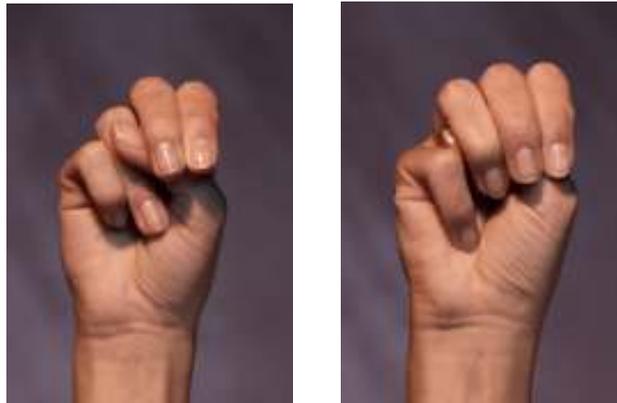




# FISCAL YEAR 2005 ANNUAL REPORT

---



---

STATE OF NEW MEXICO,  
COMMISSION FOR  
DEAF & HARD OF HEARING PERSONS



STATE OF NEW MEXICO,  
COMMISSION FOR  
DEAF & HARD OF HEARING PERSONS  
FISCAL YEAR 2005 ANNUAL REPORT

---

**TABLE OF CONTENTS**

---

Greetings from the Executive Director .....	4
Commission Overview .....	6
Mission Statement & Vision Statement .....	7
Organizational Structure .....	8
Programs & Services .....	9 - 32
Strategic Plan .....	9
FY 2005 Performance Outcomes .....	16
Advocacy Unit.....	17
Accessible Technology Unit.....	20
Equipment Loan Bank .....	22
Library & Community Resources .....	24
Interpreter Mentor Program.....	25
Telecommunications Relay Service .....	27
Community Involvement & Coalitions ..	30
Public Policy Initiatives .....	31
Financial Statements .....	33
Contacting the Commission .....	38



**STATE OF NEW MEXICO  
COMMISSION FOR DEAF AND HARD OF HEARING PERSONS**

**Bill Richardson  
Governor**

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

The Honorable Bill Richardson  
Governor of the State of New Mexico  
State Capitol Building, Fourth Floor  
Santa Fe, New Mexico 87503

Dear Governor Richardson:

These past several years have seen many difficult challenges for the Deaf and Hard of Hearing. From the attack and weakening of the Americans with Disabilities Act, to the rapid increase in accessibility issues such as the quality of certified interpreters and the willingness of government, business and education to provide them. The Commission for Deaf and Hard of Hearing Persons has been at the forefront of the fight to bring equality, accessibility and dignity to Deaf and Hard of Hearing New Mexicans.

The Commission for Deaf and Hard of Hearing Persons (CDHH) was established in 1991 and serves with individuals with all types and degrees of hearing loss by providing communication advocacy services to individuals and system advocacy to the State of New Mexico as a whole. The CDHH also supervises the Telecommunications Relay System in the State of New Mexico in addition to distributing accessible telephonic equipment for our deaf, deaf-blind, and hard of hearing and speech-impaired citizens.

Mailing Address: P.O. Box 5138, Santa Fe, New Mexico 87502 – 5318  
Phone: (505) 827 – 7269 Voice/TTY  
1-800-489-8536

During the Richardson Administration the CDHH has been striving to expand its services statewide. Prior to 2004 the agency operated from one office based in Santa Fe and found it quite challenging to offer any measure of statewide advocacy and other services to our citizens. During fiscal year 2005 the Program Office was moved to Albuquerque and the Administrative Offices remained in Santa Fe. In fiscal year 2006 a satellite program office will open in Las Cruces.

This transformation of agency services is made possible via the support received from Governor Richardson and members of the New Mexico Legislature. This transformation is moving forward in synch with the communication access needs of all-deaf, hard of hearing, and deaf blind New Mexicans. An innovative demographic database is being established to determine exactly what the service needs of our citizens are. This database will ensure that the CDHH can boldly expand to meet real needs and provide justification to both the Governor and Legislature to support this expansion. The staff and community are striving diligently to validate the confidence that has been placed in the CDHH by the Administration and the Legislature.

A wonderful spirit of collaboration is in the air all over New Mexico with our deaf and hard of hearing citizens. A new sense of hope exists that communication barriers and misconceptions will fall and fresh opportunities will take their place. The task of empowering our deaf, hard of hearing and deaf blind citizens is huge but inroads have been made and the future looks bright!!

Very truly yours,

*Tom*

Thomas J. Dillon, III  
Executive Director



***Thomas J. Dillon, III***

---

## COMMISSION BOARD

---

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.

As of 2005, the Commissioners are:

- Ms. Christine "CB" Bucholtz, Chairperson & Appointed by the Governor
  - A professional person who is deaf or hard of hearing
- Ms. Judy LeJeune, Vice-Chairperson & Ex – Officio
  - Designated representative of the Director of the Division of Vocational Rehabilitation
- Ms. Kimberly Silva, Secretary & Appointed by the Governor
  - A Parent of a deaf or hard of hearing child
- Mr. Raul Rodriguez, Appointed by the Governor
  - A deaf or hard of hearing person who resides in southern New Mexico.
- Mr. Damian Romero, Appointed by the Governor
  - A deaf or hard of hearing person who resides in northern New Mexico.
- Mr. Ron Stern, Ex - Officio
  - The Superintendent of the New Mexico School for the Deaf
- Mr. Luke Walker, Ex – Officio
  - The President of the New Mexico Association of the Deaf



***Christine "CB" Bucholtz***

---

## **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

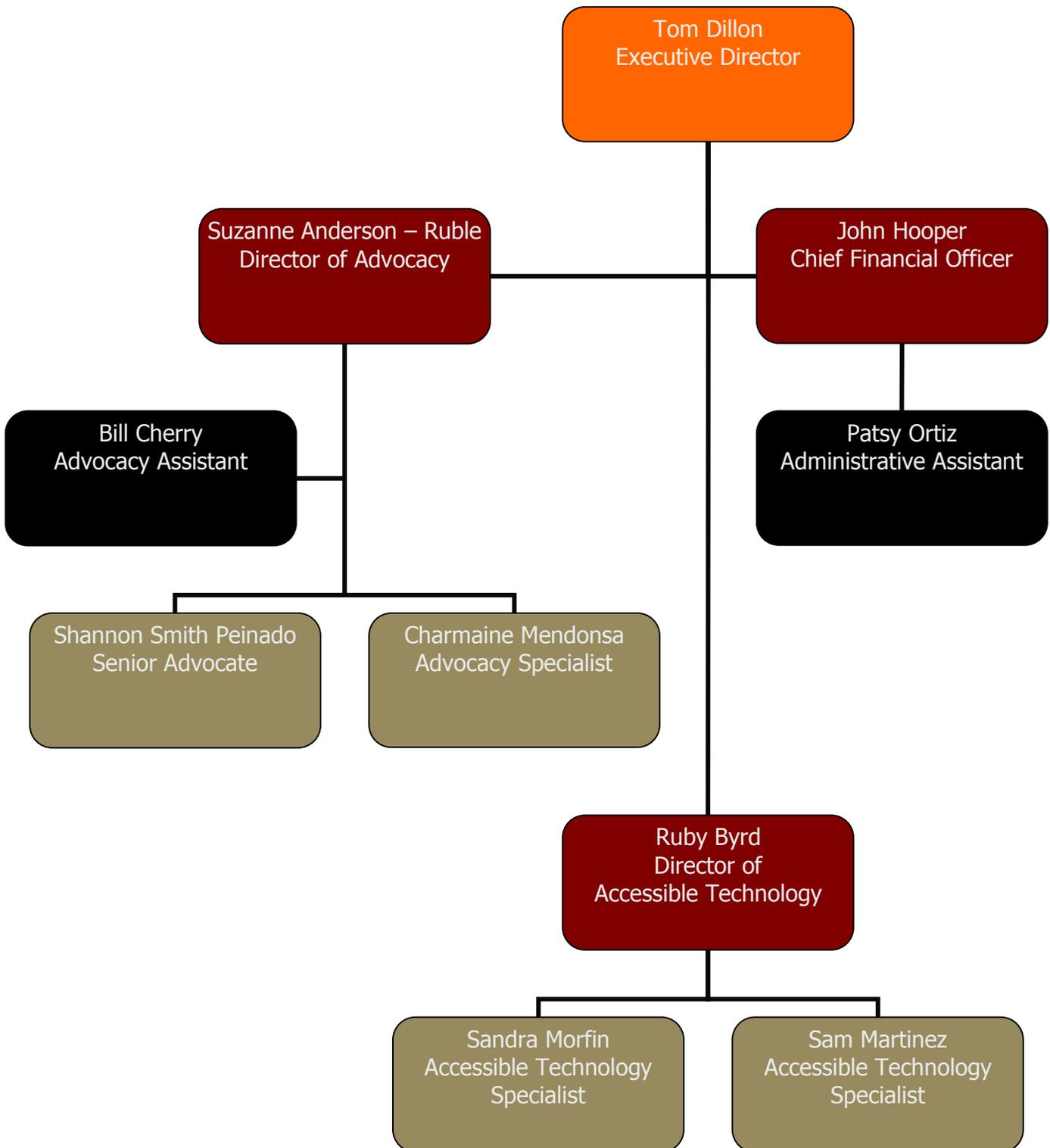
The New Mexico Commission for Deaf and Hard of Hearing Persons is a dynamic resource that will enhance the quality of life for Deaf and Hard of Hearing citizens of New Mexico by being:

- 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.

---

## COMMISSION STRUCTURE

---



---

## **COMMISSION PROGRAMS & SERVICES**

---

### **STRATEGIC PLAN**

The State of New Mexico, Commission for Deaf and Hard of Hearing Persons (Commission) sought to sharpen its focus and heighten its visibility in both the deaf and hard-of-hearing community and among the general population in New Mexico. In this way, the Commission not only can highlight its services, but also can ensure that more deaf and hard-of-hearing New Mexicans are aware of and able to make use of its services. It was the first time the Commission had undertaken such a structured planning effort. It was also, the first time that deaf and hard-of-hearing stakeholders worked concertedly together on such an initiative – perhaps even unprecedented in New Mexico. The Commission identified two primary goals for the planning process:

- To develop a strategic plan that improves the availability of services,
- efficiently uses resources, and positions the organization for future environmental conditions; and
- To engage in a process that maximizes the sharing of ideas, skills, and experience, develops consensus regarding resource use, and assures plan acceptance.

The State of New Mexico, Commission for Deaf and Hard of Hearing Persons (Commission) 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. The Commission is a dynamic resource that will enhance the quality of life for deaf and hard-of-hearing citizens of New Mexico by being: (1) the recognized advocate on important issues impacting the deaf and hard-of-hearing community; (2) the proactive provider of innovative programs and services; and (3) the statewide umbrella and information clearinghouse for interested individuals, organizations, agencies, and institutions.

**Future priorities for Fiscal Year 2006 include:**

- Raising public awareness of the Commission's mission, programs, and services, as well as the issues facing deaf and hard-of-hearing persons and their families in New Mexico;
- Influencing public policy so as to raise awareness about issues affecting communication access and quality of life for deaf and hard-of-hearing persons, with particular attention to interpreter licensure and insurance coverage and tax credits for hearing aids;
- Improving staff training and competency ;
- Expanding the Commission's physical presence by opening offices around the state and expanding outreach activities;
- Increasing the availability of interpreters and real time captioners;
- Expanding communication advocacy efforts;
- Working with other agencies and stakeholders to achieve key goals;
- Keeping up with technology to ensure that the Commission is providing the latest equipment to its constituency; and
- Identifying the social needs of the deaf and hard of hearing in order to devise strategies to address those needs.

**The 3-phase strategic planning involves:**

- Conducting a strategic assessment, which included discussion of the current environment in which the Commission operates and how that might be likely to change in the next few years, as well as identifying the Commission's current capabilities, and future opportunities;
- Developing the strategic direction, which focused on developing consensus regarding the Commission's mission, vision, and strategies; and
- Preparing management action plans, which identified key initiatives required to achieve the Commission's vision, established priorities for these and expected outcomes.

## **STRATEGIC ASSESSMENT**

The State of New Mexico, Commission for Deaf and Hard of Hearing Persons (Commission) developed a multi faceted approach to better understand the needs of the deaf and hard of hearing in New Mexico. In addition to inviting a variety of stakeholders to meet with the Commission, the Commission considered published research in the field and conducted a survey of New Mexico's deaf and hard of hearing.

### **Strategic Assessment**

In an attempt to gather information about the deaf and hard-of-hearing community in New Mexico, the Commission designed and conducted a survey which received close to a 20-percent response rate (399 completed surveys out of 2,055 mailed). While the survey may not be completely representative of the state, especially rural areas, its general findings suggest that:

- More than half of respondents are hard-of-hearing;
- More than half of respondents suffered hearing loss after the age of 31;
- More than three-fourths are over the age of 35, and half are over the age of 55;
- About half have annual household incomes below \$30,000, and more than a quarter have annual household incomes below \$15,000.

Other findings suggest that many deaf and hard-hearing persons in New Mexico are unaware of assistive services available to them, unable to access services, or have inadequate services in their communities. Moreover, in many areas – from advocacy to technology – there are significant gaps between what deaf and hard-of-hearing persons *need* and what they *receive*. These gaps are attributable in part to lack of information, lack of consistent services, lack of access, and lack of funds. These gaps are aggravated by the fact that most New Mexicans live some distance, if not a significant distance, from major towns and cities. Getting services to deaf and hard-of-hearing individuals in rural New Mexico is a persistent challenge.

While a majority of survey respondents were familiar with the Commission, almost a third was not. Among the services respondents wanted from the Commission were: strong representation at the Roundhouse, telecommunications equipment, and tuition and other forms of financial assistance. A solid majority also favored a “New Mexicans with Disabilities Act.”

Deaf and hard-of-hearing individuals also have different needs. For example, deaf survey respondents particularly voiced the need for more and consistent interpreter services and also for services addressing their need for transportation. Many feel isolated and expressed the need for support groups. “I don’t know what [services] are available to me,” was a repeated comment. For hard-of-hearing individuals, the noise pollution that the hearing world tolerates actually undermines their ability to communicate. Many hard-of-hearing survey respondents expressed the need for financial assistance to help defray the costs of hearing aids and other assistive devices.

The Commission’s strategic planning effort seeks to address the gaps between *needs* and *services* by positioning the organization to bolster both its advocacy efforts and its efforts to facilitate communication access and enhance quality of life for all deaf and hard-of-hearing New Mexicans.

### **Strengths and challenges.**

The Commission went into its strategic planning effort with solid strengths. It is open minded and willing to change; it is founded on the principle and practice of deaf and hard-of-hearing persons working together; and it has good relationships with the Legislature. Besides needing to clarify its role and focus, the Commission faced other challenges in the areas of staff development, visibility and outreach, and resource development.

At the same time, the strategic planning effort came at an opportune time. Not only has the prevalence of hearing loss increased, due to early detection, but the needs of culturally and linguistically diverse populations also have gained more attention. In addition, the Commission has an opportunity to enhance services to its constituency because it can take advantage of emerging

technologies, such as closed-captioning, FM assistive devices, audio loops, and there is broad political support for addressing the needs of the deaf and hard-of-hearing community.

In addition, the Commission is positioned to become a clearinghouse of information on issues facing this community as well as to create effective collaborations with health care professionals, social service agencies, the criminal justice and legal systems, and school and colleges. It also can leverage its presence in Albuquerque to expand its presence throughout New Mexico.



**Ruby Byrd, Director of Accessible Technology Unit, giving a PowerPoint presentation to the Strategic Planning Committee, outlining the Accessible Technology Unit, and reviewed past performance to assist the Committee in creating future goals.**

## **PROGRAMS and SERVICES**

### **Current focus**

The State of New Mexico, Commission for Deaf and Hard of Hearing Persons (Commission) current programs focus on education and outreach; public policy initiatives; interpreter referral; advocacy assistance; case management; and a range of telecommunications services.

The Commission's Education Program tailors workshops for state agencies, businesses, service organizations, and individuals. Topics include: the social aspects of deafness; the Americans with Disabilities Act as it relates to deaf and hard-of-hearing individuals; how to work with sign language interpreters; the range of assistive devices and how they work; and communication strategies.

The Equipment Loan Bank makes adaptive equipment available to individuals, businesses, and agencies for up to 90 days. Assistive listening devices, text telephone, and visual alert signalers are available for short-term loan. Video Relay Service (VRS) terminals also are made available through Relay New Mexico. A VRS terminal enables deaf individuals to use sign language to hold telephone conversations. Using a Web camera and the Internet, these customers use sign language to communicate with a nationally certified interpreter who relays the conversation over the telephone in spoken language to the hearing party.

The Accessible Technology Unit (ATU) program is geared toward individuals only, offering TTYs and related devices to individuals who have a hearing loss or speech disability that prevents normal use of the telephone. Established by the Legislature in Chapter 54 of the Laws of 1993, the program entitles individuals to keep equipment for as long as they live in New Mexico.

Other program efforts include: ensuring that state agencies comply with the Americans with Disabilities Act; coordinating with state agencies that provide services to deaf and hard-of-hearing persons; providing continuing education to deaf and hard-of-hearing persons; assisting in the establishment of statewide

interpreter services; and reviewing and coordinating evaluation and certification of interpreters.



**Dale Mason, Certified American Sign Language Interpreter, and Deb Dickey, Certified Court Reporter & Real – Time Captioner, provide the communication access services for all individuals to equally participate in Strategic Planning.**



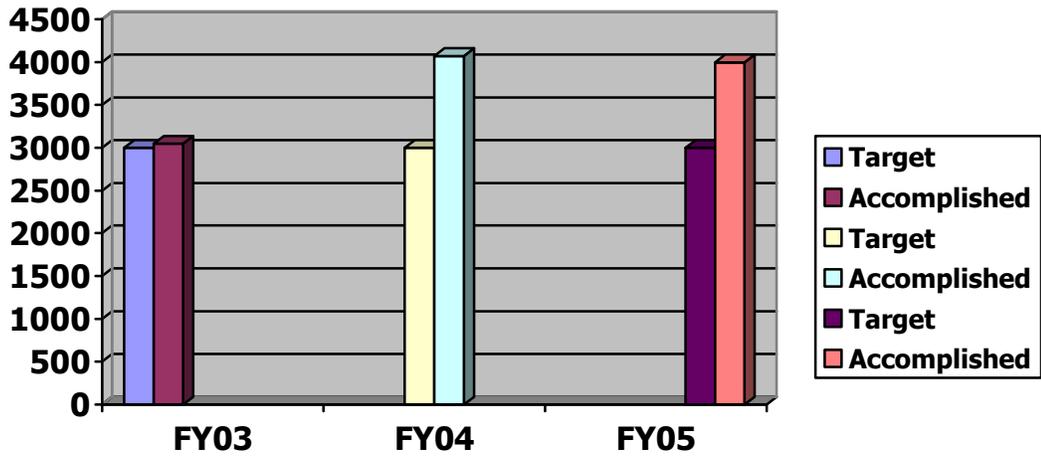
**Chris Addis, SHHH Member & David Romaine, Hand & Voices, attend the Strategic Planning meeting.**

---

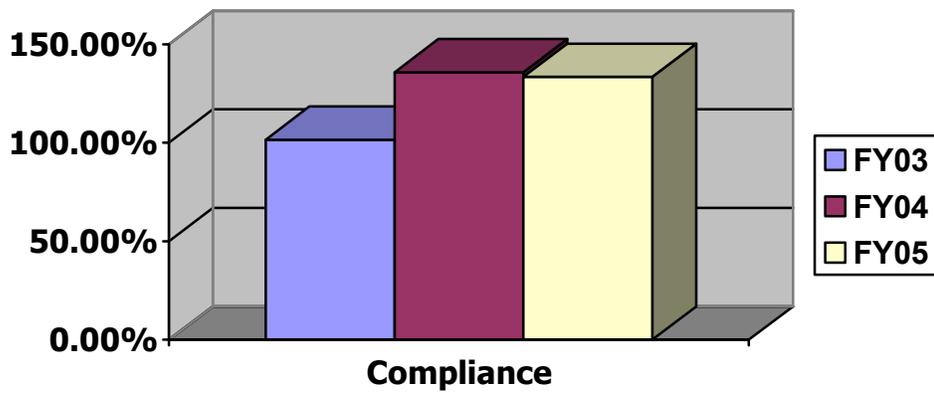
**COMMISSION PROGRAMS & SERVICES**

---

**Performance Budget & Outcomes**



**Performance Budget & Outcomes  
Compliance**



---

## COMMISSION PROGRAMS & SERVICES

---

### ADVOCACY UNIT

#### **Deaf**

What is it like to be deaf?

People have asked me.

Deaf? Oh, Hmmm, how do I explain that?

Simply, I cant' hear.

Nooo, it is much more than that.

It is similar to a goldfish in a bowl.

Always observing things going on.

People talking all the time.

It is being a man on his own island

Among foreigners.

Natural curiosity perks up.

Upon seeing great laughter, crying, people upset.

Inquire only to meet with, "never mind",

"Oh, it is not important".

Getting such summarized statement,

Of a whole story.

Always feeling like an outsider,

Among the hearing people,

Even if it was not their intention.

Always assume that I am part of them

By my physical presence, not understanding

The importance of communication.

Being at loss of control

Of environment, that is, Communication,

People panic and retreat to avoidance,

Deaf people are like the plague.

But Deaf people are still human beings

With dreams, desires and needs

Of belonging, just like everyone else.

By: Dianne Switras

Hearing loss, it's one of the most invisible, overlooked and misunderstood disabilities. Having any form of hearing loss significantly impacts a person socially, emotionally psychologically and economically. And as New Mexico grows, combined with the graying of baby-boomers, the problem of lack of communication and cultural awareness in our state is becoming more acute. The New Mexico Commission for the Deaf and Hard of Hearing persons goals is to help remove social, cultural, economical and communication barriers for Deaf, Hard of Hearing and Deaf-blind residents and to impact and empower the growing Deaf, Hard of Hearing and Deaf-blind population.

Our Advocacy Unit has been assertively and actively teaching the American with Disabilities Acts, Rehabilitation Acts and other state laws to New Mexicans to empower them to positively self advocate for themselves with public service providers, for an interpreter or other forms of communication access that is appropriate for them. In addition, the Advocacy Unit provides assertive legal, educational, sensitivity, and cultural training for businesses, companies, agencies and non-profit organizations to help overcome frequent misunderstandings about Deaf, Hard of Hearing, Deaf-blind accommodations, myths and fears.

Advocacy Unit has a Hard of Hearing staff, Shannon Smith Peinado whom specifically works with the Hard of Hearing population. We are in the process of hiring a staff that will specifically work with the Deaf population. In addition, our front office staff, Bill Cherry, provides daily information and referrals to the public regarding the Deaf, hard of Hearing and Deaf-Blind. On an average month we provide approximately 80 to 90 referrals per month.

The Advocacy Unit will continue to build and maintain strong relationships with the Deaf, Hard of Hearing and Deaf-blind community. We are in the process of setting up solid case management systems, establishing relationships with various agencies such as Department of Vocational Rehabilitation, Community Outreach Program for the Deaf, Protection and Advocacy, and other private and public agencies. We are also in the process of working with the

supreme, county and city courts educating them about the needs of Deaf, Hard of Hearing and Deaf-Blind. Our tentative goal is to educate Judges, Public Defenders, District Attorneys and interpreting department within the court systems to become more aware of the multi-cultural and communication approaches towards Deaf and hard of Hearing people. In addition, we are in the process of working on communication access within the medical field such as: doctors, hospitals, emergency rooms, dentists, and so forth. Last but not least, we are in the process of educating state, county and local police the importance of understanding how to communicate with Deaf and Hard of Hearing people.

It has been long identified that rural areas severely lack advocacy services and historically there have been attitudinal barriers regarding accommodations and communication access. In order to improve the quality of life for the Deaf, Hard of Hearing and Deaf-Blind people, we need to be physically present to fully and visually communicate with this population. We are thrilled to open a Las Cruces office to pursue this higher quality of life in Southern New Mexico. It is our hope in the near future we will be expanding our services to other remote areas of New Mexico. Our ultimate goal is to build solid and long standing bridges between Deaf, Hard of Hearing, Deaf-Blind and Hearing communities.



**Suzanne Anderson – Ruble, Director of Advocacy, leading a discussion on positive Self – Advocacy.**

---

## **COMMISSION PROGRAMS & SERVICES**

---

### **ACCESSIBLE TECHNOLOGY UNIT**

Accessible Technology Unit (ATU) (formerly known as the Telecommunication Equipment Distribution Program) provides free amplified phones, TTY's, and speech-impaired equipment to qualifying individuals all around the state. To qualify for the program, the individual must provide proof of the following items:

- a total household taxable income of \$50,000.00 or less,
- telephone service in the home,
- New Mexico residency,
- and hearing loss or speech-impairment.

450 Captioned Telephones were given to each state around the country for the first time. NM Commission for Deaf and Hard of Hearing has a contract with Relay NM to distribute the Captioned Telephones. The phones use a relay operator from a call center in Wisconsin. This relay operator does not get involved in the conversation, so the caller is unaware that there is an operator on the line. The caller has to explain how the phone works and that there is a slight delay in the text being typed onto the phone screen. This will cause a delay in responding also.

Before moving from the Santa Fe office to the new Albuquerque office, the AT Unit served as many clients as possible. Since moving to Albuquerque, the AT Unit has seen more walk-in traffic than ever before. This has been a delightful change from previous years at the Santa Fe office. ATU clients in the Albuquerque and surrounding areas have commented on how nice it has been to just pop by the office when they have questions or equipment issues. Since Albuquerque is centrally located, traveling distance to any city or town around the state has been shorter and faster.

The Accessible Technology Unit staff traveled around the state serving clients and demonstrating the telephone equipment at a number of senior centers around the state. Staff traveled to Acoma, Alamogordo, Albuquerque, Aztec,

Belen, Bloomfield, Carlsbad, Clayton, Clovis, Deming, Farmington, Gallup, Grants, Hatch, Hobbs, Laguna, Las Cruces, Las Vegas, Los Lunas, Portales, Raton, Rio Rancho, Roswell, Santa Fe, Santa Rosa, Silver city, Socorro, Springer, Taos, and Tucumcari.

The speech-impaired equipment given out is limited at this time. Plans to expand the speech-impaired equipment are well under way and more equipment should be available in fiscal year 2006. The technology for this type of equipment changes quickly. Demonstration equipment will be kept on hand and equipment for the clients will be ordered on a case by case basis to ensure that the best equipment matching the client's needs is met.



**Amplified Phones That the Accessible Technology Unit Demonstrates & Distributes to Deaf & Hard of Hearing New Mexico Residents.**

---

## COMMISSION PROGRAMS & SERVICES

---

### EQUIPMENT LOAN BANK

The New Mexico Commission for Deaf and Hard of Hearing Persons administers the Equipment Loan Bank (ELB). The Equipment Loan Bank was originally established through funding provided by the New Mexico Technical Assistance Program. Currently, the Equipment Loan Bank provides loans of equipment such as, assistive listening devices, environmental signalers, and telephones.

Equipment for persons with hearing loss can help by either increasing sounds for a person who is hard of hearing or using another means to communicate sounds to a person who is deaf. Other means include printed words, vibrations or flashing lights (signaling).

### Amplification Devices

There are a wide variety of devices to assist persons to hear. Some are small devices, such as "in the ear" hearing aids and others are larger such as assistive listening systems.



## **Telephone Devices**

Handset amplifiers for telephones allow a person with a hearing loss to increase the volume of the sound coming over the telephone handset. TTY's refer to a device that has a typewriter keyboard and a visual display.



## **Signaling Devices**

Signaling devices are used to alert a person with a hearing impairment that a specified sound is occurring. These devices can monitor such sounds as door bells, a baby crying, an alarm clock, a smoke detector, the telephone ringing, etc.



---

## **COMMISSION PROGRAMS & SERVICES**

---

### **LIBRARY & COMMUNITY RESOURCES**

The Commission Library provides a variety of resources and services for Deaf, Hard of Hearing, & Deaf – Blind individuals, as well as their families, professionals, and communities who serve these individuals locally and statewide through the Library. There are materials for children and adults, with subjects ranging from communication methods (American Sign Language, and Lip Reading) to coping strategies.



**John Paul McNabb utilizes the Library for information and research.**

---

## **COMMISSION PROGRAMS & SERVICES**

---

### **INTERPRETER MENTOR PROGRAM**

New Mexico is a largely rural state and many Sign Language interpreters work in environments with limited professional support. In addition, there is presently no specific program to assist interpreters in the certification process, and although New Mexico has three college Signed Language interpreters training programs, there is still a training-to-work gap for recent graduates of these programs.

In 2004, the president of the New Mexico Registry of Interpreters for the Deaf, Ms. Yoshiko Chino, saw the need for a mentoring program in the state of New Mexico. As a result, she formed an advisory board to consider the development of a statewide mentoring program. The Advisory Board represented key stakeholders including interpreters, members of the Deaf community, and representatives from agencies and educational programs. The Board members created a survey and conducted an extensive assessment regarding the need for mentoring services. The Advisory Board and the community all agreed that a mentoring program could help fill these gaps in professional development for New Mexico, so, they began to develop a mentoring program that would address the specified needs. The outcome was an exciting 8 week pilot program consisting of 6 teams of mentors and mentees, with resounding success and praises, and a desire to see the program grow by all stakeholders.

Because of such extreme shortage of Signed Interpreting services, which effects communication access for all Deaf and Hard of Hearing New Mexicans, New Mexico Commission for the Deaf and Hard of Hearing persons operates New Mexico Mentoring program (NMM). New Mexico Mentoring program is a statewide program to support the professional development of New Mexico signed language interpreters. Qualified, trained mentors (both Deaf language models and experienced interpreters) will guide mentees through an

individualized and structured curriculum designed to address specific skills required for effective interpreting. The mentoring cycle will last for 16 weeks and will be available two times a year. The program is designed to match the skills of the mentor with the specific needs of the mentee.

### **PROGRAM GOALS**

Goals for the New Mexico Mentoring program include the following:

- Enhance the skills of interpreters in New Mexico
- Provide mentees with a needs analysis of their skills and a professional development plan
- Provide quality mentoring experiences by using trained mentors - including members from the interpreting and Deaf communities
- Create a welcoming and supportive environment for recent graduates of interpreter training programs
- Develop connections for interpreters working in isolated settings
- Provide an opportunity for experienced mentors to share their expertise
- Provide support for rural interpreters in the state who have limited professional development opportunities in their area.
- Increase the number of certified interpreters in the state

The desired outcome of the New Mexico Mentoring Program is to enhance the lives of the Deaf community by providing the opportunity to working interpreters to continue developing their skills, and increase the number of certified interpreters working in New Mexico.

---

## COMMISSION PROGRAMS & SERVICES

---

### TELECOMMUNICATIONS RELAY SERVICE



**NM Relay Operator TTY to Voice**

New Mexico Relay Network, Inc.(NMRN) is contracted by the State of New Mexico to provide Telecommunications Relay Service (TRS) to Deaf, Hard of Hearing, and Speech Impaired New Mexico residents. In August 1989, NMRN began as a pilot project funded by US West Communications began operating under a State contract in 1993 and has been New Mexico's TRS provider for more than 13 years. The TRS Agreement reached between the State and NMRN requires NMRN provide services that meet all Federal Communication Commission (FCC) mandates/State requirements and provide effective outreach/education throughout New Mexico.

The origin of TRS began with the signing of the American with Disabilities Act (ADA) mandating "functionally equivalent telephone access" no later than July 26, 1993. For Deaf consumers, individuals who have a severe to profound hearing loss and communicate in sign language as a primary mode of

communication, “functionally equivalent telephone access” meant utilizing a Teletype device/TTY for communication. The Deaf user would connect to the TRS Center requesting a number to dial and type what he/she would like to say on the TTY. The operator would then read what was typed to the person called; the reply would be typed back to the Deaf consumer and read on the TTY. In short, the operator reads everything typed and types everything heard, acting as a link between the Deaf/Hard of Hearing/Speech Impaired world and the hearing world. As times evolve and technology improves, so does TRS. An example of this would be a new service available called Video Relay Services (VRS).

VRS enables a Deaf consumer to communicate through video in his/her natural language, Sign Language. Sign Language is a visual language and can be difficult to put into written/typed text. Additionally, communicating through typed messages requires a knowledge of the written English language that a young child, Hearing or Deaf, may not possess; however, just as a Hearing child learns to speak before learning to write, so does a Deaf child learn to sign before learning to write. Due to advances in technology, a Deaf child can now talk with friends and family on the telephone just as a hearing child does. The difference is that a Deaf child communicates through video and a Hearing child communicates through audio. There are several publicly accessible Video Relay Service sites set up throughout New Mexico allowing New Mexico residents who communicate in sign language easy and free access.

There are more than 200,000 hard of hearing New Mexico residents, ranging from a moderate hearing loss impacting communicating in group settings to a profound hearing loss impacting all auditory communication. Due to the large population in need of TRS, an effective outreach program is critical. NMRN has two Full-time staff dedicated to providing outreach. These staff members meet with Elementary to High School students providing education on deafness/hearing loss and speech impairments; they meet with businesses providing education on how to receive/place a call from/to a person with a hearing loss or speech impairment; they go to senior citizen centers, hospitals,

and retirement centers to heighten awareness of free telephone services/equipment available.

Overall, NMRN's objective is to meet/exceed FCC mandates, meet the needs of its consumers, and to reach each New Mexico resident for the purpose of creating a better awareness of the hard of hearing population and the tools available for "functionally equivalent telephone access".



**Video Relay Service**

---

## **COMMISSION PROGRAMS & SERVICES**

---

### **COALITIONS & COMMUNITY INVOLVEMENT**

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:

- City of Santa Fe Committee on the Concerns of Persons with Disabilities,
- New Mexico Protection & Advocacy Board of Regents
- New Mexico School for the Deaf Advisory Committee
- New Mexico Technical Assistance Program
- State of New Mexico Supreme Court Interpreter Advisory Committee
- State of New Mexico, Behavioral Health Advisory Committee
- State of New Mexico, Coalition of Sexual Assault Programs
- State of New Mexico, Department of Human Services, Leadership Board for Working Disabled Adults
- State of New Mexico, Disability Agency Directors (DADS)
- State of New Mexico, Division of Vocational Rehabilitation Advisory Board
- State of New Mexico, Executive Employment Task Force
- State of New Mexico, New Born Infant Hearing Screening Committee

The Commission also collaborates with the Deaf and Hard of Hearing citizens statewide by actively participating in groups such as:

- Community Outreach Program for the Deaf Advisory Board
- Deaf Culture Center Trustee Board
- New Mexico Association of the Deaf (NMAD)
- New Mexico Registry of Interpreters for the Deaf (NMRID)
- Self Help for Hard of Hearing People – Albuquerque Chapter (SHHH Albq)
- Zia Deaf – Blind Club

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.

- Alexander Graham Bell Association
- Association of Late Deafened Adults (ALDA)
- National Association of Relay Administrators
- National Association of the Deaf (NAD)
- Registry of Interpreters for the Deaf (RID)
- Self Help for Hard of Hearing People (SHHH)
- Telecommunications Equipment Distribution Program Administrators (TEDPA)
- World Federation of the Deaf



**Nancy Harbison, Case Manager &  
Lori Neubauer, Interpreter Services Coordinator,  
Community Outreach Program for the Deaf**



**Josh Staley  
Deaf Culture Center**



**Lydia Carlson  
Deaf Senior  
Citizens Club**



**Suzanne Anderson – Ruble, Director of Advocacy,  
being interviewed by Amanda Crouse, NM  
Highland’s University, Master of Social Work  
student on current disability issues in New Mexico.**

---

## COMMISSION PROGRAMS & SERVICES

---

### **PUBLIC POLICY DEVELOPMENT/ SYSTEM ADVOCACY**

Public policy development/system advocacy provides the CDHH the opportunity to propose systematic changes in the way the State of New Mexico does business in regards to communication access for the deaf, hard of hearing and deaf blind citizens.

During fiscal year 2005 the Commission for Deaf and Hard of Hearing Persons focused on the following:

#### Telecommunications Access Fund

- A management plan was developed for administration of the Telecommunications Access Fund and approved by the Department of Finance and Administration. The Telecommunications Access Fund was utilized to agency operations beginning with fiscal year 2005. The Administration and Legislature allowing the CDHH to have access to the Telecommunications Access Fund is the fuel that is driving the expansion of agency services statewide.

#### Professional Signed Language Interpreter Licensure Board

- Since 1999 the CDHH in collaboration with the New Mexico Registry of Interpreters for the Deaf, the New Mexico Association of the Deaf and the New Mexico School for the Deaf began working on establishing a Professional Signed Language Interpreter Licensure Board. The proposed licensure board will work to improve the quality of signed language interpreters in the State of New Mexico over time. The licensure of interpreter will ensure the general public and all agencies that hire interpreters that the individual they are hiring is truly qualified and able to fulfill the communication access needs of the deaf or hard of hearing consumer. This board proposed board would be established under the Regulations and Licensure Department.

Presently the Regulation and Licensure Department Sunrise Process is underway.

Other Issues

- The CDHH is committed and tooling up to work on three public policy issues in each fiscal year. The public policy issues will be evenly divided across the deaf and hard of hearing services spectrum.

**FINANCIAL STATEMENTS**

**STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN  
FUND BALANCE – BUDGET (GAAP BASIS)**

**JUNE 30, 2005 & 2004**

<b>OPERATING REVENUES</b>		
	<b>2005</b>	<b>2004</b>
Intra-State wts Federal Grants	\$0.00	\$19,097.08
<b>Total Revenues</b>	<b>\$0.00</b>	<b>\$19,097.08</b>
<b>OPERATING EXPENDITURES</b>		
Personal Services & Benefits	\$422,185.68	\$454,786.84
Contractual	\$107,392.02	\$130,088.84
Other Costs	\$233,145.34	\$164,959.57
Capital Outlay	\$6,501.00	\$0.00
<b>Total Expenditures</b>	<b>\$769,224.04</b>	<b>\$730,738.17</b>
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSITURES</b>		
<b>Total</b>	<b>(\$769,224.04)</b>	<b>(\$730,738.17)</b>
<b>OTHER FINANCING SOURCES (USES)</b>		
General Fund Appropriation	\$0.00	\$545,700.00
Telecommunication Access Fund	\$812,000.00	\$175,000.00
Reversion	(\$2,864.53)	(\$30,135.76)
<b>Total Other Financing Sources (Uses)</b>	<b>\$809,135.47</b>	<b>\$690,564.24</b>
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSITURES</b>		
<b>Total</b>	<b>\$39,911.43</b>	<b>(\$40,173.93)</b>

---

**FINANCIAL STATEMENTS**

---

**COMBINED FINANCIAL STATEMENTS – NET ASSETS**

<b>ASSETS</b>	
<b>Current Assets:</b>	<b>2005</b>
Cash with State Treasurer	\$253,376.05
Due from Other State Agencies	-
<b>Total Current Assets</b>	<b>\$253,376.05</b>

<b>CAPITAL ASSETS</b>	
<b>Capital Assets:</b>	<b>2005</b>
Data Processing	\$57,473.25
Machinery & Equipment	\$18,594.16
Furniture & Fixtures	\$2,900.00
Accumulated Depreciation	(\$67,459.37)
Total Net Capital Assets	\$11,508.04
<b>TOTAL ASSETS</b>	<b>\$264,884.09</b>

**FINANCIAL STATEMENTS**

**COMBINED FINANCIAL STATEMENTS – NET ASSETS**

**-CONTINUED-**

<b>LIABILITIES</b>	
<b>Current Liabilities:</b>	<b>2005</b>
Accounts Payable	-
Vouchers Payable	\$42,358.60
Accrued Salaries Payable	\$16,965.68
Due to State General Fund	\$10,564.77
Due to Other State Agencies	-
Comp. Absences Payable – Current	\$17,193.52
<b>TOTAL CURRENT LIABILITIES</b>	<b>\$87,082.57</b>
<b>Long – Term Liabilities:</b>	<b>2005</b>
Comp. Absences Payable – LT	\$2,240.83

<b>NET ASSETS</b>	
	<b>2005</b>
Investments In Capital Assets	\$11,508.04
Unrestricted	\$164,052.65
Total Net Assets	\$175,560.69
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$264,884.09</b>

---

**FINANCIAL STATEMENTS**

---

**COMBINED FINANCIAL STATEMENTS – NET ASSETS**

**-CONTINUED-**

<b>EXPENDITURES</b>	
<b>Current:</b>	<b>2005</b>
Personal Services & Employee Benefits	\$426,996.09
Contractual Services	\$107,392.02
Other	\$233,145.34
Other Financing Uses	-
Depreciation Expense	\$8,580.44
<b>Total Current Expenditures</b>	<b>\$776,113.89</b>

<b>PROGRAM REVENUE</b>	
<b>Current:</b>	<b>2005</b>
Other Fees – Application	-
Intra-State WTS Federal Grant	-
Stale Dated Warrants	-
Total Program Revenue	-
<b>Net Program Revenue</b>	<b>(\$776,113.89)</b>

---

**FINANCIAL STATEMENTS**

---

**COMBINED FINANCIAL STATEMENTS – NET ASSETS**

**-CONTINUED-**

<b>GENERAL REVENUE</b>	
<b>Current:</b>	<b>2005</b>
Telecommunication Access Fund	\$812,000.00
Other Financing Sources	(\$2,864.53)
Reversions	\$809,135.47
<b>Total Other Financing Sources (Uses)</b>	<b>\$809,135.47</b>

<b>NET ASSETS</b>	
<b>Current:</b>	<b>2005</b>
Increase (Decrease) in Net Assets	\$33,021.58
Beginning Net Assets	\$142,539.11
Prior Period Adjustment	-
Adjusted Beginning Net Assets	\$142,539.11
<b>Net Assets at the End of Year</b>	<b>\$175,560.69</b>

---

## CONTACTING THE COMMISSION

---

### **Mailing Address**

P.O. Box 5138  
Santa Fe, NM 87505

### **Santa Fe Administrative Office**

2500 S. Pacheco Street  
Suite 450  
Santa Fe, NM 87505  
Administrative Services (505) 827 – 7270  
Fax (505) 827 – 7273  
In – State Toll – Free (800) 489 – 8536

Tom Dillon, Executive Director  
(505) 827 – 7269  
[tom.dillon@state.nm.us](mailto:tom.dillon@state.nm.us)

John Hooper, Chief Financial Officer  
(505) 827 – 7270  
[john.hooper@state.nm.us](mailto:john.hooper@state.nm.us)

Bobby Moore, Management Analyst  
(505) 827 – 7269  
[bobby.moore@state.nm.us](mailto:bobby.moore@state.nm.us)

Patricia Ortiz, Administrative Assistant  
(505) 827 – 7269  
[patricia.ortiz1@state.nm.us](mailto:patricia.ortiz1@state.nm.us)



SANTA FE OFFICE



---

## CONTACTING THE COMMISSION

---

### **Albuquerque Program Office**

2500 Louisiana Boulevard NE  
Suite 400  
Albuquerque, NM 87110  
Main Number (505) 881 – 8824  
Fax (505) 881 – 8831  
In – State Toll – Free (800) 489 – 8536

Suzanne Anderson – Ruble, Director of Advocacy  
[suzanne.ruble@state.nm.us](mailto:suzanne.ruble@state.nm.us)

Shannon Smith Peinado, Senior Advocate  
[shannons.peinado@state.nm.us](mailto:shannons.peinado@state.nm.us)

Bill Cherry, Advocacy Assistant  
[bill.cherry@state.nm.us](mailto:bill.cherry@state.nm.us)

Ruby Byrd, Director of Accessible Technology  
[ruby.byrd@state.nm.us](mailto:ruby.byrd@state.nm.us)

Peggy Beeman, Accessible Technology Specialist  
[peggya.beeman@state.nm.us](mailto:peggya.beeman@state.nm.us)

Sam Martinez, Accessible Technology Specialist  
[sam.martinez@state.nm.us](mailto:sam.martinez@state.nm.us)

Sandra Morfin, Accessible Technology Specialist  
[sandra.morfin@state.nm.us](mailto:sandra.morfin@state.nm.us)

### **Las Cruces Satellite Office**

210 Nevarez  
Las Cruces, NM 88001  
Main Number (505) 525-1027

Tim Farr, Senior Advocate  
[Timothy.farr@state.nm.us](mailto:Timothy.farr@state.nm.us)





Commission for



Deaf and



Hard of



Hearing

Persons