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# THE NEW MEXICO COMMISSION FOR DEAF AND HARD OF HEARING PERSONS

NEW MEXICO  
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STATE PUBLICATIONS  
PROGRAM



2000

*Annual Report*

*Karen L. Courtney  
Executive Director*



## NEW MEXICO COMMISSION FOR DEAF AND HARD OF HEARING PERSONS

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Gary Johnson

Governor

Karen L. Courtney

Executive Director

### Commissioners

Mr. Fred B. McDonald, Chair

Ms. Lisa K. Urrea

Ms. Peggy Kinchen

Mr. Tom Dillon

Ms. Kris Gathings

Ms. Betty Young

Mr. Ron Stern

The Honorable Gary E. Johnson  
Governor of the State of New Mexico  
State Capitol Building, Fourth Floor  
Santa Fe, New Mexico 87503

January 2001

Dear Governor Johnson,

On behalf of the members of the Commission, I'm pleased to offer this 2000 Annual Report for the New Mexico Commission for Deaf and Hard of Hearing Persons. The year 2000 proved to be one in which our community's demand for assistance and services increased twofold.

The New Mexico Commission for the Deaf and Hard of Hearing Persons (NMCDHH) serves individuals with all kinds and degrees of hearing loss in every part of the state. Our duties include support for state and local governmental agencies as they strive to meet the requirements of the Americans with Disabilities Act, providing fair and equal access to all New Mexicans.

Over the past year, we worked closely on the Telecommunications Act in relation to Relay Services for the Deaf and Hard of Hearing in compliance with new Federal Communications Commissions regulations. Part of the Telecommunications Service also includes a Telephone Equipment Distribution Program, which provides devices, free of cost, for qualified New Mexicans.

We continue to provide education and training sessions for our deaf, hard of hearing, deafblind and speech impaired citizens, state agencies, other municipalities, businesses and emergency personnel on accessibility for individuals with hearing loss and speech impairments.

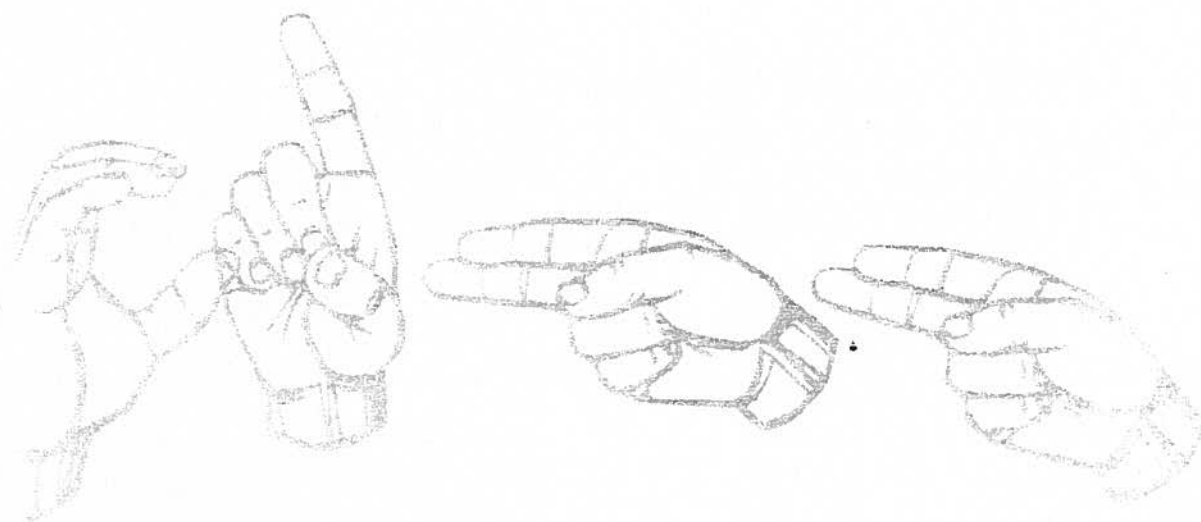
Our staff works to develop and refine our programs each year to better serve our legislative mandate and the people of New Mexico. This report provides an overview of who we are and what we do. As it says in our Philosophy Statement, "We stand committed to advocate for all deaf, deafblind, and hard of hearing persons."

Respectfully submitted,

  
Karen L. Courtney  
Executive Director



**New Mexico  
Commission for Deaf  
and Hard of Hearing Persons  
2000  
Annual Report**



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# The Commission

## Overview

The New Mexico Commission for the Deaf and Hard of Hearing was created by the New Mexico Legislature, Laws of 1991, Chapter 72. The commission consists of a seven member board, a majority of whom must be deaf or hard of hearing persons. Three Ex-Officio members represent specified organizations and agencies. Four members are appointed by the Governor without regard for party affiliation, with the advice and consent of the Senate.

### Ex-Officio Members for 2000:

- \* Mr. Thomas Dillon III, the President of the New Mexico Association of the Deaf
- \* Ms. Ron Stern, designated representative of the Superintendent of the New Mexico School for the Deaf.
- \* Ms. Peggy Kinchen, designated representative of the Director of the Vocational Rehabilitation Division of the State Department of Public Education.

### Appointed Members for 2000:

- \* Mrs. Lisa Urrea, Albuquerque, a parent of a deaf or hard-of-hearing child
- \* Ms. Carol Zahils, Edgwood, a professional person who is deaf or hard-of-hearing
- \* Mr. Fred McDonald, Roswell, a deaf or hard-of-hearing person who resides in southern New Mexico; and
- \* Mrs. Kris Gathings, Farmington, a deaf or hard-of-hearing person who resides in northern New Mexico.

### Officers:

1999-2000

Chair - Mr. Fred B. McDonald

Vice Chair - Mr. Tom Dillon

Secretary - Mrs. Lisa Urrea

# Our Mission

It is the mission of the New Mexico Commission for the Deaf and Hard of Hearing to create awareness of, and to provide advocacy and ensure equal accessibility for deaf and hard of hearing persons in the State of New Mexico.

# Our Philosophy

The Americans with Disabilities Act (ADA) and its subsequent implementation requires that persons with disabilities be provided reasonable accommodation and equal access to services. We stand committed to advocate for all deaf, deafblind, and hard of hearing persons equitably, acknowledging the individual's preferred mode of communication and educational methods. It is also our commitment to promote and maintain highly qualified interpreters across the state.

# Our Structure

Governor Gary E. Johnson

|

Members of the New Mexico Commission for the Deaf and Hard of Hearing

|

Executive Director

|

Assistant Director of Finance/Technology

Assistant Director of Public Access

|

|

|

|

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Telecommunications  
Relay & Equipment

Administration

Adult Education  
and Outreach

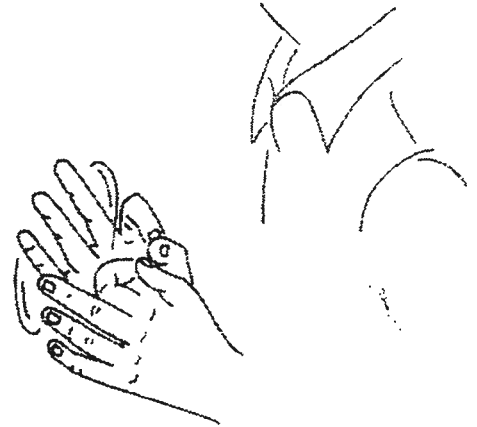
DeafBlind

Info/Referral  
& Advocacy

# Programs and services ...

## Interpreter Referral and Certification

Sign language interpreter services provide effective communication and equal access for individuals who are Deaf or Hard of Hearing and who use American Sign Language as their primary mode of communication. The Commission contracted with the Community Outreach for the Deaf to provide referral. There were 1800 requests for service for over 4,000 hours of interpreting services.



In cooperation with the National Association of the Deaf and the New Mexico Association of the Deaf, the Commission administers the National Interpreter Certification. The team provided 36 interpreter evaluations this year.

## Equipment Loan Program

The New Mexico Technology Assistance Program, a service of the Division of Vocational Rehabilitation operates several loan banks of assistive technology in the state.



The Commission, along with NMTAP, maintains a loan bank of equipment designed to make life easier for people who are deaf and hard-of-hearing.

New Mexicans with hearing loss, their employers and service providers may borrow a wide variety of equipment including Telecommunication Devices for the Deaf (TDD), signaling systems, and assistive listening devices. Equipment is loaned on a short-term basis, usually limited to 30 to 90 days.

The most common reasons for borrowing equipment are temporary replacement of equipment while it is being repaired, and equipment evaluation by clients considering a purchase of similar equipment. This program served over 49 clients.

## Telecommunications Equipment Distribution Program



The Telecommunications Equipment Distribution Program (TEDP) is a statewide program that distributes telecommunications equipment to residents of New Mexico who have a hearing or speech impairment. Recipients keep the equipment as long as they reside in New Mexico.

During the past year, the TEDP experienced a major restructuring. Eligibility rules were reviewed through a series of town hall meetings and public hearings across the state. Previous eligibility rules set a maximum

income limit of 150% of the federally established poverty level.

New rules were established to allow a greater number of New Mexicans to participate in the program. The maximum income limit was raised to \$50,000 of net taxable household income.

Equipment selection was also reviewed. TDDs supplied by the program were upgraded to state of the art devices that include many features not previously available.

Amplifiers for hard-of-hearing applicants are still available, but the program added sophisticated amplified phones including some cordless units for hearing impaired clients who have mobility limitations. Also added were specialized combination phones that include handset and keyboard use with voice carryover services provided by the relay service.



Changes to program rules in 1999 resulted in a significant increase in applications from clients. We served over 345 new clients and distributed equipment to over 218 New Mexico households in the 2000 calendar year.

## Telecommunications Relay Service

The Telecommunications Relay Service (TRS) allows TDD users to communicate with hearing individuals, agencies and businesses. This service is provided to the people of New Mexico by an independent non-profit organization - The New Mexico Relay Network - under contract to the state. The Commission provides joint oversight for the service in partnership with the state General Services Department.



# ...continued

## Statewide DeafBlind Services Coordinator

This innovative, first of its kind, program was created by a joint powers agreement with the New Mexico Commission for the Blind in 1999. The coordinator facilitates cooperation and collaboration between members of a diverse group of public and private service providers.

During the current year, a nationwide recruitment effort culminated in the employment of a nationally recognized expert in the field of deafblindness. Response from the disparate partners, agencies, and service providers has been exceptional.

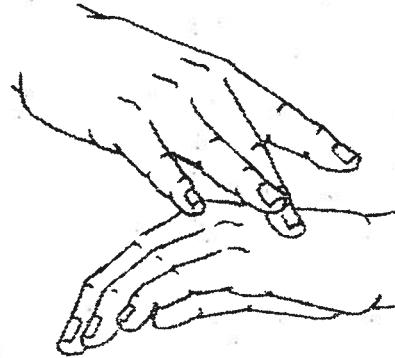
The Coordinator established contact with 147 agencies, organizations and individuals and provided direct training to DeafBlind individuals as well as to sign language interpreters. This program also produced a state-wide assessment with recommendations on meeting service needs of those who are DeafBlind.

## 911 Emergency Services Training

One of our most important and requested program services is training for Emergency Number (911) operators. Working with the NM State Police Academy Police Radio Dispatch training program, the Commission provides this training across New Mexico.

The goals of the training are to ensure that all Emergency Number Operations personnel know how to detect an emergency TDD call and to become familiar with the protocol of typed two-way communication. The trainer also provides information about Deaf Culture and the unique language use of some TDD callers. Staff provided the training to over 150 operators this year.

The Commission participates each year in the National Emergency Number Association conference in New Mexico.



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## Advocacy, Outreach and Information and Referral

The Commission provides educational assistance to state agencies and other local government entities to ensure compliance with the Americans with Disabilities Act and related federal and state statutes as they pertain to deafness and hearing loss. This is an ongoing activity that takes the form of formal presentations, workshops, and technical assistance to individual agencies.



In addition, the Commission provides the same support to employers and public accommodations covered by the ADA. Frequently, advocacy for deaf and hard-of-hearing clients and employees of private businesses is initiated by the deaf or hard of hearing person. Almost as often, employers and businesses initiate the contact with the Commission seeking professional advice and technical assistance with complex access issues.

We provide advocacy and information and referral services to thousands of clients each year.

## Community Involvement and Coalitions

Commission staff participate on advisory boards and committees for community based organizations and coalitions throughout the state. In the past year, we have been active in the Statewide Independent Living Council, Department of Labor Task Force Early Hearing Detection and Intervention advisory Board, the New Mexico State University Deaf Education Advisory Board, Community Outreach Program for the Deaf, the New Mexico Technology Assistance Program, and others.

The Commission collaborates directly with the Deaf and Hard-of-Hearing communities through the New Mexico Association of the Deaf and Self Help for the Hard of Hearing Persons.



## Legislative Initiatives

Each year the Commission appoints a Legislative Task Force consisting of a broad-based coalition of community members, professional organizations, and others. This task force develops the Commission's legislative agenda. In 2000, the task force identified three key goals: a.) newborn infant hearing screening mandate b.) a memorial to conduct a feasibility study regarding the licensing of sign language interpreters. Each of these goals were met.

**Commission for the Deaf and Hard of Hearing**  
**Combined Statement of Revenues, Expenses, and Encumbrances**  
**Budget and Actual (Budget Basis)**  
**All Governmental Fund Types**  
**For the Year Ended June 30, 2000**

	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
<b>Revenues</b>			
State General Fund	493,000	493,000	—
In-State Federal Funds	68,200	67,600	(600)
Interagency Services	<u>108,171</u>	<u>98,897</u>	<u>(9,274)</u>
Total Revenues	<u>\$ 669,371</u>	<u>\$ 659,497</u>	<u>\$ (9,874)</u>
Prior year cash re-budgeted	18,800		
Total revenues and cash balance budgeted	<u>\$ 688,171</u>		
<b>Expenditures and Encumbrances</b>			
<b>Current</b>			
<b>General Government</b>			
Personal Services	\$ 267,400	\$ 260,752	\$ 6,648
Employee Benefits	82,900	76,754	6,146
In-State Travel	18,500	12,234	6,266
Maintenance and Repairs	1,900	889	1,001
Supplies	32,100	26,578	5,522
Contractual Services	140,571	134,589	5,982
Operating Costs	119,300	98,998	20,302
Other Costs	—	—	—
Out-of-State Travel	5,800	4,487	1,313
Capital Outlay	19,500	18,527	973
Other Financing Uses	<u>200</u>	148	52
Total Expenditures	<u>\$ 688,171</u>	<u>\$ 633,966</u>	<u>\$ 54,205</u>

**Commission for the Deaf and Hard of Hearing**  
**Combined Balance Sheet**  
**All Fund Types and Account Groups**  
**For the Year Ended June 30, 2000**

	<u>Fund Types</u>		<u>Account Groups</u>		<u>Totals</u>	
	General Fund	Fixed Assets	Long Term Debt	2000	1999	
<b><u>Assets</u></b>						
Cash on Deposit	\$121,692			\$121,692		\$111,862
General Fixed Assets		\$85,946		85,946		85,688
Compensated Absences (Leave)	<u>0</u>	<u>0</u>	<u>\$16,666</u>	<u>16,666</u>		<u>11,993</u>
Total assets	<u>\$121,692</u>	<u>\$85,946</u>	<u>\$16,666</u>	<u>\$224,304</u>		<u>\$209,543</u>
 <b><u>Liabilities &amp; Fund Equity</u></b>						
<b>Liabilities</b>						
Vouchers Payable						\$503
Accounts Payable	\$18,364			\$18,364		16,514
Accrued Salaries Payable	7,106			7,106		14,463
Due Other State Agencies	4,299			4,299		853
Due State General Func	9,212			9,212		9,541
Accrued Absences (Leave)	<u>0</u>	<u>0</u>	<u>16,666</u>	<u>16,666</u>		<u>11,993</u>
Total liabilities	<u>\$38,981</u>	<u>0</u>	<u>16,666</u>	<u>55,647</u>		<u>53,867</u>
 <b>Fund Equity</b>						
General Fixed Assets		85,946		85,946		85,688
<b>Fund Balance Reserves:</b>						
Subsequent years	78,513			78,513		64,292
Encumbrances	<u>4,198</u>	<u>0</u>	<u>0</u>	<u>4,198</u>		<u>5,696</u>
Total fund equity	<u>82,711</u>	85,946	<u>0</u>	<u>168,657</u>		<u>155,676</u>
Total liabilities and equity	<u>\$121,692</u>	85,946	<u>16,666</u>	<u>\$224,304</u>		<u>\$209,543</u>

# Contacting the Commission

## *Our Offices:*

TTY	(505) 827-7588
Voice	(505) 827-7584
Fax	(505) 827-7587
Email (General Office)	<u><a href="mailto:nmcdhha@doh.state.nm.us">nmcdhha@doh.state.nm.us</a></u>

## *Individual Staff and Programs:*

Executive Director	
<u>Karen L. Courtney</u>	<u><a href="mailto:karenc@doh.state.nm.us">karenc@doh.state.nm.us</a></u>
Assistant Director of Finance and Technology	
<u>John Hooper</u>	<u><a href="mailto:johnh@doh.state.nm.us">johnh@doh.state.nm.us</a></u>
Assistant Director of Public Access	
<u>Kim Bañales</u>	<u><a href="mailto:kimb@doh.state.nm.us">kimb@doh.state.nm.us</a></u>
Telecommunications Equipment Distribution Program	
<u>Frank Macias</u>	<u><a href="mailto:fmacias@doh.state.nm.us">fmacias@doh.state.nm.us</a></u>
DeafBlind Services Coordinator	
<u>Kim Banales</u>	<u><a href="mailto:kimb@doh.state.nm.us">kimb@doh.state.nm.us</a></u>
Information and Referral	
<u>Tina Barton</u>	<u><a href="mailto:tbarton@doh.state.nm.us">tbarton@doh.state.nm.us</a></u>
Adult Education and Outreach	
<u>Evelyn Martinez/Wendy Gordon</u>	<u><a href="mailto:wendyg@doh.state.nm.us">wendyg@doh.state.nm.us</a></u>
Administrative Services	
<u>Cynthia Miera</u>	<u><a href="mailto:cynthiam@doh.state.nm.us">cynthiam@doh.state.nm.us</a></u>

## *Other Useful Phone Numbers:*

COPD Interpreter Referral Service	(800) 229-4262
<u>(in Albuquerque, dial)</u>	<u>(505) 255-7636</u>
New Mexico Relay Network	
TTY (to Voice)	(800) 659-8331
<u>Voice (to TTY)</u>	<u>(800) 659-1779</u>

**New Mexico Commission for the Deaf and Hard-of-Hearing**  
**1435 S. St Francis Drive, Suite 100 // P.O. Drawer 5138**  
**Santa Fe, NM 87502-5138**