

Hamilton Relay also had a town hall meeting recently in conjunction with CDHH. They were able to find out both the negative and positive experiences with the people who use relay. Hamilton was thrilled to get that feedback from the community. People who are placing relay calls to businesses are having a difficult time with some; often banks and medical services. Hamilton plans to approach each business that was reported on to discuss what difficulties they may be having, accepting relay calls, and educating the businesses on how to receive those calls more appropriately.

The Deaf Cultural Center (DCC) talked about their building project at Hamilton Relay's town hall. They talked about the location they established and shared their vision of what the building should look like and what will be included. Executive Director Gomme explained that the DCC had been working on the building project for approximately ten years. Now they have selected a location and they are working with the financial aspects through a company called Cardinal Capital Management. That is the same company that was instrumental in the Apache Trail Apartments in Arizona, which is similar to the concept in New Mexico.

Also at the town hall, the Red Cross, partnering with the Governor's Commission on Disability (GCD), provided some information about their new program for distributing smoke alarm systems that they will install for free in the residences of deaf individuals. CDHH is working with them to create a vlog on that effort and several staff members are involved in that.

Executive Director Gomme said that the Hamilton town hall was well attended and a good opportunity for people to learn what's happening and also discuss their concerns. It may be the first of many town halls to come.

Executive Director Gomme talked about the mental health situation for Deaf in New Mexico. CDHH is establishing a contract that will allow them to get a better idea of what is happening within the state as it relates to language dysfluency and mental health services. He stated that mental health care isn't always acute care and severe needs. There is a spectrum from issues someone is struggling with like divorce or traumatic situations all the way up to severe issues requiring medication and specific diagnoses. This is a national issue and not just a local problem where Deaf people feel they don't have the access to mental health services that they should have, because they have the impression that in the mental health field there is not an acknowledgement of ASL as a language. Language does need to be taken into consideration for care plans, so CDHH will get involved with various groups in New Mexico as well as on a national level. Neil Glickman and Steve Hamerding are individuals on a national level that the Commission could link with and there are many other groups of people in New Mexico who are ready to partner with us to identify gaps and potential problems with services.

Executive Director Gomme also addressed the issue of Public Service Announcements (PSAs). It would be useful to send PSAs to people with hearing loss and their families here in New Mexico. Often there are people who have hearing loss who are unaware of services or resources. People are unaware what a T-Coil is or best practices related to hearing loss. He said he actually sat down earlier in the day with an older gentleman and in the discussion Mr. Gomme asked if his hearing aid had a T-Coil. The gentleman didn't know. He asked him what he was looking for in a mobile device and again, he didn't know. He had no idea what was available for him and so Executive Director Gomme spent an hour and a half with him discussing those things, and felt there was a better way of reaching people with hearing loss. CDHH is working with GCD, HLAA Albuquerque Chapter, Department of Veterans' Affairs, DVR, several audiologists, and Aging and Long Term Services as a beginning of an ever-expanding partnership to reach people with hearing loss.

Another issue Executive Director Gomme brought up was early intervention and making parents aware of what is available. This would have to be addressed at a later date, as the current focus would be hearing aids, T-Coils, and assistive listening devices. People need to be aware that if they go to the movie theatre, they can get captioned glasses and other resources so they can have access to the movie. He wants to make sure people are aware of what the Telecoil symbol looks like so they can identify if a room is looped. What CDHH wants to create is a very brief viral story that can impact people with hearing loss and their families. After creating the PSA, they would need to find a centralized location for resources and information and provide training from GCD's New Mexico Technology Assistance Program. All the previously mentioned partners can provide free workshops for the community.

Executive Director Gomme moved on to Project CLIMB. In the courts, many of the interpreters are white females. There are significantly fewer Latino, Cuban, Asian, and Black interpreters in the field. NAD, RID, BEI, NASADHH, CASLI, courts and interpreters are coming together to identify where the problems are and how we can attract more people of color and heritage signers to the field. There is not a report out yet, but Executive Director Gomme said he hoped to receive one soon.

Executive Director Gomme announced that he would be out of town the following week attending the Hearing Loss Association of America (HLAA) conference. During that time, the National Association of State Agencies for the Deaf and Hard of Hearing (NASADHH) will have their annual meeting. Topics will include the over the counter (OTC) hearing aids, which has been discussed in the Senate. There was a bill passed that will allow hearing aids to be provided over the counter, and some opposition to that idea. It's concerning that parents might buy OTC hearing aids for a child when they are not medical experts or audiologists. A number of state agencies have mixed feelings. People could go to Walgreens or Walmart and get a hearing aid that might be cheap and effective for them, but it probably wouldn't be effective for everyone, and how would they know? The consultation with a professional is important. So there will be a panel at the HLAA conference identifying best practices and discussing what can be done nationally to address the issue.

There will also be several workshops and work group discussions on a variety of topics including advocacy, communication, technology for assistive listening devices, hearing aids, cochlear implants and loop systems. Executive Director Gomme was looking forward to see what's happening nationally with the hard of hearing community and bring that information back to New Mexico.

Commissioner Johnny Robertson asked if Executive Director Gomme would talk about these issues at the NMAD conference this summer. Mr. Gomme responded that he would do his best to be there, but if not would send someone else to represent the Commission.

Commissioner Rosemary Gallegos congratulated Executive Director Gomme for the variety of things he had been doing. Dr. Gallegos asked how the Commission was involved with the DCC building. Executive Director Gomme explained that CDHH withdrew from the funding portion of that endeavor. DCC is working with the City of Albuquerque and he thought it was best that they were not tied to state funding. Since it is a community based project, it needs to be left to the community to run. If it were under the state, the state rules might conflict with the DCC's vision. With Cardinal Capital Management, the land will be purchased and after a while the DCC will be able to buy out and own the building. So CDHH will serve in an advisory role and work with the community to encourage them to cultivate their own vision.

Commissioner Robertson asked if Executive Director Gomme felt positive about the process, and Mr. Gomme answered that he did. The site of the building will be at Central and Tramway, and they are working with the city to make sure the area becomes deaf friendly.

b. Department Reports

i. Community Advocacy

Corina Gutiérrez, Director of Community Advocacy, announced that Luke Adams was no longer with the agency and moved on to another opportunity. Cheryl Padilla has taken over his caseload and will also do the outreach booths. Jason Siergey will take over the "Item of the Month" and the presentations that Mr. Adams did for the telecommunications program will be taken over by Roger Robb.

The iPad program is continuing and CDHH gives out five each month. Ms. Gutiérrez said they are trying to reduce the waiting list.

Ms. Gutiérrez said that Ms. Padilla is working on a special project; she is attempting to get VPs in libraries around New Mexico. She is starting here at the main library which is just a couple blocks from the Commission office. CDHH staff met with John Ramey from Sorenson, and he is excited to work with CDHH on this project. The plan is to have a VP installed in the main library in about two weeks. Once that process is started there, they are hoping it can spread to multiple libraries across New Mexico. This project is to help those who do not have their own VPs and need access to them.

Ms. Gutiérrez asked that Roger Robb come up and talk about the two-year strategic plan with law enforcement, the "Coffee with a Cop" events, and Real IDs. Mr. Robb explained that he was developing the application form for the placards to disperse to the community. He has also created another placard for Oral Deaf individuals that do not use ASL. Mr. Robb will have the application ready soon so he can share it with the Albuquerque Police Department (APD).

Mr. Robb met with APD and planned a "Coffee with a Cop" event on July 29th at the Albuquerque Police Academy. They have a large room and they will make sure it has communication for deaf, hard of hearing, late deafened, oral deaf, and deaf-blind individuals. From 9:30 to 10:00 everyone can socialize with the police and then there will be a forum from 10:00 to 12:00. Law enforcement officers from APD, Bernalillo County, and other areas around the state will be there. The community can ask the officers questions and express concerns.

Mr. Robb has been working with the Taxation and Revenue Department, who is responsible for the Motor Vehicle Department (MVD), so he can make a vlog regarding the Real ID Act. After that vlog, he will make another vlog about tax forms and how to fill them out.

Commissioner Robertson asked when the placards would be distributed. Mr. Robb replied that it would probably be in October. Executive Director Gomme pointed out that it was discussed before that law enforcement and the community must understand how to use the placards prior to distribution. There will be different stages of the distribution process, so people cannot apply and receive one right away. The first step would be the social event with the law enforcement officers so that people feel comfortable around them.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement, stated that her department was busy and involved with a number of projects. Starting off with New Mexico Mentoring, the Spring 2017 session recently finished. All of the mentees successfully completed that session with the help of some excellent mentors. Applications are now being accepted for the Fall 2017 which will begin the end of July.

The Interpreter Licensure Board had some staffing issues again, but Ms. Dignan was happy to report that they were now fully staffed and trying to get up and running again with new staff and

training. Unfortunately, because of those staffing issues, there were delays in the rule changes, but they should be in effect soon. Ms. Dignan added that she contacted the Licensure Board with a complaint about customer service and the response was immediate and very positive. She has a lot of good things to say about the team leader, Amanda, who is working hard and making sure interpreters receive good customer service while renewing their licenses. The next Licensure Board Meeting will be August 14th.

CDHH put out a posting for interpreter professional development contracts. Over time, CDHH has contracted with different entities for interpreter professional development. Ms. Dignan is looking forward to an exciting collaborative effort, however the contract is not yet signed, so she couldn't give particular details at this board meeting, but she will share details about the partnership next time.

Ms. Dignan said the commissioners were probably aware that the RID NIC exam is open and people are taking it and getting results in a timely manner. However the legal certification, the SC:L, is no longer being offered. The New Mexico Administrative Office of the Courts (AOC) needed something they could use to give nationally certified interpreters a higher credential to work in the state courts. They eventually made the determination that they will accept the BEI (Board for Evaluation of Interpreters) Court Interpreter Certification out of Texas. The BEI Court Interpreter Certification will be accepted for two of the three tiers for AOC Court Interpreter Certification and Ms. Dignan wanted to make it very clear that it does not in any way impact New Mexico Licensure. The BEI Generalist Certifications are still not recognized in New Mexico and the Licensing Board does not plan to do so. This is limited to the BEI Court Interpreter Certification so the AOC has an additional credential that can be used to qualify court interpreters.

Moving on to Human Resources, Ms. Dignan said that the State Personnel Office (SPO) and the Governor determined that all executive branch agencies would consolidate HR services to one centralized office. This will have an impact of CDHH, but much less than other state agencies. Some agencies have full time Human Resources employees who will be moved to a centralized SPO office and become SPO employees. CDHH does not have full time HR staff. Ms. Dignan said that she has that responsibility as part of her job and Deborah Romero does some of the HR functions as well, so the Commission will not lose any staff. Ms. Dignan will make sure that the services offered through the centralized process are accessible to employees that are deaf and hard of hearing. She and Executive Director Gomme met with SPO that morning and next week will meet with the Department of Information Technology (DoIT) who will be working on the technical aspect of that consolidation. Ms. Dignan also spoke with Greg Trapp from the Commission for the Blind who is also concerned about access.

As mentioned by Ms. Gutiérrez earlier, Luke Adams left NMCDHH for another opportunity, and that leaves three vacancies. Ms. Dignan is not sure what we can do since there are conflicting reports if the State is still under a hiring freeze. She hopes to get clarification from SPO, but they are currently busy with the HR Consolidation.

Ms. Dignan announced that CDHH has one apprentice, Amanda Summers, who has just a couple weeks left with us and then will have finished the program. Ms. Summers has worked hard and made some terrific progress. When she finishes the program, she will become a contract interpreter for CDHH.

Interviews for apprentices for FY18 are finished and CDHH will have four apprentices starting on July 1. Three apprentices will be in the Albuquerque office and for the first time ever we will have apprentice in the Las Cruces office. Ms. Dignan added that it was exciting about the expansion of the program and the ability to support the interpreting community in southern New Mexico and therefore support the Deaf and hard of hearing community there. Since the contracts were not

yet signed, Ms. Dignan could not announce the names at the meeting, but would share the information as soon as she was able to do so.

CDHH's Communication Development Specialist, Andrea Ginn, attended a mentoring workshop last weekend at NMSD that inspired her on how to revamp the apprentice program. Ms. Dignan said she was excited to see what wonderful things they would be doing with the interpreter professional development. Ms. Ginn will also be participating in the yearlong Master Mentor Program at Troy University online. Furthermore, Ms. Ginn has been elected NMRID President which brings the opportunity for CDHH to partner with NMRID. She will take over that role beginning July 1st.

Ms. Dignan informed the Board that RID hosts regional conferences every other year. New Mexico is part of Region IV, which is a large region that encompasses 16 states. It is exciting that Albuquerque was selected as the site for the 2018 RID Region IV conference which will be held at the Hotel Albuquerque.

Ms. Ginn coordinates the mini ASL classes for the hearing staff, who are progressing well and now transitioning from vocabulary to conversational skills. Ms. Ginn is also working on monthly mini workshops for novice interpreters. The recent graduate interpreters will first learn from members of our staff who have a lot of skills that can get them kick started on their professional development.

The Culture and Arts Accessibility Project (CAAP) will continue to grow and there is a good response from the community attending interpreted events including interpreted performances and book signings.

Ms. Dignan said that Richard Bailey is keeping extremely busy in the Community Engagement Department. He completed the Mental Health Contract and the worked on the DCC Town Hall meeting. Mr. Bailey was the first presenter for the workshop for the novice interpreters, which was about disability and education law and how it applies to classrooms.

Mr. Bailey has been working with families at several different schools around the state with regard to transition. Children moving into high school and students moving on to post-secondary opportunities appreciate Mr. Bailey's expertise in transitioning.

Mr. Bailey also participates in webcasts from the FCC about rule changes and technology rule making. Recently he has been working on one about disability access and how those proposals affect people who are deaf and hard of hearing. CDHH is grateful to have someone with the technology expertise that Mr. Bailey has so he can represent the Commission at those events.

Commissioner Robertson wanted to thank Andrea Ginn for her work helping to create the NMAD/NMRID joint conference. He said it would be wonderful for the deaf community to learn about the interpreting process and for the interpreters to be involved with the deaf community. The date for that event is July 22. Ms. Dignan thanked Commissioner Robertson for mentioning that and added that Ms. Ginn had worked very hard on that along with Amy Lucero, who was in the audience. She agreed that it was shaping up to be a fantastic event and urged people to register. It will be held at the Bosque Conference and Retreat Center.

iii. Administrative Services

Deborah Romero, Director of Administrative Services and the agency's CFO and CPO, announced that CDHH is up to date on FY17 and all deadlines were met. The contract for the proposed auditor, Ricci & Co., has been submitted and Ricci & Co. has permission to do our audit for FY17, FY18 and FY19. They will start in July.

Ms. Romero said that all the vouchers are up to date and all billing is up to date, so the department is ready to start FY18. Once they post the budget, the Commission will be ready to go on July 1st. All final invoices will be submitted by July 5th so that they can be processed on time. Ms. Romero said she will be working with managers and Executive Director Gomme to start planning for the FY19 budget. The FY18 budget is approved and the amount is \$2,963,000 which is doable.

V. ACTION ITEMS

a. Bylaws Update

Chair Welborn reminded the commissioners that we had tabled the vote on the bylaws so they could review them. Executive Director Gomme reminded the commissioners that the last time the bylaws were approved was February 29, 2000, but they are supposed to be reviewed and approved at regular intervals. There are some changes since the bylaws have last been approved including clarifications of duties and responsibilities of the commissioners, parliamentary procedures, and calendar year versus fiscal year.

Commissioner Robertson asked Audrey McKee from the Attorney General's Office, who represents CDHH, about her opinion of the bylaw changes. Ms. McKee said she did review the proposed changes and had some edits herself which are included.

Commissioner Gallegos noted that two-thirds of the full commission had to be present to vote. Four members were present at the meeting. Executive Director Gomme confirmed that Luis Quiñonez had submitted a letter of resignation. Ms. McKee stated that the full Commission Board does have to be present and two-thirds need to approve the changes in the bylaws. Chair Welborn said it would be necessary to table the vote on the bylaws and hopefully all the commissioners will be in attendance at the next meeting.

17.17

Commissioner Gallegos made a motion to table the vote on the updated bylaws until there is a full Commission present.
Commissioner Robertson seconded.
Motion passed unanimously.

Commissioner Gallegos noted in the statute itself it says that meetings will be held in different places in the state. The bylaws are revised to say if the Commission can afford it. So she asked Ms. McKee if the law and the bylaws were in sync on that item. Ms. McKee responded that she would take a look at that before the next meeting.

b. Election of Officers

Chair Welborn noted that since all parties were not in attendance and that the new officer election would need to be tabled as well. Ms. McKee agreed that since the next meeting would be the first one of the new fiscal year, it would be in agreement with the current bylaws to hold the election of officers at that time.

17.18

Commissioner Robertson made a motion to table the election of officers until the next meeting.
Commissioner John Fullinwider seconded.
The motion passed unanimously.

VI. NEW BUSINESS

There was no new business.

VII. ADJOURNMENT

Chair Welborn called for a motion to adjourn.

17.19

Commissioner Robertson made a motion to adjourn.

Commissioner Gallegos seconded.

The motion passed unanimously.

Chair Welborn adjourned the meeting at 4:15 p.m.



Lori G. Neubauer

Administrative Operations Specialist



Austin Welborn, Board Chair