



**STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING
Thursday, June 16, 2016
NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102
3:00 p.m.**

I. CALL TO ORDER AND ROLL CALL

Chair Austin Welborn called the meeting to order at 2:59 p.m.

Present:	Austin Welborn, Chair John Fullinwider	Concha Dunwell, Vice-Chair Johnny Robertson
Absent:	Luis Quiñonez Rosemary Gallegos	Don Johnson

Quorum was met.

Fourteen staff members from NMCDHH were present: Executive Director Nathan Gomme, Jason Siergey, Corina Gutiérrez, Lisa Dignan, Deborah Romero, Cheryl Padilla, Lori Neubauer, Luke Adams, Roger Robb, Rich Bailey, Louise Chavez-Rasgado, Susana Santillan, Sandra Williams and Staff Interpreter Andrea Ginn. Four other interpreters were present, Audrey Blanco, Adam Romero, Rebecca DeSantis and Lesley Siegel. Nine members of the community were in the audience.

II. APPROVAL OF AGENDA

16.15

Commissioner Johnny Robertson made a motion to approve the agenda.
Commissioner John Fullinwider seconded.
Motion Passed unanimously.

III. APPROVAL OF MARCH 3, 2016 MINUTES

Chair Welborn asked if there were any changes to the minutes from the March 3rd meeting.

16.16

Commissioner John Fullinwider made a motion to approve the minutes as presented.
Commissioner Johnny Robertson seconded.
Motion passed unanimously.

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme stated that the third quarter reports were sent out and that the commissioners already had a chance to review them, and now CDHH is well into the fourth quarter of FY16 and were wrapping up a variety of things such as contracts and proposals before June 30th.

The National Association of the Deaf (NAD) 2016 Biennial Conference is July 4 – 9th and a few of the staff, including Executive Director Gomme will be attending. The Executive Director will also be involved with the National Association of State Agencies for the Deaf & Hard of Hearing (NASADHH) which will be meeting during the conference. He is co-chair this year, and at the meeting they will be discussing topics on intercultural deaf agencies and RID/NAD situation. He will work closely with the Arizona Commission for Deaf and Hard of Hearing (ACDHH) to represent the Southwest.

One of the topics Executive Director Gomme anticipated would be discussed is how TTY's are changing to Real-time Text Translation (RTT). That conversion is the result of this year's proposal for AT&T to get a waiver to permit the transition from TTY to RTT. Now that they have the waiver, they can use that to change some policies and propose some political rule changes. Mr. Gomme clarified that RTT, rather than typing on the traditional telephone, would use Voice over Internet Protocol (VoIP). The text streams in real time and can also be used on mobile devices. This may be seen in the larger companies around December 2017, but the timeline has already been postponed at least once. This technology is brand new and it is still in negotiations to figure out how relay will be provided. CDHH will need to figure out how this new technology fits in within the agency and how the agency will sustain the required services.

The Deaf Cultural Center (DCC) has been looking at locations to set up a cultural center and an apartment complex specifically for Deaf and Hard of Hearing senior citizens. Executive Director Gomme stated he has recently been part of the focus group. DCC is working with the City of Albuquerque, but he didn't foresee anything being established soon. DCC will need to focus on fundraising and getting an endowment.

The New Mexico Association of the Deaf (NMAD), as represented by Commissioner Robertson, and the New Mexico School for the Deaf (NMSD), will be meeting together with the Deaf Grassroots Movement-New Mexico (DGM-NM) to discuss their vision for the future. It is important to have an open dialogue, make sure everyone understands what laws we already have established in New Mexico, and work collaboratively moving forward. If DGM-NM wants to propose any new bills to the legislature, it is important that all the community is aware of what's happening and avoid confusion or conflicts. It is important to work together and have the same goals such as language access. It is clear that the Sunport and the Round House need to be fully accessible and need to install loop systems.

Executive Director Gomme stressed that we need to do more for the Hard of Hearing Community. He is working with Steve Frazier, who was in attendance, and they want to cultivate more progress to resolve problems. Currently the community has concerns because there has been no captioning on updates for the Dog Head Fire happening in our state. They have already started the process of resolving this issue. CDHH put on its Facebook page that there is a Facebook and Twitter page that has information on the fire in real time.

Over the previous weekend, CDHH hosted a haptic training which are touch signals used in conjunction with tactile signing for the Deaf-Blind Community to give environmental cues. The training was provided by the Helen Keller National Center and three Deaf-Blind individuals, three CDHH staff members and members of COPD-NM were present as well as some Support Service

Providers (SSP's) and interpreters. Mr. Gomme stated that haptics is a great tool and he would like to see more haptics training with more attendees in the future.

Executive Director Gomme concluded his report by saying that there was a lot of work being done and the agency will continue to focus on communication access for the Deaf, Deaf-Blind, Hard of Hearing, and Speech Disabled Communities.

Commissioner Johnny Robertson asked if Executive Director Gomme would talk about their meeting with the Public Regulation Commission (PRC). Mr. Gomme said that he and Commissioner Robertson met with the PRC to discuss the declining revenue from the TRS surcharge due to VoIP service. He explained that when companies like Comcast, for example, provide combined television, telephone and internet service, they do not have the TRS surcharge on their bill and are not contributing to the fund. The hope was to pass changes to the language to include VoIP as they have in Colorado, Maine and California. Commissioner Robertson and Executive Director Gomme will meet with the PRC again and give a presentation to make sure they clearly understand the situation, but a proposal will have to wait until after July.

b. Department Reports

i. Community Advocacy

The Directory of Community Advocacy, Corina Gutiérrez, talked about the work Roger Robb, Community Education Specialist, was doing with the Office of the Secretary of State regarding communication access at voting locations. Mr. Robb created a video to train volunteers in voting locations to work with Deaf and Hard of Hearing voters. Right now he is working to add captions and voice over interpretation, then it will be sent out to all 33 counties in New Mexico. COPD-NM and the Bernalillo County Voting Board were also involved in that project.

Commissioner Robertson added a comment that Luke Walker with the Deaf Grassroots Movement was very involved in getting the Deaf, Hard of Hearing and Deaf-Blind communities to register to vote. Ms. Gutiérrez agreed that Mr. Walker would be a good contact for members of those communities who wished to register to vote.

Ms. Gutiérrez stated that her department has been working with ADA Coordinator Gabriel Campos. Mr. Campos provided a training at CDHH for the staff and is a great asset to the advocates. Mr. Robb will be connecting with Mr. Campos to provide training to the Albuquerque Sunport and Albuquerque Rapid Transit to have improved accessibility to Deaf and Hard of Hearing consumers. Ms. Gutiérrez wanted to thank Lisa Dignan for connecting her department to Mr. Campos.

The vlogs that Roger Robb works on were normally recorded in the conference room, but recently the Department of Community Advocacy set up a studio in an available office that makes it much easier to film the vlogs.

The Telecommunications Equipment Distribution Program currently has several items on back order, which is beyond CDHH's control. Hopefully these issues will be resolved in July. Jason Siergey and Corina Gutiérrez have been working hard to inform the community of the back orders.

Cheryl Padilla, Community Advocacy Specialist, has been working hard to set up an ADA training for the staff. Originally Ms. Padilla planned to have a Deaf man from Colorado provide the training, but New Mexico falls under the Southwest ADA Center which does not include Colorado. They will send someone from Albuquerque to provide the training.

Ms. Padilla has also arranged for Purple, a VRS provider, to set up video relay services for the Metropolitan Detention Center as well as other detention centers around the state. Ms. Gutiérrez said that she had been informed by Sandra Williams, CDHH's Las Cruces Field Office Coordinator, that detention centers in Hobbs, Lovington, and Farmington already have video phones provided by Sorenson. Executive Director Gomme added that we cannot tell the detention centers which video phone provider to use, but we are educating them that TTY's are antiquated. Oftentimes correctional facilities are nervous of having technology brought in due to security issues, so it is a process of ongoing education.

Chair Austin Welborn asked what was happening with the placards CDHH was developing for Deaf individuals to communicate with police. The placards are on hold right now until money is found to support the project.

Commissioner Robertson mentioned a placard that he believed was provided by NAD which explains that a client doesn't want to use VRI. Executive Director Gomme advised to avoid saying VRI is bad. If it is in an appropriate setting, if the technology is right and if the size of the screen is appropriate, it can be a useful tool. If there is a poor internet connection, the provider is not familiar with how to use the equipment, the screen is too small, or if it is an inappropriate setting, hospitals need to be educated. He felt that a card would not resolve problems. Commissioner Robertson explained that at his eye doctor appointment it was not appropriate. He had a hard time seeing the interpreters. Mr. Gomme said that education would be key. Ms. Gutiérrez is collecting information and addressing this issue.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, highlighted events in her department since the quarterly report was printed. Her department includes New Mexico Mentoring, which concluded the spring 2016 mentoring session with all the mentees completing successfully. They are currently recruiting for the fall 2016 session. They have received a number of applications, so there should be a good sized group of interpreters participating. Two curricula which are currently being revised should be ready by the beginning of the fall session.

At the last board meeting in March, Ms. Dignan had reported that the Administrative Office of the Courts (AOC) had contracted with Rhiannon Sykes-Chavez to be the coordinator with ASL interpreters in all the state courts. Ms. Sykes-Chavez has since stepped away from that role and Eldora Morris is now taking over the coordination of interpreting services for the state courts.

Ms. Dignan gave an update on the Registry of Interpreters for the Deaf (RID) and the moratorium on testing. They will again be accepting applications for the NIC test starting July 1.

Ms. Dignan said that social media and the website are part of Community Engagement. She reported that our connections with the community are increasing with social media, which is great news.

CDHH is creating new partnerships. As Corina Gutiérrez mentioned, CDHH is working with Albuquerque ADA Coordinator Gabriel Campos, who has been a great resource for the agency. Additionally, the State Personnel Office (SPO) provided a career fair recently. They were contacted by the Commission to see if they would provide interpreters if members of the Deaf community wanted to come and they agreed to do that. Ms. Dignan mentioned that if this was asked of them two years ago, they would have said no and would have expected CDHH to provide the interpreters. She said it was exciting to see the growth in knowledge within State agencies regarding access. At that event, Ms. Dignan also provided a presentation. Although a small number of people attended, it was exciting that people did come out to hear what the Commission for Deaf and Hard of Hearing had to say and there were some great conversations.

Ms. Dignan and Ms. Gutiérrez also did a presentation the previous week at the statewide ADA Coordinators' Council regarding making public events accessible. There was a great turnout, including agencies such as Aging and Long Term Services and Taxation and Revenue, as well as local public bodies. CART, loop systems and signed language interpreters were discussed in that presentation.

In Human Resources, Ms. Dignan reported that there was another successful reclassification. As the end of FY16 approaches, staff evaluations are being closed and we will be in compliance at the end of June.

As previously mentioned by Ms. Gutiérrez, the staff received training on human rights, diversity and the ADA from Gabriel Campos. Staff also received training from New Mexico Legal Aid on the volunteer attorney programs. We have greater access to resources for legal assistance for individuals who are Deaf and Hard of Hearing who come to CDHH for services. Ms. Dignan was excited about the connections CDHH is building out in the community.

In the interpreting area of Community Engagement, Ms. Dignan said that Andrea Ginn has made some amazing connections within the mental health community. CDHH is able to add to the lists of entities that understand how to serve people who are Deaf and Hard of Hearing who need behavioral health services. There is a long way to go, but Ms. Dignan said there is definite progress in that area and the work will continue.

Ms. Ginn has also done wonderful work with the apprentice program. One apprentice just completed the program; another one will be completing in September. Starting in July, a new apprentice, Amanda Summers, will be joining the program. Ms. Summers graduated from the UNM Interpreter Training Program a year ago. An additional apprentice will be brought on board in October.

Ms. Dignan added that finding money to have these contracts in place to provide opportunities for apprentices and also provide effective interpreting services is becoming more and more challenging due to budget cuts. Management is being very creative in finding ways to fund everything they need. There was a great conversation earlier that day with the Department of Community Advocacy about how to be cautious with funds for the interpreting services that we need to provide for CDHH staff. Ms. Dignan added that she was very thankful that CDHH has a staff interpreter on board.

Rich Bailey has been working for months now on the Request for Proposals (RFP) to get a contract for Deaf-Blind and Deaf Plus services. Ms. Dignan said his goal was to have this in place by April, but due to multiple delays, and nothing to do with Mr. Bailey, it's not quite done, but is close.

Mr. Bailey also is involved with the Interagency Transition Alliance, who works with school aged children to help them transition after high school. He also participated in the ATC16, the assistive technology conference that the New Mexico Technology Assistance Program (NMTAP) hosts. He has been working with the NMTAP Advisory Board, the Southwest Conference on Disability, and the Aging and Long Term Services' Conference on Aging. Mr. Bailey has taken on additional roles as CDHH juggled responsibilities after staffing changes, and he has done some great work.

Mr. Bailey also has been working with the court system and the AOC regarding interpreting services in the courts and getting standards in place so that VRI is only going to be used when it is appropriate to do so.

Commissioner Robertson asked Ms. Dignan about when the Certified Deaf Interpreter (CDI) testing through RID might start again. Ms. Dignan explained that the RID announced a

moratorium on all testing across the board last August during their national conference. As she had mentioned previously, starting July 1, they will again take applications for the NIC. She said that the CDI and SC:L tests would need to be revised and would be brought back later. (Correction: the Commissioners were later notified that Ms. Dignan misspoke regarding the CDI. Both NIC and CDI applications will be accepted beginning July 1, 2016. Both tests will be revised, but they will still be offered while that process takes place. However the SC:L and OTC performance exams will remain under the moratorium.)

iii. Administrative Services

Director of Administrative Services and CFO/CPO, Deborah Romero, stated that since our March meeting, Business Operations Specialist Joyce Croker retired. Louise Chavez-Rasgado, Financial Services Specialist, has taken over accounts receivable and accounts payable for the department. Ms. Romero stated that the Administrative Services Department is a small team, but they work well together.

Currently the department is beginning to close down the current fiscal year. The department is meeting deadlines and making sure all payments are timely, and will have a successful close. At the same time, the department is opening up a new fiscal year, and almost all of the contracts are ready for FY17.

Ms. Romero announced the budget cut for FY17. The budget for FY16 was \$3.7 million. The decrease in revenue is approximately \$700,000, and the budget for FY17 is \$3 million. CDHH also did have a cut in the transfer to DVR. She predicted a tight year, but felt they could manage by all working together. All the managers are making sure they have a plan and will keep an eye on the budget and revenue.

Administrative Services will start the process for the FY18 request soon and has already started receiving documents to prepare for that.

V. ACTION ITEMS

Chair Welborn announced that there were no action items at this time. Commissioner Robertson did express his concern that Commissioner Luis Quiñonez was unable to attend, and was not sure how many times a commissioner was allowed to be absent. Chair Welborn said that no action could be taken since it was not announced in advance to the community. Executive Director Gomme said he would reach out to Commissioner Quiñonez on this matter and also will discuss the state rules with the attorney. In all probability, a formal letter from Commissioner Quiñonez to resign would suffice and would be sent to the Governor's office.

VI. NEW BUSINESS

There was no new business to discuss.

VII. ADJOURNMENT

Chair Welborn adjourned the meeting at 4:04 p.m.

Respectfully Submitted,



Lori G. Neubauer

Administrative Operations Specialist



Austin Welborn, Board Chair