

2009 ANNUAL REPORT

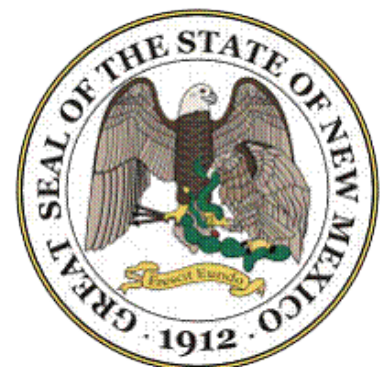




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LETTER FROM THE CHAIR: Mark Apodaca

The year 2009 was a banner year for the State of New Mexico Commission for Deaf and Hard of Hearing (NMCDHH), with many positive changes, achievements and accomplishments taking place. NMCDHH Executive Director Barbara J. Wood and her staff must be lauded for their outstanding contributions to making things happen not only for NMCDHH, but also for the Deaf and Hard of Hearing community.

Many significant milestones were achieved in the past year, such as the organizational restructuring that took place. To allow the Commission to operate more effectively and efficiently, NMCDHH realigned its structure and expanded programs and services to better serve all people with hearing loss. Among the many benefits of this process was an increase in productivity that resulted in serving a greater number of consumers than previous years.

The restructuring also allowed the Commission to continue its strong presence in the interpreter community. NMCDHH funded a second interpreter agency, established a 24/7 emergency interpreter referral service in Las Cruces, and implemented a statewide price agreement for New Mexico state government agencies.

Another milestone was hosting a three-day conference on November 4-6, 2008. The conference attracted 75 attendees, who attended 16 workshops and visited various vendor exhibition booths. Fifty thousand dollars in mini-grants of between \$5,000 and \$15,000 were given to community organizations for resource, program, and service development, and for specialized services in rural areas.

The NMCDHH Board of Commissioners also played an important role by filling in during the search for a new executive director. In addition to regular board duties, the commissioners became even more involved with financial and policy matters. Internal controls were implemented that resulted in auditors identifying only one minor audit change as opposed to 22 instances in the previous year's report. This was a pivotal achievement, and resulted in easier budgeting for 2010.

Even with so many milestones, nothing can compare with the satisfaction of NMCDHH consumers, who tell us time after time how much they appreciate the programs and services that NMCDHH provides. With continued focus on enhancing the quality of life for all Deaf and Hard of Hearing New Mexico residents in 2010, we look forward to an even better banner year.

OVERVIEW

The State of New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) was established in 1991 by the New Mexico Legislature (NMSA 1978 §28-11B-2) to promote services for Deaf, Hard of Hearing, and Deaf-Blind people throughout New Mexico. The Commission Board is comprised of seven members, with the majority being Deaf or Hard of Hearing by requirement. Among the seven members, three are ex-officio members representing specified organizations and agencies, and four are governor-appointed without regard to party affiliation and with the Senate's advice and consent.

MISSION

NMCDHH 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

NMCDHH 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

- Restructured NMCDHH to reflect functions and to demonstrate that services are for all individuals with hearing loss and their friends and families.
- Funded a second interpreter referral agency in Albuquerque and contracted with the Community Outreach Program for the Deaf (COPD) and WeInterpret.Net (WIN).
- Hosted Hard of Hearing Training for Professionals, a three-day conference in November 2008 that provided new and updated information related to individuals who are hard of hearing.
- Designed training curricula focusing on the Americans with Disabilities Act and hearing loss awareness; the curricula included tools for data collection and evaluation.
- Awarded \$50,000 in grants to community groups.
- Established a 24/7 emergency interpreter referral program in Las Cruces through a contract with WIN.
- Established a statewide price agreement for state agencies to procure interpreters.
- Performed intensive outreach activities by exhibiting at over 20 community events and advertising in community-based publications. Many reported that this was their first time learning about NMCDHH, COPD, Deaf Culture Center, and/or vocational rehabilitation.
- Established the Rio Grande Tri-States Coalition to discuss concerns and community needs throughout the state.
- Participated in the National Symposium for Vocational Rehabilitation Counselors and Commissions Serving Deaf and Hard of Hearing People, held in New York.
- Updated and completed the past two years' outstanding audits.
- Combined the Santa Fe and Albuquerque administrative staff for greater effectiveness and communication.
- Served over 1,300 individuals.
- Expanded interpreter referral services to include 24-hour emergency services, and provided increased professional development services.
- Improved and strengthened internal financial and personnel controls for greater accountability and transparency.
- Provided financial training to management team.
- Updated NMCDHH brochures, advertisements and fact sheets.

PROGRAMS & SERVICES

NMCDHH provides programs and services to over 250,000 people in New Mexico who are Deaf, Deaf-Blind, Hard of Hearing and Late-Deafened and their families, friends, agencies and organizations. Programs and services are categorized into three areas: communication access and development, telecommunications and technical assistance, and public policy and advocacy.

COMMUNICATION ACCESS AND DEVELOPMENT

The Communication Access and Development Department (CADD) acts as an initial information resource for the public regarding communication access for individuals with hearing loss. CADD is also the primary resource for signed language interpreters and real-time captioners across New Mexico in development, opportunity and services. Programs include the New Mexico Mentoring Program, New Mexico Signed Language Interpreter Licensure, and Signed Language Interpreter Referral Service.

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

Information regarding NM interpreter licensure requirements can be found at www.rld.state.nm.us/SignedLanguage.

Signed Language Interpreter Referral Service

With funding from the Telecommunications Access Act, NMCDHH serves as the contract administrator for the statewide signed language interpreter referral service and monitors quality control as defined per the contract. NMCDHH also serves as a liaison for the Interpreter Regulation and Licensing Department Board; more information is at www.rld.state.nm.us.

TELECOMMUNICATIONS AND 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, Telecommunication Equipment Distribution Program, and 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.

Information and Referral

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.

PROGRAMS & SERVICES *(continued)*

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.

DID YOU KNOW?

The TEDP lends over 900 pieces of equipment every year to qualifying residents.

NMCDHH also monitors and implements quality control as regulated by the Federal Communications Commission.

PUBLIC POLICY AND 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 Service 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.

STAFF

Barbara J. Wood, *Executive Director*

Barbara Jean “BJ” Wood has long been a staunch activist for equal and effective services for Deaf and Hard of Hearing citizens and people with disabilities. She helped establish and manage two commissions for Deaf and Hard of Hearing people in Massachusetts and Colorado. BJ earned a bachelor’s degree in community organization from the Rochester Institute of Technology, and performed post-baccalaureate studies in leadership supervision at Northeastern University and Harvard University. She has advised professional, business, and governmental organizations for 35 years, focusing on workable policy and system effectiveness.

Suzanne Anderson-Ruble, *Director of Public Policy and Advocacy*

Suzanne Anderson-Ruble received a bachelor’s degree in liberal studies from California State University, Northridge, and a master’s degree in education with an emphasis on counseling and guidance from California Polytechnic University, San Luis Obispo. Her accomplishments include developing and establishing a Greater Los Angeles Agency for the Deaf advocacy outreach office in San Luis Obispo County. She also advocated for and taught independent living skills to Deaf inmates at Atascadero State Hospital in California. In 2002, she relocated to New Mexico to serve as program director for Desert Hills, a nationally-known program for at-risk Deaf teens in a residential behavioral health facility. She led efforts to create NMCDHH’s advocacy department, and was recently honored by Governor Bill Richardson by being appointed chairperson of the State Independent Living Council board.

Joyce Croker, *Business Operations Specialist*

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 divisions, including the Attorney General’s office. 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*

Lisa Dignan directs the New Mexico Mentoring program for signed language interpreters and administers a variety of contracts and programs to improve access for Deaf and Hard of Hearing people. 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 Court Interpreter Advisory Committee and the New Mexico Registry of Interpreters for the Deaf (RID) Professional Development Committee. She earned a master’s degree in adult education from the University of Wyoming and has RID certifications in interpretation and transliteration.

STAFF *(continued)*

Nathan Gomme, *Service Coordinator*

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*

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. She also serves as the American Sign Language coordinator and teacher at the Deaf Community Center.

Malissa Lyons, *Training and Development Coordinator*

Malissa Lyons has over five years of experience in training, curriculum development and program implementation. She also has experience in technical writing, and received her master's degree in community health education from the University of New Mexico.

Sam Martinez, *Information and Referral Coordinator*

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*

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*

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.

STAFF *(continued)*

Deborah Romero, *Management Analyst*

Deborah Romero works with budget requests, management, accounts receivable and accounts payable. With over 11 years in government service, Deborah previously worked as the director of a private preschool. She attended the University of Mexico, and is a certified emergency medical technician and Santa Fe County firefighter.

Shannon E. Smith, *Director of Telecommunications and Technical Assistance*

Shannon E. Smith has worked with NMCDHH for five years. A Chicago native, Shannon has lived in New Mexico for 15 years and has been Hard of Hearing since she was 20 years old. She earned an MBA in human resource management from the University of Phoenix, and strives to promote, protect and preserve the rights and quality of life among Deaf and Hard of Hearing individuals in New Mexico.

Sandra Williams, *Las Cruces Coordinator*

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.

DID YOU KNOW?

NMCDHH has had five executive directors since its establishment in 1991. They include:

- Robert Geesey
- Karen Courtney
- Thomas J. Dillon, III
- Mark Apodaca (Interim)
- Barbara "BJ" Wood

BOARD OF COMMISSIONERS

Mark Apodaca, *Chair*

Mark Apodaca is the New Mexico Association of the Deaf president and has served on the commission board since 2007. He also serves as a member of the commission's finance and policy and procedures committees. Mark has long been involved with the Deaf and Hard of Hearing community, having helped establish several non-profit organizations and having served on various boards. With over 30 years of experience in the finance industry, Mark works at the New Mexico School for the Deaf as its director of business and finance. Previously, he was the chief executive officer for the Greater Los Angeles Council on Deafness; he has also held several positions with Communication Service for the Deaf.

Raul Rodriguez, *Vice-Chair*

Raul Rodriguez, a U.S. Army retiree, has been a parent advocate for over 20 years, particularly for those in rural New Mexico. He also advocated for NMCDHH's Las Cruces office. Serving his second four-year term, Raul's goal as commissioner is to bring attention to and identify ways to improve the education of Deaf and Hard of Hearing children in New Mexico.

David Romine, *Secretary*

David R. Romine is the vice president of the New Mexico chapter of Hands and Voices, a non-biased group for parents of Deaf or Hard of Hearing children. He recently earned a bachelor's degree in business administration from the University of New Mexico.

Christine "CB" Buchholz

Having grown up in both California and New Mexico, Christine "CB" Buchholz teaches English at Deaf Education and Life Training Academy (DELTA) in collaboration with Central New Mexico Community College. She also serves as the chairwoman of New Mexico Signs of Hope and as a board trustee for New Mexico Association of the Deaf. Additionally, she is a founding board member of New Mexico Deaf Leadership Institute, New Mexico Coalition of Organizations Serving the Deaf and Hard of Hearing, and National Deaf Financial Officers' Association.

Judy LeJeune

Judy LeJeune serves as a field operations director with the New Mexico Division of Vocational Rehabilitation, which includes coordinating agency services for individuals who are Deaf or Hard of Hearing. She provides management oversight to six area managers and 88 field staff. As a nationally certified vocational rehabilitation counselor, she has a master's degree in vocational rehabilitation counseling from the University of Louisiana, Lafayette. She holds 28 years of management experience, including seven years managing a private, non-profit residential training program for adults who were blind and Deaf-blind.

BOARD OF COMMISSIONERS *(continued)*

Kimberly Silva

Kimberly Silva graduated from Creighton University with a bachelor's degree in biology. She has worked for Intel Corporation in the Environment, Health and Safety Department. She is dedicated to improving educational outcomes for Deaf and Hard of Hearing children in New Mexico, as well as providing support and encouragement for their families. A founder of the Albuquerque Sign Language Academy, she is excited about the charter school's possibilities. She and her husband Danny have three children: Thomas, who is Deaf, and twins Gracie and Nicholas.

Ronald Stern

Ronald Stern, Ph.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.

PARTNERS

- New Mexico Association of the Deaf
- Hearing Loss Association of Albuquerque
- Hands & Voices New Mexico
- Presbyterian Ear Institute
- Albuquerque Public Schools
- State of New Mexico Government Agencies (such as the Division of Vocational Rehabilitation)

DID YOU KNOW?

NEW MEXICO STATISTICS

Population

1,984,356

People with some form of hearing loss

257,966 (13%)

Deaf

4,365 (.22%)

Hard of Hearing:

242,091 (12.2%)

Mild/Moderate Hearing Loss:

198,436 (10%)

Severe/Profound Hearing Loss:

43,656 (2.2%)

2009 BUDGET

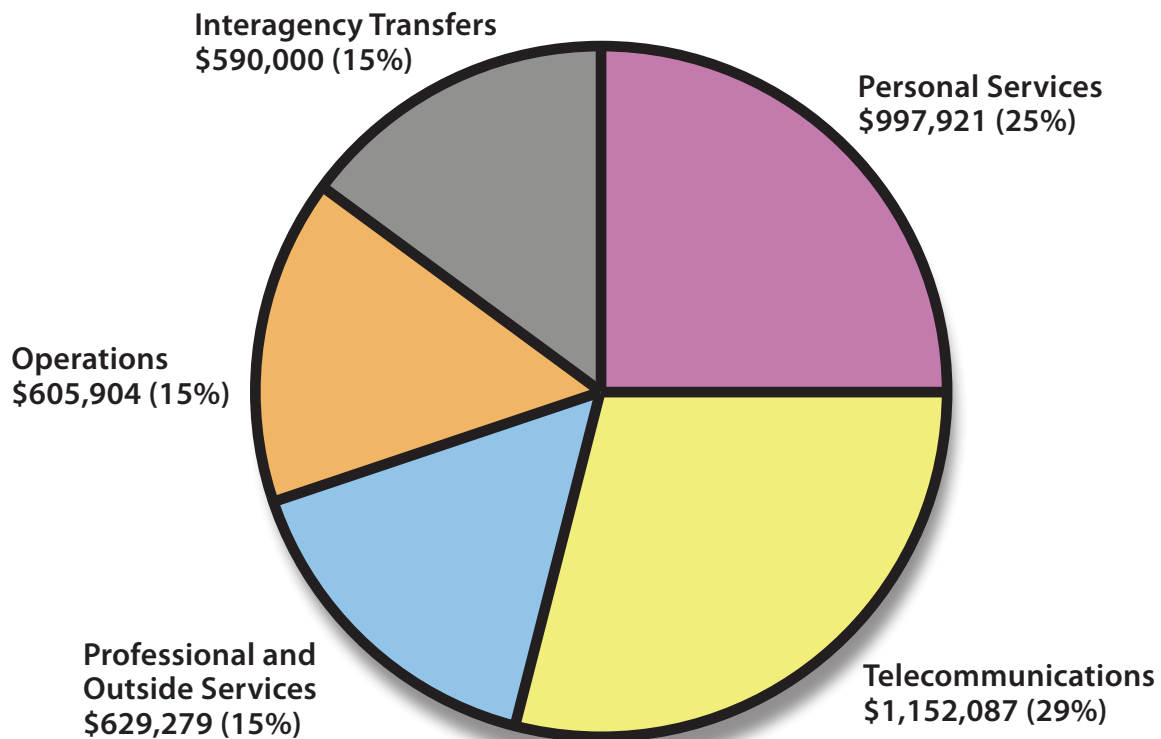
NEW MEXICO COMMISSION FOR THE DEAF AND HARD OF HEARING FY09 AUDITED ANNUAL REPORT

BEGINNING FUND BALANCE:		\$ 9,738,137.00
REVENUE:		\$ 3,646,192.00
	TOTAL:	\$ 13,384,329.00
APPROPRIATION:		\$ 4,151,400.00
EXPENDITURE:		\$ 3,975,191.00
Personal Services/Employee Benefits		\$ 997,921.00
Contractual Service		
Telecommunication		\$ 1,152,087.00
Professional and Outside Services		\$ 629,279.00
Operation Costs		\$ 605,904.00
Inter-Agency Transfers:		\$ 590,000.00
Division of Vocational Rehabilitation (DVR)		\$ 275,000.00
NM Commission for the Blind		\$ 85,000.00
NM Commission for the Blind Senior Blind Center		\$ 50,000.00
Regulation and Licensing Department		\$ 180,000.00
	TOTAL EXPENDITURE:	\$ 3,975,191.00
Senate Bill 79 Laws 2009, Chapter 3, Section 4- transfer of CDHH funds to the State General Fund		\$ 7,752,147.00
	ENDING FUND BALANCE:	\$ 1,393,714.00

2009 BUDGET *(continued)*

EXPENDITURE:	\$ 3,975,191.00
Personal Services/Employee Benefits	\$ 997,921.00
Telecommunication	\$ 1,152,087.00
Professional and Outside Services	\$ 629,279.00
Operation Costs	\$ 605,904.00
Inter-Agency Transfers:	\$ 590,000.00
TOTAL EXPENDITURE:	\$ 3,975,191.00

Commission for Deaf and Hard of Hearing FY09 Expenditure Chart



CONTACT INFORMATION

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