



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

*Thursday, September 20, 2018  
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 Rosemary Gallegos called the meeting to order at 3:00 p.m. and proceeded with roll call.

Present:	Rosemary Gallegos, Vice-Chair	Don Johnson
	Josh Pando	Johnny Robertson

Absent:	Austin Welborn, Chair	Concha Dunwell
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Quorum was met.

Seven staff members from NMCDHH were present: Executive Director Nathan Gomme, Deborah Romero, Lori Neubauer, Corina Gutiérrez, Louise Chavez-Rasgado, Richard Bailey, and Andrea Ginn. Five interpreters were present, Andrea Ginn, Rachelle Clifford, Jessica Eubank, Cameron Flores, and Risa Roybal. Eighteen members of the community were in the audience.

**II. APPROVAL OF AGENDA**

**19.1**

Commissioner Johnny Robertson made a motion to approve the agenda.  
Commissioner Don Johnson seconded.  
Motion passed unanimously.

**III. APPROVAL OF JUNE 7, 2018 MINUTES**

Dr. Gallegos asked if there were any changes to the minutes of the June 7<sup>th</sup> board meeting.

**19.2**

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

#### **IV. REPORTS**

##### ***a. Executive Director's Report***

Executive Director Nathan Gomme stated that the fourth quarter had ended and NMCDHH is now in the first quarter of FY19. He said there were important items in his report that the commissioners need to be aware of as well as the public audience present.

To wrap up the fourth quarter of FY18, all contracts were finalized. The RFP was finished for the relay services and has been awarded to Hamilton Relay. Executive Director Gomme said his focus was on the recertification process from the FCC. Every state relay service must recertify every five years for a five-year term. It's a very long process and CDHH must make sure that it is addressing all the relay needs and providing services appropriately. CDHH has been working closely with Hamilton at a peculiar time since the RFP bidding process was happening simultaneously, but CDHH was able to continue with both and achieve recertification. Richard Bailey worked very closely with Executive Director Gomme on the recertification process. The process involves a lot of information, data, and statistics. TRS (Traditional Relay Services) includes the TTY, Speech to Speech, and Spanish to English translation services. All those services are traditional relay which require a land line and analog technology.

Recently he had discussed the FCC's focus on RTT (Real Time Text) as the newest technology, now the focus has changed on IP CTS, which is Internet Protocol Captioned Telephone Services. That includes, CaptionCall, ClearCaptions, and those types of services. To clarify the recertification has nothing to do with those two forms of relay services.

Executive Director Gomme stated that now we need to look at the future of relay services. This topic is something that comes up frequently with him during this board meeting. Now there is a Notice of Proposed Rule Making (NPRM) with two potential outcomes mention in relation IP CTS. As he commented in his report, IP CTS has grown significantly: from a small amount of federal dollars to a huge portion of the federal relay fund. One recommendation in the NPRM is to take money from the states to administer the service. The other is to put the responsibility of IP CTS on the states. In the NPRM, they also mention allegations of fraud and misuse which for reference are similar to allegations against VRS services in the past. Such alleged behavior with VRS was offering them a free monitor or iPad for switching providers. That type of behavior is allegedly happening with IP CTS services among other allegations. The cost of the IP CTS service is anticipated nationally for the is in the billions.

Executive Director Gomme said that we currently do not have enough information specific to New Mexico or the number of people using IP CTS in New Mexico. If CDHH were to take on the obligation of IP CTS, we would have to educate the legislature on what is happening in that arena. It would not be a very positive conversation and probably would be difficult to explain to the legislature.

As an agency who provides oversight for relay services, CDHH had to respond to the NPRM proposed by the FCC. Executive Director Gomme said he did ask questions about the amount and specifics of fraud and misuse and expressed concerns about seizing state money. Phone companies and relay providers also submitted comments to the FCC which were due by September 17<sup>th</sup>.

Executive Director Gomme also recently learned that Hamilton will be providing a wired RTT phone. He met with them and saw their equipment, but he doesn't know if that will be approved by the FCC, if the states will provide that equipment, and if it is interoperable with other equipment. Many states, including New Mexico, brought up concerns about RTT at the NASRA/TEDPA conference. Members of New Mexico and Colorado demonstrated that it doesn't work effectively, and we have several concerns about the future of this service without adequate training. Executive Director Gomme stated that there is no clear picture of how we will be providing RTT and IP CTS, but it will likely have a large impact on our budget.

Another technology change that is happening is the analog to digital transition of phone lines. There is currently no obligation for telecom agencies to explain to consumers that the change is occurring. This change could impact the equipment, making consumers think their phone is broken when it isn't; it is just not functioning with a digital line. CDHH may need to provide some type of "work around" for that problem, especially for seniors who live in assisted living facilities that don't have traditional analog lines. A new phone coming out has a button you can press to slow down speech, but it doesn't work on a digital line, however, so again the user might think the equipment is broken.

Executive Director Gomme said we must look at changing the equipment provided by CDHH, and how to address the future of the equipment distribution program. CDHH will have several presenters come from a variety of companies to talk about different technologies and what will be coming up in the future. The first presentation will be in October. If the board members want to have access to that presentation, he asked that they let him know.

**b. Department Reports**

**i. Community Advocacy**

Corina Gutiérrez, Directory of Community Advocacy, began her report with an update on the two-year strategic plan with the Albuquerque Police Department (APD). Her department has spoken with the APD chief and have signed the MOU. Now they are working with Chris Sylvan from APD and explained to him what we have been doing and what our strategic plan looks like. Roger Robb has also been very involved in this two-year strategic plan.

APD did ask several of the CDHH staff to look at some of the language that was used for providing interpreters for the deaf and hard of hearing communities. They used the word "signer" often, which does not indicate someone who is qualified to be an interpreter. Other language needed revision, too. Ms. Gutiérrez felt that was a positive sign that APD brought that to their attention and their open mindedness shows they are ready to discuss other changes in the language used in their standard operating procedures.

Ms. Gutiérrez said she has received complaints from our consumers about the Social Security Administration (SSA). SSA's Albuquerque offices can provide VRI services, but what they often use instead is a UbiDuo, which is technology that does not work well if English is not the client's first language. It's set up so that one person types something and the other person responds by typing back. Ms. Gutiérrez is going to meet with some managers on Monday to bring up this issue and address the concerns. For most Deaf consumers, VRI is a better option. Clients are asking for VRI and SSA is not providing it. Her staff are trying to address this issue all over New Mexico. Ms. Gutiérrez already met with the manager at Rio Rancho. She asked why they didn't provide more VRI services, especially since the Deaf community is growing. It seems that the district manager said the budget would not allow for those services to be used. Ms. Gutiérrez's department is trying to figure out how to get the idea across and make VRI a standard across the state.

The Santa Fe Social Security Office is meeting with Community Advocacy staff next week. They still are using interpreters and they do have VRI equipment, but don't know how to use it successfully. The staff are trying to push the concept of successfully using this system.

Ms. Gutiérrez said her department also received a complaint about the Human Services Department (HSD). In the past CDHH had a good relationship with HSD, but evidently that fizzled out because problems have shown up. She said they will be meeting with HSD again to encourage them to have VRI in their offices. Commissioner Josh Pando recommended getting in touch with their ADA coordinator.

Ms. Gutiérrez talked about the two-year strategic plan with health care providers, specifically Presbyterian. Mr. Robb has been working with Paul Hefft, who is the Interpreter Services Coordinator at

Presbyterian. They have discussed developing a placard in the emergency rooms, registration areas, and information desks in the hospitals. This way a deaf person can communicate what they need through images. Mr. Robb is starting with Presbyterian downtown, because that is where a lot of the deaf community goes. Executive Director Gomme added that these placards are also for the deaf and hard of hearing that do not sign, and that we want those people on the front lines to be well trained. We don't want them to assume that VRI works for a hard of hearing or deaf-blind person. Many of us have seen a list of languages in the ER that they can accommodate, but sign language isn't on that list. The list doesn't address hearing loss or any disability. They need to make improvements and that's why Ms. Gutiérrez and Mr. Robb have started these efforts.

Ms. Gutiérrez also reminded the board that she is still collecting case stories from consumers of different healthcare providers and is actively trying to resolve issues that have come up.

Cheryl Padilla, Community Advocacy Specialist, had the CDHH booth at six or seven community events. She was at the Head to Toe Conference, the Hearing Loss Technology Conference, Sandia Pueblo Health Fair, the Sandoval Senior Health Fair, to mention a few. About 382 participants came to the booth to get information. Ms. Padilla talked to them about our equipment program and how it addresses hearing loss issues and they seemed excited to come to our booth. October will be a busy month for the department, because there are several conferences they will take part in.

Ms. Padilla is also involved in Community Emergency Response Team (CERT) training. Ms. Gutiérrez said the course is very in-depth and the book has a lot of content. After Ms. Padilla completes the nine-week training, she will be a certified trainer. Ms. Padilla and Lisa McNiven from the Governor's Commission on Disability (GCD) will work together to provide training to the community. Ms. Gutiérrez said that the GCD plans to give every person trained an emergency backpack that will have tools necessary to survive an emergency, such as a mask, a water bottle, first aid, duct tape, etc.

Ms. Gutiérrez mentioned that Ms. Padilla had been involved with Text to 911, which is not available in parts of New Mexico. Executive Director Gomme added that there is a discussion about making our state compliant with the Text to 911 rules. He stated that CDHH will work to clarify that Text to 911 is not only for those who are deaf and hard of hearing, but it's also a valuable tool for people who are in domestic violence situations and school violence situations, for example. He said that Southern New Mexico does have Text to 911 services, but we need an expansion of those services so that it is available statewide.

In November, Ms. Padilla will be going to Vermont to the Deaf Anti-Violence Coalition conference. She attended four years ago, so she will go again and come back with the information and share it with non-profit programs and services here in New Mexico.

Some of the CDHH staff went to meet with the manager at the Isotopes stadium and discussed access for the deaf and hard of hearing community that wanted to attend. When the national anthem is sung, they do have captions on the board, but the problem is that deaf people aren't always sure which word they are on and we are not in sync. Also, sometimes there are announcements that are not captioned and the deaf and hard of hearing do not have access to that information. Because COPD hosts an annual gathering at the Isotopes stadium, it was important to have those services provided. Executive Director Gomme also stated that GCD has been looking into Isotopes Park, museums, the zoo, the train stations, etc., to make them all to make them more accessible. Deaf and hard of hearing individuals need to know about what is being said over a PA system whether it's safety issues or who is up at bat.

Ms. Gutiérrez went on to talk about the Telecommunication Equipment Distribution Program, which continues to distribute equipment monthly including iPads. New clients who want iPads are now being given one right away, but those who have had an iPad for more than three years and are requesting a new one are put on a waiting list. Ms. Gutiérrez, along with Mr. Gomme, Mr. Bailey and Jason Siergey,

are evaluating the equipment in the program and looking at some new technology. Some of the equipment already in the program has been updated to a better version and some has been discontinued and they will be replaced. Much of the newer equipment has been tested at CDHH so staff will know if this is a good product to distribute. Ms. Gutiérrez highlighted some of the items tested.

## **ii. Community Engagement**

Richard Bailey, Community Engagement Specialist, announced that he would be giving the report since the Director of Community Engagement, Lisa Dignan, was not present. For the fall session of New Mexico Mentoring (NMM) there were three new pairings, however one mentee was not able to complete due to an illness, so there are two pairs remaining.

Mr. Bailey said the August Licensure Board Meeting was cancelled since they did not have a quorum. A date has not been set to reschedule that meeting. The governor has yet to appoint a new member to that board.

There are six new interpreters in our apprentice program. Five are in Albuquerque and one is in Las Cruces. Most were present in the audience.

Ms. Dignan attended the RID Region IV Conference which took place in Albuquerque, and the Region V Conference in Washington state. Our Communication Development Specialist, Andrea Ginn, was the NMRID representative and helped with logistics during the RID Region IV Conference and did a fantastic job.

Mr. Bailey said that Ms. Dignan took recruiting training for the State's SHARE human resource program. She now has full access to the recruiting module.

Mr. Bailey wanted to touch on the NAD Conference that he attended and the AHEAD Conference. At the AHEAD Conference, Howard Rosenblum and attorney Caroline Jackson met with Ms. Gutiérrez, Mr. Robb and Mr. Bailey. They discussed issues related to detention center accessibility, interpreting, and VRI services. It was a productive meeting and Mr. Bailey felt like NAD was very connected to our local issues.

## **iii. Administrative Services**

Deborah Romero, Director of Administrative Services and CFO, began her report with some information regarding the last quarter of FY18. The fiscal year was closed successfully, and all deadlines were met. There was enough revenue for FY18. \$2.1 million were spent which was covered by \$319,000 of the general fund, \$168,000 of fund balance and \$1.6 million of TRS revenue. What was brought in revenue for FY18 was \$1.8 million, which was a decrease from FY17. Since the TRS revenue continues to decline, \$1.7 million of TRS revenue was projected for FY19. The budget for FY19 is actually higher than FY18; it's \$3.2 million. CDHH was approved for a higher amount because we haven't seen any shift in the revenue that is coming in.

For the first month of FY19, we brought in \$159,000, which is a small jump, but the positing for August is about \$148,000. Ms. Romero feels it will end up being close to what was projected. CDHH will be holding back on spending in FY19 and doing what we can with contracts and operations.

The budget for the FY20 request was submitted. It's a flat budget of \$3.2 million. CDHH is projecting \$1.6 million of TRS revenue. We will be asking for \$1.6 million of the general fund. CDHH's analysts from DFA & LFC are aware of our struggles with the revenue.

## **V. ACTION ITEMS**

Dr. Gallegos stated that there was one action item on the agenda to reschedule the December 6<sup>th</sup> board meeting. She asked if there are any proposed dates. Executive Director Gomme explained that

Commissioner Concha Dunwell sent an email with her concerns about the dates. She has been unable to attend the last couple meeting and will have another conflict. She asked if it could be changed to Thursday, December 13<sup>th</sup>. After reviewing their calendars, Dr. Gallegos asked for a motion.

**19.3**

Commissioner Robertson made a motion to change the next board meeting to Thursday, December 13, 2018.

Commissioner Johnson seconded.

The motion was approved unanimously.

**VI. NEW BUSINESS**

There was no new business to discuss.

**VII. ADJOURNMENT**

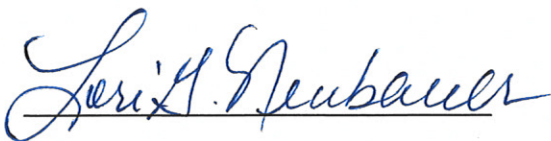
**19.4**

Commissioner Robertson made a motion to adjourn.

Commissioner Johnson seconded.

The motion was approved unanimously.

The meeting was adjourned at 4:24 p.m.



Lori G. Neubauer  
Administrative Operations Specialist



Austin Welborn, Board Chair