



**STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING PERSONS**

Saturday, August 6, 2011

Albuquerque Marriott
2101 Louisiana Blvd. NE
Albuquerque, NM 87110
10:00 a.m.

DRAFT – These minutes will be subject to another possible revision and approval by commissioners at the next commission meeting scheduled Saturday, November 5, 2011.

I. CALL TO ORDER AND ROLL CALL

Chairman Mark Apodaca called the meeting to order at 10:15 a.m.

Present: Mark Apodaca, Chair
Christine "CB" Buchholz

David Romine, Secretary
Judy LeJeune

Absent: Raul Rodriguez, Vice-Chair
Ron Stern
Kimberly Silva

II. APPROVAL OF AGENDA

11-12

Commissioner Judy LeJeune moved to approve agenda as presented.
Commissioner David Romine seconded.
Motion passed unanimously.

III. APPROVAL OF MINUTES

Chair Apodaca asked if there were any revisions to the minutes.

11-13

Judy LeJeune made a motion to approve the minutes as presented.
Commissioner Christine Buchholz seconded.
Motion passed unanimously.

IV. BOARD REPORTS

Chair Apodaca stated that no committees met since the last meeting; therefore the board would move on to Agency Reports.

V. AGENCY REPORTS

Executive Summary/Executive Director's Report

Executive Director B. J. Wood announced that the Mini-Grants for FY12 were completed. In all, five of six Mini-Grants applications received were awarded. Three of those five, DeBee Communications, Hearing Loss Association of Albuquerque (HLAA), and The Ability Center were approved and Ms. Wood will meet with the other two within the next week before announcing who they are. The Mini-Grant for HLAA will be used to provide workshops and promote listening devices in public places. DeBee Communications will work on 4 Videos including one on emergency services and one promoting our Telephone Equipment Distribution Program (TEDP). The Ability Center in Las Cruces will host ASL, English and Reading Classes for their customers.

CDHH renewed the interpreter service contracts with Community Outreach Program for the Deaf (COPD) and We Interpret.Net (WIN). Each is working on improving their 24 hour emergency services and CDHH will continue to work toward expanding the pool of interpreters.

CDHH also renewed contracts with Hamilton Relay. Hamilton provides wonderful service to those who use relay and we're currently looking for a new contract to provide is the distribution service of telecommunication equipment.

Ms. Wood mentioned that Shannon Smith developed a new RFP to continue looking for the best accommodations and technology for CDHH clients. CapTel still will not offer CDHH a discount but more captioned telephone options are coming out. Sorensen will soon have available "Caption Call" which has interesting feature such as programmed information from the client's audiogram.

Looking forward to FY13, Director Wood proposed redefining the board to include representatives from HLAA and D/HH member of Indian Community. CDHH will need to work closer with Tax & Revenue to secure funding, as well as the Department of Finance and Administration (DFA) and the Legislative Finance Committee (LFC). CDHH will have better collaboration via MOU (Memo of Understanding) with the Division of Vocational Rehabilitation (DVR) and Independent Living Centers. CDHH needs to continue to assist with workforce development, and attract staff that has the skill set to work with our consumers, i.e. a mental health worker that can sign.

Ms. Wood showed the old organizational structure as well as the current structure of CDHH. Whereas before it was top-heavy, now CDHH has four managers: a manager of Finance, a manager for Telecommunications and Training, a manager for Communication Access and Development and a fourth manager is responsible for Public Policy and Advocacy. Suzanne Ruble was manager in that last position. It is currently vacant and waiting for approval of reclassification. Commissioner Buchholz questioned why that position needed to be reclassified, and Ms. Wood explained that the pay level was for a Deputy Director and it needed to be changed to Manager for the Public Policy and Advocacy Dept.

Other vacancies brought up by Ms. Wood were a training position which was sent to the State Personnel Office for approval in March, and her own position was recently advertised. She announced that Shannon Smith had already received applications and plans to be ready to schedule interviews the second week in September.

Chair Apodaca asked about the CFO position and Ms. Wood explained that she and Deborah Romero, CDHH's Management Analyst, had researched other smaller agencies and concluded that an agency our size does not need a full-time CFO. Ms. Romero had been doing a great job, and CDHH can contract with a CFO to go over the books every few months.

Two additional goals for FY12 will be the Deaf-Blind Support Service Providers (SSP's) financed through the General Fund, and developing a feasibility study for the Multi-Purpose Deaf Culture Center (DCC). Ms. Wood and Lisa McNiven worked in tandem to post an RFP to do the study for the DCC project. The RFP will be posted September 1st. The guesstimated cost for the DCC Project with Housing could be about \$20 million. A company (Cardinal Capital Management) helped Arizona and Wisconsin establish their housing unit by working with HUD, banks and the federal system to figure out how to get the funded needed. As soon as the RFP is sent out, Lisa McNiven will be working with that company to explore further funding. Senator Rodriguez sponsored this bill and would like to see its success.

Ms. Wood emphasized the need to expand services, to work in collaboration, to have staff familiar with Hearing Loss and fluent in American Sign Language and make sure we include all people in the deaf and hard of hearing community, Native American and other cultures. This is part of the five-year plan Ms. Wood is putting together to provide the commissioners, reminding them that it is their decision as to whether they recommend the plan to the new Executive Director.

Executive Director Wood concluded her report by thanking Chair Apodaca and the board for their support, and by thanking the community for educating her on New Mexico culture.

Administration & Finance

Chair Apodaca had a few questions regarding the Administration and Finance Report. The budget balance, according to page 15 in the Board Report, was \$250,000, but on page 18 the numbers don't seem to reflect that. Also there was an error on page 18 stating that was the report ending 06/30/2010 instead of 2011. Ms. Wood told Mr. Apodaca that she would do some research and get back with the board.

Also Chair Apodaca noted that Ms. Wood mentioned the revenue for FY12 would be about 3.5 million, but the budget is 3.8 million. Ms. Wood clarified that the budget includes the general fund. The revenue from TRS was 3.5 million and there is an additional \$300,000 from the General Fund which raised it to 3.8 million.

Communication Access & Development

Commissioner LeJeune asked about the part of the report that says Lisa Dignan is working with state purchasing to reissue the ITB for video remote interpreting (VRI) state price agreements. She wanted to know if the existing state price agreements expired. Ms. Wood explained that we did submit a request for advertising it; it was sent back and then sent again. She said currently we are waiting for the Purchasing Department to post the request to bid for VRI services. Commissioner LeJeune said it was her understanding that two vendors were already on the statewide price agreement, and she would like DVR to utilize the equipment that they have for VRI. Ms. Wood said she would look into that and get back to Commissioner LeJeune.

Chair Apodaca noticed there were 112 provisional licenses for interpreters and asked what the timeline was for them to be fully certified. Ms. Wood stated she didn't have that information with her, but she estimated it was four years. Commissioner LeJeune questioned why there were only three educational licenses for the entire state. Ms. Wood explained that many interpreters took the community license process rather than the educational license since the community license is comprehensive.

There was discussion regarding if there were enough interpreters statewide. All together there were 254 licensed interpreters, but many have full time or part time jobs. There are also deficiencies in rural areas. It would be difficult to determine an exact number or ratio to make sure that all requests were filled, but it would be researching with other states.

Commissioner Buchholz asked if the Las Cruces emergency interpreter service was being utilized. Ms. Wood answered yes and no, because there a person in the community that is interpreting at very low cost, but the contract still has an obligation to offer a 24-hour system in place and the folks who are on duty are standing by.

Commissioner LeJeune read on the WIN Contractor Report on page 27 that there were visits to 21 DVR sites under Calls/Support/Education to NM cities. She asked if she could get clarification on when and where those occurred. Paul Keough would be the person to contact regarding that question, but he was not present. Ms. Wood said she would find out the answer to Commissioner LeJeune's question.

Public Policy & Advocacy

On page 30 of the Public Policy Report, Chair Apodaca wanted to know more about the "great accomplishment" regarding interpreters for mental health patients mentioned in the report. Ms. Wood explained that CDHH has an improved relationship with OptumHealth through Wendy, a mental health/disabilities specialist. Wendy worked closely with the service coordinator and made sure that clients that needed communication access were getting them.

Chair Apodaca asked Ms. Wood if there were plans related to this, working with agencies to get qualified interpreters in a similar way. Ms. Wood replied that she did have a plan. She wrote a draft memo to be considered by the Attorney General's Office, as a reminder to all state agencies of their responsibilities under Section 504 of the Rehabilitation Act of the ADA. Chair Apodaca remembered that Dom Bonura had a problem with a state agency and since he was in the audience, he asked Mr. Bonura if he had that situation resolved. Mr. Bonura stated he had not had any more problems with that agency.

Telecommunications and Technical Assistance

In the Telecommunications and Technical Assistance report, Chair Apodaca noticed that a member of the staff attended an audit in Maryland and was wondering why. Shannon Smith, Director of Telecommunications and Technical Assistance, was in the audience and explained that the Relay New Mexico call center is actually located in Maryland, and operated by Hamilton Relay. Ms. Smith said that Maryland Relay, Georgia Relay and another state shared the call center which created a cost savings for CDHH. Also, as part of the audit, customers visited the call center, interviewed the director, interviewed staff, saw their IT room and their back-up servers, participated in training, provided training and reviewed their standard operating procedures.

Chair Apodaca asked for clarification as to why there were no bids in response to the invitation to bid for wireless carriers. Ms. Smith explained that CDHH released the invitation to bid and State Purchasing issued a memo that they received no responses. Ms. Smith explained this is, unfortunately, a national trend that most state equipment distribution programs are dealing with. As much as TED programs want to distribute wireless devices and as much as the manufacturers of wireless devices want them to, the carriers are the biggest hurdle. The carriers don't feel that these programs bring in enough subscribers to the wireless service to really make it in their best financial interest to participate in the programs. Ms. Smith added that in October, there will be a discussion as to whether the TED programs should launch a national wireless distribution program for deaf, hard of hearing and deaf-blind consumers. By grouping together as multiple states, they may be able to convince the carriers to participate by bringing them a larger number of subscribers. Commissioner LeJeune added that she had worked with Shannon on a plan that

DVR provides wireless technology to consumers who were seeking employment, but they will have to wait and see what the market will bring.

In reviewing the report, Chair Apodaca noticed the number of website views increased dramatically to 115,438 and he wondered if that was a typo. Ms. Smith responded that the number was correct and was in response to our new website. The website is up-to-date and more user friendly, so CDHH is seeing the results of that. Chair Apodaca asked if CDHH had plans for vlogs, and Ms. Smith responded that CDHH hopes to, but they are still working with the State's Department of Technology (DoIT) to get YouTube access.

Commissioner LeJeune said that it was her understanding that the website was hosted off state internet. Ms. Smith confirmed that the CDHH website is hosted on a private server and that contract expires December 31st. CDHH will need to petition the State's CIO to maintain that exemption. There is a new CIO for the state and Ms. Smith is on a task force and council with him. Ms. Smith is hoping to invite him to the commission to review all of the IT needs. She believes that the CIO has a better understanding of disability access than any one prior, and therefore feels he will approve the exemption so CDHH can maintain the website on a private server. In addition to other benefits, the monthly rate is considerably lower than a state-run website.

Commissioner LeJeune expressed some concern about CDHH's Facebook and Twitter accounts should the commission's website be no longer hosted off-site. Ms. Smith explained that we do have the exemption to be able to update Facebook and Twitter from the office, and if need be, she would update from home, because CDHH is getting information to people who didn't know about the Commission six months ago. Ms. Smith also made the comment that she was "tweeting" the board meeting live.

Commissioner LeJeune thanked Ms. Smith for her hard work.

Ten Minute Break

After the break, Chairman Apodaca gave Commissioner LeJeune a few minutes to introduce her replacement on the CDHH Board, since Ms. LeJeune would be retiring soon. He commented that Ms. LeJeune has served on the Board for nearly ten years.

Commissioner LeJeune commented on the progress made over the time she has served on the Board and complimented Executive Director Wood and staff for being the most productive.

Commissioner LeJeune introduced Deb Hambel who will be representing DVR on the Board. She stated that Ms. Hambel had been formally appointed as the State Coordinator for Deaf Duties and DVR needed that distinct position for a while; it has formerly been part of Ms. LeJeune's duties as Field Operations Director. Ms. LeJeune went on to say that Ms. Hambel serves as Supportive Employment Coordinator and works with the Behavioral Health Collaborative, and has a wealth of experience and a real interest in providing services to the deaf and hard of hearing community.

Las Cruces Office

Chair Apodaca noticed that the Las Cruces Office provided 29 booth or exhibit fairs and wondered if Sandra Williams had sufficient staff for that and future goals. Ms. Wood explained that CDHH had two contracted employees for the Las Cruces Office who assisted her. Albuquerque Staff also travel to the Las Cruces Office and work in tandem with Ms. Williams. Ms. Wood went on to say that Ms. Williams has ambitious goals, and always gets the job done. Ms. Wood is still working on obtaining one FTE to work at the Las Cruces Office.

VI. PUBLIC COMMENTS

Chair Apodaca opened the floor for public comments.

James DeBee said that he had been observing many websites, not only for CDHH, but other government websites and noticed that there are no captions. He complained to the Director of Communications, and that went back and forth and currently he has not heard anything for a couple of months. All deaf and hard of hearing should be aware that it is the law now to have videos captioned. The videos from the federal level are captioned, but not here in New Mexico. Commissioner Buchholz suggested that be added to negotiations with the Attorney General.

Stefan Esterley wanted to thank BJ for all of her hard work in the community and with the Native American groups. He also wanted to clarify from the minutes of the last meeting, that when he was discussing VRI licensure and had transferring duties to Paul Keough, he was asked to step out of his role as interpreter for that discussion. He wanted to clarify that he did ask if anyone would mind if he stepped out of his role to make the clarifications. Commissioner Buchholz asked if he wanted to amend the previous minutes; Chair Apodaca said that Mr. Esterley's comments would be reflected in the minutes for the current meeting.

Dom Bonura wanted to also thank Ms. Wood and LeWana Clark for their hard work in New Mexico. He also commented on the situation with deaf students graduating and entering the work force; less students are going on to college. He suggested we encourage the students to do junior college or community college.

Commissioner LeJeune agreed that it is true, and she meets with COPD, along with Ms. Wood and other staff from CDHH, to discuss the problem of transitioning young adults. One of the projects that DVR initially funded, the DELTA project, was to help young adults improve their academic functioning so that they could be successful in the classroom. Ms. LeJeune went on to say that education is the key to quality employment and it is her hope that the DELTA project will be brought back to the table. DELTA not only helped with academic functioning, but independent living skills, and how to self-advocate. She said that she will work with Deb Hambel with the client data to get a report built that would tell us how many clients who are deaf are participating in post-secondary training.

Commissioner LeJeune said when the DELTA program was first put together; they didn't get all the money they needed. DVR figured out how many students would be enrolled and paid a fee for each student. Ms. LeJeune said the program made a huge difference and that is the answer to Dom Bonura's question on how to help young deaf adults prepared for college.

James DeBee brought up the issue of the economy and how it impacts the agency's ability to help the community. Mr. DeBee said that economic empowerment is essential and then DVR and the commission will be able work together to create opportunity. He said that he has his own business and, therefore, is not looking for a job, but even with three degrees he would still find it very hard to find work because he is deaf. One solution to the problem is to set up a business and hire deaf employees. Mr. DeBee wanted to thank DVR and CDHH for creating that opportunity for him, highlighting the economic empowerment philosophy for the community, and not just helping them find menial jobs.

Catherine Maenzo wanted to bring to light the status of the Native American Deaf Community and the help that they need. Ms. Maenzo said they are connected at the federal level yes, but not at the state level. There are many Deaf Native Americans throughout the state and in rural areas, almost like a third world country here in New Mexico, and it is sad to see they don't have the services they need. She added that the BIA was not doing a great job, either. Ms. Maenzo wanted to know what resources or outreach was there for those in the pueblos or on the reservations? She would like to see more representation of the native population on the board.

Also there needs to be help getting Deaf Native Americans in post-secondary education. Many want to go to the Southwest Indian Polytechnic Institute (SIPI), and the question is how to we help them get there?

Ms. Wood thanked Ms. Maenzo for reminding her again about including our Native American populations. She recalled that the first person to come up to her when she first started working for CDHH was Johnny Robertson with his concern for Native American Deaf and a task-force set up. Information was gathered which will be included in her five-year plan; how to integrate Native American services within CDHH and it sister agencies. Ms. Wood stated that she is recommending a liaison to represent these tribes and populations. She added that this would not be a quick fix, but it is a start.

Commissioner LeJeune also responded to Ms. Maenzo's concerns. Commissioner LeJeune stated that the Navajo, Jemez Pueblo, and Laguna/Acoma already receive VR funds from the federal government. Also DVR has had a contract with New Vistas in Santa Fe, and had the Native American Liaison Program. They hired individuals who were from the pueblos, and they were doing information and outreach, and educating tribal members about VR services. DVR also works very closely with the Mescalero in southern New Mexico. Commissioner LeJeune stated that there are always efforts, but they must maintain effort and consistently serve in those areas.

VII. UNFINISHED BUSINESS

There was no unfinished business.

VIII. NEW BUSINESS

There was no new business

IX. EXECUTIVE SESSION

11-14

Commissioner Buchholz made a motion to go into Executive Session.

Roll Call Vote:

Chair Apodaca:	yes	Commissioner LeJeune:	yes
Secretary Romine:	yes	Commissioner Buchholz:	yes

Board went into closed Executive Session at 12:32 p.m. and reconvened at 1:08 p.m. No action was taken during the Executive Session.

X. ADJOURNMENT

11-15

Secretary Romine made a motion to adjourn.
Commissioner Buchholz seconded.
Motion passed unanimously.

The meeting adjourned at 1:10 p.m.

DRAFT