

# ANNUAL REPORT

New Mexico Commission for Deaf & Hard of Hearing

Fiscal Year 2019





# Annual Report

## *Fiscal Year 2019*

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# Letter from the Executive Director

*G. Nathan Gomme*

The Honorable Michelle Lujan Grisham  
Governor of New Mexico  
State Capitol Building  
490 Old Santa Fe Trail, Suite 400  
Santa Fe, NM 87505

Madame Governor,

Fiscal Year 19 has been a year full of great work by the New Mexico Commission for Deaf and Hard of Hearing as well as continued challenges and changes. First let me start by saying we have a wonderful team of Deaf, Hard of Hearing, and Hearing staff members who work hard to provide a number of different services sometimes taking on several roles to serve our community. This work provides services to some of our most vulnerable members of the state and ensures that our children, parents, siblings, and grandparents have meaningful access to the state they live in. Their access comes in many forms through technology, education, and for many of us through interpreters. This represents what many people are starting to refer to as an ecosystem for and of the Deaf, Hard of Hearing, Deaf-Blind, and those with speech disabilities. This ecosystem is a growing ecosystem; as our community ages we see increasing needs and at the same time opportunities. Many changes occurred during the fiscal year that I want to touch on and I also want to touch on what our agency is doing to address the evolution of our ecosystem.

In previous annual reports, we explained how we had worked to prepare for the upcoming the shift to new technology. This technology transitions the ecosystem from an analog world to the faster and more robust digital world. Real Time Text (RTT) represents this transition, phasing out the use of older Teletype devices like TTY's in favor of mobile technology such as smart phones. The initial requirement from the four tier one carriers was to have RTT made available on their devices for use by Deaf, Hard of Hearing, and the Deaf-Blind. A lot of the popular smart devices have already worked to make their devices accept Real Time Text calls via their hardware. Some of the carriers have opted to provide access via an over-the-top app that provides a system to accept RTT calls. The tier two carriers are now expected to provide access to RTT through their service in the coming year followed by the rest of the carriers in 2021. So far there is only one temporary exemption for a carrier. This exemption is due to the technological limitations currently existing within the carrier's ability with their 4<sup>th</sup> generation service. It is expected that the issue will be resolved and, in the meantime,

they are still able to use the TTY system to communicate. It so happens that this carrier serves a number of our community members who have a hearing loss, and this has had an impact to the number of RTT users that currently use the service. As a result, there has been slowdown in adoption of RTT which in term had an impact on the number of individuals using RTT Relay services. We don't anticipate that number will continue to be low; in fact, we anticipate the opposite. RTT has the potential to be available in all sorts of devices and solve all sorts of barriers. RTT will be included on landline devices, for example. This past year we got a preview of the devices being manufactured and available to work on our existing relay program if we are able to move forward with adding the feature. This could solve a number of concerns about the quality of wireless services in some areas of New Mexico by creating an in-home option for relay services. The landline device incorporates a lot of the features of mobile devices into a traditional telephone and also has a huge potential of addressing emergency calls without a TTY. RTT also provides a potential solution for our Deaf Blind braille users. RTT has is faster and therefore has less latency then previous technology. This makes RTT a viable tool for conversations with someone who is Deaf Blind. Traditionally our Deaf Blind community has had to rely on a third party who is physically with them.

Our agency also completed all the required certification paperwork for the Federal Communications Commission (FCC); this process ensured that we are compliance with all federal regulations. The FCC also announced that they are reviewing the rules for how Internet Protocol Captioned Services (IP CTS) and Traditional Relay Services. Both could have a financial impact on the state provision of relay services. The state is being viewed as a potential administer of IP CTS relay services which has been under the purview of the FCC for several years. This would change the landscape for how relay services are provided and would also be a massive undertaking for the agency which would require changes to our current classification for at least one position.

This fiscal year also saw our agency wrapping up the changes to our Telecommunications Equipment Program to prepare the program for the future. With the way technology evolves some of the equipment changes weren't clear until near 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 utilizing Bluetooth and some personal sound amplifiers. These tools can then tap into loop technology. We have these new devices in our office that provide access to their phone and then can connect to a sound field at their meetings and we welcome people to test them and see how they can benefit in our testing room. 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 we have also started to look at some of the new machine learning technology that comes with some of the mobile devices in the market today. These devices use machine learning to caption speech in real time. We are testing the technology and



working with national groups to address some of the shortcomings and concerns that our community has.

Our advocacy and engagement services have done a great job of working through increasing vacancies in their departments. The growing vacancies hurt our overall numbers in barriers addressed but we saw a lot of positive work done and I remain impressed with the dedication to the community. We have continued to work with individuals and agencies to address barriers for individuals with a hearing loss or speech disability. In the report you will see that a lot of work has been with law enforcement and hospitals. We continue to work on making the interaction with these two elements as accessible as possible. Our work has encouraged hospitals in the state to change policies, hire staff interpreters and install technology that supports our community. These are welcome improvements and I have had the privilege of being told by visitors to our state how positive their experiences have been. We recently had a discussion with the Sunport which resulted in installation of video phones in the airport and the promise to install loop technology for our hard of hearing community. Our work has helped inform numerous members of the community on our needs and on potential solutions to better serve our community whether they are skiing on our snow slopes, going to the movies for enjoyment, trying to pay their bills, or access resources to find jobs. We continue to create important partnerships to offset some of the shortages we have in our agency. Our Outreach services and training are being reviewed as national models and we have had some great results. The agency will continue to work with our partners to ensure that those services continue and reduce barriers throughout the state.

We have participated in national discussions throughout the year regarding interpreting services and responsibilities of agencies who provide interpreting services. We actively participate in committees and meet virtually with members of the National Association for the Deaf, The Registry of Interpreters for the Deaf, the Hearing Loss Association of America, 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. We have also taking some cues and resources from other states and brought them to our state.

This year has been a very busy and productive year. Our work continues to bring 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. The ecosystem I mentioned earlier continues to grow stronger and become a huge part of the diversity of the state. As our ecosystem becomes stronger, we see more investments which includes new job opportunities for interpreters, a strong call center



for our Video Relay Services, and a growing workforce looking to contribute to our great state. We see people moving to our state looking to contribute and become a part of our ecosystem and a New Mexican. Their uniqueness adds to what makes us better and we continue to see the overall community start to embrace sign language and work with us to communicate. A large part of why this is happening is due to the support of you, our legislators, and our community. We thank you, and we will continue to create and provide structured and successful programs to grow our community and prepare for the future.

I look forward to the next fiscal year and work with the state of New Mexico.

*G. Nathan Gomme*

G. Nathan Gomme  
NMCDHH Executive Director

# Letter from the Chair

*Austin Welborn*

The Honorable Michelle Lujan Grisham  
Governor of New Mexico  
State Capitol Building  
490 Old Santa Fe Trail, Suite 400  
Santa Fe, NM 87505

Madame Governor,

Fiscal Year 19 has been a great year since we have such a strong team for the New Mexico Commission for the Deaf and Hard of Hearing (NMCDHH). We have been focusing on updating our technology as mentioned in the Director's Annual Letter. Technology nowadays has been changing so we have been working with different organizations that provide the new technology such as Real Time Text (RTT) and providing those technologies to the Deaf and Hard of Hearing population across New Mexico. It is an important project that we are working on because there is still a huge population in New Mexico that relies on TTY that soon will be obsolete and no longer supported. This means that there will be barriers for the population to communicate with the hearing world without TTY and any support on this. So, I'm very glad and proud of our Commission for working on ensuring that we are providing the services that the Deaf and Hard of Hearing population needs in order to maintain some type of telecommunication.

In addition to the great work with changing our technology for the population, we have also been working on updating our Telecommunications Equipment Program to improve the products that we have available for the Deaf, Hard of Hearing, and Deaf-Blind population and also adding more products that work with the Loop technology. This provides more opportunities for people with different hearing losses to be able to attend our Commission meetings and other locations that provide the Loop technology. Again, this is all great work because the "future" technology is here now and NMCDHH is working very hard to ensure that the Deaf and Hard of Hearing population can be a part of that as well in terms of technology and access.

As for advocacy, NMCDHH has encountered some challenges with vacancies in the office but the staff have done a great job working together to ensure that the service

provided is still superb. They have been focusing on their work with the law enforcement and hospitals to improve communication and access with both. We are one of the few states that have focused on these concerns and NMCDHH has seen Commissions in other states follow suit.

NMCDHH has been involved with a lot of different organizations that involve different portions of the Deaf and Hard of Hearing populations such as the National Association for the Deaf, The Registry of Interpreters for the Deaf, the Hearing Loss Association of America, The National Association of State Relay Administrators, the Telecommunications Equipment Distribution Program Administrators, and several other organizations. Together we can improve services and provide feedback with each other.

With all of this in mind, we know that this is helping our ecosystem of Deaf, Hard of Hearing, Deaf-Blind, Deaf Plus, and those with speech disabilities. This will help the ecosystem maintain itself and continue to grow.

All of this wouldn't be possible if it wasn't for you and your support for our Commission and we are grateful for that opportunity and we are looking forward to the next fiscal year and we know we will continue to do amazing work for our community.

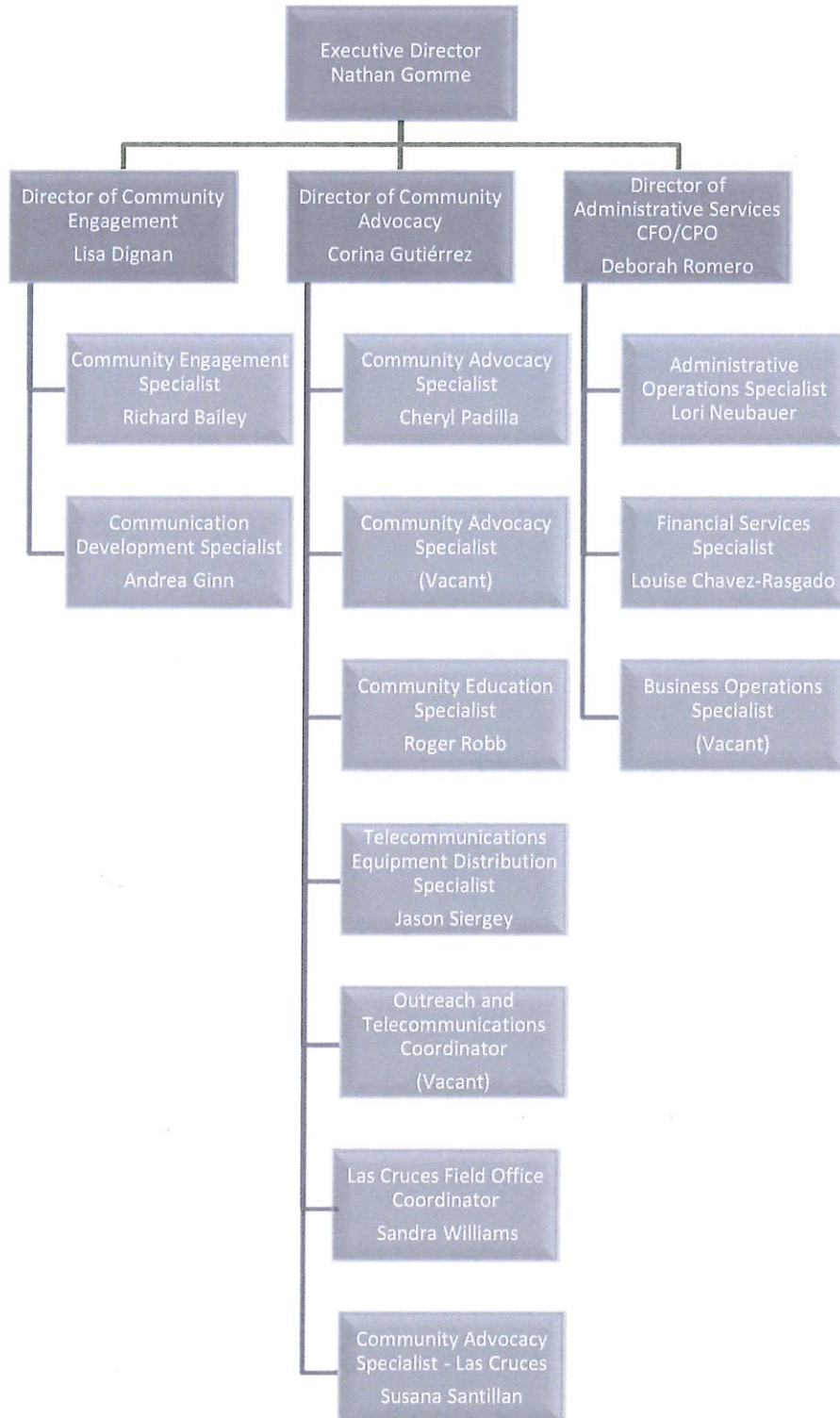
Sincerely,

*Austin Welborn*

Austin Welborn  
NMCDHH Board Chair



# NMCDHH Organizational Chart







## Agency Overview

### *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:

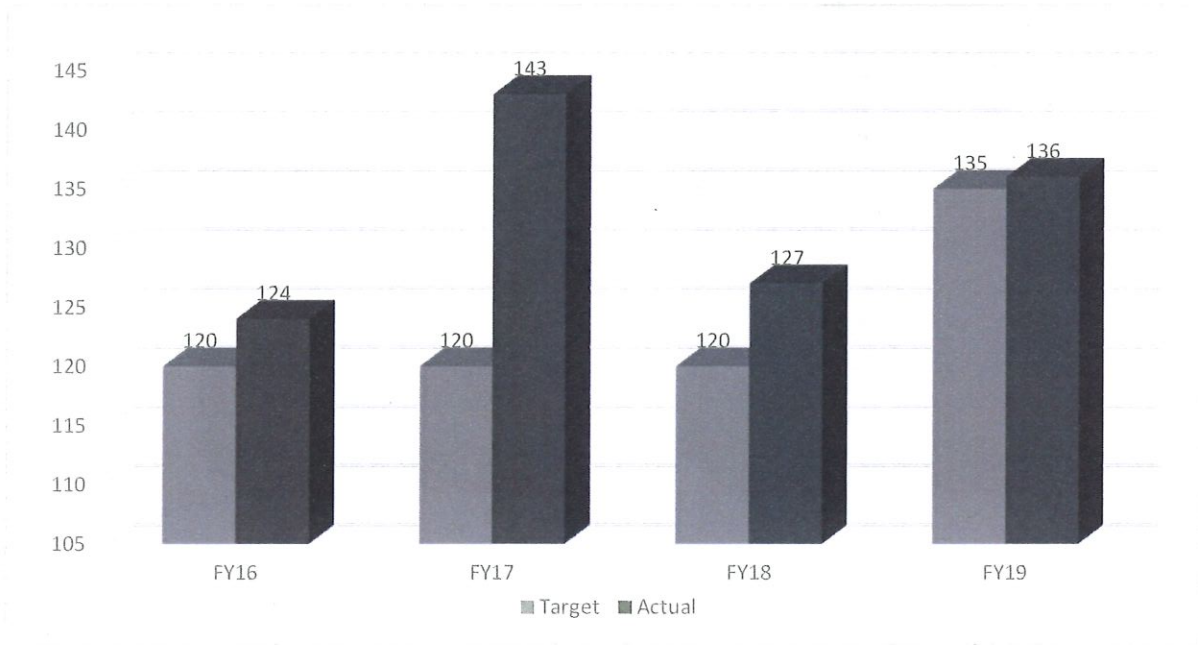
- ✓ The recognized advocate in important issues impacting the Deaf and Hard of Hearing Community
- ✓ The proactive provider of innovative programs and services
- ✓ The statewide umbrella and information clearinghouse for interested individuals, organizations, agencies and institutions



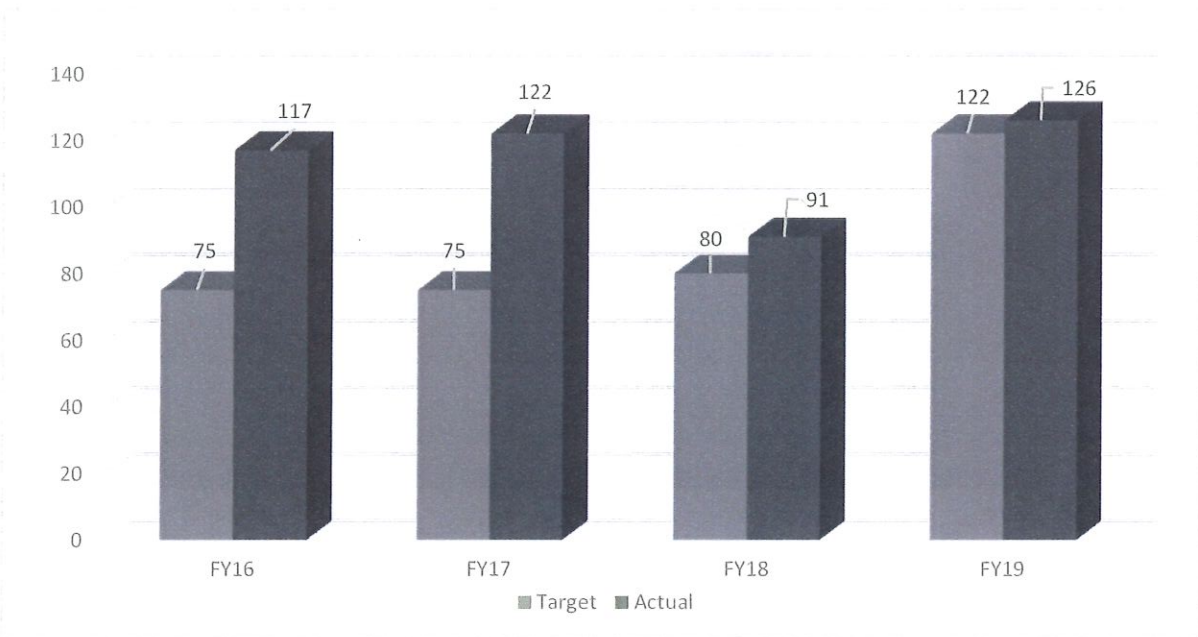


# Legislative Performance Measures

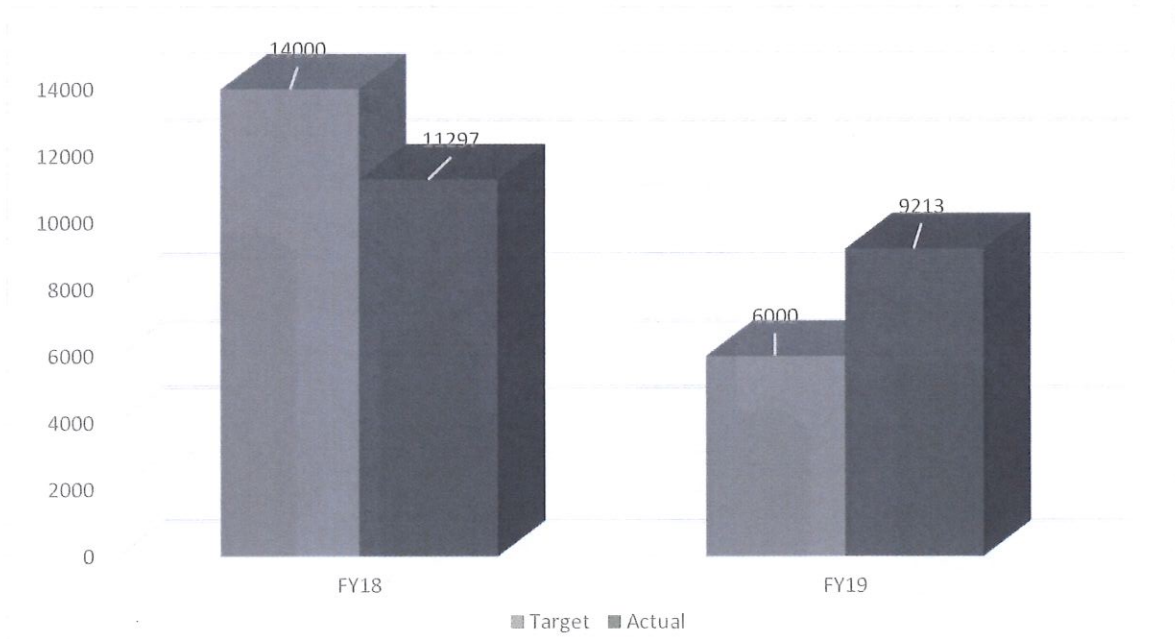
*Number of Workshops & Training Sessions – 101% of FY19 Target*



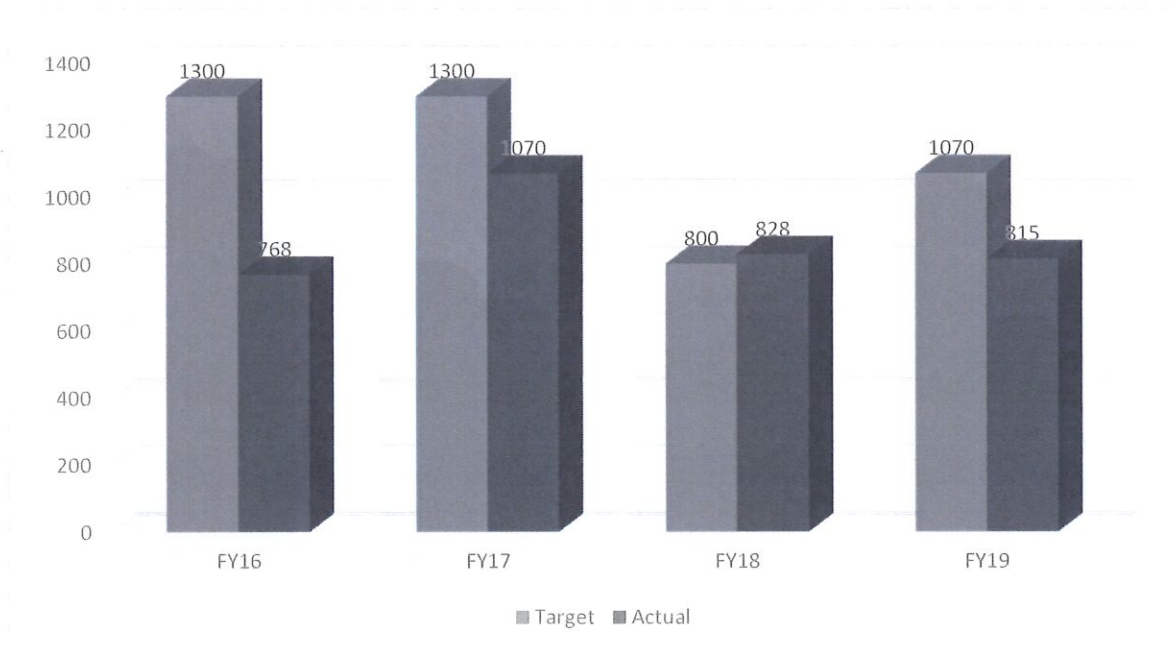
*Number of Outreach Events Coordinated – 103% of FY19 Target*



*Average Number of Relay Minutes per Month – 154% of FY19 Target*

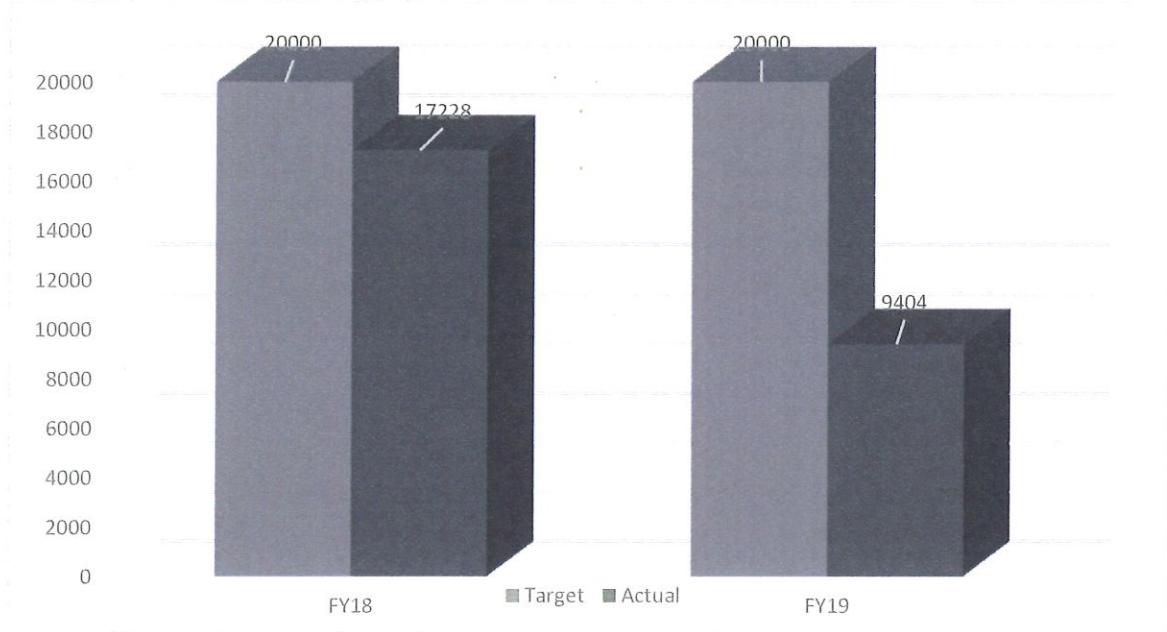


*Number of Accessible Technology Distributions – 76% of FY19 Target*

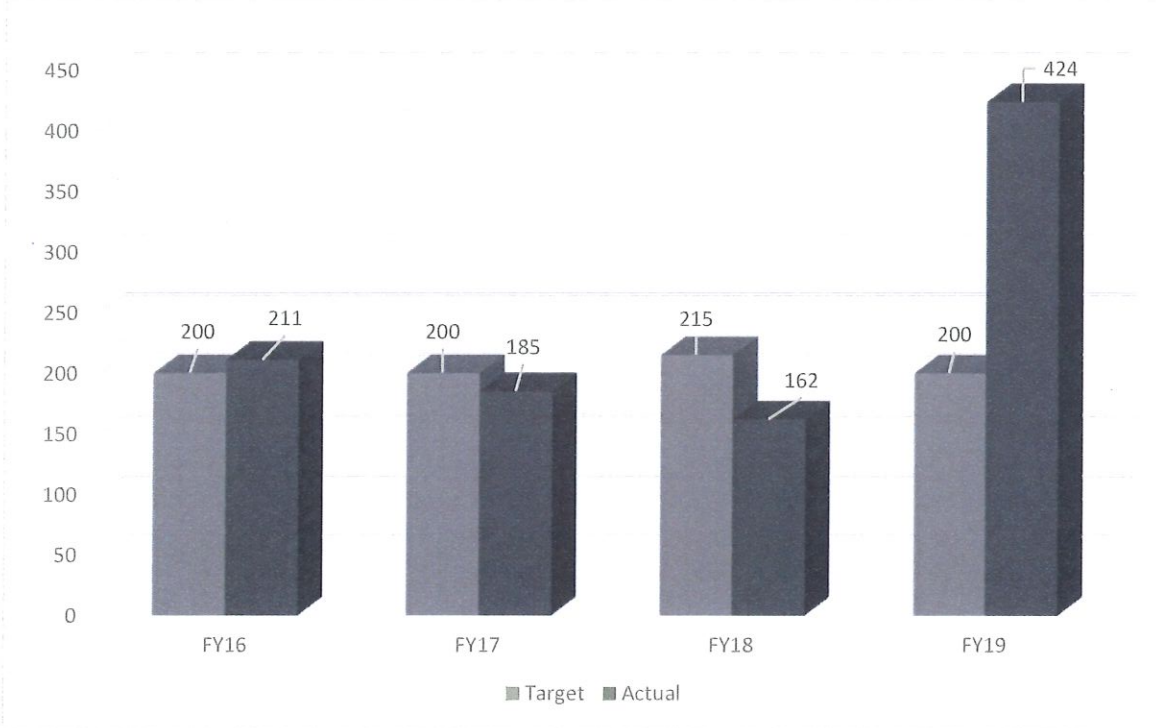




*Number of Communication Barriers Addressed – 47% of Target*



*Number of Interpreters in CDHH Sponsored Professional Development – 212% of Target*







# Programs & Services

## Community Advocacy

*Corina Gutiérrez, Director of Community Advocacy*

The Department of Community Advocacy (DCA) provides individual advocacy, system advocacy, community education, outreach and Telecommunication Equipment Distribution Program, and state-wide relay services. NMCDHH partners with several state, local, and county agencies as well as businesses to collaborate on services for all people with disabilities and participates in special projects. The department developed and continued to implement its strategic plan for law enforcement, continues to work with healthcare providers and hospitals, and conducts trainings on communication access for all types of agencies and businesses throughout the State of New Mexico.

. There are eight FTE positions in two offices for the department.

- Albuquerque Office
  - Corina Gutiérrez, Director of Community Advocacy
  - Roger Robb, Community Education Specialist
  - Cheryl Padilla Community Advocacy Specialist (Left at the end of the fiscal year)
  - Jason Siergey, Telecommunications Equipment Distribution Specialist
  - Community Advocacy Specialist, Vacant Outreach
  - Telecommunications Coordinator, Vacant
  
- Las Cruces Office
  - Sandra Williams, Field Office Coordinator
  - Susana Santillan, Community Advocacy Specialist

### **Individual and System Advocacy**

NMCDHH advocates on two levels, the first level is one an individual level the second level is on a systemic level. We often have individuals who face communication barriers in employment, with government services and in educational settings. Additionally, communication barriers such as those commonly found in health care settings and during the use of emergency services are addressed. Individual Advocacy can be a



difficult ongoing process where several factors impede on a person's ability to effectively navigate through the system. While addressing the individual situation we also take the information and create a plan to address the issue on a larger scale and resolve the barriers before another person encounters them. Some examples of how we do this include: Education Vlogs in sign language for the Administrative Office of the Courts self-help process, working with the Albuquerque Little Theatre to inform the community about its accessible performances, working with the City of Albuquerque Job & Career Fair to make sure interpreters were provided for interviews, developing a request sign with the Social Security offices, and our work to educate the Bernalillo County Elections Board and the community on how to work with the board. NMCDHH continues to improve and develop communication access tools with law enforcement, healthcare providers, Social Security, courts, attorneys, and Motor Vehicle Division in state of New Mexico. NMCDHH remains an active means of information as we help the community improve their engagement with their legislative body and commit to improving and ensuring that statewide and federal disability regulations and laws are in place and adhered to. Public awareness and educational trainings are an important tool and often provide a proactive resource when provided to the community. Advocacy has been difficult due to losing some staff this year and some support from other departments. Our Department remains committed to providing the services to the community.

### **Community Education**

Information, recommendations, workshops and potential solutions are offered to private and public agencies, professional organizations, businesses and individuals in areas such as Deaf Sensitivity, Effective Communications, Assistive Technology, and an overview of the New Mexico Commission for the Deaf and Hard of Hearing and the Telecommunication Equipment Distribution program. Often this is done by our Community Education Specialist, Roger Robb. Sometimes an agency will request specialty workshops such as how to work with attorneys. Other members of the NMCDHH or one of our vendors will provide those specialized trainings.



ROGER ROBB PROVIDING 911 TRAINING

Mr. Robb alone provided 75 of the 136 presentations/trainings during the 2019 Fiscal Year. This accounted for about 55 percent of the total presentations provided in the state of New Mexico. This year we had to have more support from our staff in Las Cruces and in other departments, as well as our contractors who provided the rest of the presentations. The 75 presentations included:

- 32 ASL
- 26 Hearing Loss Sensitivity
  - 15 Medical (Hospitals, 911, Webinar)
  - 7 Social Security
  - 2 General
  - 1 Employment
  - 1 Law Enforcement
- 3 NMCDHH Overview
- 3 Fingerspelling
- 2 Deaf Culture
- 2 Hearing Loss Awareness
- 2 Effective Communication
- 1 Dealing with Law Enforcement
- 1 Shadow Interpreting
- 1 Telecommunication Equipment Distribution Program
- 1 LGBTIQ

Agencies, organizations, and business that received presentations/trainings are:

- Albuquerque Police Academy
- Brookline College – Nursing Department (Alb)
- Cheyenne Trails Senior Center (Clovis)
- Community Service Center (Portales)
- Christus St. Vincent Hospital (Santa Fe)
- DaVita Medical Group
  - Journal Center
  - Sunport
- Department of Health (Santa Fe)
- El Rancho Senior Center (El Rancho)
- Encino Terrace Senior Living (Alb)
- Hearing Loss Association of America – Alb. Chapter
- Mesa Hills Senior Apartments (Alb) –
- New Mexico Environment Department (Santa Fe)
- Presbyterian Hospital
- San Juan County Communications Authority (Aztec)
- Social Security Administration
  - Albuquerque
  - Clovis
  - Hobbs
  - Las Cruces
  - Las Vegas
  - Rio Rancho

- Roswell
- Santa Fe
- United Healthcare (Webex)
- University of New Mexico Hospital
  - Interpreter Language Staff
  - Medical Interpreting Training
- University of New Mexico Interpreting Program
- US Citizenship & Immigration Services

The Mr. Robb had 41 Systemic Advocacy cases. These cases addressed policy and system changes that are being addressed. These include changes to how accommodations are made, requested, and/or provided. Of the 41 cases, 21 were continuing cases from the 2018 Fiscal Year which is denoted by an asterisk.

- Albuquerque Little Theatre – Dial M for Murder
- Albuquerque Little Theatre – Footloose
- Albuquerque Little Theatre – It’s a Wonderful Life
- Albuquerque Little Theatre – Pride & Prejudice
- Albuquerque Little Theatre – Shrek: The Musical
- Albuquerque Little Theatre – Singin’ in the Rain
- Albuquerque Public School – Driving Education for the Deaf
- Bernalillo County 2020 Census
- City of Albuquerque – Job & Career Fair
- Children, Youth, and Family Division
- Fathom Events: The Wizard of Oz on the big screen
- Jersey Mike Subs
- New Mexico United
- Popejoy Hall – Beautiful
- Popejoy Hall – CATS
- Popejoy Hall – Finding Neverland
- Popejoy Hall – Kinky Boots
- Popejoy Hall – RENT
- Popejoy Hall – The Sound of Music
- Rio Rancho Police Department Strategic Plan
- \*Albuquerque Isotopes
- \*Albuquerque Police Department Strategic Plan
- \*Albuquerque Police Department – Accessibility @ Substations
  - \*Foothills Area Command
  - \*Northeast Area Command
  - \*Northwest Area Command
  - \*Southeast Area Command
  - \*Southwest Area Command
  - \*Valley Area Command



- \*Bernalillo County Election Board
- \*DaVita Medical Group
- \*Driving Schools Accessibility
- \*Metro Detention Center
- \*Motor Vehicle Division
- \*New Mexico Department of Transportation
- \*New Mexico Election Board
- \*Popejoy Hall – Wicked
- \*Presbyterian (Alb) Strategic Plan
- \*Presbyterian (Santa Fe) Strategic Plan
- \*Rehoboth Mckinley Christian Healthcare Services
- \*UNM – Popejoy Hall Accessibility
- \*UNM Events Accessibility

### **Video Projects**

Mr. Robb works with several agencies and companies to help promote changes to accommodations or help educate the community about procedures in an agency. These videos known as Vlogs, are very helpful to informing the community of things that are occurring where they live. For FY 19 Mr. Robb has produced 5 Vlogs and is working on several more.

- Administrative Office of the Courts
- Albuquerque Little Theatre: Footloose
- City of Albuquerque Job \$ Career Fair
- Social Security Placard
- Bernalillo County Elections Board

1 Vlog in post-production stage

- Read ID Act

### **Special Projects**

Mr. Robb continues to work on the long-term strategic plan for law enforcement. The work includes interactive events with law enforcement, meetings with various members of law enforcement, and working to revise the Standard Operating Procedure.

- Coffee with Cops event in August 2019
- Meetings with Chris Sylvan, Albuquerque Police Department Liaison
- Editing and revising the Standard Operating Procedure related to interactions with people who have a hearing loss
- Meeting with Rio Rancho Police Department

Mr. Robb has developed and begun implementing a strategic plan with the Presbyterian Healthcare System. This plan focuses on communication access during the triage proves and while receiving emergency services.

- Met with administrators from Patients Service with Presbyterian
- Developing a training plan to train employees
- Developing placards for patients

Mr. Robb started to work with New Mexico United on a plan to improve access for attendees with a hearing loss.

- Met with several administrators in different departments in June
- Discussed having an interactive contest similar to a contest done in Rochester to develop a sign for the team given by the Hearing Loss community.
- Discussed a project where various rules of the park and the game are provided in video format with both sign language and captioning for Hearing Loss fans
- Worked with the staff to improve access on some of the programming already available, as well as some tips to improve interaction with the hearing loss community.
- Waiting on the development of a new facility and working to incorporate some ideas about looping and other accessibility tools.

### **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 the community throughout the state. Traditionally the program consisted of amplified phones, visual communication devices such as the CapTel (captioned telephone) and iPads, along with a variety of accessories such as notification systems, smoke alert systems, phone ringers, and personal assistive devices. This past year we went through some of the products and reviewed some new equipment to add to the program and some devices that may no longer be viable. This review occurs with increasing frequency as the world of technology continues to constantly evolve. All of the equipment in our program is available to qualifying residents of New Mexico. The accessories may complement phones, tablets and/or mobile phones with Bluetooth-enabled devices, cellular/mobile notification systems, and neckloops which work with the telecoils in hearing aids and cochlear implants. TEDP works with our vendor, Teltex, to distribute equipment, provide customer support, and troubleshooting equipment in our program. We outline the items in our brochure – both in print version and online at our website:

[www.cdhh.state.nm.us](http://www.cdhh.state.nm.us). Our ever-changing listings evolve to meet each individual's needs in this rapidly changing world of technology, this past year we saw some truly incredible changes to the world of telecommunication technology. This year we began to see devices that are able to caption dialogue in over 70 languages, without the need for a third party. We anticipate this technology will begin to become more and more common. These shifts and advancements in technology are almost quarterly. This year we added a phone with the ability to modify speech speed without creating a delay in conversation. This is great for our community when they make personal calls, but we also work to provide possible solutions outside the realm of our program such as ideas and suggestions in the workplace or, in meetings/conferences. We began testing the



captioning programs for that various purpose, in the hope of encouraging other companies and agencies to look at different ways to provide access. Our program makes every effort to address the needs of everyone in the community we serve this includes the deaf-blind and speech disabled constituents in addition to deaf and hard-of-hearing constituents.

## Outreach Program

New Mexico Commission for the Deaf and Hard of Hearing (NMCDHH) is a one stop information gathering center for people with hearing loss. NMCDHH provides fact



CHERYL PADILLA AT HEAD TO TOE CONFERENCE

sheets, and referrals to agencies who will provide the appropriate accommodations to constituents 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 and the Roadrunner Food Bank in the Metro area have proven to be positive places where participants learn more about the telecommunications equipment that NMCDHH provides. Outreach takes place so that the information

reaches every corner of the state

from Espanola, Gallup, Santa Fe, Pueblo of Sandia, Bernalillo, Rio Rancho, and Albuquerque. The Albuquerque office attended 39 booths with 1,732 booth visitors. The booths were conducted at:

- Assistive Technology Conference
- CABQ Health and Benefits Fair
- Cuba Senior Citizen Center Fair
- De Baca Health and Wellness Fair
- Disability Awareness Day
- Disability Summit
- Eldorado High School Fair
- Head to Toe Conference
- Mesa Hills Apartment Health Fair



- Pena Blanca Senior Center Fair
- Pojoaque Community Health Fair
- RMCHCS, Community Health Fair
- Roadrunner Food Bank
- Sandia Wellness and Safety Fair
- Sandoval County Senior Health Fair
- SEED Conference
- Senior Awareness Day at New Mexico Legislature
- Senior Center (North Valley Senior Center)
- Tesuque Health Fair
- The ARC of NM
- Transition Cibola High School Fair
- Transition Zone 2 Fair
- World Syndrome Day

### ***Las Cruces Satellite Office***

The staff at the Las Cruces Office work in conjunction with the Albuquerque office to reduce or remove communication barriers for our constituents residing across Southern New Mexico. They provided service coordination, equipment distribution, educations and referred constituents to appropriate service providers, so they obtain the necessary services they needed.

### **Individual and System Advocacy**

Together, the staff served over 223 constituents, who faced communication barriers or lacked community resources to improve their quality of life. These language barriers are not limited to English and American Sign Language, we see individuals with limited English proficiency and often are unsure of what resources are available. With the staff's advocacy efforts, over 1,623 communication barriers were removed among our constituents' public entities, including governmental and local law enforcement agencies. The staff met with the chief of police, captains, county and city ADA coordinators, courts and hospitals. All of these meetings lead to changes to policies, awareness, and improved access for constituents in the various areas across the southern part of our state.

### **Distribution of Technology Applications**

The Las Cruces office works with the Albuquerque office and our vendor to provide equipment specially designed to serve the community with a hearing loss and or a speech disability. The Las Cruces Office has a testing room that is available to the community where they can test and learn about equipment. 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 assistance from our Las Cruces staff for information and guidance, especially with how to accommodate their constituents with hearing loss, coping skills, or where to find interpreters, CART services and other specialized resources. This year our staff in Las Cruces made a big push to provide these resources in various parts of Southern New Mexico, providing over 50 booths.

The staff visited rural towns and passed on information about the mission of NMCDHH. They stopped at several community centers, senior citizen centers, health clinics and food banks and educated them about the availability of NMCDHH's services. Meeting constituents in the smaller communities of Southern New Mexico is crucial and necessary. The results of their letters, emails, phone calls and in-person contacts have been very productive. More and more public service providers also contacted the Commission and sought information and guidance as well.

The staff actively collaborated with at least 50 agencies and organizations in Southern New Mexico to strengthen the Deaf and Hard of Hearing communities. Some of these meetings are on a monthly, ongoing basis to ensure the public is informed of the availability of the Commission's services and educated on ADA laws pertaining to communication access. With their collaboration, they were given the opportunities to provide over 22 presentations this year.

### Accomplishments in Fiscal Year 2019:

The staff provided guidance to a hospital's HR team in Hobbs on how to comply with ADA laws by providing them the resources in how to secure interpreters, Video Remote Interpreting and other communication access for their patients. Also, one hospital in Las Cruces now has video phones made available to their patients who use sign language to use during their stay.

Due to Susana Santillan's advocacy, the Las Cruces City Library has installed a public video phone for our constituents to use. Alamogordo, Roswell and Hobbs are working with the Commission to do the same.



SUSANA SANTILLAN AT PARENTS REACHING OUT CONFERENCE



A movie theatre in Deming will now provide accommodations such as captioning devices for their patrons.

Collaboration and trainings were provided to various law enforcement departments such as the Doña Ana Sheriff department, Doña Ana Sheriff's Crime Victim Advocates, the Las Cruces police department and the CYFD-Juvenile Probation Officers Department.

Staff served on community advisory boards such as the Las Cruces City ADA Committee and New Mexico Workforce Connection.

State agencies such as Aging and Long-Term Disabilities required our advocacy to provide appropriate communication access to their clients.

On three separate occasions, Sandra Williams assisted constituents with their complaints to the Department of Justice and Equal Employment Opportunity Commission. As a result, these constituents received the necessary approvals for their services.

A ski resort had a situation with a deaf constituent and didn't provide appropriate services during the visit to the resort. The individual was very upset by the situation and was planning to lead a protest due to the interaction. Ms. Williams intervened and collaborated with the staff at the resort and the deaf constituent to help resolve their concerns. The staff at the resort requested her assistance to help them clarify their policy and procedures to make it more accessible for everyone with hearing loss. As a result, we have seen positive progress and resolution.

Ms. Santillan advocated for constituents to obtain services from the county office and two separate medical facilities.

### ***Deaf-Blind Services***

Community Outreach for the Deaf-NM Deaf-Blind Services program is funded by a contract amendment with CDHH. The contract for deaf-blind services was initially provided through the Governor's Commission on Disability and was transferred to CDHH in the fiscal year 2013. The number of deaf-blind and deaf plus SSP users continues to grow and at last glance was at 54 users.

#### **Aggregate data:**

Total number of clients served this time period (unduplicated count): 54

Total number of clients who are deafblind (unduplicated count): 31

|  |          |   |
|--|----------|---|
|  | Region 1 | 2 |
|--|----------|---|



|   |          |    |
|---|----------|----|
| Total Number of Clients Who Are Deafblind by Region | Region 2 | 3  |
|   | Region 3 | 17 |
|   | Region 4 | 1  |
|   | Region 5 | 8  |

Total number of clients who are deaf-plus (unduplicated count): 23

|   |          |    |
|---|----------|----|
| Total Number of Clients Who Are Deaf+ by Region | Region 1 | 1  |
|   | Region 2 | 3  |
|   | Region 3 | 16 |
|   | Region 4 | 0  |
|   | Region 5 | 3  |

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

- Bernalillo
- Chavez
- Dona Ana
- Grant
- Rio Arriba
- Roosevelt
- San Juan
- Sandoval
- Santa Fe
- Sierra
- Taos

Total number of SSP hours provided this time period: 5,545.00 hours

Of the total 5,545.00 of SSP services provided, 185.50 (or 3%) of those hours included advocacy for consumers who are deaf-plus or deafblind.

Additional analysis shows that:

- 98% of SSP assignments included transportation
- 30% of SSP assignments included transportation to medical appointments

Total number of SSP hours provided to individuals who are deafblind: 4,147.25

Total number of SSP hours provided to individuals who are deaf-plus: 1,397.75

Total number of Case Management hours provided this time period: 677.75 hours

Total number of Case Management hours provided to individuals who are deafblind: 330.75

Total number of Case Management hours provided to individuals who are deaf-plus: 347.00

Total number of trainings and workshops this time period: 4

|   |          |   |
|---|----------|---|
| Total Trainings and Workshops by Region | Region 1 | 0 |
|   | Region 2 | 0 |
|   | Region 3 | 4 |
|   | Region 4 | 0 |
|   | Region 5 | 0 |

Total number of outreach events this time period: 6

|                                  |          |   |
|----------------------------------|----------|---|
| Total outreach events/activities | Region 1 | 0 |
|                                  | Region 2 | 1 |
|                                  | Region 3 | 5 |
|                                  | Region 4 | 0 |
|                                  | Region 5 | 0 |

# 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 2019 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
- Andrea Ginn, Communication Development Specialist
- Richard Bailey, Community Engagement Specialist (Mr. Bailey left the agency in January 2019)

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 and 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 2019

- 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:
  - 1,381 followers on Facebook
  - 396 followers on Twitter
  - 210 subscribers to our MailChimp email announcement system
  - 105 Ask the Expert questions submitted through the website answered
- Ms. Neubauer's work resulted in continued growth to the NMCDHH Library. In FY19 registrations for the library database grew to 91, and 39 patrons borrowed 88 items. A new "NMCDHH Library Item of the Month" feature in our email newsletters generated a significant interest. Additional items were added to the collection in both Albuquerque and Las Cruces.
- Ms. Dignan and Ms. Ginn collaborated with Roger Robb, Community Education Specialist, to provide training to the Law Office of the Public Defender in Albuquerque and field offices regarding how to effectively work with Deaf defendants and interpreters in legal settings.
- Community Engagement staff attended and presented at several professional conferences:
  - Ms. Dignan attended the Registry of Interpreters for the Deaf (RID) Region V conference in Vancouver, Washington; the RID Region IV conference in Albuquerque; the Colorado Registry of Interpreters for the Deaf conference in Denver (at no cost to the agency); and the Conference of Interpreter Trainers (CIT) biannual conference in Salt Lake City where she gained great ideas for growing and improving our mentoring programs in New Mexico. She successfully completed the online course "Moving On: Shareable Resources from the Graduation to Certification Program" through St. Catherine University. She presented to several local groups about mentoring, communication access, and working with interpreters in legal settings.
  - Ms. Ginn attended the Mental Health Interpreter Training (MHIT) Alumni session in Montgomery, Alabama; the Registry of Interpreters for the Deaf (RID) Region IV Conference in Albuquerque, serving as the coordinator for logistics during the event; and the American Deafness and Rehabilitation Association (ADARA) conference in Baltimore where she made several connections that will provide additional resources and potential partnerships to address the mental health needs of our state. She successfully completed

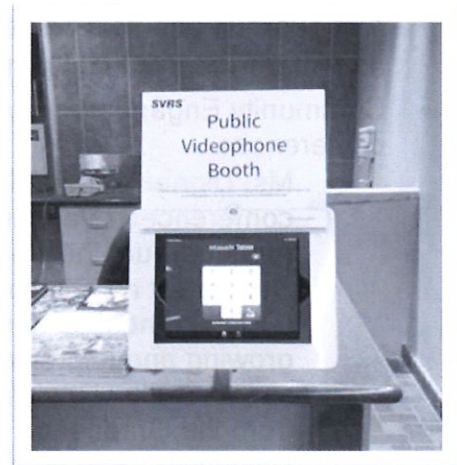


the distance-based Supervision and Leadership Training through the Interpreting Institute for Reflection-in-Action and Supervision (IIRAS), led by Dr. Robyn Dean. She presented several small workshops and supervision sessions for local interpreters.

- Mr. Bailey Attended the National Association of the Deaf (NAD) Conference in Connecticut where he presented on effective community engagement and attended an Association on Higher Education and Disability (AHEAD) pre-conference in Albuquerque. He also provided presentations for several local groups and classes at elementary and postsecondary levels.

Ms. Dignan's accomplishments included:

- Delivering professional development opportunities to 424 interpreters from New Mexico and the region through a variety of collaborations, programs, and contracts. Collaborators included the New Mexico Registry of Interpreters for the Deaf, the Colorado Registry of Interpreters for the Deaf, and Region IV of the Registry of Interpreters for the Deaf. Workshops were provided in Albuquerque with on-site presenters and with presenters appearing via video connection.
- Served on the planning committee for the Registry of Interpreters for the Deaf Region IV Conference in Albuquerque which was a great success and attended by 359 interpreters from New Mexico, the region, and beyond.
- Continuing to make improvements to New Mexico Mentoring, including streamlining processes and additional revisions to two curricula. Of the seven mentor-mentee pairs that began the program, five successfully completed. Mentors and mentees were from Albuquerque, Bernalillo, El Paso, Farmington, Las Vegas, Rociada, and Alamogordo.
- Coordinating the installation of a VideoPhone at the Albuquerque International Sunport after many years of work with the Sunport staff. A second VideoPhone will be installed after more of the construction at the Sunport is complete.
- Serving as Procurement Manger for the Request for Proposals for the Telecommunications Equipment Distribution Program resulting in a contract with Teltex, Inc. for FY2020 through FY2023.
- Being elected as Chair of the Council for Purchasing from Persons with Disabilities after serving as Vice Chair for five years and continuing to serve on the subcommittee focused on improving the implementation of the State Use Act.
- Liaising with the Signed Language Interpreting Practices Board (SLIPB) through many challenges and projects: a new Board Administrator; cancelled meetings; many questions from the community; working with the Governor's office to facilitate appointments to the Board so they can meet quorum again and conduct business; and leading the Rules Committee in drafting proposed rule changes to be considered and implemented once the Board is functional again.



VIDEOPHONE AT SUNPORT



- Chairing the Literacy Challenges Work Group through a very successful pilot of the scribing project to allow court staff to scribe documents for individuals who are unable to do so.
- Assisting several entities regarding improvement of communication access, including: Metropolitan Detention Center; the Albuquerque International Support; New Mexico Department of Information Technology (DoIT); Albuquerque Fire Department; Bernalillo County Resource Re-Entry Center; the Law Office of the Public Defender; the State Personnel Office; United Way of Bernalillo County; Girl Scouts of New Mexico Trails; the City of Santa Fe Police Department; Albuquerque Public Schools; San Juan College; the Success Institute; the City of Albuquerque; Human Services Department Medicaid/Centennial Care; several Registry of Interpreters for the Deaf Affiliate Chapters; the Division of Vocational Rehabilitation; New Mexico Department of Health Toxicology Lab; Regional FEMA representatives regarding interpreters for emergency briefings; the New Mexico Film Office (a joint project with Ms. Ginn); and several private entities.

Ms. Ginn's accomplishments included:

- Directing the Apprentice Interpreter Program, which began the fiscal year with six apprentices: five in Albuquerque and one in Las Cruces. The Las Cruces apprentice exited the program in the second quarter and one of the Albuquerque apprentices exited in the third quarter. The remaining four apprentices successfully completed the program and three will continue to work with the agency as contract interpreters. Ms. Ginn made several adjustments to the program with the goal of providing effective mentoring and supervision while not taking the apprentice interpreters out of the community where they are needed. Apprentices engaged in 424 hours of observation, interpreting, and professional development work in the fiscal year. Ms. Ginn also directed the FY20 Apprentice application process, resulting in the selection of five Apprentice Interpreters in Albuquerque. There were no applications from Las Cruces.
- Managing a very high volume of interpreting requests and coordinating 772.5 hours of interpreting services provided by NMCDHH in the fiscal year. Nearly all the services were provided by staff or direct-contract interpreters, resulting in a significant cost savings to the agency.
- Serving as President of the New Mexico Registry of Interpreters for the Deaf, completing her two-year term at the end of June.
- Conducting outreach to the UNM Interpreter Training Program graduating class to educate them about options for continuing professional development after graduation.
- Continuing the Culture and Arts Accessibility Project (CAAP) with the next session of the Performing Arts Workshop series that included eight participants.
- Working to create partnership and interpreter education opportunities with the New Mexico Department of Health.
- Working with the New Mexico Film Office to increase accessibility to their programs, and to collaborate on issues related to the Deaf and Hard of Hearing communities, as well as interpreters.

- Successfully assuring that all interpreter contractor and agency invoices were submitted by the end of the fiscal year.

Mr. Bailey's accomplishments in the first half of the fiscal year included:

- Worked with the National Deaf Center for Postsecondary Outcomes and the Interagency Transition Alliance New Mexico team on state and national objectives.
- Ongoing work with several entities regarding transition throughout New Mexico, including DVR, schools, and families and teachers of transition-age students.
- 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.
- Providing presentations at schools about NMCDHH services and transition services.
- Joined City of Albuquerque's ADA Advisory Council on assessment of the Albuquerque Biopark for increasing accessibility and attended meeting with Albuquerque Isotopes Baseball Club regarding increasing accessibility to the ballpark.
- Began development of the request for proposals (RFP) for the new Telecommunications Equipment Distribution Program contract.
- Mr. Bailey left the agency in January and moved to North Carolina. We are grateful for his service and will miss his considerable expertise.

### **Human Resources Accomplishments in Fiscal Year 2019**

In addition to program work, Lisa Dignan is the Director of Human Resources for the agency. Fiscal Year 2019 accomplishments in this area included:

- Completed SHARE recruiting training and was granted full access to the recruiting module.
- Made several revisions to the Employee Handbook throughout the fiscal year and distributed them to staff.
- Worked with the State Personnel Office (SPO) regarding how agencies handle ADA accommodation requests.
- All employee evaluations were completed well before the June 30 deadline. Employees were required to have a satisfactory evaluation entered in SHARE by June 30 to qualify for the 4% pay increase approved by the Legislature and Governor.
- December of 2018 was the fourth anniversary of moving into the Albuquerque office space. The relationship with the building management company continues to be positive and they are responsive to requests for maintenance and assistance, including replacing equipment damaged by a water leak and working to improve communications with building tenants.



**Fall 2018 New Mexico Mentoring Group Photo**



Back row: Paul Twitchell, Bobby Moore, Sally Schwartz, Lisa Dignan  
Front row: Sara Eaves, Mayda Barnett, Emily Newberry

**Spring 2019 New Mexico Mentoring Group Photo**



Back row: Alesha Bird, Bobby Moore, Dawn Barnes, Sally Schwartz, Lisa Dignan  
Front row: Carol Litherland, SequoiaRae Zuniga, Erin Kueffer, Yris Chavez







## Staff Members

### *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 improve communication access for people who are Deaf or Hard of Hearing by increasing the pool of highly skilled interpreters. She works closely with the Signed Language Interpreting Practices Board on issues around licensure of interpreters and served seven years on the New Mexico Administrative Office of the Courts Language Access Advisory Committee. She is a member or Chair of several committees working to improve language access. 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. Corina is currently serving as an advisory board member for Gallaudet University Regional Center – Southwest, and as a board member for the NMSD Alumni Association, Raíces del Rio Grande, and 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 Administration 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 over 20 years of experience as a vocational rehabilitation counselor working with Deaf and Hard of Hearing clients. 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 Sign Language Licensure Board, Language Access Board at Memorial Medical Center, New Mexico School for the Deaf Board of Regents, New Mexico State University Deaf Education Graduate Program, CPS Millwood Psychiatric Hospital and Rio Grande Community Coalition for

Deaf and Hard of Hearing. Sandra has worked for NMCDHH since 2006. 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 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, Telecommunications 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

### *Austin Welborn, Chair – Deaf or Hard of Hearing Representative from Northern New Mexico*



Austin R. Welborn was born in Mountain View, CA, but grew up in several cities across Texas, and in Broomfield, Colorado. 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. He has fallen in love with the state of New Mexico and its rich culture and amazing landscapes. Within a few years of moving to New Mexico, he became a board member for the New Mexico Commission for Deaf and Hard of Hearing and has been involved in the Deaf community and its diverse organizations. 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 Ideum, a high-tech company that creates multi-touch tables for museums all over the world. Outside of work, he enjoys weightlifting, reading, getting into the world of steampunk, and also playing with his two very big cats and his super high energy puppy. He is also the proud father of an 11-year-old daughter who attends the Indiana School for the Deaf.

### *Concha Dunwell, Vice-Chair – Deaf or Hard of Hearing Professional*

Concha Dunwell is a lifelong resident of Las Cruces, New Mexico. She recently retired from Las Cruces Public School District after 20 years working in various positions within their special education department. 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. Mrs. Dunwell teaches 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. Mrs. Dunwell was awarded the Melvin Jones Fellow Award from the Lions Club International Foundation for her humanitarian efforts and is the first woman to receive the award. Currently, she is working in different capacities all related to deafness. She continues to maintain involvement with the Deaf and Hard of Hearing communities in the southern part of the state and has formed many friendships.

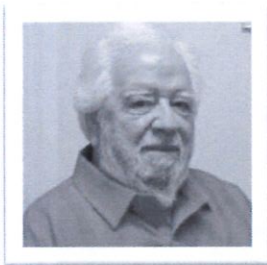


*Dr. Rosemary J. Gallegos, Secretary – Superintendent of the New Mexico School for the Deaf*

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 serves 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 – Deaf or Hard of Hearing Representative from Southern New Mexico*

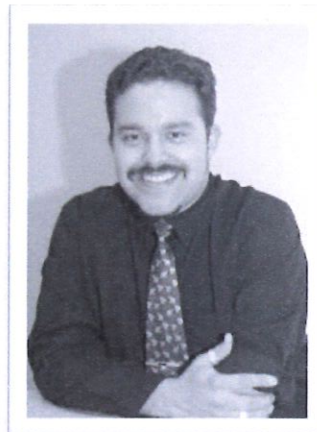


Don Johnson was born in Detroit, MI, and received much of his education in Michigan. His PhD in mathematics, however, was earned at Purdue University, in Indiana. He moved to New Mexico in 1965 to accept a position in the Department of Mathematical Sciences at New Mexico State University, from which 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.

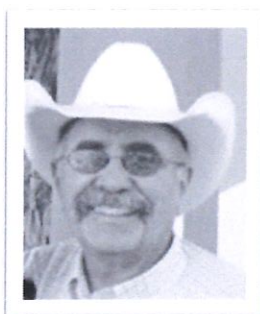


## *Josh Pando – Division of Vocational Rehabilitation Representative*

Josh Pando is one of the Field Operations Directors at the Division of Vocational Rehabilitation (DVR) tasked with overseeing Area 5 (Lomas, Oakland, Mountain) and Area 7 (South Valley, Belen, Socorro) 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.



## *Johnny Robertson – President of New Mexico Association for the Deaf*



Johnny Robertson is a native New Mexican, born in Santa Fe, NM. 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.





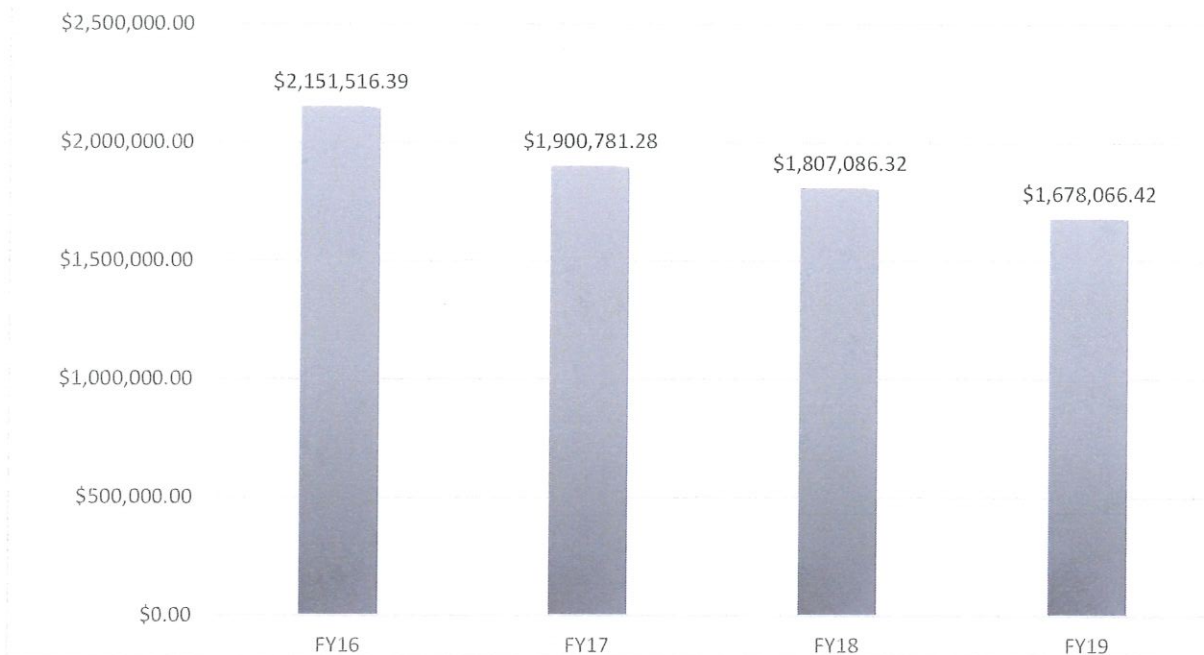
# Budget

## FY19 NM Commission for Deaf and Hard of Hearing Annual Report

| Category                 | 2019 Budget         | Expenditures        | Encumbered  | Remaining Budget    | % Expended    |
|--------------------------|---------------------|---------------------|-------------|---------------------|---------------|
| 200 PERSONNEL SERVICES   | 1,134,500.00        | 951,124.35          |             | 183,375.65          | 83.84%        |
| 300 CONTRACTUAL SERVICES | 1,738,800.00        | 760,015.13          |             | 978,784.87          | 43.71%        |
| 400 OTHER                | 291,300.00          | 236,503.80          |             | 54,796.20           | 81.19%        |
| 500 OTHER FINANCING USES | 116,500.00          | 116,500.00          |             | 0.00                | 100.00%       |
| <b>Total</b>             | <b>3,281,100.00</b> | <b>2,064,143.28</b> | <b>0.00</b> | <b>1,216,956.72</b> | <b>62.91%</b> |

| FY19 Revenue           |                |
|------------------------|----------------|
| General Fund Allotment | TRS Revenue    |
| \$319,400              | \$1,678,066.42 |

### TRS REVENUE COLLECTED FROM FY16 – FY19



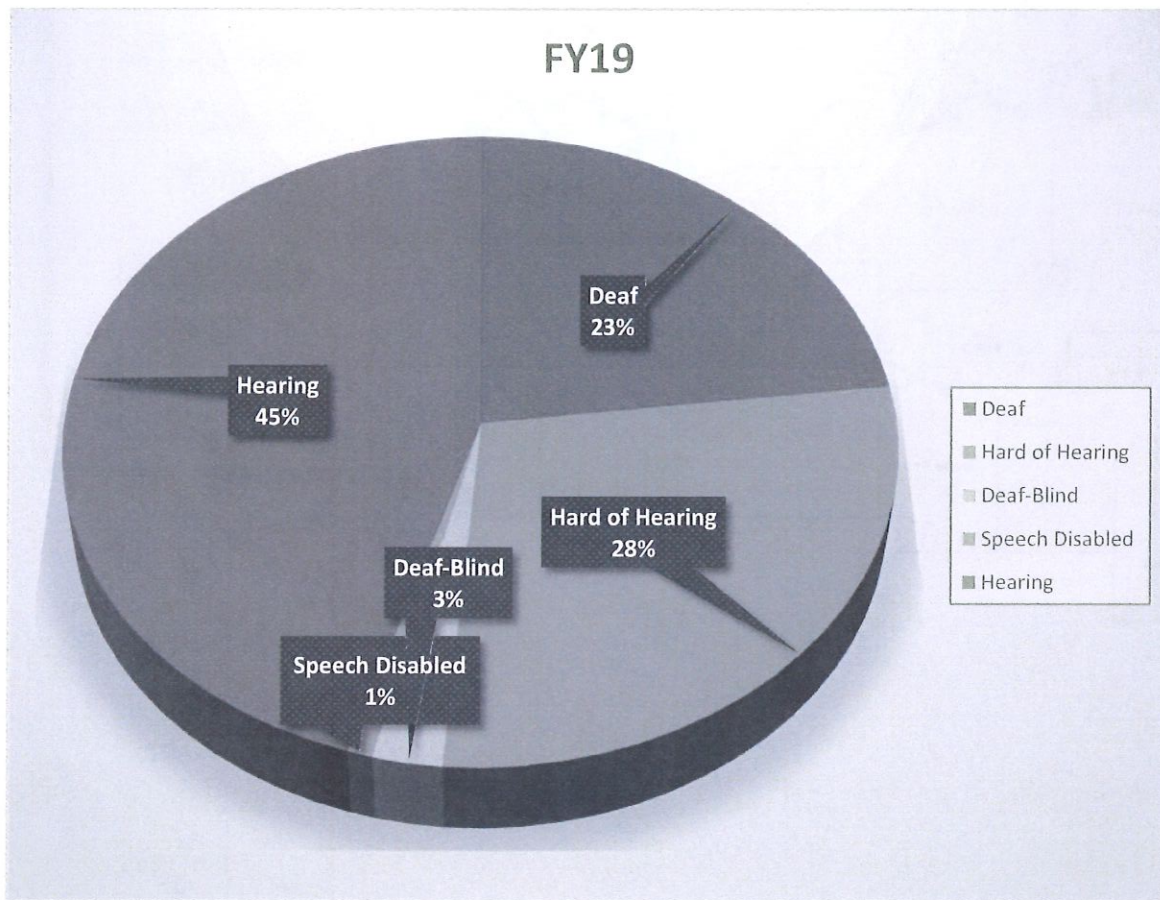






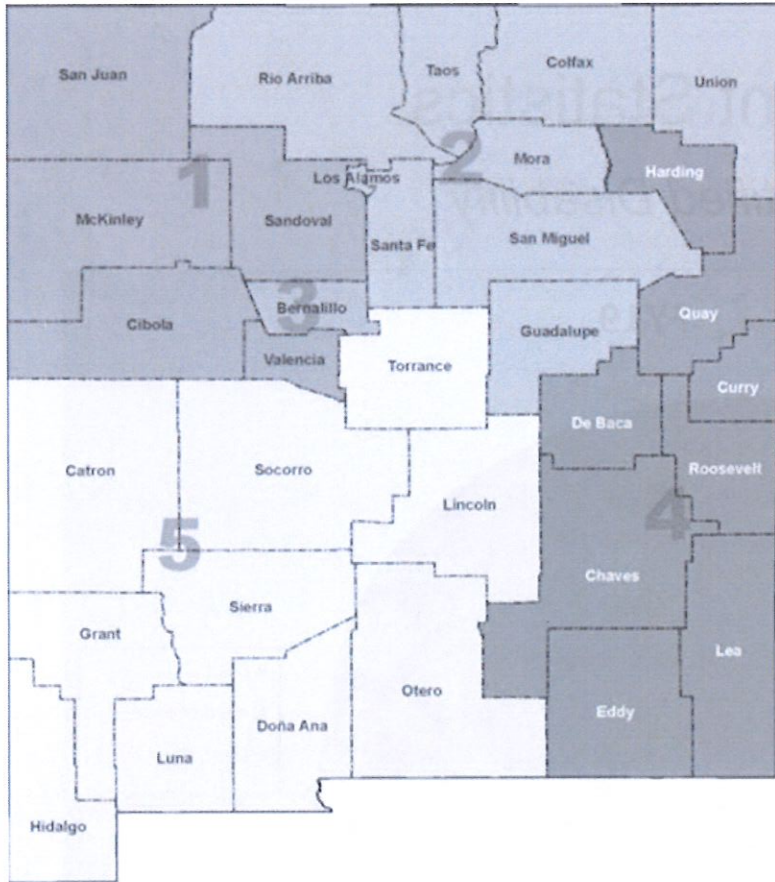
# Client Statistics

## *Clients by Self-Identified Disability*



*NMCDHH Served 691 Clients in FY19*

## Clients by Region



|                |
|----------------|
| Region 1 – 84  |
| Region 2 – 69  |
| Region 3 – 537 |
| Region 4 – 33  |
| Region 5 – 259 |





## Contact Information

### *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: 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: 575.525.1036  
Video Phone: 575.541.3403  
Fax: 575.525.1039

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

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