

# New Mexico Commission for Deaf & Hard of Hearing



## Quarterly Report FY26 Quarter 1



# FY26 Quarter 1 Board Report

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## **NMCDHH BOARD MEETING**

**Thursday, December 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 a link that will be posted closer to the board meeting date.

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### **DRAFT AGENDA:**

Posted 11/21/2025

- I. Call to Order and Roll Call
- II. Approval of Agenda
- III. Approval of Minutes – September 4, 2025
- IV. Calendar Year 2026 Meeting Dates
  - March 5, June 3, September 3, December 3
- V. NMCDHH Executive Director Performance Review -  
Limited Personnel Matters, as allowed by Section 10-15-1(H)(2) NMSA 1978
- VI. Executive Director Report
- VII. Department Reports
  - Community Advocacy
  - Community Engagement
  - Administrative Services
- VIII. Adjournment



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

*Quarterly Board Meeting  
Thursday, September 4, 2025  
3:00pm*

*The meeting was virtual on Zoom and the public could view the meeting livestream on YouTube with interpreting and captioning at <https://www.youtube.com/live/u8ZaeFGvbic>*

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

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

Chair John Hooper called the meeting to order at 3:02pm. Renee Bregar, Administrative Operations Specialist, called roll call.

Present: Mr. John Hooper - Chair  
Mr. Joseph Lopez, III - Vice Chair (joined at 3:05pm)  
Dr. Norm Dawson  
Dr. Jennifer Herbold (left at 3:42pm)  
Dr. Stephon Scott (left at 4:03pm)  
Mr. Ryan Means  
Ms. Tiffany Gallegos

Quorum was met.

Seven 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; Community Development Specialist, Jessica Eubank;

Communication Development Specialist, Trevor Brennan; Administrative Operations Specialist, Renee Bregar.

Jessica Eubank, Rhonda Hall, Isabella Krooth and Barbara Shaffer interpreted.  
Partners Interpreting LLC provided CART transcription.

Ms. Autumn Burgh, from the New Mexico Department of Justice (NMDOJ), was also present.

## **II. APPROVAL OF AGENDA**

Chair Hooper asked for a motion to approve the agenda.

### **25.17**

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

Commissioner Lopez seconded.

Ms. Bregar took a roll call vote:

Commissioner Hooper – Yes	Commissioner Lopez - Yes
Commissioner Dawson – Yes	Commissioner Herbold – Yes
Commissioner Scott - Yes	Commissioner Means - Yes
Commissioner Gallegos – Yes	

Motion passed unanimously.

## **III. APPROVAL OF JUNE 5, 2025 MINUTES**

Commissioner Hooper asked if there were any changes to the minutes from June 5, 2025.

### **25.18**

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 Herbold – Abstained
Commissioner Scott – Abstained	Commissioner Means - Yes
Commissioner Gallegos – Yes	

Motion passed with 5 Yes, 2 abstentions.

#### **IV. NMCDHH Executive Director Performance Measure Review Procedures**

Commissioner Hooper passed to Ms. Bergh who mentioned a “privileged memo” which was sent to board members last week with her legal advice regarding the performance review process for the executive director. Commissioner Herbold suggested and discussed a word document showing the changes to the process as suggested.

Commissioner Means asked if it was appropriate to remove HR from the process. Ms. Bergh referred him back to the privileged memo.

Chair Hooper asked for a motion to accept the procedure as amended.

##### **25.19**

Commissioner Dawson made a motion to accept the procedure as amended.

Commissioner Lopez seconded.

Ms. Bregar took a roll call vote:

Commissioner Hooper – Yes	Commissioner Lopez - Yes
Commissioner Dawson – Yes	Commissioner Herbold – Yes
Commissioner Scott - Yes	Commissioner Means - Absent
Commissioner Gallegos – Yes	

Motion passed unanimously.

#### **V. EMPLOYEE SURVEY QUESTIONS**

Commissioner Hooper asked if there were any questions or discussion about the questions on the employee survey to be provided by the Commission to staff. Commissioner Herbold made a motion that the questions be accepted. Commissioner Lopez seconded. Then, Commissioner Herbold withdrew her original motion and mentioned an error in the rating scale. It was noted as a scale of 1-4, “...with 5 being the highest”. She suggested and changed to a “scale of to 1-5”. Commissioner Hooper asked for a second to accept the Employee Survey Questions as amended.

##### **25.20.**

Commissioner Gallegos seconded.

Ms. Bregar took a roll call vote:

Commissioner Hooper – Yes	Commissioner Lopez - Yes
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Commissioner Dawson – Yes  
Commissioner Scott - Yes  
Commissioner Gallegos – Yes

Commissioner Herbold – Yes  
Commissioner Means - Absent

Motion passed with 6 Yes, 1 absent.

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

Commissioner Hooper asked which commissioners have or have not attended OMA training. Commissioners Hooper, Gallegos and Dawson did participate in the July 2025 session. Commissioner Herbold asked if the OMA training is an annual requirement. She has participated in many OMA training sessions based on her position with the School for the Deaf. Director Gomme and Commissioner Hooper encouraged all to attend.

#### **VII. EXECUTIVE DIRECTOR REPORT**

Director Gomme welcomed Dr. Scott from DVR.

In his Executive Summary, he reported that Hamilton Relay declined the optional 2-year extension that was in the existing contract, which led to an urgent need to renegotiate the extension in order to meet the federal requirement to provide relay services. He explained that there is a Legislative Measure based on an assumption of relay minutes to be used. That measure cannot be met as the captioning relay minutes continue to decline since the end of COVID. The expectation is, by December 2025, around 100 hours per month will be used of the captioning relay service, but the state is still required to provide the service at this time.

Mr. Gomme then discussed Senate Bill 235 (SB235). The Commission is not yet able to definitively see how its passage will affect revenue. The bill splits revenue between relay services and 988 services. 988 receives 80% of the revenue and CDHH receives 20%. Then, from that 20%, 20% of those funds are sent to the Tax & Revenue Department (TRD). We will be receiving less revenue for the agency at an increased cost for services. Based on the data that we do have, it appears revenue collection in FY26 and FY27 will be less than previous years' collections.

With the relay contract renegotiated for the remaining two years, the term of the contract for relay services will end just prior to the recertification process with the FCC for relay services; this happens every 5 years. We are seeing an increase in the cost for relay services which, in conjunction with the concerns about the amount of revenue being collected for them and the approaching deadline for recertification for relay services with the FCC, raises strong concern about future funding. Some states have stated that they are deciding not to recertify with the FCC. If we decide not to recertify, we will not receive the funding. The responsibility and revenue would be transferred back to the phone carriers. The FCC is



being encouraged, during the commenting period, to make the transition to digital and sunset analog by 2028.

Director Gomme discussed budget, as requested by Commissioner Hooper prior to the meeting; he referenced page 37 of the FY25Q4 report provided to the Board earlier this week. The Legislature over-assumed that amount of revenue generated by Traditional Relay Services (TRS) at \$1,187,600. The actual revenue generated was \$905,202, a difference of approximately \$282,397. This decrease has been repeated every year. We did see a similar decrease this year. The contract line will show no decrease in the amount expended, due to the amendment. Much of the budget has to be reserved to cover mandated expenditures.

The Governor's office notified all agencies in August to request appropriations now and that any future requests will not be considered. A Legislative Special Session was announced and will begin on October 1, 2025.

Commissioner Hooper commented on the legislation that passed in 2025 regarding the changes to TRS. He requested a legal opinion from Ms. Bergh. He stated that his opinion is that 988 receiving TRS funds is a violation, that the service is not related to ADA. Ms. Bergh requested an email specifying and clarifying the request.

There was discussion among Commissioners Dawson and Hooper, as well as Director Gomme, regarding the needed changes within the FCC. Director Gomme stated that no one should be left without services and that there are rural areas within the state that do not have digital access. He stated that the FCC needs to revise the rule that does not allow us to communicate directly with the TRS users. Due to the rule, there is no way to know who, specifically, is using the services or where they are located; we only know the number of calls. If the FCC releases the rule, the state can help the TRS users with the transition to digital. Then we can inform those users of what will be occurring with relay services and help them transition. Director Gomme stated that the state should be involved in transition so there is equipment and access to resources. We need to meet people where they are. The FCC had advisory committees which they combined into a consumer committee. Organizations such as National Association of State Relay Administration (NASRA), the Telecommunications Equipment Distribution Program (TEDP) and the National Association of State Agencies for the Deaf and Hard of Hearing (NASADHH) are trying to ensure they have a voice and encourage the FCC for productive changes. Director Gomme did confirm that the agency is using fund balance to continue to provide services and requesting general fund increases. One of the agency's primary functions is to provide relay services. If surcharge funding ceases, the work of the agency will need to change.

## **IX. ADJOURNMENT**

Chair Hooper asked for a motion to adjourn the meeting.

### **25.21**

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 Herbold – Absent

Commissioner Scott - Absent

Commissioner Means - Yes

Commissioner Gallegos – Yes

Motion passed with 5 Yes, 2 absent.

The meeting was adjourned at 4:11pm.

Respectfully submitted,

Renee F. Bregar

Renee Bregar

Administrative Operations Specialist

# Executive Summary

*G. Nathan Gomme, Executive Director*

Commissioners and community members, I present the first quarter Executive Summary of Fiscal Year 26 (FY26) for the New Mexico Commission for Deaf and Hard of Hearing. In this report, I will highlight some of the recent events that occurred in the second quarter of this fiscal year, due to the nature of the urgency we will be facing, as well as cover some of the work already completed in the new fiscal year, some of which touch on the goals I have been working toward, as well as the work done throughout the office to move forward with this fiscal year and beyond. As well, I will be touching on the new websites that we have launched by the time we meet for our board meeting. I will also circle back on some of the progress we have made with relay services and the volume.

First, I would like to briefly touch on the question I think many of us are curious about which is, what was the result of the legislative change to the surcharge? The first quarter of the fiscal year brought about some significant changes to our funding, as I mentioned in the report summarizing the events of the last legislative session. We started to split between the 988 funding and the agency funding, with the increased percentage of the overall collection, while still dealing with the 80/20 split between 988 and the Commission. Currently, the funding for administrative services for the Tax and Rev comes from our 20% of the funding. In August, we saw our clearest example of the split and impact of the overall increase. The report for the month of August saw 988 receive a little over 314 thousand dollars, whereas the Commission received just over 81 thousand dollars. If that trend continues, we will not bring in the anticipated revenue from the surcharge for our budget this year. I want to note, though, that overall the funding being brought into the state is significantly higher than in the past several years, just with the split to the funding the way it currently is, we are likely not to see any marked improvement in our funding situation as it relates to the surcharge.


During the first hearing for the legislative session in October, I will mention that we saw an overall increase and yet remain concerned. Currently, however, we do not have enough data yet to indicate the pattern of this trend. Likely, the next few months will help us clearly understand the funding patterns and we are hopeful that we can make

some changes, if needed. However, with the funding shortage due to federal changes and a recent proposal from the Federal Communications Commission (FCC), I do believe we have some challenging years ahead, with a much broader need to position our request to address the new future of state programs such as ours.

While there are concerns, we did have some successes during the first quarter of the year. As I mentioned in the fourth quarter, we had some positive outcomes which include the permanent inclusion of Communication Facilitator (CF) services and the permanent funding increase, which was a result of the success of the CF program and SSP work done by Vancro. This year has already seen several improvements to the program including an improved request process for services. I got to experience the use of the CF services while talking with a DeafBlind individual who called our offices. It is a great experience to have direct communication with individuals using this service and, as I have seen, an empowering one as well.

We also started the process for the relay audit which was released; we are awaiting responses for proposals. We are hoping to complete that process in December so we can get to work on reviewing the collections of funding. In addition to this work, we completed an English and Spanish version of the Telecommunications Equipment Distribution Program (TEDP) Application website which will be released prior to Thanksgiving. This new application will allow us to quickly collect applications for our equipment program online; we are working on an introduction video and “how to” guide. To make the online application easy to find, we modified our NMCDHH page to show two options for applying. One is the more traditional process where you can download and print the application the other is the online form. We updated our outreach supplies as well, so we now have a QR code that will direct you straight to the application page. In addition to these website changes, we have also added a procurement section to our website for procurement related items given that some of our work is professional services and we need to share them as we would our general service contracts, which typically are shown on the ePro website from our State Procurement Service colleagues.

← → 🔍 https://www.nmcd-hh.org



### Welcome to the New Mexico TED Program Application

The New Mexico Telecommunications Equipment Distribution (TED) Program, an integral program of the New Mexico Commission for Deaf & Hard of Hearing (NMCDHH), provides equipment to qualified New Mexico residents.

Ready to Apply? Here's what you will need:


- Your basic information, including your address and the last 4 digits of your social security number
- Basic information about your telephone and cell phone service, such as "Who is your service provider?" (who you pay your phone bill to)
- A Photo or Scan of one of the following (to show proof of residency):
  - Driver's License
  - State ID
  - Utility Bill (showing same name and address as you apply with)
- A Photo or Scan of your recent landline phone bill, cell phone bill, or internet bill
- A Photo or Scan of your Audiogram or Speech Evaluation

Click the 'Apply Now' button to begin!

[Apply Now](#)

The Online Application for TEDP will be available in English and Spanish

← → 🔍 https://www.nmcd-hh.org



### Le damos la bienvenida a la solicitud del Programa TED de Nuevo México

El Programa de Distribución de Equipos de Telecomunicaciones (TEDP, por sus siglas en inglés) de Nuevo México, un programa integral de la Comisión de Nuevo México para Personas Sordas y con Dificultades Auditivas (NMCDHH, por sus siglas en inglés), proporciona equipos a residentes calificados de Nuevo México.

(¿Está listo para presentar su solicitud? Esto es lo que necesitará:

- Información básica, incluida su dirección y los últimos cuatro dígitos de su número de Seguro Social.
- Información básica sobre su servicio telefónico y de telefonía celular, como "¿Quién es su proveedor de servicios?" (a quién le paga la factura del teléfono).
- Una foto o copia escaneada de uno de los siguientes documentos (para comprobar su domicilio):
  - Licencia de conducir
  - Identificación estatal
  - Factura de servicios públicos (con el mismo nombre y dirección que aparecen en su solicitud).
- Una foto o copia escaneada de una factura reciente de su teléfono fijo, factura de teléfono celular o factura de internet.
- Una foto o copia escaneada de su audiograma o evaluación del habla.

(Haga clic en el botón "Solicitar Ahora" para comenzar!

[Solicitar Ahora](#)

For the office and staff, we have been working on some updates to the policies for the agency since the Fourth Quarter. Ms. Bregar has been working on and sharing her progress with me and working with the State Personnel Office (SPO) on this. We also completed the Job Architecture changes which is part of the Job Restructuring tasks we were sent in the fourth quarter, sent to us by SPO as well. These changes better align the titles, which were assigned by SPO years ago, to the staff. With it some discussions were brought up about how staff were positioned in the agency. We are grateful for SPO's support, and the changes have yielded some positive progress. During our July All-staff meeting, we were able to review the policy updates and also some of the long-standing policies. We also went over the AI policies explaining what Department of Information Technology (DoIT) expects moving forward with the evolution of AI usage. We also received funding that we requested for equipment such as computers and new keyboards. The equipment is ordered and is in the process of being set up according to DoIT standards, which require specific set-ups to take place to ensure security and policy compliance. Mr. Brennan and I have been working with DoIT for some time to get sufficient permissions to set up these devices and have finally made some good progress on being able to do most of the work ourselves. The computers are able to handle modern-day work and are powerful enough to last for a good amount of time. The keyboards and mice we have for everyone are ergonomic, as well, and will offset some of the challenges of working and typing on the computers. We also secured laptops which have e-sim functionality so we can reduce our need for mobile hotspots. All and all, the equipment is high quality to ensure it will function for a long period of time. I am still in the process of determining our next steps as some of our furniture is showing its age and is not designed for best practices with ergonomics and functionality that that will be needed.

In addition to the equipment, we were finally able to secure some needed training on the software side of things. We had training on Final Cut Pro in September that two members of the Advocacy team took. I think overall this training will help ensure we continue to make quality videos; we are adding more to the lineup over the course of this fiscal year. Many of these things were on my list of things I wanted to accomplish to support the goals I had set for myself. Those goals included: increased permanent

funding for the SSP/CF program, which I mentioned we secured; complying with the website content accessibility guideline (WCAG) standards, with the online application meeting those standards; our website is steady and on its way to being as close to ready as we can be. We also did work to get our hardware ready to do the work in the future, as well as getting some additional training for our staff making web content for the community. Mr. Brennan is continuing to do great work on assisting me with those goals.

Another goal of mine is centered around working with our senior community. I attended the Deaf Senior Conference this year and met with representatives from the AARP, and other key stake holders, including members of the Deaf Seniors of American Board. That information also helped me learn a great deal about the impact that may occur with some of the changes to Medicare and Medicaid. I was also asked to do a presentation at the conference to discuss some of the work that is being done across the nation with equipment programs such as ours. I was happy to see how much we are progressing and are ahead of the curve in our work with these programs. In addition to that, I also attended the NM Conference on Aging with Mr. Sinderholm, as pictured on the cover of the report. During that conference, I supported Mr. Sinderholm with his booth but also met with several key stakeholders and members of the NM Aging Services agency. We discussed the state plan, and we are working on ways to collaborate with them moving forward. We also noted some key needs for outreach in Carlsbad and some of our Pueblos. Mr. Sinderholm and I will be working to get a training and outreach opportunity to these areas after we complete the Special Audit contract.

During the first quarter of the year, I met with Hamilton Relay again to discuss our ongoing projections for the upcoming year with regards to Relay Services. I first would like to point out that we saw one of the lowest usage records of traditional relay services for a quarter in this recent first quarter of the year. You can see the average usage numbers in our statistics below. This decline reflects the previous report where I summarized the drop in minutes volume. I summarized these challenges as well during the last board meeting. In short, our Captioned Telephone Services (CTS) usage is low and dropping. Our Traditional Relay Service and Speech to Speech services have remained steadier, but are also declining. In my meeting with Hamilton Relay, we discussed the possibility of finding where our users are and, if possible, a way to contact them. At the end of the first quarter, I started receiving some of those details and, along

with the collection rates, I shared the details I had with Chair Hooper. Chair Hooper has asked that I audit the numbers against our own data and confirm the actual number of users is correct. We are grateful for Hamilton's assistance with this work. In addition, as Dr. Dawson mentioned, it would be beneficial to us if I were more actively involved in the national discussion on some of these matters. I took that to heart and as the prompt it was intended to be and will be taking the Chair role due to be voted for as Chair for the National Association of Relay Administrators (NASRA) Board in November. This has already brought New Mexico into the national conversation. There will be two members of the agency on the NASRA board, with Mr. Sinderholm as a Member at Large already.

I continued to have meetings to discuss the upcoming Disability Employment Awareness Month (DEAM) event with the planning group to work on the next DEAM Conference in October. We will be having Lt. Gov Howie Morales attend the conference, while several of us including Mx. Bourque, Mr. Brennan, and Ms. Eubank will be on hand for the event. I learned late in the first quarter that I had a Funding Hearing on the same day in October as the DEAM conference and I was also scheduled to attend the Jr. NAD opening event that evening. I suspect my October will be very busy, but a lot of work went into the DEAM conference, and it will likely be a great success. With the funding hearing occurring in October, Ms. Romero and I have already completed our funding request and P1 report to the legislature. In the report, I mentioned that we had concerns about our funds and also met with our analysts to give them a heads up. Unfortunately, we do not anticipate much in the way of change to our funding due to the concerns with federal funding. We have been asked to keep a flat budget but made a request for additional general funds to reflect the decreasing surcharge we anticipate seeing. Mx. Bourque, as I mentioned in the last report, requested a change to our legislative goals with the interpreting community and I had the opportunity to meet with Mx. Bourque and Ms. Eubank on the task force goal. One of the benefits of the Deaf Senior Conference is that it coincided with the National Association of State Agencies for the Deaf and Hard of Hearing retreat, where I was able to get some information and details from the work already done by Minnesota and Illinois. I also was able to hear some of the challenges with their research and work primarily in learning that the majority of the states were unable to get some key data on how many missed jobs agencies in their area have. They came away with different ideas about how to address the interpreter shortage situation in their states but also had



similar concerns that there are competing ideas on what to do and how much we can learn without some key data. I also talked with representatives from Deaf Equality, the National Association for the Deaf (NAD), met with the head of Innivee Strategies, Shane Feldman. All of this will ensure the task force achieves the goal we are intending which is to address the issues in New Mexico.

As much as we were able to progress with the work during the first quarter one looming issue became increasingly apparent to me, and it is urgent. This issue came to a rather quick turnaround as we got into the second quarter of the year and one I feel the need to address now so we are all aware of it. As I mentioned, the red flags in terms of what the future will look like for analog-based relay services have been more frequent and troubling. I have been watching this closely for the majority of my time, and over the course of 9 years nothing has really progressed in terms of direction. I mentioned that my concerns had been growing with the upcoming recertification for relay in the state and in October a Notice of Proposed Rule Making was released detailing a number of changes that were being considered at the FCC. The goal was to modernize Telecommunications Relay services and bring it into the next phase. A number of regulatory changes would be implemented and the goal of transition to IP- based environments would happen. In DA/FCC # FCC-25-79, which was adopted on November 20, 2025, these changes were outlined.

Prior to the Notice of Proposed Rule Making, as I mentioned, I was offered the role of Chair for the NASRA Board; this afforded me an opportunity to talk with representatives of the FCC before the November 20th adoption. NASRA met with these representatives in an Ex Parte Capacity, and I also helped draft our notice of Ex Parte to the FCC. I also, along with another state's representative, met with the members of TDI, Deaf Equality, and other key stakeholders on this topic. The goal being to determine what needs to happen to be involved in this transition, and also what do we need to think about if the legacy relay services that our state, for example, is responsible for a portion of the funding resources we collect, goes away. Here are some key take aways as it relates to New Mexico:

1. The Federal Communications Commission (FCC) Notice of Proposed Rulemaking (NPRM), designated as FCC 25-79, initiates a profound overhaul of Telecommunications Relay Services (TRS) with the explicit goal of modernization. This initiative is driven by the declining or minimal usage of analog relay services as

communications technologies have evolved toward Internet Protocol (IP)-based networks. The core of the proposal centers on phasing out mandatory federal support for outdated services, specifically Text Telephone (TTY)-based relay service, and standardizing operational requirements across all remaining forms of IP-based communication assistance, such as Internet Protocol Captioned Telephone Services (IP CTS) and Video Relay Service (VRS).

2. The immediate consequence of this federal action for the State of New Mexico is the necessity for a comprehensive strategic review of its intrastate TRS program, currently overseen by the Commission for Deaf and Hard of Hearing (CDHH). We will need to reassess the existing service portfolio provided by contracted vendors and critically examine the future allocation and utilization of the state's dedicated intrastate funding mechanism—as it currently exists. The state's response must balance fiscal efficiency against the paramount goal of maintaining functional equivalency and accessibility for all residents with hearing or speech disabilities.

In addition, the FCC proposes to extend mandatory user eligibility, registration, and verification requirements to all forms of TRS, including the analog services such as TTY Relay, Speech-to-Speech (STS), and Captioned Telephone Service (CTS).

Furthermore, comprehensive Call Detail Record (CDR) submission requirements are proposed for all intrastate and interstate calls. This unification of regulatory standards, while intended to combat waste, fraud, and abuse (WF&A) within the TRS Fund, imposes significant technical and administrative overhead. New Mexico's current TRS provider will be required to retrofit legacy analog systems and implement new data collection and verification procedures, placing a substantial, potentially uncompensated, burden on the state's program administration and its intrastate fund.

A critical operational risk concerns the transition of legacy analog users, particularly those residing in rural areas of New Mexico where broadband deployment remains a challenge. The transition to modern alternatives such as IP Relay, IP CTS, or Real-Time Text (RTT) requires the user to have an IP-enabled device and reliable broadband or wireless internet access. For the subset of users who rely solely on copper wireline infrastructure and lack affordable or accessible IP connectivity, the abrupt termination of intrastate TTY Relay or analog CTS without a suitable interim solution could violate the functional equivalence mandate of the Americans with Disabilities Act (ADA). Ensuring

that these individuals receive the necessary communication service subsidies or equipment through the state's Telecommunications Equipment Distribution Program (TEDP) is an essential but complex task.

Here are some things that New Mexico needs to consider moving forward: At this time many of the questions circle around a timeline, what are the alternative or ancillary services such as Communication Facilitators, our EDP, and Video Based services that could be approved under this new structure, and what will the impact be on our funding with the phasing out of analog based services. We do have some changes that have already occurred which puts New Mexico in a better position than other states who will be addressing this matter. Some of these include:

1. In 2014, after discussing the need to apply the surcharge base to IP carriers and mobile communication services with the legislature, we were able to apply the surcharge to a larger surcharge base via legislation. This may insulate us from funding issues that many other states will see if their surcharge only applies to legacy copper services/networks, which this NPRM seeks to retire.
2. We added Real Time Text in our current contract language for relay services for the state into the Request for Proposal (RFP) six years ago. While there are several questions about how RTT will be implemented effectively, the inclusion of the language in advance means we don't have to rush to amend the contract or release a new RFP in our current fiscal year.
3. Our EDP is already shifting to IP-based technology which establishes a robust suite of tools to engage in these modern forms of services. This foundation allows us to adopt and provide more effective outreach to ensure our community receives the tools they need. The tools we now focus on for our EDP also ensure that our community can also benefit from Augmented Speech Recognition Tools, which offset the reliance on CTS services, if the agency should follow other states in sunseting analog CTS services to shift funding in the future.

I have several concerns moving forward, chief among them the administrative burdens that will likely become a key responsibility of the agency as well as the state vendor, how to integrate IP-based Speech to Speech services, and what the end of mandatory status means for the funding. I will have a short-term (12-24 month plan) and long-term

plan strategy (3 year) to present during the upcoming board meeting. Some of the plans will touch on things we are already looking at such as the audit, the shift of our EDP, and continuing to discuss our funding. We will also need to consider the Legislative considerations moving forward to update the Telecommunications Access Act, which is largely dependent on our certification status and legacy services as the reason for collecting this surcharge which remains a large portion of our year-to-year budget. With this current matter aside, I want to reemphasize that the work over the last 9 years with our funding and services has largely been done with these changes in mind. New Mexico, I believe, has laid the groundwork for this transition and the work done at the NMCDHH continues to be a critical part of the state's overall success with our community. We have several things we continue to work on such as the interpreter shortage, access in various locations, and overall advocacy work to improve the lives of our community members and I remain confident in our upcoming years during this transition.

*G. Nathan Gomme*

# 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 first quarter of FY26, the Director of Community Advocacy, Ms. Corina Gutiérrez, and the Community Advocacy Specialists, Mr. Dennis Stidham and Ms. Myra Sandoval, addressed communication barriers with health care providers, clinics, hospitals, corporations, and non-profit organizations. In this report, we outline our department's work, achievements, and priorities related to communication access this quarter.

**Healthcare Provider Advocacy:** During this quarter, we advocated for several individuals to ensure effective communication access at their medical appointments.

In one case, we worked with a doctor's office to educate staff about the importance of providing an on-site ASL interpreter. The office had previously relied on Video Relay Interpreting (VRI), but poor connection quality and frequent freezing made communication difficult. At the next appointment, an on-site interpreter was provided, resulting in a positive and successful experience. Connection quality is often an issue for effective VRI communication in New Mexico, especially in our more rural areas.

We also assisted a patient who preferred using VRI during their hospital stay. When the patient was moved to a different room, staff initially forgot to transfer the VRI device. The Community Advocacy Specialist communicated with the provider and reminded them to continue to provide access. The provider then ensured that the device accompanied the patient throughout the hospital, leading to consistent communication access.

**Corporate Advocacy:** We provided advocacy support to corporations to improve communication access for Deaf employees in the workplace.

In one case, we worked with a company that did not provide an interpreter for an employee's meeting. We contacted the manager and Human Resource staff to educate them about communication access requirements and the importance of providing appropriate accommodations for Deaf employees. As a result, the company arranged an ASL interpreter for future meetings.

In another case, we worked with a corporation to ensure an ASL interpreter was provided for a new Deaf employee during training. The employee had experienced frustration with communication access due to the lack of interpreter services. The corporation had an existing contract with a referral agency. However, the agency had a limited number of interpreters trained and approved to work at the assigned location. After our advocacy, the company and referral agency worked to secure additional interpreters for the Deaf employee's training, ensuring improved communication access moving forward.

**Communication Access in Mental Health:** This quarter, we worked with a mental health therapy agency to ensure compliance with communication access requirements for Deaf clients. The agency had been resistant to providing ASL interpreters, which caused frustration for an individual seeking services. The Community Advocacy Specialist provided the agency with the "Who Pays for Interpreters" fact sheet to help the agency understand the ADA mandate. After reviewing the information, the agency agreed to provide an interpreter for the client's therapy sessions. The outcome was positive, resulting in full access to mental health services.

**DeafBlind Task Force Committee:** Ms. Gutiérrez and the brochure subcommittee continued developing a new brochure for the NM DeafBlind Task Force. Ms. Gutiérrez worked closely with the DeafBlind artist selected to design a logo for the brochure. A final design was chosen and shared during the DeafBlind Town Hall in August. The committee is proud of the artist's work and a logo that represents the task force. The logo is pictured below.



The NM DeafBlind Task Force Logo.

**Special Projects:** This quarter, the Department of Community Advocacy worked with the Developmental Disabilities (DD) Waiver program to address communication barriers faced by Deaf and Hard of Hearing individuals receiving DD services. To promote better practices, we developed a presentation focused on effective use of interpreters and strategies for improving communication access within the DD community.

The department worked closely with our Executive Director to ensure the presentation appropriately represents CDHH, aligns with DD Waiver priorities, and complies with

WCAG accessibility standards. The presentation is scheduled to be delivered in the second quarter.

### **Community Education**

NMCDHH staff and vendors provided a total of 15 presentations and training sessions this quarter.

Mr. Robb gave 3 presentations and training on Hearing Loss Sensitivity – Medical, and the NMCDHH Overview to CNM students and our apprentices.

Ms. Santillan of the Las Cruces office provided 4 presentations; 3 were the NMCDHH Overview to participants at the Thomas Branigan Memorial Library, Luna County Senior Center and the Alamo Senior Center. She also provided a Hearing Loss Sensitivity – Medical presentation to staff members of Molina Healthcare of New Mexico.

Mr. Sena provided 5 workshops to the Department of Veteran Affairs, New Mexico Administrative Office of the Courts, Assisted Living Centers and more. These included presentations on Relay for Business, CapTel services, as well as the state Telecommunications Equipment Distribution Program (TEDP).

Mr. Gomme provided 3 workshops: one to the State Bar of New Mexico on how to work with individuals with various disabilities and best practices with technology. A second workshop was provided to the state Colab group on where states are with their WCAG compliance goals. Mr. Gomme also provided a workshop at the Deaf Seniors Conference on Telecommunications Equipment Distribution (TED) programs throughout the United States.

### **Systemic Advocacy**

APD Fact Sheets Project: Mr. Robb completed the American Sign Language (ASL) “gloss” for 3 fact sheets, making 6 sheets ready for video shooting. There are 6 more fact sheets to be completed, we are waiting for APD to finalize the fact sheets and will begin filming when complete.



**The City of Albuquerque (COA) ADA Advisory Council:** There was no council meeting in the 1<sup>st</sup> quarter due to quorum not being met. Mr. Robb has completed his term with the Council, but will continue to serve until a replacement member is appointed.

**Office of the Santa Fe County Clerk (OSFCC):** The OSFCC reached out about doing a video to let the community know about the choice to vote through mail rather than having to go in-person and vote. To do this, voters would be included on the “Permanent Absentee List”. We met to discuss and agreed to do the video when OSFCC sends the script and requirements for the video. Video shooting and post-production is planned for 2<sup>nd</sup> quarter before election day.

**Final Cut Pro Training:** Mr. Robb and Ms. Sandoval participated in training program for Final Cut Pro via Zoom. While both Mr. Robb and Ms. Sandoval have some background with various video editing tools, they felt they needed support to improve the quality of the videos. This several-day training opportunity will increase our ability to improve our post-production skills in the Video Web Log (VLOG) productions. We were the only students during the training and were able to ask questions or review steps with the instructor, as needed. This was beneficial training for all parties.

# Las Cruces Satellite Office

## **Individual Advocacy and Service Coordination**

This first quarter of FY26, Ms. Susana Santillan, Community Advocacy Specialist in Southern New Mexico, assisted with eliminating communication barriers for the Deaf, DeafBlind, and Hard of Hearing community by advocating for effective communication in healthcare and housing organizations and a state agency.

## **Key Accomplishments**

**Hospital Advocacy:** Ms. Santillan addressed an issue with a hospital using a family member who, in this case, was also the patient. Ms. Santillan explained that not using a licensed interpreter is not appropriate, or ethical, and is illegal in New Mexico. She also explained the Americans with Disabilities Act (ADA) Title III, discussed effective communication for the Deaf and the benefits and importance of using a licensed American Sign Language (ASL) Interpreter. She also discussed the benefits of an on-site ASL Interpreter vs VRI. The hospital representative in charge of accommodation agreed to work with Ms. Santillan. The hospital sent a letter to the family of the Deaf individual informing them that they are working with Ms. Santillan to ensure the situation is not repeated.

**Housing Advocacy:** A complaint against the Housing Authority (HUD) was filed by a Deaf individual. This individual attempted to contact HUD on several occasions, using VRS, but the HUD staff kept hanging up on them. Ms. Santillan worked with HUD to educate the staff on how to answer and address a Video Relay Service (VRS) call.

**State Advocacy:** Ms. Santillan worked with the Child Support Services Division to ensure a Deaf individual obtained a ASL Interpreter for their appointment. The individual was told they do not make appointments; they only have walk-ins, and they can use their cell phone's VRI or bring their own sign language interpreter. The Director apologized for this and stated they will ensure their 800 representatives are aware of the procedure for requesting an interpreter.

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

Ms. Santillan accepts lack-of-access-to-city-information notifications from constituents in southern New Mexico. She then works with the city involved to ensure the information posted is captioned to allow access for the hearing loss community.

Ms. Santillan participates in virtual and in-person meetings to provide NMCDHH services, information and education about hearing loss resources. She serves on nine (9) committees as part of her outreach efforts in southern New Mexico.

### **Booths and Presentations**

Ms. Santillan participated in twenty-two (22) booth events throughout Southern New Mexico in Las Cruces, Anthony, Deming, Radium Springs, Truth or Consequences, Silver City and more. Ms. Santillan attended food pantries, Disabled American Veterans locations and Senior programs to name a few. She had 751 visitors in her booth efforts.

# Support Service Provider Program

*As Reported by Vancro Integrated Interpreting Services*

## **Executive Summary**

During the first quarter of FY26, the New Mexico Support Service Provider (SSP) and Communication Facilitator (CF) Programs continued services to DeafBlind, Deaf Seniors, and Deaf with Additional Disabilities consumers statewide. This period focused on case management transitions, staff development, and community outreach.

SSPs fulfilled 788 requests totaling over 2324 service hours. CFs completed 138 requests totaling 189 hours. The program maintained a strong statewide presence and reinforced consumer autonomy through increased access to trained SSPs and CFs.

Significant progress was also made in expanding staff training, updating communication protocols, and analyzing feedback from participants. The consumer feedback survey reflected a high overall satisfaction rate, with participants emphasizing the positive impact of SSP services on independence, communication access, and daily living.

This quarter marked several key staffing transitions within the program. The team welcomed a new full-time Case Manager, strengthening case management capacity.

## **Case Management**

During the first quarter, case management efforts concentrated on supporting consumers through direct coordination of services and refining systems navigation. The team focused on relationship building, resource linkage, and the ongoing transition of case management responsibilities.

Case managers collaborated closely with the New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) and internal Vancro teams to ensure continuity of care and compliance with program guidelines. Consumers were assisted in navigating complex systems such as the Human Services Division (HSD) and Social Security Income (SSI), ensuring their rights and documentation needs were addressed effectively.

## **SSP Services**

The SSP team provided statewide coverage, assisting consumers with daily errands, medical appointments, community events, recreation, and transportation.

Consumers were able to participate in family gatherings, recreational events, and medical procedures. The program continued to emphasize Haptic communication training for SSPs, ensuring DeafBlind consumers received linguistically appropriate and culturally aligned support. There are ongoing efforts to increase the number of trained SSPs to meet community demand.

### **Communication Facilitator Program**

The CF Program continued to expand in both capacity and visibility. This growth reflects heightened awareness of the program and its value to the hearing loss community.

New CFs completed training in the Code of Professional Conduct developed by the NMCDHH and Vancro, ethics, communication strategies, and emergency preparedness. Bi-weekly team meetings encouraged collaboration and discussion of real-world scenarios and ethics.

The program also released a Public Service Announcement (PSA) video highlighting the importance of CFs and their role in supporting communication access for the community. Participant feedback continues to be overwhelmingly positive, citing professionalism, empathy, and cultural competence as hallmarks of the CF team.

## **Outreach, Education, and Training**

Vancro staff engaged in several outreach and education initiatives. Highlights included participation in the DeafBlind, Deaf Seniors, and Deaf with Additional Disabilities Task Force meetings, a town hall for residents of PAH! Hiland Plaza, and collaboration with a Texas college to discuss ProTactile interpreting and accessibility.

Vancro hosted an open house in September to discuss program updates and share experiences in an effort to foster community connections and meet the team. A video was created for the Albuquerque Police Department highlighting the experiences of DeafBlind New Mexicans and best practices. View the website here - - <https://www.youtube.com/watch?v=ib0mbChAwxY>. In July, the CF team met with key stakeholders from the FCC to highlight the CF program. Follow-up meetings are planned to continue the discussion.

### **Consumer Feedback and Quality Improvement**

A statewide consumer feedback survey was conducted to gather insights on SSP program satisfaction, training, and service quality. Respondents reported consistently high satisfaction levels, with most participants rating their likelihood to recommend the program between 8 and 10 out of 10.

Common themes from survey responses included a desire for expanded weekend availability, more backup SSPs, and enhanced training on Haptics and ProTactile communication. Several respondents also mentioned the importance of vehicle cleanliness, punctuality, and continued sensitivity training.

Participants shared numerous positive comments about their experiences:

One consumer expressed, “SSPs are amazing – they help me stay independent and connected to my community.”

Another participant shared, “My SSP is always there for me when I need to shop or go to appointments. The program has changed my life.”

A respondent stated, “Vancro staff are very kind and helpful. I feel respected and understood.”

In response, Vancro plans to implement additional Haptics refresher training, explore expanded scheduling coverage, and continue consumer-centered feedback collection. These measures will ensure the program remains responsive to evolving community needs while maintaining the highest standards of accessibility and professionalism.

## NMCDHH Activities During Q1 FY26



Executive Director Gomme participated in the Disability Pride Parade and Event held in Santa Fe on July 19th.







Mx. Bourque attended the Disability Pride Proclamation event at the Roundhouse on July 1<sup>st</sup>.







NMCDHH staff attended 44 booths in the 1<sup>st</sup> quarter.



# Outreach & Telecommunications

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

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

Mr. Sinderholm participated in the Deaf and Hard of Hearing Accessible Technology Conference, with his colleague, Mr. Brennan. The conference focused on expandability and potential emerging technologies throughout the world. Mr. Sinderholm and Mr. Brennan shared the details with Mr. Gomme and are looking forward to adding possible equipment for testing, in the near future. Mr. Sinderholm will be working with Mr. Gomme directly for TEDP after the contract oversight was transferred to him in September. This transition allows Ms. Gutiérrez, who has done a wonderful job of overseeing the TED Program over the years, to focus on advocacy for the loss community.

## **Equipment**

During the first quarter, Mr. Sinderholm and Mr. Stidham continued outreach to spread awareness about TEDP and NMCDHH's service.

The TEDP distributed a total of **289** pieces of equipment. Equipment includes iPads, BeHear SMARTO's, Notification Devices, and Amplification equipment for landline phone calls. Each device comes with a warranty of 3 years, at the end of which a member of the community can reapply for equipment.

In an exciting piece of news, we have almost completed the Online Application for TEDP, which should be available to use before Thanksgiving, as seen in Mr. Gomme's report. We are looking forward to our community applying with ease.

**Outreach:**

During the first quarter of FY26, Mr. Sinderholm and Mr. Stidham hosted seven (7) booth events within the State of New Mexico. Locations included Albuquerque, Santa Fe, and Glorieta. One of the larger events, the Conference on Aging, took place in Glorieta. It was attended by Mr. Sinderholm and Mr. Gomme, as part of Mr. Gomme's effort to increase and enhance the relationship with several agencies on aging throughout the state and expand outreach to this particular community. The total number of individuals who visited our booth was 482.

Mr. Sena conducted 15 booths throughout the state. They were conducted in Rio Rancho, Magdalena, Alamogordo, Santa Fe, Tijeras, and Albuquerque. These took place in Senior Centers, Expos, Resource Fairs and Conferences. During these events, Mr. Sena had over 1,155 people visit the booth.

# Community Engagement

*Amy Bourque, Director of Community Engagement*

The Community Engagement Department has spent much of the first quarter building and reinforcing relationships with community stakeholders. Mx. Bourque and Ms. Eubank have been meeting with various stakeholders to create professional development opportunities for NM signed language interpreters. The first quarter has been geared toward beginning these projects; we will be able to share more details in the coming quarters. It is important to the department to diligently work through plans so that we can eliminate as many hiccups as possible and run smooth programs.

Mx. Bourque was asked to attend the Disability Pride Flag Raising event in Santa Fe in July. The event was an inspiring way for the disability community to come together to celebrate each other's strengths and advocate for the improvement of the lives of individuals with disabilities.

The Community Engagement department remains committed to communication access for our staff and constituents. In Q1, we provided over 120 hours of interpreting services for internal and external events. We also continued our collaboration with the Disability Employment Awareness Month (DEAM) conference planning team to ensure communication access is proactively provided and diverse needs are considered.

To begin the quarter, the department worked to create plans for FY27. This started with creating a budget geared toward professional development, creating and distributing resources, fostering the growth of employees, and providing access for staff and constituents. We also decided what we wanted to see change in our programs, such as NM Mentoring.

With the support of their supervisor, Mx. Bourque proposed a change to the legislative measure that this department strives to meet. The measure has been to reach a specific number of interpreters through professional development every year and has proven to be incredibly difficult to attain. Workshops and training have been made broad to attract

the largest audience possible, but we asked for support to change this approach. We proposed a new measure to provide a certain number of hours of professional development. This will allow us to bring interpreters opportunities with a depth of knowledge, rather than a breadth of interest, giving us space to focus on smaller groups who may benefit more from individualized programs. We will work to dedicate more time to rural, indigenous, and Deaf interpreters. This work will take time to come to fruition, but we have begun to lay the groundwork with this change in the legislative measure. In August, we were notified that this proposed change was accepted for FY27.

In our all-day staff meeting and training to begin the fiscal year, Mx. Bourque presented an “AI 101” overview for their fellow staff members. They focused on the different types of artificial intelligence, how models are created, how models can be incorrect, and how to be safe with state information when using AI tools. Mr. Brennan presented the state’s policy of AI usage and cybersecurity. With the diverse knowledge housed in Community Engagement, we are able to contribute to the safety and digital well-being of the agency.

Each member of the department strives for professional growth and continues to seek education and training. Mx. Bourque remains committed to growing into their role as the Title II ADA coordinator. They attended workshops provided by experts, brought in by the Governor’s Commission on Disability, on topics such as service animals, emergency preparedness, and digital access. The knowledge that they have gained in this subject matter has helped them to better serve staff and constituents’ access needs. A building accommodation need was brought to their attention and with their training, they were able to contact building management, quote the ADA, and provide resources to the building on how to make the necessary adjustments. The issue was resolved quickly and collaboratively. They look forward to having a positive impact with the more that they learn.

Ms. Eubank attended the Registry of Interpreters for the Deaf national conference, which spoke to themes like “power, privilege, and oppression”, the impact of interpreting choices on teams and consumers, and addressing systemic barriers to creating

qualified access in the field of interpreting. The knowledge she gained will serve NMCDHH to provide professional development to interpreters, and expert advice to outside groups and agencies.

Mr. Brennan virtually attended the Deaf & Hard of Hearing Accessible Technology – State of the Science (SOS) conference, hosted by Gallaudet University. This two-day conference included presentations from industry and government leaders regarding the latest advances in accessible technology and policy on topics such as media captions, the use of Artificial Intelligence in accessible technology, and FCC reporting data. As Public Information Officer (PIO) and aspiring Certified Professional in Accessibility Core Competencies, this opportunity will keep him informed on current requirements and trends as well as upcoming changes. He has also attended additional training related to document accessibility, accountability in government, the Open Meetings Act, the role of the Federal US Accessibility Board, PDF remediation, and other topics.

In his information technology role, Mr. Brennan has addressed several agency needs in Q1. He finalized the Governor’s Accessibility Report with Mr. Gomme and submitted it on time. Beyond being a mandate, this is a critical part of the agency’s commitment to accessibility. Mr. Brennan worked with Mr. Gomme, Ms. Romero, and ASD staff to finalize and order IT equipment upgrades for NMCDHH staff. He is working with the Department of Information Technology (DoIT) to ensure that NMCDHH staff are able to properly provision this equipment when it arrives. This has also given Mr. Brennan an opportunity to highlight continued communication barriers that exist within the DoIT system. Through Mr. Brennan’s efforts, and Mr. Gomme’s, as the CIO and a founding member of the Statewide Accessibility Collaboration, DoIT has expanded its communication access budget for training and statewide meetings.

Mr. Brennan’s community engagement and outreach have been seen in his work with outside groups as well. Through his work on the Patient Family Advisory Committee (PFAC) at the University of New Mexico Hospital (UNMH), Mr. Brennan was able to provide feedback from the Deaf and Hard of Hearing perspective on a variety of topics such as: the accessibility and clarity of a video regarding “teaching back” instructions to

patients for discharge, a “caring for your baby booklet” distributed to all parents of newborn children at UNMH, and patient/family involvement projects. His continued collaboration resulted in NMCDHH hosting a booth at the UNMH World Patient Safety Day. He continues to maintain the public videophone equipment at the Albuquerque International Sunport, to ensure access for our Deaf and Hard of Hearing community. With Mr. Velasquez, Mr. Brennan visited an Albuquerque movie theater, who had made the decision to stop hosting regular showings of Open Captioned Movies. Mr. Brennan advocated for the hearing loss community about the accessibility of these showings, while Mr. Velasquez was able to share how the theater could provide this service.

Ms. Eubank has been busy with her work with the Interpreter Apprentices. We are excited to have Adri Anne Madsen, Jaricah Gonzales, and Lily Rey as our newest cohort. Ms. Eubank has led them through their orientation to the commission, interpreting a mock “Hearing Loss Sensitivity” training given by Roger Robb, a Telecommunication Equipment Distribution (TED) presentation, and interpreting assignments. To consistently measure their progress, Ms. Eubank created two distinct rubrics; one specific to their professional development progress and the other to their interpreting work. She worked with Mx. Bourque and Deaf staff members to ensure these rubrics are measuring the facets of interpreting most impactful to the agency. They will also help identify specific areas of improvement for the individual apprentices and develop targeted feedback and training to meet their needs. She worked one-on-one with apprentices to develop goals in Q1 that are specific to them as individuals, assigned homework to apprentices to address the specific goals, and provided feedback on homework submissions throughout the quarter.

Ms. Eubank also collaborated with the University of New Mexico’s Signed Language Interpreter Program students by providing a lecture and coordinating their practicum students to work at three commission events.

# Administration & Finance

*Deborah Romero, Director of Administrative Services*

FY26 – First Quarter Board Report						
Category		2026 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200	PERSONNEL SERVICES	1,587,200.00	364,125.28			22.94%
300	CONTRACTUAL SERVICES	1,627,300.00	147,370.81	1,224,306.79		9.06%
400	OTHER	280,800.00	75,016.31	160,407.95		26.72%
500	OTHER FINANCING USES	116,500.00				0.00%
Total		3,611,800.00	586,512.40	1,384,714.74	0.00	16.24%

FY26 Collected Revenue September 30, 2025		
Month	General Fund Allotment	TRS Revenue
Subtotal	\$603,075.00	\$171,469.15



## Data & Statistics

*As required by Legislative Performance Measures*

### **Fiscal Year 2026**

<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	140	15	10.71%
Number of outreach events coordinated	150	44	29.33%
Average number of relay minutes per month	9,000	2,091.34	23.24%
Number of accessible technology distributions	1,350	289	21.41%
Number of communication barriers addressed	21,500	4,258	19.8%
Number of interpreters in CDHH sponsored professional development	150	13	8.66%

### **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%

## 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	16				16
Region 2	5				5
Region 3	54				54
Region 4	6				6
Region 5	55				55
Total Members by Quarter	136				136

## 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	70				70
Hard of Hearing	43				43
DeafBlind	13				13
Speech Disabled	0				0
Hearing	10				10
<b>Total Individuals by Quarter</b>	<b>136</b>				<b>136</b>



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

**From:** Kathy Abernathy, RSU Staff Manager

**Date:** 11/12/2025

**Re:** HAFC/H 2 and 3, aa

**COMMISSION FOR DEAF AND HARD-OF-HEARING PERSONS:**

The internal service funds/interagency transfers appropriation to the deaf and hard-of-hearing program of the commission for deaf and hard-of-hearing persons in the other financing uses category includes ninety-one thousand five hundred dollars (\$91,500) to transfer to the rehabilitation services program of the vocational rehabilitation division to match with federal funds to provide deaf and hard-of-hearing rehabilitation services and

**VOCATIONAL REHABILITATION DIVISION:**

The internal service funds/interagency transfers appropriation to the rehabilitation services program of the vocational rehabilitation division in the other category includes ninety-one thousand five hundred dollars (\$91,500) to match with federal funds to support and enhance deaf and hard-of hearing rehabilitation services.

**VOCATIONAL REHABILITATION DIVISION:**

**Report**

*(July 2025-September 2025)*

- Sign Language Interpreting: \$23,788.01
- Hearing Aids or Other Hearing Devices: \$216,229.11.
- Serving 433 Participants
- 44 Rehabilitated Closures



## Collaborating Agency Quarterly Report

Agency Name: Signed Language Interpreting Practice Board, RLD

Report By: Emma Quintana, Board Administrator

Expiration Date: September 30, 2025

Quarter Reported:

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

### Memorandum of Understanding:

New Mexico Commission for Deaf and Hard of Hearing will:

- A. Transfer \$25,000 as appropriated in the General Appropriation Act of 2025 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	10	8 Community, 2 Provisional
Complaints	1	
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: October 20, 2025

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)