

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



Thursday, December 13, 2018
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 3:00 p.m. and proceeded with roll call.

Present: Austin Welborn, Chair
Joanne Corwin, Designee for Rosemary Gallegos
John Fullinwider, Designee for Josh Pando
Don Johnson
Concha Dunwell

Commissioner Johnny Robertson had not yet arrived, but Chair Welborn said that he expected him shortly.

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 Sergey, and Andrea Ginn. Four interpreters were present, Andrea Ginn, Rachele Clifford, Cameron Flores, and Risa Roybal. Six members of the community were in the audience.

II. APPROVAL OF AGENDA

Executive Director Nathan Gomme informed the board that the audit has not been finalized; therefore, the Auditor Report should be stricken from the agenda. Chair Austin Welborn asked for a motion to accept the amended agenda, striking the Auditor Report.

19.5

Commissioner Joanne Corwin made a motion that the amended agenda be excepted, striking the Auditor Report.
Commissioner Concha Dunwell seconded.
Motion passed unanimously.

III. APPROVAL OF SEPTEMBER 20, 2018 MINUTES

Chair Welborn asked if there were any changes to the minutes from September 20, 2018.

19.6

Commissioner Don Johnson made the motion to accept the minutes as written.
Commissioner John Fullinwider seconded.
Motion passed unanimously.

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme began his report by announcing changes to the Telecommunication Equipment Distribution (TED) Program. CDHH has added new equipment to the program and more will be added soon. He stated that staff is trying to evaluate and determine what can be done to ensure that the constituents are receiving the appropriate equipment and services, and that the application process goes well and that our brochure is up to date. Changes happening within the TED program will show a shift from older equipment like TTYs to more modernized equipment that connect to mobile devices. There has been a shift from analog to digital technology; which we have seen with the Real Time Text (RTT) and Internet Protocol Captioned Telephone Service (IP-CTS). Executive Director Gomme said that it is becoming more and more apparent that technology today is not compatible with equipment we have provided historically. The Commission wants to ensure that we are giving out high quality equipment that is simple to use.

Chairman Welborn welcomed Commissioner Johnny Robertson who arrived at 3:12 p.m.

Executive Director Gomme continued, stating that new notification devices are more mobile based with a stronger signal. We are looking into more streamlined devices that can connect to mobile devices and provide our constituents with notification of things happening in their environment. To keep staff up to date, CDHH had presenters come from companies like Bellman & Symfon. That company's technology is more like Amazon Alexa is in the hearing world. The devices are made for the deaf community, they have a better aesthetic appeal, they connect to modern equipment and they don't require the user to use their voice.

Another company, RAZ Mobility, is more focused on mobile and off-the-shelf technology; items that could be bought at retail stores and then be made accessible for the deaf and hard of hearing community. Executive Director Gomme said that we have been in discussion with them to get a better understanding and a projection of what would be happening in the next few years.

Executive Director Gomme said that the iPads are very popular, however he was concerned about a shift in Apple, making more expensive, fancier iPads. The cost of the current iPad Pro is exorbitant and doesn't align with our vision. The iPads without the extras work just fine and he doesn't want to be distributing something with an additional cost to the community and CDHH without necessity.

Chair Welborn asked if we can use refurbished devices. Executive Director Gomme said that we do distribute refurbished iPads if a customer's device stops functioning. They can send it to be repaired or it can be replaced with a refurbished device.

b. Department Reports

i. Community Advocacy

Corina Gutiérrez, Director of Community Advocacy, wanted to acknowledge Amy Gomme, formerly Lucero, from COPD. Ms. Gomme works in the vocational department there and has been sending CDHH referrals for clients who have advocacy needs.

Ms. Gutiérrez had talked about Community Emergency Response Team (CERT) training at the last board meeting and now Community Advocacy Specialist, Cheryl Padilla, has become a trainer for that program along with Lisa McNiven from the Governor's Commission on Disability. They are planning to provide trainings for the community in the future, possibly in the spring. CDHH is very excited to have a trainer in our midst.

Ms. Gutiérrez also mentioned at a previous meeting that Ms. Padilla was attending the Deaf Anti-Violence Coalition (DAVC) conference in Vermont. She works in partnership with different domestic violence shelters and will continue to work with them and the DAVC. Ms. Padilla has already worked with clients that came from domestic violence situations and provided them with resources.

Community Education Specialist, Roger Robb, went to Hobbs and Roswell last month to provide presentations to the Social Security offices there. Next month Mr. Robb will do a presentation in Las Cruces and will continue this effort with more cities in the spring.

Ms. Gutiérrez stated that her department was continuing in their work with health care providers. Presbyterian has a new hospital in Santa Fe where the deaf community is very large. Presbyterian is aware of that and is providing VRI and on-site interpreters. The CDHH Advocacy Department has emphasized the importance of providing on-site interpreters and they will continue to work with them as well as St. Vincent's hospital to resolve any issues. The Advocacy Department is continuing to collect testimonials from those who have had providers that are using VRI where it has not been effective. This is also an ongoing project.

The Las Cruces office wanted to share some good news. Ms. Gutiérrez showed a news release from Las Cruces where they had successfully advocated for a Video Phone in the public library. The main library in Albuquerque has one, and CDHH advocates are working with other libraries as well.

Sandra Williams from the Las Cruces office is working with the city and Doña Ana County because the videos that the city and county post are not captioned. Ms. Williams went to the ADA meeting for the city and county and shared the good news that captioning will be provided for those videos. That should happen around the beginning of FY20.

Ms. Gutiérrez announced that CDHH has new giveaway items for outreach. They have the Commission logo, name, phone number and website on each item. There are post-it notes, pens, key fobs with a light, mouse pads, smart wallets, and USB flash drives. CDHH purchased two wagons for the staff responsible for manning the booths. These have room for the equipment and can be pulled easily to move equipment to the booth space.

Ms. Gutiérrez asked Community Education Specialist, Roger Robb, to give an update on the placards for law enforcement and the hospitals. Mr. Robb said that he has had meetings with the Albuquerque Police Department monthly to move forward with the placard project. He has been working with Mr. Sylvan, who is a civilian and doesn't have a lot of knowledge about what is happening out in the field. It became apparent that an officer should also attend the meetings. In the recent meeting on Tuesday, a police officer attended so that he could give his perspective on the placards. He said it might not be convenient for an officer to carry in their vehicles. His suggestion was to condense the information and put it on a smaller card that could be carried in the front pocket of their uniform. The larger placard could still be used by the deaf or hard of hearing motorists. The standard operating procedures (SOP) for APD are also outdated. Mr. Robb said he was working closely with them on the revisions. He had been emphasizing to them that the interpreters must be certified and licensed. In their draft, they approved of family members and friends that can sign, which is an example of the changes that must be made.

Mr. Robb is also working on placards to be used in different departments of the hospital. One placard will be for the front desk, so they are working to determine the frequently asked questions and incorporating that information into the placards. A separate placard is being developed for the emergency department. Information is still being gathered and it is an ongoing process.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, announced that New Mexico Mentoring was moving along. The fall 2018 session started with three mentor-mentee pairs, but two pairs could not continue due to their life situations, so only one pair successfully completed the session. Applications for the spring of 2019 were due yesterday. The selection committee met this morning and there will be four mentor-mentee pairs for that session which starts in January.

Ms. Dignan was able to attend the Conference of Interpreter Trainers (CIT) in Salt Lake City. She came back with exciting ideas that inspired interesting modifications in the New Mexico Mentoring Program that can help meet the needs of a broader base of interpreters who can benefit from the program.

The interpreter licensure board met on October 29th. At the end of the meeting one of the four remaining board members resigned, which means that the board now does not have sufficient membership to meet quorum. They cannot have another meeting until there are more appointments made by the governor. The incoming governor has sent out information asking interested parties to apply to serve on boards and commissions. Ms. Dignan said she is working on pushing that information out to the community. Hopefully there will be additional applications and appointments made to that board, so it can continue doing its job.

Ms. Dignan had mentioned at a previous meeting that the Certified Deaf Interpreter (CDI) performance test is not currently available. RID has put out a provisional opportunity for deaf interpreters to gain a credential that they could use until the new performance test is available. It involves submitting their information, then having people do some observation of their work to determine if it is of sufficient quality. They will vouch for the deaf interpreter to get the provisional credential which will be held up to twelve months after the time of the new CDI performance test is available.

In human resources updates, Ms. Dignan mentioned that there were several revisions made to the employee handbook that were distributed to the staff. A few more changes are coming, and it is her goal to have the revised employee handbook available at the next board meeting.

Ms. Dignan worked with the State Personnel Office with question about how agencies that are under the new consolidated human resources system are handling requests for ADA accommodations. She has learned interesting information that will be beneficial to CDHH. Mr. Robb and Ms. Dignan have been using this information while doing some advocacy for a state employee in another agency.

Ms. Dignan announced that CDHH has been in their current office for four years as of this week. CDHH recently had a water leak from the suite above that dumped water on some of the TED equipment in the TED testing room. The building management company has confirmed that they will pay to replace the equipment that was damaged.

Communication Development Specialist, Andrea Ginn, has been working on the next project for the Culture and Arts Accessibility Project (CAAP). There was another performing arts workshop that took place in the CDHH Conference Room on December 1st. There were eight participants and those individuals will also be doing some of the interpreting for performances at the Albuquerque Little Theatre in the coming season.

The apprentice program is doing well, but unfortunately the apprentice from Las Cruces is relocating out of state. We still have five interpreter apprentices, and most were present. Melanie Welborn, Sierra Knight, Ashley Wachter, and Miranda Zook introduced themselves to the board. Ms. Dignan said they were doing great work with Ms. Ginn and that appreciated their commitment, time, and effort. Two of the interpreters working today went through the apprentice program and are now working with us as contract interpreters.

The Community Engagement Specialist, Rich Bailey, was not in the meeting today, but he has been working on the RFP for a new equipment distribution contract.

Mr. Bailey along with Ms. Gutiérrez joined the Albuquerque ADA Advisory Council to do an assessment of the accessibility at the zoo. Mr. Bailey also went to a meeting at Isotopes Park to work on increased accessibility there.

Mr. Bailey met with the Interagency Transition Alliance Team in Santa Fe which related to work they are doing with the National Deaf Center on Post-Secondary Outcomes. He also attended three school meetings on transition.

iii. Administrative Services

Deborah Romero, Director of Administrative Services and CFO, stated that the Commission is still having the same issues with the TRS revenue. It continues to decline. Through October the Commission

brought in \$594,000, which is down about \$200,000 from last year. A question was posed from the board if CDHH would be asking for additional money during the 60-day legislative session. Ms. Romero replied that we have asked for additional money from the general fund which has not yet been approved. She stated that we would get special appropriation if we are still declining in 2020. The Legislative Finance Committee and the Executive Branch are both aware of what's happening and have questioned the Taxation and Revenue Department. She doesn't have the information yet but expects to have more information in January or February.

Ms. Romero said that one of the mandates that the Commission is required to follow during an election year is to only spend 50% of the appropriation by the end of December. CDHH is well under that at 24% currently and by the end of December we should be at 30%. Ms. Romero already submitted the certification saying that CDHH will meet that rule.

The FY18 audit was complete and submitted in a timely manner. It is still in review with the Office of the State Auditor, but they are backed up; therefore, our auditor could not present at the meeting.

V. ACTION ITEMS

a. Adoption of Revised OMA Resolution

Chair Welborn announced that there were a few action items on the agenda, starting off with the adoption of the OMA. Lisa Dignan clarified that it is required of all boards and commissions to annually adopt the Open Meetings Act (OMA). It establishes some basic guidelines of how meeting notices need to be handled and then each individual entity must adopt a resolution each year which states how the regulations will be met. For example, the OMA requires that the agency is to give at least 10 days notice, special meetings require 3 days notice, and an emergency meeting would need at least 24 hours notice. There are also timeframes for the agenda and minutes to be posted. Ms. Dignan stated that there were not any significant changes within the last year, except for a change in the date.

19.7

Commissioner Robertson made a motion to adopt the OMA Resolution.
Chair Welborn seconded.
The motion passed unanimously.

Commissioner Robertson also asked about training for the board. Delilah Tenorio, the Assistant Attorney General that has been assigned to CDHH to provide advice and representation, introduced herself to the board and audience. She said that the open government division of the Attorney General's office is working on providing a training on the Open Meetings Act and the Inspection of Public Records Act (IPRA). Also, there will be a review of the duties and responsibilities of the Commission pursuant to the statute, rules and regulations. Ms. Tenorio said she will work with Executive Director Gomme to set that up.

b. Election of Officers

19.8

Commissioner Robertson nominated Austin Welborn to continue as Chair.
Chair Welborn accepted.
Commissioner Concha Dunwell seconded.
Commissioner Welborn is named Chair by acclamation.

19.9

Commissioner Robertson nominated Concha Dunwell as Vice-Chair.
Commissioner Dunwell accepted.
Chair Welborn seconded.
Commissioner Dunwell is named Vice-Chair by acclamation.

19.10

Chair Welborn nominated Rosemary Gallegos as Secretary.
NMSD Designee Joanne Corwin accepted on Dr. Gallegos' behalf.
Commissioner Robertson seconded.
Commissioner Gallegos is named Secretary by acclamation.

c. Set Dates for 2019 Board Meetings

Dates for 2019 board meetings were set as follows:

Thursday, March 7, 2019 at 3:00 p.m.
Thursday, June 6, 2019 at 3:00 p.m.
Thursday, September 19, 2019 at 3:00 p.m.
Thursday, December 12, 2019 at 3:00 p.m.

VI. NEW BUSINESS**a. Raising Awareness of NMCDHH Statewide**

Chair Welborn explained that he added this new business after there was an incident in Idaho Falls. The American Civil Liberties Union (ACLU) of Idaho invited artists to come up with some ideas for murals to represent minorities. The artist that was chosen was a hearing woman who painted a mural to get more exposure for the deaf community. Many deaf people were not impressed because the hands she painted didn't reflect fingerspelling or ASL. There was a huge backlash and threats were made against the artist. She said she would never work with the deaf community again and other artists felt the same. By the time the Idaho Commission tried to reach out, the damage had been done. Mr. Welborn went on to say that this was an opportunity for NMCDHH to think about how to avoid that situation from happening in New Mexico. He added that he wanted the Governor, Mayors of cities in New Mexico, and representatives to be aware of the deaf community and NMCDHH.

Executive Director Gomme stated that it was an important discussion to have. We all must be aware of what is happening and try to do as much as we can to make sure that doesn't happen here. Andrea Ginn has done a lot of work for the theatres through the Culture and Arts Accessibility Project. The giveaways that Ms. Gutiérrez mentioned during her report are will help make people aware of the Commission. Ms. Padilla being involved in CERT is also an important way to let the community know about CDHH. Ms. Dignan, Ms. Ginn, and Mr. Robb will also be providing training for the Law Office of the Public Defender soon. These are all ways to spread awareness of CDHH and what it does.


Chair Welborn said no action was to be taken, however he wanted to discuss what had happened in Idaho Falls and raise awareness of CDHH, so we can be available to settle issues here before they become out of hand.

VII. ADJOURNMENT**19.11**

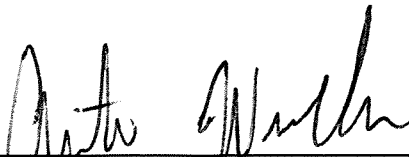
Commissioner Dunwell made a motion to adjourn.
Commissioner Robertson seconded.
Motion passed unanimously.

The meeting was adjourned at 4:26 p.m.

Respectfully Submitted,



Lori G. Neubauer
Administrative Operations Specialist



Austin Welborn, Board Chair