



STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING
Thursday, September 22, 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
 John Fullinwider Johnny Robertson
 Don Johnson Rosemary Gallegos

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, Audrey Blanco, Andrea Ginn, Brandi Burrell, Cale Mims, and Lin Marksbury. Five members of the community were in the audience.

Commissioner John Fullinwider introduced Joe Cordova, the new Executive Director of the Division of Vocational Rehabilitation (DVR). Mr. Cordova explained that he became the Executive Director on July 18th, but he has 37 years' experience in vocational rehabilitation. He is a native New Mexican from Vadito, south of Taos. He was born blind and at 5 years of age he went to the School for the Blind in Alamogordo. He met with a VR counselor when he was a junior in High School and learned about the possibility of going to college. He attended college and majored in computer science, but after college he was unable to secure employment. Eventually he met the chair of the Legislative Finance Committee who helped him get a job at the New Mexico Highway Department. He went on to get his Master's Degree in Education. Mr. Cordova explained his rich employment background which included the Mayor's Commission on People with Disabilities where he worked for Mayors Kinney and Schultz in Albuquerque, Deputy Director for the Commission for the Blind in Albuquerque, National Director of Programs for the Blind in Washington, DC, and Director of Vocational Rehabilitation in Hawaii. After a few years of working as Executive Director of DVR in Oklahoma, he returned to his home state in February 2016 and in July was hired by DVR to become their new Executive Director.

II. APPROVAL OF AGENDA

17.1

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

III. APPROVAL OF JUNE 16, 2016 MINUTES

17.2

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

IV. REPORTS

a. Executive Director's Report

Executive Director Nathan Gomme thanked the Executive Director of DVR, Joe Cordova, for coming to the board meeting.

Executive Director Gomme stated that the Commission for Deaf and Hard of Hearing (CDHH) had done a lot of work with the deaf-blind and deaf-plus community. The Helen Keller National Center came and provided a training in Haptics. This helped the community become more aware of deaf-blind and deaf-plus needs. It is Ms. Gutiérrez that controls the deaf-blind contract that CDHH has with the Community Outreach Program for the Deaf (COPD), and she would elaborate more in her report.

Earlier in September, Executive Director Gomme attended the TEDPA (Telecommunications Equipment Distribution Program Association) and NASRA (National Association for State Relay Administration) conferences in Annapolis, Maryland. At those conferences, there was a great deal of discussion about Real-Time Text (RTT), and there was a presentation by the FCC. Director Gomme explained that the FCC is proposing a new rule because TTY's are being used less and less. The TTY's are an antiquated technology, and the FCC sees RTT as the modern solution. Many mobile carriers are on board with this idea and AT&T was actually at that presentation. Basically, it is like a smart phone version of a TTY, so unlike regular texting, the receiver would see the text right away, or hear what the caller is typing via a Communications Assistant (CA) and the receiver response would be in real time as well. If the proposed rule is accepted Tier 1 Providers would start in December 2017, which would include AT&T, T-Mobile, Verizon and Sprint. The main issues would be for people who can't afford a 4G smart phone, or don't have reliable service in areas like rural New Mexico. Also, deaf users would need to have a voice plan to use RTT. There are many unanswered questions on how these issues would be resolved.

Chair Welborn asked if RTT would be handled by each individual carrier, and Executive Director Gomme stated that each carrier seems to be developing their own system. Hamilton Relay, our relay provider in New Mexico, and Sprint Relay would like to host the system which would probably be better than each mobile carrier developing their own system, because of possible compatibility issues. Hamilton and Sprint are already familiar with how the system works with TTY's. Mr. Gomme's focus would be to stay on top of the FCC and keep track of what decisions are being made, so CDHH can be as prepared as possible since this will have a high impact on New Mexico's rural communities. He also wants to see if Braille readers are going to be

compatible with RTT, too. AT&T did respond to his concerns and will be sending out an FAQ (frequently asked questions.) He added that AT&T does have accessibility website and their website is very user friendly. AT&T was the only provider present for the workshop, so currently his information was skewed toward what they were providing.

Commissioner Robertson asked a question about the surcharge that CDHH gets from the phone companies. Executive Director Gomme said that that is the TRS (Telecommunication Relay Services) surcharge that people will see on their telephone bills. He is actively pursuing this with the FCC. The concern is that prepaid and IP based services need to be paying into the TRS surcharge and from our information have not up to this point. The community needs to voice their concerns to the FCC.

Moving to another topic, Executive Director Gomme stated that CDHH has been working with the Deaf Culture Center and their members to erect a DCC building in New Mexico. Joe Cordova, Executive Director of DVR, was at the last meeting and Executive Director Gomme felt Mr. Cordova's perspective would be critical during the process.

Lisa Dignan, Director of Community Engagement, has been working with Steve Frazier and others to help make the Albuquerque International Sunport more accessible to the community at large. He said Ms. Dignan would elaborate in her report. CDHH has also been working with Mr. Frazier to make the Roundhouse more accessible as well.

CDHH is doing quite a bit of work with the police, but Mr. Gomme would let Corina Gutiérrez, Director of Community Advocacy, tell more about that in her report.

b. Department Reports

i. Community Advocacy

Director of Community Advocacy, Corina Gutiérrez, reported that the Community Education Specialist, Roger Robb, has been working with people from the Secretary of State's office on an event for the deaf and hard of hearing community to learn how to register to vote. The event will be Saturday, September 24th from 12:00 to 5:00 p.m. If someone cannot come on Saturday, Mr. Robb is also working on a vlog, to be posted online, that will explain how to vote. Additionally, Mr. Robb is working on a vlog on the election process as well and a video is currently being captioned and will be sent to all the counties so that poll workers at voting sites can learn how to work with deaf, hard of hearing, and deaf-blind voters.

Teltex will be printing about 250 placards designed for deaf drivers and 750 for hard of hearing drivers to have in their cars to help if they are pulled over by police. Mr. Robb will meet with Nicole Chavez-Lucero, the Community Outreach Coordinator for the Albuquerque Police Department, to discuss their use. Ms. Gutiérrez explained that phase one will be in Albuquerque. Executive Director Gomme interposed that CDHH will make sure they are distributed appropriately and will not be used fraudulently. The project will start in Albuquerque where staff hope to hear feedback and will be able to troubleshoot any problems before expanding it statewide. Mr. Gomme also said that our training with police will be a continuous effort. The placards themselves are not expected to solve all the problems.

Ms. Gutiérrez said that Mr. Robb and Andrea Ginn are working with theatres to get stage performances interpreted. One performance of Albuquerque Little Theatre's production of "Auntie Mame" was interpreted earlier in the month and on October 15th, the play "Little Shop of Horrors" will also be interpreted.

Jason Siergey, the Telecommunication Equipment Distribution Program Specialist, was previously doing outreach, but that responsibility has been taken over by Luke Adams and he is doing a wonderful job.

Ms. Gutiérrez said that the Haptics training provided by the Helen Keller Institute held at CDHH was very interesting. It was wonderful to see the Support Service Providers (SSPs) learning and practicing Haptics on members of the Deaf-Blind community. Executive Director Gomme added that some of the Deaf-Blind want to learn to become trainers, which would be great to see this growing in the community and across the state. CDHH would like to ask the Helen Keller National Center if they will provide one more training for the Deaf-Blind and SSPs.

Lastly in her report, Ms. Gutiérrez announced that COPD would be hiring a Deaf-Blind/Deaf-Plus case manager within the month.

ii. Community Engagement

Lisa Dignan, Director of Community Engagement wanted to update the Board and audience of happenings after July 1st, since a synopsis of the 4th quarter of FY16 was in the report, but if there were questions regarding her report, she would gladly address them.

Since the new fiscal year began, Andrea Ginn's role of staff interpreter has been expanded and her title has been changed to Communication Development Specialist. She will continue to do staff interpreting, coordinating contract interpreters and working with the apprentice interpreters, but CDHH wanted to provide more professional development opportunities for pre-certified signed language interpreters. Ms. Ginn has developed excellent training and mentoring skills, so she will be having book clubs, discussion groups and other training opportunities for pre-certified interpreters around the state. This will be in addition to New Mexico Mentoring and other contracted professional development opportunities offered by CDHH. Ms. Dignan stated that with the uncertainty of the CDHH budget in the future she didn't know how many professional development contracts the Commission would be able to maintain, but Ms. Ginn's work will make it possible to continue that work. Ms. Ginn had made great connections within the community utilizing her mental health training and she is also doing wonderful work with the public defender's office housed in the same building as CDHH. It is exciting to see the connections she is building that will improve services for the deaf and hard of hearing people in New Mexico.

Ms. Dignan said that Ms. Ginn will also coordinate with the deaf staff to provide mini ASL classes for our hearing staff to improve communication access within the agency.

One of the Commission's apprentice interpreters, Jessica Eubank, will finish her year of apprenticeship on September 30th. Amanda Summers began her apprenticeship July 1 and is doing great work and a brand new apprentice, Adrianna Lucero, will start in October.

In addition to the wonderful work Andrea Ginn has done, she was able to attend the National Association of the Deaf conference which was partnered with the Registry of Interpreters for the Deaf Region 5 conference in Phoenix this summer. Ms. Dignan added that Ms. Ginn was able to go at no charge to our agency, and obtained great information.

Ms. Dignan reported that Richard Bailey, CDHH's Community Engagement Specialist is also very busy. Mr. Bailey attended the NAD conference and the National Deaf Education Conference in Phoenix. He attended and was part of the planning committee for the Conference on Aging. He also attended the Alternative Dispute Resolution (ADR) Coordinator refresher training. Mr. Bailey is the ADR coordinator for the Commission and we learned a great deal there. He also assisted Executive Director Nathan Gomme on researching information for the TTY to RTT proposal that Mr. Gomme mentioned in his report. Mr. Bailey has consulted with several schools on IEP and

504 plans, participates in the Interagency Transitional Alliance meetings, and is involved with the Linguistics Department at the University of New Mexico (UNM).

As Executive Director Gomme mentioned in his report, Lisa Dignan and Steve Frazier worked with the Albuquerque Sunport on accessibility issues. Ms. Dignan said that she and Mr. Frazier were able to discuss increased accessibility without resistance and she expects to see some positive changes there. They told them several national conferences have looked at coming to Albuquerque and have decided against it because of the lack of accessibility at the Sunport, which is obviously not good for the Sunport nor the city. They discussed loop systems, video phones and a visual notification system. Ms. Dignan said that Mr. Frazier shared with her that he heard back from a person from that meeting and they are moving forward with installing loop systems there and she will be following up on the other issues.

A lot of work has been done with Risk Management to remind them to make information accessible to Deaf and Hard of Hearing staff. Open enrollment is coming up and the webinars have been inaccessible. Ms. Dignan is working with them to see if they can be captioned or interpreted, as well as making them available on the website so that they can be accessible year-round and not just during open enrollment. They have been open to ideas and suggestions.

On September 21st, NMCDHH staff had a meeting which included a training by Adrien Lawyer from the New Mexico Transgender Resource Center. The training was helpful since we have transgender clients and the staff had a greater understanding of their experiences.

Ms. Dignan said that the Interpreter Licensure Board has been unable to meet for a long time. They are still waiting for the Governor to appoint a public member. The new attorney for the licensure board interprets the statute to mean that the public member must be present in order to achieve a quorum, and the public member has not attended a meeting for two years. Someone has applied and the board are hoping the Governor will make that appointment very soon. They would like to schedule a meeting next month.

New Mexico Mentoring started the fall 2016 with a large group: 8 mentors and 8 mentees. As a past participant, Commissioner Concha Dunwell applauded New Mexico Mentoring and commented that it was an amazing program and the mentors are well respected.

iii. Administrative Services

Director of Administrative Services and CFO/CPO, Deborah Romero, explained that our budget for FY16 was \$3.7 million and at the end of FY16 had \$900,000 unspent. Ms. Romero explained that Telecommunication Relay Services (TRS) funds do not go back into the State's general fund. The \$298,000 of general fund money was expended.

The Commission is now in FY17 and the budget is decreased to just over \$3 million, partially due to decrease in the TRS funds. Ms. Romero said the TRS funds have been continuously decreasing by at least \$20,000 a month. In FY18 the projection is only \$1.8 million of TRS funds. CDHH is requesting the continuance of \$300,000 of the general fund or more, because the agency, at this point, will have to use the remaining of the fund balance in FY18. Ms. Romero is hoping for the language change on the TRS surcharge to be approved and that will help to alleviate some of the budget issues. Executive Director Gomme explained that under the Telecommunications Access Act, .33% of our telephone bill goes to help support communications for people with disabilities. However, voice over internet protocol (VoIP) and prepaid cell phones are not currently subject to that surcharge. Maine, California, Colorado and Illinois have adopted language that includes VoIP and prepaid cell phones. Commissioner Johnny Robertson accompanied Executive Director Gomme to the Public Regulation Commission (PRC) to discuss changing the language for New Mexico. At the same time, Mr. Gomme is discussing this with the FCC. They did agree to write a letter clarifying their stance informally. They won't do it formally

since a formal change requires a petition which would take two years of discussion. He said they don't have time, this must move forward as soon as possible. The state budget is quite tight and many agencies are hurting. Executive Director Gomme said that he and Ms. Romero would be going to the Legislative Financial Committee (LFC) budget hearing soon. Commissioner Robertson asked if there was anything the New Mexico Association of the Deaf (NMAD) could do to help, and Mr. Gomme replied that it would be helpful if the community members such as NMAD showed up to support CDHH.

Ms. Romero announced that the FY16 audit will be completed in November and the FY17 contracts were in place. CDHH was following the requirement of expending only 50% of the budget during the election year, so only 50% of the contracts and operations costs were encumbered.

V. ACTION ITEMS

Chair Austin Welborn mentioned the recent news story about a Deaf man being shot and killed by police. He added to the agenda to discuss a plan for training law enforcement and emergency personnel working with Deaf and Hard of Hearing people. Chair Welborn acknowledged the great work that Corina Gutiérrez's department was doing with the placards and training of law enforcement, but the tension with the general public and law enforcement needs to be diffused and he would like to see more interaction with deaf, hard of hearing, and disabled people with the law enforcement and first responders. Commissioner Dunwell suggested that perhaps there could be a meet and greet event or make a video to give to the police department and it could be part of the police department's training. Commissioner Rosemary Gallegos felt CDHH was doing a lot of work with law enforcement, but perhaps the board could see if there is a way to expand that and how it should progress. Executive Director Gomme agreed with Dr. Gallegos and suggested a plan be made before the next meeting to project what CDHH can do in the future what work still needs to be done and to expand on what was already done. So rather than planning out specific things right now, the board could make a motion for the Department of Community Advocacy and the Department of Community Engagement to provide a plan or outline that the board could review.

17.3

Commissioner Gallegos made a motion to develop a two year strategic plan for training of law enforcement and emergency personnel.
Commissioner Robertson seconded.
The motion passed unanimously.

VI. NEW BUSINESS

Executive Director Gomme introduced CDHH's new attorney from the Office of the Attorney General, Audrey McKee. Staff was able to meet her the first week of August and her office is in Albuquerque. Ms. McKee told the board they were free to ask her questions about policies and if she didn't have an answer, she would research it. She also mentioned that her office was in the Open Government Division in Albuquerque.

Dr. Gallegos asked if the Commission had bylaws. She would like to review them at the next board meeting as a group since there were other new members and it was important that they understand their roles. The board discussed meeting 15 – 30 minutes before the posted board meeting time, but Executive Director Gomme reminded them that they are prohibited from gathering privately unless an executive session is called. Audrey McKee said that was part of the Public Meetings Act. Chair Welborn said reviewing the bylaws could be added to the agenda for the next meeting on Thursday, December 8th.

VII. ADJOURNMENT

Chair Welborn called for a motion to adjourn.

17.4

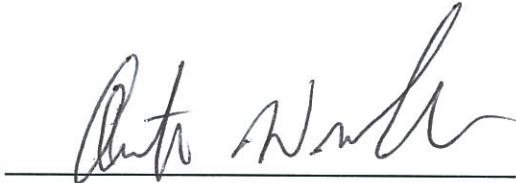
Commissioner Robertson made a motion to adjourn.
Commissioner Dunwell seconded.
The Motion passed unanimously.

Chair Welborn adjourned the meeting at 5:17 p.m.

Respectfully Submitted,



Lori G. Neubauer
Administrative Operations Specialist



Austin Welborn, Board Chair