



NEW MEXICO COMMISSION FOR
DEAF AND HARD OF HEARING
PERSONS

FISCAL YEAR 2004 ANNUAL REPORT

IMPACT AND EMPOWER



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GREETINGS FROM THE EXECUTIVE DIRECTOR

July 2005

Dear Citizens of New Mexico:

We are pleased to present the fiscal year 2004 Annual Report of the New Mexico Commission for Deaf and Hard of Hearing Persons.

The Commission for Deaf and Hard of Hearing Persons, established 13 years ago, serves individuals with all types and degrees of hearing loss by providing advocacy, training, and referral; as well as offering telephone equipment at no cost to hearing and speech impaired New Mexicans. Other major endeavors include the support of pertinent legislation and oversight of the State Telecommunications Relay Program.

During fiscal year 2004 the agency began a major transformation that will permanently change the face of the Commission for Deaf and Hard of Hearing Persons. This transformation is moving in synch with the communication access needs of all Deaf and Hard of Hearing New Mexicans. The confidence expressed by our deaf and hard of hearing citizens in the work of this agency has never been higher. Our transformation is long overdue and we are becoming quickly overwhelmed with trying to address the myriad of communication access issues that are being experienced by deaf and hard of hearing New Mexicans. We are pleased to report that the Commissioners and staff are passionately committed and rising to the challenge. A wonderful spirit of collaboration is in the air all over New Mexico with our deaf and hard of hearing citizens.

We deeply appreciate Governor Richardson, the administration and the Legislature for their support of our growth by allowing our agencies budget to come from the Telecommunications Access Fund beginning in fiscal year 2005. We are striving to validate the confidence that has been placed in us by the Administration and the Legislature.

Very Truly Yours,

Thomas J. Dillon, III
Executive Director



COMMISSION OVERVIEW

The New Mexico Legislature created the New Mexico Commission for Deaf and Hard of Hearing Persons in 1991 (Laws 1991, Chapter 72) with seven members drawn from the community and agencies serving the community, majority of who must be deaf or hard of hearing. Three Ex – Officio members represent specified organizations and agencies. The Governor appoints four members without regard for party affiliation, with the advice and consent of the Senate.



Christine "CB"

As of August 2005:

Bucholtz

- Ms. Christine "CB" Bucholtz, Chairperson
 - Albuquerque
 - A professional person who is deaf or hard of hearing, and appointed by the Governor.
- Ms. Judy LeJeune, Vice-Chairperson
 - Albuquerque
 - Designated representative of the Director of the Division of Vocational Rehabilitation of the New Mexico Public Education Department; Ex – Officio.
- Ms. Kimberly Silva, Secretary
 - Albuquerque
 - A Parent of a deaf or hard of hearing child, and appointed by the Governor.
- Mr. Raul Rodriguez
 - Las Cruces
 - A deaf or hard of hearing person who resides in southern New Mexico, and appointed by the Governor.
- Mr. Damian Romero
 - Santa Fe
 - A deaf or hard of hearing person who resides in northern New Mexico, and appointed by the Governor.
- Mr. Ron Stern
 - Santa Fe

- The Superintendent of the New Mexico School for the Deaf, and Ex - Officio.
- Mr. Luke Walker
 - Santa Fe
 - The President of the New Mexico Association of the Deaf, and Ex - Officio.

MISSION STATEMENT

The New Mexico Commission for Deaf and Hard of Hearing Persons 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 STATEMENT

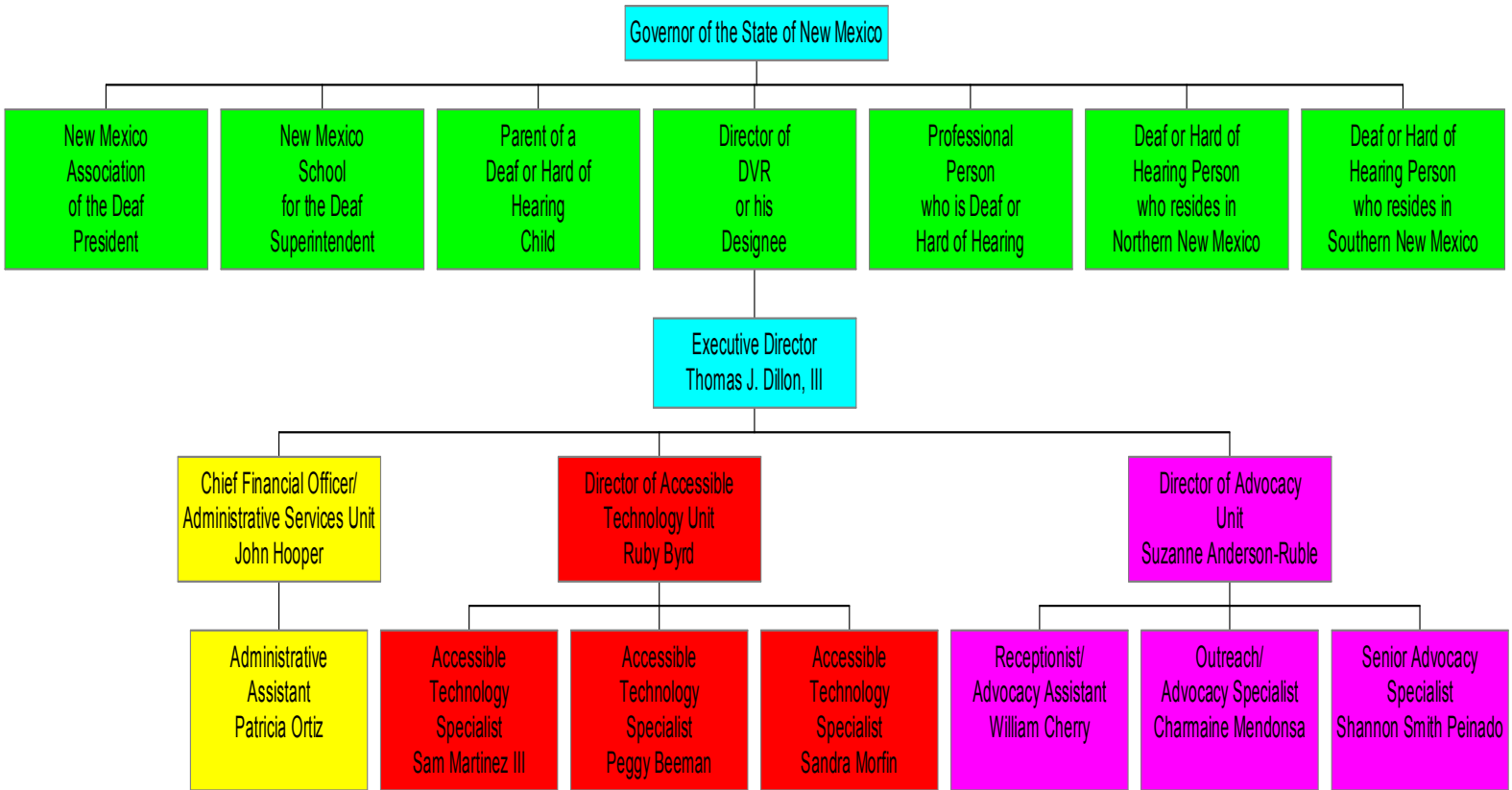
IMPACT AND EMPOWER

The New Mexico Commission for Deaf and Hard of Hearing Persons 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.

ORGANIZATIONAL STRUCTURE

New Mexico Commission for Deaf and Hard of Hearing Persons



OFFICE STAFF



SANTA FE OFFICE

From left to right: John Hooper, Patricia Ortiz



ALBUQUERQUE OFFICE

From left to right: Shannon Smith Peinado, William Cherry, Suzanne Anderson-Ruble, Sam Martinez, Ruby Byrd, Sandra Morfin. Not Pictured: Charmaine Mendonsa, Peggy Beeman.

PROGRAMS & SERVICES

FISCAL YEAR 2004 PERFORMANCE BUDGET OUTCOMES

	TARGET	COMPLETE	% COMPLETION
Number of Workshops and Training Sessions Conducted	14	15	100%+
Number of Outreach Events Coordinated	10	12	100%+
Number of Clients Served	3,000	4,072	100%+
Number of Review and Audits of NM Relay Conducted	12	12	100%
Average Number of Relay Calls Per Month	19,000	22,993	100%+
Percent of Employee Appraisals Submitted Within Guidelines	95%	100%	100%

PROGRAMS AND SERVICES CONTINUED

ADVOCACY UNIT

The Commission through the Advocacy Unit works to reduce Audism in the State of New Mexico. Audism is discrimination based upon hearing loss. Ensuring compliance with the Americans with Disabilities Act of 1990 (ADA) and other federal and state legislation and regulations reduces Audism.

The Advocacy Unit works with individual citizens to help them address their individual communication access issues. In addition, the Advocacy Unit provides the same support to employers and public accommodation covered by the Americans with Disabilities Act.

The Advocacy Unit provides educational assistance to state agencies, local governments, and other entities both public and private to promote compliance with the Americans with Disabilities Act pertaining to deafness and hearing loss.

The Advocacy Unit delivers formal presentations, workshops and technical assistance on the issue of Communication Access. The purpose of these presentations is to encourage compliance with the Americans with Disabilities Act by the general public and to empower deaf and hard of hearing citizens to self advocate for their own communication access needs.

PROGRAMS AND SERVICES CONTINUED

COMMUNITY INVOLVEMENT AND COALITIONS

Commission staff participate in a number of interagency advisory boards and committees for community based organizations throughout the State. During this year we participated in the Supreme Court Interpreter Advisory Committee, the New Born Infant Hearing Screening Committee, the Health and Disability Advisory Committee, the Deaf Education Task Force, City of Santa Fe Committee on the Concerns of Persons with Disabilities, the Coalition of Sexual Assault Programs, the One Stop Centers Advisory Board, and the Behavioral Health Advisory Committee to name a few.

Also during this year, the Disability Agency Directors began meeting regularly and collaborating on a variety of issues. Specifically the Governor was approached and work was begun on increasing the number of disabled employees in New Mexico State Government. The disability agencies also have begun to discuss several interagency projects that will be established in subsequent fiscal years.

The Commission also collaborates with the Deaf and Hard of Hearing citizens statewide by actively participating in groups such as the New Mexico Association of the Deaf (NMAD) and the Self Help for Hard of Hearing (SHHH) local chapter. Nationally the Commission participates in relevant organizations that assist us in keeping abreast of emerging trends in areas that concern the deaf and hard of hearing.

PROGRAMS AND SERVICES CONTINUED

PUBLIC POLICY INITIATIVES

During this year the Commission lobbied the legislature to transfer the administration of the Telecommunications Access Fund from the General Services Department to the Commission for Deaf and Hard of Hearing Persons. This legislation also allowed that the Commission's operating budget come from the Telecommunications Access Fund effective July 1, 2004. This legislation allows the Commission to expand from one office based in Santa Fe to reach out to the entire State. The administration of the fund will be transferred to the Commission subject to a management plan being approved by the Department of Finance and Administration on July 1, 2005. Concurrently with this legislation the Commission began working on a comprehensive five - year plan that will effectively begin to address the communication access needs of Deaf and Hard of Hearing New Mexicans.

PROGRAMS AND SERVICES CONTINUED

ACCESSIBLE TECHNOLOGY UNIT

The Accessible Technology Unit (ATU) 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 or speech impairment.

The program inventory has increased in quantity and variety. Three different amplified phones are available, as are phones for voice carry over, phones with features supporting persons with a combination of hearing and vision loss, and devices that synthesize voice for persons with speech impairment.

PROGRAMS AND SERVICES CONTINUED

TELECOMMUNICATIONS RELAY SERVICE

The Telecommunications Relay Service (TRS) allows Teletype Writer (TTY) 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 2005, a contract for five years will be awarded.

The Commission provides oversight for the Telecommunication Relay Service, 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.

PROGRAMS AND SERVICES CONTINUED

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.

PROGRAMS AND SERVICES CONTINUED

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.

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.

PROGRAMS AND SERVICES CONTINUED

EQUIPMENT LOAN BANK PROGRAM

The New Mexico Commission for Deaf and Hard of Hearing Persons administers the Equipment Loan Bank (ELB). Originally established through funding provided by New Mexico 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.

Again, with anticipated outreach activities, we expect to see an increase in the ELB usage by constituents.

FINANCIAL STATEMENTS

COMBINED STATEMENTS OF REVENUES, EXPENSES & ENCUMBRANCES

BUDGET AND ACTUAL (BUDGET BASIS)

ALL GOVERNMENTAL FUND TYPES (GENERAL FUND)

FOR THE YEAR ENDING JUNE 30, 2004

REVENUES

	BUDGET	ACTUAL	VARIANCE
State General Fund	545,700	545,700	-----
Other State Funds	19,097		(19,097)
Interagency Services	182,700	175,000	(7,700)
Total Revenues	747,497	720,700	(26,797)
Prior Year Cash Re-budgeted	50,000		
Total Revenues and Cash Balance Budgeted	\$797,497		

EXPENDITURES AND ENCUMBRANCES

	BUDGET	ACTUAL	VARIANCE
Gen. Gov't: Personnel Services & Employee Benefits	469,712	454,787	14,925
Contractual Services	160,393	143,891	16,502
Other & Other Financing Uses	-----	-----	-----

Total Expenditures and Encumbrances	\$797,497	\$764,769	\$32,728
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FINANCIAL STATEMENTS

**GOVERNMENTAL FUNDS BALANCE SHEET/ STATEMENT OF NET
ASSETS FOR THE YEAR ENDING JUNE 30, 2004**

ASSETS

	GENERAL FUND	ADJUSTMENTS	STATEMENT OF NEW ASSETS
Cash on Deposit	210,075		210,075
Due From Other State Agencies	19,097		19,097
Capital Assets		13,587	13,587
Total Assets	\$229,172	\$13,587	\$242,759

LIABILITIES

	GENERAL FUND	ADJUSTMENTS	STATEMENT OF NEW ASSETS
Accounts Payable	44,619		44,619
Accrued Payroll & Benefits Payable	11,884		11,884
Due to State General Fund	29,094		29,094
Due to Other State Agencies	----	----	----
Compensated Absences	----	14,623	14,623
Due Within One Year	----	----	----

Due After One Year	----	----	----
Total Liabilities	\$85,597	\$14,623	\$100,220

FINANCIAL STATEMENTS CONTINUED

GOVERNMENTAL FUNDS BALANCE SHEET/ STATEMENT OF NET ASSETS FOR THE YEAR ENDING JUNE 30, 2004 CONTINUED

FUND BALANCE/ NET ASSETS

	GENERAL FUND	ADJUSTMENTS	STATEMENT OF NEW ASSETS
FUND BALANCES:			
Reserved for Encumbrances	28719	(28719)	
Reserved for Subsequent Year Expenditures	114,856	(114,856)	
Unreserved - Undesignated	----	----	----
Total Fund Balances	143,575	(143,575)	----
Total Liabilities and Equity	\$229,172		
NET ASSETS:			
Invested in Capital Assets		13,587	13,587
Unrestricted		128,952	128,952
Total Net Assets		\$142,539	\$142,539

CONTACTING THE COMMISSION

MAILING ADDRESS

P.O. Box 5138
Santa Fe, NM 87505

SANTA FE ADMINISTRATIVE OFFICE

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Santa Fe, NM 87505

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In-State Toll-Free (800) 489-8536

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Chief Financial Officer	John Hooper	(505) 827-7270	JOHN.HOOPER@STATE.NM.US
Administrative Assistant	Patricia Ortiz	(505) 827-7269	PATRICIA.ORTIZ@STATE.NM.US

ALBUQUERQUE PROGRAM OFFICE

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Albuquerque, NM 87110

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Fax: (505) 881-8831
In-State Toll-Free (800) 489-8536

Advocacy Unit

Director of Advocacy	Suzanne Anderson-Ruble	SUZANNE.RUBLE@STATE.NM.US
Senior Advocate	Shannon Smith Peinado	SHANNONS.PEINADO@STATE.NM.US
Outreach/Advocacy Specialist	Charmaine Mendonsa	CHARMAINE.MENDONSA@STATE.NM.US
Receptionist/Advocacy Assistant	William Cherry	WILLIAM.CHERRY@STATE.NM.US

Accessible Technology Unit

Director of Accessible Technology	Ruby Byrd	RUBY.BYRD@STATE.NM.US
Accessible Technology Specialist	Sam Martinez	SAM.MARTINEZ@STATE.NM.US
Accessible Technology Specialist	Sandra Morfin	SANDRA.MORFIN@STATE.NM.US
Accessible Technology Specialist	Peggy Beeman	PEGGY.BEEMAN@STATE.NM.US