



STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING
Thursday, December 8, 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 3:04 p.m.

Present: Austin Welborn, Chair Concha Dunwell, Vice-Chair
Ellen Carpenter, Designee for DVR Johnny Robertson
Don Johnson

Not yet arrived: Joanne Corwin, Designee for NMSD

Absent: Luis Quiñonez

Quorum was met.

Twelve 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, and Andrea Ginn. Five interpreters were present, Adam Romero, Andrea Ginn, Caryl Williams, Rachelle Clifford, and Deena Hardemann. Six members of the community were in the audience.

Chair Austin Welborn welcomed all to the Board Meeting. He explained that Dr. Rosemary Gallegos would not be present, however Joanne Corwin would be her designee and was expected to be here. John Fullinwider from DVR was out of town, but Ellen Carpenter would be the designee from DVR and was present.

II. APPROVAL OF AGENDA

17.5

Commissioner Johnny Robertson made a motion to approve the agenda.
Commissioner Concha Dunwell seconded.
Motion Passed unanimously.

III. APPROVAL OF SEPTEMBER 22, 2016 MINUTES

17.6

Commission Meeting
December 8, 2016

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

Chair Welborn asked Ellen Carpenter from DVR to introduce the new Deputy Director. Ms. Carpenter introduced Adrian Apodaca and asked him to say a few words. Mr. Apodaca said that he has been the Deputy Director of DVR for about 9 months and had been with DVR a total of four years. Before that Mr. Apodaca had worked for Behavioral Health.

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme stated that he would keep his report brief so that his staff could go into more depth about the two year strategic plan. However he did want to touch on a few important things.

The budget for the State of New Mexico is still looking dismal and there have been budget cuts. The cuts aren't bad enough that the Commission for Deaf and Hard of Hearing (CDHH) would need to suspend services, but rearranging the budget was necessary. Executive Director Gomme gave credit to Deborah Romero, CDHH's CFO. Ms. Romero worked with the management team reviewing each department's budget carefully and made sure the money was being used appropriately so we could continue with necessary programs such as Deaf-Blind/Deaf-Plus services.

Representatives from CDHH, Executive Director Gomme, Richard Bailey, Corina Gutierrez, and Andrea Ginn attended the National Association for the Deaf (NAD) Conference in Phoenix, Arizona. There were other groups there like Deaf in Government (DIG), the National Association of State Agencies for the Deaf and Hard of Hearing (NASADHH), the National Deaf Education Conference and a Regional RID conference was held at the same time. Ms. Ginn was able to attend the Regional RID conference, Mr. Bailey gave a presentation, and Mr. Gomme and Mr. Bailey attended Deaf Education workshops, so it was very beneficial to the staff. At the NASADHH Conference, which consists of 37 state agencies, Executive Director Gomme became Vice-President and he is now involved with change on a national level. He stated that he would be going to Gallaudet University the following week. He will be meeting with the president of Gallaudet, Roberta Cordano, to discuss a variety of issues such as employment, education, law enforcement interaction with Deaf and Hard of Hearing communities, insurance coverage for hearing aids, and other topics that have a high impact of many states.

The National Deaf Education Conference had a week of presentations and workshops that are available on-line via Google Drive. They focus on some critical education issues and they have scholars and experts in the field of deaf education. Both Executive Director Gomme and Mr. Bailey found the workshops to be very rewarding. They saw that there is a lot of work in deaf education and many changes coming with ASL access becoming more of a priority.

Executive Director Gomme also touched on some more changes by the FCC. These changes won't have the massive impact that Real Time Text (RTT) will have, which was explained at the previous board meeting. The FCC has approved a two year waiver for Sprint Relay and Hamilton Relay from the requirements of how they traditionally bill for those services. Those changes have to be incorporated with how CDHH works with their vendors, but the impact is minimal.

Executive Director Gomme also explained that the CDHH bylaws have not been touched in a long time, so they contain inaccurate information. For example, the bylaws say that CDHH is based in Santa Fe, and include the word "proxy" where they should say "designee" to comply with our statute. He proposed that an ad-hoc committee be formed to review and revise the bylaws

and then bring the changes to the Board for final approval. Forming the ad hoc committee was on the agenda later in the meeting.

The NAD will come to Albuquerque January 12 – 14. There will be a board meeting and CDHH is excited that it will be held in their conference room. Many details need to be worked out, but Executive Director Gomme wanted to make sure that everyone was aware that NAD is coming. It will be an opportunity to meet and greet the new president and new members. NAD is also discussing hosting a town hall. There is the Deaf Cultural Center (DCC), New Mexico Association for the Deaf (NMAD) and the Deaf Grassroots Movement (DGM) that Patsy Duran in the audience represents, that would all like to be involved while NAD is here.

b. Department Reports

i. Community Advocacy

Corina Gutiérrez, Director of Community Advocacy, began with the outreach her department was doing. Luke Adams has participated in nine events recently and had 455 visitors total at his booth. He will be going to the New Mexico School for the Deaf (NMSD) Roadrunner Classic tournament on Saturday and setting up a booth there. There will also be a booth at the Disability Rights Awareness Day which takes place at the Round House in February.

Mr. Adams will also be advertising the equipment we have available on the NMCDHH Facebook page. He will show two different pieces of equipment on Facebook each month so the community has an opportunity to see the variety of equipment available through the Telecommunications Equipment Distribution Program.

Ms. Gutiérrez added that in March she and Mr. Adams will attend the Advocacy in Action conference. In the past the Advocacy in Action has been really impactful as it is full of different situations, experiences, and heavy topics that are important to learn about. She wanted Mr. Adams to experience that, and they will attend together so they can bounce ideas off of each other.

The Telecommunications Equipment Distribution (TED) Program, due to budget constraints, has put iPad clients on a waiting list. Ms. Gutiérrez stated that she is watching to make sure we are catching up on those. Also Amplicom phones have been on back order since June. Jason Sergey, the TED program specialist, is waiting for Teltex to inform him when they will be ready for distribution.

Ms. Gutiérrez, Las Cruces Office Coordinator Sandra Williams, Community Education Specialist Roger Robb, and Communication Development Specialist Andrea Ginn will be attending a presentation with the Las Cruces Police Department. Afterwards they will be discussing the placards that were developed for police interaction with deaf and hard of hearing drivers.

Members of Ms. Gutiérrez's department met with two hospitals, Presbyterian and UNM Hospital. The coordinator for Presbyterian is a new employee. He is originally from Guatemala and he understood the importance of providing interpreters, so the meeting was easy. He also had the idea to meet with the people in charge interpreter coordination services from other health care providers so they could all be on the same page. When they met with the UNM Hospital, the interpreter coordinator there also thought that was a great idea. Ms. Gutiérrez was considering holding a town hall meeting with the deaf and hard of hearing community where the health care interpreter coordinators can listen to their concerns. Ms. Gutiérrez said she was having difficulty meeting with Lovelace, but once they could get all the health care providers in one room, they could make a difference.

Commissioner Robertson asked if they would do the same thing in Santa Fe and Ms. Gutiérrez replied that they would start in Albuquerque and then Santa Fe. She stated that it would be a difficult task to do this all over the state. Executive Director Gomme said it parallels the work being done with the police department. He stated that there is a two year strategic plan in place for that. They will have to go step by step and work with each one, but he added that Ms. Gutiérrez would not stop working on this issue. If Community Advocacy had a larger staff, they could cover more of the state, but with CDHH's budgetary restrictions, it is important to use the money wisely and do one step at a time.

Ms. Gutiérrez moved on to training, and the previous week she and Mr. Robb provided a training at the Albuquerque Police Academy. This is the third time CDHH provided the Police Academy with training and the Albuquerque Police Department would like to see that continue.

Roger Robb and Andrea Ginn have been working with theatres around town to have ASL interpreted performances. Some of the plays that have or will have interpreted performances are *Little Shop of Horrors*, *Peter Pan*, *A Christmas Story*, and Disney's *Beauty and the Beast*. Commissioner Dunwell asked if these performances were well attended by the deaf and hard of hearing communities. Mr. Robb said just a few were in attendance for the performances that have already happened, but this was a starting point. Chair Welborn asked if the *Lion King* would be interpreted. Executive Director Gomme explained that Popejoy Theatre is different than the smaller venues and has interpreting services provided by the University of New Mexico. He added that it benefits the community to have access to these smaller shows, and the Albuquerque Little Theatre also has a loop in place for the hard of hearing community. Ms. Gutiérrez added that she feels the attendance of deaf and hard of hearing will grow.

Roger Robb presented on the Two Year Strategic Plan Training of Law Enforcement and Emergency Personnel, which was handed out to the commissioners. The two year plan runs from January 2017 to December 2018. Mr. Robb stated that they will start with distributing the placards for deaf and hard of hearing drivers in Central New Mexico including Albuquerque, Rio Rancho, and Belen. Then they will work in the Las Cruces metro area up to Socorro and then in the northern part of the state including Santa Fe, Las Vegas and Los Alamos. This will be an ongoing process until they distribute placards to every area of the state, making sure this is a useful and successful tool. Ms. Gutiérrez added that the training wouldn't be just for city police, but for the New Mexico State Police and sheriff's departments as well.

Commissioner Robertson asked if the training would include the Navajo Nation and other native populations. Executive Director Gomme said that since they have their own rules and procedures, he didn't feel it would be appropriate to approach them the same way out of respect to their sovereignty. He felt that the approach might need to be different with each sovereign nation.

Mr. Robb explained the training would involve vlogs and role-playing. The police also would provide the Commission with feedback so we know what works and what might be missing. It will be a collaborative, ongoing process. Chair Welborn expressed that the plan was well thought out and that he looked forward to seeing its success. Executive Director Gomme added that Richard Bailey, Corina Gutiérrez and Roger Robb did not take this project lightly. They want to make sure it will be effective. Within that two year process the staff will expand to emergency services as well. Commissioner Dunwell commended the staff on the plan both as a member of the Board and as a hard of hearing person.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, announced that the fall session of New Mexico Mentoring had been completed. Eight mentees started the session and unfortunately one had to drop out, however the other seven were able to complete the program. A couple of the seven

had to work incredibly hard through some major life changes, and fortunately they had amazing mentors who went above and beyond for those individuals. Applications are due Monday, December 12th for New Mexico Mentoring's Spring 2017 session. Ms. Dignan will update the commissioners on that session at the next board meeting. To save costs for New Mexico Mentoring, the program is now almost completely electronic. There are no more paper curriculum packs; everything is done with a PDF that is emailed to everyone. All the links are active and fully accessible on tablets and phones, so the participants are no longer lugging around a heavy notebook and they have easy access with almost zero cost.

The Signed Language Interpreter Practices Board now has a public member and can go ahead with a board meeting. The meeting will be December 19th in Albuquerque and will be both a regular meeting and a rule hearing. They will discuss the proposed rule changes from nearly a year ago which had not been acted upon since they were unable to achieve a quorum.

Ms. Dignan also continues to work with the Albuquerque Support on increasing accessibility. She reported that work has stalled a bit, but she keeps sending gentle reminders that there is work still to be done.

Ms. Dignan attended the Conference of Interpreter Trainers (CIT) in Lexington, Kentucky. She returned from the conference with valuable resources to apply to the professional development and mentoring work and was grateful to be able to attend.

Ms. Dignan has been working on extending CDHH's agreements with different entities. This will ensure that we have secured services without interruption with the budget cuts that will affect the Commission through FY18.

Andrea Ginn, Communication Development Specialist, is currently been working with two interpreter apprentices, Amanda Summers and Adrianna Lucero. A third apprentice, Jessica Eubank, completed her apprenticeship on September 30th, but continues to work with CDHH as a contract interpreter. Apprentices start off doing observations, and now Ms. Summers has started to do a little interpreting work and is doing a great job. Ms. Lucero just started with us on October 1st, but is showing tremendous potential. Ms. Ginn is also working with Emily Pieroni, a contractor in the Las Cruces office who provides interpreting services for Sandra Williams as well as administrative support. Ms. Ginn is doing some professional development with Ms. Pieroni, which is something the Community Engagement Department would like to continue, actually making it a formal apprenticeship position. That way the apprentice program can expand and CDHH can help grow quality interpreters for the Las Cruces area as well.

Ms. Ginn has been busy coordinating ASL classes. They are attended by any staff members who want to improve their ASL skills and also the building maintenance staff have attended. This gives CDHH an opportunity to build an even more positive relationship with the building staff.

Ms. Ginn has been working with the New Mexico Crisis and Access Line about effective communication for individuals who are deaf and hard of hearing.

As Corina Gutiérrez mentioned earlier, Ms. Ginn and Mr. Robb have been working to get interpreted performances at local play houses, which is a part of a larger project, the Culture and Arts Accessibility Project. Ms. Dignan stated that the goal is not only increasing accessibility to theatrical performances, but other types of events as well such as book signings or gallery openings. Ms. Ginn established an agreement with one of the local interpreter referral agencies, RGC Access, to be the fiscal agent for this project. They will apply for grants that will pay for interpreters to provide services for places like the small galleries that don't have any budget for this type of project. Central Features Gallery is interested in showcasing more work by deaf artists.

Ms. Ginn has been exploring ways to engage local interpreters in more professional development opportunities. She does case conferencing, which is a way for interpreters to meet after an assignment, review their work and discuss how to improve their skills. She is sharing that with Central New Mexico Community College (CNM) so they can replicate the program there. CNM hires many pre-certified and certified interpreters so it is good to see they will be also working to improve the skills of interpreters here in New Mexico.

Ms. Dignan announced that the RID Region IV conference will take place here in Albuquerque in 2018. Ms. Ginn was instrumental in making that happen. They had a planning meeting last weekend and she will share more information as it becomes available.

Rich Bailey, Community Engagement Specialist, was able to attend the Southwest Conference on Disability and was also on their planning committee. Mr. Bailey was also attending informational sessions at NMSD for a project search. He has worked with NMSD, DVR, and special education specialists from school districts in the area as well as parents, and learning more about developing transitional employment programs that will help deaf and hard of hearing students with employment.

Mr. Bailey attended the Alternative Dispute Resolution symposium at Santa Fe Community College. Mr. Bailey is the ADR Coordinator for CDHH.

Mr. Bailey attended the ASL linguistics meeting and the Technical Assistance Program and Advisory Council meeting, and has also been working with Executive Director Gomme with the FCC meetings and the RTT project. As Ms. Gutiérrez mentioned, Mr. Bailey was also part of the team that developed the two year strategic plan, and he also works with Ms. Ginn on workshops for the apprentices.

Chair Welborn mentioned that Joanne Corwin, Designee for NMSD had arrived at 4:10 p.m. He welcomed her and then asked Ms. Dignan to continue.

Ms. Dignan, who is also in charge of Human Resources for the agency, mentioned that CDHH was in full compliance regarding the Department of Labor changes with the Fair Labor Standards Act (FLSA). There is an insurance overpayment for one staff member that is being resolved. She reported that CDHH was on target with performance evaluations and mentioned that CDHH has been in the current building for two years.

Ms. Dignan announced that many of the staff participated in the Light the Night walk for the Leukemia and Lymphoma Society. The team from CDHH set a goal to raise \$5,000 and came close by raising \$4,354 for research to help cure blood cancers.

iii. Administrative Services

Director of Administrative Services and CFO/CPO, Deborah Romero, stated that operations were going well. State agencies are only able to expend 50% of the revenue for the first half of FY17, and by the end of December, CDHH will be at around 49% and in compliance. The request for FY18, a flat budget of \$3,033,000, has been submitted. The audit for FY16 is completed and under review at the Office of the State Auditor and she expects to hear if it was finalized and approved soon.

Ms. Romero said that CDHH continues to see a decrease in the TRS revenue. For October the Commission brought in \$666,000 which is about \$100,000 less than last year. Management is watching the budget very closely and cutting where they can while continuing to provide services. CDHH will not be filling the vacant positions they have at this time.

The Administrative Services Department is always busy. Ms. Romero has two people in her department, Lori Neubauer and Louise Chavez-Rasgado, who are there to serve her, the managers, and all of the staff of the agency.

Commissioner Robertson commented that it was great that CDHH was keeping a close eye on the budget and commended the Commission for how we were wisely using the money available. He hoped to see an increase in the TRS revenue. Executive Director Gomme said he and Ms. Romero met with some legislators recently and explained the situation with the revenue and the proposed language change so that the surcharge would apply to VoIP and prepaid phone service. NMSD wrote a letter to support the language changes. He felt that the change would add the revenue and there would be more stability within the agency by reducing reliance on the fund balance. Mr. Gomme added that he need the support from the community as well and the community needed to be vocal. Commissioner Robertson agreed that the groups have to work together and have clear communication. He asked Patsy Duran to introduce herself and she did, stating that she was the New Mexico representative for the Deaf Grassroots Movement (DGM). Executive Director Gomme expressed that he wanted all groups, DGM, the Deaf Cultural Center, NMSD, the Zia Deaf-Blind Club, the Trailblazers, which is an oral deaf-blind group, to know they are welcome to come talk to him and make sure everyone is on the same page. He has been working closely with the Hearing Loss Association of Albuquerque and Steve Frazier on hearing aids and telecoils and want to continue that relationship. Rich Bailey has worked with DVR for a while and the Governor's Commission on Disability is another agency that should be included.

Chair Welborn asked if DVR had a report. Executive Director Gomme said that it was handed out as an addendum. Ellen Carpenter explained that DVR was changing to a new system called Aware and they were going through different downloads and updates. In the process, some of DVR's numbers were skewed. The day before Ms. Carpenter and the previous commissioner, Deb Hambel, went to the staff and discussed what was need to give a full report to the Commission.

V. ACTION ITEMS

Chair Welborn moved on to the action item on the agenda which was to set dates for the 2017 quarterly board meetings. The meetings will begin at 3:00 p.m. and the dates decided by the board were:

Thursday, March 23, 2017
Thursday, June 15, 2017
Thursday, September 21, 2017
Thursday, December 7, 2017

17.7

Commissioner Robertson made a motion to accept the dates decided by the board of March 23rd, June 15th, September 21st and December 7th of 2017. Commissioner Designee Joanne Corwin seconded. The motion passed unanimously.

VI. NEW BUSINESS

Chair Welborn announced that an ad hoc committee needed to be formed to review the bylaws for the Board. Executive Director Gomme explained that the bylaws have not been reviewed in many years and the information isn't current. He recommended that two board members and himself form the ad hoc committee to revise the bylaws and have then bring them to the Board for approval.

17.8

Commissioner Robertson made a motion to set up an ad hoc committee to review the bylaws.

Commissioner Dunwell seconded.
Discussion followed.
During discussion Executive Director Nathan Gomme remarked that Commissioner Robertson had a long history with the Commission for Deaf and Hard of Hearing and suggested to the board that the ad hoc committee consist of Commissioner Robertson, Chair Welborn and himself.
The board agreed and the motion passed unanimously.

VII. ADJOURNMENT

Chair Welborn called for a motion to adjourn.

17.9

Commissioner Robertson made a motion to adjourn.
Chair Welborn seconded.
The motion passed unanimously.

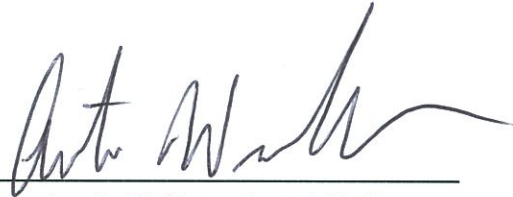
Chair Welborn adjourned the meeting at 4:41 p.m.

Respectfully Submitted,



Lori G. Neubauer

Administrative Operations Specialist



Austin Welborn, Board Chair