



**STATE OF NEW MEXICO
COMMISSION FOR DEAF & HARD OF HEARING**

*Thursday, June 6, 2019
NMCDHH Conference Room
505 Marquette Avenue NW, Suite 1550
Albuquerque, NM 87102
3:00 p.m.*

I. CALL TO ORDER AND ROLL CALL

Vice-Chair Concha Dunwell called the meeting to order at 3:00 p.m. and proceeded with roll call.

Present: Concha Dunwell, Vice-Chair
Rosemary Gallegos
Johnny Robertson
Josh Pando

Absent: Austin Welborn
Don Johnson

Quorum was met.

Ten staff members from NMCDHH were present: Executive Director Nathan Gomme, Deborah Romero, Lisa Dignan, Lori Neubauer, Corina Gutiérrez, Louise Chavez-Rasgado, Roger Robb, Cheryl Padilla, Jason Siergey, and Andrea Ginn. Five interpreters were present, Andrea Ginn, Rachelle Clifford, Sally Schwartz, Gabriella Rivera, and Sierra Knight. Six members of the community were in the audience.

II. APPROVAL OF AGENDA

19.16

Commissioner Rosemary Gallegos made a motion to approve the agenda.
Commissioner Johnny Robertson seconded.
Motion passed unanimously.

III. APPROVAL OF MARCH 21, 2019 MINUTES

Vice-Chair Dunwell asked if the commissioners accepted the minutes as written.

19.17

Commissioner Johnny Robertson made the motion to accept the minutes as written.
Commissioner Josh Pando seconded.
Motion passed unanimously.

IV. REPORTS

a. Executive Director's Report

Executive Director, Nathan Gomme, began his report with information on IP CTS, RTT and the rapidly changing technological environment. Google and Apple both recently gave presentations regarding accessibility within their technology. After review of the documentation and watching both presentations he found that this is the biggest leap and shift that he has seen for Google when it comes to hearing loss accessibility in some time.

Google's presentation included live captioning, live transcribing and live relay. They have developed all of these in their operating software. This is a new way of captioning videos; traditionally we see captions on Youtube or Netflix, this captioning will happen on Facebook and Instagram, things that normally aren't captioned. This software will also transcribe speech in real time via a mobile device which does not rely on internet. Live relay is a computer-based relay experience that functions off our your mobile device, this program is not yet available. Executive Director Gomme mentioned that 67% of Americans have smartphones and those numbers will only increase and users will need to adapt to the environmental shift that is happening.

Apple announced a new internal program that will alert individuals to dangerous noises in their environment. Apple is also working on ways to improve accessibility for other disabilities as well. There are several new apps and systems being developed as we speak. Since there are so many technological advancements, Executive Director Gomme has planned to go to the M-Enabling Summit in Washington, DC in a few weeks. There will be discussions on these technological advances, new apps that are being implemented, new devices, and new perspectives on how accessibility should be provided.

Executive Director Gomme announced that since the passage of HB48, Livingston Hearing Aid Centers are providing counseling to their clients and information on T-Coils and Loop systems, and the hope is that this information will continue to be spread throughout New Mexico. The Speech-Language Pathology, Audiology, and Hearing Aid Dispensing Practices Board will be convening soon and will discuss how this law will change their practices and rules.

Executive Director Gomme mentioned that he had just learned from John Hooper, who was in the audience, that four new infrared loop systems were just installed in the Round House. This stemmed from a discussion John Hooper, Steve Frasier and Pam Parfitt had in October with some of our representatives. We explained to them the inaccessibility of the Round House and they worked to implement those accommodations. Also, the rule changed that required 24-hour advanced notice of accessibility devices and technology needed during the legislative session. This rule wasn't reasonable because often agendas would change with less than 24-hours notice making it impossible to give advanced notice for accommodations. After some discussion, they decided to change the rule and have technology equipment ready. Executive Director Gomme wanted to thank Mr. Hooper and all the members of that accessibility group that worked so hard on this, and in particular, Steve Frasier, who spearheaded this.

The Albuquerque International Sunport now has a public video phone thanks to Lisa Dignan's work. The Sunport also will install Loops.

b. Department Reports
i. Community Advocacy

The Director of Community Advocacy, Corina Gutiérrez, announced that two public libraries, one in Albuquerque and one in Las Cruces, now had video phones. Lisa Dignan connected Ms. Gutiérrez with Joy Poole, the Deputy State Librarian at the New Mexico State Library and Ms. Gutiérrez and her department will continue working with her to install VPs in other libraries around the state. Right now, they are working with Farmington, Santa Fe, Alamogordo and Roswell. Sandra Williams will be working with the libraries in Alamogordo and Roswell and will continue to work in other communities like Hobbs, Anthony, and Hatch to see if they can set up public VPs there.

Vice-Chair Dunwell asked if there were signs to make sure the VP is for the deaf or hard of hearing and Ms. Gutiérrez explained that in the one installed in Las Cruces is in a separate room and users will need to check in at the front desk. In Albuquerque's Main Library, the user will need to sign in to get the remote to use the VP there.

Ms. Gutiérrez said she is working with the United States Citizenship and Immigrations Services (USCIS). She met with Jackie Crouse, a Community Outreach Officer from USCIS in San Antonio, and Jesse Mendez, a USCIS field officer here in Albuquerque. They are interested in holding a workshop for people with hearing loss to discuss documentation and permanent residency information as well as citizenship. This would involve COPD and other organizations for the deaf, as well. There was a workshop like this in El Paso, which was very well attended, so they would like to see one in New Mexico. Ms. Gutiérrez said that Community Education Specialist, Roger Robb, and Amy Gomme from COPD have been discussing this and hope to have the workshop in September.

Ms. Gutiérrez turned the meeting over to Cheryl Padilla, Community Advocacy Specialist, to talk about the Community Emergency Response Team (CERT). Ms. Padilla has been going to trainings, along with Lisa McNiven from the Governor's Commission on Disability (GCD), which teaches how people with disabilities prepare for emergency situations. Both Ms. McNiven and Ms. Padilla are now ready to become trainers. Ms. Padilla recently had a meeting with NMSD and is looking forward to providing a training for the students there this fall. She said she would also be providing a training to the Deaf Cultural Center (DCC) and other disabled communities in New Mexico.

Ms. Gutiérrez then asked Roger Robb to talk about what he has been working on. Mr. Robb had been meeting with the City of Albuquerque's Office of Equity and Inclusion so they will provide interpreting services for their community job fairs. They will be providing interpreter services so the deaf and hard of hearing attendees can interact with the employers in the different departments of the City of Albuquerque and have interviews that are happening on the spot. The next job fair will be in July.

Mr. Robb also has been meeting with the Census Bureau to see if we can put something on the census regarding the deaf and hard of hearing population. It is too late to add that to the 2020 Census, but they will be working on additions for the 2030 Census. They also asked CDHH to provide trainings for individuals who will be going out to homes throughout the state and will possibly need to interact with deaf or hard of hearing individuals.

As Ms. Gutiérrez mentioned, Mr. Robb is also working with USCIS. They have asked CDHH to provide a training for their staff members relating to hearing loss sensitivity and how to interact with anyone who is deaf or hard of hearing.

Commissioner Rosemary Gallegos suggested that Mr. Robb or someone from the Commission would reach out to CYFD for a training, as they sometimes are interacting with deaf parents who need some support. Mr. Robb said CDHH could definitely do that and thanked her for the suggestion.

Regarding the 2-year strategic plan with law enforcement, Mr. Robb announced that we will once again have the "Coffee with a Cop" event. Save the Date flyers have been sent out; it will be held on August 31st. Mr. Robb is still meeting with the Albuquerque Police Department on the placards and what should be on them. Sandra Williams is working with the Las Cruces Police Department and Mr. Robb will have a meeting with the Rio Rancho Police Department in the coming week.

Mr. Robb has been working with University of New Mexico Hospital (UNMH) to provide various trainings with staff members. He stated that we have collaborated with UNMH's Interpreting Department before

and discussed interpreting issues and provided a Deaf perspective on how to improve communication access.

An interpreter that is working to become a nurse felt it would be beneficial to have a sensitivity training at Brookline College, so Mr. Robb has already given a few trainings and during one the Dean of Students was present. He was impressed by the presentation. They will be setting up a new medical assistant department and would like to have a presentation for them as well.

ii. Community Engagement

The Director of Community Engagement, Lisa Dignan, said the New Mexico Mentoring is progressing well. There were four mentor/mentee pairs that successfully completed the last session. She currently is accepting applications for the fall session.

Ms. Dignan shared that the governor's office is working on appointing members to the Licensure Board so that they will finally have a quorum. Although it hasn't happened yet, she is in communication with the Boards and Commissions representative and feels that may happen soon.

CDHH is very close to having the RFP for the equipment distribution program done. Ms. Dignan was hoping to be able to make the announcement of who the contract was awarded to, but we are waiting on a signature from State Purchasing to make it official.

As Executive Director Gomme previously mentioned, we were finally successful in getting a video phone installed at the Sunport. This was wonderful moment for all who had been working on this for years. The video phone is at the information desk that is down by baggage claim. Now that the information desk is moving to a new location and the video phone will go with it. Ms. Dignan went and took pictures of it and posted it on social media. The post was the most active post CDHH has ever had. Obviously, people are excited about it. A second video phone will be installed after construction is completed. It will be in the secure area after travelers pass through the TSA checkpoint, near the food court. Hopefully it will be installed sometime this summer.

In human resources, it is the end of the fiscal year and employee evaluations must be done. The legislature approved a 4% pay increase for state employees, which is the largest increase state employees have seen. The evaluations must be done by the end of the fiscal year in order for the raises to be received and Ms. Dignan was confident everything will be completed on time.

In the past Ms. Dignan has talked about the HR consolidation and now she can report that all the people who were consolidated are now being unconsolidated back to their original agencies.

Ms. Dignan reported that our Communication Development Specialist, Andrea Ginn, is very busy with a large volume of interpreting requests as Ms. Gutiérrez and her department are wrapping up their meetings and everyone is very busy before the close of the fiscal year.

Ms. Ginn is working with the New Mexico Department of Health trying to expand the level of training for providers and interpreters to effectively provide behavioral health access. She also just came back yesterday from the American Deafness and Rehabilitation Association (ADARA) conference in Baltimore. She returned with great resources that will help guide that project. Commissioner Robertson stated that since Desert Hills closed there is nothing available here for Deaf mental health. Ms. Dignan agreed that it does leave a gap in the community, but they will continue working to develop more services to address that need.

The remaining four apprentice interpreters will be finishing their year of apprenticeship with CDHH the end of this month. Ms. Dignan said that a year ago the four young women didn't have the skillset or

confidence to interpret a board meeting, but two of them are working as part of the team today. Interviews were conducted the day before for our new FY20 apprentices, and we will make announcements about who they are soon.

iii. Administrative Services

Deborah Romero, CFO and Director of Administrative Services, announced that all operations were up to date and all payments were up to date. The department plans to get all invoices for the last month of the fiscal year by July 15, which will give them time to process everything before the books are closed.

The operating budget was submitted and approved on May 1st. CDHH was approved for a special appropriation of \$800,000 for FY19 and FY20 if needed. Ms. Romero is currently working with the State Budget Division on how we will bring that down once we know what we are going to need for FY19, and the same thing will follow for FY20. It is there for us to use while we are experiencing a decline in our revenue. There will still be meetings and discussions with the Taxation and Revenue Department and will keep the board updated.

c. Hamilton Presentation

Executive Director Gomme turned the floor over to Christa Cervantes, the New Mexico Account Manager from Hamilton Relay, who will give a presentation on Real Time Text (RTT).

Ms. Cervantes said she was basically going to have a synopsis of an RTT trial that Hamilton is working on, RTT to relay, and an RTT device that is not mobile technology based. She explained that RTT is a feature that allows users to see text as it's typed and can also enhance voice conversations by using text as well as voice. The text transmission is silent so text and voice can coexist on the same phone line. The garbling that happens on TTY won't happen with RTT. RTT can also transmit and receive text characters such as emojis and punctuation.

Ms. Cervantes said that the FCC set December 31, 2019 as the date that the four major wireless companies have RTT available on all their new phones. This information can be found online. Right now, AT&T has it available via an app than can be downloaded, T-Mobile has RTT on the iPhone6-XR, LG G6-G8, and Samsung Galaxy Note 8-S10+ and a few other devices, Verizon has it on iPhone 7-XR, LG G6, and Samsung Galaxy Note 9-S10+, and Motorola Z³, while Sprint is continuing to support TTY communications rather than RTT. By June 30, 2021 all the smaller carriers will also be required to have RTT on their new phones.

Hamilton's traditional relay service is TTY based, but they have built support for RTT in its current status into their TRS platform. One of the challenges is that RTT requires end-to-end IP network connectivity. Another question is who will have jurisdiction of RTT and who will pay for it. It might be covered under the federal plan or it may become the responsibility of the individual states. Currently RTT functions as TRS until the transition is completed.

Ms. Cervantes also mentioned that traditional telephone lines are changing from analog to digital or IP based. TTYs and some other devices will no longer work. Some people are older and don't really want to give up their TTYs and learn new technology. Hamilton came up with the idea of the IP based RTT wireline phone. They are looking at doing a trial in various states to see if it's beneficial to those who will have to give up their TTYs. The trial would be for RTT to traditional relay only; not RTT to RTT because that would not need a third party. Ms. Cervantes had a model of the phone available for the board to see. It has an HDMI port so it can be hooked up to a TV which would be ideal for people with vision problems. Currently the phone works off the Hamilton long distance network. Ms. Cervantes did a short demonstration of how the phone works. The operator's text shows up in one color and the person who is talking shows up in another color.

If there was a trial, Hamilton would provide support to the trial participants to set up the phone, solve technical issues, and customer care issues. The traditional relay customer care department would not be used so that the trial is in a controlled environment. The objective would be to have 100 people in different states involved in the trial for about 90 days.

V. ACTION ITEMS

There were no action items.

VI. NEW BUSINESS

There was no new business

VII. OLD BUSINESS

a. September Training

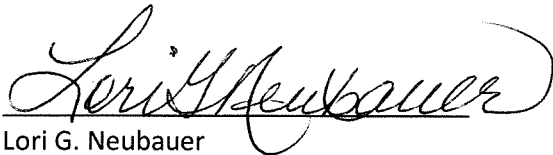
Executive Director Gomme announced that the board previously discussed that training from the Attorney General's office would take place on September 19th, but there was some question about how long the training would be. After speaking with Delilah Tenorio, our representative from the AG office, it was determined that the training would be an hour and a half to two hours. Therefore, if the commissioners arrive 1:00 p.m. as opposed to 3:00 p.m., there should be plenty of time to have the training before the board meeting begins at the usual time.

VIII. ADJOURNMENT

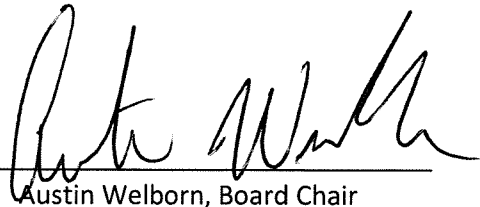
19.18

Commissioner Robertson made a motion to adjourn.
Commissioner Gallegos seconded.
Motion passed unanimously.

The meeting was adjourned at 4:32 p.m.



Lori G. Neubauer
Administrative Operations Specialist



Austin Welborn, Board Chair