

# New Mexico Commission for Deaf & Hard of Hearing

## FY 18 Annual Report

# NMCDHH FY18 Annual Report

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# Letter from the Chair

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## Austin Welborn

The Honorable Susana Martinez  
Governor of New Mexico  
State Capitol Building  
490 Old Santa Fe Trail, Suite 400  
Santa Fe, NM 87505

Madame Governor,

This annual report covers fiscal year 2018 including the performance measures for New Mexico Commission for the Deaf and Hard of Hearing (CDHH). I've been a part of the Commission for over 6 years, and I am very glad to report that despite some challenges that lie ahead of us, the New Mexico Commission for the Deaf and Hard of Hearing is still strong as ever. We have made many positive changes that are very important for the Deaf, Hard of Hearing, Deaf-Blind, and Late-Deafened community here.

The Commission has continued to work on the projects that dismantle communication barriers for their consumers in many areas of their lives. Projects include dealing with mental health issues, communication barriers, and Language Dysfluency. CDHH maintained a strong relationship with Albuquerque Police Department a deal with the communication barriers during routine traffic stops. New "How-To" vlogs were produced to help the community understand the voting process for elections, explain the REAL ID act, and to provide information on filing taxes. The Commission has worked with hospitals across the state to improve the communication access for the Deaf/Hard of Hearing, Deaf-Blind, and Late-Deafened community to ensure that each individual gets the correct type of communication that they require when receiving care in the hospitals. I'm glad to say that many of the hospitals have made changes to improve the communication barriers by providing several options for the clients. Our Executive Director, Nathan Gomme, has been involved in many different organizations such as NASADHH (National Association of State Agencies for the Deaf and Hard of Hearing) NASRA (National Association for State Relay Administration) and TEDPA (Telecommunications Equipment Distribution Program Association) as well as other committees. He has always voiced the desires of the Deaf and Hard of Hearing community and he has done a great job representing us.

While all of those are great things, there are some challenges ahead. Despite changing the language of the relay tax, we are still seeing a decline in the TRS revenue, so CDHH is investigating why it is still declining despite the changes. The FCC is considering many changes to the future of relay services which include Internet Protocol Caption Telephone Services (IP-CTS) which would be a huge change to what relay services are provided under the state. There also is a great need for more interpreters that are interested in learning mental health interpreting and CDHH is hoping to inspire interpreters to take the MHIT (Mental Health Interpreting Training) program in Alabama. The Commission encouraged their staff interpreter to become a Mental Health Interpreter Trainer and they continue to explore the creation of a system to improve mental health interpreter services.

With all the programs and events that have transpired this year, I am proud to say that the New Mexico Commission for the Deaf and Hard of Hearing and its wonderful staff and leaders have worked passionately and have achieved many of their goals that they set out to achieve earlier this fiscal year. The work they do is never-ending. They have worked diligently to improve the quality of their work and the quantity of their service. I strongly believe that together, we will be able to overcome the challenges in FY2019 and I am looking forward to the new projects and challenges that we all will cross and achieve and complete.

It has been a pleasure serving on the board during FY2018 and on behalf of the members of the board, and the staff, we are all looking forward to a successful FY2019.

Sincerely,

*Austin Welborn*

Austin Welborn

Chairperson of the Board

# Letter from the Executive Director

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## G. Nathan Gomme

The Honorable Susana Martinez  
Governor of New Mexico  
State Capital Building  
490 Old Santa Fe Trail, Suite 400  
Santa Fe, NM 87505

Madame Governor,

Fiscal Year 18 has been a year full of great work by the New Mexico Commission for Deaf and Hard of Hearing as well as numerous challenges and changes. In our previous annual report, we explained how we had worked to prepare for the upcoming changes that occurred due to the federally mandated Real Time Text relay transition. We adjusted our expectations and made sure to include provisions that addressed future changes to relay services for the Deaf, Deaf Blind, Hard of Hearing, and Speech Disabled. When we calculated our number for relay minutes we predicted the minutes would increase but we weren't sure by how much. Relay minutes for FY18 increased from FY17 by approximately 21% due to the changes to relay services this past December. This change started to occur later in the fiscal year than expected but the trend does show signs of continuing. Our agency also completed all the required certification paperwork for the Federal Communications Commission (FCC) this process ensured that we are in compliance with all federal regulations. The FCC also announced that they are reviewing the rules for how Internet Protocol Captioned Services (IP-CTS). The rulemaking could have a financial impact on the state provision of relay services. The state may be required to oversee IP-CTS relay services which has been under the purview of the FCC for several years. This change would change the landscape for how relay services are provided and would also be a massive undertaking for the agency.

This fiscal year also saw our agency wrapping up the changes to our Telecommunications Equipment Distribution Program to prepare the program for the future. Some of the equipment changes weren't clear until the end of the year. There has been a shift to mobile friendly technology. We now have telecommunications technology that works across a wide spectrum of platforms. The devices also address the barrier that some people with a hearing loss face when they don't have hearing aids that access loop technology. We have new systems that provide access to their phone

and then can connect to a sound field at their meetings. The devices are more durable, easier to use, and last longer on a single charge. This provides a much-needed quality of life improvement. This year also we were also able to provide a pilot program that gave some members a change to use their iPads to enhance their speech with a new software program. The program allowed us to work with children and adults in various environments. These individuals worked to add common language of their day-to-day lives to the program. The program would then add their language to a directory which would be accessible when the individual spoke. Typically, the individual's speech was unintelligible on its own, but the program would register their speech and turn it in to an electronic voice which was clear and distinguishable. The program is not yet available to the public but shows great promise as we were able to make some pertinent recommendations for improvement to its implementation.

Our advocacy services have done a great job of working through vacancies in their department. We have continued to work with individuals and agencies to address barriers for individuals with a hearing loss or speech disability. We have created important partnerships to offset some of the shortages we have in our agency. One such partnership is with the Helen Keller National Center to provide Pro-Tactile training opportunities to the Deaf Blind community and the Support Service Providers which will increase their ability to visualize their environment and what the people in the room are doing. Our Outreach services and training have, as a result, done very well. We will continue to work with our partners to ensure that those services continue.

The New Mexico Commission for Deaf and Hard of Hearing remains a crucial clearinghouse for important issues, such as the Over-the-Counter (OTC) Hearing Aid Bill which passed this year as well as information about RTT and developments with IP-CTS. We disseminated information about OTC which provided a clear neutral explanation of the tremendous impact on our community. We noted that the community still had questions about the types of equipment that could be used in day to day life to assist in their efforts to be independent and contribute in day to day life while at the same time having a hearing loss or speech disability. In response to this we worked to provide a one-day conference in May with the members of the Hearing Loss Association, various audiologists, our relay provider, our equipment distribution provider, members of the Committee for Communication Access, and the Governor's Commission on Disability, to name a few. This one-day Hearing Loss Conference had prominent speakers from the audiology field, a psychologist who specializes in the psychological impact of hearing loss, a specialist in Loop technology, a specialist in relay services, and a specialist in hearing loss equipment. We invited people from various backgrounds in schools, corrections, various state and local agencies,

audiologists, and members of the community to participate. We had over a hundred attendees who all spoke highly of the event.

Collaborative programs continue to be a centerpiece of our work. I explained one of programs which focused on explaining different impacts of hearing loss technology. Another collaboration has been with the Albuquerque Police Department. We have formalized our partnership to focus on communication placards coupled with increased community interaction with the Police Department officers and their community which includes Deaf, Deaf-Blind, and Hard of Hearing people. We had a Coffee with a Cop event focusing on interactions with this community. We continue to work on disseminating the placards, reviewing standard operating procedures, and developing training modules for officers and the community. One positive result of this work was that we were able to begin the process of converting the placards and the training concepts to emergency rooms. We are currently working with several hospitals in the Albuquerque, Rio Rancho, and Santa Fe areas to remove communications barriers in the case of emergency room services. All of our work with the placards and changes to procedures has been met with enthusiasm and support. The work to change misconceptions and barriers will take some time but we have been pleased with the progress thus far. Our collaborative work allows us in multiple situations to produce multiple educational videos with sign language and captioning on topics such as voting, fire safety, and an upcoming video on the Real ID act. We are now developing videos that showcase technology that assist our community throughout the state which includes captioning technology, Loop technology, FM systems, and how to request interpreters in various locations. We are finishing up videos that train the hearing community on how to best interact with a person who has a hearing loss and how to interact with a person who also have vision loss. Past videos have been disseminated through various social mediums including our websites. We are also working to have various agencies disseminate them internally as part of their training curriculum.

We have participated in National discussions throughout the year regarding interpreting services and responsibilities of agencies who provide interpreting services. We met virtually with members of the National Association for the Deaf, the Registry of Interpreters for the Deaf, the Hearing Loss Association, the National Association of State Relay Administrators, the Telecommunications Equipment Distribution Program Administrators, Telecommunications for the Deaf and Hard of Hearing Inc., Council de Manos, and others. Often, we were able to showcase many of the successes here in New Mexico as well as discuss ways to assist other states in improving their services.



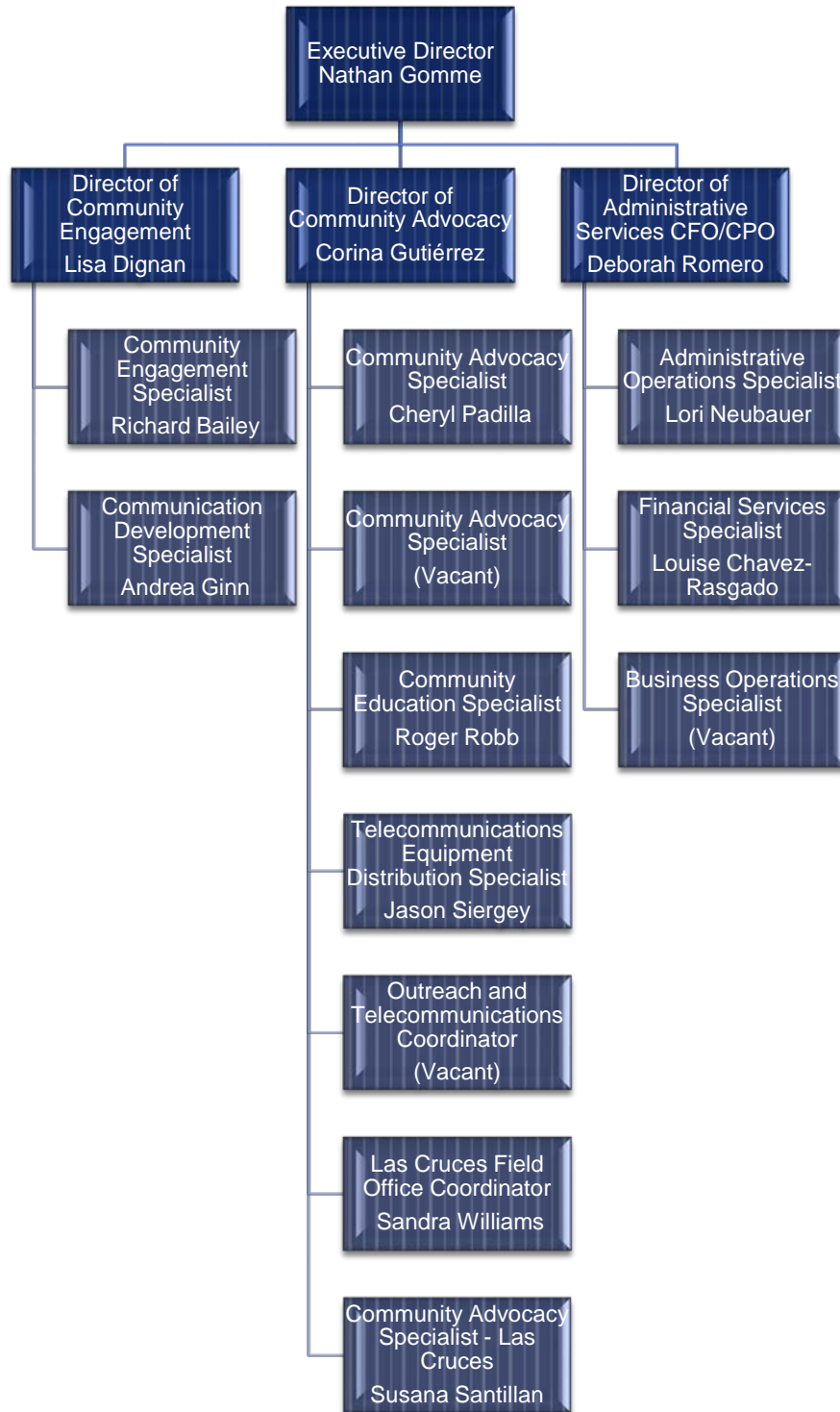
This year has been a very busy and productive year. We have continued working on some great projects and start some great pilot programs some which are ambitious. Our work has brought recognition which has resulted in many requests for the staff here at the office to take lead roles in national discussions regarding telecommunications, trilingual interpreter services, our Deaf-Blind and Deaf-Plus services, and mental health interpreter services. We continue to create and provide structured and successful programs that we reevaluate and prepare for the future.

I look forward to the next fiscal year and working with the State of New Mexico.

*G. Nathan Gomme*

G. Nathan Gomme  
Executive Director

# Organizational Chart





# Agency Overview

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## Purpose

The State of New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) was established by the New Mexico Legislature (NMSA 1978 §28-11B-2) to promote services for Deaf, Hard of Hearing, and Deaf-Blind throughout New Mexico.

## Mission Statement

The State of New Mexico Commission for Deaf and Hard of Hearing provides effective leadership, education, advocacy, and programs to reduce barriers to the social, economic, educational, cultural, and intellectual well-being of Deaf and Hard of Hearing New Mexicans and their families, friends, and colleagues.

## Vision Statement – “Impact and Empower”

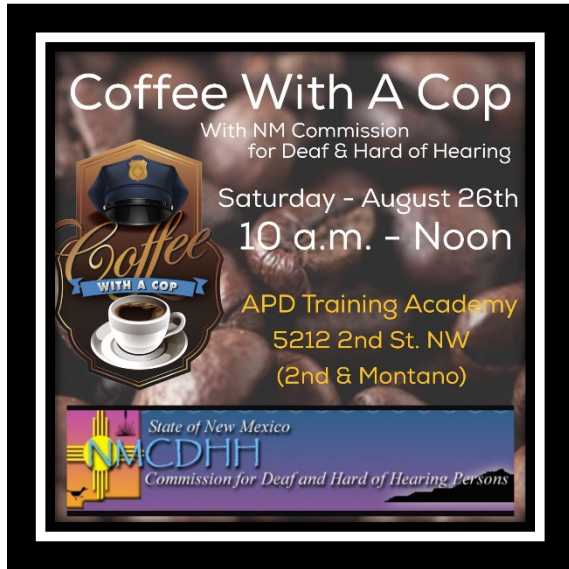
The State of New Mexico Commission for the Deaf and Hard of Hearing is a dynamic resource that will enhance the quality of life for Deaf and Hard of Hearing citizens of New Mexico by being:

- ❖ The recognized advocate in important issues impacting the Deaf and Hard of Hearing Community
- ❖ The proactive provider of innovative programs and services
- ❖ The statewide umbrella and information clearinghouse for interested individuals, organizations, agencies and institutions



# Coffee with a Cop

August 26, 2017



# Hearing Loss Technology Conference

Sponsored by NMCDHH & the Governor's Commission on Disability

May 9, 2018



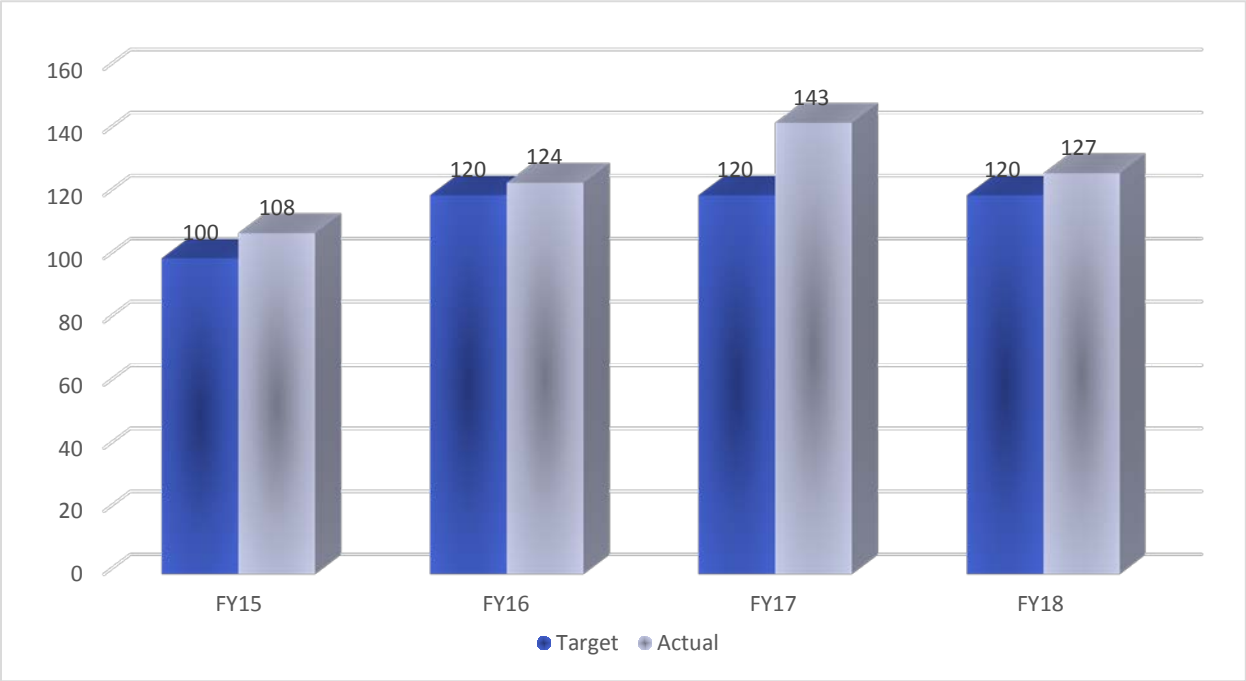
# Deaf-Blind Awareness Day

February 8, 2018

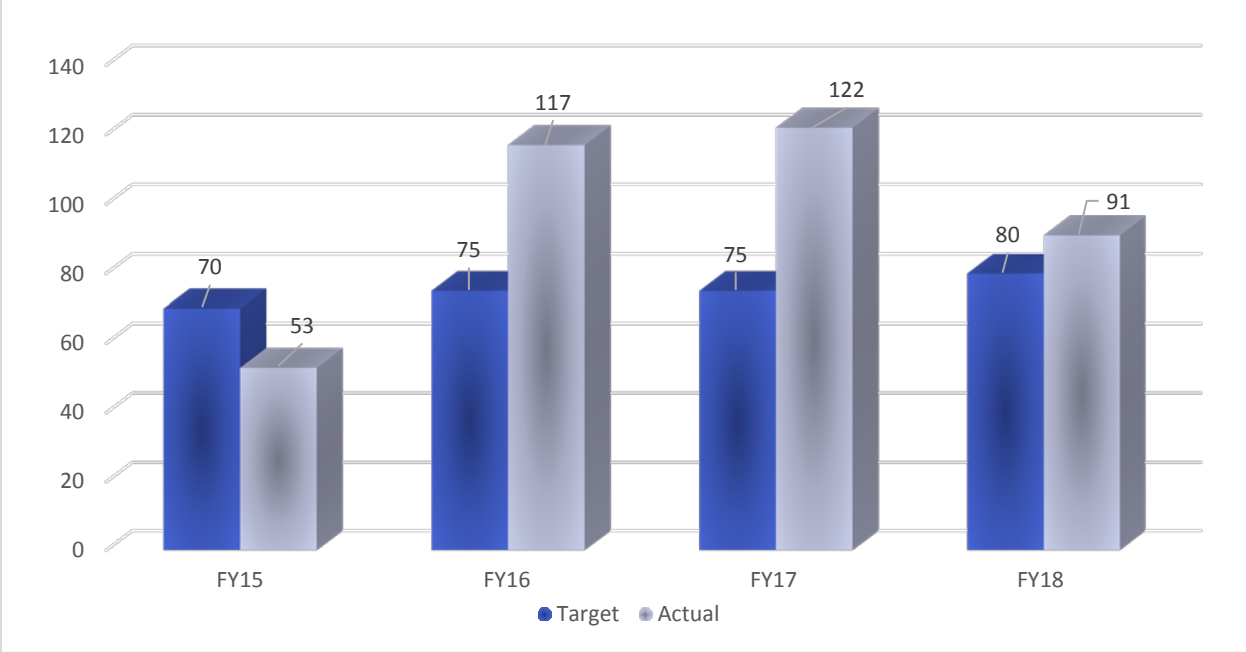


# Legislative Performance Measures

Number of Workshops & Training Sessions – 106% of FY18 Target

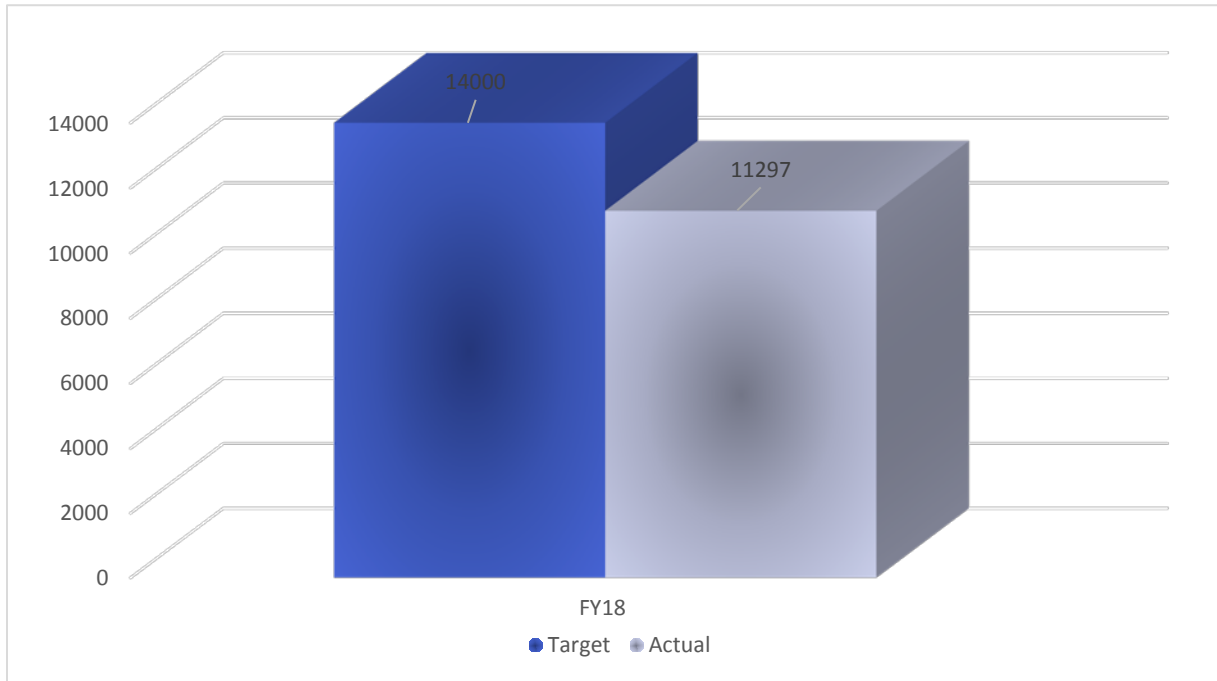


Number of Outreach Events Coordinated – 114% of FY18 Target

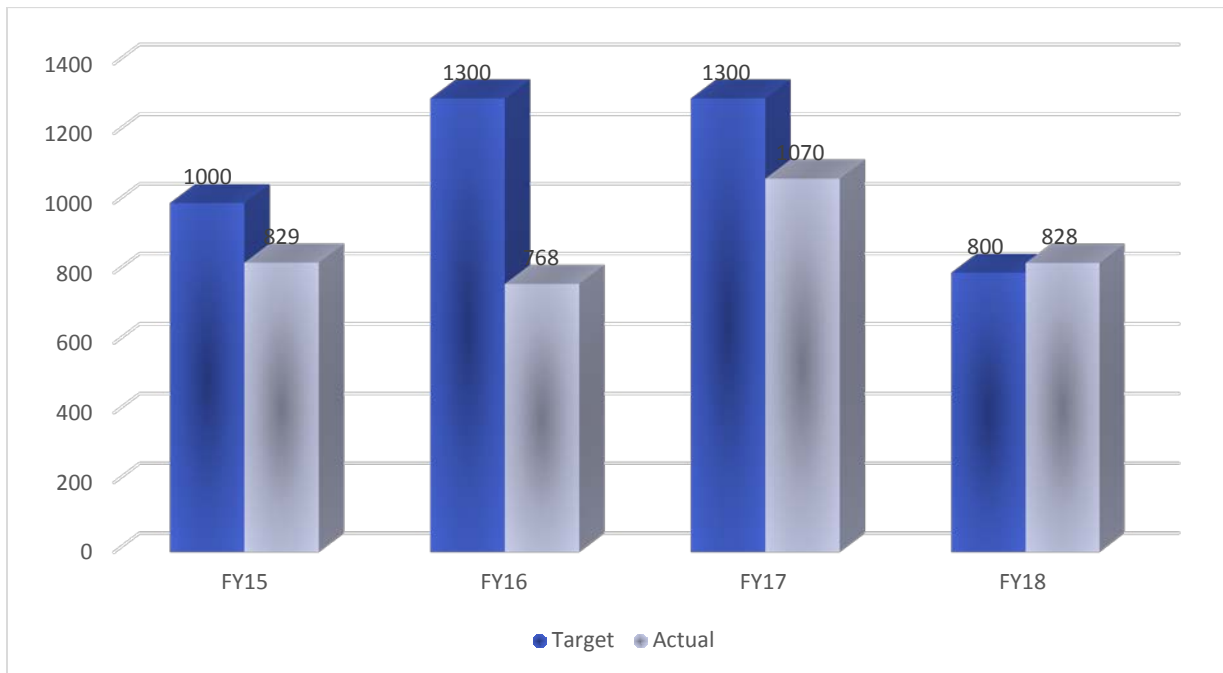




## New Measure: Average Number of Relay Minutes Per Month – 81% of FY18 Target

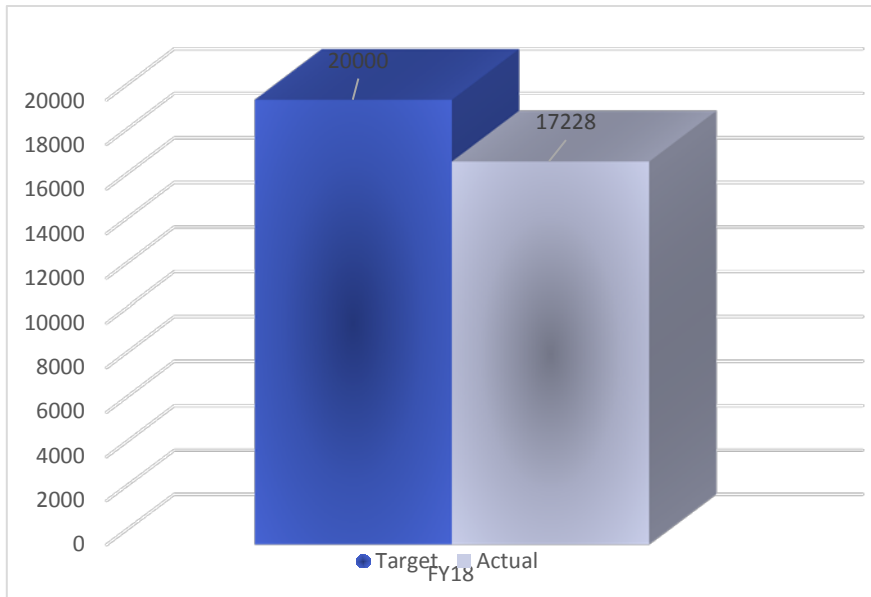


## Number of Accessible Technology Distributions – 104% of FY18 Target

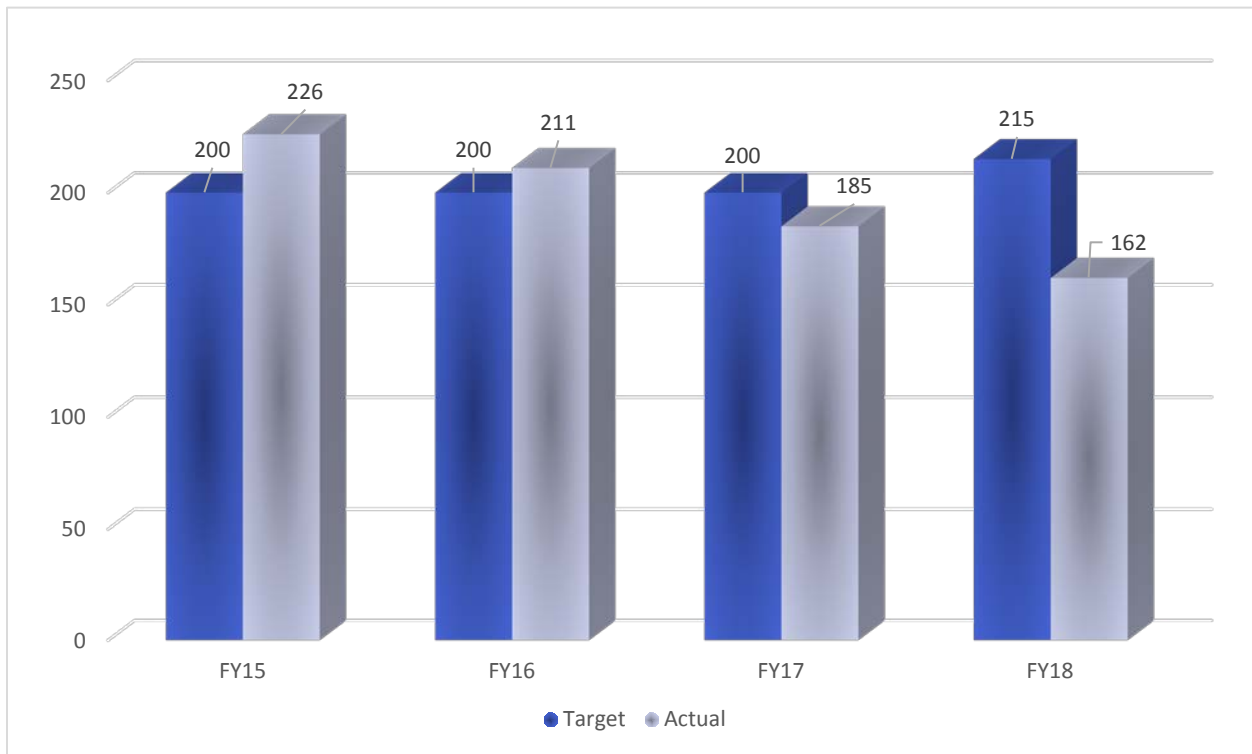


### New Measure: Number of Communication Barriers Addressed –

86% of FY18 Target



### Number of interpreters in CDHH Sponsored Professional Development - 75% of FY18 Target





# Programs & Services

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## Community Advocacy

Corina Gutiérrez, Director of Community Advocacy

### Albuquerque Office

The Department of Community Advocacy (DCA) provides individual advocacy, system advocacy, community education, outreach, and the Telecommunication Equipment Distribution Program. NMCDHH partners with state agencies and businesses to collaborate on services for all people with disabilities and participates in special projects such as continuing the two-year strategic plan for law enforcement in New Mexico and working in conjunction with healthcare providers in Albuquerque and Santa Fe.

### Individual and System Advocacy

NMCDHH advocates on an individual level and a system level for individuals who face communication barriers in employment, government and educational settings. Additionally, communication barriers such as those commonly found in health care settings and other systems are addressed. Vlogs have been released on fire safety for Deaf and Hard of Hearing for the Red Cross in New Mexico and the Real ID Act and e-File for the Tax and Revenue Department. NMCDHH wanted to share the vlogs with our Deaf, Deaf-Blind and Hard of Hearing community for them to understand more about fire safety and the Real ID act. Also, NMCDHH continues to develop stable communication access in conjunction with law enforcement and healthcare providers in state of New Mexico. NMCDHH further advocates by engaging in active legislative advocacy, ensuring that statewide and federal disability regulations and laws are in place and adhered to. Public awareness and educational trainings are also provided.

### Community Education

Information, recommendations and solutions are offered to private and public agencies, professional organizations, businesses and individuals in areas such as Deaf Sensitivity, Effective Communications, Assistive Technology, the Overview of New Mexico Commission for the Deaf and Hard of Hearing and the Telecommunication Equipment Distribution Program.

The Community Education Specialist has provided 85 presentations/trainings during the 2018 Fiscal Year which is an increase from 81 presentations provided during the 2017 Fiscal Year. The 85 presentations included:

- 41 ASL
- 17 Hearing Loss Sensitivity
  - 5 General

- 5 Hospital
- 3 911
- 2 Domestic Violence
- 2 Law Enforcement
- 5 NMCDHH Overview
- 4 Deaf Self Advocacy Training
- 4 Fingerspelling
- 3 Deaf Culture
- 3 Hearing Loss Awareness
- 2 Effective Communication
- 2 Storytime in ASL
- 1 COPD/NMCDHH Overview
- 1 Emergency Preparedness
- 1 Receptive Interpreting
- 1 Telecommunication Equipment Distribution

The agencies/organizations/business that have been provided with presentations/trainings are:

- Albuquerque Police Academy
- Bernalillo County 911 Center – Albuquerque
- Christus St. Vincent Hospital – Santa Fe
- Cuba Senior Center – Cuba
- DaVita Medical Group – Albuquerque
- Department of Senior Affairs – Albuquerque
- Ed Romero Terrace Senior Center – Albuquerque
- Encino Terrace Senior Center – Albuquerque
- Hands & Voices – Albuquerque
- Hearing Loss Association of Albuquerque
- Institute of American Indian Arts – Santa Fe
- International School at Mesa del Sol – Albuquerque
- Lovelace Hospital – Albuquerque
- Manzano Mesa Multigenerational Center – Albuquerque
- Meadowlark Senior Center – Rio Rancho
- New Mexico Association of the Deaf Conference – Albuquerque
- New Mexico Coalition Against Domestic Violence Conference – Albuquerque
- New Mexico School for the Deaf – Santa Fe
- Senior Meal Site – Portales
- Sexual Assault Services of Northwest New Mexico – Farmington
- Signed Language Interpreting Program - UNM
- Social Security Administration – Albuquerque
- UNM – Introduction to ASL classes

The Community Education Specialist had 47 System Advocacy cases. Of the 47 cases, 5 were continuing cases from the 2017 Fiscal Year which is denoted by an asterisk.

- Albuquerque Isotopes
- Albuquerque Little Theatre: Annie
- Albuquerque Little Theatre: Driving Miss Daisy
- Albuquerque Little Theatre: Sister Act
- Albuquerque Little Theatre: Steel Magnolias
- Albuquerque Little Theatre: The Addams Family
- Albuquerque Little Theatre: The Full Monty
- Albuquerque Little Theatre: Wait Until Dark
- Albuquerque Police Department - Foothills Area Substation
- Albuquerque Police Department - Northeast Area Substation
- Albuquerque Police Department - Northwest Area Substation
- Albuquerque Police Department - Southeast Area Substation
- Albuquerque Police Department - Southwest Area Substation
- Albuquerque Police Department - Valley Area Substation
- Bernalillo County Emergency & Information Svcs
- Bernalillo County Emergency Operations Center
- Cardboard Playhouse: Singin' in the Rain Jr\*
- Coffee with a Cop
- COPD - Defensive Driving (5)
- COPD - Interpreter Procedure
- COPD/DVR Vlog\*
- Deaf & Hard of Hearing Equipment Vlog
- Desert Rose Playhouse - Tribes
- Domestic Violence Resources Center
- Landmark Musicals: Pirates of Penzance
- Motor Vehicle Division - CD Issue (2)
- Motor Vehicle Division - Interpreter for Driving Exams
- Movies on the Plaza
- Musical Theatre Southwest: American Idiot
- Musical Theatre Southwest: Jekyll & Hyde
- Popejoy Hall: A Chorus Line
- Popejoy Hall: A Gentleman's Guide to Love & Murder
- Popejoy Hall: An American in Paris
- Popejoy Hall: Book of Mormon
- Popejoy Hall: Cinderella
- Popejoy Hall: Communication Visibility Access
- Popejoy Hall: Les Misérables
- Popejoy Hall: Stomp
- Popejoy Hall: The King and I
- Popejoy Hall: Wicked

- Red Cross Home Fire Safety Campaign Vlog\*
- Rehoboth McKinley Christian Healthcare Services
- Social Security - Santa Fe (1)
- Tax & Revenue Dept - E-File Tax Vlog\*
- Tax & Revenue Dept - Real ID Act Vlog\*
- Videophone at MDC
- Videophone in Prisons

The Community Education Specialist has produced 3 Vlogs

- American Red Cross Home Fire Safety Campaign Vlog
- E-File Vlog
- Real ID Act Vlog

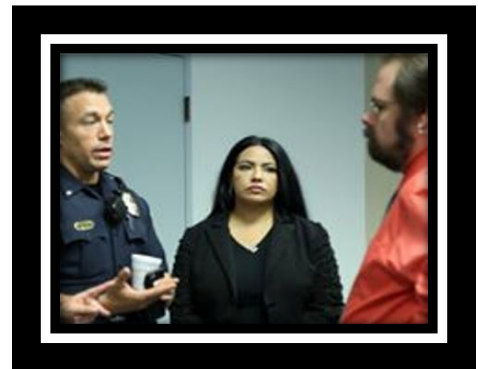
1 Vlog in post-production stage

- Deaf & Hard of Hearing Equipment Vlog

Special Projects:

The Community Education Specialist continues to work on the two-year strategic plan for law enforcement at the request of the NMCDHH board which became effective in the beginning of 2017.

- Coffee with a Cop event in August 2017
- Meeting with Albuquerque Police Interim Chief Michael Geier to go over the 2 years strategic plan for law enforcement
- Changed Letter of Understanding to Memorandum of Understanding
- Memorandum of Understanding signed by Chief Geier and NMCDHH Executive Director Gomme



ROGER ROBB AT THE COFFEE WITH A COP EVENT

The Community Education Specialist has started to develop and implement the two-year strategic plan for Presbyterian Healthcare System.

- Met with people from Presbyterian Healthcare System in June
- Developing a training plan to train employees
- Developing placards for patients

### **Telecommunication Equipment Distribution**

The Telecommunication Equipment Distribution Program (TEDP), is a service that the New Mexico Commission for Deaf and Hard of Hearing provides to qualified applicants throughout the state. The items that our program distributes are amplified

phones, visual communication devices such as CapTels and iPads, and a variety of accessories that the qualifying New Mexico residents can receive. The accessories complement the phones and/or mobile Bluetooth-enabled devices or are capable of providing notifications that are visual or haptic. We also provide neck loops and devices that pick up sound fields for a better listening experience. We are constantly monitoring and evaluating new equipment keep up with current trends and demands. Our ever-changing listing must often evolve to meet with our rapidly changing telecommunication world to meet each individual's needs. Our program also has devices that can provide support to our Deaf-blind community as well as our speech disabled residents.

### **Outreach Program**

New Mexico Commission for the Deaf and Hard of Hearing (NMCDHH) is the one stop information gathering center for people with hearing loss. NMCDHH provides fact sheets on several topics related to hearing loss and referrals to agencies who will provide the appropriate accommodations to the consumer and their needs. NMCDHH attended numerous booths across the state to provide one on one information and one stop education for equipment for telecommunications. Health and wellness fairs all over the state have proven to be positive places where participants learn more about the telecommunications equipment that NMCDHH provides. Information reaches every corner of the state from Espanola, Gallup, Santa Fe, Pueblo of Sandia, Bernalillo, Rio Rancho, and Albuquerque. For FY18 the Albuquerque office attended 45 booths with 3,509 booth visitors.

The booths were conducted at:

- Assistive Technology Conference
- Department of Transportation Wellness Expo
- Disability Awareness Day
- Ed Romero Terrace
- Espanola Senior Citizen Center
- Gallup Community Health Fair
- Head to Toe Conference
- Health & Safety Fair
- Hearing Loss Technology Conference
- KOB 4 Health Fair
- New Mexico Aging and Long-Term Services Department's Annual Conference on Aging
- New Mexico Veteran Health Care System Equal Employment Opportunity Diversity Day
- Pueblo of Sandia Health Fair
- Roadrunner Food Bank
- Sandoval County Senior Health Fair & Picnic
- SEED Conference
- Southwest Conference on Disability





CHERYL PADILLA AT AN OUTREACH EVENT

### **Las Cruces Satellite Office**

The staff at the Las Cruces Office made efforts to reduce or remove communication barriers for consumers who reside in Southern New Mexico. They also provided service coordination and referred consumers to appropriate service providers, so that they obtained the necessary services.

### **Individual and System Advocacy**

Together, the staff have served over 240 clients, who faced communication barriers or lacked community resources to improve their quality of their lives. With their advocacy efforts, over 2,177 communication barriers were removed among our clients and public entities, including governmental and law enforcement agencies. The staff met with the chief of police, captains at the detention center, county and city ADA coordinators, courts and both hospitals.

### **Distribution of Technology Applications:**

Due to the staff's outreach efforts, they saw an increased demand for the Telecommunication Equipment Distribution Program.

### **Education and Advocacy**

Many individuals, private business, agencies and organizations requested the staff's assistance with their information and guidance, especially how to accommodate their consumers with hearing loss, coping skills, where to find interpreters, CART services and other specialized resources. This fiscal year, over 46 booths were hosted this year. The staff reached out to rural towns to pass on information about the mission of NMCDHH. They visited community centers, senior citizens' centers, health clinics and food banks. The results of letters, emails, phone calls and in-person contacts to the Las

Cruces office have been very productive. More and more public service providers also contacted the Commission and sought information as well.

The staff actively collaborated with at least 50 various agencies and organizations in Southern New Mexico to strengthen communication access for the Deaf and Hard of Hearing. Some of these meetings are monthly on-going basis ensured the public is informed of the availability of the Commission's services and educated them on ADA laws pertaining to communication access.

### **Accomplishments in Fiscal Year 2018**

We encouraged the two major hospitals in Las Cruces to consider installing video phones (VPs) for their patients to use during their stay at their facilities. Two HR directors from one hospital came to the office and researched how our VPs function. One hospital's HR department wants to develop a Language Access Committee and would like for us to collaborate.

We met with the director of the Las Cruces library who came to our office and explored the possibility installing a public video phone for our consumers to use.

The staff also met with the county and city ADA coordinators and their board and educated them in their need to provide accommodations with their public web-streams.



SUSANA SANTILLAN & SANDRA WILLIAMS ON THE ROAD IN SOUTHERN NEW MEXICO

## Deaf-Blind Deaf-Plus Services

Community Outreach for the Deaf-NM (COPD-NM) is the awarded vendor to provide services for the Deaf-Blind and Deaf-Plus community in New Mexico. The number of Deaf-Blind and Deaf-Plus SSP users continues to grow and at last glance was at 73 users. Services include transportation, case management, environmental communication, training on how to use different resources, and workshops for the community. COPD-NM also works with community-based groups for the Deaf-Blind and oral Deaf-Blind community. Both groups offer several events throughout the year. These events require SSP supports and transportation. Every year the community groups work to have a Deaf-Blind awareness event at the Roundhouse. This year we worked with the community groups to support the Deaf-Blind attendees who went to the event. Case Management services has become an important part of our service list. We provide support to our Deaf-Plus community when it comes to finding homes, support services, and financial support. We are also able to provide a path to our separate services and other vocational support.

### Aggregate data:

Total number of clients served in FY18 (unduplicated count): 73

Total number of clients who are Deaf-Blind (unduplicated count): 43

Total Number of Clients Who Are Deaf-blind by Region	Region 1	7
	Region 2	1
	Region 3	22
	Region 4	2
	Region 5	11

Total number of clients who are deaf-plus (unduplicated count): 30

Total Number of Clients Who Are Deaf Plus by Region	Region 1	4
	Region 2	3
	Region 3	17
	Region 4	3
	Region 5	3

COPD has provided services in fourteen of New Mexico's thirty-three counties:

- Bernalillo
- Chavez
- Curry
- Dona Ana
- Eddy
- Grant
- Lea
- McKinley
- Rio Arriba
- Roosevelt
- San Juan
- Sandoval
- Santa Fe
- Sierra

Total number of SSP hours provided for FY18: 4,928.00 hours

Of the total 4,928.00 of SSP services provided, 120.25 (or 3%) of those hours included advocacy for consumers who are deaf-plus or deafblind.

# Community Engagement

## Lisa Dignan, Director of Community Engagement

The Community Engagement Department provides a broad range of services to improve communication access for Deaf, Hard of Hearing, and Deaf-Blind residents of New Mexico. During fiscal year 2018 our department worked on a variety of projects and activities while continuing to supervise all contract signed language interpreters, apprentice interpreters, and other contractors. Full time staff members are:

- Lisa Dignan, Director of Community Engagement
- Richard Bailey, Community Engagement Specialist
- Andrea Ginn, Communication Development Specialist

The range of services provided by the Community Engagement department include:

### **Professional Development Opportunities for Signed Language Interpreters**

- New Mexico Mentoring
  - A structured, 16-week mentoring program for licensed New Mexico interpreters.
- Interpreter Apprentice Program
  - In-house professional development program in Albuquerque and Las Cruces for licensed, pre-certified interpreters.
- Professional Development Contracts
  - Statewide professional development opportunities via contracts with other individuals and entities for both interpreters and other service providers.
- Professional Development Collaborative
  - Collaboration with other New Mexico entities to provide coordinated interpreter professional development opportunities.

### **Information Regarding Communication Access**

- Signed Language Interpreter Licensure
  - Answer questions from interpreters and the community about New Mexico Interpreter Licensure requirements and processes.
  - Serve as the liaison from NMCDHH to the Signed Language Interpreting Practices Board.
- Interpreter Referral Information
  - Provide information to the community regarding accessing the services of signed language interpreters.
- Captioning Referral Information
  - Provide information to the community regarding accessing real time captioning services.
- Fact Sheets on a broad range of communication access topics
  - Available for free download from our website.
- Information and Referral

- Respond to questions from the community providing resources for assistance.

### **Transition Services**

- Provide communication access advocacy for specific transition-related settings, such as entry into schools or universities; requesting/receiving accommodations for the first time; and post-secondary, non-academic transition services.
  - Make referrals to appropriate agencies and schools who have experience working with grade level and post-secondary students who are deaf or hard of hearing.
  - Work with professionals from various school districts and post-secondary institutions to ensure that students receive appropriate services under federal law.
  - Participate in a variety of transition groups and general organizations focused on students who have disabilities.
  - Work directly with interested grade schools and programs to enrich their knowledge and understanding of serving students with hearing loss, both academically and socially.

### **Social Media and Website**

- Sharing information with our constituents through our online presence including:
  - Website: [www.CDHH.state.nm.us](http://www.CDHH.state.nm.us)
  - Facebook: [www.facebook.com/NMCDHH](http://www.facebook.com/NMCDHH)
  - Twitter: [www.twitter.com/NMCDHH](http://www.twitter.com/NMCDHH)
  - YouTube: [www.youtube.com/user/NMCDHH](http://www.youtube.com/user/NMCDHH)
  - LinkedIn: [www.linkedin.com/in/new-mexico-commission-for-deaf-hard-of-hearing-96710628](http://www.linkedin.com/in/new-mexico-commission-for-deaf-hard-of-hearing-96710628)
  - Email blast system using the MailChimp system

### **Contract Management**

- Conducting Requests for Proposals (RFPs) for services to assist our constituents.

### **Communication Access**

- Provide communication access services for NMCDHH staff at meetings, presentations, outreach events, and when providing client services in our offices or at off-site locations.

### **Special Projects**

- Coordinate a variety of special projects to increase our constituents' access to legal, behavioral health, and other services.

### **NMCDHH Library**

- Resources available for loan statewide with the collection included in an online database: <https://NMCDHH.librarika.com>.

## Human Resources

- All agency human resources functions are provided by the Director of Community Engagement.

## Community Engagement Accomplishments in Fiscal Year 2018

- Ms. Dignan and Ms. Lori Neubauer, Administrative Operations Specialist, continually revised the agency website with current events and updated information.
- Social Media reach continued to grow, and bi-weekly announcements with community events and news were sent out via the MailChimp email announcement system to reach constituents who don't use Facebook and Twitter. At the end of the fiscal year, NMCDHH had:
  - 1,095 followers on Facebook
  - 379 followers on Twitter
  - 205 subscribers to our MailChimp email announcement system
  - 111 Ask the Expert questions answered
- Ms. Neubauer's work resulted in continued growth to the NMCDHH Library. In FY18 registrations for the library database grew to 73, and 61 patrons borrowed 131 items. Additional items were added to the collection in both Albuquerque and Las Cruces.
- Community Engagement staff attended and presented at several professional conferences:
  - Mr. Bailey attended the National Black Deaf Advocates Conference in Baltimore, Maryland and the National Deaf Center on Postsecondary Outcomes Summit in Austin, Texas (at no cost to the agency), where he was also a presenter. He co-presented at the Parents Reaching Out Family Leadership Conference with DVR and NMSD representatives. He also provided presentations for several local groups and classes at elementary and postsecondary levels.
  - Ms. Dignan attended the Colorado Registry of Interpreters for the Deaf conference in Denver (at no cost to the agency) and presented to several local groups about mentoring and communication access.
  - Ms. Ginn attended the National Association of the Deaf (NAD) Leadership Training in Oklahoma City; Qualified Mental Health Interpreter Supervisor Training in Montgomery, Alabama; a mental health interpreting conference in El Paso, Texas; and presented several small workshops and supervision sessions for local interpreters.

### Ms. Dignan's accomplishments included:

- Delivering professional development opportunities to 162 New Mexico interpreters through a variety of collaborations, programs, and contracts. Collaborators included the Community Outreach Program for the Deaf, the New Mexico Registry of Interpreters for the Deaf, and Southwest Interpreting Services. Workshops were provided in Albuquerque and El Paso.
- Continued improvements to New Mexico Mentoring, including a new electronic communication platform and further revisions to three curricula. Of the eight mentor-mentee pairs that began the program, seven successfully completed. Mentors and



mentees were from Albuquerque, Santa Fe, Las Cruces, Las Vegas, Hobbs, Farmington, and Bloomfield.

- Working with the Signed Language Interpreting Practices Board (SLIPB) to assist the new Board Administrator with renewal issues and answer questions from the RLD staff and the community. Due to a lack of new appointments, the Board has three vacancies which creates issues achieving a quorum.
- Chairing the Literacy Challenges Work Group as we continue to work with the New Mexico Supreme Court and the Access to Justice Commission to implement rule changes to allow court staff to scribe documents for individuals who are unable to do so. A pilot project to gather data related to the project was started in May.
- Assisting several entities regarding improvement of communication access, including the Albuquerque Support; the National Conference on Race and Ethnicity; Bernalillo County Human Resources; Adelante Development Center; the State Personnel Office; Albuquerque Family and Community Service; Albuquerque Healthcare for the Homeless; the City of Santa Fe; the University of Denver; the Institute of American Indian Arts; the National Association of Judicial Interpreters and Translators; Rio Rancho Municipal Courts; the Association on Higher Education and Disability, and several New Mexico school districts.
- Re-elected for a fourth term as Vice Chair of the Council for Purchasing from Persons with Disabilities, frequently serving as Acting Chair at meetings, and continuing to serve on the subcommittee focused on improving the implementation of the State Use Act. Served as the Procurement Manager for the Council Request for Proposals to result in a contract with a Central Non-Profit Agency.
- Serving on the planning committee for the Registry of Interpreters for the Deaf Region IV Conference in Albuquerque.

**Mr. Bailey's accomplishments included:**

- Successfully completing the Request for Proposals for the Relay Service.
- Working with the Department of Community Advocacy to complete vlogs on REAL-ID and E-File topics in collaboration with Taxation and Revenue, and on the Two Year Strategic Plan for Law Enforcement.
- Serving as the team leader for a vlog about the use of Video Remote Interpreting in the court system in collaboration with the Administrative Office of the Courts.
- Worked with the National Deaf Center for Postsecondary Outcomes and the Interagency Transition Alliance New Mexico team on state and national objectives.
- Serving on the New Mexico Technical Assistance Program (NMTAP) Advisory Council and on the planning committee for the Southwest Conference on Disability.
- Participating in webcasts of FCC meetings and on-site presentations regarding technology rulemaking and proposals that affect Deaf and hard of hearing consumers, including disability access.
- Ongoing work with several entities regarding transition throughout New Mexico, including DVR, schools, and families and teachers of transition-age students. Attended 17 transition meetings during the fiscal year.
- Providing services and consultation to several community entities regarding access for individuals who are deaf and hard of hearing, on a variety of topics including assistive technology, interpreting services and after-school programs.

### **Ms. Ginn's accomplishments included:**

- Piloted the Culture and Arts Accessibility Project Performing Arts Training Series with nine participants successfully providing interpreting services for eight performances at the Albuquerque Little Theatre.
- Earning her provisional Qualified Mental Health Interpreter – Supervisor status.
- Providing voice narration and interpretation on all vlogs created by the agency as well as participating in their production.
- Coordinating interpreting services and Continuing Education Units for the Hearing Loss Conference for several different professions.
- **Leading the team of contract interpreters and apprentices to provide 738 hours of outstanding interpreting services to the NMCDHH staff while working within strict budget limitations.**
- Conducting outreach to the UNM ITP graduating class to educate them about options for continuing professional development after graduation.
- Serving as President of the New Mexico Registry of Interpreters for the Deaf.
- Providing monthly 'mini workshops' for novice interpreters.
- Directing the NMCDHH Interpreter Apprentice Program with two apprentices in Albuquerque and one in Las Cruces. All three successfully completed the apprenticeship, and they collectively engaged in 329 hours of observation, interpreting, and professional development work. She also led the application process for apprentices for FY2019, resulting in contracts with five apprentices in Albuquerque and one in Las Cruces.

### **Human Resources Accomplishments in Fiscal Year 2018**

In addition to program work, Lisa Dignan is the Director of Human Resources for the agency. Fiscal Year 2018 accomplishments in this area included:

- Completing several tasks related to preparing for Statewide Human Resources Consolidation, which was not fully implemented by the end of the fiscal year.
- Updating the Employee Handbook and distributing an updated copy to staff.
- Continuing "Employee Handbook Minute" emails sent to staff weekly to highlight a section of the NMCDHH Employee Handbook and answering resulting questions.
- Began training for the new SHARE Recruiting module to post and fill open positions that will begin in Fiscal Year 2019.
- Staff received training on several topics:
  - Mental Health First Aid
  - Customer Relationship Management
  - State Civil Rights training was suspended in FY18 pending revision
- Successfully advocating for effective access for state employees who are Deaf or Hard of Hearing with state programs and services:



- State of New Mexico Risk Management department to made Employee Benefit Open Enrollment meetings and webinars accessible again.
- Continued consulting with the State Personnel Office to assure access to the new Consolidated HR system.
- All staff and manager evaluations for FY18 were completed and entered in SHARE prior to the deadline.
- December of 2017 marked three years in the new Albuquerque office location. Positive relationships with the building management company continue to make them very responsive to requests for assistance. Improvements in the building include:
  - Updating the building directory in the lobby
  - Installing new signage in the visitor parking lot
  - Re-sealing windows to reduce water leakage during heavy rains
  - Keeping HVAC systems running upon request for weekend events upon request
  - Resolving airflow and temperature issues in some offices
  - Exploring a text-notification system for emergency communication with tenants

**Fall 2017 New Mexico Mentoring Group Photo**



Back row: Monica Sower, Sally Schwartz, Lisa Dignan, Bobby Moore  
 Front row: Holli Padgett, Sally Asbury, Julie Mason, Sara Eaves,  
 Miranda Zook

**Spring 2018 New Mexico Mentoring Group Photo**



**Back row: Sally Schwartz, Monica Sower, Bobby Moore, Erin Schaefer, Bri Brubaker  
Front row: Rae Zuniga, Lisa Dignan, Erin Mares, Dawn Barnes**





# Staff Members

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## G. Nathan Gomme, Executive Director



G. Nathan Gomme began his career with NMCDHH as a Service Coordinator in November 2008, and later became the Director of the Public Policy and Advocacy Department. In April of FY14, he was selected to be Executive Director after an extensive nationwide search. Originally from Connecticut, Mr. Gomme holds a Bachelor of Arts in Philosophy from Gallaudet University where he graduated with University Honors. A resident of New Mexico since 2005, Mr. Gomme has a wealth of experience in transition issues, advocacy, and ADA compliance, and has proven his leadership skills both within the Commission for Deaf and Hard of Hearing, and in the community through several projects with partner agencies.

## Lisa Dignan, Director of Community Engagement

Lisa Dignan directs the Community Engagement Department and programs focused on the professional development of signed language interpreters, including New Mexico Mentoring. She administers a variety of contracts to provide professional development opportunities for signed language interpreters. She works closely with the Signed Language Interpreting Practices Board on issues around licensure of interpreters, and is in her third term as Vice-Chair of the Council for Purchasing from Persons with Disabilities. She is a member or Chair of several committees working to improve language access in a variety of settings. Lisa has served as the Interim Executive Director of NMCDHH on two separate occasions. Lisa relocated to Albuquerque in 2007 after serving as the disability services Coordinator at Laramie County Community College in Wyoming for 13 years. A nationally certified interpreter with over 25 years of experience and a lengthy history in the independent living movement, Lisa earned a master's degree in adult education from the University of Wyoming and holds RID certifications in interpretation and transliteration.



## Corina Gutiérrez, Director of Community Advocacy



Corina Gutiérrez is a New Mexico native from Hatch, the “Chile Capital of the World.” Corina attended the New Mexico School for the Deaf (NMSD) for most of her education. She is a renowned basketball player who was part of the Deaflympics women’s basketball team and is one of three inductees to the Wall of Fame at NMSD. She received a bachelor’s degree in physical education from Gallaudet

University. Corina previously worked at NMSD, her alma mater, as a Student Life Educator, and worked at the Arizona State School for the Deaf and Blind as a Master Teaching Parent. She has served as the American Sign Language Coordinator and teacher at the Deaf Culture Center and has served on the New Mexico Association for the Deaf Board of Directors, as an advisory board member for Gallaudet University Regional Center – Southwest, as a board member for National Council of Hispano Deaf & Hard of Hearing and Council de Manos. Corina is currently serving as a board member for the NMSD Alumni Association, the New Mexico Hispanic Council and the New Mexico Mano a Mano. Corina joined NMCDHH in August of 2007. She plans, advocates and coordinates services to meet her clients’ needs. In FY14, Corina became Interim Director of Public Policy & Advocacy, and in FY15, became Director of Public Policy & Advocacy. The Public Policy & Advocacy Department is now the Community Advocacy Department, and Corina remains Director of that department.

## Deborah Romero, Director of Administrative Services, CFO/CPO

Deborah Romero is a New Mexico native from Santa Fe. She is currently the Chief Financial Officer. She has over 16 years in government service. Prior to her career in government, Deborah was the director of a private school. She is a member of NMPPA, New Mexico Public Procurement Association. She attended New Mexico State Cooperative Extension, NM-EDGE and is a Certified Public Purchasing Professional PPP and Certified Public Officer, CPO. Deborah also attended the University of New Mexico and is a Certified Emergency Medical Technician and former volunteer firefighter.





## Sandra Williams, Las Cruces Field Office Coordinator



Sandra Williams has 20 years of experience as a vocational rehabilitation counselor working with Deaf and Hard of Hearing individuals. Her areas of expertise include counseling, advocacy, case management and sensitivity training. In addition to teaching American Sign Language at El Paso Community College and New Mexico State University, Sandra has served on numerous community programs and boards such as the New Mexico School for the Deaf Board of Regents, New Mexico School for the Deaf Education Task Force Board, New Mexico State University Deaf Education and Graduate Program, CPS Millwood Psychiatric Hospital, Rio Grande Community Coalition for Deaf and Hard of Hearing, and the New Mexico Signed Language Interpreter Licensure Board. Sandra is also the parent of three grown children with hearing loss, and has a grandchild with hearing loss.

## Richard Bailey, Community Engagement Specialist

Richard Bailey joined the NMCDHH team in May of FY14. Originally from Delaware, he relocated to Albuquerque in 2005. He graduated from the University of New Mexico in 2011 with dual Bachelor's degrees in Economics and Africana Studies. In 2013, he graduated from Boston University with a Master's in African American Studies. A graduate of the Delaware School for the Deaf, Richard has long been interested in the cultural and social issues facing Deaf people worldwide. Prior to joining NMCDHH, Richard worked at the Albuquerque Sign Language Academy and the Visual Language and Visual Learning Laboratory at the University of New Mexico.



## Louise Chavez-Rasgado, Financial Services Specialist



Louise Chavez-Rasgado is a New Mexico native from Santa Fe. She has worked with State Government for over twenty years, working for the NM Film Office, NM Corrections Department and the NM Environment Department. She has worked as an administrative secretary, paralegal secretary, and office manager before going into finance. In her financial roles she has worked with payables, receivables and most recently as a program administrator for the special appropriations programs at the NM Environment Department. She is a member of the Association of Government Accountants.

## Andrea Ginn, Communication Development Specialist



Andrea 'Aundi' Ginn is a graduate of the University of New Mexico's Signed Language Interpreting Program. She holds National Interpreter Certification and a specialized certification as a Qualified Mental Health Interpreter. Aundi is currently serving as the President for the New Mexico Registry of Interpreters for the Deaf (NMRID). She is dedicated to the professionalization and growth of the interpreting field through mentoring, professional development, and supervision. She currently supervises the NMCDHH Apprentice Interpreter Program, coordinates interpreting services for NMCDHH staff members, and provides interpreting services for the day to day needs of the agency.

## Lori Neubauer, Administrative Operations Specialist

Lori Neubauer studied ASL, Manually Coded English, and Deaf Culture at the University of New Mexico. She later became the Interpreter Coordinator for the Community Outreach Program for the Deaf. While working there, she adopted her youngest son from Ethiopia who is Deaf, and is now a graduate of the New Mexico School for the Deaf. Lori can usually be seen at the front desk, but works behind the scenes at NMCDHH, too, with a variety of duties. She has worked at NMCDHH since December of 2006.



## Cheryl Padilla, Community Advocacy Specialist



As a native of New Mexico, Cheryl L. Padilla brings to NMCDHH a wealth of experience with the ability to work as one of the Community Advocacy Specialists. She worked at the New Mexico School for the Deaf and at Desert Hills prior to working with Deaf and Hard of Hearing children as a program coordinator at La Familia Inc., where she created programs to help clients live independently. Before becoming the Community Advocacy Specialist, she helped bring people together to establish the New Mexico Abused Deaf and Hard of Hearing Advocacy Center, Inc., also known as New Mexico Signs of Hope. She has been with NMCDHH since January 2008 advocating for equal communication access for Deaf and Hard of Hearing consumers.

## Roger Robb, Community Education Specialist



Roger is an Albuquerque native who is very happy to be living in Albuquerque once again after living in California, Colorado, Georgia, Illinois, Pennsylvania, and North Carolina. To quote Dorothy from “The Wizard of Oz”, “There’s no place like home!” With a 15-year history in Advocacy and Case Management at Deaf and Hard of Hearing agencies in the aforementioned states, Roger brings a wealth of experience to the NMCDHH. Roger graduated from the New Mexico School for the Deaf, and majored in Sociology at Point Loma Nazarene College in San Diego.

## Jason Siergey, Telecommunication Equipment Distribution Program Specialist

Jason Siergey is originally from Chicago, Illinois, and received his degrees from the National Technological Institute for the Deaf/Rochester Institute of Technology in Rochester, New York and DeVry University. Jason has 20 years of experience in the Information Technology field and has combined that with his interest in Human Services to best serve the Deaf, Hard of Hearing, Deaf-Blind, and Speech Disabled of New Mexico. He has worked with the citizens of New Mexico on what our Telecommunication Equipment Distribution Program (TEDP) has to offer and how the devices benefit them. He has distributed over a thousand pieces of equipment each year since taking the position in July 2011. His clients are thrilled when they can communicate with the outside world, especially with their family members.



## Susana Santillan, Community Advocacy Specialist



Susana Santillan is a Community Advocacy Specialist in our Las Cruces office. Susana has a long history serving individuals who are Deaf, Hard of Hearing, and Deaf-Blind. Before coming to NMCDHH, she was the Deafness Resource Specialist for Volar Center for Independent Living, the Deafness Resources Specialist for Communication Service for the Deaf (CSD), and served in the University of Texas at El Paso (UTEP) Disabled Student Services Office. The UTEP Center for Accommodations and Support Service presented the Community Member “Diamond Amigo Award” to Susana in October 2015. Susana is trilingual in English, Spanish, and ASL. She is the proud mother of four



children, one of whom is a Deaf-Blind adult with Usher Syndrome. Due to her daughter's deafness, Susana has been involved in the deaf community for 32 years.



# Board of Commissioners

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## Austin Welborn, Board Chair

### Deaf or Hard of Hearing Representative of Northern New Mexico



Austin R. Welborn was born in Mountain View, CA. He grew up in several cities across Texas and Utah, but considers Broomfield, Colorado his hometown. He received his Bachelor's and Master's degrees in Mechanical Engineering from the University of Utah in 2009 and 2010, then moved to Albuquerque shortly after that. While living in Albuquerque, he decided to change careers and become a software engineer so he attended classes online at Oregon State University for his Bachelor's in Computer Science in

2014-2015. He has been a board member for the New Mexico Commission for Deaf for quite some time and loves doing it. His goals are to help the Deaf Community here in New Mexico unite and form more alliances, and also help raise awareness of the Deaf Community across the state. He is currently working at Xpansiv Inc. in Downtown, Albuquerque as a Software Engineer. Outside of work, he enjoys weightlifting, reading, getting into the world of steampunk, and also playing with his two big sweet dogs, his 3 furry cats and his zillion fish/sharks and exploring the United States with his wife who is an interpreter for the Deaf here in Albuquerque, NM. He is also the proud father of an 9-year-old daughter who attends the Indiana School for the Deaf.

## Dr. Rosemary J. Gallegos, Vice-Chair

### Superintendent of New Mexico School for the Deaf

Rosemary J. Gallegos was born and raised in Taos, New Mexico. She earned a Bachelor's Degree in Elementary and Special Education from New Mexico State University and Master's Degree in Deaf Education from the University of Arizona. In May 2016, she received her Doctorate of Education in Educational Leadership from the University of New Mexico. Dr. Gallegos has served in many capacities at the New Mexico School for the Deaf. She was an early interventionist, teacher, instructional supervisor and administrator.



During her 30 year tenure at NMSD, she cultivated the state wide early intervention and outreach programs of NMSD ensuring that all deaf and hard of hearing children in our state have access to specialized information, resources, and opportunity to engage in their community of deaf and hard of hearing peers and adults. Dr. Gallegos also served

as co-chair of the NM Task Force for Education for Deaf and Hard of Hearing Children and Youth. Dr. Gallegos is the 9th Superintendent of the New Mexico School for the Deaf.

## Don Johnson, Secretary

### Deaf or Hard of Hearing Representative from Southern New Mexico



Don Johnson was born in Detroit, MI, and received much of his education in Michigan. His PhD in mathematics, however, was earned at Purdue University in Indiana. He moved to New Mexico in 1965 to accept a position in the Department of Mathematical Sciences at New Mexico State University, from which he is now retired. Prior to that, he was a member of the faculty at The Pennsylvania State University. His hearing loss is of at least 30 years' duration. He is active in the Las Cruces Chapter of the Hearing Loss Association of America, where he serves as treasurer.

## Concha Dunwell

### Deaf or Hard of Hearing Professional

Concha Dunwell is a lifelong resident of Las Cruces, New Mexico. She has worked with Las Cruces Public School District for the past 17 years and is currently employed with their Deaf Education Program. She has served on the New Mexico Registry of Interpreters for the Deaf Board and Hearing Loss Association of America, Las Cruces Chapter Steering Committee. Ms. Dunwell has taught American Sign Language at New Mexico State University and after many years of working with the Lions Camp for Deaf and Hard of Hearing children, was named Director in January 2016. Ms. Dunwell is the recipient of the Melvin Jones Fellow Award from the Lions Club International Foundation for her humanitarian efforts, and the first woman to receive the award. She maintains involvement with the Deaf and Hard of Hearing community in Las Cruces and has formed many friendships. This new chapter in her life has her looking forward to meeting new people and serving those that reside in southern New Mexico



## Johnny Robertson

### New Mexico Association of the Deaf Representative



Johnny Robertson is a native New Mexican, born in Santa Fe. He attended the New Mexico School for the Deaf in Santa Fe for several years, and later attended Highland High School in Albuquerque. He went on to get his B. A. degree from Gallaudet University. He received his M.A. and M.S. degrees from the University of Arizona. Mr. Robertson has been an Assistant Professor at California State University Northridge and Southwest Collegiate Institute for the Deaf. He was Transition Coordinator at the New Mexico School for the Deaf until he retired in 2008. Mr. Robertson has served on numerous boards including NMCDHH.

## Josh Pando

### New Mexico Division of Vocational Rehabilitation Representative

Josh Pando is one of the Field Operations Directors at the Division of Vocational Rehabilitation (DVR) tasked with overseeing the Area 5 (Lomas) and Area 4 (Roswell, Carlsbad, & Hobbs) offices. Before coming to DVR, Josh worked at the University of New Mexico (UNM) as both a Staff Ombuds and an EEO investigator. His career began in Los Alamos, where he worked as a Paraprofessional at Los Alamos High School, working with students with vision and hearing loss. Moreover, Josh work as a Case Manager in northern and central New Mexico, eventually being promoted to the program administrator for the Disabled and Elderly (D&E) Medicaid program at the Aging and Long Term Services Department (ALTSD). His 2<sup>nd</sup> stint at ALTSD was as a Long Term Care Ombudsman where he advocated for the civil rights of residents living in long term care facilities. In between Josh's two jobs at ALTSD, he also proudly served as the Training and Development Manager for the Risk Management Division (RMD), Alternative Dispute Resolution Bureau (ADR). Josh is an active, trained professional mediator, and often serves as a pro-bono mediator for the State of New Mexico as needed. Additionally, he serves as a mediation coach at the UNM School of Law. He earned a Bachelor of Science in Psychology from New Mexico Tech in 2003, and a Master's in Public Administration from UNM in 2016. In his free time, he enjoys living in the Los Lunas area near his family, playing with his dogs, and on his farm near the Bosque.



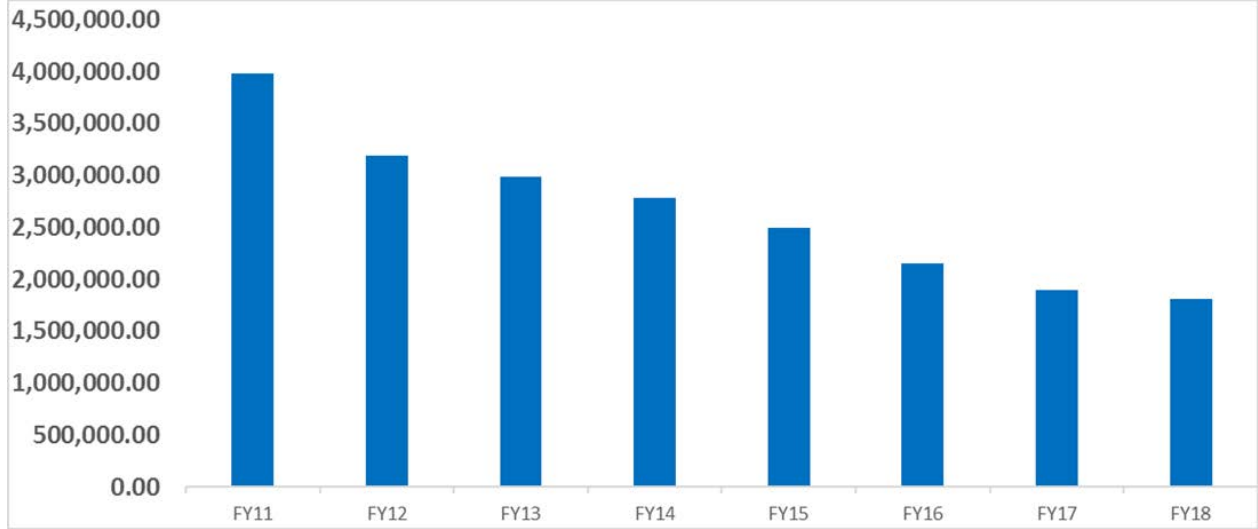


# Budget

FY18 NM Commission for Deaf and Hard of Hearing Annual Report						
Category	2018 Budget	Expenditures	Encumbered	Remaining Budget	% Expended	
200 PERSONAL SERVICES	1,121,600.00	953,300.00		168,300.00	84.99%	
300 CONTRACTUAL SERVICES	1,405,600.00	836,200.00		569,400.00	59.49%	
400 OTHER	319,300.00	240,900.00		78,400.00	75.45%	
500 OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%	
<b>Total</b>	<b>2,963,000.00</b>	<b>2,146,900.00</b>		<b>816,100.00</b>	<b>72.46%</b>	

FY18 Revenue	
<b>General Fund Allotment</b>	<b>TRS Revenue</b>
<b>\$319,400</b>	<b>\$1,807,086.32</b>

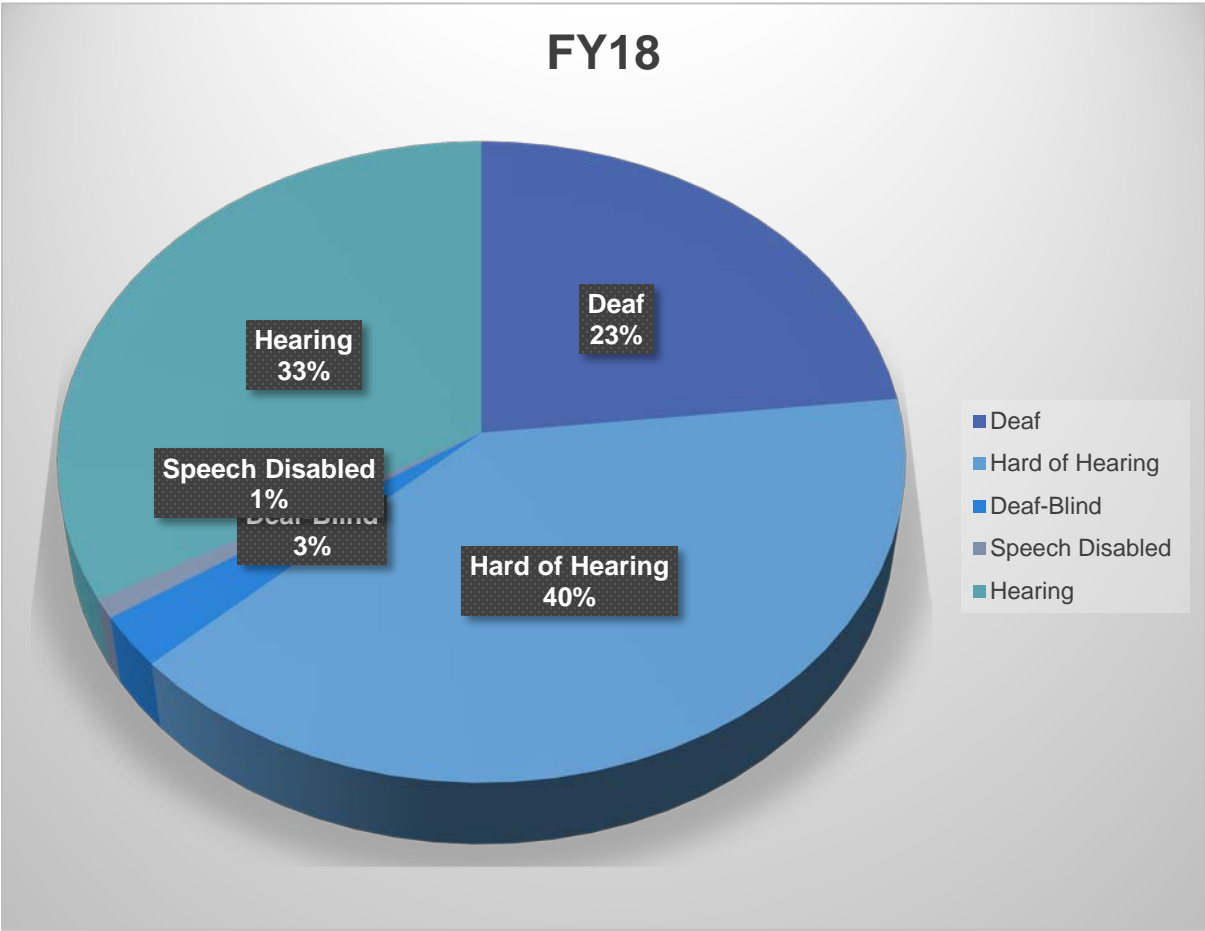
**The graph below represents the revenue collected from the TRS fund from 2011 - 2018  
The TRS revenue continues to decline**





# Client Statistics

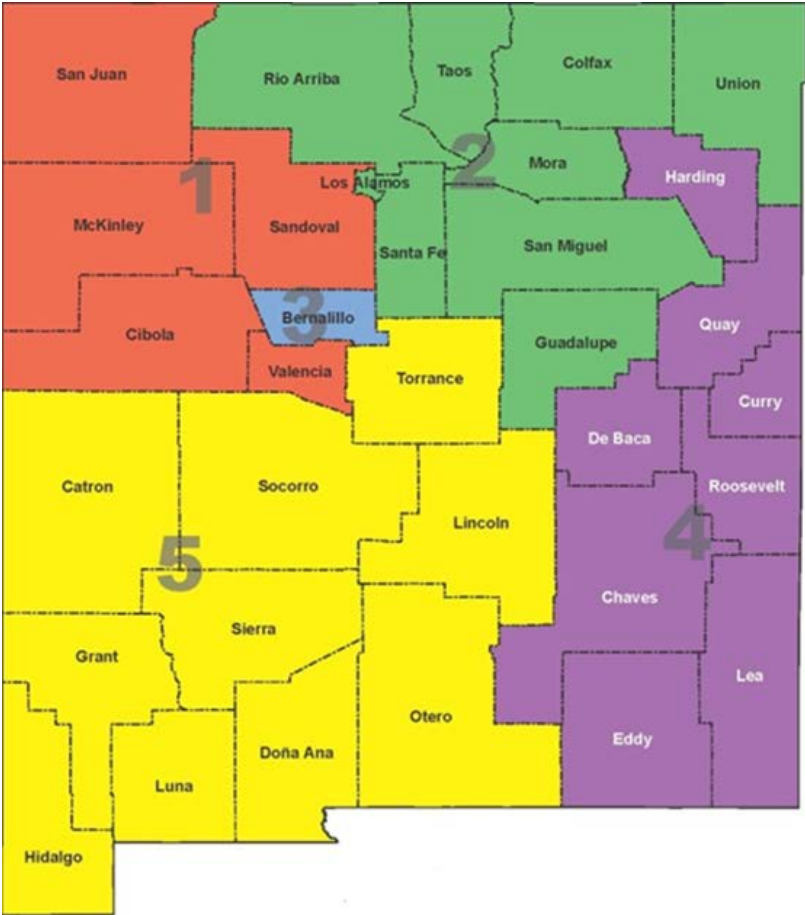
## Clients by Self-Identified Disability



NMCDHH staff served 726 clients in FY18



# Clients by Region



<b>Region 1: 63</b>
<b>Region 2: 62</b>
<b>Region 3: 262</b>
<b>Region 4: 37</b>
<b>Region 5: 302</b>

# Contact Information

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## Albuquerque Office

NMCDHH

505 Marquette Ave. NW

Suite 1550

Albuquerque, NM 87102

## Phone Numbers

Voice/TTY: 505.383.6530

Video Phone: 505.435.9319

Toll Free in NM: 1.800.489.8536

Fax: 505.383.6533

## Las Cruces Office

NMCDHH

Palms Office Complex

2407 W. Picacho, Suite A-100

Las Cruces, NM 88007

## Phone Numbers

Voice: 575.525.1037

Video Phone: 575.541.3403

Fax: 575.525.1039

Website: [www.cdhh.state.nm.us](http://www.cdhh.state.nm.us)

Follow the New Mexico Commission for Deaf & Hard of Hearing

