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THE NEW MEXICO COMMISSION FOR DEAF AND HARD OF HEARING PERSONS



NEW MEXICO
MAR 2 8 2003
STATE PUBLICATIONS
PROGRAM

2001-2002

Annual Report

*Karen L. Courtney
Executive Director*



NEW MEXICO COMMISSION FOR DEAF AND HARD OF HEARING PERSONS

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Bill Richardson
Governor

Karen L. Courtney
Executive Director

January 2003

Citizens of New Mexico:

On behalf of the Commission, I am pleased to present the 2001-2002 Annual Report of the New Mexico Commission for Deaf and Hard of Hearing Persons.

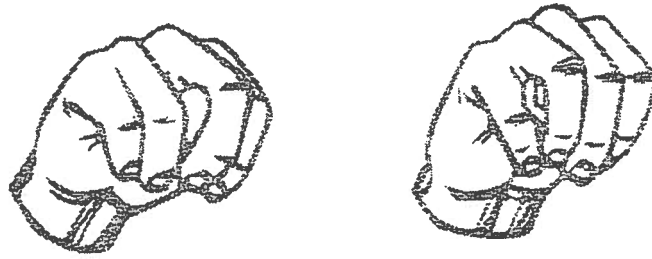
The New Mexico Commission for Deaf and Hard of Hearing Persons, established 10 years ago, serves individuals with all types and degrees of hearing loss by providing education, training, advocacy and referral, as well as by offering telephone equipment at no cost, to deaf, hearing and speech impaired New Mexicans. Other major agency endeavors include the support for pertinent legislation and oversight of the State Telecommunications Relay Program.

During the 2001-2002 years, we have connected with over 3000 citizens, state and local government agency employees, businesses, service providers and emergency personnel on numerous issues related to hearing loss. Our staff works on continuously improving agency assistance to all citizens of New Mexico in support of our mission: *to create awareness, provide advocacy and ensure equal access to communication and opportunities for deaf, deafblind, hard of hearing, and speech-impaired persons.*

Sincerely,

A handwritten signature in cursive script that reads "Karen L. Courtney".

Karen L. Courtney
Executive Director



**New Mexico
Commission for Deaf
and Hard of Hearing Persons
2001-2002
Annual Report**

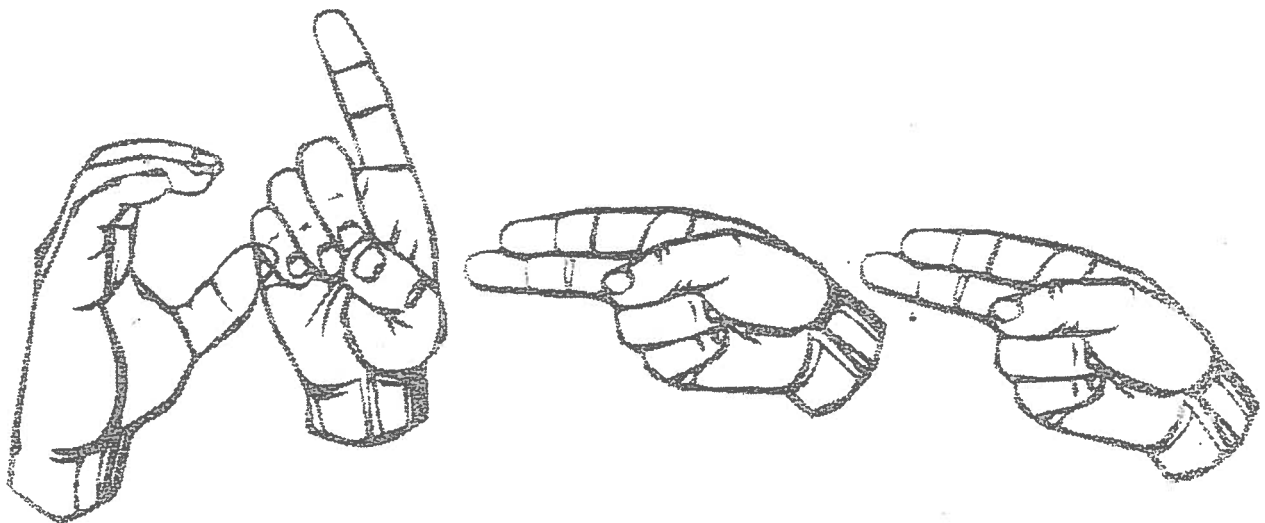


Table of Contents....

Greetings from the Executive Director.....	1
Description of the Commission	4
Mission Statement	5
Philosophy	5
Organizational Structure	5
Programs and Services	
Interpreter Referral and Certification.....	6
Equipment Loan Program	6
Telecommunications Equipment Distribution Program	7
Telecommunications Relay Service.....	7
Statewide DeafBlind Coordinator.....	8
911 Emergency Services Training	8
Advocacy, Outreach and Information and Referral.....	9
Community Involvement and Coalitions	9
Legislative Initiatives	9
Financial Statements	
Combined Statement of Revenues, Expenses & Encumbrances (2001)	10
Combined Balance Sheet (2001)	11
Combined Statement of Revenues, Expenses & Encumbrances (2002)	12
Combined Balance Sheet (2002)	13
Contacting the Commission	14

The Commission

Overview

The New Mexico Commission for Deaf and Hard of Hearing Persons 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 2001-02:

- * Mr. Ernesto Ortega, 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 2001-02:

- * Mrs. Lisa Urrea, Albuquerque, a parent of a deaf or hard-of-hearing child
- * Ms. Betty Young, Roswell, 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:

2001-02

Chair - Mr. Fred B. McDonald

Vice Chair - Mrs. Lisa Urrea

Secretary - Ron Stern (01); Ernesto Orgtega (02)

Our Mission

It is the mission of the New Mexico Commission for Deaf and Hard of Hearing Persons 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 Deaf and Hard of Hearing Persons

|

Executive Director

|

Assistant Director of Finance/Technology

Assistant Director of Public Access

|

|

|

|

|

Telecommunications
Relay & Equipment

Administration

Adult Education
and Outreach

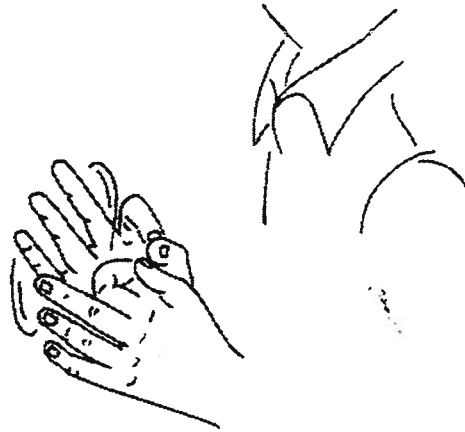
DeafBlind

Info/Referral
& Advocacy

Programs and services ...

Library Resources The New Mexico Commission for Deaf and Hard of Hearing Persons administers a resource library that houses a wide range of materials related to hearing loss. These materials are made available to the general public, businesses, and those providing services to deaf, hard of hearing, late deafened, and deaf-blind persons. Standard State Library Procedures were used as a baseline format, inventory is maintained using the Dewey Decimal System model.

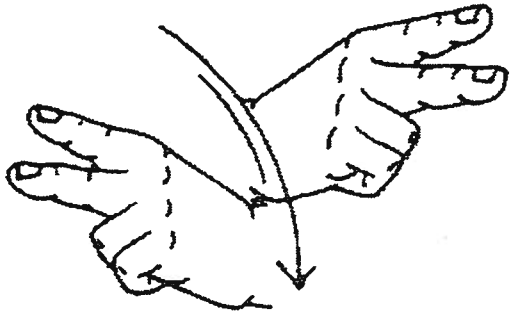
Interested individuals may become a library patron simply by filing a registration card. Patrons may check out library materials for a 30-day period. To provide broad based access to library materials, checkout and return of items can be accomplished via the post. Appointments are welcomed for the use of reference materials.



Library books, videotapes, and CD-ROMs cover a wide range of topics that include fiction, non-fiction, and children's materials. *I See What You Say* a lip-reading program, *Learning American Sign Language* instruction video, and *How to Survive Hearing Loss*, a book that discusses strategies for coping with hearing loss are a few examples of frequently requested items.

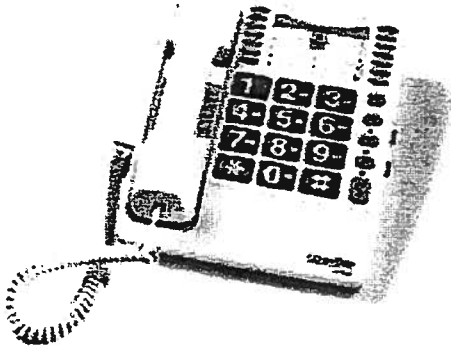
During 2001/02 approximately 50 patrons borrowed library materials. It is expected that with increased outreach activities throughout the state we will see an increase in library use. We currently have 381 items in our library and anticipate more items to be added as funding becomes available.

Equipment Loan Bank Program NMCDHH administers the Equipment Loan Bank (ELB). Originally established through funding provided by NM Technical Assistance Program, ELB provides loans of special equipment such as, assistive listening devices, environmental signalers, and telephones. Equipment from ELB items can be borrowed by anyone for a period of 90 days.



During the year 2001/02 approximately 60 clients were served. Again, with anticipated outreach activities, we expect to see an increase in the ELB usage by constituents.

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.

To qualify for this program one must: be a resident of the State of New Mexico; provide proof of phone service; have a net taxable income of \$50,000.00 or less and; provide documentation of hearing loss.

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 and added devices for citizens who are speech impaired. Changes to program rules in 1999 resulted in a significant increase in applications from clients. We distributed equipment to over 200 New Mexico households each year since 1999.

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. During the summer of 2000, a contract with 3 one-year renewable terms was awarded



The Commission provides joint oversight for the service in partnership with the state General Services Department, reports to the Federal Communications Commission regarding any complaints performs monthly audits, and further develops reports in compliance with federal certification of the relay service for the state.

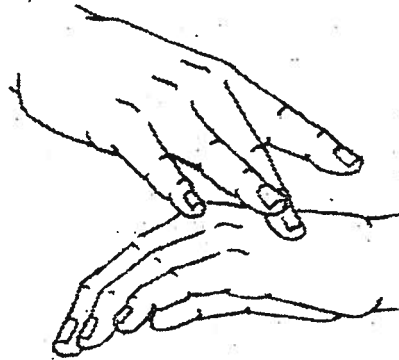
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Statewide DeafBlind Services Coordinator

This 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, our coordinator worked with the Helen Keller National Center to connect with national resources for the purpose of providing assistance to deafblind New Mexicans.

The Coordinator has been working on developing training curriculum for service providers and advocacy support, and has worked with deafblind clients on an individual basis.



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.

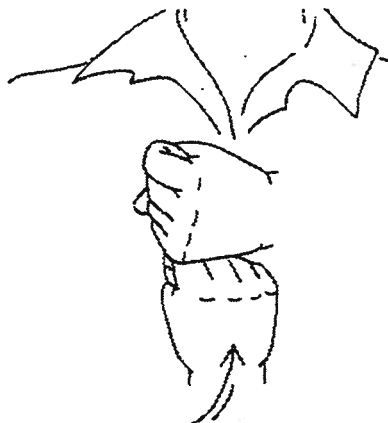
The goals of the training are to ensure that all Emergency Number Operations personnel know how to detect an emergency TDD call and to become familiar with the protocol of typed two-way communication. The trainer also provides information about Deaf Culture and the unique language use of some TDD callers.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

help ga

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, information, training, education and referral services approximately 3000 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, Working Disabled Individuals Program, UNM Telehealth Advisory Group, the Commission's Mental Health Task Force, the Health and Disability Advisory Group, Domestic Violence and Women with Disabilities Project, the New Mexico Technology Assistance Program, City of Santa Fe Mayor's Committee on Concerns of Persons with Disabilities, Interpreter Licensure Task Force and the Deaf Education Task Force.

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



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 2002, the Commission focused on funding for deaf services: emergency interpreting services, access to communication for all services and coordination of services for individuals through case management.

Commission for Deaf and Hard of Hearing Person
Combined Statement of Revenues, Expenses, and Encumbrances
 Budget and Actual (Budget Basis)
 All Governmental Fund Types (General Fund)
 For the Year Ended June 30, 2001

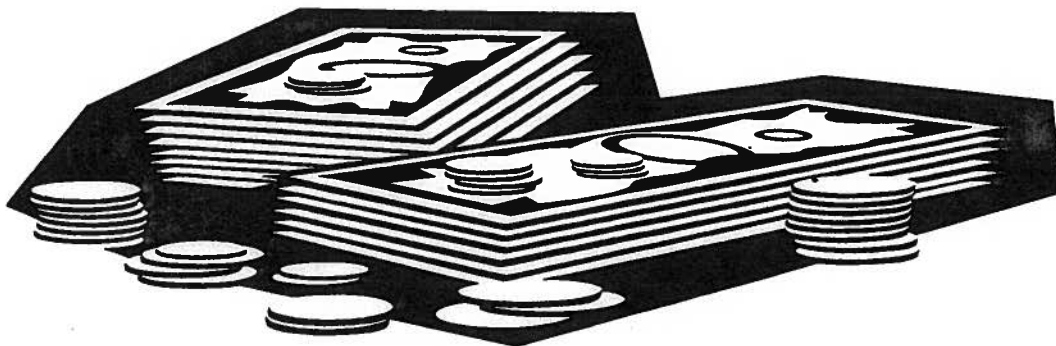
	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
Revenues			
State General Fund	457,700	457,700	—
In-State Federal Funds	66,200	65,845	(335)
Interagency Services	<u>49,100</u>	<u>64,500</u>	<u>15,400</u>
Total Revenues	<u>573,000</u>	<u>588,045</u>	<u>15,045</u>
Prior year cash re-budgeted	88,800		
Total revenues and cash balance budgeted	<u>\$ 661,800</u>		
Expenditures and Encumbrances			
Current			
General Government			
Personal Services	\$ 302,900	282,000	\$ 20,900
Employee Benefits	98,545	91,593	6,952
In-State Travel	16,000	12,893	3,107
Maintenance and Repairs	2,100	1,983	117
Supplies	20,300	19,923	377
Contractual Services	87,800	66,605	21,195
Operating Costs	110,700	108,660	2,040
Other Costs		—	—
Out-of-State Travel	7,455	6,874	581
Capital Outlay	400	167	233
Other Financing Uses	<u>15,600</u>	15,174	426
Total Expenditures	<u>\$ 661,800</u>	<u>\$ 605,872</u>	<u>\$55,928</u>

Commission for Deaf and Hard of Hearing Persons
Combined Balance Sheet
All Fund Types and Account Groups
For the Year Ended June 30, 2001

	<u>Fund Types</u>			<u>Account Groups</u>		<u>Totals</u>	
	General Fund	Fixed Assets	Long Term Debt	2001	2000		
<u>Assets</u>							
Cash on Deposit	\$93,354			\$93,354		\$121,692	
General Fixed Assets		\$100,722		100,722		85,946	
Compensated Absences (Leave)	<u>0</u>	<u>0</u>	<u>17,189</u>	<u>17,189</u>		<u>16,666</u>	
Total assets	<u>\$93,354</u>	<u>\$100,722</u>	<u>\$17,189</u>	<u>\$211,265</u>		<u>\$224,304</u>	
<u>Liabilities & Fund Equity</u>							
Liabilities							
Accounts Payable	\$13,670			\$13,670		18,364	
Accrued Salaries Payable	7,119			7,119		7,106	
Due Other State Agencies	6,238			6,238		4,299	
Due State General Fund	25,367			25,367		9,212	
Accrued Absences (Leave)	<u>0</u>	<u>0</u>	<u>17,189</u>	<u>17,189</u>		<u>16,666</u>	
Total liabilities	<u>\$52,394</u>	<u>0</u>	<u>17,189</u>	<u>69,583</u>		<u>55,647</u>	
Fund Equity							
General Fixed Assets		100,722		100,722		85,946	
Fund Balance Reserves:							
Subsequent years	29,508			29,508		78,513	
Encumbrances	<u>11,452</u>	<u>0</u>	<u>0</u>	<u>11,452</u>		<u>4,198</u>	
Total fund equity	<u>40,960</u>	100,722	<u>0</u>	<u>141,682</u>		<u>168,657</u>	
Total liabilities and equity	<u>93,354</u>	100,722	<u>17,189</u>	<u>211,265</u>		<u>224,304</u>	

Commission for Deaf and Hard of Hearing Persons
Statement of Revenues and Expenditures
 Budget and Actual
 For the Year Ended June 30, 2002

	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
Revenues			
State General Fund	\$488,854	488,854	—
In-State Federal Funds	77,800	134,300	56,500
Interagency Services	<u>187,888</u>	<u>107,600</u>	<u>(80,288)</u>
Total Revenues	<u>754,542</u>	<u>730,754</u>	<u>(23,788)</u>
Prior year cash re-budgeted	—		
Total budgeted Revenues	<u>\$ 754,542</u>		
 Expenditures and Encumbrances			
General Government:			
Personal Services and Employee Benefits	\$ 447,654	397,298	50,356
Contractual Services	125,200	52,633	72,567
Other	181,288	173,601	7,687
Other Financing Uses	400	175	225
Total Expenditures and Encumbrances	<u>\$ 754,542</u>	<u>\$ 623,707</u>	<u>\$130,835</u>



Commission for Deaf and Hard of Hearing Persons
Governmental Funds Balance Sheet/Statement of Net Assets
For the Year Ended June 30, 2002

	General Fund	Adjustments	Statement of New Assets
ASSETS			
Cash on Deposit	\$174,040	-	174,040
Capital assets	-	<u>31,616</u>	<u>31,616</u>
Total assets	<u>\$174,040</u>	<u>\$31,616</u>	<u>\$205,656</u>
LIABILITIES			
Accounts Payable	\$7,020	-	7,020
Accrued payroll and benefits payable	7,726	-	7,726
Due to State General Fund	4,929	-	4,929
Due to other state agencies	6,694	-	6,694
Compensated absences			
Due within one year	12,505		12,505
Due after one year	-	<u>6,677</u>	<u>6,677</u>
Total liabilities	<u>\$38,874</u>	<u>\$6,677</u>	<u>\$45,551</u>
FUND BALANCES/NET ASSETS			
Fund balances:			
Reserved for encumbrances	19,237	(19,237)	-
Reserved for subsequent year expenditures	128,434	(128,434)	-
Unreserved-undesignated	(12,505)	12,505	-
Total fund balances	<u>135,166</u>	<u>(135,166)</u>	-
Total liabilities and equity	<u>\$174,040</u>		
Net assets:			
Invested in capital assets		31,616	31,616
Unrestricted		<u>128,489</u>	<u>128,489</u>
Total net assets		<u>\$160,105</u>	<u>\$160,105</u>

Contacting the Commission

Our Offices:

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

Individual Staff and Programs:

Executive Director	
<u>Karen L. Courtney</u>	<u>karenc@doh.state.nm.us</u>
Assistant Director of Finance and Technology	
<u>John Hooper</u>	<u>johnh@doh.state.nm.us</u>
Assistant Director of Public Access	
<u>Kim Bañales</u>	<u>kimb@doh.state.nm.us</u>
Telecommunications Equipment Distribution Program	
<u>Frank Macias</u>	<u>fmacias@doh.state.nm.us</u>
Ruby Byrd	rbyrd@doh.state.nm.us
Kevin Bernadt	kbernadt@doh.state.nm.us
DeafBlind Services Coordinator	
<u>John Mc Nabb</u>	<u>jmcnabb@doh.state.nm.us</u>
Information and Referral	
<u>Daniel Dominguez</u>	<u>ddominguez@doh.state.nm.us</u>
Education and Outreach	cmendonsa@doh.state.nm.us
<u>Evelyn Martinez/Charmaine Mendonsa</u>	<u>evelynm@doh.state.nm.us</u>
Administrative Services	
<u>Patsy Ortiz</u>	<u>portiz@doh.state.nm.us</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 Deaf and Hard-of-Hearing Persons
1435 S. St Francis Drive, Suite 100 // P.O. Drawer 5138
Santa Fe, NM 87505-5138