



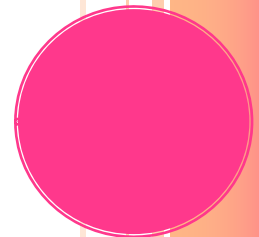
ANNUAL REPORT

Fiscal Year 2013

State of New Mexico Commission for Deaf & Hard of Hearing

NMCDHH

6/30/2013



Annual Report

Fiscal Year 2013

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LETTER FROM THE CHAIR

December 20, 2013

The Honorable Susana Martinez
Office of the Governor
State Capitol Building
490 Old Santa Fe Trail, Suite 400
Santa Fe, NM 87505

Dear Governor Martinez:

Fiscal year 2013 was very challenging for the New Mexico Commission for the Deaf and Hard of Hearing board of directors and staff. During the early part of June, Ms. Lisa Dignan was appointed interim executive director and has been doing a great job by integrating the commission's objectives, opportunities, and resources successfully. She has been able to keep our programs and projects running smoothly.

As you go through the annual report, you will come across several charts identifying the commission's performance measures for FY2013. The performance measures are a part of the commission's long-term goals to improve the lives of Deaf and Hard of Hearing New Mexicans. Though we met most of the targets, we still have challenges ahead. One such challenge is within the American Sign Language (ASL) interpreting profession. The demand for interpreting services throughout the state continues to increase. Our goal was to provide 30,000 hours of interpreting services but because of the limited availability of ASL interpreters, the commission was able to meet 75% of the goal. The staff will continue to find ways to meet the interpreting targets during FY2014.

Advocacy continues to be the heart and soul of the commission. During FY2013, the staff assisted 465 clients and utilized 21,858 hours devoted to reducing communication barriers which was 82% more than its target. This is an area which has been increasing since the beginning of FY2011.

I wish the staff and board of directors a more productive year during FY2014 and to turn the coming challenges into accomplishments.

Sincerely,

Mark Apodaca

Mark Apodaca, MBA
Chairman of the Board

LETTER FROM THE MANAGEMENT TEAM

June 30th, 2013

The Honorable Susana Martinez
Office of the Governor
State Capitol Building
490 Old Santa Fe Trail, Suite 400
Santa Fe, NM 87505

Dear Governor Martinez:

On behalf of the Commission for Deaf and Hard of Hearing, it is our distinct pleasure to present the Fiscal Year 2013 Annual Report.

Though Fiscal Year 2013 brought challenges to the Agency internally, the dedicated team prevailed and continued to provide the highest level of service to consumers across New Mexico. From the continuation of existing services, such as individual and systemic advocacy, to the introduction of new services such as the iPad® Pilot Project, to the growth and recognition of a conference for the linguistic development of interpreters, the Commission continues to meet and exceed legislative performance measures.

The Commission continues to build strategic partnerships within the State Government structure, allowing for the continuing education and conducting best practices as a State Agency.

As the Commission looks to the future, we acknowledge the need to tailor our programs and services to meet the advancing personal, social and technological needs of our constituents.

Sincerely,

Lisa Dignan

Lisa Dignan, M.Ed.
Interim Executive Director
Director of Communication Access
& Development

Nathan Gomme

Nathan Gomme
Director of Public Policy & Advocacy

Shannon Smith

Shannon E. Smith, MBA/HRM
Director of Telecommunications &
Technical Assistance

Deborah Romero

Deborah Romero
Budget Director

AGENCY OVERVIEW

Purpose

The State of New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) was established by the New Mexico Legislature (NMSA 1978 § 28-11B-2) to promote services for Deaf, Hard of Hearing and Deaf-Blind individuals throughout New Mexico.

Mission

The State of New Mexico Commission for Deaf and Hard of Hearing provides effective leadership, education, advocacy and programs to reduce barriers to the social, economic, educational, cultural and intellectual well-being of Deaf and Hard of Hearing New Mexicans and their families, friends and colleagues.

Vision

Impact and Empower

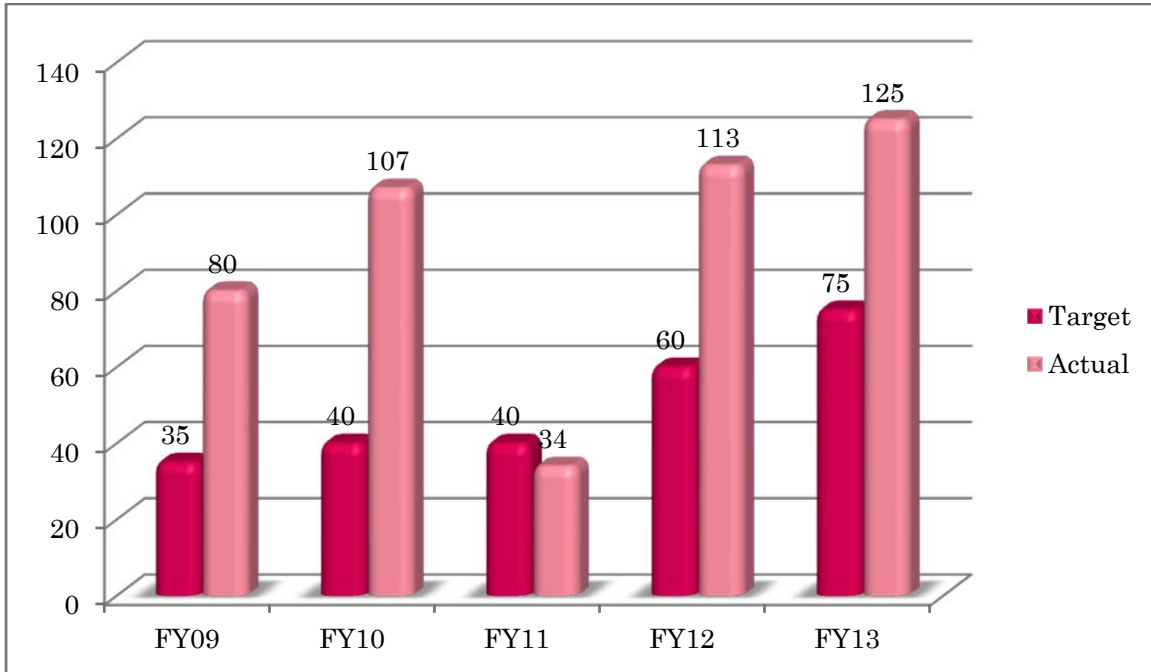
The State of New Mexico Commission for Deaf and Hard of Hearing is a dynamic resource that will enhance the quality of life for Deaf and Hard of Hearing citizens of New Mexico by being:

- The recognized advocate in important issues impacting the Deaf and Hard of Hearing community;
- The proactive provider of innovative programs and services;
- The statewide umbrella and information clearinghouse for interested individuals, organizations, agencies and institutions.

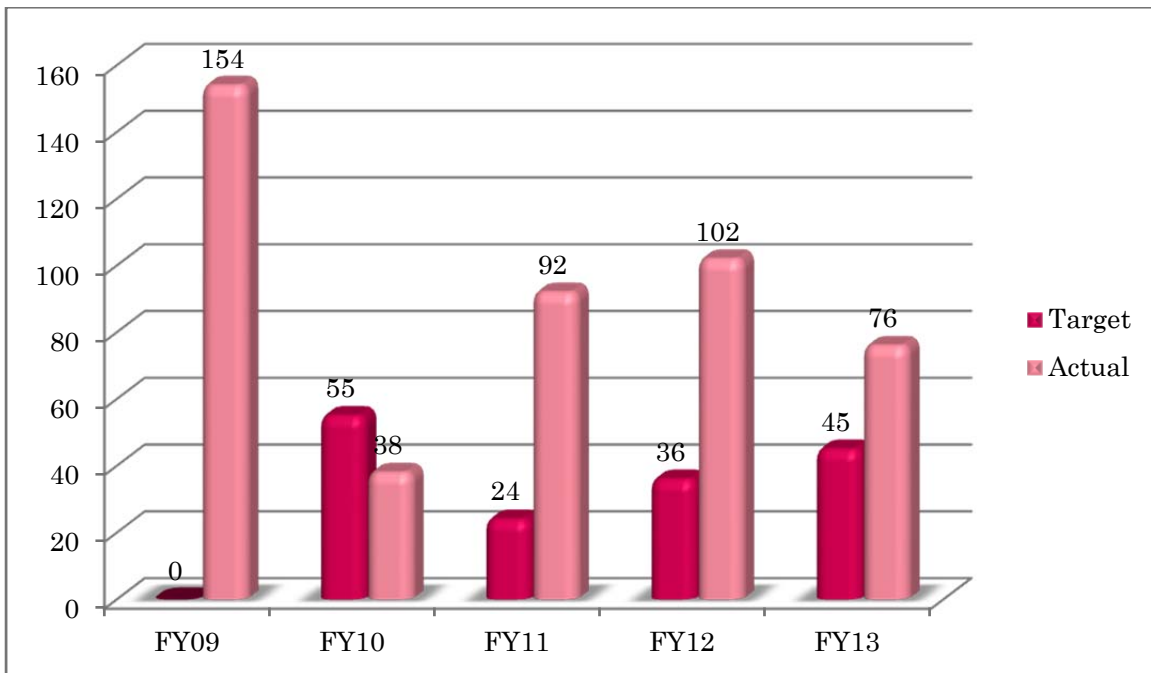
ACCOMPLISHMENTS & HIGHLIGHTS

Legislative Performance Measures

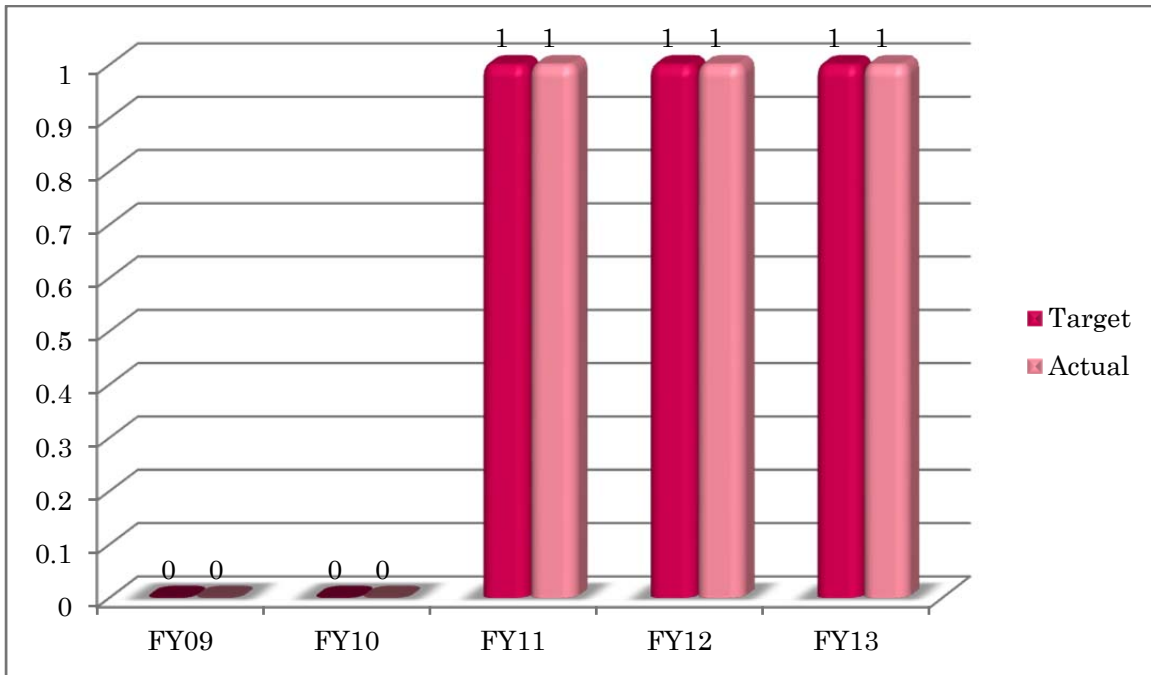
Number of workshops & Training sessions conducted



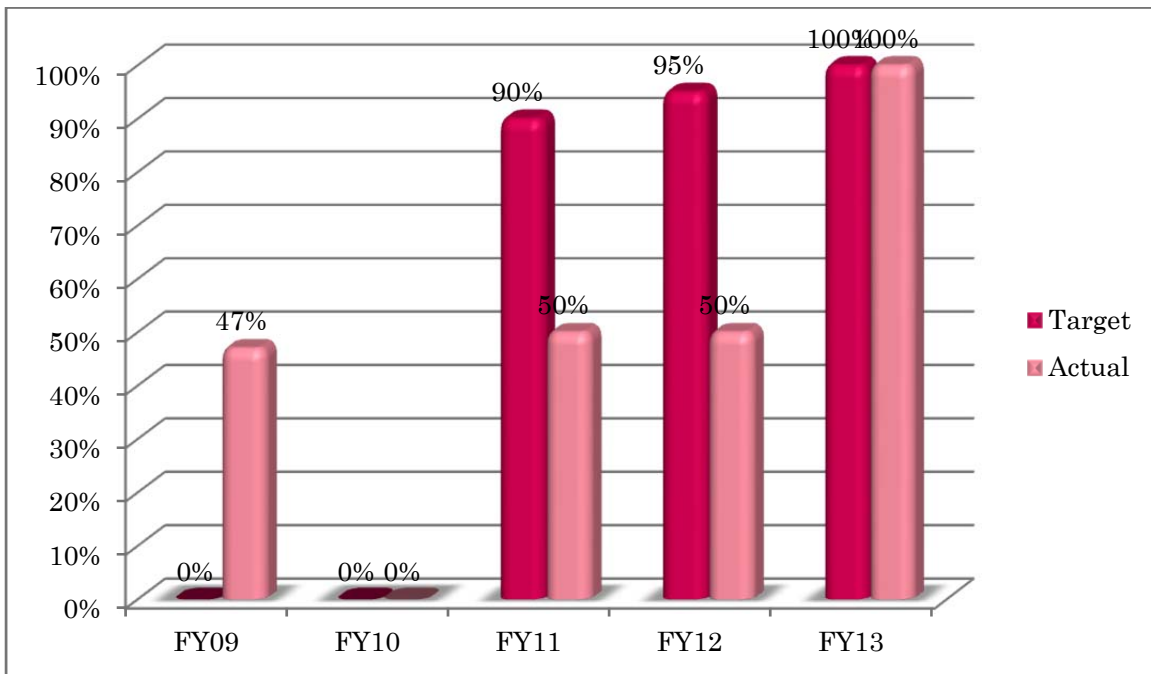
Number of Outreach Events Coordinated



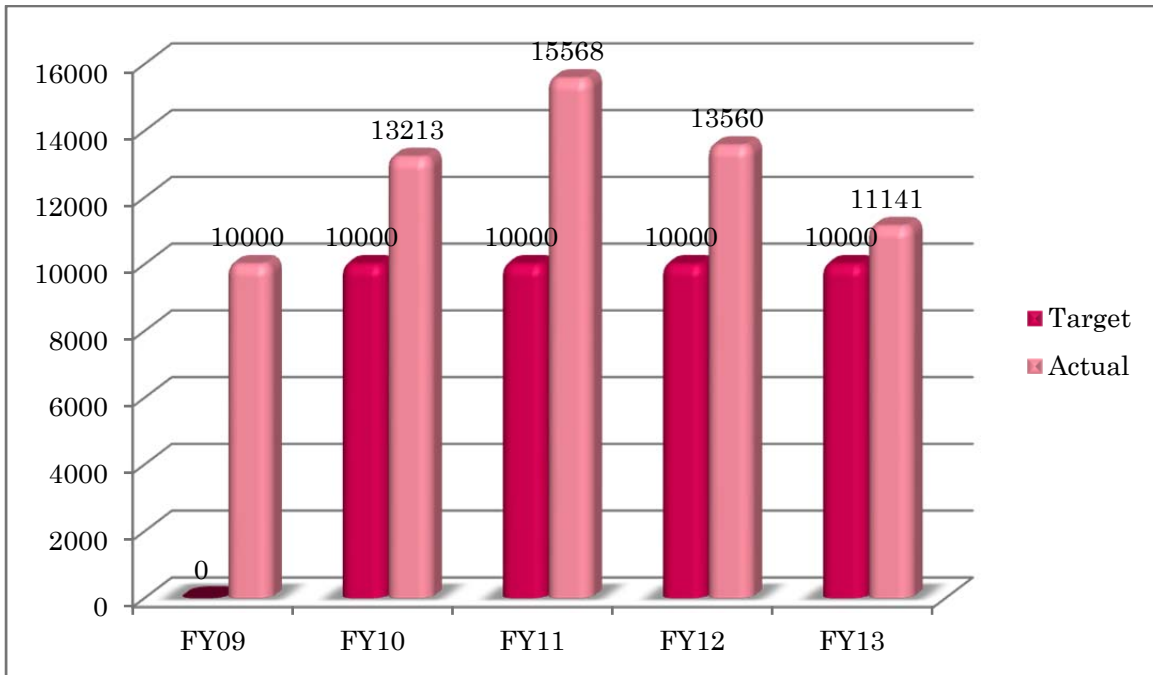
Number of Reviews & Audits of the Telecommunications Relay Service



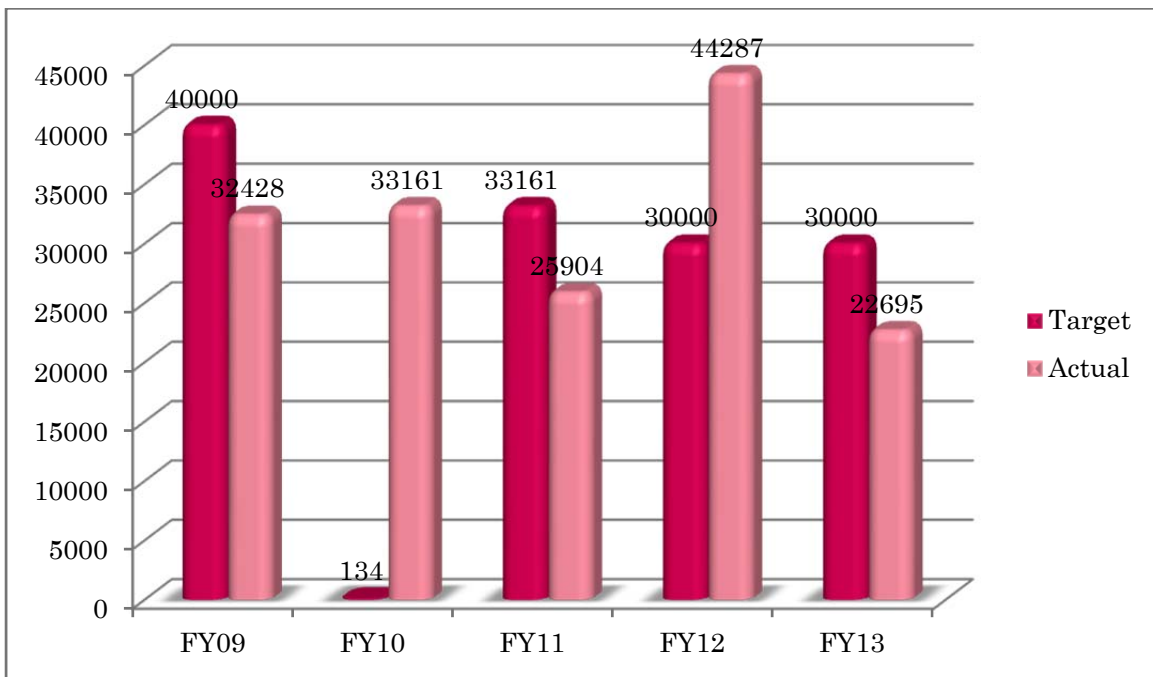
Percent of Employee Files that contain Performance Appraisals Completed & Submitted within State Personnel Guidelines



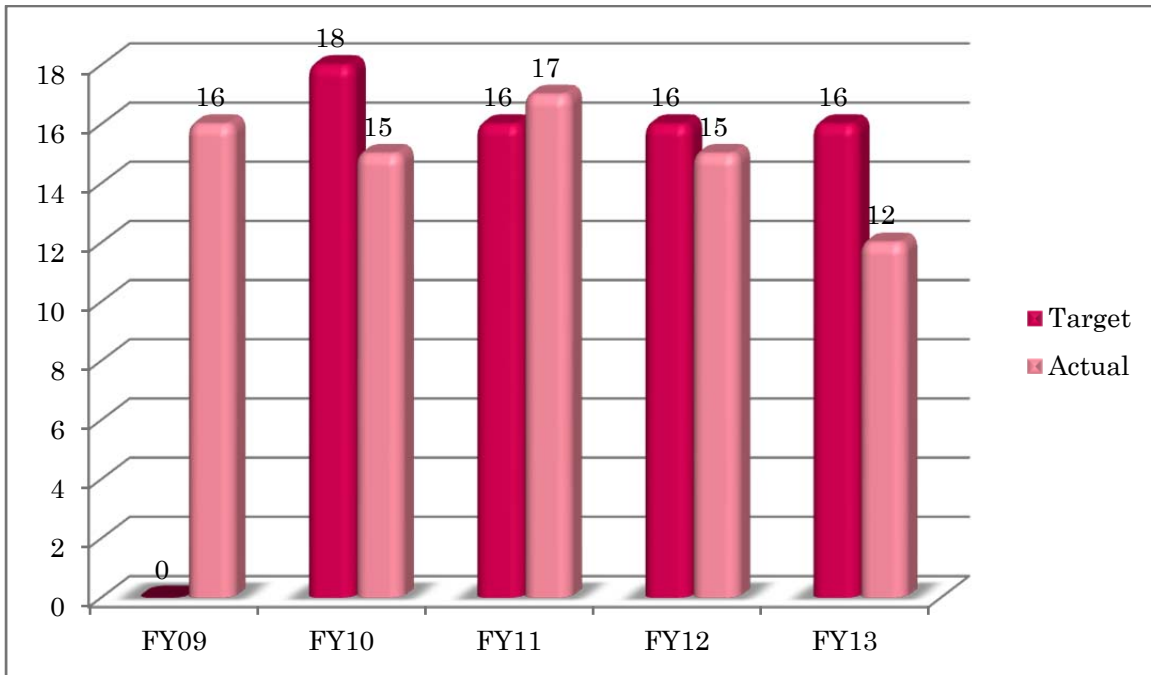
Average number of Relay calls per month



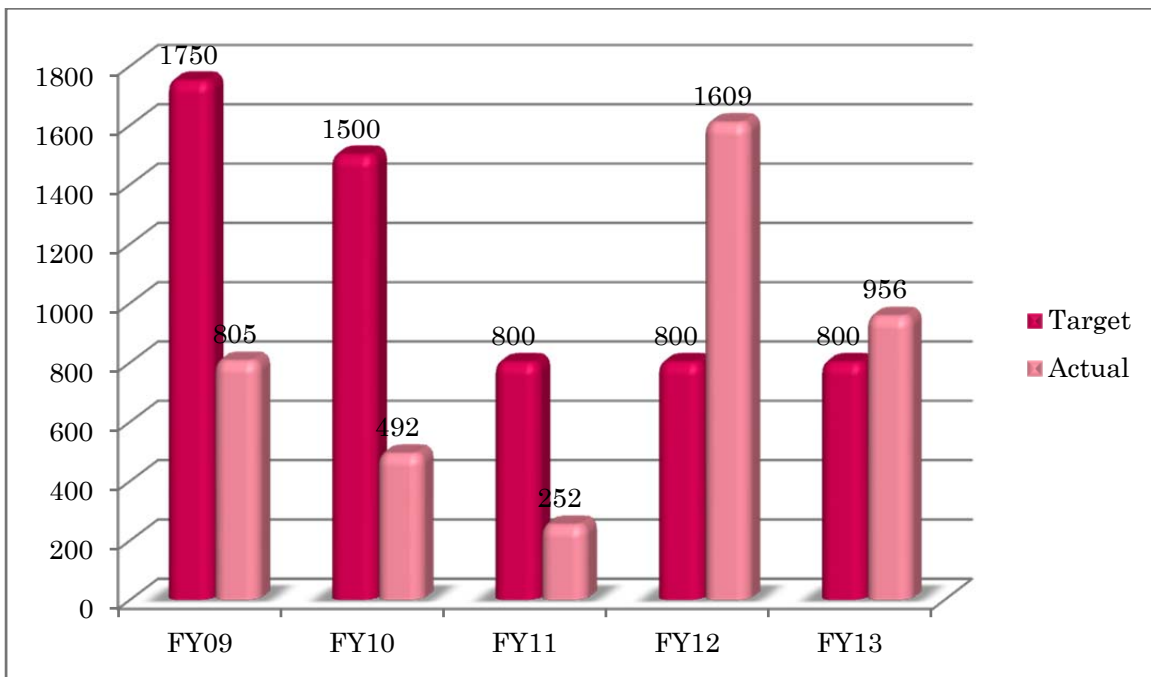
Hours provided by the Signed Language Interpreter Referral Services



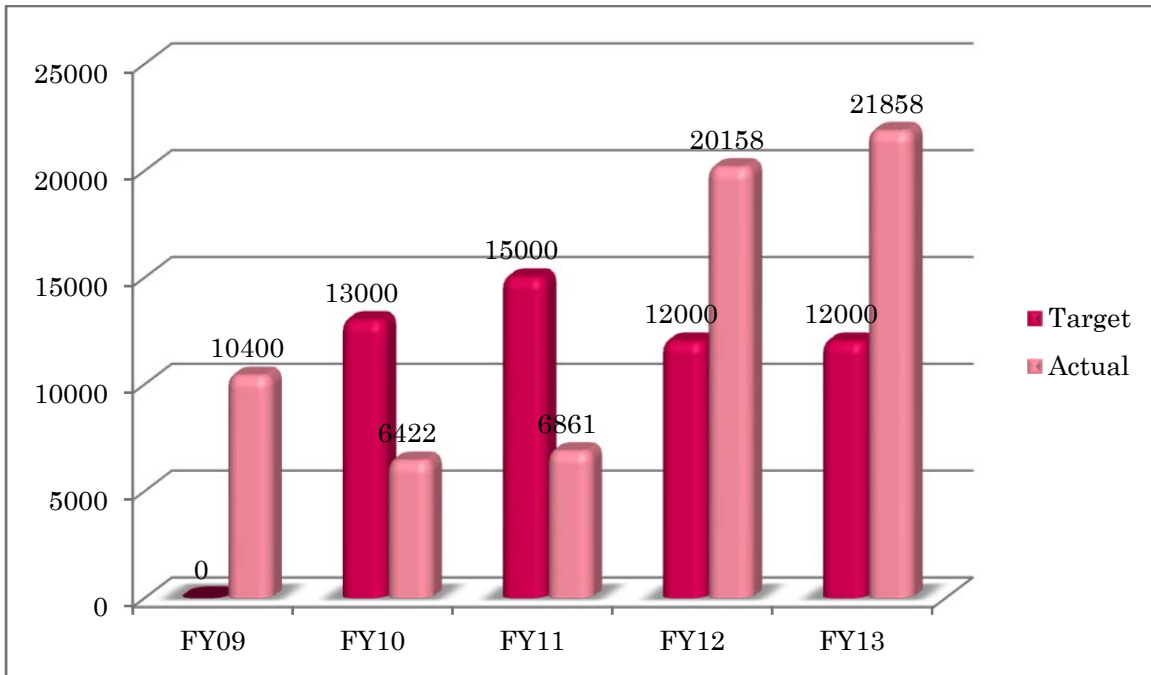
Number of Signed Language Interpreting Mentors



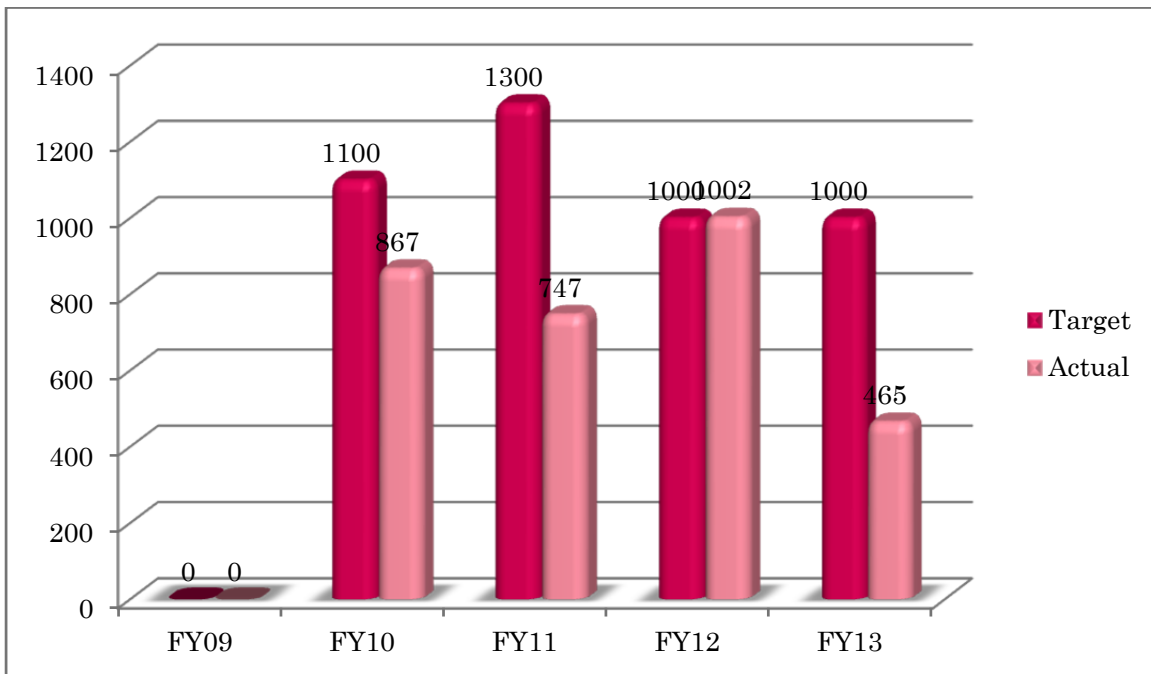
Number of Accessible Technology Distributions



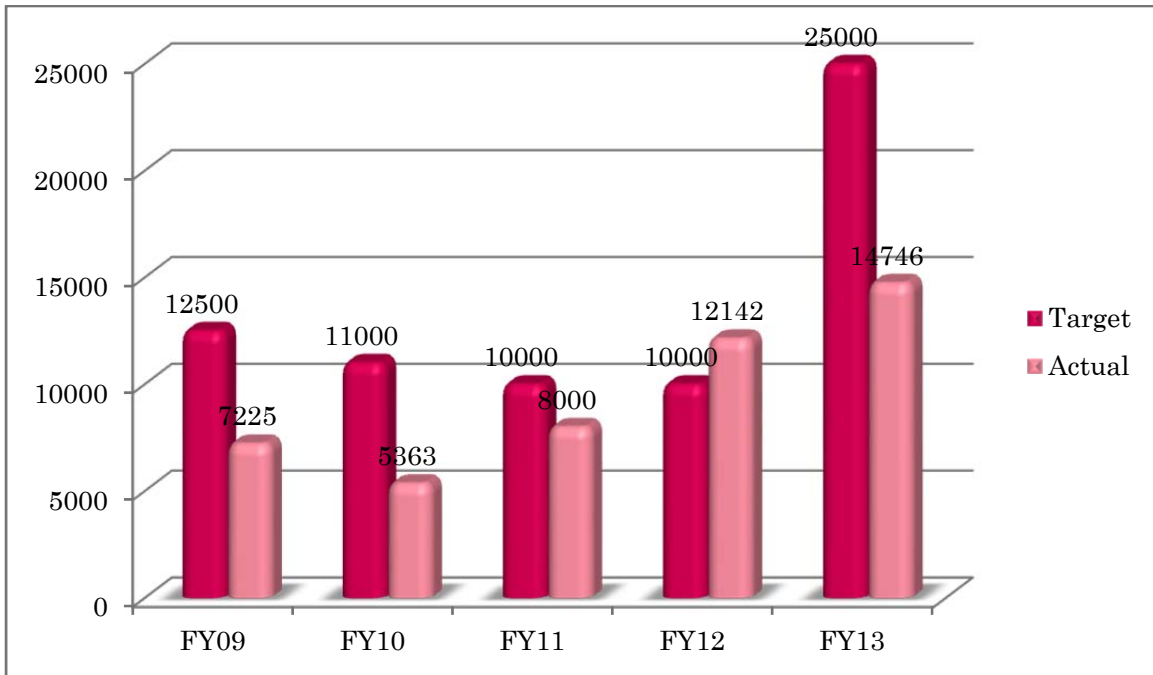
Staff hours devoted to reducing communication barriers



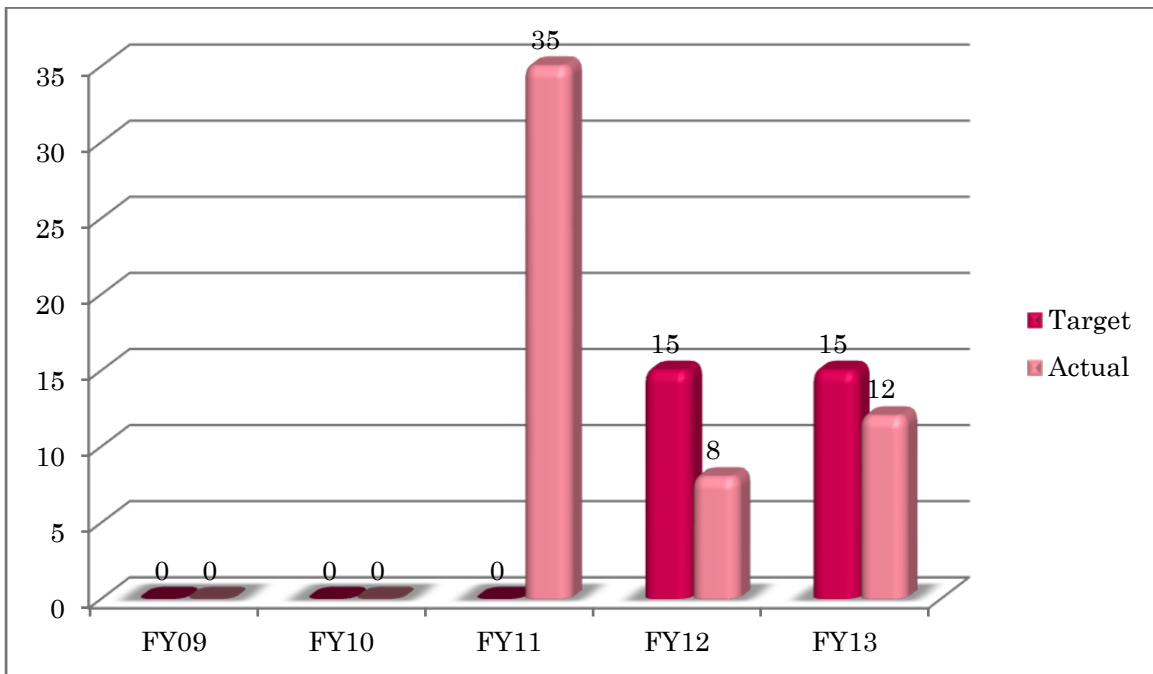
Number of clients provided assistance to reduce or eliminate communication barriers



Number of information referrals and outreach contacts



Number of newly issued New Mexico Community Signed Language Interpreter licenses



Special Projects

Albuquerque Sunport Accessibility

Cheryl Padilla, Service Coordinator

At the end of February of this year, a Deaf man from Santa Fe arrived at the Albuquerque International Sunport after midnight due to flight delays earlier in the day. He had no way of getting home because the Rail Runner does not run after 9 pm. His Android had died and his charger wouldn't charge for some reason. He was not able to contact his friend to let her know he had arrived. His friend was scheduled to meet him at the airport two hours earlier. The only communication access the Albuquerque International Sunport had available was a TTY, however TTY's are not often used by Deaf people now since the technology is somewhat outdated. He asked the Airport personnel staff to use their computer to send an e-mail to his friend but they refused to let him use it at first. After he explained to them that he had no other way to contact the friend except through e-mail, they let him use the computer to communicate with his friend.

This prompted me to contact the City of Albuquerque to get their support in providing Public Accommodation for the Deaf and Hard of Hearing community. Public phones at the airport are not accessible for them. They do have the TTY machine, but with recent advances in technology, videophones are the main telecommunication used by the Deaf community. I asked them if they will be willing to work with me to get equal access for the Deaf and Hard of Hearing.

They responded and I met with the Risk Manager at his office on March 22nd. He acknowledged the problem and asked that I help them by providing the resources they need in the next few weeks.

After a few weeks, I had not heard back from them. I contacted the Risk Manager once again to follow up. He said that he had discussed this issue with a few people and they suggested contacting some colleagues at other airports about their situations. He assured me that he will keep this alive and stay in contact with me if he has something more substantial to report.

The following week, City of Albuquerque's Assistant City Attorney for Aviation was in touch with me thanking us for our concerns regarding the availability of accessibility devices at the Albuquerque International Sunport. He emphasized that they recognized their compliance obligations and want to

make the airport as accessible as possible. Currently the airport is in the process of replacing its entire phone system and was looking into the possibility of obtaining accessible units for placement in more locations. He asked if I can consult with him regarding new devices and identify which devices will meet compliance since he had little understanding which compliant products would be most beneficial. I agreed to work with him on that.

I followed up once again in June because he did not get back to me. He said that the development of their communication system has proceeded, but more slowly than expected. He asked me if I can send him examples of the type of telephones and features which are most important to aid a person who is Deaf or Hard of Hearing. I sent him a list of product resources that are most beneficial to the Deaf and Hard of Hearing Community.

Last July, I followed up on our last conversation and he assured that he has not forgotten about the phones and asked me to please keep reminding him. Their system renovation is still proceeding slowly and he had looked at the resources I provided. He mentioned that the technology I recommended appears to him to be similar to the system they are installing. As of that time, he was waiting on their IT staff and contractors to advise him of the possibilities to provide the resource as part of their future system.

Later that day, he sent me another message saying that he had learned from their IT managers that they have two projects which might provide a reasonable solution. The first project is upgrading their existing phone system and the possibility of replacing courtesy phones with units that meet accessibility requirements. The second part is a project is going to be placing wayfinding kiosks (7 units) throughout the Sunport which could also incorporate TTY or Video/Text. They hope to have a clearer notion of how they will proceed in the next few weeks. He also said that my inputs were helpful and wanted to obtain more input from me when they are closer to choosing how to proceed.

iPad® Pilot Project

In June 2012, the State of New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) identified the growing gap in current telecommunications equipment for the Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled communities through the Telecommunications Equipment Distribution Program (TEDP). Though the TEDP actively served the Hard of Hearing community with amplified phones and accessories, offered TTYs to the Deaf community and speech augmentation devices to the Speech Disabled community, the supply far outweighed the demand.

Not only was the gap in current telecommunications equipment identified, but it was also recognized that even though hearing loss was the 3rd fastest growing disability in the United States (Thomas, 2012), yet the requests for equipment were decreasing and the number of devices distributed were decreasing.

Prior to the launch of the iPad® Pilot Project, two specific questions were identified and answered:

1. Why is the Telecommunications Equipment Distribution Program looking at distributing iPad® devices as opposed to iPhone® devices?

The reality is that State Telecommunications Equipment Distribution Programs and Wireless Carriers experience many difficulties in working together to serve constituents within the constraints of TEDPs. These constraints include, but are not limited to, the constituent's ability to pass a credit check, provide a cash deposit, or afford the equipment purchase. The wireless carriers, by their own admission, have multiple corporate policies and governmental regulations, which do not mesh with the State Program statutes, rules and regulations prohibiting TEDPs from distributing wireless devices. In addition, for many State TEDPs, ownership or control of the device remains with the State, and this again, does not work within the constraints of State TEDPs.

2. How is the iPad® a telecommunications device?

Because the iPad® connects to various relay services, it is telecommunications device in the same way a TTY or a VideoPhone is a telecommunications device. The iPad® allows access to IP Telecommunications Relay Service, IP Captioned Telephone Service

and Video Relay Service. In addition, the iPad® allows for face to face communication via applications such as FaceTime®, permitting for users to communicate in their native language – regardless if that is American Sign Language or Speech Reading. Lastly, the iPad® and applications such as Proloquo2Go® can be paired with other telecommunications equipment, such as a speakerphone, to allow for equal access to the telephone. As technology evolves, the traditional perspective of telecommunications equipment equaling holding a phone to the physical ear is becoming obsolete, and functional equivalence is reached via devices and equipment that provide access through text and video.

In July 2012, the NMCDHH with Teltex, Inc, the contract distributor for the NMCDHH TEDP, conducted a conference call with Apple to explore the concept of distributing iPad® devices as part of the equipment distribution program, and in January 2013 the NMCDHH launched the iPad® Pilot Program. This report will take an in depth look at how Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled individuals were impacted and empowered when provided the iPad®.

Rarely does one piece of assistive technology serve multiple disability groups and generations. More often than not, TEDP Staff Members and consumers are left to conduct research, obtain training and maintain content knowledge of anywhere from five to twenty devices. The iPad® provides solutions for Deaf, Hard of Hearing, Deaf-Blind, Speech, Visual, Intellectual and Physical Disabilities with one piece of hardware. In addition, by providing new and innovative equipment, TEDPs can prepare their inventory for future clients, and control costs while ensuring return on investment for equipment.

“Boomers will demand products, services and workplaces that adapt to their needs and desires,” says Rich Donovan, chief investment officer at WingSail Capital. “Crossover technology such as the iPad®, which works well both for people with disabilities and the broader consumer market, are the “holy grail” of business and disability efforts and will driver growth in disability-related capital spending,” he says. Donovan, who has cerebral palsy, just received his first iPad® as a Father’s Day gift. “I love it, it’s simple to use and it’s the ideal accessible technology,” he says. (King)

"The portability of the iPad® makes communicating at school, home and in the community easier," says Sailors. "When you consider most commercial ACC devices cost \$8,000 — the iPad® with Proloquo2Go is remarkable." More

simplified (and less expensive) AAC apps are the TapSpeak Button and TapSpeak Sequence.

Another benefit of using an iPad® is the acceptability factor, says Sailers. “The iPad® is cool and peers are more apt to approach someone who is using it as a communication device. The iPad® is more compelling than a computer because they can touch it.” In addition, many people with special needs have trouble using a mouse, and Sailers calls the touch screen “more intuitive.” (Eric Sailers Speech Language Pathologist)

The iPad® Pilot Project was established to study the feasibility of adding iPad® equipment to the existing State of New Mexico Commission for Deaf and Hard of Hearing Telecommunications Equipment Distribution Program. In addition to studying the feasibility, the hypothesis proposed was “By adding iPad® equipment to the TEDP, communication access for Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled New Mexicans would increase and allow for individuals not traditionally served by the TEDP to receive equipment.”

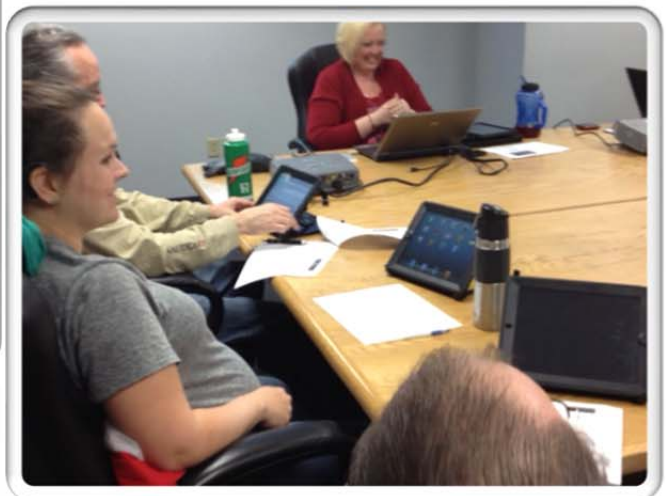
At the conclusion of the iPad® Pilot Project, it was found that it is feasible to add iPad® to the Telecommunications Equipment Distribution Program, as the iPad® provides functional equivalency to telecommunications. In addition, it was found that by adding the iPad® to the TEDP, distribution increased to all four disability groups. Lastly, the Pilot Project demonstrated that consumers will accept an iPad® imaged with pre-approved applications, and that is WiFi only.

The iPad® Pilot Project verified that the demand for newer and enhanced technologies offered via TEDPs is the only way to keep TEDPs viable while meeting and exceeding consumer needs. Furthermore, the format of the Pilot confirmed the need for a program to be established outside of the normal parameters of iPad® purchasing. This analysis was reached due to:

- Communication access;
- Specifics of apps for certain disability populations; and
- Need for training, technical support and service after distribution.

Lastly, the iPad® Emergency Preparedness and Information Sub-Pilot identified an additional benefit of creating accessibility to emergency preparedness information and dissemination via enhanced technologies.

In conclusion, the hypothesis was tested and confirmed that the need for newer and enhanced technology justifies the addition of iPad® devices becoming a permanent part of the Telecommunications Equipment Distribution Program.



"Medical appointments were a challenge, constantly relying on lipreading, and taking more of the doctor's time than other patients. Using the iPad® on the doctor's WiFi with DragonSpeak allowed me full access to the doctor."

-Alice

"I enjoyed using the iPad® with Alice as it reduced the difficulty factor in communicating at a medical appointment."

-Physician

"The iPad® has improved communication with my wife, as it allows her to have the independence, privacy and easy portable access without depending on our children. It is terrific to be able to talk to her directly!"

-Mr. Meyers

iPad® Tester Husband

"I thought my Dad had better hearing aids, but then I realized he finally had access by using the iPad®. He is communicating, happier and we are reconnecting."

-Mr. Lucero

iPad® Tester Son

"I am sitting here crying because I realized how much I missed talking to my brother. My sister Dece, my brother Dirk and I have talked more in the last few months than in many years."

-Jackie

iPad® Tester Sister

"It is so easy to talk to Matthew on Facebook. His disabilities don't get in the way there. We can keep up with his activities and pleasures, just like the other kids."

-Ann Nelson

iPad® Tester Parent

"MS took my daughter's speech and hand/eye coordination, but the iPad® gave us communication."

-Edi Powers

iPad® Tester Parent

2013 New Mexico Interpreters' Conference

Lisa Dignan, Director of Communication Access and Development

The 6th Annual New Mexico Interpreters' Conference was held September 27-29, 2013 at the Crowne Plaza hotel in Albuquerque. The conference represents a partnership that has developed over several years between the New Mexico Administrative Office of the Courts and the New Mexico Commission for Deaf and Hard of Hearing. The 2013 theme was "Enhancing Your Career; Advancing Our Profession" and the conference attracted nearly 180 spoken and signed language interpreters from ten states representing 12 language pairs. The 25 sessions offered ranged from plenary sessions on topics such as Ethics of Interpreting and Emerging Markets for Interpreters, to breakout sessions specifically for interpreters working in Spanish, Navajo, American Sign Language, and other languages of lesser diffusion. Interpreters were able to earn continuing education units for several different professional organizations, and evaluations indicated that the interpreting communities benefited from the conference and intend to return for the 7th annual New Mexico Interpreters' Conference which will be held September 26-28, 2014 in Albuquerque.

"Many thanks for organizing a successful conference!"
-Participant

"Definitely keep the language-specific workshops. Those were very valuable. I'd also like to see something that would compare the different languages...I think we have a lot to learn from each other."

-Participant

PROGRAMS & SERVICES

Communication Access & Development

The Communication Access and Development Department (CADD) acts as an information resource for the public regarding communication access for individuals with hearing loss. CADD provides professional development opportunities for signed language interpreters and real-time captioners across New Mexico, and administers contracts with other entities to provide further development opportunities. Programs include New Mexico Mentoring, work with the Signed Language Interpreting Practices Board, and other professional development options.

The New Mexico Mentoring Program

The New Mexico Mentoring Program supports the professional development of New Mexico signed language interpreters. Qualified, trained mentors guide program participants through 16-week sessions using individualized and structured curricula to address specific skills for effective interpreting.

New Mexico Signed Language Interpreter Licensure

New Mexico requires all signed language interpreters to be licensed through the Regulation and Licensing Department (RLD) in order to protect consumers of interpreting services. NMCDHH works closely with RLD and the licensure board.

Professional Development for interpreters and CART providers

NMCDHH provides a range of programs and services for signed language interpreters and CART providers to improve their skills and better serve the community.

Public Policy & Advocacy

The Public Policy and Advocacy Department (PPAD) provides individual advocacy, system advocacy, transition services and public policy development. NMCDHH partners with State Agencies to collaborate on services for all people with disabilities, and participates in special projects such as providing outreach to Deaf American Indians/Native Americans and ensuring conference accessibility. Programs include individual and systemic advocacy, public policy development and transition services.

Individual and System Advocacy

NMCDHH advocates on an individual level and a system level for individuals who face communication barriers in employment, government and business settings. Additionally, communication barriers such as those commonly found in health care settings or other systems are addressed. NMCDHH further advocates by engaging in active legislative advocacy, ensuring that statewide and federal disability regulations and laws are in place and adhered to. Awareness and educational trainings are also provided.

Public Policy Development

NMCDHH endeavors to develop and implement public policy that directly impacts the daily lives of Deaf and Hard of Hearing New Mexicans.

Transition Services

PPAD, with a transition specialist, provides communication access advocacy for specific settings, such as school meetings, and makes appropriate referrals to agencies and schools with experience in working with students who are deaf or hard of hearing. NMCDHH also works with professionals from various school districts to ensure that students receive appropriate services. Furthermore, NMCDHH also is part of numerous transition groups for children with disabilities. NMCDHH works with the New Mexico School for the Deaf, the ASL Charter School, and the Albuquerque Public Schools Mainstream Program.

Deaf-Blind Services

Community Outreach for the Deaf-NM Deaf-Blind Services program is funded by a contract amendment with CDHH. The contract for deaf-blind services was initially through the Governor's Commission on Disability and was transferred to CDHH this fiscal year. The program director for the COPD-NM Deaf-Blind Services is Larry Rhodes who is working with the Deaf-Blind Services staff and Support Service Providers to follow an in depth overview of the deaf-blind services developed during the FY11 curriculum devotement. The mission of the COPD-NM's Deaf-Blind Services program is

to provide services to individuals with deaf-blindness/dual sensory impairments as well as individuals who are deaf/hard or hearing with disabilities that enable them to live more independent lives and to obtain access to and participate in the community. Larry Rhodes and COPD-NM have developed and helped grow Deaf-Blind Services which include adding more staff and expanding services in the Southern part of New Mexico. The number of deaf-blind and deaf plus SSP users continues to grow and at last glance was at 43 users. Highlights of the work done include a full time job placement of a deaf-blind individual, the development of a deaf-blind taskforce, and a full board of members operating the Zia Deaf-Blind Club.

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Telecommunications & Technical Assistance

The Telecommunications and Technical Assistance Department (TTAD) acts as the initial information resource for the public related to issues of Deafness and hearing loss. TTAD also manages the NMCDHH website and creates all promotional materials. Programs include Training and Development, Information and Referral, Telecommunications Equipment Distribution and the Telecommunications Relay Service.

Training and Development

Information, technical assistance, recommendations and solutions are offered to private and public agencies, professional organizations, businesses and individuals in areas such as assistive technology, the Americans with Disabilities Act, hearing loss awareness, and effective communications. NMCDHH provided at least 15 trainings in 2009.

Outreach

As a one-stop information center for people wanting information on everything from legal requirements to basic hearing loss to accommodations, NMCDHH provides fact sheets, referrals and assistance with identifying appropriate resources. NMCDHH also works closely with other service providers to ensure that information is updated and accurate.

Telecommunication Equipment Distribution Program

The Telecommunication Equipment Distribution Program (TEDP) lends telecommunications devices at no cost to qualifying New Mexico residents who need assistance in communicating on the phone. Devices include amplified telephones, TTYs, speech-generating devices, neck loops and silhouettes.

Telecommunications Relay Service

NMCDHH is the administrator for Relay New Mexico as provided by Hamilton Relay. Traditional relay services offered include TTY, voice carry-over, hearing carry-over, speech-to-speech, Spanish and CapTel®. Relay services connect people who are Deaf, Hard of Hearing or speech disabled to people who use standard telephone equipment. NMCDHH also monitors and implements quality control as regulated by the Federal Communications Commission.

STAFF MEMBERS

Joyce Croker, Business Operations Specialist

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 6

Joyce Croker enlisted in the U.S. Air Force and received an Accommodation Medal. Honorably discharged in 1986, she continued her government service by working for the State of New Mexico in several departments, including the Public Retirement Association in the Records Division, the NM Environment Department as Water Quality Control Commission's Secretary and also with the Petroleum Storage Tank Bureau as a claim auditor. At NMCDHH, she handles payments, purchase orders, vouchers and contracts, and also serves as vehicle coordinator and payroll coordinator.

Lisa Dignan, Director of Communication Access and Development

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 6

Lisa Dignan directs the New Mexico Mentoring program for signed language interpreters and administers a variety of contracts and programs to improve communication access for people who are Deaf or Hard of Hearing. She relocated to Albuquerque in 2007 after serving as the disability services coordinator at Laramie County Community College in Wyoming for 13 years. A nationally certified interpreter with over 20 years of experience and a lengthy history in the independent living movement, Lisa serves on the New Mexico Language Access Advisory Committee and is the liaison to the Signed Language Interpreting Practices Board. She earned a master's degree in adult education from the University of Wyoming and has national certifications in interpretation and transliteration.

Tim Farr, Service Coordinator

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 2

Timothy Farr comes to the New Mexico Commission for the Deaf & Hard of Hearing with a diverse background centered on Deafness and Hearing Loss. Tim has been working as a Certified Signed Language Interpreter for the past 22 years and is an active member of the Deaf and Hard of Hearing Communities alike. During this time, he has also worked at The New Mexico School for the Deaf as a dorm counselor and as a Parent Advisor for the Step*Hi Program providing Early Intervention services to families with young children. Tim holds a Bachelors Degree of Science in Education, majoring in Communication Disorders with an emphasis in audiology and utilizes that knowledge-base as a Service Coordinator with the Las Cruces office.

Julayne Feilbach

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 1/2

Julayne Feilbach is a transplant to New Mexico. She grew up in southeastern Wisconsin, and went to the University of Wisconsin-Milwaukee for her Bachelors of Science degree in Exceptional Education with the emphasis on Sign Language Interpreting. Julayne is a nationally certified interpreter through the Registry of Interpreters for the Deaf (RID) at the NIC level, an AOC Certified Apprentice Interpreter, and has her Q-MHI (Qualified Mental Health Interpreter) certification. Julayne is passionate about providing the highest level of communication access to diverse populations of hearing loss.

Nathan Gomme, Director of Public Policy and Advocacy

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 5

Nathan Gomme received his bachelor's degree with university honors from Gallaudet University. His experience includes mental health and education, and he has been involved with several different committees such as Transition Connections, Statewide Transition Coordination Council, and Behavioral Health Task Force.

Corina Gutierrez, Service Coordinator

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 6

Corina Gutierrez plans, advocates and coordinates services to meet clients' needs. Corina previously worked at New Mexico School for the Deaf, her alma mater, as a student life educator, and also worked at the Arizona State School for the Deaf and Blind as a master teaching parent. She received a bachelor's degree in physical education from Gallaudet University. As a New Mexico native, Corina attended the New Mexico School for the Deaf for most of her education, and is a renowned basketball player who was part of the Deaflympics women's basketball team and is one of three inductees as a Wall of Fame at New Mexico School for the Deaf. She also serves as the American Sign Language coordinator and teacher at the Deaf Culture Center. She is currently serving as a board member for New Mexico Association for the Deaf; as an advisory board on Gallaudet University Regional Center - Southwest; as a board member for New Mexico School for the Deaf Alumni Association; as a board member on New Mexico Hispanic Council and as a board member for National Council of Hispano Deaf and Hard of Hearing.

Sam Martinez, Outreach Coordinator

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 8

Sam Martinez was previously the Hard of Hearing Specialist at NMCDHH. With a bachelor's degree in human services from the University of Phoenix, Sam has extensive experience in working with the Deaf, Hard of Hearing and Children of Deaf Adults (CODA) communities.

Lori Neubauer, Administrative Assistant

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 6

Lori Neubauer studied American Sign Language and Deaf culture at the University of New Mexico. She then worked as an interpreter coordinator at Community Outreach Program for the Deaf prior to working at NMCDHH. The mother of three boys, her youngest son is Deaf and attends the New Mexico School for the Deaf.

Cheryl Padilla, Service Coordinator

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 5

Cheryl L. Padilla became interested in working with Deaf and Hard of Hearing children while earning her degree from University of New Mexico. She worked at the New Mexico School for the Deaf and at Desert Hills. She continued working with Deaf and Hard of Hearing children as a program coordinator at La Familia Inc., where she created programs to help clients live independently. At NMCDHH, Cheryl helped bring people together to establish the New Mexico Abused Deaf and Hard of Hearing Advocacy Center, Inc., also known as New Mexico Signs of Hope.

Roger Robb, Training & Development Coordinator

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 3 months

Roger is an Albuquerque native who recently relocated back to New Mexico from Atlanta, Georgia. While in Georgia, Roger was on staff for the Georgia Council for the Hearing Impaired (GACHI) as an Advocate Specialist. With a 15 year history in Advocacy and Case Management at agencies across California, Colorado, Illinois and Georgia, Roger brings a wealth of experience to the NMCDHH. Roger graduated from the New Mexico School for the Deaf, and majored in Sociology at Point Loma Nazarene College in San Diego. Roger is thrilled to return to Albuquerque and start providing services across New Mexico.

Deborah Romero, Management Analyst

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 5

Deborah Romero works with Accounts Receivable, Accounts Payable, Agency Fiscal Year budget requests, the Agency yearly audit, Procurement Officer and Loss Control Coordinator. Deborah has over 14 years in government service.

Jason Siergey, Telecommunications Equipment Distribution Program Specialist

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 2

Jason Siergey is originally from Chicago, Illinois, and received his degrees from the National Technological Institute for the Deaf in Rochester, New York and DeVry University. Jason has 20 years of experience in the Information Systems field and has combined that with his interest in Human Services to best serve the Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled of New Mexico.

Shannon E. Smith, Director of Telecommunications & Technical Assistance/Relay Administrator

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 8

Shannon Smith, a Chicago native, relocated to New Mexico 19 years ago. She graduated from the University of Phoenix with a Masters in Business Administration, with a concentration in Human Resources Management. Shannon brought an extensive Human Resources background to the NMCDHH, and applied it for the last eight years in multiple positions within the Agency. Hard of Hearing since the age of 20, Shannon strives to promote, protect and preserve the rights and quality of life among Deaf and Hard of Hearing individuals in New Mexico.

Rhiannon Sykes-Chavez, Staff Interpreter

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 1

Rhiannon Sykes-Chavez is a native New Mexican, born and raised in Albuquerque. Rhiannon is currently the interpreter coordinator and staff interpreter for the NMCDHH. She obtained her Bachelors of Science in Interpretation at the University of New Mexico in 2006. Rhiannon is a nationally certified Signed Language Interpreter through Registry of Interpreters for the Deaf (RID) at the NIC - Master level, an AOC Certified Apprentice Interpreter, as well as the first in the state of New Mexico to become a Q-MHI (Qualified Mental Health Interpreter). Her passion is in mental health and related legal interpreting work. She strives to improve interpreting standards in these specialty areas by collaborating with members of the Deaf and Interpreting Communities, as well as providers in the field of Mental Health.

Sandra Williams, Las Cruces Coordinator

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 7

Sandra Williams has 20 years of experience as a vocational rehabilitation counselor working with Deaf and Hard of Hearing persons. Her areas of expertise include counseling, advocacy, case management and sensitivity training. In addition to teaching American Sign Language at El Paso Community College and New Mexico State University, Sandra has served on numerous community programs and boards such as the New Mexico School for the Deaf Board of Regents, New Mexico State University Deaf Education Graduate Program, CPS Millwood Psychiatric Hospital and Rio Grande Community Coalition for Deaf and Hard of Hearing. Sandra is also the parent of three children with hearing loss.

Alexis Zarret, Administrative Assistant/Signed Language Interpreter

Years with the New Mexico Commission for the Deaf & Hard of Hearing: 4

Alexis Zarret fell in love with American Sign Language after taking a class at New Mexico State University. After encouragement from one of her teachers, Alexis enrolled in an interpreter training program in order to become a professional Signed Language Interpreter. While in her last year in the program, she was fortunate enough to become an intern under Sandra Williams in the NMCDHH Las Cruces office where she learned an immense amount about interpreting, advocacy and client services. Eventually she was hired as the Administrative Assistant/ Signed Language Interpreter for the Las Cruces office. Alexis feels fortunate to be a part of such a talented and dedicated team.

BOARD OF COMMISSIONERS



Mark Apodaca, Chair

~Deaf or Hard of Hearing Professional

Mark Apodaca has been a member of the commission board since 2007. He has long been involved with the Deaf and Hard of Hearing Community, having served on various local, state, and national nonprofit organization boards. Since moving to New Mexico in 2006, Mark has been working for the New Mexico School for the Deaf as its Director of Business and Finance.



Ronald Stern

~Superintendent of the New Mexico School for the Deaf

Ronald Stern, Ed.D., grew up in New York City attending a variety of schools, then earned a bachelor's degree in sociology from Gallaudet University. He went on to earn a master's degree in deaf education from California State University, Northridge. Prior to his current position as superintendent of the New Mexico School for the Deaf, Ronald taught science and English to middle and high school students at the California School for the Deaf in Riverside, Berkeley and Fremont. He also served as the middle school principal and, after a one-year stint as Gallaudet's athletic director, as the director of instruction at the California School for the Deaf in Fremont. Over the years, Ron has served in numerous voluntary capacities in the Deaf community and community at large. He and his wife Hedy are the proud parents of three Deaf adults.



James DeBee

~President of the New Mexico Association of the Deaf

James R. DeBee is the founder of DeBee Communications, Inc., a company that produces documentaries, talk shows, commercials, various programs and educational videotapes. In addition, DeBee Communications provides captioning and educational technology services. He holds a bachelor's degree in radio, television and film from California State University, Northridge, and a degree in media communications from Rochester Institute of Technology. He also has master's degree in educational technology management and public policy from Carnegie Mellon University, Pittsburgh. An Emmy-award winning executive producer with over 30 years of video/film experience, James has worked in many different capacities: producing, directing, writing, editing, photography, media, educational technology and business consultation. In addition, he has served in the Deaf Community for many years in various roles. He is currently President of the New Mexico Association of the Deaf. He served as Advisory Member of the Advisory Council of the Deaf and Hard of Hearing for the Pennsylvania Governor. He was a Board Member, Vice President, and President of the Pennsylvania Society of the Advancement for the Deaf. He also served as Chair of Communication, Access & Technology for Pennsylvania Society of the Advancement for the Deaf. He was President of the Western PA School for the Deaf Alumni Association.



Debbie Hambel

~Division of Vocational Rehabilitation Division Representative

Debbie Hambel graduated from the University of Northern Colorado with a bachelor's and master's degree in vocational rehabilitation. Prior to moving from Colorado to New Mexico she worked as a group home residential counselor serving Deaf Developmentally Disabled Adults, before moving to employment as a vocational rehabilitation counselor at the Co. Division of Vocational Rehabilitation. Upon moving to New Mexico in 1993, Debbie was employed as a vocational counselor at a local provider agency in Albuquerque and worked for several years as a case manager for UNM Mental Health Center. In 2001, Debbie was hired as a vocational rehabilitation counselor at the NM Division of Vocational Rehabilitation where she currently serves as the Supported Employment - Deaf and Hard of Hearing Coordinator.



Austin R. Welborn

~Deaf or Hard of Hearing Representative from Northern New Mexico

Austin R. Welborn is a Mechanical Engineer for HT Micro and received his Bachelors and Masters from the University of Utah and moved to New Mexico around 2 1/2 years ago. Ever since moving to New Mexico, he has been very active in the Deaf community. He is currently running as the "President" of Albuquerque DNO/DHH (Deaf Night Out/ Deaf Happy Hour). This is mainly focused on the social gathering of Deaf, Hard of Hearing, and Hearing people. They tend to meet once every month at random restaurants and have a fantastic time socializing and meeting new faces and helping more people learn more about the Deaf culture and the wonderful world of ASL. In addition to this, he is the current President of Duke City Association of the Deaf, which is New Mexico Association of the Deaf's Albuquerque Chapter. His goals are to help the Deaf community here in New Mexico grow more and form more alliances and convince the whole United States of America that New Mexico is indeed an amazing place for Deaf/Hard of Hearing and even Hearing people to come by and visit or move to! Even though Austin is in his mid-twenties, he still feel like a child at heart. He absolutely loves playing video games, watching movies and TV series. He also enjoys reading a lot, especially in the fantasy/sci-fi worlds. He loves spending time with his girlfriend experiencing the fantastic culture of New Mexico. He also loves welding and fabricating works of art. He is a proud parent of a 4 year old Deaf daughter.



John Johnson

~Deaf of Hard of Hearing Representative from Southern New Mexico

John Johnson is currently employed with Community Action Agency of Southern New Mexico (CAASNМ). His experience has been primarily in the Health Care Community and is currently the director for the Healthy Community Program, Covering Kids Program and the IT department at CAASNМ. As a disabled veteran John has experienced a profound hearing loss beginning in 1972. "At times it can be quite frustrating in the business world when you have a profound hearing loss," John said, "I look forward to representing the Deaf and Hard of Hearing community of Southern New Mexico."



Luis Quinonez

~Parent of a Deaf or Hard of Hearing Child

Luis Quinonez is a proud parent of a deaf child who currently attends the New Mexico School for the Deaf. He served six years as a detention officer in his previous hometown of Las Cruces, NM. He currently resides in Santa Fe, NM, where he can better meet his daughter's communication and educational needs, and also where he can advocate more effectively on behalf of the Deaf and Hard of Hearing community.

BUDGET

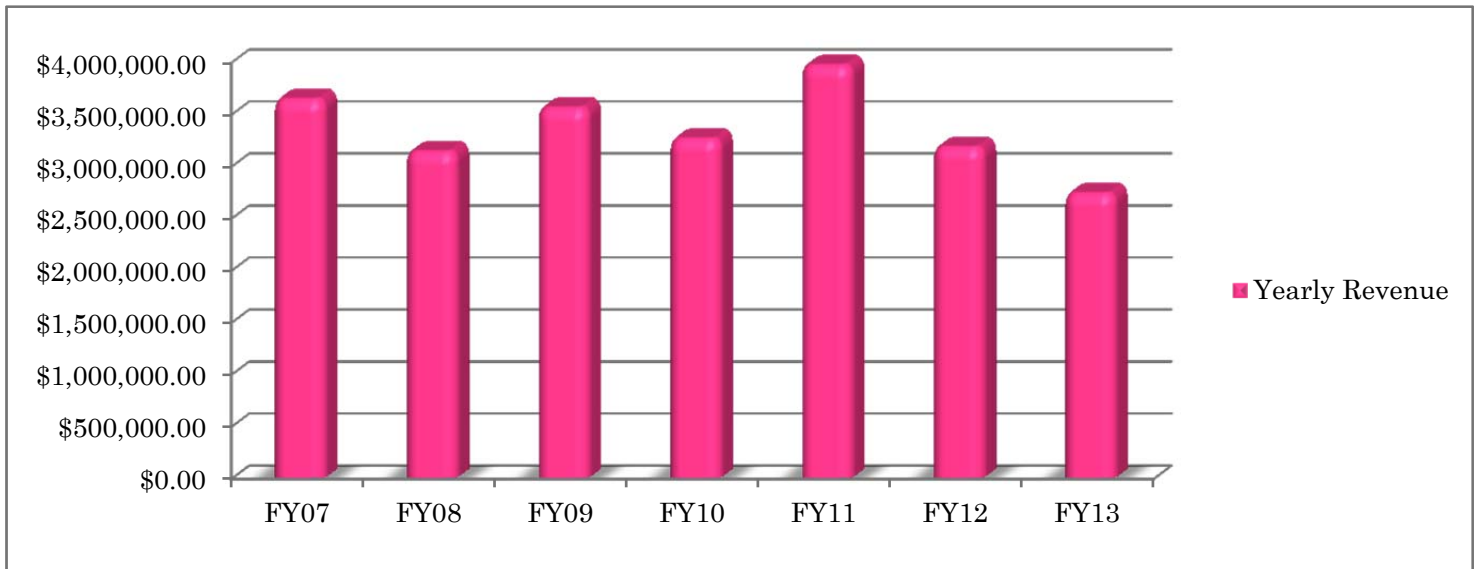
Telecommunications Access Fund

Revenue Source & Fund Amount

New Mexico collects the 0.33% surcharge from landline and wireless bills.

Distribution Month	FY07	FY08	FY09	FY10	FY11	FY12	FY13
July	324,442.83	200,480.73	224,606.12	216,412.31	288,137.14	257,025.61	262,222.80
August	529,037.89	269,948.74	365,712.34	209,461.51	271,192.96	279,476.76	246,860.85
September	309,646.45	512,199.89	294,497.89	470,649.49	277,603.21	267,175.77	53,607.33
October	153,656.96	87,049.31	160,688.13	291,174.67	276,900.80	277,534.90	468,823.06
November	309,653.59	271,957.20	255,669.42	2,479.47	274,864.33	263,317.87	238,647.56
December	255,943.19	296,746.67	487,958.93	572,317.73	424,509.54	271,389.75	260,443.91
January	350,769.53	156,142.25	308,131.31	57,723.19	216,134.00	210,429.39	246,906.05
February	286,076.26	347,018.57	285,122.85	516,270.65	95,434.39	320,854.13	241,931.11
March	245,483.97	289,163.15	117,230.97	287,737.32	751,801.05	261,050.78	243,669.71
April	287,316.47	354,955.54	480,550.14	283,955.43	392,658.76	258,989.73	240,663.70
May	202,808.17	301,841.74	293,735.00	70,401.81	381,422.83	262,023.16	242,151.06
June	60,433.19	294,598.43	292,048.76	499,625.03	326,584.09	260,366.74	249,629.74
							<i>Estimate</i>
	3,650,871.42	3,147,936.98	3,568,501.53	3,270,632.34	3,977,243.10	3,189,634.59	2,745,927.14

Fund Balance by Fiscal Year



Expenditures by Category & Amount

30-Jun-13	FY13 HB2 Budget	Adjusted Budget after BAR	Expended	Budget Balance
Personnel & Benefits	\$973,300.00	\$973,300.00	\$795,491.77	\$177,808.28
Contracts	\$2,105,400.00	\$2,038,220.00	\$1,453,811.52	\$584,408.48
Operations	\$257,900.00	\$325,080.00	\$277,357.61	\$47,722.39
Transfers	\$491,000.00	\$491,000.00	\$491,000.00	-
TOTAL	\$3,827,600.00	\$3,827,600.00	\$3,017,660.90	\$809,939.10

Fund Balance

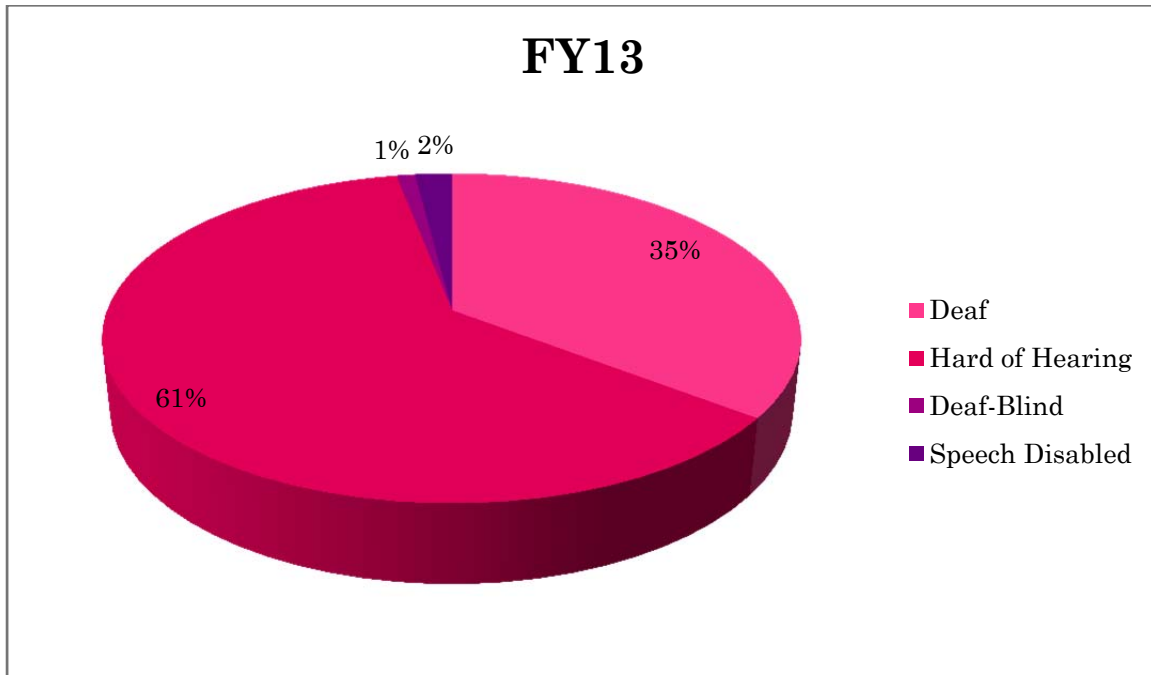
07/01/2012 Balance	\$1,256,589.00
FY13 Revenue	\$3,306,293.86
Total Revenue	\$4,562,882.86
FY13 Expenditures	\$3,017,660.90
Un-Audited Fund as of 06/30/2013	\$1,545,221.96

Challenges

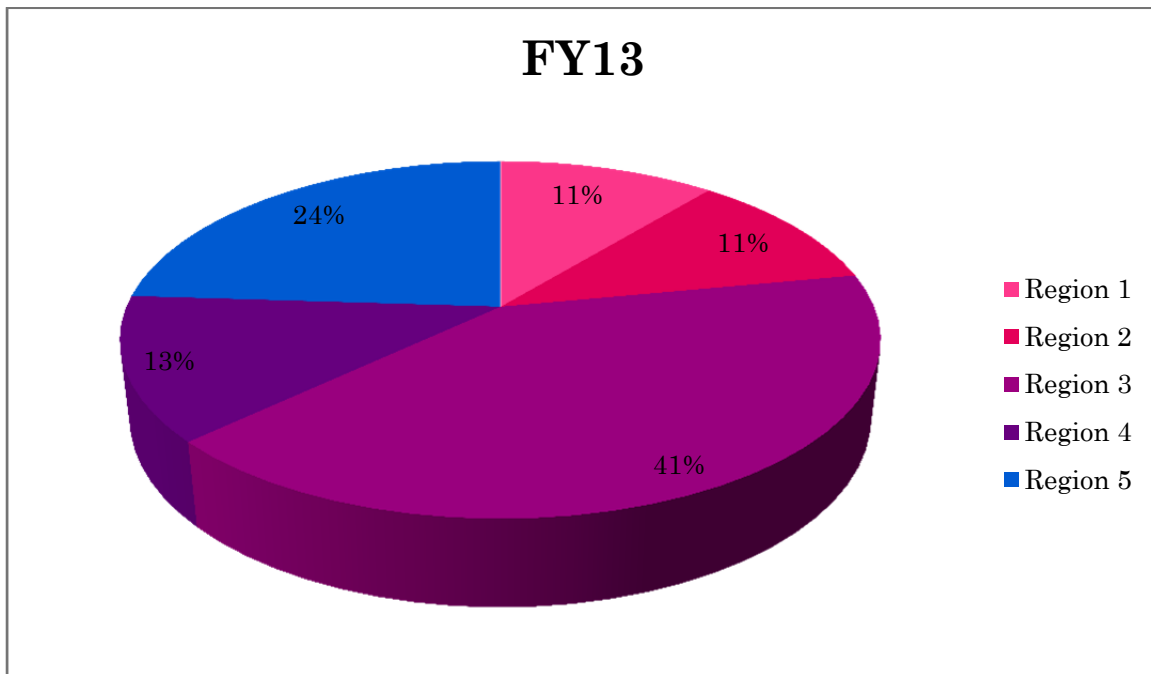
- Landline
 - A growing number of consumers are disconnecting their traditional landline telephone and moving to more cost effective solutions such as wireless and VoIP. This decline in consumers has created a significant decline in fund balance.
- Wireless
 - Wireless carriers have stated at the Federal Level that it is too time consuming and difficult to differentiate between intrastate and interstate wireless calls, and submit the appropriate surcharge to the specific states or the Federal Communications Commission. This issue has led to a decrease in the fund balance.
 - In addition, wireless carriers have failed to update their databases when a consumer moves from one state to another, and to update where the appropriate surcharge is submitted to.
- Voice Over Internet Protocol (VoIP)
 - New Mexico does not collect the surcharge from VoIP providers, though consumers can access the services provided by the Commission for Deaf and Hard of Hearing regardless of the type of phone service they utilize.
 - The Federal Government now collects the interstate surcharge from VoIP providers. This change was mandated by the 21st Century Communications and Video Accessibility Act of 2010.

STATISTICS

Total Clients by Self-Identified Disability



Total Clients by Region



Region 1 = San Juan, McKinley, Cibola, Sandoval, Valencia

Region 2= Rio Arriba, Los Alamos, Santa Fe, Taos, Mora, San Miguel, Guadalupe, Colfax, Union

Region 3 = Bernalillo

Region 4 = Harding, Quay, DeBaca, Roosevelt, Curry, Chaves, Eddy, Lea

Region 5 = Torrance, Catron, Socorro, Lincoln, Grant, Sierra, Hidalgo, Luna, Dona Ana, Otero

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