b>	<b>77</b>	<b>61</b>	<b>327</b>





**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:** July 3, 2025

**Re:** MOU Goals and Performance Report for Fourth Quarter SFY2025 (April 1 – June 30, 2025)

**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:** Thirty-One (15) individuals received sign language interpreting services with a total expenditure of \$5,582.36
- **Hearing Aids or other hearing devices:** Thirty-one (31) individuals received hearing aids or other devices, totaling \$183,807.15 in authorized and expended funds.

**Closed Successfully Rehabilitated: (Employed)**

- **Deaf-Blind Individuals:** 0 individual
- **Deaf Individuals:** 18 individuals
- **Hard of Hearing Individuals:** 34 individuals
- **Other Hearing Impairments:** 2 individual

**Employment Information:**

For the 135 employed individuals who are Deaf, Deaf-Blind, Hard of Hearing, or have other hearing impairments:

- **Average Hours Worked per Week:** 33.53 hours
- **Average Wage:** \$20.26 per hour

**Caseload Activity:**

- **Deaf/Deaf-Blind Individuals:** Of the 192 individuals on DVR caseloads, 34 cases have been opened or opened and closed.
- **Hard of Hearing/Other Hearing Impediments:** Of the 377 individuals on DVR caseloads, 30 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:**

- Fifty-seven (57) individuals who are Deaf, DeafBlind, 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](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,

DocuSigned by:  
*Kendra Karp*  
F14321A102B9445...

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:

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 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	17	5 Community, 12 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 on 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](http://www.rld.nm.gov/boards-and-commissions/individual-boards-and-commissions/signed-language-interpreting-practices/slip-board-information/slip-board-meetings)