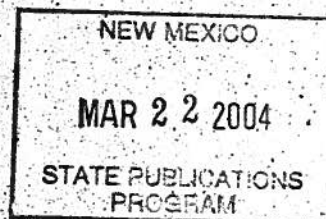


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# **THE NEW MEXICO COMMISSION FOR DEAF AND HARD OF HEARING PERSONS**



**2003**

**Annual Report**

**Thomas J. Dillon, III  
Executive Director**



**New Mexico  
Commission for Deaf  
and Hard of Hearing Persons  
Fiscal Year 2003  
Annual Report**



# Table of Contents....

Greetings from the Executive Director.....	1
Description of the Commission .....	2
Mission Statement .....	4
Philosophy .....	4
Organizational Structure .....	4
Programs and Services	
Library Resources .....	5
Equipment Loan Program .....	5
Telecommunications Equipment Distribution Program .....	6
Telecommunications Relay Service.....	6
Statewide DeafBlind Coordinator .....	7
911 Emergency Services Training .....	7
Advocacy, Outreach and Information and Referral.....	8
Community Involvement and Coalitions .....	8
Legislative Initiatives .....	8
Financial Statements	
Combined Statement of Revenues, Expenses, and Encumbrances .....	9
Government Funds Balance Sheet/Statement of Net Assets .....	10
Contacting the Commission .....	11



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

1435 St. Francis Drive \* Santa Fe, New Mexico 87505  
505-827-7584 Voice/TTY \* 505-827-7587 Fax  
NMCDHHA@doh.state.nm.us

### Commissioners

*Mr. Johnny Robertson, Chair*

*Ms. Kimberly Silva*

*Ms. Judy Le Jeune*

*Mr. Ron Stern*

*Mr. Raul Rodriguez*

*Ms. Betty Meador*

*Ms. Christine Buchholz*

*Bill Richardson*  
Governor

*Thomas J. Dillon, III*  
Executive Director

January 2004

Citizens of New Mexico:

On behalf of the Commission, I am pleased to present the fiscal year 2003 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 12 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, 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 fiscal year 2003, we have connected with over 2,970 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, deaf/blind, hard of hearing, and speech-impaired persons.*

Sincerely,

  
Thomas J. Dillon, III

# 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.

Through March 2003:

- Mr. Fred McDonald, Chairperson, Roswell, a deaf or hard-of-hearing person who resides in southern New Mexico , appointed by the Governor
- Ms. Lisa Urrea, Vice-Chair., Albuquerque, a parent of a deaf or hard-of-hearing child, appointed by the Governor
- Mr. Ernesto Ortega, Secretary, Santa Fe, the President of the New Mexico Association of the Deaf , Ex-Officio
- Ms. Peggy Kinchen, Albuquerque, designed representative of the Director of the Vocational Rehabilitation Division of the State Department of Public Education, Ex-Officio
- Ms. Betty Young, Roswell, a professional person who is deaf or hard-of-hearing, appointed by the Governor
- Mr. Ron Stern, Santa Fe, the Superintendent of the New Mexico School for the Deaf, Ex-Officio
- Ms. Kris Gathings, Farmington, a deaf or hard-of-hearing person who resides in northern New Mexico, appointed by the Governor

From March 2003

- Mr. Thomas J. Dillon, III, Chairperson (March-April 2003), a professional person who is deaf or hard-of-hearing, appointed by the Governor

- Ms. Peggy Kinchen, Acting Chairperson (April-June), Albuquerque, designed representative of the Director of the Vocational Rehabilitation Division of the State Department of Public Education, Ex-Officio
- Mr. Ernesto Ortega, Secretary, Santa Fe, the President of the New Mexico Association of the Deaf , Ex-Officio (served through mid June 2003)
- Mr. Johnny Robertson, Santa Fe, the President of the New Mexico Association of the Deaf, Ex-Officio (served from mid June)
- Mr. Raul Rodriguez, Las Cruces, a deaf or hard-of-hearing person who resides in southern New Mexico, appointed by the Governor
- Ms. Kimberly Silva, Albuquerque, a parent of a deaf or hard-of-hearing child, appointed by the Governor
- Ms. Betty Meader, Santa Fe, a deaf or hard-of-hearing person who resides in northern New Mexico, appointed by the Governor
- Mr. Ron Stern, Santa Fe, the Superintendent of the New Mexico School for the Deaf, Ex-Officio
- Ms. Christine "CB" Buchholz, Albuquerque, a professional person who is deaf or hard-of-hearing, appointed by the Governor

*Note: Mr. Thomas J. Dillon, III, was appointed as the Executive Director in April 2003.*

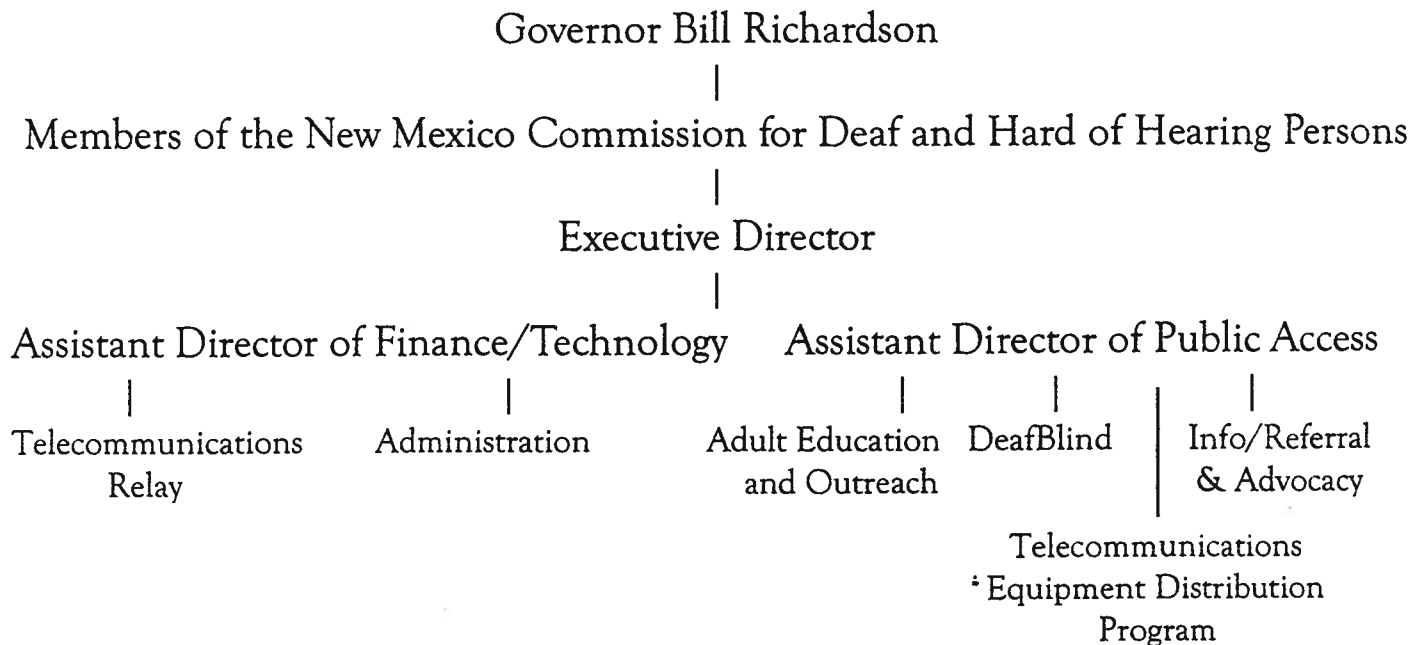
# Our Mission

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.

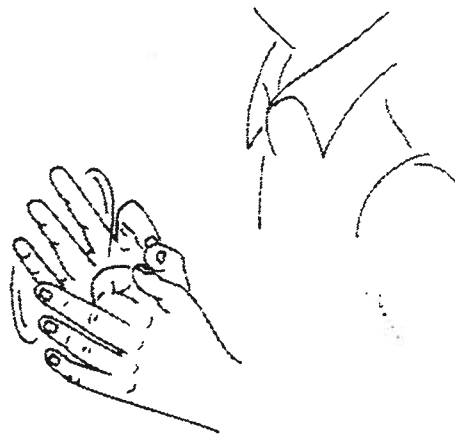
# Our Structure



# 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.

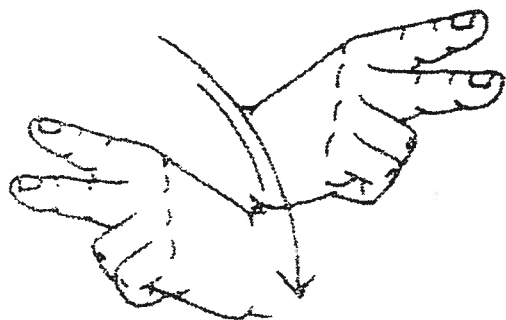
Interested individuals may become a library patron simply by filing a registration card. Patrons may check out library materials for a 30-day period. To provide broad based access to library materials, checkout and return of items can be accomplished via the post. Appointments are welcomed for the use 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 2003 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.

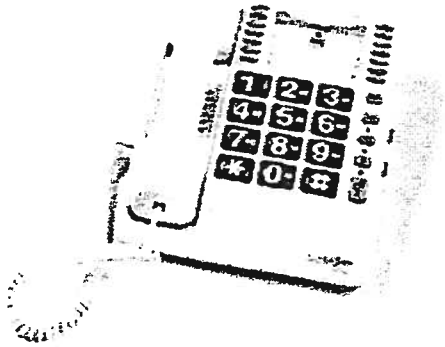
**Equipment Loan Bank Program** NMCDHH administers the Equipment Loan Bank (ELB). Originally established through funding provided by NM Technical Assistance Program, ELB provides loans of special equipment such as, assistive listening devices, environmental signalers, and telephones. Equipment from ELB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



During the year 2003 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 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. In June of 2003 a program reorganization occurred. Under the new management system we are able to serve approximately forty percent more clients per month.

## 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.

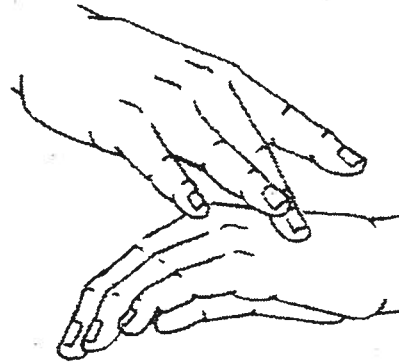
# ....continued

## 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.

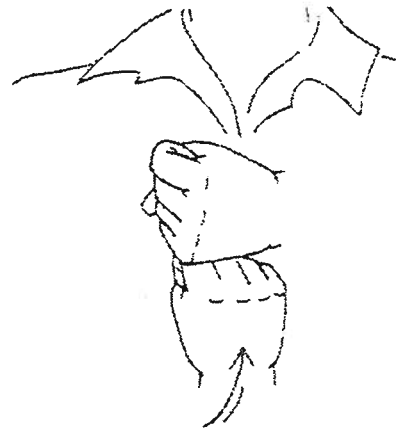
The goals of the training are to ensure that all Emergency Number Operations personnel know how to detect an emergency TDD call and to become familiar with the protocol of typed two-way communication. The trainer also provides information about Deaf Culture and the unique language use of some TDD callers.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

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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, 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, the Commission's Mental Health Task Force, the Health and Disability Advisory Group, Coalition of Sexual Assault Programs, 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 and the Supreme Court Interpreter Advisory Committee.

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 2003, the Commission focused on funding for establishing an emergency interpreter referral system serving hospitals, public safety agencies and other throughout New Mexico to provide communication access to consumers.

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, 2003

	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
Revenues			
State General Fund	587,700	587,700	—
Other State Funds	69,100	61,300	(7,800)
Interagency Services	<u>287,800</u>	<u>175,000</u>	<u>(112,800)</u>
Total Revenues	<u>944,600</u>	<u>824,000</u>	<u>(120,600)</u>
Prior year cash re-budgeted	—		
Total revenues and cash balance budgeted	<u>\$944,600</u>		
Expenditures and Encumbrances			
General Government:			
Personal Services and Employee Benefits	540,200	467,636	72,564
Contractual Services	222,700	66,121	36,929
Other	181,700	168,349	5,442
Other Financing Uses	—	—	—
Total Expenditures and Encumbrances	<u>\$944,600</u>	<u>\$702,102</u>	<u>\$114,935</u>

Commission for Deaf and Hard of Hearing Persons  
**Governmental Funds Balance Sheet/Statement of Net Assets**  
 For the Year Ended June 30, 2003

	General Fund	Adjustments	Statement of New Assets
<b>ASSETS</b>			
Cash on Deposit	\$261,655	-	261,655
Capital assets	-	<u>22,980</u>	<u>22,980</u>
Total assets	<u>\$261,655</u>	<u>\$22,980</u>	<u>\$284,635</u>
<b>LIABILITIES</b>			
Accounts Payable	\$67,925	-	67,925
Accrued payroll and benefits payable	10,590	-	10,590
Due to State General Fund	43,174	-	43,174
Due to other state agencies	6,216	-	6,216
Compensated absences	<u>20,081</u>		<u>20,081</u>
Due within one year	-	-	-
Due after one year	-	-	-
Total liabilities	<u>\$147,986</u>	<u>\$0</u>	<u>\$147,986</u>
<b>FUND BALANCES/NET ASSETS</b>			
Fund balances:			
Reserved for encumbrances	59,634	(59,634)	-
Reserved for subsequent year expenditures	74,116	(74,116)	-
Unreserved-undesignated	(20,081)	20,081	-
Total fund balances	<u>113,669</u>	<u>(113,669)</u>	-
Total liabilities and equity	<u>\$261,655</u>		
Net assets:			
Invested in capital assets		22,980	22,980
Unrestricted		<u>113,669</u>	<u>113,669</u>
Total net assets		<u>\$136,649</u>	<u>\$136,649</u>

# Contacting the Commission

## *Our Offices:*

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

## *Individual Staff and Programs:*

### Executive Director

<u>Karen L. Courtney (until April 2003)</u>	<a href="mailto:karenc@doh.state.nm.us">karenc@doh.state.nm.us</a>
<u>Thomas J. Dillon, III</u>	<a href="mailto:tdillon@doh.state.nm.us">tdillon@doh.state.nm.us</a>

### Assistant Director of Finance and Technology

<u>John Hooper</u>	<a href="mailto:johnh@doh.state.nm.us">johnh@doh.state.nm.us</a>
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### Assistant Director of Public Access

<u>Kim Bañales</u>	<a href="mailto:kimb@doh.state.nm.us">kimb@doh.state.nm.us</a>
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### Telecommunications Equipment Distribution Program

<u>John McNabb</u>	<a href="mailto:jmcnabb@doh.state.nm.us">jmcnabb@doh.state.nm.us</a>
<u>Ruby Byrd</u>	<a href="mailto:rbyrd@doh.state.nm.us">rbyrd@doh.state.nm.us</a>
<u>Sandra Morfin</u>	<a href="mailto:smorfin@doh.state.nm.us">smorfin@doh.state.nm.us</a>
<u>Walter Bailey</u>	<a href="mailto:wbailey@doh.state.nm.us">wbailey@doh.state.nm.us</a>

### DeafBlind Services Coordinator

<u>Vacant</u>	<a href="mailto:nmcdhha@doh.state.nm.us">nmcdhha@doh.state.nm.us</a>
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### Information and Referral

<u>Danielle Dominguez</u>	<a href="mailto:ddominguez@doh.state.nm.us">ddominguez@doh.state.nm.us</a>
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### Education and Outreach

<u>Evelyn Martinez</u>	<a href="mailto:evelynm@doh.state.nm.us">evelynm@doh.state.nm.us</a>
<u>Charmaine Mendonsa</u>	<a href="mailto:cmendonsa@doh.state.nm.us">cmendonsa@doh.state.nm.us</a>

### Administrative Services

<u>Patsy Ortiz</u>	<a href="mailto:portiz@doh.state.nm.us">portiz@doh.state.nm.us</a>
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## *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**

**Santa Fe, NM 87505**