



NMCDHH

Fiscal Year 2007 Annual Report

*State of New Mexico
Commission for Deaf and
Hard of Hearing Persons*



PAST, PRESENT & FUTURE

Past	Present	Future
Depended on hearing for phone calls.	TTY, Video Relay, IP Relay, wireless pagers and Instant messaging.	Communicate through wireless video, anywhere you go.
Air travelers uninformed.	Safety videos on airplanes must be captioned. Airports must have visual text displays.	Captioned in-flight movies, accessible in-flight communication devices. Captioning turned on at all airport TVs.
ASL called a system of gestures.	ASL now recognized as a language.	Universal use of bilingualism (ASL and English).
Hearing loss often identified in children after 3-years old.	90% of infants' hearing loss is identified within 6 months of birth.	All families of deaf and hard of hearing infants are immediately referred to early intervention programs and services.
Poor communication access technologies.	Captions, amplifiers, pagers and video phones are now available.	Affordable technology that individuals, businesses and schools can use anywhere, anytime.
No captions on television.	100 % captioning for TV programs, effective January 1, 2006.	Captions on all videos, internet, cell phones, DVDs, video games, iPod, and other media.
Political TV ads are not captioned.	U.S. presidential candidates who receive federal funding must provide captioning for their television ads.	All political ads (local, state, federal representatives) are captioned.
Movies are not captioned.	Limited movies are captioned.	Captioned movies anytime, anywhere.
Employers refused to hire deaf and hard of hearing people.	Employers cannot discriminate on the basis of deafness.	More deaf people are regularly promoted to managerial positions and many own businesses
No access to health care services.	Health care services must provide access.	3-D Hologram on-demand interpreters at all medical facilities.
Landlords refused to rent apartments to deaf.	Landlords must allow deaf tenants.	All apartments come with built-in visual smoke alarms and flashing doorbells.
Hotels had no accommodations.	Hotels must provide TTYS and visual smoke alarms.	Communication technology such as videophones in each hotel or motel room.
Lawyers refused to hire interpreters.	Lawyers must provide interpreters and other accommodations.	Lawyers immediately accept deaf and hard of hearing clients and provide full range of accommodations.
No access to emergency information.	Emergency captioning required.	All emergency information is sent to a variety of communication devices, even when away from the computer.
Young children interpreted for their parents.	We now have standards for professional interpreters.	Quality interpreters available on demand anywhere, anytime.

www.nad.org



FISCAL YEAR 2006 ANNUAL REPORT

Greetings from the Executive Director	4
Commission Overview	6
Mission, Vision & Core Values.....	10
Strategic Plan & Performance Measurements..	12
Programs & Services	16-25
Advocacy.....	16
Accessible Technology.....	18
Communication Sensitivity Training.....	20
Interpreter Mentor Program.....	22
Equipment Loan Bank	24
Library	26
Telecommunications Relay Service.....	27
Community Involvement & Coalitions	28
Public Policy Initiatives	30
Financial Statements	33
Organizational Structure	36
Contacting the Commission	37



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

**Bill Richardson
Governor**

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

July 1, 2007

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

Dear Governor Richardson:

With the enthusiastic support from both your administration and the legislature the Commission for Deaf and Hard of Hearing Persons has continued to evolve and serve our deaf and hard of hearing citizens like never before. Despite our best efforts a degree of audism will always exist, thus we must continuously work to reduce the communication barriers and audism our citizens face.

Audism and communication barriers are mostly due to lack of empathy or from the attitude of the hearing population. Through communication advocacy, public policy, and education we hope to help the State of New Mexico evolve into a positive supportive place for our deaf and hard of hearing citizens.

We are geared up with hope and confidence that communication barriers and misconceptions will fall and fresh opportunities will take their place. The task of empowering our deaf and hard of hearing citizens is huge but inroads have been made and the future looks



bright!!! We are fortunate to have the dedicated team of hard working professionals that we do. All of us care about making a true difference!!!

The Commissioners join me in standing accountable and committed to building a brighter future for all deaf and hard of hearing citizens of our state.

Very truly yours,

Thomas J. Dillon, III

Thomas J. Dillon, III
Executive Director



OVERVIEW

The State of New Mexico, Commission for Deaf and Hard of Hearing Persons was created by the New Mexico Legislature in 1991. The Commission Board is comprised of seven members, the majority of who must be deaf or hard of hearing. Within the seven members, three are Ex – Officio members representing specified organizations and agencies, and four members are appointed by the Governor, without regard for party affiliation, and with the advice and consent of the Senate. As of June 30th, 2007, the Commissioners are:

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

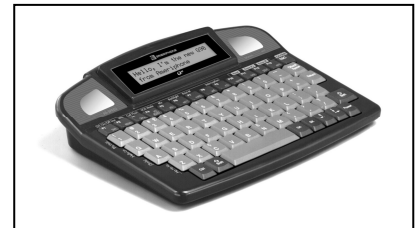


MILESTONES

As the State of New Mexico, Commission for Deaf and Hard of Hearing Persons reached its 15 year anniversary; many milestones have been reached.

King Administration

- Interpreter Referral Service
- TTY Equipment Loan Program
- Relay New Mexico
- TTY Newslines
- Statewide Needs Assessment
- Mental Health Services
- Community Outreach Program for the Deaf Block Grant
- The Resource
- Legislation
 - Interpreter Quality Assurance Program
 - Field Offices
 - Telecommunications Equipment Distribution Program



TTY Machines from left to right:
Original TTY, non – portable Post World War II;
Printable TTY circa 1980 – present;
Q-90 compatible with cell phone technology circa 2005 to present.

MILESTONES

Johnson Administration

- Albuquerque Transit & Parking Department TTY Training
- 911 Training
- Interpreter Evaluations
- Statewide Deaf – Blind Services
- Town Hall Meetings
- Library
- Legislation
 - Newborn Hearing Screening
 - NMCDHH Board Members
 - Clarification of Role & Appointments of Commissioners
 - Funding for Independent Interpreter Referral Service
 - Sign Language Interpreter Licensure
 - Funding for Deaf Services
 - Emergency Interpreters
 - Communication Access Advocacy

Providing training to 911 Operators & Emergency Medical Personnel breaks down communication barriers.



MILESTONES

Richardson Administration

- Field Offices
 - Albuquerque Programs Office
 - Las Cruces Satellite Office
- Programs & Services
 - Advocacy Unit
 - Deaf Specialist
 - Hard of Hearing Specialist
 - Communications Sensitivity Training
 - Signed Language Interpreter Mentor
- Updated Mission & Vision Statements
- Creation of Core Values
- Legislation
 - Emergency Interpreter Funding
 - Signed Language Interpreter Licensure
 - Hearing Aid Insurance Coverage for Children
 - (Private Insurance and Medicaid)
 - Sign Language Interpreter Compensation Authority
 - Communication Access to Political Process

New Mexico Seniors have greater access to the telephone through the CDHH's Accessible Technology Unit.



MISSION

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

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.



CORE VALUES

Irrespective of Team Composition, "Synergy" is developed over a Period of Time through the Interaction of Team Members Adhering to the following Core Values and Characteristics:

- I Integrity & Initiative
- M Mindful
- P Passionate & Persistent
- A Accountable
- C Creative & Compassionate
- T Teamwork
- &
- E Effective & Efficient
- M Motivated
- P Professional & Perceptive
- O Optimistic
- W Wise & Works with Commitment and Enthusiasm
- E Encourages Excellence
- R Respectful & Responsible



Tom Dillon, Executive Director & Suzanne Ruble, Deputy Director at CDHH Las Cruces Grand Opening.

STRATEGIC PLAN

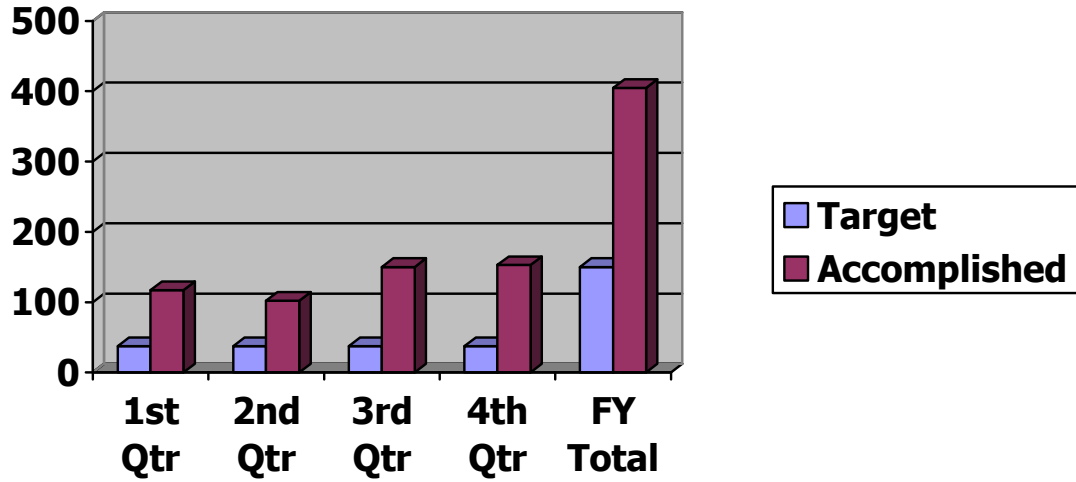
Priorities for Fiscal Year 2007 included:

- 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.

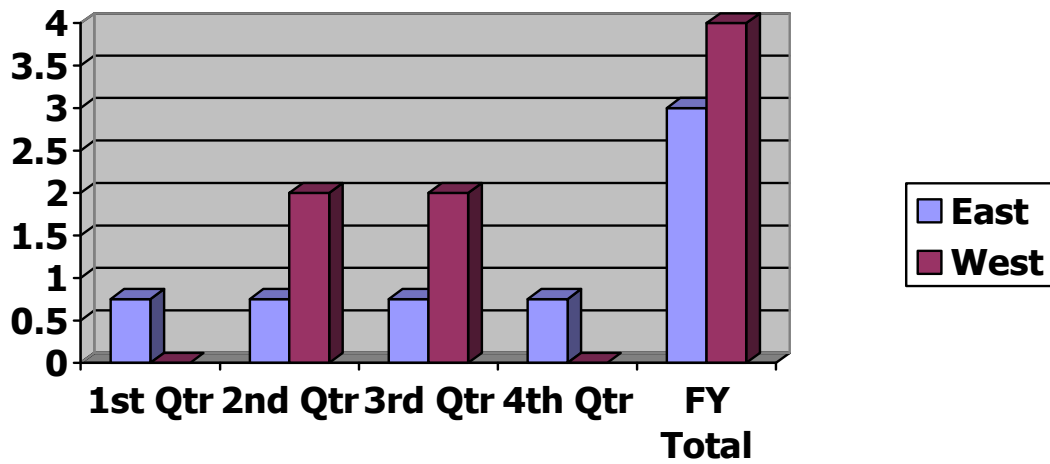


PERFORMANCE MEASURES

Case Management



Public Policy Initiatives



ADVOCACY

Statistics

Region 1: San Juan, McKinley, Sandoval, Cibola & Valencia Counties

Region 2: Rio Arriba, Taos, Colfax, Union, Los Alamos, Mora, Santa Fe, San Miguel & Guadalupe Counties

Region 3: Bernalillo County

Region 4: Harding, Quay, Curry, DeBaca, Roosevelt, Chaves, Eddy & Lea Counties

Region 5: Torrance, Catron, Socorro, Lincoln, Grant, Sierra, Otero, Hidalgo, Luna & Dona Ana Counties



ACCESSIBLE TECHNOLOGY

Statistics

Region 1: San Juan, McKinley, Sandoval, Cibola & Valencia Counties

Region 2: Rio Arriba, Taos, Colfax, Union, Los Alamos, Mora, Santa Fe, San Miguel & Guadalupe Counties

Region 3: Bernalillo County

Region 4: Harding, Quay, Curry, DeBaca, Roosevelt, Chaves, Eddy & Lea Counties

Region 5: Torrance, Catron, Socorro, Lincoln, Grant, Sierra, Otero, Hidalgo, Luna & Dona Ana Counties



COMMUNICATION SENSITIVITY TRAINING

In today's world, diversity is celebrated. People, their cultures and languages, are no longer restricted by geographic boundaries. This means there is a greater need to know and understand the people who contribute to that diversity. The Commission's Communication Sensitivity Program works with employers, state and local government, businesses and non - profits to promote awareness of the Deaf, Deaf-Blind and Hard of Hearing Communities.

Workshops are tailored to the needs of the organization. Frequently requested presentations cover employment, governmental, legal, medical, and social issues, such as:

- Disability Laws & Compliance
- Cultural Diversity of Deaf, Hard of Hearing & Deaf – Blind
- Effective Communication & Self-Advocacy

The workshop goals are to:

- Understand the environment as a system of supportive/non-supportive social environments
- Form collaborative partnerships between disabled and non-disabled people
- Achieve social inclusion for individuals who are deaf, hard of hearing or deaf - blind

Benefits to program participants include:

- Increased awareness of one's own beliefs, attitudes, and feelings about people who are deaf, hard of hearing or deaf - blind

- Expanded knowledge-base regarding the range of hearing loss
- Understanding of the Americans with Disabilities Act (ADA), and the resources pertaining to hearing loss in diverse environments
- Enhanced skills and comfort-level in working with individuals who are deaf, hard of hearing or deaf - blind



Shannon Smith Peinado, Hard of Hearing Specialist, providing an Americans with Disabilities Act presentation at the New Mexico School for the Deaf Transition Fair.



INTERPRETER MENTOR PROGRAM

EQUIPMENT LOAN BANK

AMPLIFICATION DEVICES

There are a wide variety of devices to assist persons to hear. Some are small devices that are compatible with telecoils inside hearing aids. These devices assist with hearing at events, such as lectures, sermons, family dinner and movies.



TELEPHONE DEVICES

Handset amplifiers for telephones allow a person with 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 loss visually, so that individuals can monitor such sounds as door bells, an alarm clock, a smoke detector, the telephone ringing, etc.



LIBRARY

The State of New Mexico, Commission for Deaf and Hard of Hearing Persons Resource Library has accumulated resources that will benefit anyone having connections to deaf and hard of hearing individuals, whether they are parents, educators, interpreters, physicians, family and friends, or day care providers.

We have books, videotapes, periodicals and reference materials that cover a broad range of topics including, but not limited to:

- American Sign Language
- Children's Literature
- Cochlear Implants
- Deaf Culture
- Family Resources
- Speechreading
- Mental Health
- Speech and Language



It is our goal to eventually create and maintain a network with all libraries in the state, allowing us to give everyone access to information on deafness and hearing loss.

TELECOMMUNICATIONS RELAY SERVICE



COMMUNITY INVOLVEMENT & COALITIONS

Commission staff participates in a number of interagency advisory boards and committees for community based organizations throughout the State. During this year staff 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 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)
- Hearing Loss Association of America (Formerly Self Help for Hard of Hearing People)
- National Association of Relay Administrators
- National Association of the Deaf (NAD)
- Registry of Interpreters for the Deaf (RID)
- Telecommunications Equipment Distribution Program Administrators (TEDPA)
- World Federation of the Deaf



PUBLIC POLICY INITIATIVES

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 2007 the Commission for Deaf and Hard of Hearing Persons focused on the following:

Professional Signed Language Interpreter Licensure

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.

Hearing Aids for Children

House Memorial 16, which was passed by this year's legislature, requested that the Commission for Deaf and Hard of Hearing Persons coordinate a study on the feasibility of mandating insurance coverage for children's hearing aids and cochlear implant speech processors. The Study Group includes parents of children who are deaf or hard of hearing; representatives from state agencies such as the Department of Health, the Human Services Department, the Insurance Division of the Public Regulation Commission, the School for the Deaf;

and private and nonprofit organizations including NM Hands & Voices, the Hearing Loss Association of Albuquerque, the NM Speech and Hearing Association, Parents Reaching Out, Presbyterian Ear Institute and others. The Study Group will be meeting monthly. Though careful study, which will include conducting research and talking with representatives from other states that have passed similar legislation, the Study Group is will hopefully recommend key pieces of legislation that will help with the enormous financial burden on the families of children who are deaf or hard of hearing who have inadequate, if any, insurance coverage for hearing aids.

Signed Language Interpreter Compensation Authority

Communication Access to the Political Process

Closed Captioning of Political Television Advertisements

Television captioning is necessary to ensure accessibility for people with hearing loss. Television is the most accessible of the sound media, because the Federal Government has required that almost all new televisions support captioning and that much television programming is captioned. Still, access is far from perfect, with many television programs not being captioned and political advertisements.

Communication Access to State Capital

In an effort to involve more deaf and hard of hearing in the political process, the CDHH worked with the Roundhouse to have information on providing qualified Sign Language Interpreters, where to purchase Assistive Listening Devices and how to have effective communication with individuals with hearing loss.

Provision of Sign Language Interpreters



FINANCIAL STATEMENTS

Net Assets

	2006	2005
Current & Other Assets	\$9,083,674	\$253,376
Capital Assets, Net	12,896	11,508
Total Assets	9,096,570	264,84
Long-Term Liabilities	698	2,241
Other Liabilities	278,026	87,082
Total Liabilities	278,724	89,323
Net Assets		
Invested in Capital Assets	12,896	11,508
Unrestricted	8,804,950	164,053
Total Net Assets	\$8,817,846	\$175,561

Changes in Net Assets

	2006	2005
Revenues:		
Program Revenues		
	\$ -	\$ -
General Revenues:		
State General Fund Appropriation (net)	-	(2,865)
Other Financing Sources – GSD Relay	3,020,752	812,000
Other Financing Uses	(146,500)	-
Total Revenues	2,874,252	809,135
Expenses:		
General Government	2,710,648	776,113
Other Financing Uses	-	-
Total Expenses	2,710,648	776,113
Increase (decrease) in Net Assets	163,604	33,022
Net Assets, beginning	175,561	142,539
Prior-Period Adjustment	8,478,681	-
Net Assets, ending	8,817,846	175,561

Budget Basis & Actual

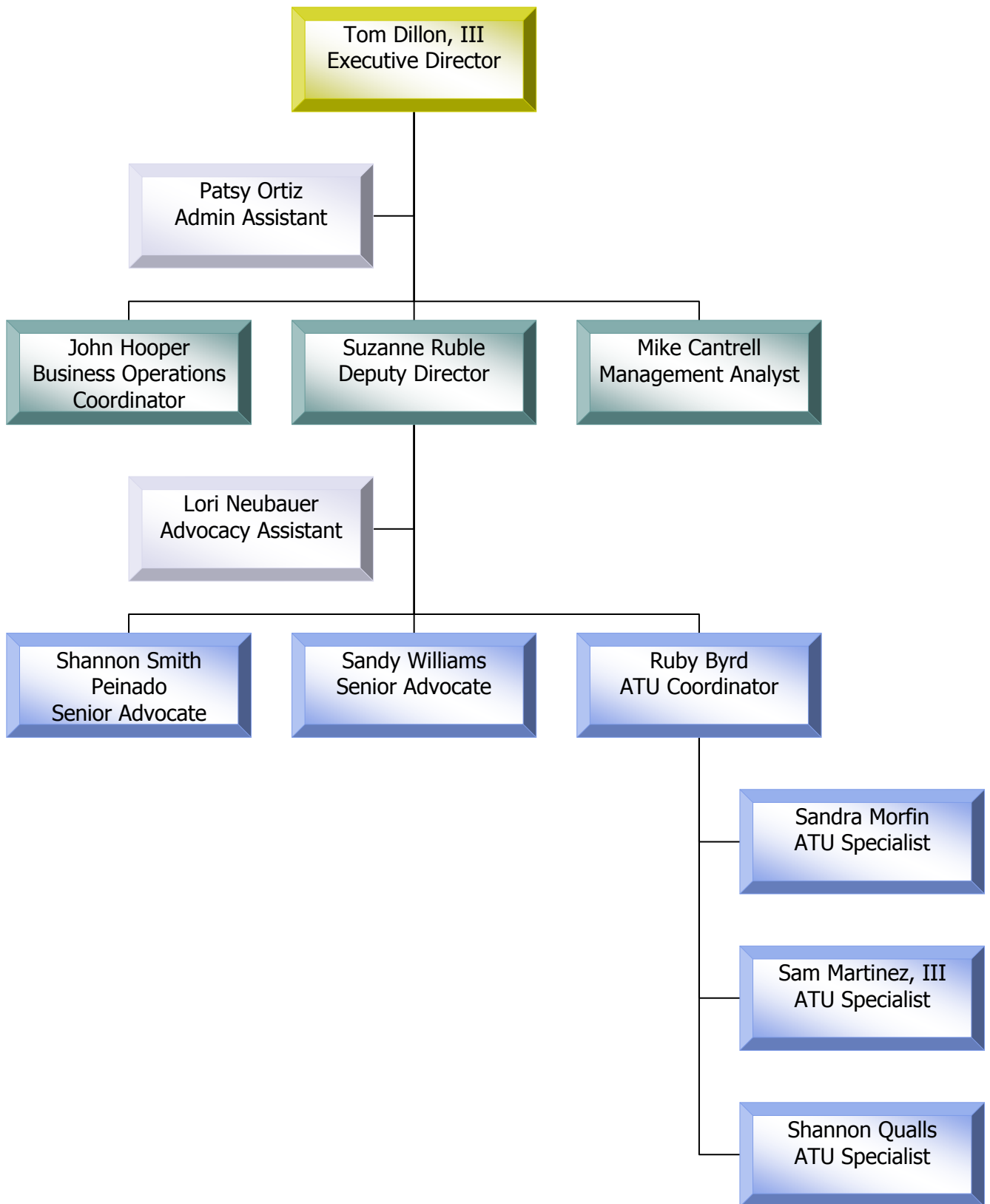
General Fund

	ORIGINAL APPROVED BUDGET	FINAL APPROVED BUDGET	ACTUAL (BUDGETARY BASIS)	VARIANCE WITH FINAL BUDGET POSITIVE (NEGATIVE)
Revenues:				
Intergovernmental Revenue:				
General Appropriations	\$ -	\$ -	\$ -	\$ -
Other State Funds	-	-	-	-
Other Financing Sources	3,601,713	3,621,713	3,601,713	(20,000)
Total Revenues	3,601,713	3,621,713	\$3,601,713	\$(20,000)
Prior-Year Funds Re-Budgeted	-	-		
	\$3,601,713	\$3,621,713		
Expenditures:				
General Government:				
Personal Services & Employee Benefits	\$642,743	\$581,243	\$567,730	#13,513
Contractual Services	2,464,100	2,441,100	1,696,901	744,199
Other	348,370	452,870	446,994	5,876
Other Financing Uses	146,500	146,500	145,500	-
Total Expenditures	\$3,601,713	\$3,621,713	\$2,858,125	\$763,588



Balance Sheet

	GENERAL FUND	SPECIAL REVENUE FUND	TOTAL GOVERNMENTAL FUNDS
<u>Assets</u>			
Cash	\$ 1,185,954	\$ 7,573,277	\$ 8,759,231
Due from other state agencies	\$ -	324,443	324,443
Total assets	\$ 1,185,954	\$ 7,897,720	\$ 9,083,674
<u>Liabilities & Fund Balances</u>			
Liabilities			
Accounts Payable	\$ 236,968	\$ -	\$ 236,968
Accrued salaries & employee benefits	21,911	\$ -	21,911
Total liabilities	258,879	\$ -	258,879
Fund Balance			
Fund balance			
Reserved for telecommunications access act	\$ -	7,897,720	7,897,720
Unreserved/undesignated	927,075	\$ -	927,075
Total fund balance	927,075	7,897,720	8,824,795
Total liabilities & fund balance	\$ 1,185,954	\$ 7,897,720	\$ 9,083,674



CONTACTING THE COMMISSION

Mailing Address:

P.O. Box 5138
Santa Fe, NM 87502

Toll – Free Voice/TTY:

1-800-489-8536

Website:

www.cdh.state.nm.us

Administrative Office:

2055 South Pacheco, Suite 450
Santa Fe, NM 87505
Voice/TTY: (505) 827-7169
Fax: (505) 827-7273

Programs Office:

2500 Louisiana Boulevard NE, Suite 400
Albuquerque, NM 87110
Voice/TTY/VP: (505) 881-8824
Fax: (505) 881-8831
Toll-Free: (800) 489-8536

Satellite Program Office:

210 Nevarez
Las Cruces, NM 88001
Voice/TTY/VP: (505) 525-1027
TTY: (505) 525-1037
Fax: (505) 525-1039

