



STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING
Thursday, March 8, 2018
NMCDHH Conference Room
505 Marquette Ave. NW, Suite 1550
Albuquerque, NM 87102
3:00 p.m.

I. CALL TO ORDER AND ROLL CALL

Due to technical difficulties the meeting started a few minutes late. Chair Austin Welborn called the meeting to order at 3:06 p.m.

Present: Austin Welborn, Chair
Concha Dunwell, Vice-Chair
Joe Cordova
Rosemary Gallegos
Johnny Robertson

Absent: Don Johnson

Quorum was met.

Nine staff members from NMCDHH were present: Executive Director Nathan Gomme, Lisa Dignan, Deborah Romero, Cheryl Padilla, Lori Neubauer, Roger Robb, Rich Bailey, Louise Chavez-Rasgado and Andrea Ginn. Five interpreters were present, Andrea Ginn, Rachelle Clifford, Rebecca DeSantis, Adam Romero, and Megan Goldberg. Members of the audience included the CDHH attorney, Delilah Tenorio, and three students from UNM's Signed Language Interpreter Program who were observing.

II. APPROVAL OF AGENDA

18.09

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

III. APPROVAL OF DECEMBER 7, 2017 MINUTES

18.10

Commissioner Robertson made a motion to approve the minutes as presented.
Chair Welborn seconded.

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme began his report with an update on Real Time Text (RTT). Since its recent emergence, there isn't a simple standardized explanation of RTT because the process has been

very complicated. Currently, AT&T and Cricket are providing an app for RTT that can be downloaded, however when calling 911 from the app, we are not sure that it will provide the location. Next Generation 911 provides the home address for a location rather than the mobile location. Hopefully that will change over time. The app will not work on Sprint, T-Mobile or Verizon's network, and may not be compatible with each other. The app is free, but would use voice and data plans, and it is set up with 4G in mind. Using RTT to call a TTY works, so if a 911 center has a TTY, the RTT user can communicate with them. Using RTT with Relay is more complex. Sprint doesn't currently have a plan for RTT, which is odd because Sprint is a relay provider.

Verizon and T-Mobile use a completely different process. Their systems don't use an app, but RTT is hard-wired into some of their phones. T-Mobile only states that RTT works on the LG6 phone currently. With Verizon, the LG6 works as well as iPhones 7 through iPhone X. RTT will not work on an iPhone 6 or anything prior. Executive Director Gomme said that because of the complexity of RTT, he would be available to answer more questions after the meeting.

The Commission will continue to work on the Voiceitt app that was developed in Israel for individuals with speech disabilities. The beta test is run by RAZ Mobility and has had both positive and negative experiences for the users. People who like it have a disability that makes their speech unintelligible, but they can use the app to produce their speech clearly. This allows them to speak for themselves. However, the work to build the library of specific words used can be boring and long sentences cannot be used as yet. It's not a fun process. At Voiceitt, they are working on a concept called gamification, so the user could get virtual trophies or awards for achievements in the app. The plan is that the user would have an incentive for doing the work, especially for children and youth. Executive Director Gomme said CDHH would like to extend the beta testing period until the end of March. It was supposed to be done the end of February, but based on the users' experiences, a little more time is needed for them to understand the process.

Executive Director Gomme attended the Council de Manos Conference along with Cheryl Padilla and Corina Gutiérrez. He felt that attending the conference and not being a person of color was an eye-opening experience. He said he had a lot of work to do to make sure he is open enough to reach out and be able to see from their perspective and understand their concerns. He said that oftentimes English is considered a prestige language and we don't want that to be our attitude towards constituents whether they use ASL, Spanish or English. Executive Director Gomme said a lot more understanding needs to happen, and because it is not his culture, he has to work hard to better understand how to meet the needs of the Hispanic community. Overall, it was a positive experience. It gave him some insight as to what working through trilingual interpreters is like, as well.

There will be a one-day Hearing Loss Technology Conference on May 9th at the Sheraton Hotel. Topics will be on Telecoils, the psychological impact of losing hearing later in life, and what equipment CDHH's program has available. This is for audiologists, hearing aid dispensers, and vocational rehabilitation counselors to understand what is available to meet the needs of the hard of hearing community. Executive Director Gomme said that oftentimes we talk about ASL interpreting in a variety of settings, but we don't really think about someone who is hard of hearing going into a hospital or mental health setting and how to accommodate their needs. This will include how to educate people on their telecoils, since we are aware of many people who don't even know if they have a t-coil or how to switch it on. The conference will be sponsored by NMCDHH in conjunction with the Governor's Commission on Disability (GCD) and several other groups like HLAA and the Department of Veteran Affairs. This conference will provide CEUs for the professionals who attend.

Executive Director Gomme talked a bit about the NAD's Interpreting Agency Regulation and Enforcement Committee. It is a task force on how interpreter services should be provided by agencies that may have originally been foreign language interpreting agencies. They may have decided to take on ASL interpreting without knowing specific state regulations and laws. Some interpreters are providing VRI from different states and they may not be compliant with New Mexico licensure, standards, and cultural needs. So NAD set up this committee to address the issue. Representatives from different states are involved including Mr. Gomme himself. They will come together and will discuss how to determine best

practices, create some goals, and make sure that foreign language interpreting agencies do the best they can for ASL users. The meeting will be happening at the end of March and it will be a three day gathering that has been a year in the making.

Commissioner Dunwell stated that she was concerned about this because there weren't enough interpreters in New Mexico and this would set more limitations. Executive Director Gomme clarified that there are excellent VRI services out there, but the spoken language agencies aren't considering the process of following the same standards. The result may be that the good VRI agencies may lose out to services with lower quality because they have a lower cost. He added that even good VRI services might not be the best option in some situations, such as eye surgery. There are benefits and value to VRI, but there are pitfalls if VRI is used incorrectly. This process is not meant to be punitive. The point is to be fair to the community and the interpreters as well, but best practices need to be set up for the technologies that are available.

b. Department Reports

i. Community Advocacy

Corina Gutiérrez, Director of Community Advocacy, was ill and unable to attend, so Community Education Specialist, Roger Robb, gave a report on the department. Mr. Robb stated that the Real ID Act and the E-file vlogs CDHH worked on in conjunction with the Taxation and Revenue Department are finished and put on the CDHH Facebook page.

Mr. Robb and Ms. Gutiérrez met with Davita Medical Group, as some of their clinics do not provide on-site interpreters. Patients had said they were told that there was a policy that they could only provide VRI, but the people at the administrative level said no such policy existed. The administrators will be working with all the clinics around town and will make it clear that they should provide on-site interpreters or VRI interpreters depending on what the patient requests. They also asked Mr. Robb to give a Hearing Loss Sensitivity training in May.

Commissioner Robertson asked about issues with the ADA on a Federal level, and wondered what was happening. Executive Director Gomme explained that H.R. 620, the ADA Education and Reform Act, did pass the House, but will still need to go before the Senate. If it passes into law, people would have to make a written complaint requesting accommodations and show that there is a barrier. The process will be much more time consuming. The company has to be allowed the opportunity to resolve that barrier and become compliant before any actual form of complaint can be filed.

Mr. Robb continued with the Community Advocacy report and gave an update on the two-year strategic plan with law enforcement. There was some difficulty in getting the former Chief of Police, Gordon Eden to sign the Memo of Understanding. There will be a meeting with Interim Police Chief Michael Geier next week and he is expected to sign the MOU.

Commissioner Robertson asked about the placards and Mr. Robb said that they will implement that after Chief Geier signs the MOU. Executive Director Gomme added that the Commission will need to start with educating APD before the placards go out to the community. He added that CDHH will provide continued education to the police on how to use the placards.

Cheryl Padilla, Community Advocacy Specialist, addressed the board and talked about emergency services. Last September, Lisa McNiven from the Governor's Commission on Disability (GCD) asked Ms. Padilla if she would join FEMA. Ms. Padilla was happy to join and FEMA held a mock train wreck in Lamy, NM. The train had people with disabilities on board as well as several chemicals, and was set up to see how the response team would work in that situation. It was a great experience.

Ms. Padilla also attended a training at the Rio Rancho Emergency Operation Center. It was a training they offer annually where people can learn how to respond to different disasters. She will be teaching the Deaf community the appropriate way to deal with disasters and she is looking forward to doing that.

Commissioner Robertson asked if this training included shootings in public schools that probably have students with disabilities. Ms. Padilla said the focus of her training was on natural disasters.

Commissioner Gallegos recommended some research related to the recent school shooting in Florida because it is a current issue. There needs to be some guidance for the deaf or hard of hearing students, outreach providers, deaf mentors, and ASL tutors to protect themselves. Dr. Gallegos asked if Ms. Padilla could find a way to expand the training from not only natural disasters, but man-made disasters as well.

Commissioner Robertson told Dr. Gallegos that he applauded the NMSD in Santa Fe for setting up a strict system of letting people on campus. It was a great model for other schools.

Executive Director Gomme recently heard concerns from Hands & Voices members about their children in the public school system as well. It is an important issue, but he said he has not seen any well thought out policies in the public schools. There are schools in a lot of states that do not have adequate fire alarms or alerts systems for those with a hearing loss. He said there needed to be some development of policy and procedures for the community to follow.

Ms. Padilla added that she was to go through Community Emergency Response Team (CERT) training soon and once she is certified that would be a good opportunity to get the word out there of the needs for people with disabilities.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, said a lot was going on in the Community Engagement Department, but she would try to make her report brief.

She reported that New Mexico Mentoring's Spring Session was going well.

Recently CDHH hosted a workshop that was a collaborative effort among the Commission, COPD and NMRID. The topic was after hours emergency interpreting with a goal of expanding the pool of interpreters who work after hour emergencies and standardizing the services provided by interpreters working on the pager. Both of the staff members of her department, Richard Bailey and Andrea Ginn, presented at the workshop. Ms. Dignan said she would like to see more collaborative professional development opportunities in the future to help increase services to the community.

The next Licensure Board Meeting would be held March 26th in Santa Fe. There have not been any additional appointments to the board and soon they may be in a situation where the board cannot meet because they won't have a quorum. They do have a wonderful new attorney for the Licensure Board, Delilah Tenorio. Ms. Dignan said that Ms. Tenorio was present at the CDHH Board Meeting since she is the new attorney for the Commission as well.

Ms. Dignan added that there have been messages put out through social media and the CDHH website asking for individuals who are interested in serving on the licensure board. Deaf interpreters, hearing interpreters and consumers of interpreting services are needed. Since the legislative session is over, the budget is signed, and the veto period has concluded, perhaps the governor's office will be able to shift focus and get some appointments made.

Both Ms. Ginn and Mr. Bailey in the Community Engagement Department have been extremely busy. Ms. Ginn was in Montgomery, Alabama attending training specific to mental health interpreting. Ms. Ginn is one of the few interpreters in New Mexico that holds a Qualified Mental Health Interpreter (QMHI) Certificate. So most of the trainings are provided at no cost; the only cost to the Commission is for travel. Then it will be a fantastic opportunity for interpreters in New Mexico to be able to learn from Ms. Ginn what she learned at the training. This is also a benefit for the apprentices.

Ms. Ginn works with Roger Robb and Cheryl Padilla on the Culture and Arts Accessibility Project (CAAP). Nine interpreters are participating in a workshop series underway to provide services for the last four performances for the Albuquerque Little Theatre season.

Ms. Dignan stated that Ms. Ginn was coordinating all the CEUs for the different professions attending the aforementioned Hearing Loss Technology Conference and will also be the accessibility coordinator for that conference. Furthermore, she has done the voiceovers for the vlogs that Mr. Robb mentioned earlier.

The Commission still has three apprentices we are working with: One in Santa Fe, one in Las Cruces, and one in Albuquerque. Ms. Dignan acknowledged Cameron Flores who was in the audience and the CDHH really appreciated all the work he has done. All are preparing to take the NIC performance test and CDHH will continue to assist in growing the pool of certified interpreters in New Mexico.

Rich Bailey has also been involved with the vlogs that Mr. Robb mentioned and is the team leader of one that is currently being worked on which has to do with VRI services provided for the New Mexico courts. The VRI services are provided by New Mexico interpreters that have been vetted by the Administrative Office of the Courts (AOC). This vlog will be instructional to the community so they know what VRI looks like when they see it in courtrooms.

Mr. Bailey has been working on the RFP for relay services that will be released in the spring. He is also busy planning for a summit for the National Deaf Center (NDC), formerly Pepnet. He has been involved with the organization along with the Interagency Transitional Alliance (ITA) in New Mexico. He is co-representative to the NDC to plan for their summit to be held in June in Austin. He will attend the Summit in Austin with no cost to CDHH.

Mr. Bailey has submitted a proposal for the Parents Reaching Out Family Leadership Conference in April and the proposal was accepted. He is also involved with Mr. Robb on the two-year strategic plan for law enforcement.

iii. Administrative Services

Deborah Romero, Director of Administrative Services/CFO/CPO, announced that the FY17 Audit was released and approved. There were no findings.

Ms. Romero said that everything was running smoothly in her department. Louise Chavez-Rasgado and Lori Neubauer were a great support for her and also the other managers and staff.

For FY19, the Governor approved the budget, but she didn't have confirmation on the final numbers. As for revenue in FY18, it is still coming in short month to month. She and Executive Director Gomme will work with the Taxation and Revenue Department to find out if the TRS revenue is actually being collected with the new changes. The Cabinet Secretary has agreed to do an audit on that fund.

The transfer of funds did happen in January: \$25,000 to RLD and \$91,500 to DVR.

V. ACTION ITEMS

There were no action items.

VI. NEW BUSINESS

There was no new business.

VII. ADJOURNMENT

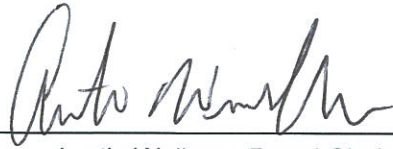
18.11

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

Chair Welborn adjourned the meeting at 4:29 p.m.



Lori G. Neubauer
Administrative Operations Specialist



Austin Welborn, Board Chair