



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

*Quarterly Board Meeting  
Thursday, September 14, 2023  
3:00pm*

*The meeting was held remotely via Zoom and the public could view the meeting  
livestream on YouTube with interpreting and captioning at  
[https://www.youtube.com/watch?v=bCBCgr\\_LIKQ](https://www.youtube.com/watch?v=bCBCgr_LIKQ)*

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

Chair John Hooper called the meeting to order at 3:00pm. Trevor Brennan, Administrative Operations Specialist, called roll call.

Present: Mr. John Hooper  
Dr. Jennifer Herbold  
Dr. Meena Mann  
Ms. Christine Fuller – DVR Designee.

Absent:

Quorum was met.

Six staff members from NMCDHH were present via Zoom: Executive Director Nathan Gomme, Chief Financial Officer (CFO) Deborah Romero, Director of Community Advocacy Corina Gutiérrez, Director of Community Engagement Lisa Dignan, Community Engagement Specialist Jessica Eubank, and Trevor Brennan. Jessica Eubank interpreted the meeting along with Jacqueline Trujillo and Amy Bourque. Partners Interpreting LLC. provided CART transcription. Assistant Attorney General Delilah Tenorio was also present.

**II. APPROVAL OF AGENDA**

Chair Hooper asked for a motion to approve the agenda.

**23.20**

Commissioner Herbold made a motion to approve the agenda.

Commissioner Mann seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes

Commissioner Mann – Yes

Commissioner Herbold – Yes

Designee Fuller – Yes

Motion passed unanimously.

**III. APPROVAL OF JUNE 15, 2023 MINUTES**

Chair Hooper asked if there were any changes to the minutes from June 15, 2023.

**23.21**

Commissioner Herbold made a motion to approve the minutes as written.  
Commissioner Mann seconded.  
Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes	Commissioner Herbold – Yes
Commissioner Mann – Yes	Designee Fuller – Yes

Motion passed unanimously.

**IV. DISCUSSION OF RETURN TO IN-PERSON MEETINGS**

Assistant Attorney General Tenorio and Executive Director Gomme led the commissioners in a discussion regarding returning to in-person Board meetings. Prior to the pandemic, the Commission did host in-person Board meetings in the large conference room at the Albuquerque office. Now, there are additional challenges that were not present at that time. The only CART provider option is remote only, and hosting hybrid meetings going forward would require a larger number of interpreters.

Currently, the Commission is able to host virtual meetings with three interpreters. Hybrid meetings would require a minimum of five. Additionally, the Commission would need to purchase additional audio/visual equipment to ensure equitable access for all, and to ensure compatibility with the existing loop system in the large conference room. The rise and fall of COVID numbers throughout the year are also a cause for consideration for everyone's safety. The Commission is committed to providing access and accommodations to all citizens of New Mexico, so virtual meetings are currently the best way for the Commission to serve the public given current staffing and equipment.

**23.22**

Commissioner Herbold made a motion to table the discussion of return to in-person meetings until the December 2023 meeting.  
Commissioner Mann seconded.  
Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes	Commissioner Herbold – Yes
Commissioner Mann – Yes	Designee Fuller – Yes

Motion passed unanimously.

**V. DISCUSSION ON DEVELOPMENT OF ANNUAL REVIEW PROCESS FOR THE EXECUTIVE DIRECTOR**

Assistant Attorney General Tenorio, and Commissioners discussed the development of an annual review process for Executive Director Gomme. Executive Director Gomme welcomes a review process, which he has requested be performed in the past, and will collaborate with the board to develop a process for evaluation with clearly defined goals and criteria. Commissioners clarified with Ms. Tenorio about the procedures for establishing an evaluation committee.

**VI. EXECUTIVE SESSION**

Chair Hooper asked for a motion to close the meeting and enter into Executive Session to discuss the items listed on the agenda under item IV: Pursuant to Section 10-15-1-H(2) of the Open Meetings Act authorizing closed sessions to discuss review and evaluation of the Executive Director, NMSA 1978, Section 28-11B-2(A)

**23.23**

Commissioner Mann made a motion to enter into a closed Executive Session  
Designee Fuller seconded.

Mr. Brennan took a roll call vote:

Commissioner Hooper – Yes  
Commissioner Mann – Yes

Commissioner Herbold – Yes  
Designee Fuller – Yes

Motion passed unanimously.

The Board returned from closed session at 4:10pm. Assistant Attorney General Tenorio stated that at this time, no action was taken by the board. Under the authority tasked to the board chair, A review committee was established and will consist of Commissioners Herbold and Mann, along with Executive Director Gomme.

**VII. REPORTS**

**a. Executive Director Report**

Executive Director Gomme discussed Text to 911 and AccesSOS and how they are similar, and different. Text to 911 is based on the SMS messaging system, while AccesSOS is an app. The AccesSOS app is not the same as Text to 911 in another way, in that the app requires you to register. Text to 911 is a method that allows for direct access to a 911 dispatch center without an app or registration. AccesSOS is currently limited to the Santa Fe and Bernalillo areas. Executive Director Gomme and Corina Gutiérrez have been working for over two years to continue to push for adaption of text to 911 service across the state of New Mexico and are continuing those efforts going forward. That being said, the AccesSOS app does provide a new and enhanced method of communicating emergencies that did not previously exist.

Executive Director Gomme shared that Vancro has started to provide Support Service Provider services as of July 2023. There was no interruption in service as there was a shift in agencies, and Vancro continues to evaluate their process for service provision. Executive Director Gomme is working with Board Chair Hooper to continue address concerns in funding for the future with the legislature.

The Commission is working to fill vacant positions in the Agency. One position has been filled, and other positions have recently closed for applications and interviews will be conducted in September 2023.

Executive Director Gomme shared the Albuquerque International Airport (known locally as the Sunport) has recently added loop systems to some of the airline counters and information booths. The Commission is continuing to ensure that the Videophones at the airport are in service.

Executive Director Gomme and commissioners discussed some of the voice to text/transcription/captioning applications available on Apple and Google devices, the differences between the applications, and what applications will be installed on the iPhone 14s that will be available through the Telecommunications Equipment Distribution Program. The Federal Communications Commission and other organizations are having discussions and evaluating the future requirements for captioning across a variety of mediums potentially utilizing services such as Real Time Text.

Commissioner Herbold left the meeting at 4:30pm. There was no quorum after this time, and no action was taken by the Board after 4:30pm.

Executive Director Gomme, Lisa Dignan, and commissioners discussed interpreting agencies available in New Mexico, the upcoming Invitation to Bid (ITB) for the upcoming Statewide Price Agreement for interpreting services, how a Statewide Price Agreement impacts the ability for various organizations to

use/obtain interpreting services, and the resources on the Commission website to help find interpreters such as the Fact Sheet titled “How to Find a Signed Language Interpreter”.

**b. Department Reports Q & A**

There were no questions regarding department reports.

**VIII. ADJOURNMENT**

Chair Hooper adjourned the meeting at 4:41pm.

Respectfully submitted,

Trevor M. Brennan

Trevor Brennan  
Administrative Operations Specialist