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THE NEW MEXICO COMMISSION FOR DEAF AND HARD OF HEARING PERSONS



**1999
Annual Report**

*Karen L. Courtney
Executive Director*



NEW MEXICO COMMISSION FOR THE DEAF AND HARD OF HEARING

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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

Mrs. Daisy Rice

Ms. Carol A. Zahlis

Ms. Lisa Pershan

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

December 1999

Dear Governor Johnson,

On behalf of the members of the Commission, I'm pleased to offer this 1999 Annual Report for the New Mexico Commission for the Deaf and Hard of Hearing. 1999 was our most successful and productive year!

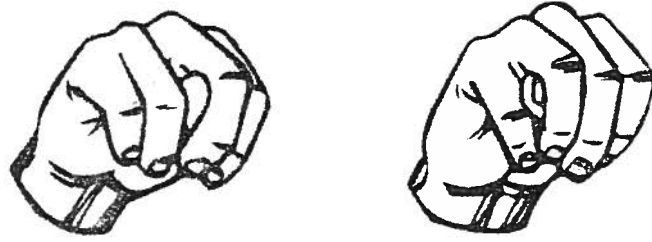
The New Mexico Commission for the Deaf and Hard of Hearing (NMCDHH) serves individuals with all kinds and degrees of hearing loss in every part of the state. Our duties include support for state and local governmental agencies as they strive to meet the requirements of the Americans with Disabilities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

In the past year, we undertook a major revision of the Telecommunications Equipment Distribution Program and implemented the Statewide DeafBlind Services Coordinator program, a joint powers project with the New Mexico Commission for the Blind. We continued our partnership with the Special Education Office of the New Mexico State Department of Education to provide evaluation and certification for sign language interpreters working in the public schools, and in November, we executed a contract with a non-profit organization to establish a statewide interpreter referral program.

We continue to grow and develop 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 the Deaf
and Hard of Hearing
1999
Annual Report

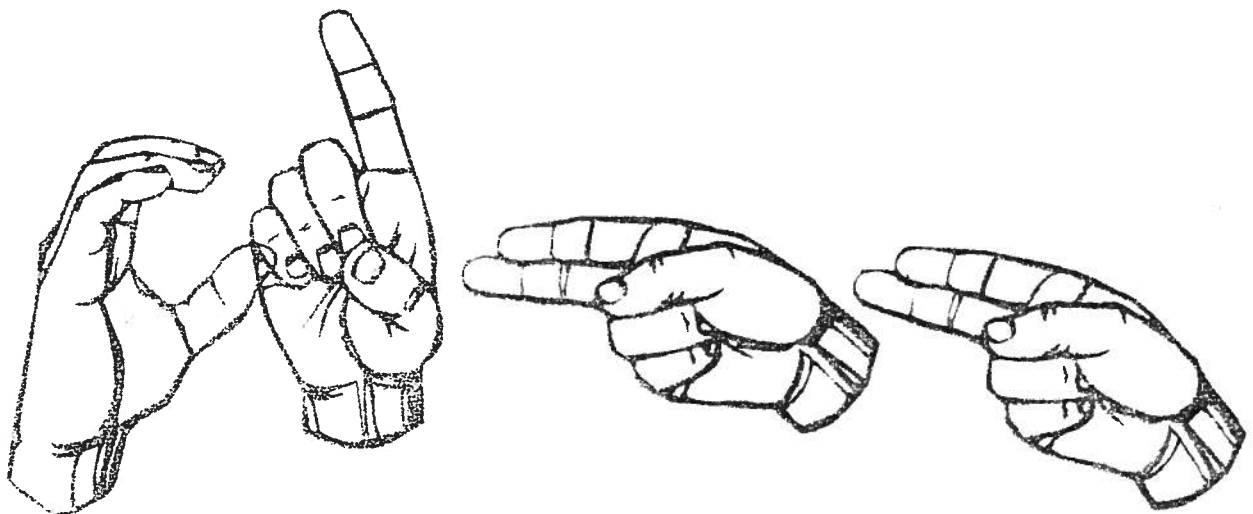


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The Commission

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 1999 are:

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

Appointed Members for 1999 are:

- * 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. Daisy Rice, Las Vegas, a deaf or hard-of-hearing person who resides in northern New Mexico.

Officers:

For 1998-1999 and 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

Deputy Director I

Administrator III

Planner-Director

Planner III

Planner III

Manager II

Clerk-Specialist

Telecommunications

Statewide

Adult Education

Information and

Equipment Distribution

DeafBlind

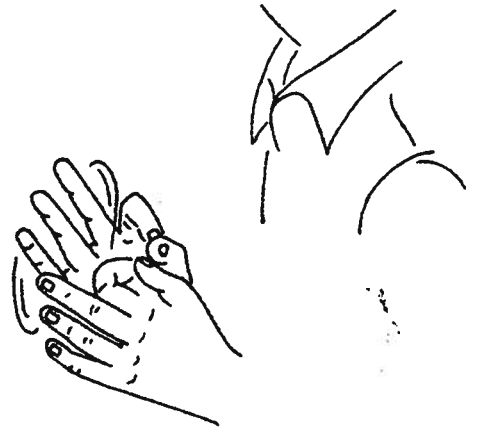
and Outreach

Referral

Programs and services ...

Interpreter Referral and Certification

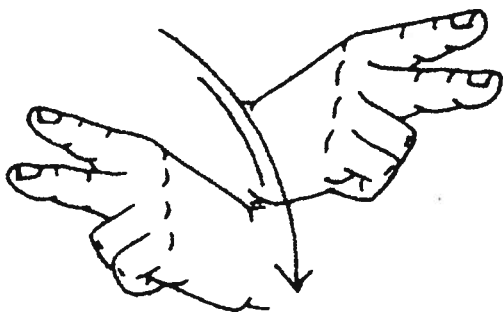
Sign language interpreter services provide effective communication and equal access for individuals who are Deaf or Hard of Hearing and who use American Sign Language as their primary mode of communication. The Commission operated a statewide interpreter referral system, providing referral services to public and private agencies throughout the state. We received 798 requests for service and scheduled 834 interpreters for over 2,000 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. Working in partnership with the Special Education Office of the State Department of Education, during the past year we concentrated on evaluating interpreters currently working in the state's K-12 public schools. The team provided 27 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, through a Joint Powers agreement 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 150 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 231 new clients and distributed equipment to 63 New Mexico households before the end of the calendar year. Improvements in our distribution network will eliminate the backlog of pending applications early in year 2000.

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.

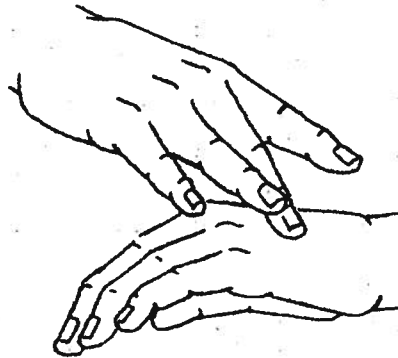
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Statewide DeafBlind Services Coordinator

This innovative, first of its kind, program was created by a joint powers agreement with the New Mexico Commission for the Blind. 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.

Initial efforts focused on identifying the various stakeholders within the state and establishing connections with national organizations serving this population. The Coordinator established contact with 96 agencies, organizations and individuals.



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.

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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 130 operators this year.

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

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, Methodist Family Rehabilitation Services, 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. For 1999, the task force identified three key goals: a.) A senate memorial to study the need and availability of newborn infant hearing screening; b.) Clarification of the terms and appointments of Commission members; and c.) Additional funding needed for critical services in the community including start up funding for an independent interpreter referral service. All 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, 1999

	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
Revenues			
State General Fund	344,100	344,100	—
In-State Federal Funds	15,412	12,147	(2,995)
Interagency Services	<u>103,466</u>	<u>64,093</u>	<u>(39,373)</u>
Total Revenues	<u>\$ 462,978</u>	<u>\$ 420,610</u>	<u>\$ (42,368)</u>
 Expenditures and Encumbrances			
Current			
General Government			
Personal Services	\$ 208,300	\$ 196,123	\$ 12,177
Employee Benefits	64,000	58,184	5,816
In-State Travel	16,600	11,564	5,036
Maintenance and Repairs	900	662	238
Supplies	29,789	26,830	2,959
Contractual Services	33,889	28,997	4,892
Operating Costs	91,900	90,767	1,133
Other Costs	—	—	—
Out-of-State Travel	6,200	5,807	393
Capital Outlay	11,200	10,789	411
Other Financing Uses	<u>200</u>	119	81
Total Expenditures	<u>\$ 462,978</u>	<u>\$ 429,842</u>	<u>\$33,136</u>

Commission for the Deaf and Hard of Hearing
Combined Balance Sheet
All Fund Types and Account Groups
For the Year Ended June 30, 1999

	<u>Fund Types</u>			<u>Account Groups</u>		<u>Totals</u>	
	General Fund	Fixed Assets	Long Term Debt	1999	1998		
<u>Assets</u>							
Cash on Deposit	\$111,862			111,862	161,219		
General Fixed Assets		85,688		85,688	91,756		
Compensated Absences (Leave)	<u>0</u>	<u>0</u>	<u>11,993</u>	<u>11,993</u>	<u>7,607</u>		
Total assets	<u>111,862</u>	<u>85,688</u>	<u>11,993</u>	<u>209,543</u>	<u>260,582</u>		
<u>Liabilities & Fund Equity</u>							
Liabilities							
Vouchers Payable	503			503			
Accounts Payable	16,514			16,514	16,262		
Accrued Salaries Payable	14,463			14,463	13,441		
Due Other State Agencies	853			853			
Due State General Func	9,541			9,541	42,758		
Accrued Absences (Leave)	<u>0</u>	<u>0</u>	<u>11,993</u>	<u>11,993</u>	<u>7,607</u>		
Total liabilities	<u>41,874</u>	<u>0</u>	<u>11,993</u>	<u>53,867</u>	<u>80,068</u>		
Fund Equity							
General Fixed Assets		85,668		85,668	91,756		
Fund Balance Reserves:							
Subsequent years	64,292			64,292	84,456		
Encumbrances	<u>5,696</u>	<u>0</u>	<u>0</u>	<u>5,696</u>	<u>4,302</u>		
Total fund equity	<u>69,988</u>	<u>85,688</u>	<u>0</u>	<u>155,676</u>	<u>180,514</u>		
Total liabilities and equity	<u>111,862</u>	<u>85,688</u>	<u>11,993</u>	<u>209,543</u>	<u>260,582</u>		

Contacting the Commission

Our Offices:

TTY	(505) 827-7588
Voice	(505) 827-7584
Fax	(505) 827-7587
<u>Email (General Office)</u>	<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>
Deputy Director	
<u>jane knox</u>	<u>janek@doh.state.nm.us</u>
Planner-Director (all program services)	
<u>Kim Bañales</u>	<u>kimb@doh.state.nm.us</u>
Telecommunications Equipment Distribution Program	
<u>C. Kolin Frantz</u>	<u>kolinfr@doh.state.nm.us</u>
DeafBlind Services Coordinator	
<u>Richelle Hammett</u>	<u>richelleh@doh.state.nm.us</u>
Information and Referral	
<u>Cecilia Baca</u>	<u>ceciliab@doh.state.nm.us</u>
Adult Education and Outreach	
<u>Wendy Gordon</u>	<u>wendyg@doh.state.nm.us</u>
Administrative Services	
<u>Pablo "Paul" Martinez</u>	<u>pablom@doh.state.nm.us</u>

Other Useful Phone Numbers:

TTY Newsline	(800) USE TTYS
	(800) 873-8897
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
Voice (to TTY)	(800) 659-1779

New Mexico Commission for the Deaf and Hard-of-Hearing
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Santa Fe, NM 87502-5138