



**STATE OF NEW MEXICO  
COMMISSION FOR DEAF AND HARD OF HEARING**  
Thursday, December 7, 2017  
NMCDHH Conference Room  
505 Marquette Ave. NW, Suite 1550  
Albuquerque, NM 87102  
3:00 p.m.

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**I. CALL TO ORDER AND ROLL CALL**

Chair Austin Welborn called the meeting to order at 3:02 p.m.

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

Quorum was met.

Eleven staff members from NMCDHH were present: Executive Director Nathan Gomme, Jason Siergey, Corina Gutiérrez, 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, Deena Hardman, Adam Romero, and Megan Goldberg. Five members of the community were in the audience.

**II. APPROVAL OF AGENDA**

**18.01**

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

**III. APPROVAL OF SEPTEMBER 21, 2017 MINUTES**

**18.02**

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

**IV. REPORTS**

**a. Executive Director's Report**

Executive Director Nathan Gomme explained that there was a full agenda. The Directors' reports will be brief to allow time for Lisa Furr from Hamilton to present on Real Time Text (RTT) and Next Generation 911 (NG-911).

Executive Director Gomme stated that FY18 was off to a tremendous start, and many projects were in the works. Recently a survey was distributed from Teltex, the vendor for CDHH's Telecommunication Equipment Distribution (TED) Program. The survey is going to help CDHH staff identify gaps in technology and acceptability of services. One of the notable gaps was from our native community. Teltex has been asked to redo the survey to target those areas and make sure we are getting responses from everyone. Postcards were sent showing them our appreciation for responding and reminding those who hadn't responded to send it in. About 100 different agencies were reached and the data will soon be collected.

Executive Director Gomme did attend the NASRA and TEDPA conferences and had some information on RTT and NG-911. Ms. Furr will be expanding on those programs in her presentation.

CDHH has a potential new program called Voiceitt. This program is a pilot-project from Israel and we have some participants from Southern New Mexico and Albuquerque and are trying to recruit some participants from Santa Fe. People came in from Buffalo, NY to train some of the CDHH staff such as Executive Director Gomme, Corina Gutiérrez and Susana Santillan. The app is designed for people with a speech disability to speak and the app will compute what words the person is speaking into it. The research team, of which Executive Director Gomme is a part, will make sure that the app is producing clear sounds and sentences.

CDHH is also starting a new program focusing on mental health and language deprivation. Some of the staff at New Mexico School for the Deaf (NMSD) attended a presentation by Dr. Neil Glickman, who will be coming to New Mexico again to provide more workshops on how social workers and case managers can address that issue. Dr. Glickman would like to classify language deprivation as a syndrome, which would make it more treatable and easier to address. CDHH is working closely with COPD-NM to ensure the provision of that workshop.

**b. Department Reports**

**i. Community Advocacy**

Corina Gutiérrez, Director of Community Advocacy, said she was able to attend the Deaf Self Advocacy Training (DSAT) in Hawaii. This was a wonderful opportunity for her and they paid her expenses. There were three trainings, Train the Trainer, Train the Community, and Train the Campers. Ms. Gutiérrez was the Master Trainer and there was one from Hawaii as well, who was not fully trained in advocacy specifically. So that was an opportunity to talk about how the ADA applies in different scenarios.

Ms. Gutiérrez wanted to recognize Susana Santillan, the Las Cruces Community Advocacy Specialist, who did a wonderful job on her presentation on the TED Program. Ms. Gutiérrez was able to observe the presentation. Ms. Santillan walked around to make sure the communication access was efficient for everyone in attendance, and was very knowledgeable about the equipment.

**ii. Community Engagement**

Community Engagement Director, Lisa Dignan, wanted to clarify information about the Signed Language Interpreter Licensure Board. At the last meeting she said that the Licensure Board was fully staffed, but on the Signed Language Interpreter Licensure Board there are three vacancies. Ms. Dignan clarified that she didn't mean the actual board itself, but rather the staff in the RLD office.

New Mexico Mentoring just finished the Fall 2017 Session and the Spring applications are due in a week. Everything is moving along great for that program.

In the Human Resources Department, there were several updates to the employee handbook. Those were provided to the staff at the recent staff meeting and the new version of the employee handbook has been handed out. Then the State Personnel Office (SPO) sent out proposed consolidated HR policies, so we are comparing CDHH's policies with those to see if there are any conflicts.

In the Interpreting Department, there is one more space available for an interpreter apprentice in the Albuquerque office. Our Las Cruces apprentice, Magdalena Barnett, was in the audience observing. She has been working with staff in the Las Cruces office and doing video mentoring with Andrea Ginn.

Ms. Ginn attended the NAD Leadership Training in Oklahoma City and received excellent information from that opportunity. She has also been creating some performing arts training workshops for interpreters in the Albuquerque area as part of the Culture and Arts Accessibility Project (CAAP). The pilot project was very successful so the second series will begin on January 3<sup>rd</sup>.

Ms. Dignan said that Community Engagement Specialist, Richard Bailey, has a long list of projects he has been working on. He works with students at both CNM and UNM with a variety of courses there. He attends transition meetings with several schools in the area. Mr. Bailey will also be the judge of a science fair at one of the local schools. He is making a difference on a national level, as well; the National Deaf Center is working with the Interagency Transitional Alliance here in New Mexico. They are working on an upcoming summit and Mr. Bailey is integral in the transition from Pepnet to the National Deaf Center.

### **iii. Administrative Services**

Deborah Romero, Director of Administrative Services/CFO/CPO announced that the SHARE financial system upgrade was completed in October and there have been a few kinks, but it is still a big improvement. Her department can scan vouchers and no longer need to take them to Santa Fe every week. The process for payments is also much quicker.

The audit was completed on time and is now at the State Auditor's office and she should know if it has been approved soon.

TRS revenue continues to be on the decline. They have reached out to the Department of Finance and Administration (DFA) and are working with Taxation and Revenue Department (TRD) to find out when CDHH will see an increase with the new bill that was passed. Ms. Romero said that she hoped to have news for the commissioners by the next board meeting.

Ms. Romero said everything else in her department was running smoothly.

Commissioner Robinson expressed a concern about financing our programs if our revenue continues to decline. Executive Director Gomme said that we have requested the budget for FY19, and legislative and executive analysts are looking at that. We are requesting general funds from the next fiscal year because of the decline in revenue, but general funds aren't easy to get when many agencies are in need of money. He plans to keep on pushing TRD to get answers on the revenue. Executive Director Gomme said that we may have to adjust in some areas, but we'll figure out a way to maintain services until we get the increase in revenue.

## **V. ACTION ITEMS**

### **a. Bylaws Update**

Executive Director Gomme said that CDHH's former attorney, Audrey McKee, did research the revised bylaws and things looked good and in compliance with the law. The current bylaws state

that we will have board meetings in different parts of the state, but that is not reasonable with the decline in revenue and is actually one of the reasons we have the Albuquerque office designed the way it is to include a large conference room. We can have board meetings here without the cost of moving to different locations. Our attorney approved that decision.

**18.03**

Commissioner Robertson made a motion to adopt the revised bylaws.  
Commissioner Rosemary Gallegos seconded.  
Motion passed unanimously.

***b. Adoption of Revised OMA Resolution***

Executive Director Gomme informed the board that Lisa Dignan and Lori Neubauer attended an OMA training provided by the Office of the Attorney General recently and noticed some changes that were brought up that needed to be reflected in the CDHH OMA Resolution. Ms. Dignan explained that one of the revisions removed the requirement of posting a public notice of our board meetings in the Journal. Instead, Ms. Dignan recommended including in our OMA Resolution that we will post public notices, draft agendas and final agendas using electronic means and social media. We can get greater distribution at less cost. The OMA Resolution has been approved by CDHH's attorney at the Attorney General's office.

**18.04**

Commissioner Robertson made a motion to adopt the OMA revision.  
Commissioner Concha Dunwell seconded.  
Motion passed unanimously.

***c. Election of Officers***

Chair Welborn announced that the board would now be electing officers, starting with Board Chair.

**18.05**

Commissioner Gallegos made a motion to nominate Austin Welborn for Board Chair.  
Commissioner Robertson seconded.  
Commissioner Welborn accepted the nomination.  
Commissioner Welborn is named Chair by Acclamation

Chair Welborn ask for nominations for Vice-Chair

**18.06**

Chair Welborn nominated Rosemary Gallegos for Vice Chair.  
Commissioner Robertson seconded.  
Commissioner Gallegos accepted the nomination.  
Commissioner Gallegos is named Vice-Chair by Acclamation

Chair Welborn called for nominations for Secretary.

**18.07**

Commissioner Dunwell made a motion to nominate Don Johnson for Secretary.  
Commissioner Robertson seconded.  
Commissioner Johnson accepted the nomination.  
Commissioner Johnson is named Secretary by Acclamation

**d. Set Dates for 2018 Board Meetings**

Dates for 2018 were set as follows:

Thursday, March 8, 2018 at 3:00 p.m.  
Thursday, June 7, 2018 at 3:00 p.m.  
Thursday, September 13, 2018 at 3:00 p.m.  
Thursday, December 6, 2018 at 3:00 p.m.

**VI. NEW BUSINESS**

**a. Hamilton Presentation**

Lisa Furr introduced herself and thanked everyone for having her at the meeting. She is an account manager at Hamilton Relay from Tucson, Arizona. She acknowledged Thomas Sena in the audience who is the Outreach Coordinator for Relay New Mexico.

Ms. Furr's presentation was on RTT and NG-911, and said that Hamilton was very thrilled to add NG-911 as its newest business line. She said that Hamilton has been actively responding to RFPs nationwide and are excited to expand NG-911 services in addition to their relay services.

Mr. Furr explained that NG-911 is an internet protocol system that allows the user to use digital information similar to voice services on phones and texting, pictures, and video as well as other types of media. Users of the system can take photographs or make videos of an accident, for example, and sent it to the local Public Safety Answering Point (PSAP) who then directs it to the appropriate first responder. This process is very efficient and helps save more lives.

Ms. Furr said that Hamilton had an NG-911 team go to the FCC Accessibility Innovator Expo and did a demonstration on RTT which she will talk about next. It showed how PSAPs can respond to not only voice but text as well. She said Hamilton Relay is committed to integration of NG-911 to improve services for those who are deaf, hard of hearing, deaf-blind, or speech disabled.

Hamilton has also been working hard on developing the addition of RTT services. Because of the evolution of analog to digital lines, there needs to be functional equivalence to ensure that people have access. Ms. Furr said there are many benefits to RTT. One benefit is that it is silent so if there is a shooter, he will not be able to hear someone calling 911 and target them. RTT sends the messages instantaneously, so there is no waiting to send a text and then wait for a response. It happens in real time so that while the person is typing the message, the receiver can see it. Everyone will be able to use RTT. Deaf and hearing people can use it to communicate directly.

At this time the wireless services do not support RTT, however the Tier 1 companies, Verizon, T-Mobile, AT&T, and Sprint will be handling this by the end of this year. Hamilton is preparing to provide the interface for this service and is working with each of the Tier 1 providers to make sure the services are compatible with each provider's RTT platform.

Ms. Furr then showed a side by side video of traditional TTY on the left and an RTT system on the right, of a person ordering a pizza order. For the same conversation, it took 2 minutes 28 seconds for traditional TTY, and only 1 minute 48 seconds for RTT.

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At 4:10 p.m. Commissioner Joe Cordova left the meeting.

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Ms. Furr explained that the distribution was coming from an FCC mandate for Tier 1 providers to roll this out this month. The other providers will distribute RTT at a later date.

Executive Director Gomme added that currently there is no provider for NG-911. He, along with Commissioner Robertson met with some potential representatives from the Public Regulation Commission who are interested in encouraging NG-911 in New Mexico. He stated that his goal is to make sure the Board is aware of it. It is not to be confused with Smart 911 that is available in southern New Mexico. Smart 911 is subscription based service that is entirely different from NG-911. Executive Director Gomme wanted to make sure the Board and CDHH staff educated on the new technology that applies to RTT, NG-911, and Voiceitt.

## **VII. ADJOURNMENT**

### **18.08**

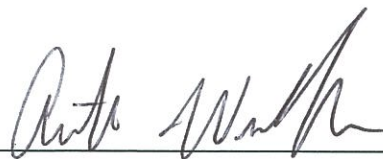
Commissioner Robertson made a motion to adjourn.  
Commissioner Dunwell seconded.  
The motion passed unanimously.

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



Lori G. Neubauer

Administrative Operations Specialist



Austin Welborn, Board Chair