



ANNUAL REPORT

New Mexico Commission for Deaf & Hard of Hearing

FISCAL YEAR 2021

Annual Report

Fiscal Year 2021

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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,

Our state has worked diligently through the year addressing the pandemic while maintaining a high level of service to our community and I am pleased to say that our Annual report for Fiscal Year 21 shows that hard work and diligence in working for our community. This past year tested our ingenuity, our tools, our infrastructure and rewarded our forward thinking with previous years investments. Our commitment to reducing the barriers for our Deaf, Hard of Hearing, DeafBlind, and Speech Disabled community remains firm. Our 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, technological advancements, availability of those technologies, and for many of us through interpreters. This year tested many of those tools for access. Some we found inadequate, some cost prohibitive, and often there was just a lack of awareness.

As we worked through the pandemic, the education we provided on technology became a very important resource as did our Telecommunications Equipment Distribution Program. In the years leading up to Fiscal Year 21, we have tested and worked with many of the programs such as Zoom, Webex, BlueJeans, and Adobe Connect. As individuals who rely heavily on the ability to communicate through visual means we had to become aware of the limitation of each of these programs. This also meant that we had to identify over the years programs that were lacking and unreliable. In order to best take advantage of the software, we invested in the hardware, to make our offices mobile and effective in any location. That firm foundation with remote access meant our transition to telework was less problematic and our agency was able to lead as an important resource to several state and local entities as our day-to-day experiences changed. We worked with several other entities across the state when issues with accessibility were noted in their social media or if they didn't know how to turn captions on in a video meeting. There were some challenges when providing workarounds or direct fixes but, in our work, often the key issue was not lack of effort or unwillingness to resolve the accessibility issues, the key issue is awareness of how to. To that end our

agency worked to become a go to for several people hoping to make the telework experience accessible. Once people knew what could work and what was better, they often jumped at the chance to improve their tools and make things accessible. Every agency and entity we worked with was able to adapt to the world we were now in, and the community benefited from it when they could.

The pandemic also highlighted inequities in our community as some of our cities thrived, while others struggled to access information online and through remote meetings. Sometimes we found that we needed a more common approach to solve the first steps in communication, for that we worked with agencies such as the Department of Health to create visual tools, from there we developed rubrics for best practices and worked with agencies to create training modules and kits that would bring the necessary tools and knowledge to our entire state. We pulled together frequently using our knowledge as a community and as an agency to improve outcomes in testing and vaccinations for the Deaf, DeafBlind, Hard of Hearing, and Speech Disabled community members.

In the report you will see that a lot of work has been with the Department of Health, the Human Services Department, Children Youth and Family, the Governor's Commission on Disability, law enforcement, state and local agencies, and hospitals. Our goals remain the same, a state where communication access is the norm, not the exception. With that goal in mind, we have improved access to captioned media, press conferences with ASL interpreters, vaccinations for our vulnerable members, and we continue to support the growth of interpreters in our state. Our work continues to encourage hospitals in the state to change policies, and more of them to hire staff interpreters. This meant that when the vaccinations were starting to become more widely available, we had a system in place for communication access during the vaccinations. That barrier reduction increased the likelihood of receiving a vaccine. We have heard stories of how out of state visitors have appreciated the level of access as they visit our state and how positive their experiences have been. Other countries reached out to us to see how they could improve their systems to be more like ours. Other states have emulated our work and are looking at our new ADA kits, the result of collaborations with DOH and local emergency managers and wanting to develop their own. We continue to create important partnerships to improve access in the various areas across our state and we revisit those partnerships often. Our ability to have those hard first conversations result in positive outcomes for all New Mexicans as these tools and solutions become helpful in situations that are not expected.

This year our agency continues to work with law enforcement to improve the language in their Standard Operating Procedures, we are now working with Rio Rancho Police to improve access. Our Outreach services, Telecommunications Program, and programs continue to receive national praise and I am proud of our continued leadership in the nation. Our work to ensure access with voting, the census, and to various resources means that our community remains engaged, and a valuable part of the tapestry that is

New Mexico. The agency continues to work with our partners to ensure that those services continue and reduce barriers throughout the state.

Every year something occurs that changes how we view our work with the Telecommunications Equipment Distribution Program. Every year we keep seeing something that pushes us to adapt. This year was no different as we introduced a new tablet to our program that provides captioning in various languages, in real time situations through software. The tablet enables many people to not only have captions but to also benefit from translation software that provides a better experience in communication for all New Mexicans. With the introduction of that tablet, we have already seen a change in how people are able to interact in real world situations such as getting a vaccine, during a vaccine event that I went to, I was able to see a person who is accustomed to struggling understanding speech every day due to their hearing loss and masks, light up because they could understand what was being said. The person realized that their life could be easier and applied to our program right after the got their vaccination. We will continue to push the boundaries of technology that works for our community and see more of these outcomes.

During the last few months of FY20 our relay numbers started to increase rapidly. That trend continued until February of FY21. With more people at home and more people working and learning remotely, and the cost of internet becoming prohibitive or just not as good in some areas our relay services became an essential lifeline. We are fortunate that the complete switch to Real Time Text (RTT) has not occurred yet and that we were able to handle the influx that we saw in need for relay. A number of people still do not have the necessary devices or access to broadband services to actually use RTT or Internet Protocol Captioned Telephone Service (IP-CTS) to the level they would need during the pandemic. A number of people have had to rely on the cheaper copper line access to telecommunications to do everything from doctor's visits, to work calls because of where they live. This situation highlights the concern I had when the transition to RTT was announced by the Federal Communications Commission (FCC). This concern focused on the number of rural areas that did not have adequate broadband access. This past year legislation was passed to address the access, but it is still not feasible at this time to sunset TTY relay support or any of the traditional relay services until we have the infrastructure necessary to support it in any condition. Even though this is an issue we still see a planned transition to RTT occurring and funding issues to continue. I acknowledge that funding concerns is not unique to our agency, but as of writing this there is still no way for individuals with a hearing loss in rural New Mexico or on our tribal lands to adequately access tele-based services without our traditional relay service. Funding for our services remains a requirement under the FCC, but the traditional means of getting that funding continue to dwindle.

We continued to participate 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. We remain leaders in this community and often, we are able to showcase many of the successes here in New Mexico as well as discuss ways to assist other states and change course when it comes to improving overall services. Our expertise and input have led to several positive moments in such a difficult time, and I appreciate everyone who works with us on a weekly basis to address the pandemic and needs of our community. We continue to lead the way in best practices and

As we move forward, we continue to commit ourselves to the statewide improvement of access for the Deaf, Hard of Hearing, DeafBlind, and Speech Disabled community. We will also continue to look forward to the what the future will hold as we overcome the pandemic.

G. Nathan Gomme

G. Nathan Gomme
NMCDHH Executive Director

Letter from the Chair

Concha Dunwell

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

Madam Governor,

We have arrived at a phase of this pandemic where we can look back and learn from our experiences. One thing our experiences have taught us is that determination helps us achieve our goals!

This report will show you the determination of this Commission for the Deaf and Hard of Hearing (NMCDHH) and will guide you through its' successes. As in previous years, this commission and its' staff seek to serve New Mexicans throughout the state who have hearing loss.

Our executive director, Nathan Gomme has been working with our vendors; Hamilton and Teltex to provide information via events and booths to our statewide Deaf and Hard of Hearing community, who need our services and equipment. With the challenges that face New Mexicans in accessing reliable broadband internet, it is imperative our Deaf and Hard of Hearing communities be aware of the equipment and services available to them, regardless of location.

During the pandemic we have learned that our senior community also benefits tremendously from our services. Currently, this pandemic still forces many New Mexicans to continue receiving educational, medical appointments, employment, and many other types of services virtually. The Commission is always ready to support those in need as best as we are able with the resources entrusted to us. We are also working with many other organizations to address this important issue.

Our community advocacy staff has been busy working with various business to address communication barriers, such as the unwillingness to provide sign language interpreters for their interactions with Deaf and Hard of Hearing people. Community Advocacy staff

educate and instruct businesses about their rights and responsibilities as well as provide sensitivity training for businesses and their employees. During this pandemic, financial hardship affected many New Mexicans. Our advocates worked tirelessly with the community to address communication barriers encountered with working with various realty companies and landlords. Our community advocates were also able to assist landlords and managers to understand the need for safety equipment for the Deaf and Hard of Hearing community, such as accessible fire alarms and doorbells for their tenants. While these devices might seem insignificant, and a trivial expense, they could literally mean the difference between life and death for our citizens with hearing loss. You can understand why it is pertinent we continue to provide our services throughout the state.

Many contacts were made with organizations such as the Interagency Transition Alliance where discussions were held on how to support Deaf and Hard of Hearing students who drop out of school to join the workforce. Helping these students obtain a General Equivalency Degree (GED) was also discussed with the possibility of New Mexico Department of Workforce Solutions (WFS) and Department of Vocational Rehabilitation (DVR) offering support. We continue to work with the DeafBlind Task Force to address their communication difficulties.

Finally, community advocacy staff worked closely with our community engagement department to create and publish various vlogs to inform our disabled New Mexicans about the states' mandates through a variety of social media platforms. Everything from how to properly wear a mask to our current mask mandates is covered. The vlogs were created in American Sign Language (ASL) with captions, so all citizens were privy to the same information. This is after all, one of those things we work so hard to advocate; equal access for all. This service would not be possible had we not been granted the funds to purchase necessary equipment and compensate the labored hours invested into a project of this magnitude.

Our community education staff were extremely busy this year! In house, we had a long-time colleague retire but were able to fill their position promptly. There was a short overlap which resulted in effective training and a smooth transition. We have successfully acquired three new apprentice interpreters for FY22 and are excited for their professional growth. The New Mexico mentoring program continues to take provisionally licensed interpreters under its wing for instruction and direction. This program is open to provisionally licensed interpreters throughout the state.

Going back to my opening sentence; one thing our experiences during this pandemic has taught us is that determination helps us achieve our goals! As you can see, we

remain determined! Determined to provide equal access, determined to advocate for our disabled citizens, determined to create growth, determined to educate, and determined to be responsible and effective stewards of your trust and confidence. We thank you in advance for your continued support.

Warm regards,

Concha Dunwell

Concha Dunwell

NMCDHH Board Chair



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 DeafBlind 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:

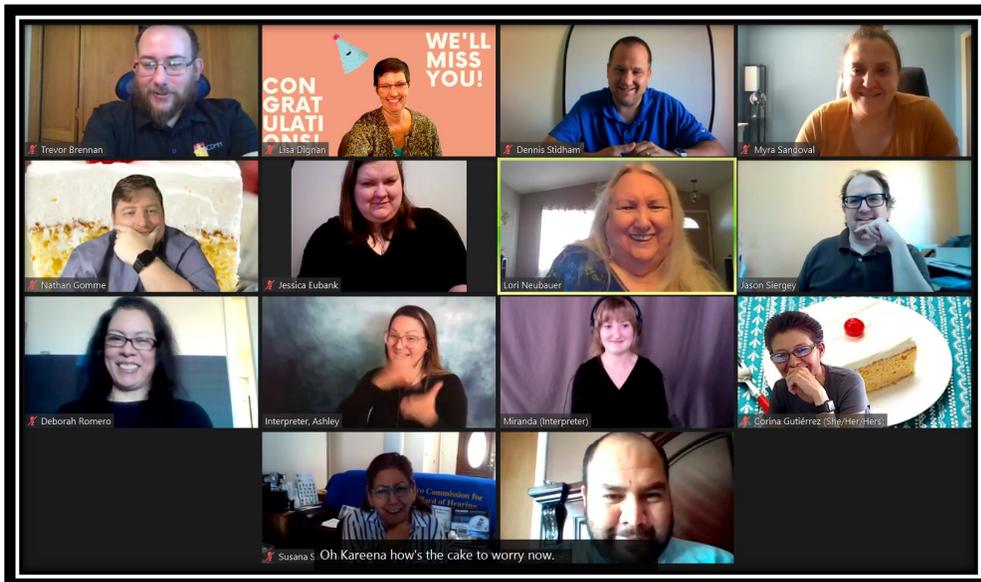
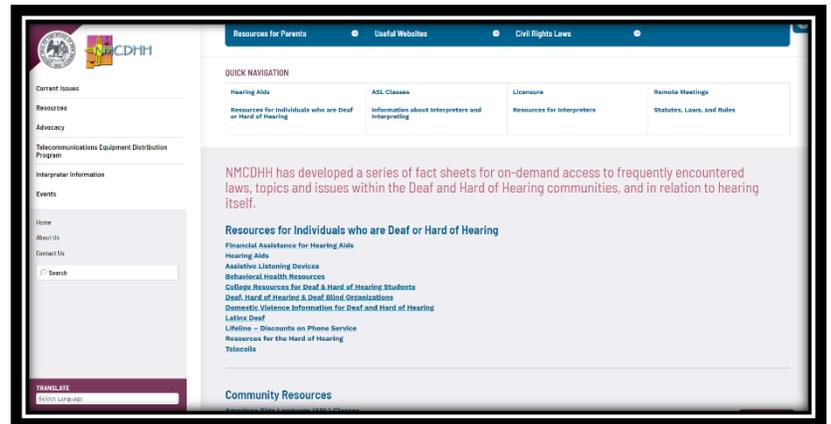
- ✓ The recognized advocate in important issues impacting the Deaf and Hard of Hearing Community
- ✓ The proactive provider of innovative programs and services
- ✓ The statewide umbrella and information clearinghouse for interested individuals, organizations, agencies and institutions

NMCDHH adjustments during FY 2021

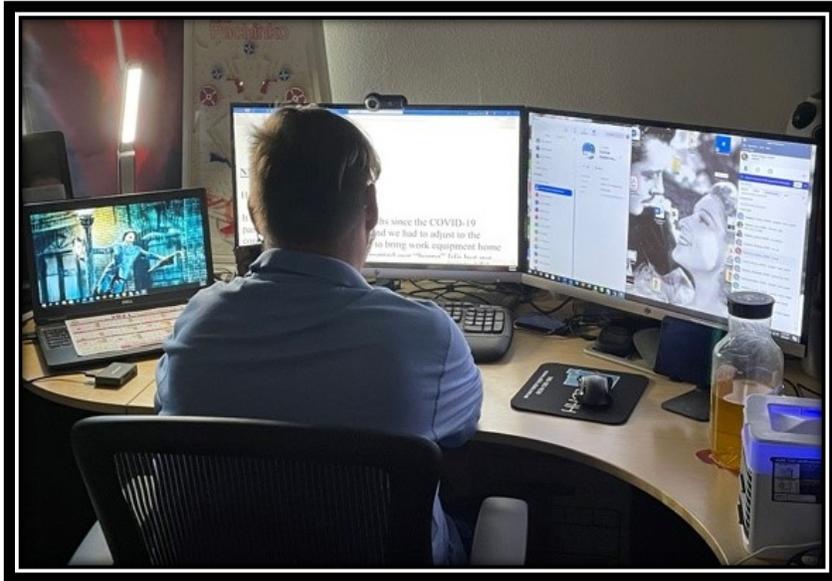


Making informational Vlogs in ASL with subtitles

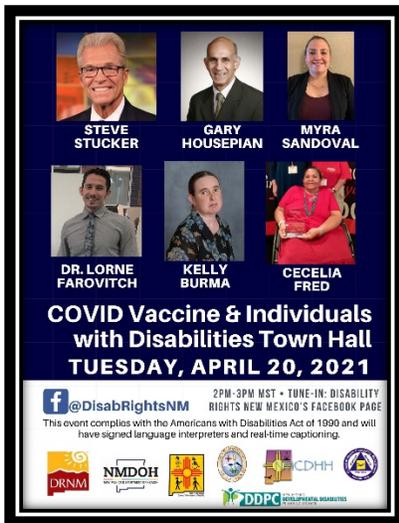
Our updated fact sheets page



Lori Neubauer's retirement celebration



Creating the script for an informational Vlog



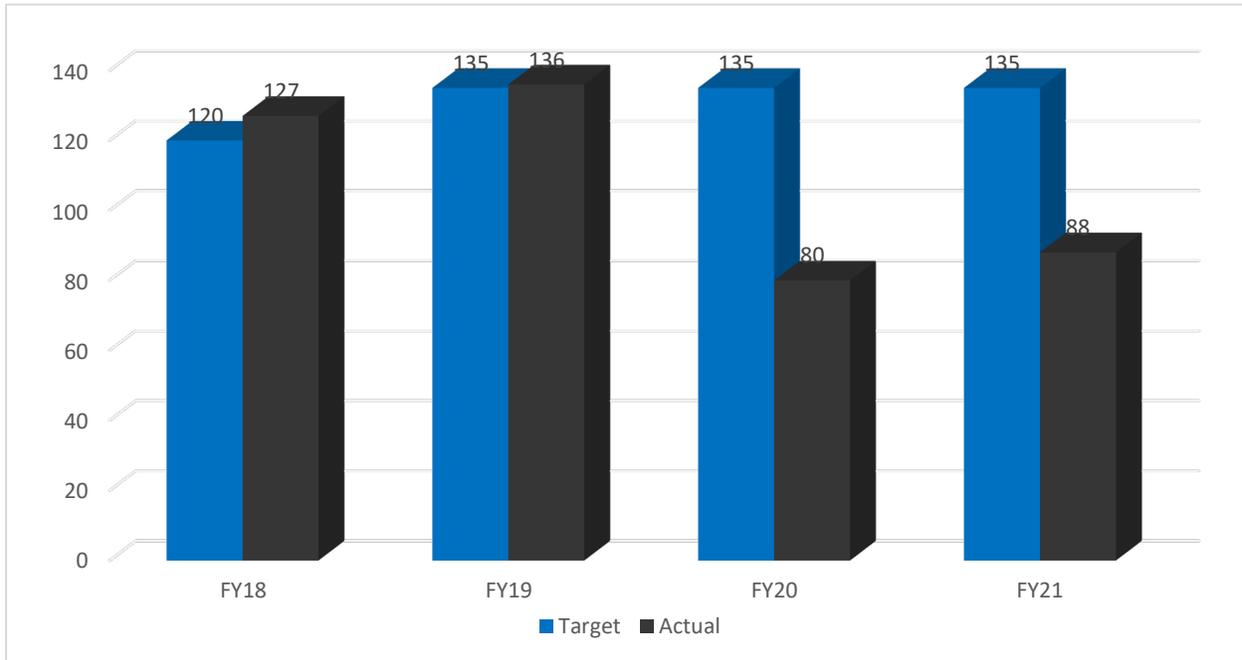
Staff member Myra Sandoval was a panelist for a Town Hall meeting



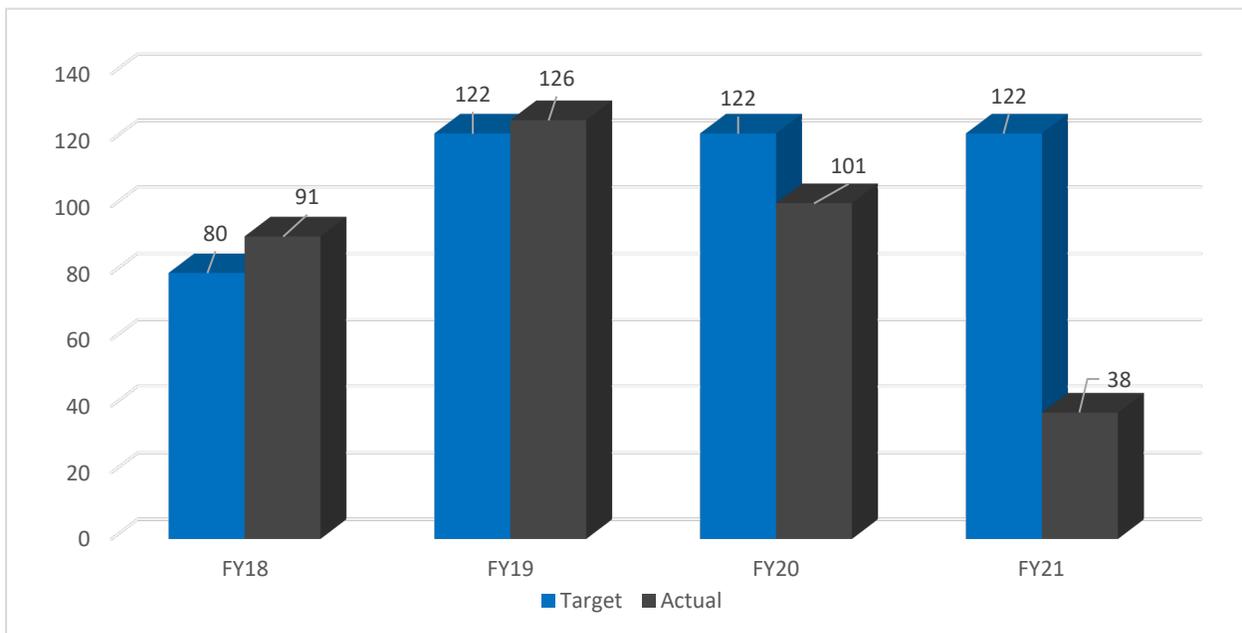
Sandra Williams retirement celebration

Legislative Performance Measures

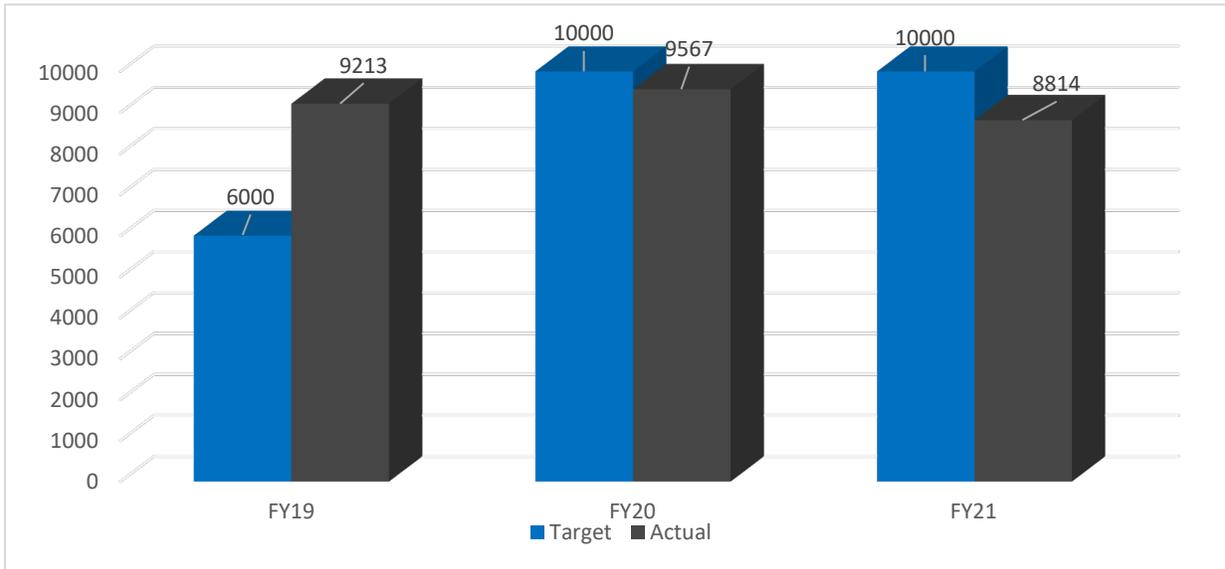
Number of Workshops & Training Sessions – 65% of FY21 Target



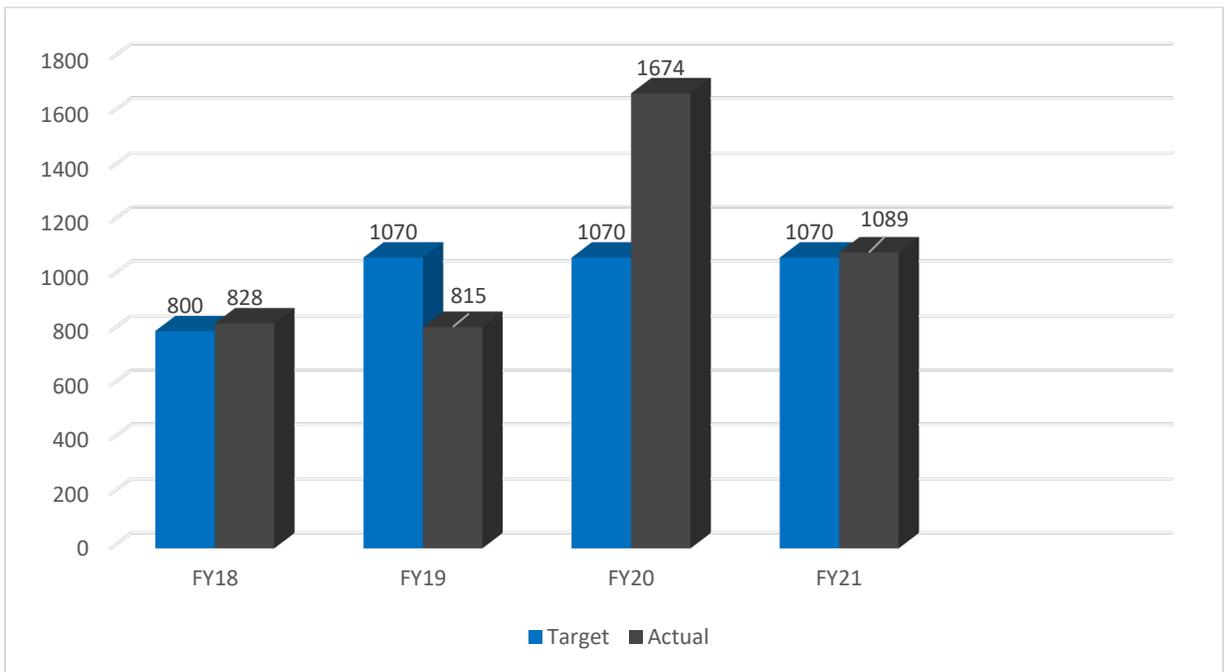
Number of Outreach Events Coordinated – 31% of FY20 Target



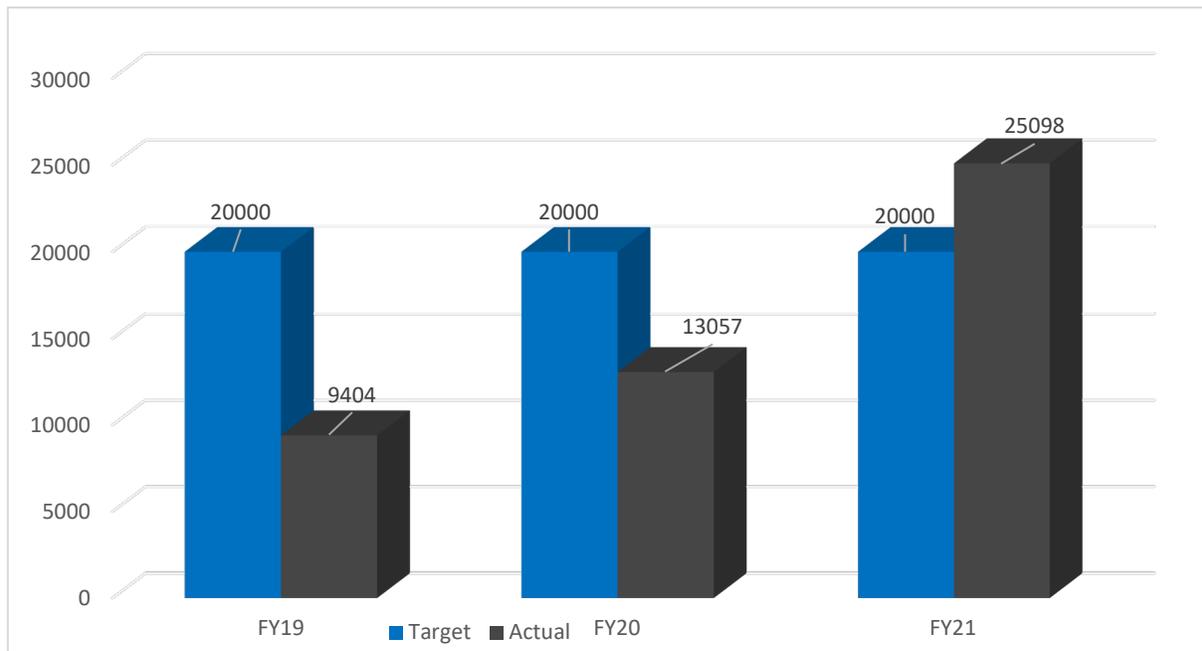
Average Number of Relay Minutes per Month – 88% of FY21 Target



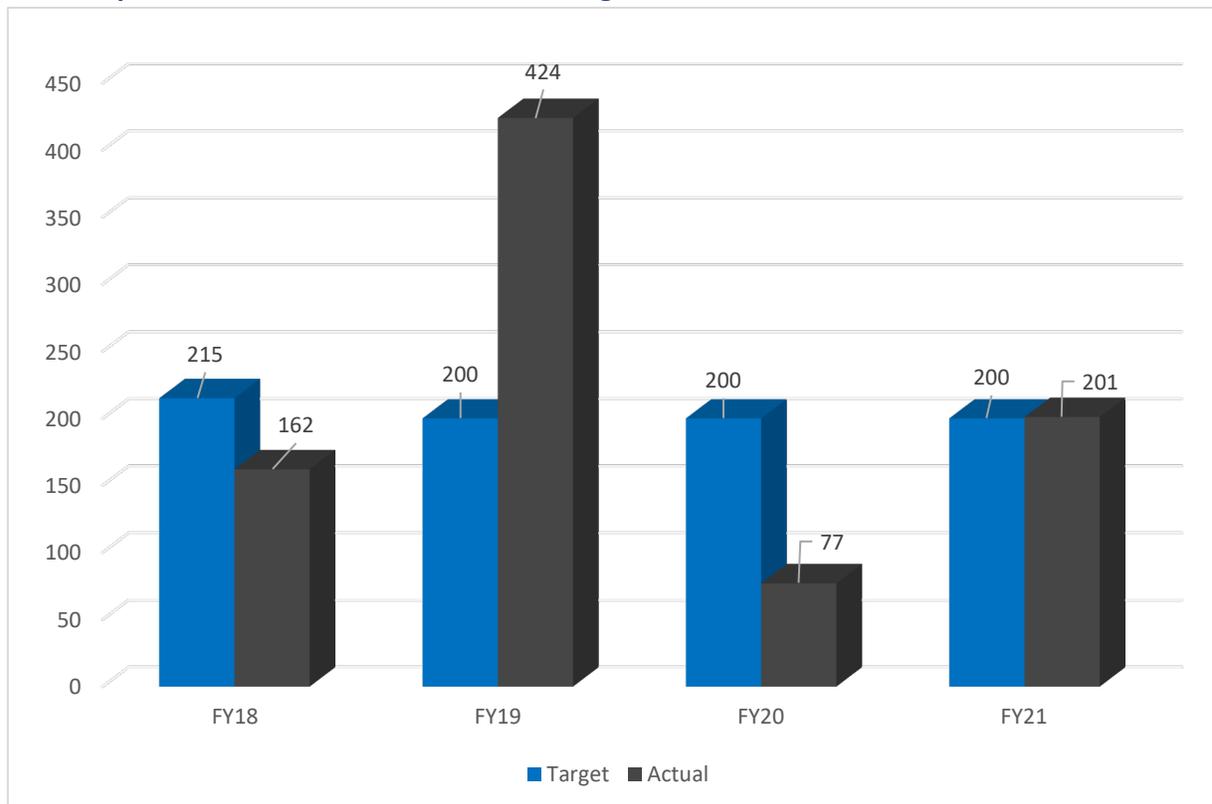
Number of Accessible Technology Distributions – 102% of FY21 Target



Number of Communication Barriers Addressed – 125% of Target

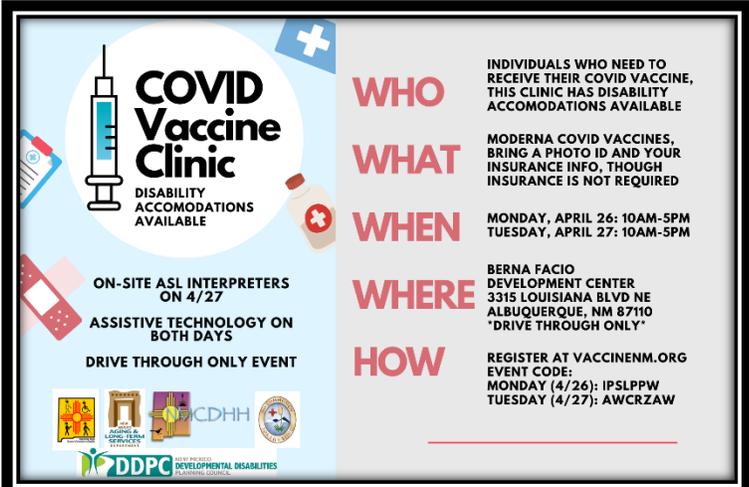


Number of Interpreters in CDHH Sponsored Professional Development – 101% of FY21 Target



Mass Vaccination Events

April 26th-27th, and
May 24th, 2021



COVID Vaccine Clinic
DISABILITY ACCOMMODATIONS AVAILABLE

WHO INDIVIDUALS WHO NEED TO RECEIVE THEIR COVID VACCINE, THIS CLINIC HAS DISABILITY ACCOMMODATIONS AVAILABLE

WHAT MODERNA COVID VACCINES, BRING A PHOTO ID AND YOUR INSURANCE INFO, THOUGH INSURANCE IS NOT REQUIRED

WHEN MONDAY, APRIL 26: 10AM-5PM
TUESDAY, APRIL 27: 10AM-5PM

WHERE BERNA FACIO DEVELOPMENT CENTER
3315 LOUISIANA BLVD NE
ALBUQUERQUE, NM 87110
"DRIVE THROUGH ONLY"

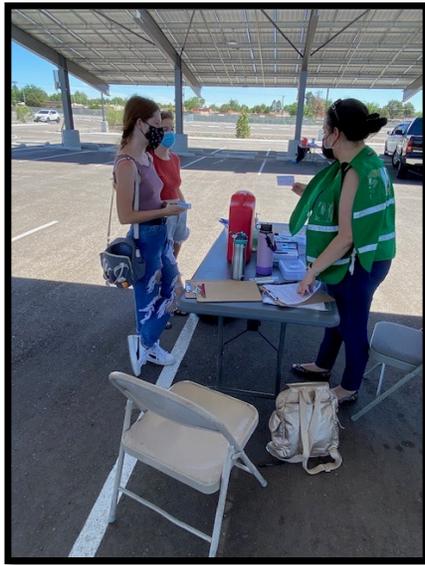
HOW REGISTER AT [VACCINENM.ORG](https://vaccinenm.org)
EVENT CODE:
MONDAY (4/26): IPSLPPW
TUESDAY (4/27): AWCZAW

ON-SITE ASL INTERPRETERS ON 4/27
ASSISTIVE TECHNOLOGY ON BOTH DAYS
DRIVE THROUGH ONLY EVENT

Logos: Department of Health, Department of Education, DDPDC, and others.



A broad array of accommodations were available for individuals with a variety of disabilities at these events, which were planned in partnership with several disability services agencies.





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 (TEDP) 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 continued to implement its strategic plan for law enforcement in New Mexico, 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 seven active FTE positions in two offices for the department with one inactive FTE position.

- Albuquerque Office
 - Corina Gutiérrez, Director of Community Advocacy
 - Roger Robb, Community Education Specialist
 - Dennis Stidham, Community Advocacy Specialist
 - Myra Sandoval, Community Advocacy Specialist
 - Jason Siergey, Telecommunications Equipment Distribution Specialist
 - Telecommunications Coordinator, Inactive

- Las Cruces Office
 - Sandra Williams, Field Office Coordinator (For only the month of July only – retired)
 - Susana Santillan, Community Advocacy Specialist

Individual and System Advocacy

NMCDHH advocates on two levels, the first level is on an individual level and 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 created for the purpose of continued work with the New Mexico Department of Health/Access and Functional Needs to develop videos on different topics to address COVID-19. COVID-19 continued to have a significant impact in our daily lives so most of the vlogs were devoted to information regarding COVID-19. Other education vlogs focused on the 2020 Census and the national/state elections. NMCDHH continues to improve and develop communication access tools with law enforcement, healthcare providers, employees, attorneys, nonprofit organizations, cities, Department of Cultural Affairs, New Mexico Elections Board, Children, Youth and Family Division, Accessible & Functional Needs, Adult Protective Services, Albuquerque Mayor's Office, Bernalillo County Census Counting Committee, General Services Department, Human Service Department, Department of Transportation, National Oceanic & Atmospheric Administration, courts, and the Department of Health in the state of New Mexico. NMCDHH remains an active source 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.

Community Advocacy

Las Cruces Field Office Coordinator, Sandra Williams, retired at the end of July 2020. The cases that Ms. Williams worked with, were transferred to Community Advocacy Specialist, Ms. Susana Santillan. A few cases were transferred to Community Advocacy Specialist, Ms. Myra Sandoval. Our advocacy staff has been working very hard with our community members to ensure reduce communication barriers. They also continue to work with community members related to COVID-19 to ensure that they understood the Public Health Orders.

Director of Community Advocacy, Corina Gutiérrez, worked with many organizations, businesses, and community members during FY21.

Here are some of her highlights:

- Continues to work with healthcare providers to educate and remind them that they are responsible to provide onsite interpreters for any appointments at clinics, hospitals for members of the Deaf, DeafBlind, and Hard of Hearing community who are walk-ins at Emergency Departments.
- Successfully worked with the Social Security Administration, Children, Youth & Families Department, Santa Fe Community College, Public Employees Retirement Association of New Mexico (PERA), and the United States Citizenship and Immigration Services to ensure that they continue to be responsible to provide communication access such as ASL interpreters and Assistive Listening Devices (ALDs) for our Deaf, DeafBlind, and Hard of Hearing Community.

- The University of New Mexico Hospital (UNMH) has created a Patient and Family Advisory Committee (PFAC). Their goal is to have various members to be part of this committee in order for us to serve UNMH patients and our community better. They believe this committee will help build a stronger and healthier community. Ms. Gutiérrez was invited to join their PFAC. The meetings will be held monthly through Zoom. This provides her with the opportunity to educate them about our community and about how varied communication access can be because each individual has different communication access needs.
- Worked and partnered with Brian Milburn from Communication Service for the Deaf (CSD) Learns and connected him to her Interagency Transition Alliance (ITA) members. Brian explained about CSD Learns and its program.
- Ms. Gutiérrez also worked with Julie Ballinger, the Southwest ADA Center Affiliate in Albuquerque, to arrange three ADA trainings for our agency during the 1st quarter and one ADA training during the 2nd quarter.
- Successfully worked and educated with the Fostering Connections Specialist through the Fostering Connections Bureau that is contracted with Children, Youth and Families Department (CYFD) to ensure that the agency provided interpreters for families of Deaf children.
- Continued to participate in the DeafBlind Task Force meetings every quarter. Task Force members worked together to share resources and ideas to support various agencies.
- Worked with supervisors in the Lovelace Health System to ensure they understand how to support Deaf employees working from home. Ms. Gutiérrez explained the need to provide visual access via webcams, and signed language interpreters through a virtual platform.
- Ms. Gutiérrez worked with our Executive Director, Nathan Gomme, the Director of Tribal Liaison for office of Indian Elders Affairs with Aging and Long-Term Services Department, and the representative for Hamilton Relay to discuss the Native American community engagement webinars. We began meeting with the Director of Tribal Liaisons office in March in an effort to gather resources and develop improved connections with different tribal leaders where we are seeing barriers. Our agency and Hamilton Relay want to partner together, to host the webinar with the Native American community to share and improve access to relay services, our equipment program, and develop better relations. During the fourth quarter we met through Zoom and worked together to share the ideas of what we can do. We are planning several webinars during the next fiscal year and depending on the protocols with COVID-19, we may go in person.

Community Advocacy Specialist Dennis Stidham worked diligently to address communication barriers in our community.

Here are some of his highlights:

- Successfully advocated for community members regarding communication access with healthcare providers/clinics Mr. Stidham worked with the staff to

- educate them on Video Relay Interpreting (VRI). VRI is not as beneficial for use when working with DeafBlind and/or Deaf Plus patients, who need to on-site interpreters for effective communication. The DeafBlind and Deaf Plus patients will now have an onsite sign language interpreter for their appointments.
- Educated a private business that it is their responsibility to provide signed language interpreter for counseling sessions for some community members who are Deaf. The outcome for this was successful.
 - Successfully worked with apartment managers about adding increased visibility modifications for DeafBlind residents. This included painting all staircases yellow and adding visible fire alarms.
 - Worked with the Motor Vehicle Division (MVD) to address multiple communication barriers for several individuals in locations throughout the state.
 - Successfully advocated for community members regarding communication access with a security services business. Mr. Stidham educated them to understand that it is their responsibility to provide an ASL interpreter for a Deaf individual.
 - Worked with a corporation's Human Resource staff to educate them that they cannot do a performance evaluation for employees who are Deaf without providing appropriate communication access. The HR staff agreed to provide an interpreter for their meetings discuss work performance.

Community Advocacy Specialist, Myra Sandoval worked with community members on several different cases.

Here are some of her highlights:

- Ms. Sandoval also successfully worked closely with several health clinics to ensure that they provide sign language interpreters for Deaf and DeafBlind patients.
- Successfully advocated for employees to ensure that the employers provided appropriate communication access for their employees, and the importance of using ASL interpreters when appropriate.
- Worked closely with staff at the office of Housing and Urban Development (HUD) to ensure that they understood their responsibility to provide signed language interpreters for Deaf residents who need to recertify their eligibility to live in the facility.
- Worked with one of our local hearing aid centers to address communication barriers. Ms. Sandoval educated them that it was their responsibility to provide an interpreter for any appointments.
- Worked and partnered with an Associate Director for the VAMOS program at Mandy's Farm. They provide employment training to transition students preparing to graduate high school. Ms. Sandoval provided two different presentations, one on basic self-advocacy, and one about understanding the American with Disabilities Act (ADA).

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 work is done by our Community Education Specialist, Roger Robb. Other members of the NMCDHH, or one of our vendors will provide those specialized trainings as appropriate. During the pandemic, we continued to provide trainings focused on access in the virtual environment.

The Community Education Specialist has provided 37 presentations/trainings during the 2021 Fiscal Year which had taken a heavy hit due to the COVID-19 pandemic. The Community Education Specialist has shifted the focus to making COVID-19 vlogs for the hearing loss community.

The 37 presentations included:

- 18 Deaf Culture
 - 16 – 911 Dispatchers
 - 1 – General
 - 1 – Public Defenders
- 16 Hearing Loss Sensitivity
 - 11 - Medical
 - 2 - General
 - 1 – Dual Role Interpreting
 - 1 – Law Enforcement
 - 1 – Metro Judges
- 1 Introduction to ASL
- 1 NMCDHH Overview
- 1 TEDP

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

911 Dispatchers
Albuquerque Police Academy
American Academy of Professional Coders (Santa Fe Chapter)
Brookline College – Nursing Department (Cottonwood Location)
City of Albuquerque
Metro Court
Metro Law Office of Public Defenders
Presbyterian Health System
T-Mobile
UNM Hospital
UNM Hospital – Speech/Language Pathologists & Audiology Department
UNM Signed Language Interpreting Program
Christus S. Vincent

Hearing Loss Association of America

The Community Education Specialist had 12 Systemic Advocacy cases:

Accessible Functional Needs All Agencies Coalition – COVID-19 Accessibility

Accessible Functional Needs Leadership – COVID-19 Accessibility

City of Albuquerque’s Department of Cultural Affairs

Department of Finance and Administration – Census

Department of Health

Lovelace Health System

NM Elections Board

National Weather Services (New Mexico)

Placard Project with Albuquerque Police Department

Ready OP

Rio Rancho Police Department

Secretary of State

Video Projects

The Community Education Specialist produced and disseminated 66 VLOGS during the 2021 Fiscal Year, an increase of 45 from the 2020 Fiscal Year. Staff logged over 450 hours on the COVID-19 related vlogs for the year. Below is the list of the videos we produced.

COVID-19 Related VLOGS (45)

1. **NM Governor’s Extended Public Health Order (July 1, 2020)**

The vlog focuses on extending the July 1, 2020, Public Health Order to July 15, 2020, since COVID-19 cases were rising again. The vlog also stressed the importance of mitigating the spread of COVID-19 by wearing face coverings, restricting travel and avoiding public gatherings during the 4th of July weekend.

2. **NM to Re-enact Certain Public Health Restrictions**

The vlog focuses on restrictions such as indoor dining, NM State Parks to out of state visitors, school sports and recreational leagues. However, restaurants would be allowed to operate with outdoor seating at 50% maximum occupancy.

3. **Additional Information on the July 13, 2020, NM Public Health Order**

This vlog focuses on explaining that businesses that were not deemed essential, which included gyms, tattoo parlors, and such to operate at 50% maximum occupancy would now be allowed to operate at 25% because of the rise of COVID-19 cases in New Mexico.

4. **Hand Sanitizer Warning**

This vlog focuses on why some hand sanitizers were being recalled by FDA due to containing ethanol or ethyl alcohol which could be toxic when absorbed through the skin or ingested. A list of hand sanitizers not to use was provided.

5. **NM Schools Re-entry Update**

This vlog explained about the delay of in-person learning until after Labor Day and the plan to work on phasing in a hybrid model of remote learning and in-person learning to ensure the safety of students, teachers, and staff.

6. **Extended July 13, 2020, Public Health Order**

This vlog focused on the extension of the Public Health Order, which was set to expire on July 30, 2020, would be extended to the end of August 28, 2020. Many of the restrictions would remain the same. However, wineries and breweries would be allowed to re-open their patios at limited capacity. The vlog also explained about the unemployment benefits through the Federal and State government.

7. **FDA's Updated List of Potentially Toxic Hand Sanitizer**

The vlog included information on additional hand sanitizer brands not to use.

8. **Amended State Quarantine Requirements and New Visitation Guideline**

This vlog focused on revising/amending quarantine requirements with a list of exemptions. It also explained the new visitation guidelines for long-term care facilities so that people could visit their loved ones safely.

9. **Combined Quarantine and Visitation**

This vlog focuses on further revisions on quarantine and visitation guidelines. A list of counties where long-term facilities can have visitors were listed.

10. **NM Governor Amends the Emergency Public Health**

The vlog focuses on the extension of the August 28, 2020, Public Health Order to September 18, 2020, with new amendments such as increasing the maximum occupancy in house of worship, food and drink establishments, museums, and the number of gatherings from 6 to 10 people.

11. **Revised NM Quarantine Requirement Order & Safe-Certified Lodgings**

This vlog focuses on not needing to quarantine for 14 days if traveling from a low-risk state which is listed. Also listed are the high-risk states. The vlog also focuses on safe-certified lodgings and provided resources where to find lodgings that are in compliance with COVID-19 safe protocols.

12. **Updated NM Public Health Order (Sept. 18, 2020)**

This vlog focuses on updated guidance within the Public Health Order which was set to expire on September 18, 2020. The guidance explained about several sports events which could operate, but with some restrictions. Also New Mexicans would be able to camp overnight at some state parks.

13. **NM Governor Announces New Restrictions to slow spread of COVID-19**

The vlog focused on new restrictions such as food or drink establishments serving alcohol must close at 10 p.m., reducing mass gatherings from 10 to 5 individuals, hotels and motels who completed the N.M. Safe Certified programs

will reduce the maximum occupancy from 75% to 60% and individuals traveling from “high risk” states must quarantine for 14 days. Also, after the distribution of the vlog, new information was added which included houses of worship would continue to operate at 40%, State parks that are open would allow overnight camping, and such.

14. Combined Quarantine & Visitation

The vlog focused on the executive order regarding quarantine exceptions such as people employed by airlines, military personnel and their dependents, emergency first responders coming to N.M. to help fight forest fires, etc. It also explained new guidelines for long-term care facilities. People could visit their loved ones if they adhered to the requirements such as being healthy with no COVID-19 symptoms, wearing PPE, and doing the social distancing of 6 feet apart wearing a face mask or 12 feet apart without one.

15. Latest COVID-19 in N.M. Update – October 23, 2020

The vlog focused on the Rapid Response Watchlist which basically targets hot spots where 4 rapid responses are being recorded for a particular business, which would then have to be closed for 2 weeks. It also explained about the N.M. Safe Certification which previously was focused on hotels, motels, and has been expanded to include food and drink establishments.

16. Reenacting Statewide Public Health Restrictions for N.M

The vlog focused on re-enacting the statewide order closing in-person services for non-essential activities such as barbershops, gyms, movie theaters, casinos, golf courses, and such. Essential businesses such as grocery stores, pharmacies, gas stations, etc. would continue to operate if they reduce the operations and workforce to the greatest possible extent.

17. Important Messages for N.M.

The vlog focused on 3 different topics:

The first one was about seeking medical help if they are experiencing severe COVID-19 symptoms instead of calling the COVID hotline which is intended to be a resource for general COVID-19 questions.

The second topic focused on the importance of getting a flu shot to reduce the possibility of getting a combination of COVID-19 and flu.

The third topic focused on the COVID-19 Tracing Response.

18. 2 Important Messages for N.M.

The vlog focused on the 3 tier benchmarks (Red, Yellow, and Green) based on the positivity rates and the daily case averages for each county in N.M. Also, the vlog focused on the revised restrictions on Big-Box retailers due to some confusion and questions to a previous revision of criteria.

19. Red to Green Framework for N.M. Part 1: Introduction

The vlog focused on the introduction of the Red to Green Framework.

20. Red to Green Framework Part 2: Red Level

The vlog focused on the restrictions for the red level with list of different entities and the restrictions for different maximum occupancy percentages. Note: This vlog was revised after the original vlog had some different percentages.

21. Red to Green Framework Part 3: Yellow Level

The vlog focused on the restrictions for the yellow level with list of different entities and the restrictions for different maximum occupancy percentages. Note: This vlog was revised after the original vlog had some different percentages.

22. Red to Green Framework Part 4: Green Level

The vlog focused on the restrictions for the green level with list of different entities and the restrictions for different maximum occupancy percentages. Note: This vlog was revised after the original vlog had some different percentages.

23. Red to Green Framework Part 5: Additional Information & Resources

The vlog focused on additional information on the procedure of changing from Red to Yellow or vice versa. Also, resources such as the Red to Green Framework link and essential business detail link were provided at the end of the vlog.

24. N.M. Department of Health Issues 2 Public Health Orders – December 10, 2020

The vlog focused on the 2 Public Health Orders to help reduce the unsustainable strain on health care providers and hospitals. The first one was the temporary limitation on non-essential surgeries. The second one recognized the activation of “Crisis Care” standards which would expedite the credentialing process for the health care workers.

25. N.M. is Marching Toward Yellow Level

The vlog focused on the results of the Red to Green Benchmarks which indicated some counties getting very close to the 5% threshold, cutting their positivity rates by more than 50% over the last 2 weeks and cutting the daily case rates by more than 50%.

26. Vaccine Registration for N.M. – December 23, 2020

The vlog focused on step-by-step registration process on the vaccine portal to receive a vaccine when it is available.

27. Vaccine Registration for N.M.

The vlog focused on step-by-step registration process on the vaccine portal to receive a vaccine when it is available. Note: This vlog had to be revised 3 times after the initial release due to change made on the vaccine registration portal.

28. Updates on COVID-19 News for N.M.

The vlog focused on the fact that many counties in New Mexico have successfully moved from Red to Yellow and some have made it to Green. Also, the Governor announced some changes to the travel quarantine requirements where New Mexicans or visitors arriving from “high-risk” states would not need to self-quarantine but are still encouraged to do so.

29. Turquoise Level and Revised Restrictions to the Red to Green Framework Part One

The vlog focused on the adding of “Turquoise Level” to the Red to Green Framework and explains what the restrictions for counties who are in the Turquoise level.

30. Turquoise Level and Revised Restrictions to the Red to Green Framework Part Two

The vlog focused on the revisions to the Yellow and Green levels, which explains the revisions to ease up the restrictions such as changes of percentages than was previously ordered in the beginning of the Restrictions Framework.

31. 3 important Updates

The vlog focused on three updates:

The first one focused on school reentry and that the students have a choice between remote learning or return to campus.

The second one focused on the Red to Green Framework Map update where more counties have turned from green to turquoise and from yellow to green.

The third one focused on prioritizing of New Mexicans who are 60 years and older with chronic conditions to be scheduled for vaccination appointments.

32. Vaccine Process at the Pit

The vlog focused on the process of getting vaccinated at the Pit, what to expect while there, and how to request communication accommodations when at the Pit.

33. Vaccine Process at the Pit Re-do

This vlog focused on the process of getting a vaccination at the Pit.

This was a re-do since new information was disseminated after the original vlog was shared with the community.

34. Breaking News Regarding Vaccine in N.M.

The vlog focused on 3 important updates:

1. Individuals who are 75 and older would no longer need an event code to schedule a vaccination appointment.

2. We can schedule our own booster shot, pick the location and date that we would like to have the booster shot taken. However, each location will only provide a specific vaccine (Pfizer, Moderna, or Johnson & Johnson).
3. After April 15, 2021, people who are 16 and older will be eligible to get the vaccine if they have registered.

35. Important News for New Mexicans 60 Years & Older

The vlog focused on the announcement that on April 8, 2021, residents who are 60 and older would be able to schedule their vaccine appointment without an event code.

36. Disability Vaccine Event – April 26 & 27, 2021

The vlog focused on the vaccine event for the disabled community which occurred on April 26 & 27th. The April 27th event would be tailored for the Hearing Loss community with communication accommodations provided. The Vlog also asked that the Hearing Loss community contact the Point of Contact to be placed on the list to get the vaccine shot on that day.

37. April 20 Town Hall

The vlog focused on the COVID-19 Vaccine and Individuals with Disabilities Town Hall virtual event which occurred on April 20, 2021, where different guests would answer any questions, help clarify any misunderstandings, misinformation, mistrust, or anxiety about getting the vaccine.

38. Important News for 40 and Older

The vlog focused on the news that people who are 40 and older would be able to get a vaccine shot without an event code.

39. Process of Getting a Vaccine Shot at the April 27, 2021 Event

This vlog focused on the process of getting the shot at the Berna Facio Professional Development Center and what to expect during the event.

40. Consent Form for April 26 & 27 Vaccine Event

This vlog focused on explaining the consent form in depth along with the questionnaire, which the participants who show up for the vaccine event, will need to answer.

41. Important Update: Registration Changes for 16 & Older and Student Vax Week

This vlog focused on two different topics:

The first one was about New Mexicans who are 16 and older who would be able to self-schedule their own vaccination appointment without an event code.

The second one was about “Student Vaccination Week” where students 16 and older would be given priority to get their vaccine during the week of May 3rd to 8th.

42. **3 New COVID-19 Announcements from April 28th Press Conference**

This vlog focused on 3 different announcements made by Governor Lujan Grisham during her press conference:

The first one focused on the changes to the key health metrics used to assign risk levels to determine the color level for the counties and the state targets for the vaccination goal.

The second one focused on establishing the vaccine goal of 60% where New Mexico would remove the Red to Turquoise levels and be fully operational without any restrictions.

The third one focused on the changes to the face mask wearing guidelines where people who are fully vaccinated would not be required to wear masks while exercising outdoors alone, attending a small, outdoor gathering with people who are fully vaccinated, and such. However, face masks would still be required in any public indoor space with the exception of when a person is eating or drinking.

43. **2 Big Vaccine Updates as of 5.14.2021**

This vlog focused on two big updates regarding the vaccine:

The first one focused on the fact that the US Food and Drug Administration approved the use of the Pfizer vaccine for individuals 12 – 15 years old.

The second one focused on Somos Unidos partnering with Western Sky Community Care to provide COVID-19 vaccination services to anyone who wanted to get one during the tailgating prior to the game on May 15, 2021. However, they were still requiring face masks during the game.

44. **Updated Guidance on Face Masks for NM**

This vlog focused on the Center for Disease Control & Prevention updating their guidance on face coverings for those who are fully vaccinated. They would no longer be required to wear face masks either indoors or outdoors, but they should continue to wear face masks where required by localities, tribal entities, and individual businesses/agencies. Also face masks should continue to be worn in schools for all students and staff since most students were not vaccinated yet.

45. **Important Update for Vaccine Event @ Berna Facio PDC – May 24th**

This vlog focused on the 2nd Booster vaccine event at the Berna Facio Professional Development Center and that the event will be on only May 24th instead of May 24th and 25th as mentioned in the first vaccine event vlog. Also, the event will have two different vaccine sections. One will be for Moderna and the other one will be for Johnson & Johnson.

Weather Related Vlogs (9)

The Community Education Specialist partnered with National Oceanic and Atmospheric Administration/National Weather Service in Albuquerque to produce 7 vlogs in ASL.

The names of the vlogs were:

1. Being Prepared

2. Flooding
3. NOAA Weather Radio
4. Severe Thunderstorms
5. Tornadoes
6. Wildfires
7. Winter Weather

The Community Education Specialist produced 2 weather related vlogs separated from the NOAA. Here are the names of the 2 vlogs:

1. Air Quality
2. Heat Stress

2020 Census Vlogs (2)

The Community Education Specialist partnered with the DFA Census to produce 2 important Census information vlogs in ASL to encourage the Hearing Loss community to complete their census information so that New Mexico would be able to get funding from the federal government. Here are the names of the 2 vlogs.

1. Important 2020 Census Information
2. Breaking News: 2020 Census Ends Oct. 15, 2020

2020 Elections VLOG (5)

The Community Education Specialist partnered with Secretary of State, M. Toulouse Oliver, and the N.M. Elections Board to produce several vlogs on how to vote in the 2020 Elections. Here is the list of the vlogs we produced.

1. 2020 NM Elections: Introduction
2. 2020 NM Elections: How to Register Online
3. 2020 NM Elections: Absentee Ballot Application
4. 2020 NM Elections: Absentee/Mail-in Voting
5. 2020 NM Elections: In Person Voting

Video Subtitle Projects (5)

The Community Education Specialist partnered with Division of Vocational Rehabilitation (DVR) to subtitle one of their videos in which a young Deaf lady signed her gratitude to DVR for helping her attain her goal of getting a job.

The Community Education Specialist partnered with New Mexico Children, Youth, and Families Division (CYFD) to subtitle one of their videos in which several CYFD staff explained why they got vaccinated.

The Community Education Specialist partnered with NM Department of Health (NMDOH) to subtitle 3 of their videos in which 3 different Deaf people explained in ASL why they got vaccinated.

Special Projects

The Community Education Specialist worked on developing the NMCDHH Studios logo to be inserted in the beginning of each vlog that we produce.

The Community Education Specialist and the Executive Director have been involved with the Accessible Functional Needs coalition. Agencies include the Commission for the Deaf and Hard of Hearing, the Department of Health, Human Services Department, Department on Aging and Long-Term Services Department, City of Albuquerque, City of Santa Fe, various Veterans groups and the Veterans Affairs, Indigenous and Indian organizations, Governors Commission on Disability, Commission for the Blind, Children's Youth and Family Services, Department of Homeland Security, and several others. The meetings would be every Wednesday and Thursday afternoons. The coalition was full of resources, partnership, and sharing roadblocks/solutions when it came to COVID-19 issues. As the state started to relax the restrictions and re-open everything, it was decided that they would continue to meet once a month (3rd Thursday of the month).

The work done by this coalition resulted in:

- The creation of a Visual COVID-19 Communication Card in English and Spanish to assist communication for our community when going to a medical facility with concerns about COVID-19, improved access to ASL interpreters.
- Direct partnerships with various vaccination and testing locations to address accessibility.
- Improved access during the legislative session which was held virtually.
- Two town halls addressing vaccine hesitancy with Deaf speakers one of which was a prominent Deaf epidemiologist who works specifically on addressing COVID-19,
- Pop up events for vaccines which were coordinated to be completely accessible for the various members of our disability community.

Staff Members Nathan Gomme, Corina Gutiérrez, Myra Sandoval, and Roger Robb were involved in working on an After-Action Report (AAR) led by the Governor's Commission on Disability (GCD). Our focus was to gather perspectives from many members of our specific community (DeafBlind, Deaf, Hard of Hearing, and Speech) other members of the community discussed other disabilities. The goal was to discuss and evaluate their experiences during COVID-19 and bring information to the general community about where things were successful and where challenges occurred. Ms. Gutiérrez was assigned to be the chair of After-Action Report (AAR) for the DeafBlind community, Mr. Robb and Ms. Sandoval worked with the Deaf community, and Mr. Gomme worked with the Hard of Hearing community. A series of questions about different situations related to the COVID-19 pandemic were sent out to members of each group, which attempted to have a varied cross section of age, education, location, as well as any other pertinent factors. The group then met to discuss their answers and provide context when needed. The information was sent to be consolidated by the GCD's team and we would then follow up with more research and bring together a report on the findings.

Mr. Robb reached out to the Albuquerque Police Department (APD) to see if the Memorandum of Understanding (MOU) would still stand since Chief Geier left the APD. Luckily, the MOU would be left as it is. The current progress is the two scripts (How to

use the Placard Appropriately for Law Enforcement and for the Hearing Loss Community) has been developed. The next step would be to do the video shootings. The Rio Rancho Police Department has expressed an interest in doing the Placard project for Rio Rancho. The next step is to work with them to tailor the scripts, since their procedures are a bit different from APD's procedures. While we work with Rio Rancho, we will continue working with Albuquerque on the project.

Executive Director Gomme worked with the DOH to assist them in developing a modern ADA kit that their regional Emergency Managers would have on hand and could use to eliminate communication barriers in rural areas in the event of a natural disaster or large-scale emergency. We worked with our vendor Teltex to develop and research various portions of this kit to best serve our community here in New Mexico with our current broadband and cellular coverage. Each kit comes with two different cellular plans so that there are multiple options for service. The router is commercial grade and low energy which gives it far greater power than a MiFi router. Instead of a few devices tapping into a small wireless access point, you can have multiple devices tapping into a super-fast wireless access point. The router creates a foundation to use tablets to take advantage of a variety of applications that are bundled into the kits after testing and approval as verified and reliable accommodation tools. The suite of programs provides real time captioning, access to video remote interpretation through the FEMA VRI program, and software to address spoken language barriers, AAC programs and more. The physical items in the kit are placed in a hard case with foam inserts to protect the items and make the kits portable to most terrains. These kits also include loop technology, magnifiers, and amplifiers, and other tools to provide access in various emergencies.

Emergency ADA Kit # xxx

Visual Contents Checklist

- 1 Rugged Case on Wheels
- 2 Wearable Tactile Notification System (x2)
- 3 Lighted Magnifier
- 4 Personal Amplifier w/Headset
- 5 Disposable Sanitary Covers for Headset
- 6 Bluetooth Cellphone Amplifier
- 7 Measuring Tape
- 8 Apple iPad 4G (Asset # xxx)
- 9 In-Line Amplifier
- 10 Commercial-Grade Router (Asset # xxx)
- 11 Portable Loop w/Microphone
- 12 GLT Captioning Tablet w/ Mini Wi-Fi Router

Replacement Items Available from:

Teltex
Solutions for All Your Communication Needs
www.Teltex.com
Toll Free (888) 515-8120

DEAF & HARD OF HEARING INFO - CORONAVIRUS Links

- ▶ New Mexico Department of Health COVID-19 Hotline: 1-855-600-3453
- ▶ New Mexico Commission for Deaf and Hard of Hearing
- ▶ City of Albuquerque




PREVENTING ILLNESS










GET MEDICAL HELP






HOW DO YOU FEEL?



0 1 2 3 4 5 6 7 8 9 10

NO PAIN MILD PAIN MODERATE PAIN SEVERE PAIN VERY SEVERE PAIN WORST POSSIBLE PAIN

SITUATION, HISTORY & SYMPTOMS














PREFERRED METHOD OF COMMUNICATION








QUICK COMMUNICATION








TIPS FOR HEALTH PROVIDER

- ▶ Get the person's attention and make eye contact
- ▶ Repeat, rephrase, or write down your request
- ▶ Ask and/or indicate before touching the person
- ▶ Ask the person their preferred method of communication
- ▶ Minimize the number of people interacting with the patient
- ▶ Know that hearing aids/cochlear implants may improve hearing, but a person may still benefit from an assistive listening device and still may not understand all that you say.

HOW LONG HAVE YOU HAD SYMPTOMS?

▶ MINUTES: 1 2 3 4 5 6 7

▶ HOURS: 8 9 10 11 12 13 14

▶ DAYS: 8 9 10 11 12 13 14

▶ WEEKS: ?

▶ MONTHS: ?

▶ YEARS: ?



TREATMENT & CARE














▶ Special Thanks to the Massachusetts Commission for the Deaf and Hard of Hearing and the Wisconsin Council on Disabilities for sharing their tools. ▶ [HTTPS://CDHH.STATE.NM.US](https://cdhh.state.nm.us)

March 2020

Visual communication tool cards created by the commission in collaboration with the Department of Health and the City of Albuquerque.

Telecommunication Equipment Distribution

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. The program consists 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. The Albuquerque and Las Cruces offices have testing/demo rooms where equipment is available for our community who are curious about which devices work best for their needs.

Our agency is still teleworking for the full Fiscal Year 2021 due to the Coronavirus pandemic. The Telecommunication Equipment Distribution Program Specialist, Jason Siergey, continues to reach out and provide services related to telecommunication equipment to the people of New Mexico who are Deaf, Hard of Hearing, DeafBlind, and Speech Disability. We developed several ways to interact with the community since our agency has not been able to meet in person and work with the individuals on TEDP. Mr. Jason Siergey, along with Mr. Dennis Stidham, who is a Communication Advocacy Specialist, worked as a team interacting electronically (videophone, video relay program, texting, and emailing) to ensure that they understood and knew what technology was being provided. Many of the individuals who are able to use our devices then signed up for our program and was able to benefit from what our program has to offer.

Throughout the year, we were able to send documents such as program catalogs and applications using traditional mail or electronically. In turn, we were able to collect documents and applications from the individuals who are interested in obtaining the equipment from our program. Some of the documents collected were sent via email thanks to the ability to scan documents and send them as PDF's while others have been sent to our office in the form of traditional mail or fax. We accepted electronic signatures using various tools at our disposal and were able to interact to the same capacity with the community as we would of in typical situations.

We redeveloped the catalog and applications to make them easier to use during the pandemic and upon completing the update of the catalog and application, we had them released in both English and Spanish languages. They are available in print and online for those want to check them out. This will not be the last time we update these documents as our program continues to seek out new equipment and test them out to determine their worthiness to be added to program or not. For example, this year we added the GLT, which is an Android tablet that can provide Automated Speech Recognition captioning in real time. This is a game changer for many members of our community who are struggling to understand people in masks. The software is completely free, and our tablets are low cost and low maintenance.

The number for the equipment distributed during the Fiscal Year 2021 was at 1089 pieces with many of the items going with the phones and accessories instead of iPads as compared to the past. This may be attributed to people switching services from Internet services to phone services to save or cut costs while staying at home or being at home most of the time during COVID-19 pandemic health crisis.

Below are two tables listing the equipment and the number distributed from beginning of July 2020 to end of June 2021. The Telecommunication Equipment Distribution Program has distributed 357 units of phones, 270 units of iPads and mini-iPads, and 462 units of accessories totaling 1089 units.

Phone	Total items distributed
Clarity Alto	0
Clarity Alto Plus	8
Clarity BT914	7
Clarity D704	0
Clarity D714	0
Clarity JV35	0
Clarity XLC2+	70
Clarity XLC7BT	56
Clarity XLC8	84
ClearSounds A1600BT	36
ClearSounds CSC600ER	33
Panasonic KX-TGM430B	11
Panasonic KX-TGM450S	22
Geemarc Ampli550	12
CapTel 840	18
iPad	0
Deaf Package	54
Hard of Hearing Package	126
DeafBlind Package	0
Speech Package	18
iPad mini	0
Deaf Package	18
Hard of Hearing Package	36
DeafBlind Package	0
Speech Package	18
Total Phone/iPad Equipment Distributed Count:	627

Accessories	Total items distributed
Amplicom NL100 Neckloop	0

Bellman Mino with Neckloop	8
Bellman High Powered Neckloop (no device)	0
Clarity CE50 Bluetooth Neckloop	6
Clarity SR100 Super Phone Ringer	0
Clarity HA40 In-line Telephone Amplifier	4
ClearSounds Quattro Pro	12
ClearSounds ANS3000 Answering Machine	35
ClearSounds CS-CR200 Phone Ringer	5
ClearSounds CS-WIL95 Amplifier	0
Comfort Audio Duett Neckloop	16
Geemarc LH10PK Neckloop	0
Griffin Labs SolaTone	0
Griffin Labs SolaTone Plus	0
Griffin Labs EMOTE	13
Krown RA 05 Amplified Ringer with Strobe	8
Serene Innovations CentralAlert CA360	24
Serene Innovations CentralAlert CA380	39
Serene Innovations RF-200 Alerting System	20
Serene Innovations SA-40 Cell Phone Amplifier	12
Serene Innovations UA-45 Universal Phone Amplifier	0
Silent Call Medallion Kit	143
SonicAlert HA360MKBR	70
SonicAlert HA360BRK	9
Surge Protector (Phones and accessories)	38
Total Accessories Equipment Distributed Count:	462
Total Overall Equipment Distributed Count:	1089

Outreach Program

The 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 sheets, and referrals to agencies who will provide the appropriate accommodations to constituents and their needs. NMCDHH staff attended 38 virtual booths across the state, presenting to 338 individual account booth visitors, providing one on one information and one stop education for equipment for telecommunications. Community Advocacy Specialist, Mr. Dennis Stidham hosted three booth events through Zoom for two different groups – Hearing Loss Association of America (HLAA) in Albuquerque and Santa Fe and for Albuquerque Public Schools Transition Fair. Mr. Stidham showed some equipment from our TED program and explained how the equipment works. The audience who participated in Zoom meetings were able to ask some questions regarding the equipment and understood more about our TEDP program.

We notice that the number of booth events that we attended is low. The reason for this is when the COVID-19 pandemic hit, we couldn't attend to many booth events. There were still not a lot of conferences that were hosted by different agencies and organizations. Mr. Stidham from the Albuquerque office planned to attend 3 booth events, and Ms. Santillan from the Las Cruces office planned to attend 12 booth events, but because of COVID-19, they all were cancelled.

Deaf-Blind, Deaf Plus, Deaf Senior Services

The DeafBlind, Deaf Plus, Deaf Seniors Services program is funded by a general fund appropriation every year and is provided by our contractor COPD-NM. The Commission added Deaf Seniors the list of community that needed services and had to work around the pandemic restrictions to figure out how to serve our community to the best of our abilities in compliance with the Public Health Orders. The number of DeafBlind Deaf Plus Deaf Seniors Support Service Provider (SSP) users continues to provide for our DeafBlind, Deaf Plus, Deaf Senior Community members and at last check was at 48 users. This program was an essential lifeline for many in our community during the pandemic, ensuring all of our community members who are DeafBlind Deaf Plus and Deaf Seniors were able to access food and information as well as services which were severely interrupted during the course of the pandemic. A number of case management services were provided which ensured that the most vulnerable members of our community did not lose critical services.

Aggregated data:

Total number of individuals served this time period (unduplicated count): 48

Total number of individuals who are DeafBlind (unduplicated count): 20

Total Number of Individuals Who Are DeafBlind by Region	Region 1	3
	Region 2	1
	Region 3	12
	Region 4	2
	Region 5	2

Total number of individuals who are Deaf Plus (unduplicated count): 28

Total Number of individuals Who Are Deaf Plus by Region	Region 1	1
	Region 2	2
	Region 3	25
	Region 4	0
	Region 5	0

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

- Bernalillo
- Chavez
- Curry
- Dona Ana
- Sandoval
- Santa Fe
- Sierra
- Taos

- Grant
- Rio Arriba
- Valencia

Total number of SSP hours provided during this past year: 3,503.25 hours

Of the 3,503.25 hours of SSP services provided, 111.00 (or 3.17%) of those hours included advocacy for consumers who are Deaf Plus or DeafBlind.

Additional analysis shows that:

- 97.8% of SSP assignments included transportation
- 45.0% of SSP assignments included transportation to medical appointments

Total number of SSP hours provided to individuals who are DeafBlind:
2,245.75

Total number of SSP hours provided to individuals who are Deaf Plus:
1,257.75

Total number of Case Management hours provided this time period:
1,321.75

Total number of CM hours provided to individuals who are DeafBlind:
476.25

Total number of CM hours provided to individuals who are Deaf Plus:
851.25

Total number of trainings and workshops this time period: 0

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

Total number of outreach events this time period: 3

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

LAS CRUCES SATELLITE OFFICE

Individual and Systematic Advocacy

This year, Susana Santillan from the Las Cruces Office assisted 111 individuals to remove communication barriers or address a lack of community resources to improve their quality of lives. With the staff's advocacy efforts, 6,383 communication barriers were removed among our individuals and public entities, including law enforcement, county and city ADA coordinators, non-profit organizations, courts, medical faculties, and hospitals.

Distribution of Technology Applications:

Due to the staff's outreach efforts, Ms. Santillan also provided consumer assistance with applying for the Telecommunication Equipment Distribution Program. She often assists consumers with reviewing the catalog and application form, to assure they were completed correctly.

Education and Advocacy

Many individuals, private business, agencies, and organizations requested Ms. Santillan's assistance with Information and guidance, especially how to accommodate their consumers with hearing loss, coping skills, where to find interpreters, closed captioning services, and other specialized resources.

Due the COVID-19 Pandemic, this fiscal year, a total of 12 virtual booths were hosted by Ms. Santillan to educate the public about the availability of our services and passed on information about the mission of NMCDHH.

Ms. Santillan participated in many virtual meetings to network and outreach potential consumers. These meetings are crucial as necessary to recruit and educate the agencies and consumers. The results of their emails, phone calls and letters have been very productive. More and more public service providers contacted the Commission and sought information and guidance.

The staff actively collaborated with at least 103 various agencies and organizations in the southern parts to strengthen the Deaf and Hard of Hearing communities. 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 on communication access.

Here are some of her highlights:

- Mrs. Santillan provided advocacy services to a Deaf individual who spoke Mexican Sign Language. This individual requested assistance with

communicating with the State of New Mexico Disability Determination Services (NMDDS). Mrs. Santillan was able to address this communication barrier and help the individual schedule an appointment with NMDDS.

- Ms. Santillan assisted multiple individuals, Deaf and Hard of Hearing, who requested advocacy services in addressing communication barriers at medical centers in southern New Mexico.
- Mrs. Santillan worked with a local library to address communication barriers in accessing a public videophone for individuals who are Deaf and Hard of Hearing.
- Ms. Santillan assisted a Hard of Hearing individual to address communication barriers at his place of residence and accommodating his service dog.
- Advocacy services were provided to a Deaf individual who requested a sign language interpreter for an appointment with a doctor. Mrs. Santillan was able to work with the doctor's office to successfully schedule an interpreter.
- Assisted a Hard of Hearing individual with advocating for communication access and ASL interpreters at a vision center in southern New Mexico.
- Ms. Santillan assisted community members who are Deaf in advocating for a signed language interpreter to be present at the Individualized Education Program (IEP) meetings for their hearing children.
- Ms. Santillan assisted an individual who is Deaf with communication between the individual and the New Mexico Motor Vehicle Division (MVD). The individual had an issue with their license and did not understand why, and how to resolve the issue. Ms. Santillan was able to assist the individual with communication barriers through advocacy and provided information regarding community resources for the individual.
- Provided three individuals who are Hard of Hearing, with fact sheets regarding financial assistance for hearing aids.
- Provided referral information to an individual who is Deaf, regarding affordable health insurance.
- Assisted an individual who is Hard of Hearing in finding resources to help with vision costs, and installation of a walk-in shower.
- Provided an individual who is Hard of Hearing with the Fact Sheet on Lifeline.
- Assisted an individual who is Deaf in finding resources for free tax-help.
- Assisted a community member who is Deaf in addressing communication barriers regarding home loans.
- Mrs. Santillan assisted an individual who is Deaf with scheduling an in-person ASL interpreter for his second COVID-19 vaccination shot.

COVID-19:

- Ms. Santillan continued to provide guidance and resources regarding reasonable accommodations for the Deaf, DeafBlind, and Hard of Hearing New Mexico community regarding the pandemic. She assisted those who had questions regarding the Governor's live streamed messages on COVID-19 crisis restrictions, the use of masks, social distancing, and virtual accessibility. Ms.

Santillan shared the NMCDHH Vlogs regarding Important News with her contacts to educate community members regarding the COVID-19 crisis. She also continues to provide information and referral regarding food and housing assistance, answering questions regarding the use of masks, social distancing restrictions, virtual and in person accessibility.

- Ms. Santillan continues to work on an ongoing Southern New Mexico COVID-19 Project by looking into the Deming, Lordsburg, Silver City, and T or C city websites, Facebook pages, and City Council Meetings to see if their sites are accessible for Deaf, DeafBlind, and Hard of Hearing. She has contacted the City Clerk of each city to introduce herself, provided a summary of the NMCDHH services, and discussed ADA Effective Communication and reasonable accommodations. Ms. Santillan was informed they will be providing accommodations upon request. She also provided an Accessible Virtual Meetings Guide to the City Clerks. This guide has information on virtual meeting accessibility. It includes information on what to do before the meeting, using an accessible virtual conferencing platform, providing accommodations, and online disability etiquette.
- Ms. Santillan worked with 11 Deaf consumers to ensure they were able to receive the COVID-19 vaccine. She contacted local vaccine distribution centers to ensure they were providing communication access to community members and provided fact sheets how to obtain and pay for signed language interpreters as needed. Ms. Santillan met the consumers at the Las Cruces Convention Center at two different dates and times to provide support and advocacy services regarding an in-person sign language interpreter be provided for their COVID 19 Vaccine appointments.

Systemic Advocacy Services

The following are the Systemic Advocacy Services that were provided by Ms. Santillan this year:

- Contacted Project ECHO, University of New Mexico Health Sciences Center Program Manager regarding how to implement both closed caption and sign language interpreters on a Zoom webinar.
- Provided the NMCDHH Fact Sheet: “Who Pays for Interpreters?” to Wellness Medical Management.
- Provided NMCDHH Fact Sheet: “Americans with Disabilities Act (ADA) Overview” to the following: Lordsburg City Council City Clerk, Las Cruces Beloved Community, and Doña Ana Communities United.
- Provided information regarding accessible virtual meetings guidance to the Hearing Loss Association of America who was seeking to make upcoming event accessible on behalf of educator participants.
- Referred individuals to the Las Cruces Lions Club for assistance with obtaining financial assistance for hearing aids.
- Pride Industries Inc. requested Ms. Santillan’s assistance with sharing job openings available with her consumers/contacts.

- Provided the NMCDHH Brochure and Fact Sheet, “Financial Assistance for Hearing Aids” to a Tesco representative who inquired about assistance with hearing aids and NMCDHH services.
- Referred a staff member from the New Mexico Aging & Long-Term Services Department Ombudsman Program to the Las Cruces Lion’s Club regarding donating used hearing aids.
- Ms. Santillan served on six (6) committees for the Fiscal Year 2021: (1.) Behavioral Health Local Collaborative 3 Member, (2.) Behavioral Health Local Collaborative Policy & Advocacy State Committee, (3.) City of Las Cruces Americans with Disabilities Act Advisory Committee/elected Secretary for FY2020-2021, (4.) NM Workforce Connection Disabilities Committee, (5.) NM Workforce Connection Disabilities Monitoring Committee, and (6.) Timebank Steering Committee. She provides education, guidance, information, and referral resources regarding reasonable accommodations for the Deaf, DeafBlind, and Hard of Hearing community.
- Provided adding captions and subtitles tips for an intern for the Beloved Community film project.
- Provided information regarding accessible virtual meetings guidance to the Executive Director for New Mexico First who inquired about closed captioning for an advocacy training to make the event accessible for participants with hearing loss.
- Provided the NMCDHH Brochure, Fact Sheet: Financial Assistance for Hearing Aids, and Presentation Request Form to the following agencies: United Healthcare, Western Sky Community Care, Cultural Competency Quality and Risk Adjustment Department.
- Ms. Santillan continues to participate in virtual meetings to network and educate them regarding reducing barriers for New Mexicans with a hearing loss and provided New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) services, information, and referral resources to many places who are meeting virtually.
- Ms. Santillan provided information and referral resources to a local realty group regarding how to find a sign language interpreter and who pays for Interpreters?
- Ms. Santillan continues to serve on six (6) committees to provide education, guidance, information, and referral resources regarding reasonable accommodations for the Deaf, DeafBlind, and Hard of Hearing New Mexico community to agencies, businesses, consumers, and families as needed.

We are looking forward to another productive year in 2022.

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 DeafBlind residents of New Mexico. During Fiscal Year 2021 our department worked on a variety of projects and activities while continuing to supervise all direct contract signed language interpreters, Apprentice interpreters, and other contractors. Full time staff members are:

- Lisa Dignan, Director of Community Engagement
- Jessica Eubank, Communication Development Specialist
- The Community Engagement Specialist position remains vacant. The agency was granted a waiver to the statewide hiring freeze to fill it, but still lacks sufficient funding to do so.

Like the rest of the agency, the Community Engagement Department worked remotely throughout Fiscal Year 2021. The COVID-19 pandemic created significant increases to our workloads and additional challenges to service delivery. We rose to the challenge and assured that we continued to provide outstanding services to our agency and our constituents while working from home. We invested significant time, energy, and resources to improve our home workspaces to maximize effective communication and efficient work. A significant amount of time was committed to sharing information and resources related to the pandemic via all communication platforms.

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 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.
- Serve on various subcommittees at the request of the 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.

Social Media and Website

- Sharing information with our constituents through our online presence including:
 - Website: www.CDHH.state.nm.us
 - Facebook: www.facebook.com/NMCDHH
 - Twitter: www.twitter.com/NMCDHH
 - Instagram: www.instagram.com/nmcdhh/
 - YouTube: www.youtube.com/user/NMCDHH
 - LinkedIn: www.linkedin.com/in/new-mexico-commission-for-deaf-hard-of-hearing-96710628
 - Bi-weekly email newsletter 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 community services in our offices or at off-site locations, both in-person and remotely.

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 2021

- The NMCDHH website became a critical hub for sharing information with the community, particularly as everyone was working remotely. Ms. Dignan gathered, curated, and shared a vast number of resources related to the COVID-19 pandemic on the newly created COVID-19 Resources page on the website, which was updated several times each week. Ms. Dignan was provided invaluable assistance by Ms. Lori Neubauer and Mr. Trevor Brennan, the Administrative Operations Specialists, to manage the flow of information and share it on the website, social media accounts, and through the bi-weekly email newsletter.
- The NMCDHH website was fully redesigned in late 2020 with the new site being launched in early 2021. Ms. Dignan worked with the designer, project manager, and a committee of NMCDHH staff to prepare for the launch of the new site, then coordinated trainings via Zoom for the staff who manage the website using the new Content Management System (CMS). The trainings were recorded for future reference. The new CMS is much more robust than the old system, making updates and significant changes to page layout and content readily achievable. The new NMCDHH website continued to evolve and improve throughout FY2021. Mr. Trevor Brennan, the Administrative Operations Specialist, was instrumental in this work. Ms. Dignan and Mr. Brennan updated and revised all 34 of the Fact Sheets on the website, added additional resources to most sections of the site, and reformatted several of them for easier access.
- Remote interaction with constituents was accessible via several avenues in addition to website content. These include the Ask the Expert email form on the website, social media, and bi-weekly newsletters sent out via the MailChimp email system. The NMCDHH Instagram account was re-activated after several years of dormancy to reach younger followers who are less likely to use Facebook and Twitter. At the end of Fiscal Year 2021, NMCDHH had:
 - 1,641 followers on Facebook
 - 413 followers on Twitter
 - 106 followers on Instagram
 - 76 subscribers on YouTube
 - 238 subscribers to the MailChimp email newsletter
 - 124 Ask the Expert questions submitted through the website answered
- Unfortunately, the NMCDHH Library remained closed throughout FY21. Ms. Neubauer and Mr. Brennan continued to add patrons to the library database when requested, bringing the current total to 105 registered users. Contractors were permitted to borrow materials following COVID-safe practices, so in FY21 and three patrons borrowed three items. A few items borrowed in FY20 have not been returned, so Mr. Brennan will continue to try to get them back.
- Ms. Dignan and Mr. Roger Robb, Community Education Specialist, provided two remote trainings together. The first was for the Law Office of the Public Defender Metro Division attorneys. It was very successful and resulted in additional collaboration with several attorneys from the office. The second was for the Judges

of the Metropolitan Court in Albuquerque. The training was very well received, and we were happy to learn that Metro would be transitioning to Zoom for their remote hearings, which will increase accessibility for Deaf and Hard of Hearing participants.

- Ms. Dignan and Ms. Eubank worked together to fill a gap for educational interpreters. To qualify for a New Mexico Educational Interpreter License, interpreters must take the Educational Interpreter Performance Assessment (EIPA) Performance and Written Exams. Both exams are meant to assess an interpreter's interpreting ability as well as their knowledge of relevant laws and practices within the education system. The individual who has proctored the EIPA Written Exam for many years in New Mexico retired, leaving a gap in the process for interpreters who are pursuing their New Mexico Educational Interpreting License. This license is vital to ensure qualified interpreters who do not have national certification are able to work in educational settings with Deaf and Hard of Hearing staff and students throughout the state of New Mexico, and especially in rural areas. Ms. Dignan and Ms. Eubank both completed the process of becoming proctors for the EIPA Written Exam. The Written Exam is an online, multiple choice, pass/fail assessment. Examinees have four hours to complete the assessment. Proctors are responsible for setting up the exam software, checking in attendees, and ensuring a secure and honest testing environment. NMCDHH has also taken steps to ensure that the testing environment is following safe COVID-19 guidelines and social distancing. This includes only allowing one examinee to test at a time, sanitization of testing equipment before and after each use, using the large conference room to promote social distancing, and requiring both the proctor and the examinee to appropriately wear face masks for the entire testing session. Ms. Eubank took the lead on proctoring the exams, and several interpreters completed the testing process, with more scheduled in FY22. Interpreters who have already met the EIPA Performance Exam requirement are being prioritized to register to test so that they can qualify for the Educational Interpreting license.
- Community Engagement staff attended several remote trainings and workshops, and provided remote presentations for several groups:
 - Ms. Dignan and Ms. Eubank delivered remote professional development opportunities to 201 signed language interpreters from New Mexico through various workshops and programs. Our FY21 target was 200 participants, which we slightly exceeded with 201. This was due to creative work on the part of our staff and collaboration with external organizations to provide remote professional development opportunities throughout the fiscal year. Many of our participants this year were from other states. To continue meeting this target regularly we will need additional revenue and budget to allow us to contract with high-quality presenters for on-site or remote professional development opportunities that will benefit a larger number of interpreters each time.
 - Ms. Dignan collaborated with the New Mexico Translators and Interpreters Association (NMTIA) and the Kentucky Administrative Office of the Courts to provide a webinar on Court Interpreter Ethics in Remote Settings for spoken and signed language interpreters. It was attended by 118 interpreters in several states.

- Ms. Dignan participated in remote training sessions and meetings related to remote interpreting best practices, the status of certification testing for interpreters, and Zoom features, as well as training sessions listed in the Human Resources section of this report.
- In addition to her work with the NMCDHH Apprentice Interpreters, Ms. Eubank provided several presentations and workshops including:
 - A session of Supervision and Reflective Practice for current and former Apprentices and program applicants to discuss ethical situations impacting their work.
 - A two-part presentation to students in the UNM Sign Language Interpreting Program entitled, “Demand-Control Schema for Ethical Decision-Making.” This workshop taught interpreting students the framework used with NMCDHH Apprentice interpreters for how to respond to ethical situations that come up while interpreting, and how to engage in reflective practice to improve one’s own ethical reasoning.
- Three virtual interpreter socials for local interpreters attended by 13 interpreters from Albuquerque and Santa Fe. These were opportunities for interpreters to safely network with their peers and to talk about how life and work have been impacted by the pandemic.
- Ms. Eubank participated in well over 100 hours of remote professional development opportunities, including:
 - A 20-hour online module that focused on interpreting for individuals who have gone through traumatic situations, including information on how trauma can impact language use and how to interpret mindfully so as not to trigger flashbacks or cause additional harm.
 - The three-day Terp Academy virtual conference with nationally recognized speakers on a variety of topics, including two workshops taught by Robyn Dean. Dr. Dean is one of the authors of the Demand Control Schema used in Supervision and Reflective Practice with the Apprentice interpreters to teach them how to approach interpreting ethics. Ms. Eubank was able to ask Dr. Dean questions about the Demand Control Schema and its application that will greatly benefit her work with the Apprentices.
 - Various trainings centered on working with individuals from marginalized communities such as those who are Deaf Blind, BIPOC, or who have mental health disorders and language deprivation, best practices for virtual interpreting, ADA, and legal policy.
 - Multiple virtual RID townhall and board meetings to stay abreast of current national trends in the interpreting field.

Ms. Dignan’s accomplishments included:

COVID-19 vaccine distribution became my primary focus for much of FY2021. Thanks to skillful advocacy by Executive Director Gomme and several other individuals within state agencies serving individuals with disabilities, the New Mexico Department of Health included signed language interpreters in the 1A category for the COVID-19 vaccine. To facilitate vaccination of interpreters working in New Mexico, I undertook a

project to compile a list of interpreters with the cooperation of interpreter referral agencies statewide. I contacted as many interpreters as possible to get them to register on the NMDOH Vaccine Registration Portal with the correct information to identify them as interpreters in the priority 1A category. As the Portal and the process evolved, I sent ongoing updates to the community. Through these efforts, I confirmed that over 125 interpreters successfully received vaccinations in January and February of 2021, with additional interpreters receiving vaccination in subsequent months.

- I worked closely with Executive Director Gomme to find ways to provide interpreting services and other effective communication options at COVID-19 vaccination sites around New Mexico. Jessica Eubank, the Communication Development Specialist, was instrumental in this project.
- Additionally, I was involved with the planning of two large COVID-19 vaccine events designed specifically for individuals with disabilities at the Berna Facio Professional Development Center in Albuquerque in April and May. A broad array of accommodations were available for individuals with a variety of disabilities at these events, which were planned in partnership with several disability services agencies. I was on-site all three days of the events, as were a large contingent of interpreters available to provide services as needed. Ms. Eubank has provided more detail about the coordination and provision of interpreting services at the events in her portion of this report below. Among the highlights of these events were opportunities to work with NMCDHH Apprentice interpreters, UNM Signed Language Interpreting Program practicum students, and volunteers at the events who were very interested in the services we were providing. Additional highlights were working with members of the community at the event to overcome vaccine hesitation and successfully get individuals vaccinated.
- I quickly pivoted New Mexico Mentoring to be fully remote for both the Fall 2020 and Spring 2021 sessions. Instead of in-person orientation meetings, I shifted to Zoom and adjusted the schedule to fit the new format. I held one meeting with new mentors, a separate meeting with all the mentees, then a joint session with all the mentors and mentees. This approach allowed the greatest level of interaction and accessibility and avoided an all-day Zoom meeting. This approach was so successful that I am considering making it a permanent change to avoid participants from rural areas needing to drive to Albuquerque for orientation. All mentor-mentee meetings for both sessions were remote, and textbooks were distributed via contactless meetings. A total of nine mentor-mentee pairs participated with eight pairs successfully completing their sessions. Participants were from Albuquerque, Los Ranchos, Rio Rancho, Santa Fe, Santa Teresa, and El Paso.
- The Signed Language Interpreting Practices Board held their first remote meeting in September 2021 and caught up on business that had been holding since January. They held a Rule Hearing and regular meetings in November at which they approved all the proposed rule changes that had been pending since before the pandemic began. The Rule changes were published and implemented, and I shared information about the changes with the interpreting community. I also updated all the information on the NMCDHH website and in Fact Sheets to reflect the changes, then began working with the Licensure Board Administrator to update all the forms, documents, and website information to implement the changes.

- Work continued with the Albuquerque International Sunport in support of the two VideoPhones installed through a collaboration between NMCDHH, the Sunport, the City of Albuquerque, and Sorenson Communications.
- I was elected for a third term as Chair of the Council for Purchasing from Persons with Disabilities (following five years as Vice-Chair) which met remotely via Zoom throughout FY2021. Several new policies and procedures were implemented to further strengthen the State Use Act Program.
- Zoom was a constant throughout the fiscal year. I continued to attend trainings to improve my skills related to administering accessible Zoom meetings and leverage new features to make meetings and presentations more successful. I administered all four NMCDHH Board Meetings in FY2021, assuring that captioning and interpreting were visible on the Zoom meeting and that both remain visible on the live streams to YouTube.
- Several entities requested assistance regarding improvement of communication access, including:
 - Aging and Long-Term Services Department
 - Albuquerque Children’s Court
 - Explora
 - Las Cruces Public Schools
 - New Mexico General Services Department
 - New Mexico Technical Assistance Program
 - Northern New Mexico College
 - ReadWest Adult Literacy
 - Rocky Mountain Youth Corps
 - San Juan College
 - Santa Fe Community College
 - The City of Albuquerque
 - The Division of Vocational Rehabilitation
 - The Law Office of the Public Defender
 - The State Personnel Office
 - UNM Hospitals
 - Multiple private law firms
 - Other individuals and private businesses

Ms. Eubank’s accomplishments included:

- Working virtually with the three Apprentice Interpreters to provide a virtual welcome day and orientation session, followed by a year of professional development opportunities. These focused on topics of interpreter ethics, such as understanding the Code of Professional Conduct and applying it to ethical situations in interpreting; preparing for the interview portion of the National Interpreter Certification Performance Exam where interpreters must respond to various ethical vignettes; and explaining the role of an interpreter to someone who is unfamiliar with what we do. These sessions also focused on practical topics such as adapting to interpreting in the virtual world; establishing independent contracts; and collaborating with others as a member of an interpreting team.

- Hosting a six-week professional book club focusing on the Demand Control Schema for interpreters. This book club was open to all current and former NMCDHH Apprentice interpreters, as well as to the applicants for the FY21 term. We had all three Apprentices for FY21, two former Apprentices, and one recent applicant join and successfully participate in the book club.
- Working with a former Apprentice to administer a virtual mock NIC test and providing feedback to help prepare her to take the real test soon.
- Hosting a virtual Holiday Party in December for current and former NMCDHH Apprentices. This was a wonderful opportunity to introduce the new Apprentices to their colleagues, and to engage in conversation about our work while also encouraging a spirit of collegiality across our diverse group.
- Attending UNM Seminar Panels to observe the graduating class interpret professional panel presentations, then providing feedback to help them prepare for working in the field. This opportunity allowed Ms. Eubank to develop a rapport with the graduating class, many of whom would apply for the FY22 round of the Apprenticeship Program.
- Gathering information about the Texas based Board for Evaluation of Interpreters (BEI) certifications that are now accepted for a New Mexico Community Interpreter License.
- Coordinating with the Community Advocacy department to create opportunities for Apprentices to engage in more interaction with Deaf staff members while working from home, to create fingerspelling videos that the Apprentices can use as practice, to provide observations of assignments Apprentices may not be ready to interpret, and to discuss what advocacy looks like and how interpreters can best serve our local community.
- Coordinating interpreting efforts in April and May for the two vaccine clinics hosted at the Berna Fascio Professional Development Center. Interpreters included in this effort were NMCDHH Apprentices and contract interpreters, as well as UNM practicum students. For many of the interpreters present it was the first in-person assignment since the beginning of the pandemic, and for some of the practicum students it was the first time working face to face with consumers and team members. Prior to the events, the Community Engagement and Community Advocacy departments coordinated meetings with the interpreters to talk about the logistics of interpreting the vaccine events, including COVID-19 specific vocabulary and best practices for interacting with DeafBlind, Deaf Plus, and Deaf Seniors in a safe and respectful manner. The vaccine clinics offered a great opportunity for our Apprentices to step into a leadership role and guide their peers through the complex process of providing communication access in a drive through vaccine scenario. All three Apprentices served as fantastic models for professional interpreting conduct to the UNM practicum students who shadowed them and were able to provide a great deal of support in making sure both events were successes. We received excellent feedback on their flexibility and their enthusiasm in interacting with our community members.
- Wrapping up the year for our FY21 Apprentice interpreters. Because the pandemic created significantly fewer opportunities than Apprentice cohorts have historically had, we offered the option for all three Apprentices to extend their involvement in the

apprenticeship program for an additional year. One accepted and will continue with us working on professional development. Two were grateful for the opportunity but have decided to continue with us as contractors rather than Apprentices.

- Completing the application process for FY22 Apprentices. The interview committee selected three applicants to whom we offered positions as Apprentices for FY22. All three accepted our offer and will begin work in the coming fiscal year.

Interpreting requests sharply declined at the beginning of the pandemic, but significantly increased again this fiscal year. Ms. Eubank coordinated 594.75 hours of interpreting services for the agency, 115 of which were performed during the April and May vaccine clinics. Only 3 hours were provided by interpreter referral agencies, with the rest being provided by staff or direct contractors, resulting in a significant cost savings.

Apprentices engaged in 356.5 hours of observation, interpreting, and professional development work in the fiscal year. Interpreting assignments appropriate for the Apprentices were limited in the first half of the fiscal year but increased dramatically in the second half.

Human Resources Accomplishments in Fiscal Year 2021

In addition to program work, Lisa Dignan is the Director of Human Resources for the agency. Fiscal Year 2021 was another busy year for Human Resources activities. Accomplishments in this area included:

- Processed the retirement of Ms. Sandra Williams from the agency.
- Secured approval to double-fill Ms. Lori Neubauer's Administrative Operations Specialist position and an exemption to the statewide hiring freeze to post and fill it so that she could train her replacement before her retirement.
- Posted the Administrative Operations Specialist position, conducted interviews, and successfully hired the new staff member, Mr. Trevor Brennan. Orientation was conducted entirely remotely via Zoom.
- Processed Ms. Neubauer's retirement.
- Submitted exemption requests and received approval to fill two more positions: the Community Engagement Specialist and the Financial Operations Specialist.
- Revised the NMCDHH Employee Handbook multiple times to include COVID-19 related policies, bring several NMCDHH policies in compliance with State Personnel Board Rules, and apply revisions to statewide policies distributed by the State Personnel Office.
- Monitored changes in Emergency Leave policies and procedures.
- Worked with Executive Director Gomme to prepare and repeatedly revise the *COVID-19 Mitigation Self-Screening and Reporting Policy and Procedure* and the *Non-Mandatory Telework Policy and Procedure* as developed and updated by the State Personnel Office (SPO). Additionally, we created and revised internal procedures in preparation for staff starting to return to working in the offices in July 2021.
- Worked with the management team to successfully close employee and manager evaluations and enter them in SHARE by the end of June.
- Assured that all FY22 salary increases were correctly entered in SHARE for eligible employees.

- Worked with staff to use personal leave and annual leave before the end of the calendar year.
- Coordinated successful completion of the mandatory annual Civil Rights Training by all staff members by the June deadline.
- Began the process of converting personnel files to a digital format so that they are accessible remotely.
- Attended webinars for the 2020 Open-Switch Enrollment for employee benefits.
- Attended several Human Resources Council meetings and training webinars hosted by SPO and the Employee Benefit Bureau.
- Attended several ADA webinars provided by the Southwest ADA Center.
- Maintained communication with the Albuquerque building management company while working remotely and in preparation to bring some staff safely back to the office in FY2022. The agency has occupied the current Albuquerque office space for six years as of December of 2020.

*FY21
Apprentices*



MIRANDA WILLIAMS



MELISSA LESLIE-URIST



SEQUIIARAE ZUNIA

Fall 2020 New Mexico Mentoring Group Photo



Top row: Jayme Phelps, Monica Sower, Lisa Dignan, Tania Delgadillo
Second row: Mary Collard, Mayda Barnett, Lynn Martinez, Alisa Moortgat
Third row: Elizabeth Fry, Lynda Alvarez, Gabi Cerda, Rebecca Funk
Bottom row: Trevor Brennan

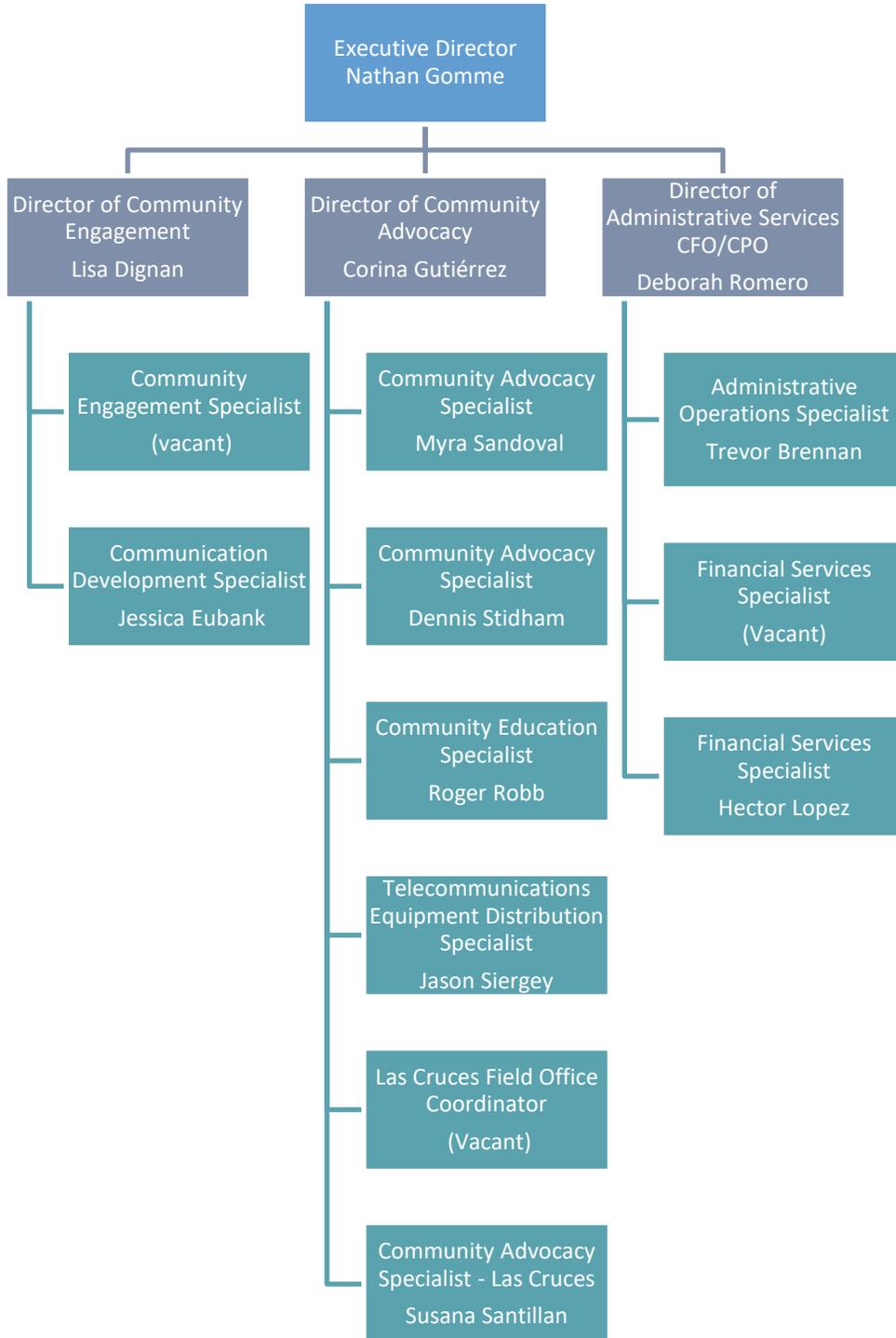
Spring 2021 New Mexico Mentoring Group Photo



Top row: Nixo Lanning, Lisa Dignan, Jaden Chavez
Middle row: Sara Eaves, Gabriella Cravens, Rebecca Funk
Bottom row: Trevor Brennan

NMCDHH Organizational Chart

as of June 30, 2021





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, as an advisory board member for Gallaudet University Regional Center – Southwest, as a board member for National Council of Hispano Deaf & Hard of Hearing, Council de Manos, and Raíces del Rio Grande. Corina is currently serving as a board member for the NMSD Alumni Association. Corina joined NMCDHH in August of 2007. She plans, advocates and coordinates services to meet her consumer’s 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 21 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 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 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. Sandra retired in July of 2020.

Jessica Eubank, Communication Development Specialist



Jessica Eubank is a native of Belen, New Mexico. Jessica holds degrees from the University of New Mexico in Signed Language Interpretation and Psychology. She also holds her National Interpreter Certification from the Registry of Interpreters for the Deaf, as well as her Educational Interpreter Performance Assessment qualification in K-12 education. She has specialized training in performing arts interpreting and interpreting for religious settings.

A former NMCDHH apprentice herself, Jessica is excited to now supervise the NMCDHH Apprentice Interpreter Program and is dedicated to fostering professional growth and opportunity for our local community. Jessica both provides and coordinates interpreting services for NMCDHH staff and agency needs.

Hector Lopez, Financial Operations Specialist



Hector Lopez is the Financial Operations Specialist for NMCDHH. He has over 12 years of experience in state government. Hector started as an Office and Administrative Support at the Department of Information Technology. He became a Financial Specialist for Children, Youth and Family Department and later for the New Mexico Gaming Control Board. He has an Associate's Degree in Office Technology and is bilingual Spanish and English.

Lori Neubauer, Administrative Operations Specialist

Lori Neubauer studied ASL, Manually Coded English, and Deaf Culture at the University of New Mexico. After a career in optical retail and wholesale, she 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 in Santa Fe. Lori can usually be seen at the front desk, but works behind the scenes at NMCDHH, too, with a variety of duties. Lori retired from the Commission in May of 2021.



Trevor Brennan, Administrative Operations Specialist



Trevor Brennan is a New Mexico native from Edgewood who became Hard-of-Hearing at age 10. He is a graduate of the New Mexico School for the Deaf. He has an Associate's Degree in Integrated Studies from Central New Mexico Community College and is currently pursuing his second degree in Computer Information Systems. Trevor also has certifications in general business, payroll clerk, and CompTIA A+. He has served as the Treasurer for the NM Association for the Deaf in the past and is passionate about helping others.

Trevor previously worked at the New Mexico School for the Deaf as an administrative assistant and teacher's aide. He has over 15 years of customer service experience from a variety of industries at the local, county and state level. Trevor first worked for the Commission as a Mentor for New Mexico Mentoring starting in 2020 and joined the full-time staff in 2021.

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



Myra Sandoval, Community Advocacy Specialist



Myra Sandoval was born in Albuquerque and grew up in Los Lunas. She is the third generation of a Deaf family and was also the third generation to graduate from the New Mexico School for the Deaf (NMSD). She received her Associate degree in Laboratory Science at the National Technical Institute for the Deaf (NTID), then completed her bachelor's degree in Psychology from the University of Phoenix. Ms. Sandoval has had experience working in the mental health field as Behavior Health Technician and has experience working with DeafBlind, Deaf, and Hard of Hearing communities as a Service Coordinator.

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 DeafBlind. 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 DeafBlind adult with Usher Syndrome. Due to her daughter's deafness, Susana has been involved in the Deaf community for 32 years.



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, DeafBlind, 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 consumers are thrilled when they can communicate with the outside world, especially with their family members.

Dennis Stidham, Community Advocacy Specialist

Dennis Stidham is a Community Advocacy Specialist in NMCDHH's Albuquerque office. Dennis has 14 years of experience working with Deaf, DeafBlind, and Hard of Hearing throughout the Albuquerque, Los Lunas, Belen, and Santa Fe areas. Dennis is originally from Arizona but has been a resident of New Mexico since 2003. Dennis is married and they have four children. His wife, Suella, is also Deaf.



Board of Commissioners

Concha Dunwell, 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.

Francis Vigil, Secretary– Parent of a Deaf or Hard of Hearing Child



Francis Vigil was not born in New Mexico but has been raised in New Mexico nearly his entire life. He is from the Pueblo of Zia and is also Jemez Pueblo and Jicarilla Apache. Mr. Vigil has served as an educator in New Mexico his entire educational career. Mr. Vigil started his educational career as a high school science teacher, and has served as a school, district, state, and federal level administrator throughout New Mexico. Mr. Vigil is currently the Education Specialist for Native Language, History, and Culture for the Bureau of Indian Education (BIE). In his current work, he works to implement culturally and linguistically responsive methods across the BIE's twenty-three Bureau

Operated Schools, in 8 states. In addition, Mr. Vigil has done consulting work with several schools, school districts, and community-based education entities within New Mexico in the areas of culturally and linguistically responsive education. He also serves as a board member for Parents as Teachers, which is an international and national early childhood education and home visiting provider.

Mr. Vigil holds a Bachelor of Science in Microbiology from New Mexico State University (Go Aggies!), a Master of Arts in Secondary Education from the University of New Mexico and is currently pursuing a PhD in Social Justice at Arizona State University.

Mr. Vigil and his wife Stella, have a blended family, and they are parents to a total of seven children. Of the seven children, two are Deaf, Bria and Soniya Vigil. It is through them that Mr. Vigil has had the honor of becoming an advocate and community member for and with the Deaf and Hard of Hearing community in New Mexico. Mr. Vigil has been engaged with New Mexico School for the Deaf (NMSD) Albuquerque Pre-school and Santa Fe campuses as a parent since 2006. Mr. Vigil has been involved in NMSD school and community advocacy and events. He has worked with NMSD on creating understanding for culturally responsive education. He has provided training and support to sign language interpreters in the area of cultural competency. He, and his daughter Bria, had the honor of presenting at the Registry of Interpreters for the Deaf (RID) Conference about the need for cultural understanding for sign language interpreters. Now that his daughters are in middle and high school, he can be seen cheering on the NMSD Roadrunners wherever they are playing!

Dr. Rosemary J. Gallegos, – 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 statewide 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. Dr. Gallegos retired at the end of June 2021.



Dr. Michael O'Brien, Vice-Chair – Division of Vocational Rehabilitation Designee

Michael O'Brien is the newly appointed Administrator of the Rehabilitation Services Unit for the New Mexico Division of Vocational Rehabilitation. He comes to New Mexico with more than 40 years' experience in rehabilitation. He has served as an administrator, practitioner, and professor in the field. He has a B.A. from the University of Missouri-Kansas City, M.A.Ed. from Chadron State College, and an Ed.D. from Oklahoma State University. He is a certified rehabilitation counselor and a certified vocational evaluation specialist. His work includes previous experience as associate professor of rehabilitation counseling at New Mexico Highlands University. As the director of the Oklahoma Department of Rehabilitation he was responsible for the supervision of the Oklahoma School for the Deaf. He is a four-time National Institute on Rehabilitation Issues national scholar. He has been married to his bride, Jan Marie, for 43 years. They have four grown children and 13 grandchildren.



Dan Drury – Division of Vocational Rehabilitation Designee



Dan Drury grew up in Albuquerque and graduated from the University of New Mexico. His first full time job was as patient services coordinator for the Muscular Dystrophy Association. In 1984 he started an adaptive automotive company that grew to have locations in Albuquerque and El Paso, TX. He and his team helped countless people dealing with disabilities gain or maintain independence through vehicle and driving modifications. In 2012 he sold his company to the second largest adaptive automotive company in the U.S. and was part of their management team until retiring in early 2021.

Dan has been active in disability and business communities in both New Mexico and nationally for his entire career. He has served on several boards including: National Mobility Equipment Dealers' Association (NMEDA), Association of Driver Rehabilitation Specialists and ALS Association New Mexico.

Johnny Robertson – Former 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.

Ronald J. Stern – President of New Mexico Association for the Deaf



Dr. Ronald J. Stern is now retired after several stops in California, New Mexico, New York and Washington, D.C. with over 40+ years in the field of education of the Deaf.

Concerning New Mexico, he served as the Superintendent of the New Mexico School for the Deaf for 15 years (2000-2015). Over the duration of his professional career and to this day, he continues to be actively engaged in advocating for the deaf community which has included a range of roles in various local, state, and national professional and community organizations.

Dr. Stern holds a Bachelor of Arts degree in sociology from Gallaudet University in Washington, D.C., a Master of Arts degree in special education with an emphasis on education of the Deaf and Hard of Hearing from California State University, Northridge, and a doctorate on educational leadership from the University of New Mexico. He and his wife, Hedy, reside in Santa Fe as proud parents of 3 Deaf children who in turn have blessed them with 4 grandchildren.



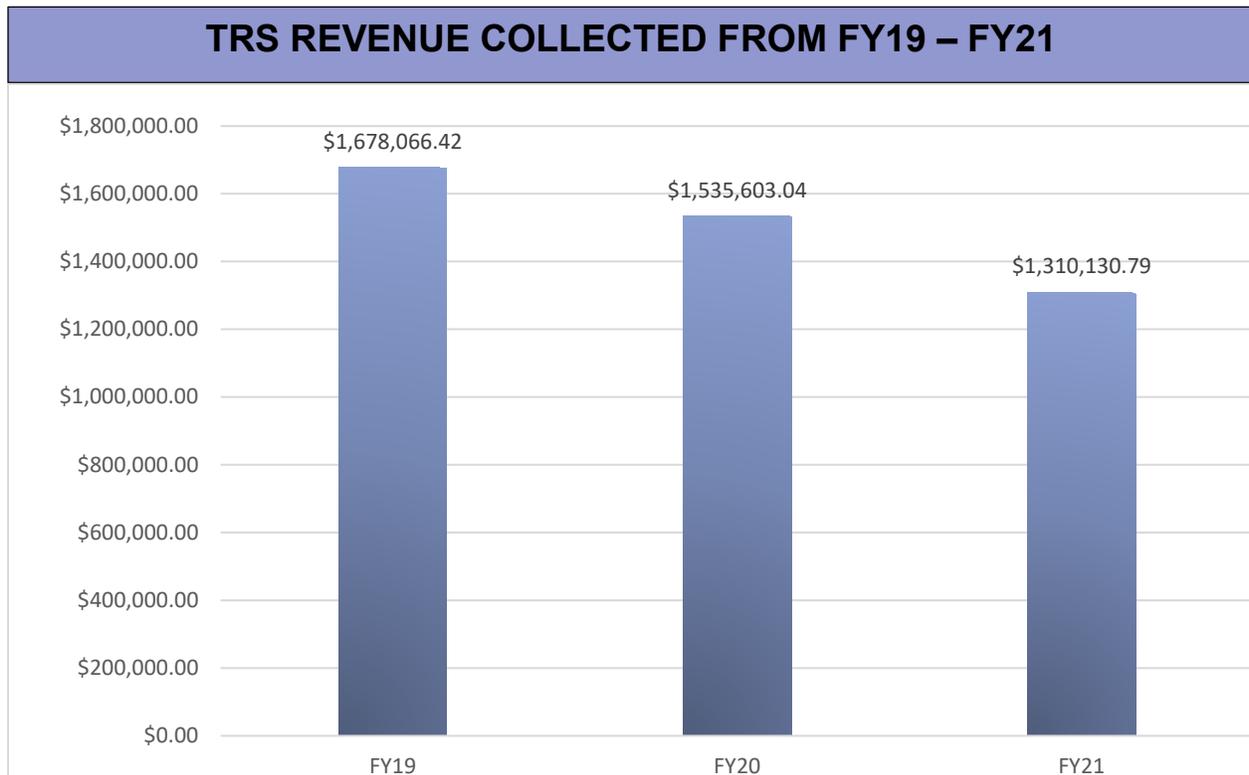
Budget

FY21 NM Commission for Deaf and Hard of Hearing Annual Report

Category	2021 Budget	Expenditures	Encumbered	Remaining Budget	% Expended
200 PERSONNEL SERVICES	1,199,300.00	932,497.28		266,802.72	77.75%
300 CONTRACTUAL SERVICES	1,995,300.00	777,312.90		1,217,987.10	38.96%
400 OTHER	282,100.00	200,714.17		81,385.83	71.15%
500 OTHER FINANCING USES	116,500.00	116,500.00		0.00	100.00%
Total	3,593,200.00	2,027,024.35	0.00	1,566,175.65	56.41%

FY21 Revenue	
General Fund Allotment	TRS Revenue
\$480,400.00	\$1,310,130.79

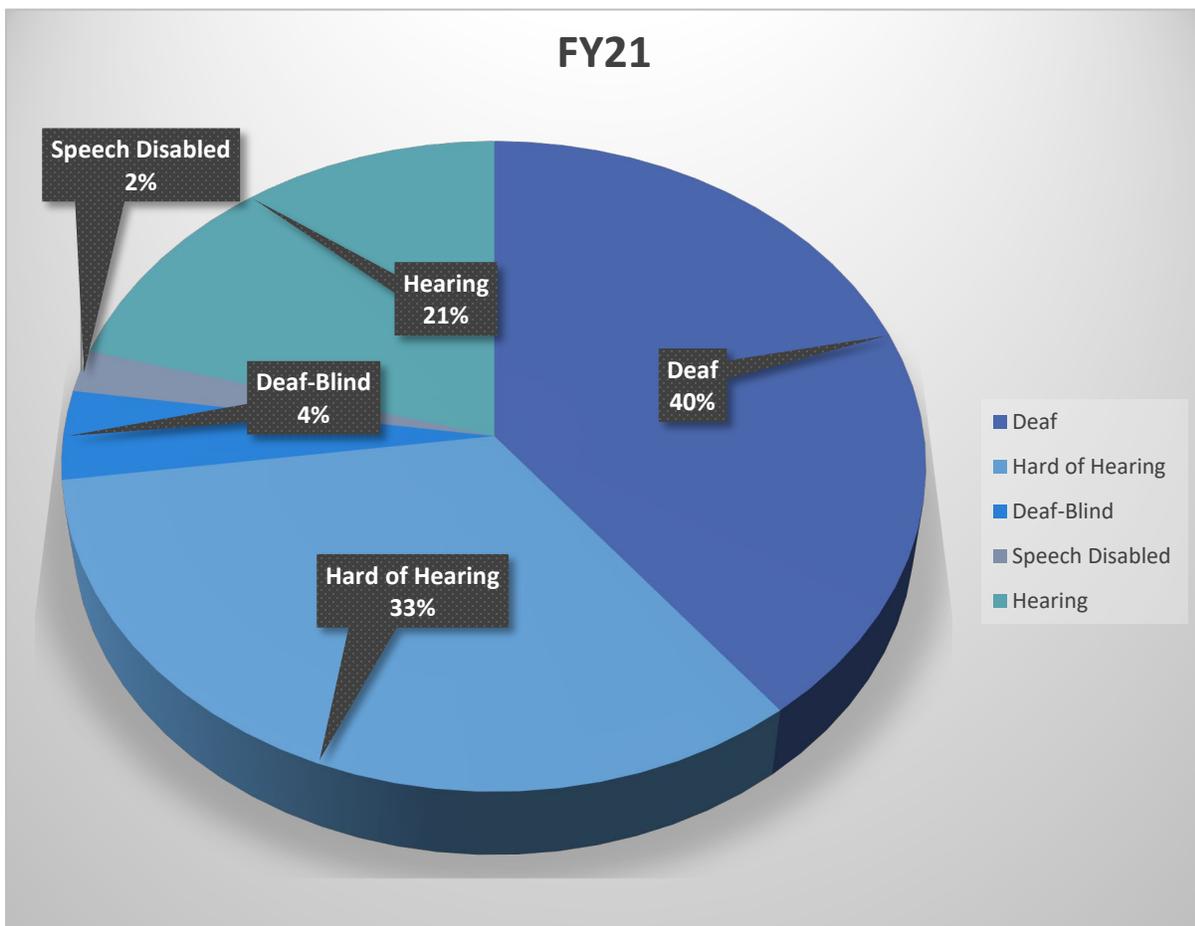
The graph below represents the revenue collected from the TR fund from 2019-2021
The TRS revenue continues to decline





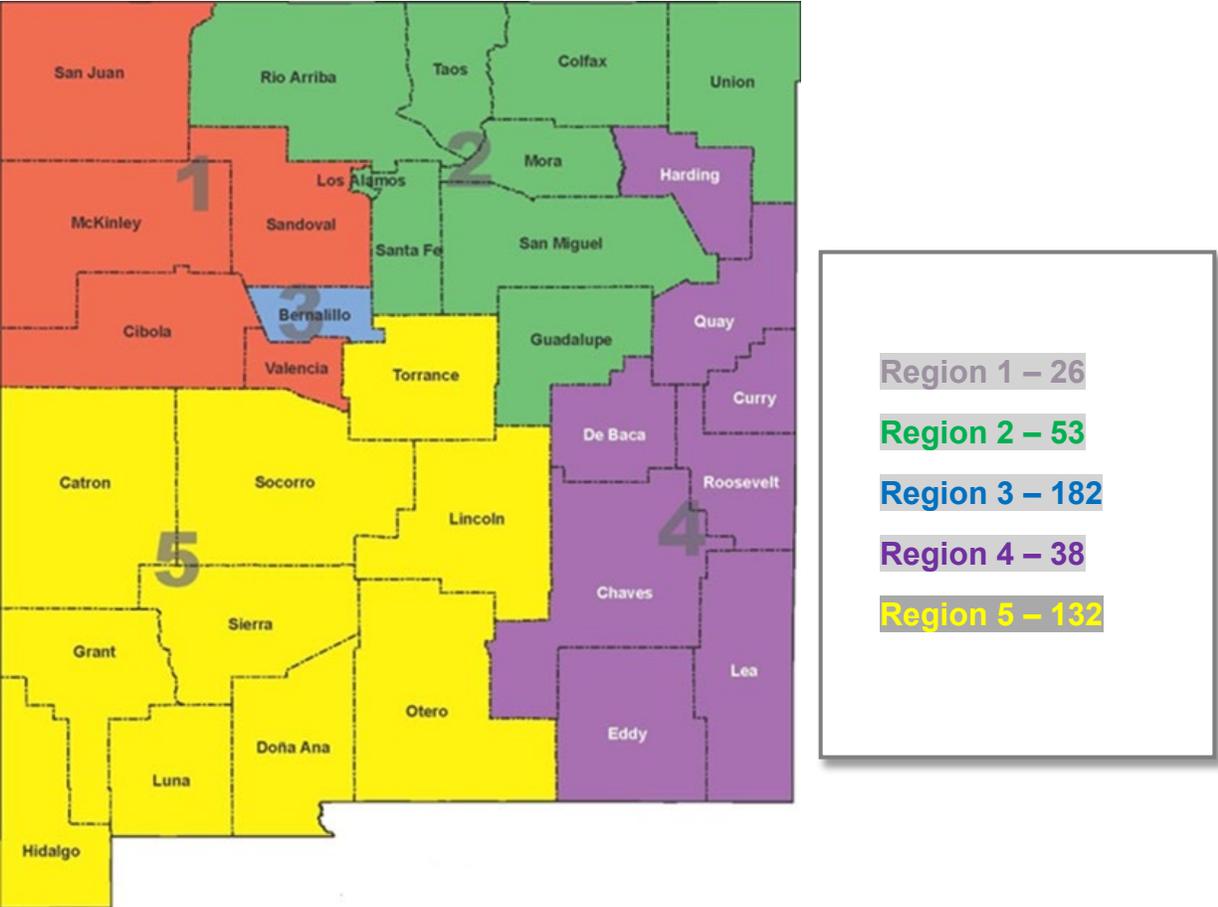
Community Member Statistics

Community Members by Self-Identified Disability



NMCDHH Served 431 Individuals in FY21

Community Members by Region





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: 575.541.3400
Fax: 575.525.1039

Website: www.cdhh.state.nm.us

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