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

**1993
Annual Report**

**Robert A. Geesey
Executive Director**

January 11, 1994

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INTRODUCTION

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 shall be deaf or hard of hearing persons, appointed by the Governor without regard for party affiliation, with the advice and consent of the Senate.

The Commission formally began service at a meeting on July 26, 1991. The persons presently comprising the Commission's Board are as follows:

- Ms. Susan Littlefield, Albuquerque, a professional person who is deaf or hard of hearing.
- Dr. Gilbert Delgado, Superintendent of the New Mexico School for the Deaf, a hearing person.
- Mrs. Lucille B. Trujillo, Santa Fe, a parent of a deaf or hard of hearing child.
- Mr. Julian Carrillo, Las Cruces, a deaf or hard of hearing person residing in Southern New Mexico.
- Mrs. Daisy Rice, Las Vegas, a deaf or hard of hearing person residing in Northern New Mexico.
- Ms. Peggy Davis, designated representative of the Director of the Vocational Rehabilitation Division of the State Department of Education.
- Mrs. Faye Falvey, Las Vegas, a deaf person, designated representative of the President of the New Mexico Association of the Deaf.

OFFICERS

1991-1992

Chair - Steve Hamerdinger
Vice Chair - Mrs. Lucille Trujillo

1992-1993

Chair - Mrs. Susan Littlefield
Vice Chair - Steve Hamerdinger
Secretary - Mrs. Lucille Trujillo

1993-1994

Chair - Mrs. Susan Littlefield
Vice Chair - Mrs. Faye Falvey
Secretary - Julian Carrillo

COMMISSION'S MISSION STATEMENT

The following is the official mission statement of the New Mexico Commission for the Deaf and Hard of Hearing:

"It shall be the mission of the New Mexico Commission for the Deaf and Hard of Hearing to advocate for the rights to State, Federal, and local services and accessibility for all deaf and hard of hearing persons residing in the State of New Mexico."

COMMISSION STAFFING

The Commission, after a nationwide recruitment, hired Robert A. Geesey as its first Executive Director. Mr. Geesey began his employment with the Commission on October 14, 1991.

From October of 1991 until June of 1992, the Commission was housed in the offices of the Developmental Disabilities Planning Commission. DDPC rented a single office to the Commission. In June of 1992, the Commission moved to new offices at 435 St. Michaels Drive, Santa Fe. The Commission leased four offices here. As the staff grew to its full complement of five (5) FTEs, this space became too small. In September of 1993, the Commission again moved, this time to 1435 St. Francis Drive, Santa Fe, where it is presently located.

In addition to the Executive Director, the Commission staff now consists of the following:

Cathleen Rooney, Coordinator of Mental Health
Karen Laird, Financial Planner
Mark Wilkerson, Coordinator of Interpreting Services
Paul Martinez, Administrative Secretary

The Commission is also in the process of recruiting a Planner to develop the Equipment Distribution Program mandated by Laws of 1993, Chapter 54, the Telecommunications Access Act. This position will be filled in January, 1994.

COMMISSION ACTIVITIES

BOARD MEETINGS

The Commission's Board meets a minimum of four times a year. It has been, and will continue to be, the Board's practice of scheduling its meetings in different locations throughout the State. During 1993, the Board's meetings were held at the following locations:

- January 9, 1993 -- Albuquerque, Presbyterian Hospital Auditorium
- March 3, 1993 -- Clovis, Clovis Community College
- June 12, 1993 -- Las Cruces, Las Cruces Hilton
- October 23, 1993 -- Gallup, Gallup Chamber of Commerce Kiva Room

WORKSHOPS

- May 15 -- Clovis. Leadership Workshop for Deaf citizens
- June 10 -- Las Cruces. Parliamentary Workshop at NMAD Convention
- August -- Durango Colo. Participated in Step-Hi Conference.
- September -- Albuquerque. Set up Training Workshop for Albuquerque Police, cancelled by Albuquerque Police Department at last minute.
- November 4/5 -- Roswell. Three workshops.
- December 7 -- Los Alamos. Staff training on Deafness at Bandelier National Monument.
- December 9 -- Santa Fe. Workshop for Affirmative Action Council on Higher Education.

ADVOCACY

From its inception, one of the major activities of the Commission has been provision of educational assistance to state agencies and, specifically, ensuring compliance with regulations pertaining to deafness promulgated pursuant to the federal Americans with Disabilities Act (ADA). This is ongoing, and will be accomplished through workshops and technical advice to agencies.

NEW MEXICO RELAY SERVICE

The 1993 New Mexico Legislature passed the Telecommunications Access Act. This Act enabled the State of New Mexico to provide for access to telecommunications for persons that are speech or hearing impaired. The Act also provided for a program of specialized telecommunications equipment, and established a telecommunications relay system. The Act included an emergency clause that allowed the General Services Department (GSD), Office of

Communications (the administrator for the Act) and the Commission to immediately put out an RFP for the contract to run the relay system.

The relay contract was awarded to the New Mexico Relay, who sub-contracted with Sprint for equipment support. The Relay was able to provide continuous coverage during the transition and New Mexico was able to meet the July ADA compliance deadline for equal telecommunications access.

GSD's Administrative Services Division (ASD) and Office of Communications (OC) entered into a JPA with the Commission for an inter-departmental cooperative effort to guarantee the efficient administration of the programs legislated. The JPA established guidelines and procedures for interaction between the agencies and clarified responsibilities put forth in the Act.

As of this writing, Taxation and Revenue has started receiving the initial surcharge monies set forth in the Act. An initial budget for the agencies has been established, based on the current surcharge receipts. The revenues will be reviewed again within six months and the budget adjusted accordingly with the Department of Finance Administration and the Legislative Finance Council.

The Commission's responsibilities, as set fourth in the Act and JPA include:

1. Design, establish and administer a program for providing specialized telecommunications equipment (Equipment Program) to impaired individuals.
2. Create and adopt policies, procedures and regulations governing the administration of the equipment program.
3. Work with GSD to create a single budget for administration of the equipment program and the telecommunications relay system.
4. Monitor expenditures for the equipment program and the relay system.
5. Monitor the quality of the relay system and the satisfaction of its users through the Commission's responsibilities in the complaint process outlined in the act.
6. Identify the need for specialized telecommunications equipment by impaired individuals and identify the problems that impaired individuals have in acquiring specialized telecommunications equipment.
7. Identify funding sources available to provide specialized telecommunications equipment needed by impaired individuals.
8. Perform other duties necessary to advise GSD in the administration of the provisions of the act.

The Act provided for monies to support the programs that were legislated. The Commission will be hiring a Manager to establish and run the equipment program. This person will be working on location with the Relay in Albuquerque. the position once approved, should be filled by early December.

STATEWIDE NEEDS ASSESSMENT

In the Spring of 1993, the Commission contracted with Southwest Consulting Group to do a statewide Needs Assessment of Deaf and Hard of Hearing People. The final report of this study was received by the Commission in September. The study report is attached to this annual report

as Attachment A. The Commission will use this report to develop plans for services for future years.

The study, using the U.S. Bureau of the Census norms which list 8.7 percent of the U.S. population as having some degree of hearing loss, estimates that out of a present population base of 1,515,069 residents in New Mexico, 130,296 have some degree of hearing loss. It projects overall population in the year 2000 to reach 1,727,244, of which 148,543 persons will have some degree of hearing loss.

A summary of the report shows that the most basic needs expressed by respondents is for more education on deafness by professional agencies, state agencies, and non-profit service organizations. Respondents who indicated a hearing loss expressed the need for specialized equipment, such as TTYs, visual fire alarms, door bell systems, etc. The report also indicates that accessibility to some services is severely limited.

INTERPRETER TASK FORCE

The Commission established the Interpreter Task Force (ITF) for the purpose of resolving issues related to qualifications of interpreters, certification or licensure, pay scales for interpreters, and referral services.

The ITF focused on two primary items, i.e., certification or licensure and referral services, and gave an interim report on these two issues. From the Interim Report, the Commission developed a draft bill and submitted it to the Governor for consideration for the 1994 Legislative Session.

The draft bill requests funds for the lease of the National Association for the Deaf's Interpreter Evaluation Program for a period of ten years, along with funds for the training of local evaluators and the implementation of the evaluation program.

The draft bill also requests authority for the Commission to implement a Statewide Referral Service out of the Commission's offices. This entails one new full time position on the Commission staff.

Both of these requests comply with the ITF report, which recommended that the NAD Evaluation be used, and that the Commission serve as the statewide referral service.

The ITF will continue its work on developing a pay scale, rules and regulations regarding interpreting services, and other issues.

INTERPRETER REFERRAL SERVICE

In the Spring of 1993, in response to many requests for referral of interpreters received from state agencies, the Commission began an informal referral service, focusing mainly on referrals to state agencies. At that time, there was a non-profit referral service operating in Albuquerque. In August, this non-profit referral service ceased operations, and the Commission, out of necessity, picked up the slack. This meant that the Commission needed to assign one of its five FTE's to this task.

The Commission developed a list of known interpreters throughout the state. As of October 30, 1993, there were 68 names on this list. The number has continued to grow as the referral service became more established.

Through October 30, 1993, the Commission handled 616 requests for interpreter services, and was able to fill 607 of them. Of the nine referrals we were unable to fill, four were because of short notice and five were because we could not locate interpreters who were available for the time slots. This is a 98% fill-rate.

Through time, the number of requests per week has increased more than 75%. Many requests are on short notice. This creates a stressful situation for the one employee serving the program. Most of the referral calls come in to the Commission during the day, but calls to interpreters to set them up for jobs usually need to be made in evening hours. In addition, we are unable at this time to take emergency calls on weekends and holidays. The proposed bill, if passed, would help us to alleviate this situation with additional staff.

TTY LOANER PROGRAM

A Joint Powers Agreement between the Division of Vocational Rehabilitation, New Mexico Technical Assistance Program (NMTAP) and the New Mexico Commission for the Deaf and Hard of Hearing (NMCD) was approved on October 6, 1992. The \$4576.00 provided by the JPA allowed for the purchase of twelve (12) Ultratec 200 TTYs for use by individuals who are Deaf or Hard of Hearing in the state of New Mexico.

The equipment was received in house by mid-January and loans started quickly. By the end of May all available loaners were out on loan and there is currently a waiting list of individuals who are in need of temporary use of TTYs. The TTY loaners have been utilized throughout the state by a wide variety of individuals needing communication assistance for varied reasons.

Based on the TTYs that have been loaned out to date, the majority of loaners have been for short term while a current TTY is being repaired or for use by young adults just finishing school and starting a job to use for work and communication until their financial situation stabilizes so that they can purchase a personal TTY. There were several young adults who also needed one for the summer till they went back to school or off to college.

There have been numerous requests for information on assistance in obtaining a TTY. These inquiries are currently being forwarded to DVR. Business, Government, and private individuals have contacted this office on a regular basis inquiring about loaners and free machines. The request for loaners has out-paced the Commission's ability to provide. There is currently a list of individuals awaiting a return of a TTY to the Commission.

Based on requests, by government and private business, additional loaner TTYs for employers who are hiring a deaf or hard of hearing individual would be beneficial for use during the training and probationary period. This would give the employer some hands on use of the TTY and time to purchase one for permanent use.

The largest request for loaner TTYs is from individuals who currently have TTYs that need a loaner while their equipment is being serviced or replaced. These loans tend to run from 8 to 16 weeks, depending on the individual circumstances. Additional TTYs for loaning out on this basis would also be beneficial.

One of the challenges faced by the Commission in supplying TTYs for the entire state was transport of the TTYs at a reasonable cost to the outlying communities. Currently, a courier service has been arranged to supply the larger communities of New Mexico with delivery of the TTYs at a reasonable charge, but TTYs needing to go to remote areas have to be picked-up or delivered by the Commission.

Training on the use of the TTY has been provided, as needed, on a one-to-one basis as each TTY has been checked out. The User's Manual has also been sent along with each TTY loan so that the client can refer to the manual for problems or questions. Care and use information is provided to the client both verbally and written.

During the first six months of 1993, the TTY Loaner Program received 25 requests for a loaner TTY. The program was able to place TTYs with 13 individuals and 2 state agencies. It is forecast that for the coming year, the TTY Loaner Program will receive approximately 60 requests for loaner equipment. The program will, with current equipment, be able to make about 40 temporary equipment placements to individuals and about 8 temporary equipment placements to agencies.

TTY NEWSLINE

A 1-800 TTY Newsline was brought into service during January of 1993. The Newsline is a 24 hour news service that is available to the citizens of New Mexico. This service provides public service announcements and other news worthy items about the deaf and hard of hearing community in New Mexico. The TTY Newsline access number is 1-800-USE-TTYS.

The deaf and hard of hearing population utilizes the service for activity announcements, and general deaf news items. The public agencies across the state provide the Commission with public service announcements to broadcast over the Newsline.

Use of the TTY Newsline Service has continued to grow through out the year as word of its existence has spread. After reading the Newsline, a caller may leave a message or news item to be added to the Newsline or to respond to information on the Newsline. The Newsline currently receives an average of 10-15 calls per day, and the usage is expected to have continued growth as people become aware of the service.

During 1993, from January to June 30, the Newsline received approximately 1400 calls. Approximately 40 Inter-Deaf Community messages and news items, as well as a little over 30 ADA Public Service messages were broadcast over the service. It is forecast that during the next year the Newsline will receive 43500 calls, broadcast 180 deaf community messages and 260 ADA Public Service messages.

1994 NEW PROJECTS

NMTAP TTY LOANER PROGRAM

Through already in existence, the Commission is seeking the assistance of New Mexico Technological Assistance Program to expand the current program to include additional types of hearing impaired assistive equipment for short term loans. Additionally the Program is seeking to expand to include an outreach segment that will allow a mobile display and awareness education module to travel around the State of New Mexico to Malls, Seminars, Conferences and other large gathering areas.

The awareness education module would seek to educate both the general public and those persons who are deaf or hard of hearing about the different types of assistive technology available. The program would enlist the support and help of DVR, the New Mexico Relay, various private entities, vendors of specialized equipment for the hearing impaired, volunteer organizations for deaf and hard of hearing people, as well as for the staff for the Commission. By enlisting the help and participation of the many groups, the cost of the program should be minimal and consist mainly of personnel and travel costs.

LAW ENFORCEMENT TRAINING PROJECT

The goal of this proposed project is to provide "first responder" training for law enforcement and emergency dispatch individuals across the state at a very small cost to the State of New Mexico and to the various agencies receiving the training.

New Mexico Association for the Deaf will be working in conjunction with the Commission to handle the financial end of the project. Grants and funding will be sought from the many various law enforcement FOPs and Associations across the state. The cost will be kept to a minimum (most likely \$20.00 per person) to ensure a larger group of participants.

The Commission will be working with the New Mexico Law Enforcement Academy and the State Police Academy to acquire in-service training credit for personnel attending the course. With accreditation of the course, the Commission will seek the cooperation of the different law enforcement departments to allow the officers and dispatchers to receive the training on-duty, as in-service training for their department.

The three topics covered in the 12 hour course will be:

"Initial Contact, Sign Language Course for Law Enforcement."

A course for law enforcement officers and emergency dispatchers. This course will provide basic signs for initial contact communication with a deaf individual. Students will be taught basic signs

necessary to communicate information; and at what point in communication and under what circumstances a sign language interpreter should be called in.

"How to Handle Deaf Contacts"

A course in proper methods in communicating especially for non-signing deaf or hard of hearing persons.

"TTY Usage and Etiquette"

A course that provides a basic overview of deafness, typed ASL, the use of TTYs and TTY etiquette. The knowledge learned from this course will enable the officer/operator to better understand and respond to persons calling for assistance by TTY.

The courses will be taught by qualified Commission staff, teachers from the New Mexico School for the Deaf and other qualified college level teachers from across the state. The courses will be offered in strategic locations through out the state, making it more assessable to officers and dispatchers.

NEWSLETTER

The Commission is working with two consumer advocacy groups, Self Help for the Hard of Hearing (SHHH) and the New Mexico Association of the Deaf (NMAD), to develop a newsletter. The first issue is planned for January 1994, and publication will be on either a quarterly or bi-monthly basis.

STATE OF NEW MEXICO
Commission for the Deaf and Hard of Hearing

STATEMENT OF REVENUES AND EXPENDITURES
 Budget Basis and Actual

Year Ended June 30, 1993

	Budget	Actual
Revenues		
General appropriation	\$242,600	\$242,600
JPA with DVR/NMTAP (federal funds)	4,600	4,576
Total Revenues	<u>\$247,200</u> =====	<u>\$247,176</u> =====
 Expenditures		
Personal services	\$106,700	\$103,938
Employee benefits	30,200	29,879
In-state travel	9,000	8,107
Maintenance and repairs	-0-	-0-
Supplies	19,000	18,929
Contractural Services	35,400	35,345
Operating Costs	23,600	22,362
Other costs	200	135
Capital Outlay	20,400	19,784
Out-of-state travel	2,700	2,499
Total Expenditures	<u>\$247,200</u> =====	<u>\$240,978</u> =====
 Funds reverted to General Fund		 \$ 6,163

APPENDIX



NEW MEXICO COMMISSION FOR THE DEAF AND HARD OF HEARING

435 St. Michael's Dr., Building D
P.O. Box 5138 ■ Santa Fe, New Mexico 87502-5138
505-827-7588 TDD ■ 505-827-7584 Voice ■ 505-827-7589 Fax

Commissioners

Mr. Steve Hamerdinger, Chair

Mrs. Lucille B. Trujillo

Mrs. Daisy Rice

Ms. Susan Fry Littlefield

Mr. Gary Mimms Beene

Mr. Julian Carrillo

Dr. Gilbert L. Delgado

Bruce King
Governor

Robert A. Geesey
Executive Director

M E M O R A N D U M

TO: Robert A Geesey
Executive Director

FROM: Mark Wilkerson
Interpreter Referral Service Coordinator

DATE: October 13, 1993

RE: New Mexico Commission for the Deaf and Hard of Hearing
Interpreter Referral Services Statistics July 1, 1992 to Present

Enclosed are the reports as per your request at the staff meeting on 9/27/93. These reports reflect statistical totals for the Referral Service from July 1, 1992 till October 8, 1993.

Total Jobs Requested	616
Total Jobs Filled	573
Total Jobs Cancelled	43
Cancelled by Client	34
Not Enough Notice to Fill	4
No Interpreter Available	5
Percentage of Jobs filled/with Interpreter	98%
Total Number of Interpreters Placed	88
Total Number of Certified Interpreters Placed	32
Total Number of Jobs filled by Certified	296
Total Number Non-Certified Interpreters Placed	56
Total Number of Jobs filled by Non-Cert.	349
Total Interpreter Placements	645
Total Number Active Interpreters (10/8/93)	68
Total Number School Interpreters (10/8/93)	32
Total Number Jobs M-F 3:30-11:59pm (School Temps)	67
Total Number School Interpreters used for slots	26

DEAF AND HARD OF HEARING STUDY

to

ROBERT A. GEESEY
Executive Director
New Mexico Commission for the Deaf and Hard of Hearing
1435 St. Francis Drive
Santa Fe, New Mexico 87505

Submitted

by

SOUTHWEST CONSULTING GROUP
2401 Ridgeview Drive
Farmington, New Mexico 87401
(505) 325-2124

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- "A" Survey Instruments
- "B" Narrative Responses
- "C" Raw Data
- "D" Provider Mailing List
- "E" General Public Mailing List

I. Project Overview and Methodology

The New Mexico Commission for the Deaf and Hard of Hearing entered into an agreement with Southwest Consulting Group in May 1993 to identify the deaf and hard of hearing population's service needs in New Mexico. In an attempt to identify both the deaf and hard of hearing population and their service needs the survey project proposed by Southwest Consulting Group (SCG) focused on service needs related to job training, transportation, recreation and communication. In many respects, members of the deaf and hard of hearing population have developed a unique culture. Communication issues and lifestyle issues are somewhat different among this population than with the general hearing population. This population above all others who are physically challenged, have often been left behind or without services available to the general population because of their deafness or hearing loss. They are often required to have interpreters to receive services because service providers do not have an American Sign Language certified person on staff; thereby, leaving them dependent on someone else for their needs.

The overall project goal was to provide a process to survey and report findings of service needs of the deaf and hard of hearing population in New Mexico, agencies who serve the deaf and hard of hearing population, and the general public to identify their experience with the deaf and hard of hearing population for the New Mexico Commission for the Deaf and Hard of Hearing. In an attempt to identify the deaf and hard of hearing populations, the project identified three major groups to survey: 1) deaf and hard of hearing individuals in the state; 2) service providers who provide services to the deaf and hard of hearing; to what extent and what services are provided; and, what service providers do not provide services to the deaf and hard of hearing and reasons why not; and, 3) the general public, to identify their knowledge and experience with persons who are deaf and hard of hearing in the state.

We attempted to first locate the deaf and hard of hearing individuals in the state to complete the consumer survey instrument. Surveys were distributed to the students at the New Mexico School for the Deaf the last week of classes. The second major group of deaf and hard of hearing individuals were targeted at the New Mexico Association for the Deaf conference in Las Cruces. An association of the Hard of Hearing (SHHH) were also targeted at one of their meetings in Albuquerque in June 1993. Other deaf and hard of hearing individuals were located through a variety of resources and surveys mailed.

The second and third components of the survey development and mailing focused on service providers and the general public. The service provider survey was mailed to all 88 school districts in New Mexico, and 845 service providers in the state including local, county, state and federal government agencies, criminal justice agencies and private service agencies including social and recreation agencies, counseling, educational, vocational, religious, and rehabilitation service agencies.

The general public was surveyed in two ways. A telephone survey was conducted and a written survey was sent to over 2,000 New Mexicans. Samples were chosen based upon the number of individuals residing in each county of the state. Selection of participants was based upon the percentage of overall state population within each county. Table 1 on the following page offers a graphic description of the numerical breakdown for selection of participants in the telephone interview and the self administered survey.

It is our hope that the results of this study will provide information that will lead to the improvement of services for all deaf and hard of hearing residents in New Mexico. It appears that one of the most important aspects in looking into the future for deaf and hard of hearing New Mexicans is the need for all New Mexicans to be educated about the uniqueness of this population and learn how to be comfortable communicating and associating with the deaf and hard of hearing.

**Table 1. State Population,
Percentage, and Sample Size**

County	Total Population	Percent	Phone Calls	Mailings
1 Bernalillo	480,577	31.72%	159	634
2 Catron	2,563	0.17%	1	3
3 Chaves	57,849	3.82%	19	76
4 Cibola	23,794	1.57%	8	31
5 Colfax	12,925	0.85%	4	17
6 Curry	42,207	2.79%	14	56
7 DeBaca	2,252	0.15%	1	3
8 Dona Ana	135,510	8.94%	45	179
9 Eddy	48,605	3.21%	16	64
10 Grant	27,676	1.83%	9	37
11 Guadalupe	4,156	0.27%	1	5
12 Harding	987	0.07%	0	1
13 Hidalgo	5,958	0.39%	2	8
14 Lea	55,765	3.68%	18	74
15 Lincoln	12,219	0.81%	4	16
16 Los Alamos	18,115	1.20%	6	24
17 Luna	18,110	1.20%	6	24
18 McKinley	60,686	4.01%	20	80
19 Mora	4,264	0.28%	1	6
20 Otero	51,928	3.43%	17	69
21 Quay	10,823	0.71%	4	14
22 Rio Arriba	34,365	2.27%	11	45
23 Roosevelt	16,702	1.10%	6	22
24 Sandoval	63,319	4.18%	21	84
25 San Juan	91,605	6.05%	30	121
26 San Miguel	25,743	1.70%	8	34
27 Santa Fe	98,928	6.53%	33	131
28 Sierra	9,912	0.65%	3	13
29 Socorro	14,764	0.97%	5	19
30 Taos	23,118	1.53%	8	31
31 Tarrant	10,285	0.68%	3	14
32 Union	4,124	0.27%	1	5
33 Valencia	45,235	2.99%	15	60
	1,515,069		1	500
				2,000

II. Results from the School District Survey

A copy of the survey instrument presented in Appendix "A" of this report was mailed to all eighty-eight public school districts in the state. A total of forty-two (48%) were completed and returned. The reported range of student population was 97 to 92,000, with a total of 155,659 students. It is interesting to note that only 263 students (.17%) were reported as being deaf or hard of hearing.

As shown in Figure 1, a wide variety of services are offered by the districts. As mandated by law, all of them offer Special Education. The majority of districts report offering services related to transportation, health, basic living skills, job training, and substance abuse counseling. Only 17% report offering child care services.

Figure 1. Services Provided
by Schools in District
(n=42)

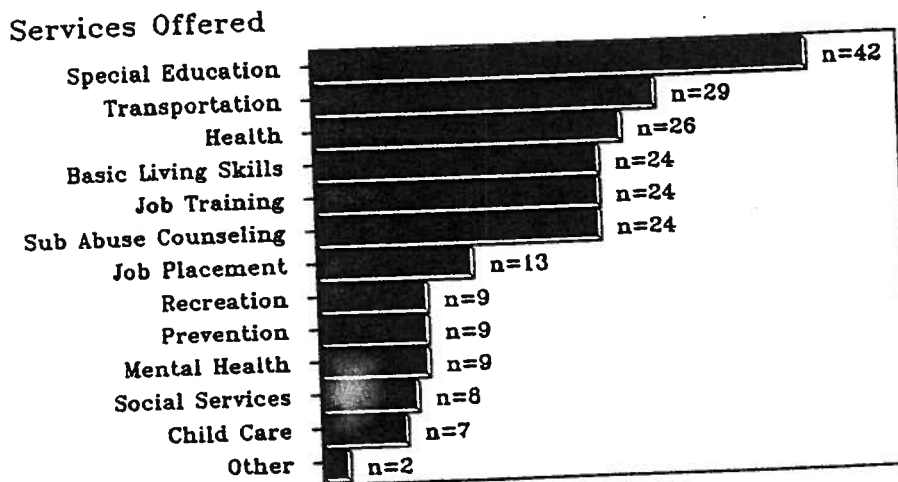


Figure 2, on the following page, shows that 90% of the respondents do not receive any funding specific to the deaf or hard of hearing community. As reported by the narrative comments, in the majority of cases these funds are available through the Special Education efforts of the districts.

As displayed in Figure 3, 45% report at least one staff member who has been trained in sign language. Of the nineteen districts reporting staff trained in this skill, these staff represented between .05% and 10% of the total district staff.

Figure 2. Receipt of Grants or Other Financial Support for Deaf or Hard of Hearing (n=42)

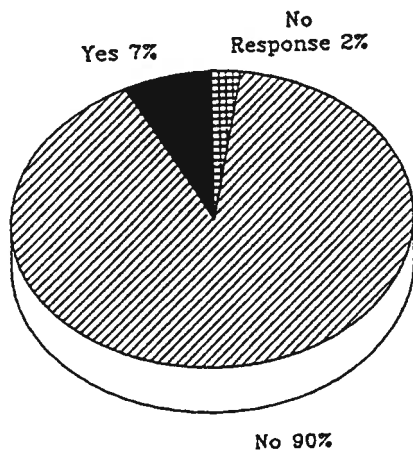


Figure 3. Staff Trained In Sign Language (n=42)

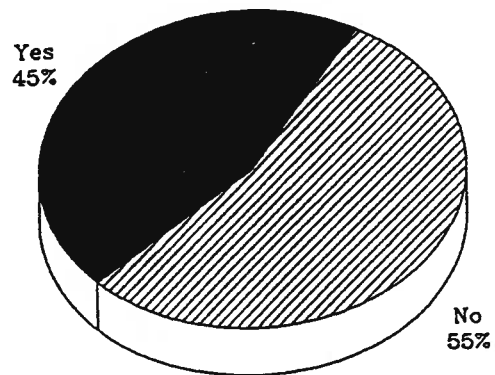
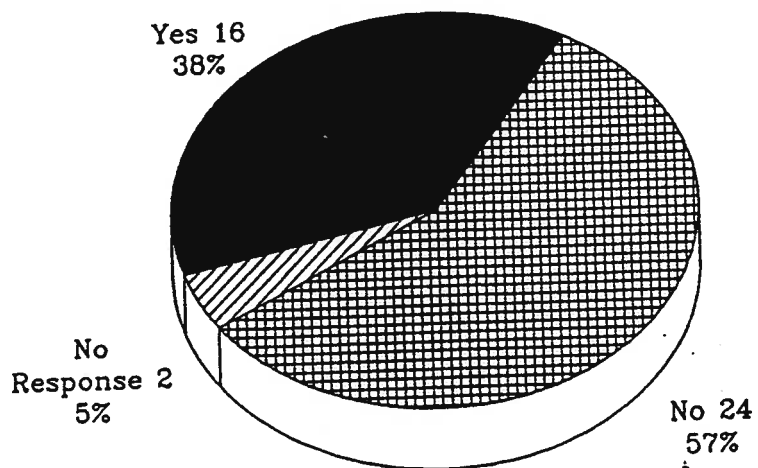


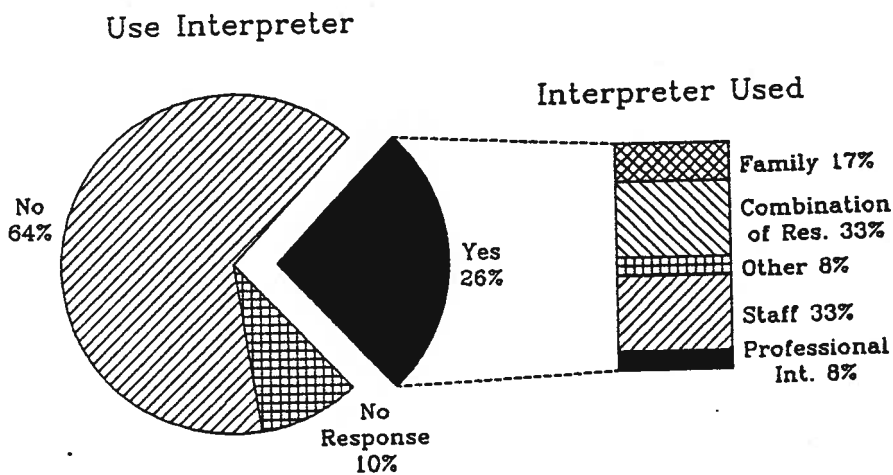
Figure 4 presents the number and percentage of districts indicating that they contract for services for the deaf or hard of hearing. While 38% (n=16) report that they do contract for these services, the majority of districts (57%) do not.

Figure 4. Contract for Services for the Deaf or Hard of Hearing (n=42)



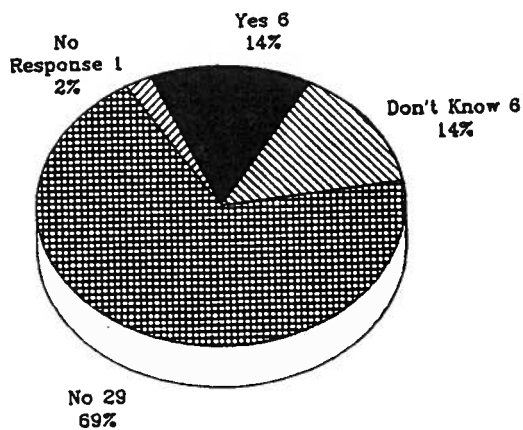
As displayed in Figure 5, 26% (n=11) of the districts use an interpreter when dealing with deaf or hard of hearing students. While 33% (n=4) of these depend solely upon staff to provide these services, only one district reports using only professional interpreters to interact with deaf or hard of hearing students.

Figure 5. Use Interpreter When Dealing With Deaf or Hard of Hearing Student (n=42)



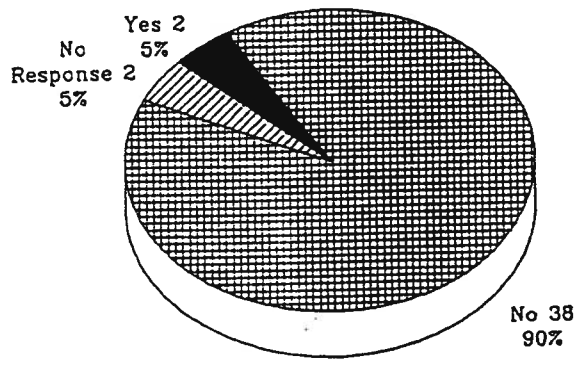
Only 14% (n=6) of the districts report TTY availability on their telephone system. It is interesting to note that the same number of respondents indicate that they do not know if their system has this capability or not.

Figure 6. Availability of TTY Equipment (n=42).



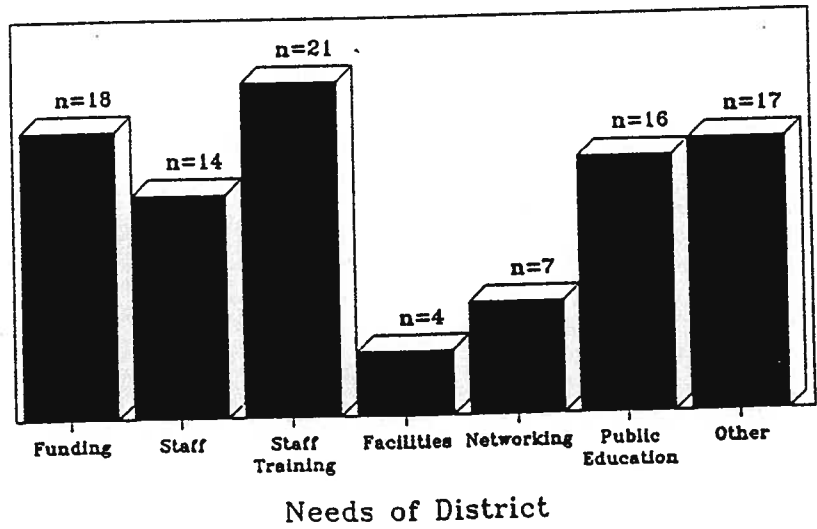
As displayed in Figure 7, only 5% (n=2) of the respondents reported being aware of deaf or hard of hearing individuals in their community who require services but are not receiving them. At least some portion of this low reporting rate may be due to the isolation of the deaf and hard of hearing community.

Figure 7. Aware of Deaf or Hard of Hearing Individuals Not Receiving Needed Services (n=42)



When asked "what does your district need to be better able to serve members of the deaf and hard of hearing community," respondents offered a wide variety of suggestions. As shown in Figure 8, 50% (n=21) of the respondents noted staff training as a need. Only 10% (n=4) indicated the need for additional facilities, while 43% (n=18) noted funding and 33% (n=14) marked additional staff. It is also important to point out that 38% (n=16) reported public education related to the special needs of the deaf and hard of hearing as an important need.

Figure 8. Needs of District to Better Serve Members of the Deaf or Hard of Hearing Community (n=42)

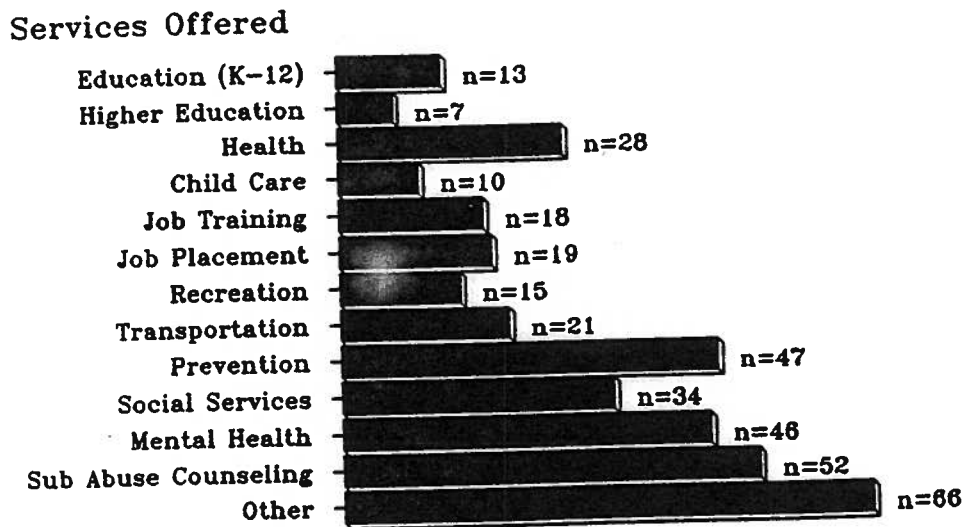


III. Results from Service Provider Survey

Presented in Appendix "D" of this report, a "Service Provider list" of 847 agencies was compiled. Each of these organization was mailed a copy of the "Service Provider Survey" which is shown in Appendix "A". A total of 163 (19%) surveys were completed and returned. It was reported that a total of 586,560 people are served by these organizations with individual service populations ranging from 10 to 72,000. While the reported number who are deaf or hard of hearing ranged from 0% to 100%, the majority report that 5% or less of those individuals receiving service from their organization are identified as deaf or hard of hearing.

As shown in Figure 9, the represented organizations offer a broad range of services. Approximately 12% (n=20) are involved in education services, while 32% (n=52) offer substance abuse counseling services. Forty percent (n=66) indicate that they offer services which were not identified on the survey form. A review of the narrative responses offered in Appendix "B", shows a broad range of services offered. Courts and law enforcement agencies accounted for a large percentage of responses within this category.

Figure 9. Services Provided by Organization* (n=163)



*More than one service may be offered

Figures 10 and 11 show that the majority of the respondents represent public organizations which have been in existence for ten years or longer. While 37% (n=61) represent private organizations, only 16% (n=26) have existed for less than five years.

Figure 10. Type of Organization (n=163)

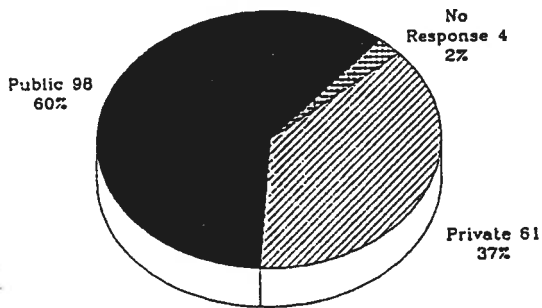


Figure 11. Number of Years Organization Has Existed (n=163)

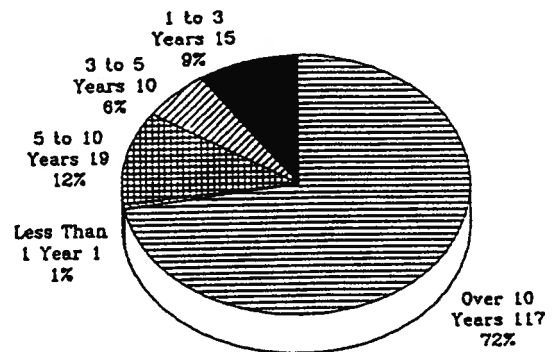
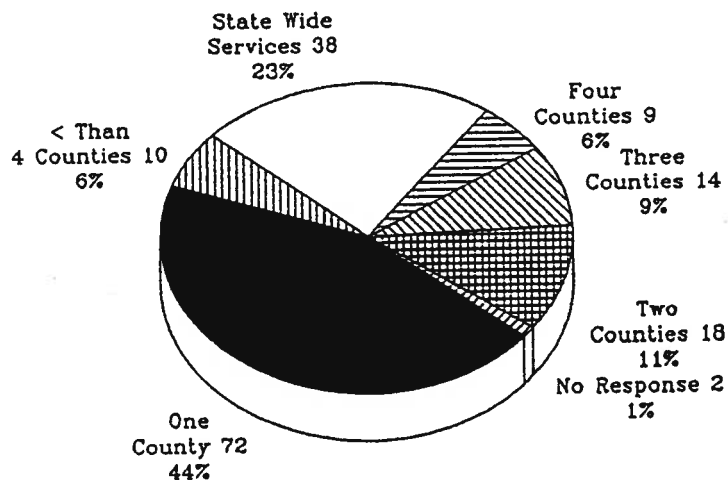


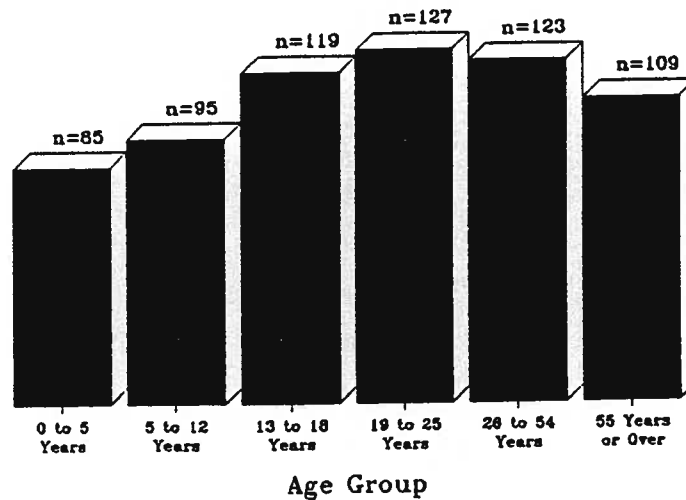
Figure 12 presents the number of counties within each organization's service area. While the largest percentage (44%) of organizations offer services within one county, 23% (n=38) offer services throughout the state.

Figure 12. Number of Counties Served by Organization (n=163)



As displayed in Figure 13, services are offered to all age groups. While the smallest percentage of organizations addressed service to the zero to five year group, this still represents 52% of the organizations. Many of the respondents report offering services to all ages.

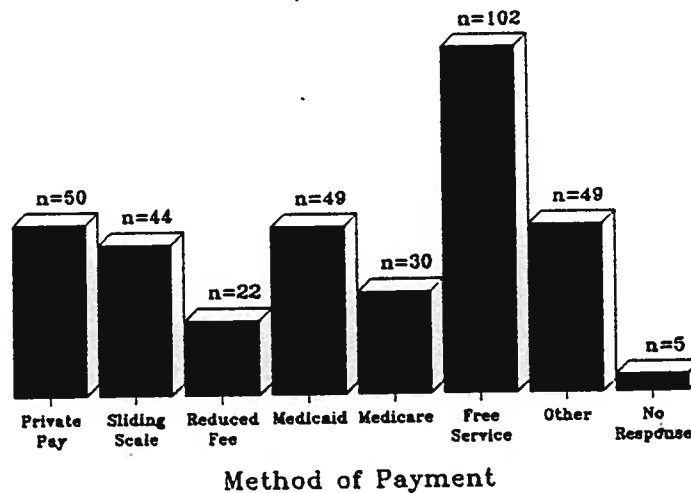
Figure 13. Age Group of Clients*
(n=163)



*More than one age group may be served

As displayed in Figure 14, 63% (n=102) of the organizations provide at least some services at no cost to the recipient. Forty-nine (30%) report receiving payment through some other method which includes insurance, taxes, and other government programs. A few organizations depend on private donations to pay for the cost of service.

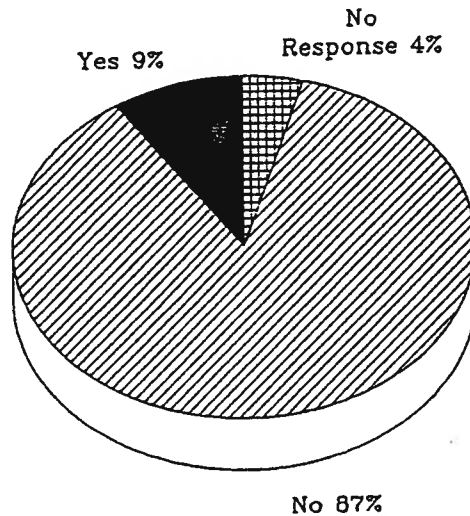
Figure 14. Method(s) Used by
Clients to Pay for Services*
(n=163)



*More than one method may be used

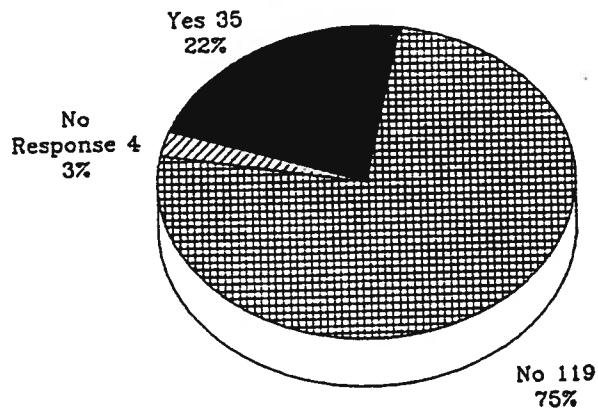
As displayed in Figure 15, 87% of the organizations do not receive any funding specific to addressing the needs of the deaf or hard of hearing community. However, a number of respondents indicated that they receive funding which may be accessed by a variety of individuals, including deaf and hard of hearing.

Figure 15. Receipt of Grants or Other Financial Support for Deaf or Hard of Hearing (n=163)



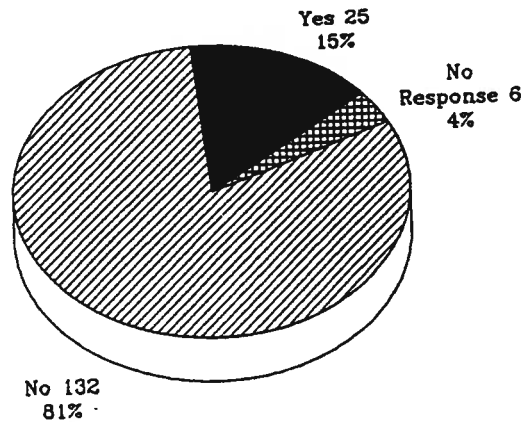
As displayed in Figure 16, 22% of the organizations report at least one staff member who has been trained in sign language. With one exception which has 100% of its staff trained in sign language, of the remaining 34 organizations reporting staff trained in this skill, these staff represent between 1% and 30% of the total staff.

Figure 16. Staff Trained In Sign Language (n=158)



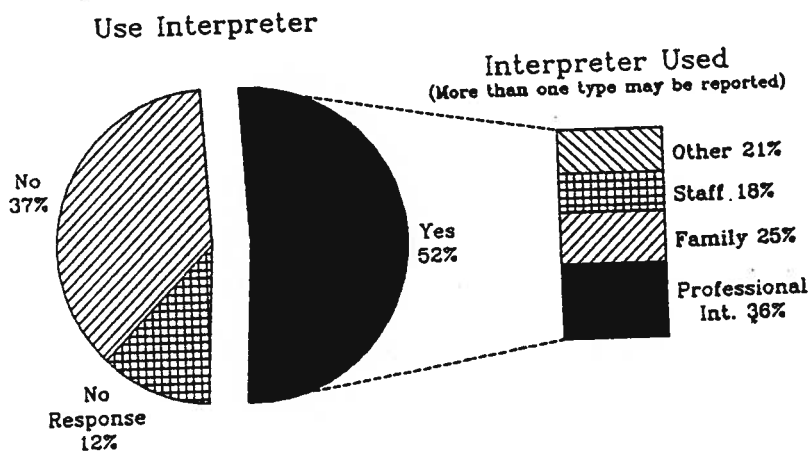
As shown in Figure 17, only 15% (n=25) of the participating organizations contract for services specific to the deaf and hard of hearing. A review of the narrative comments associated with this question as presented in Appendix "B" indicates that the majority of these contracts are for interpreters.

Figure 17. Contract for Services for the Deaf or Hard of Hearing (n=163)



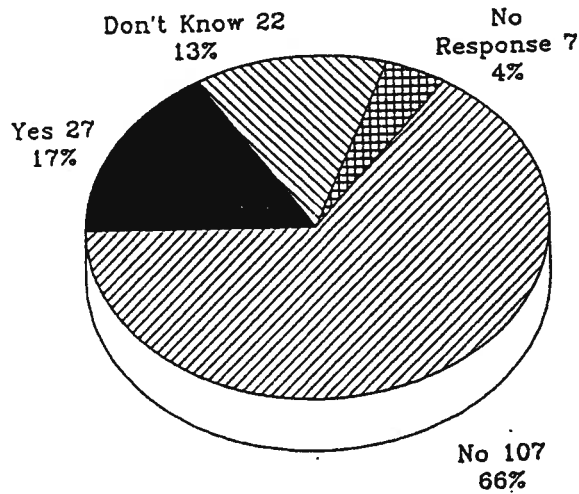
As displayed in Figure 18, 52% (n=84) of the respondents report the use of an interpreter when dealing with deaf or hard of hearing individuals. While professionals are the most common source for these services, several noted that they have never been faced with the problem of needing an interpreter.

Figure 18. Use Interpreter When Dealing With Deaf or Hard of Hearing Student (n=163)



Only 17% (n=27) of the organizations have TTY equipment associated with their telephone system. It is equally important to note that 13% (n=22) do not know if they have this equipment or not.

Figure 19. Availability of TTY Equipment (n=163)



As shown below, 14% (n=23) of survey participants representing service providers indicated knowledge of deaf or hard of hearing individuals in their community who require services but are not receiving them. A review of the narrative comments related to this question shows a strong need for training, information and referral, and access to interpreters.

Figure 20. Aware of Deaf or Hard of Hearing Individuals Not Receiving Needed Services (n=163)

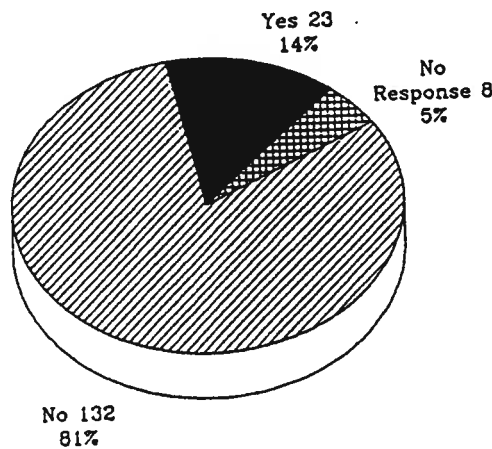
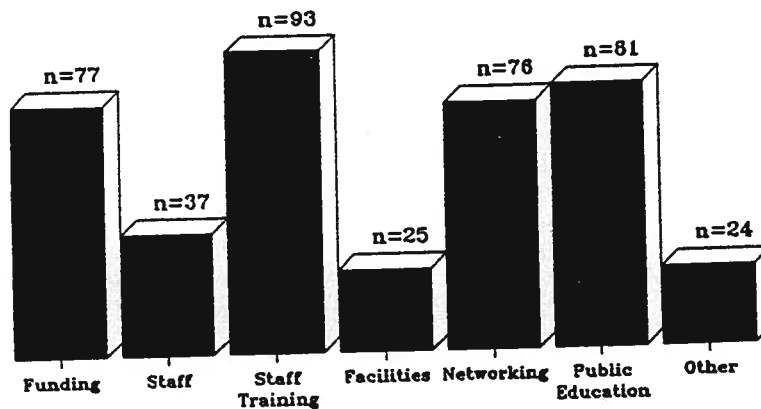


Figure 21 shows that 57% (n=93) of the respondents felt that staff training would assist their organizations in better serving the needs of the deaf and hard of hearing community. This theme of information sharing is also supported by the request for networking with other providers (47%) and the request for education of the general public (50%). This call for knowledge and information is further supported by the comments related to this question as presented in Appendix "B" of this report.

Figure 21. Needs of Organization to Better Serve Members of the Deaf or Hard of Hearing Community (n=163)*



Needs of Organization

*More than one response may apply

IV. Results from the General Public Telephone Interviews

Based upon a sample size of 500, a representative sample was selected from each county in the state as described in the methodology section of this report. Interviewers were directed to make three attempts to contact each selected household. Each call was made at a different time of day (i.e., morning, evening, and weekend). If there was no contact after three attempts, the call was listed as "no answer". There were a total of 205 (41%) "No Answer" calls. Of the remaining members of the sample, 137 (27%) refused to participate and 158 (32%) completed the interview. Of this number 3 (2%) refused to provide most of the descriptive information about themselves.

Figure 22 presents the length of time that the respondent has resided in New Mexico. It indicates a stable population with 31% (n=48) residing in the state for less than ten years.

Figure 23 shows a relatively high level of education, with 11% (n=17) reporting less than a high school education, and 36% (n=57) having earned a college degree. A total of 28% (n=44) obtained a high school degree or technical training.

Figure 22. Length of Time
In New Mexico
(n=158)

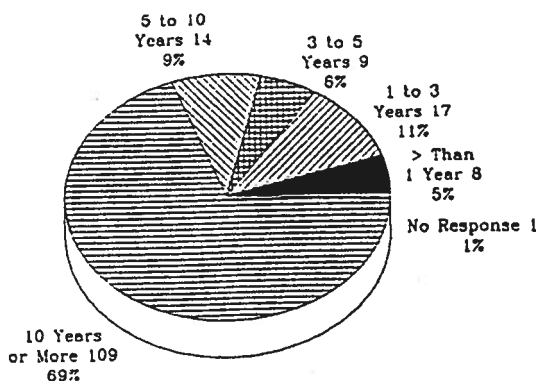


Figure 23. Highest Level
of Education
(n=158)

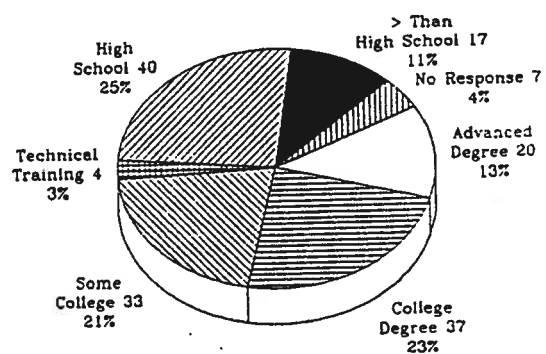
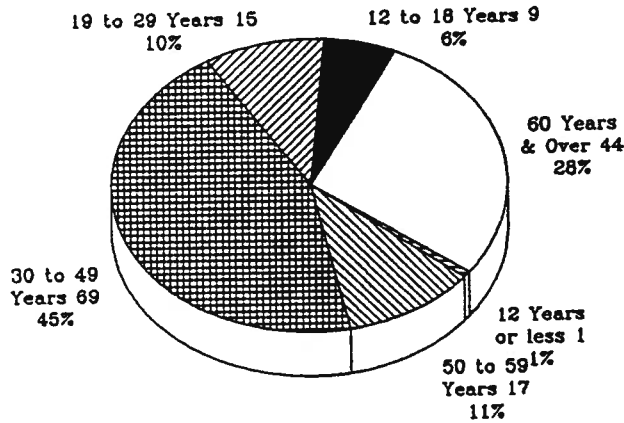


Figure 24 presents the age of the respondents. While 17% (n=25) are 29 years old or younger, 39% (n=61) are 50 years or older.

Figure 24. Age of Respondent
(n=155)



As displayed in Figure 24, 67% (n=103) of the respondents now know, or have known at least one deaf or hard of hearing person. Friends or acquaintances account for 39% (n=48) of this group, while spouses, children, or other relatives account for 48 of the individuals known.

Figure 25. Know Anyone Who Is
Deaf or Hard of Hearing
(n=154)

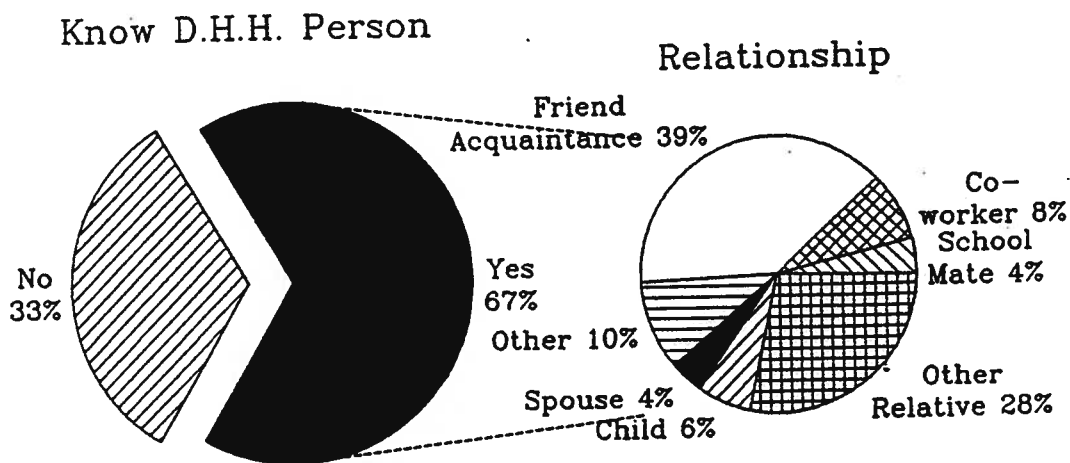
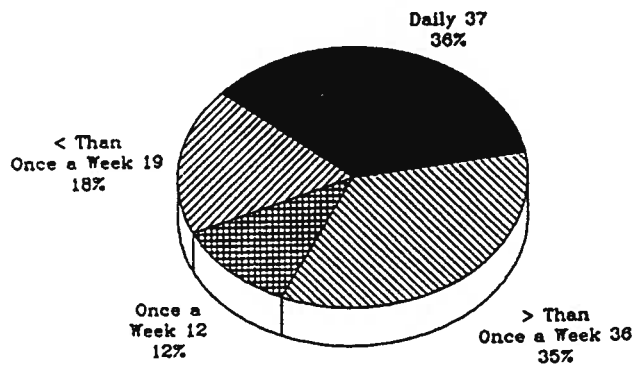


Figure 26 shows the frequency of contact of the respondent with a deaf or hard of hearing individual. Of the 104 responses to this question, 36% (n=37) indicated daily contact. A total of 47% (n=48) reported contact once a week or less.

Figure 26. Frequency of Contact With Deaf or Hard of Hearing Person (n=104)



As displayed in Figure 27, 50% (n=52) experienced difficulty communicating with the deaf or hard of hearing person(s) they knew. The narrative comments related to this question indicate that the respondents often identified their own lack of skill as the primary problem.

Figure 28 shows that 75% (n=76) report feeling comfortable communicating with deaf or hard of hearing people.

Figure 27. Difficulty Communicating With Deaf or Hard of Hearing Person (n=103)

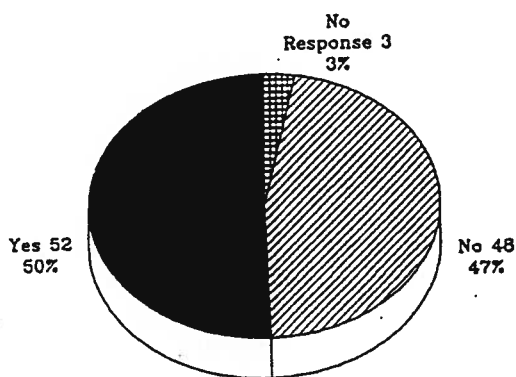
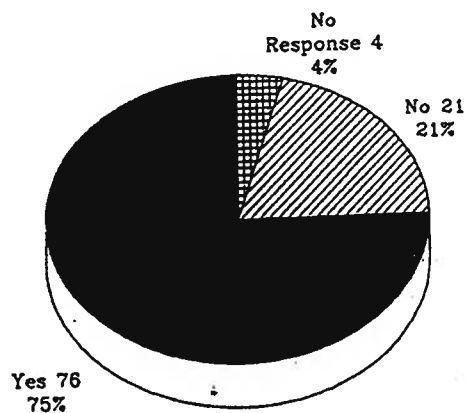
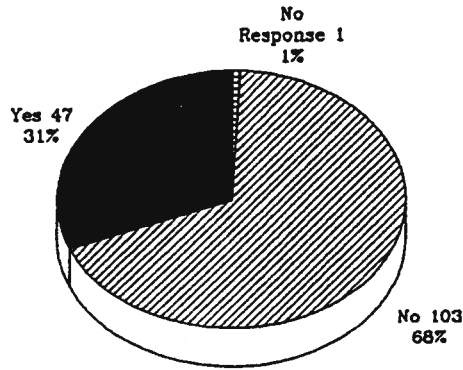


Figure 28. Are You Comfortable Communicating With Deaf or Hard of Hearing People (n=101)



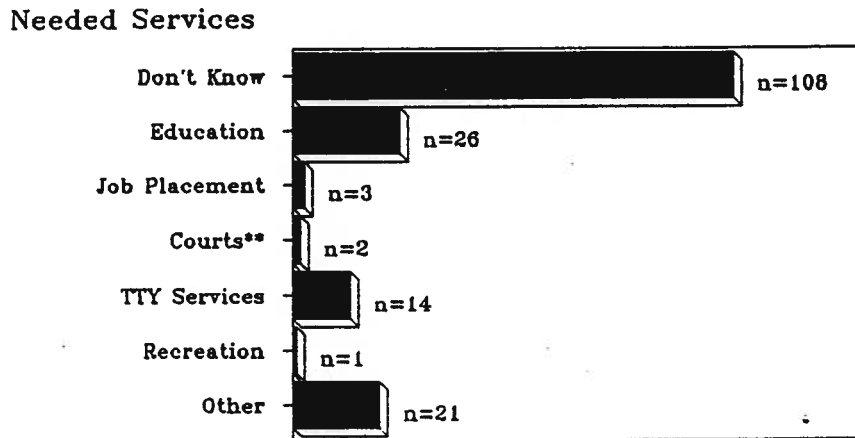
As shown in Figure 29, 31% (n=47) of the respondents are aware of services in their community specific to the deaf or hard of hearing. Sixty-eight percent reported no knowledge of any services.

Figure 29. Are You Aware of Services in Your Community for the Deaf or Hard of Hearing (n=151)



As displayed in Figure 30, 69% (n=108) of the respondents do not know what services are needed by the deaf or hard of hearing community. This may be a result of the isolation experienced by deaf or hard of hearing people, and indicates the need for educating the general public.

Figure 30. Services Needed by Deaf or Hard of Hearing People (n=157)*



*More than one response may apply

**Help interacting with the courts

V. Results from the General Public Survey

Based upon a sample size of 2,000, a numeric sample was selected from each county in the state as described in the methodology section of this report. Each selected household was mailed a copy of the General Public Survey and a return envelope. A total of 94 (5%) were returned. This number is consistent with the anticipated return of mail out surveys to the general population.

Figure 31 presents the length of time that the respondent has resided in New Mexico. It indicates a stable population with 68% (n=64) of the population residing in the state for ten years or more.

Figure 32 presents the age of the respondents. While 10% (n=9) are 29 years old or younger, 44% (n=41) are 50 years or older.

Figure 31. Length of Time
In New Mexico
(n=94)

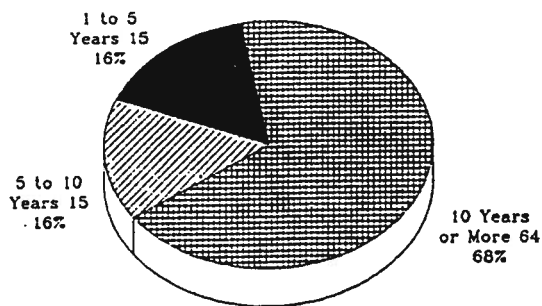


Figure 32. Age of Respondent
(n=93)

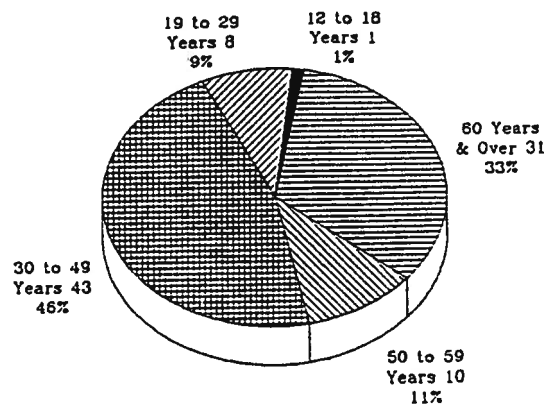


Figure 33 shows that 6% (n=6) of the respondents reported having less than a high school education, while 44% (n=41) have a college degree or advanced degree. A total of 18% (n=17) obtained a high school diploma or technical training.

As indicated in Figure 34, the majority of the respondents are Anglo (71%). Hispanics account for 21% (n=19) of the respondents, while Asians, Native Americans, and Other make up the remaining 8%.

Figure 33. Highest Level of Education (n=93)

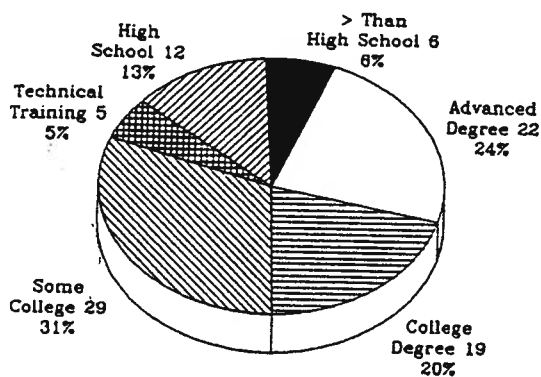
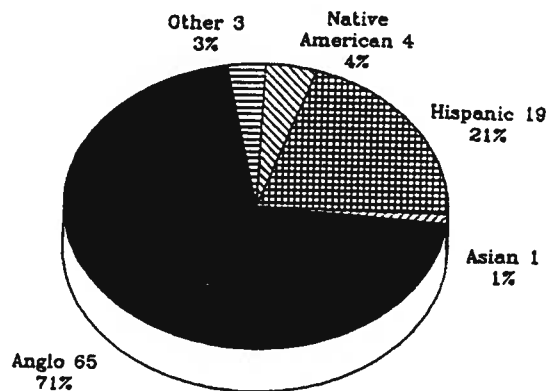


Figure 34. Ethnicity (n=92)



As displayed in Figure 35, 88% (n=81) of the respondents now know, or have known at least one deaf or hard of hearing person. Friends account for 22% (n=28) of this group, while spouses, children, or other relatives account for 55 of the individuals known.

Figure 35. Know Anyone Who Is Deaf or Hard of Hearing (n=92)

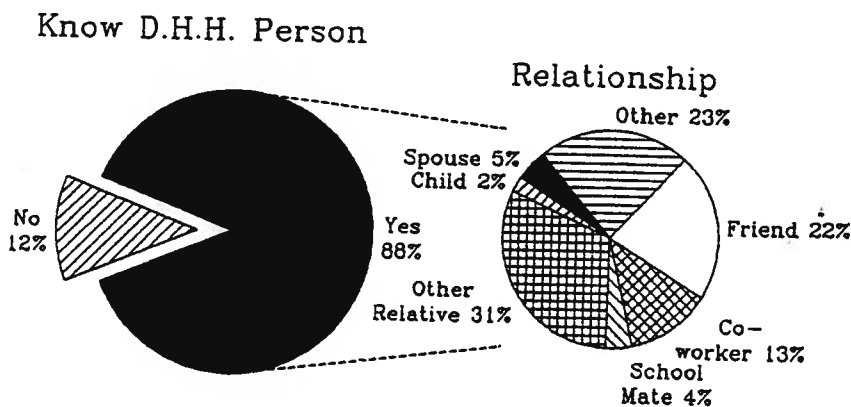
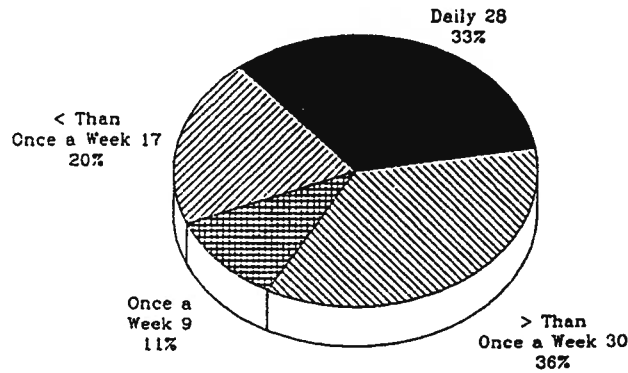


Figure 36 shows the frequency of contact of the respondent with a deaf or hard of hearing individual. Of the 84 responses to this question, 33% (n=28) indicated daily contact. A total of 47% (n=39) reported contact once a week or less.

Figure 36. Frequency of Contact With Deaf or Hard of Hearing Person (n=84)*



*More than one response may apply

As displayed in Figure 37, 50% (n=52) experienced difficulty communicating with the deaf or hard of hearing person(s) they knew. The narrative comments related to this question indicate that the respondents often identified their own lack of skill as the primary problem.

Figure 38 shows that 75% (n=76) report feeling comfortable communicating with deaf or hard of hearing people.

Figure 37. Difficulty Communicating With Deaf or Hard of Hearing Person (n=82)

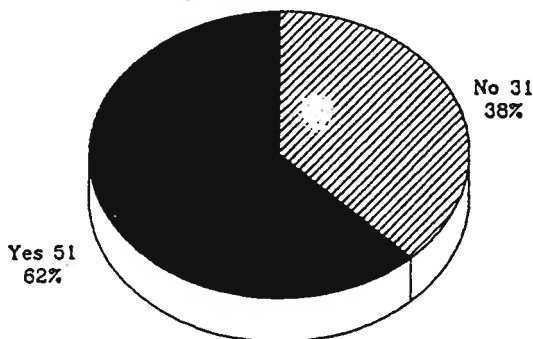
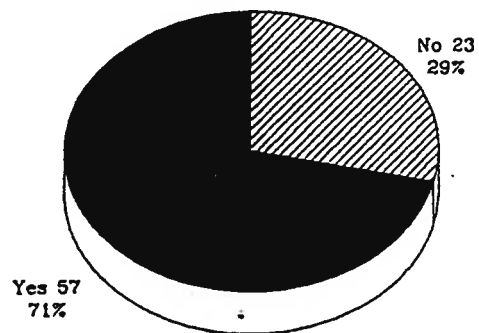
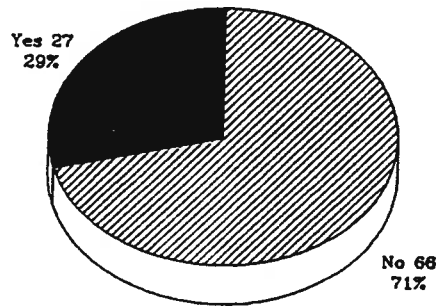


Figure 38. Are You Comfortable Communicating With Deaf or Hard of Hearing People (n=80)



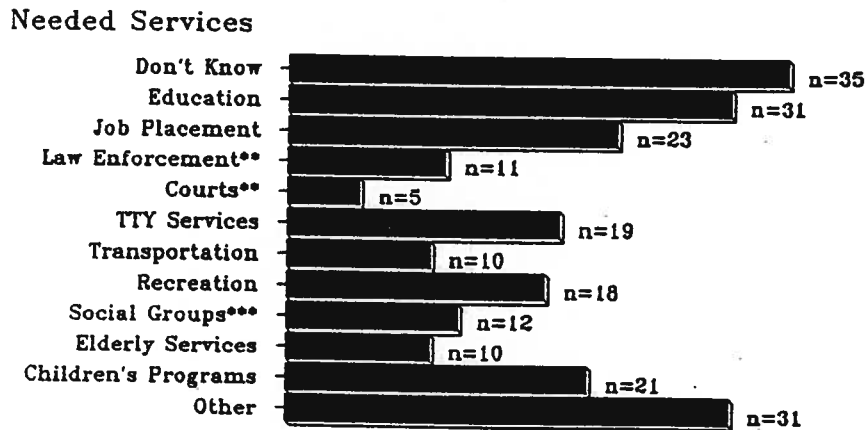
As shown in Figure 39, 29% (n=27) of the respondents are aware of services in their community specific to the deaf and hard of hearing. Seventy-one percent (n=66) reported no knowledge of these services.

Figure 39. Are You Aware of Services in Your Community for the Deaf or Hard of Hearing (n=93)



As displayed in Figure 40, 37% (n=35) of the respondents do not know what services are needed by members of the deaf or hard of hearing community. However, 33% (n=31) feel that education is a needed service, while 33% (n=31) indicated a variety of needs under the category other. These needs are detailed in the comments section of this report which is presented in Appendix "B".

Figure 40. Services Needed by Deaf or Hard of Hearing* (n=94)



*More than one response may apply
 **Help interacting with the organization
 ***Culturally specific

VI. Results from the Consumer Survey

A total of 83 consumers of services for the deaf or hard of hearing responded to the survey. Within this sample, 47% (n=39) are male, and 53% (n=44) are female. The average age of the respondents is 31.5 years, and 42% (n=34) are currently students.

As shown in Figure 41, 64% (n=49) are Anglo (64%). Native Americans account for 19% (n=15), Hispanics for 14% (n=11), and Asians 3% (n=2).

Figure 42 presents the marital status of the respondents. While 55% (n=45) are single, 28% (n=23) are married, 13% (n=11) are divorced, and 4% (n=3) are widowed.

Figure 41. Ethnicity
(n=77)

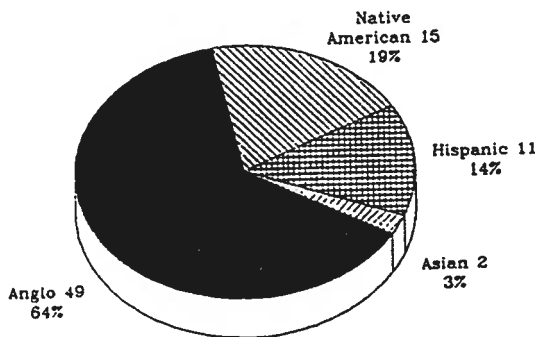


Figure 42. Marital Status
(n=82)

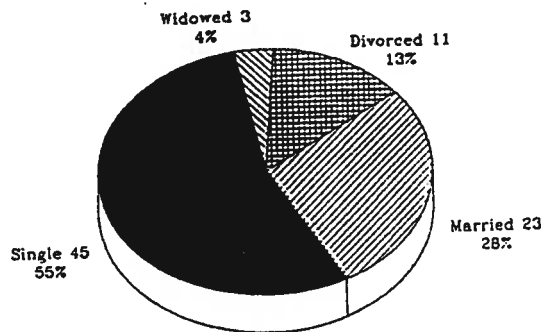


Figure 43 shows that 49% of the respondents have children. Of those individuals identifying themselves as having children, the average number in 2.28.

Figure 44 presents the reported impairments of the respondents. Fifty-eight percent (n=50) reported deafness, 36% (n=31) identified themselves as hard of hearing, and 6% (n=5) indicated other impairments. There were no respondents who indicated blindness as an impairment.

Figure 43. Do You Have Children (n=83)

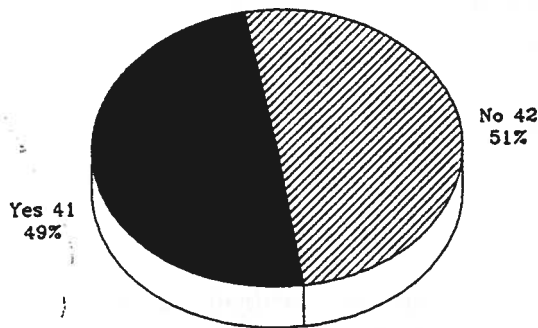
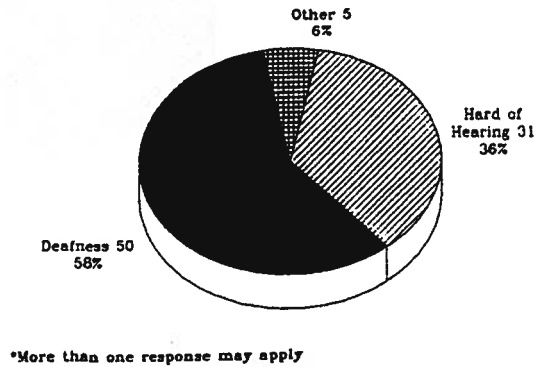


Figure 44. Impairments (n=81)*



As displayed in Figure 45, 28% (n=23) of the respondents have completed a grade between kindergarten and 8th grade as their highest level of education. This high figure may be accounted for by the fact that a number of children who are still in school participated in the survey.

Figure 45. Highest Level of Education (n=83)

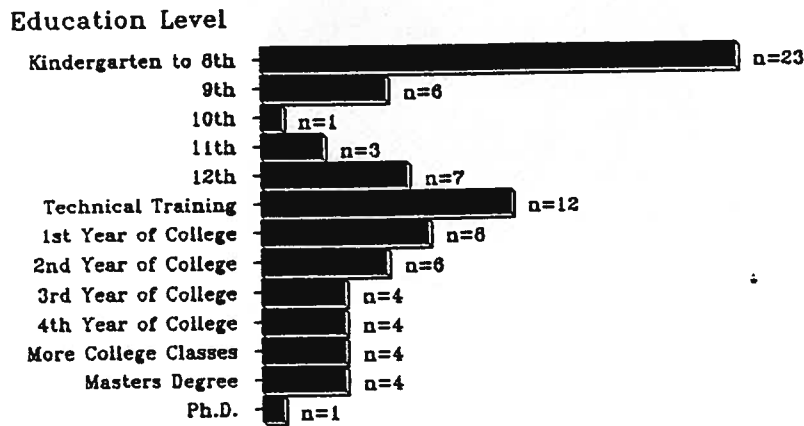


Figure 48 shows that 34% (n=28) of the respondents usually have a job. Of the remaining number, 21% (17) report that the question is not applicable. Although there could be a variety of reasons for this response, we assume that most of these individuals are young students.

Figure 49 reports that 33% (n=26) of the respondents are currently working.

Figure 48. Usually Have A Job (n=82)

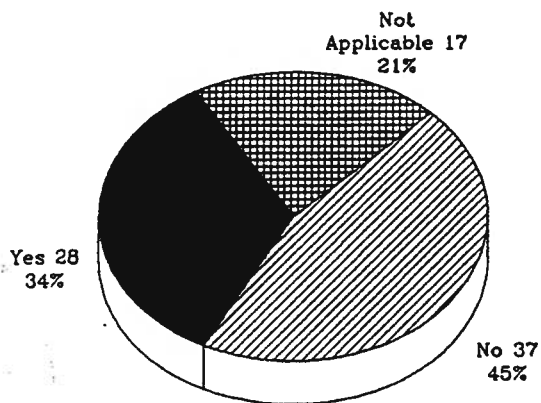
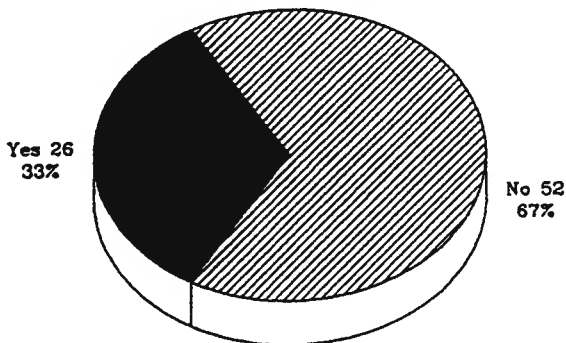
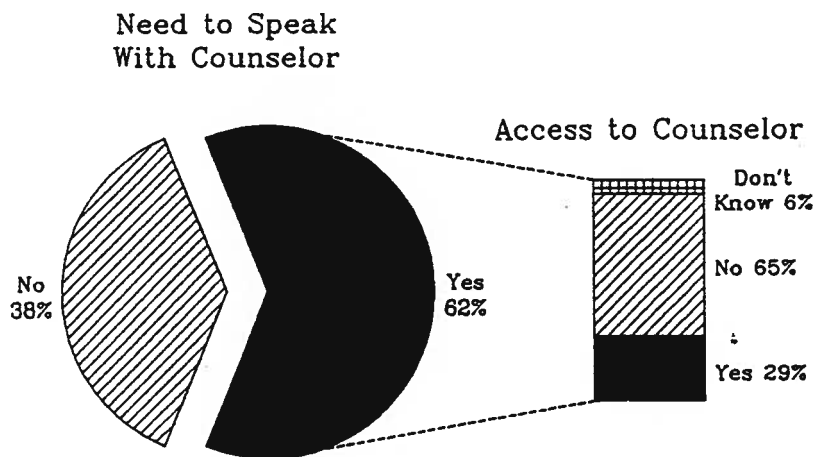


Figure 49. Currently Working (n=78)



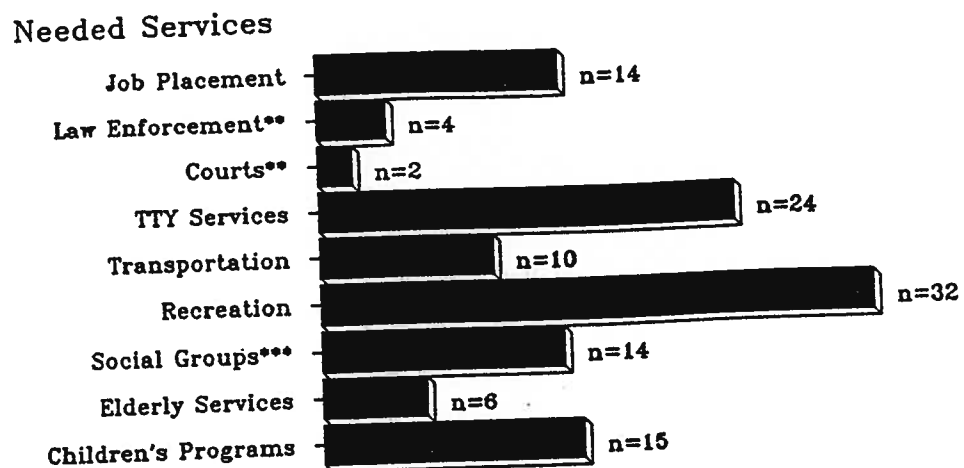
As displayed in Figure 50, 62% (n=43) of the respondents expressed the having had the desire to speak with a counselor. Of this number, 65% (n=28) indicated that they do not have access to a counselor.

Figure 50. Ever Had the Need to Speak With a Counselor (n=69)



As displayed in Figure 51, respondents communicated the need for a wide variety of services. Fifty-Eight percent (n=32) of the respondents identified the need for recreation services. Although only 4% (n=2) noted help with interacting with courts as a need, it is difficult to imagine the effective operation of the criminal justice system without services specific to the deaf and hard of hearing community.

Figure 51. Services Needed
(n=56)*



*More than one response may apply
 **Help interacting with the organization
 ***Culturally specific

VII. Summary

The profiles provided by each of the methodologies included in this project, lead the reader to some general conclusions. Without exception, the schools, organizations, and members of the general public that responded to requests for information shared a common need. A review of the narrative comments from these individuals will show that there is a universal plea for training and awareness education throughout the state. A review of the number of deaf and hard of hearing individuals within the state who the schools and provider organizations claim are accessing services leads even the most casual reader to be concerned. For instance, in the information provided by the schools, less than two-tenths of one percent of our students are *identified* as having a hearing problem. As shown in Table 2 on the following page, the National Center for Health (NCH) estimates that 8.6% of the general population has some significant hearing loss. Either our students are getting services from other organizations which were not reported in this project, or they are not identified as having a hearing problem.

The consumers identified needs related to work. Although numerous equipment was identified as being needed, time and again, the plea from the participating consumer was for training, counseling, and education which would allow for productive employment.

The information offered on the following page uses the population changes from 1980 to 1990 within the state to project population changes during the present decade. Then the NCH figure of 8.6% is applied to determine an estimate of the number of individuals who will require services by the year 2000. Even this rough estimate indicates that there will be significant population growth among the deaf and hard of hearing in New Mexico.

The New Mexico Commission for the Deaf and Hard of Hearing is to be complimented for its work and concern in identifying the services and needs of members of the deaf and hard of hearing community within New Mexico. If this research is any indication, there are many busy years ahead.

**Table 2. State Population Projections and Number of Deaf
and Hard of Hearing Individuals By County**

County	1980 Population	1990 Population	Percent of Change	1990 Number D.H.H.*	2000 Population Projection	2000 Projection D.H.H.**
Bernalillo	419,700	480,577	12.67%	41,330	541,454	46,565
Catron	2,720	2,563	-6.13%	220	2,406	207
Chaves	51,103	57,849	11.66%	4,975	64,595	5,555
Cibola	23,794	23,794	0.00%	2,046	23,794	2,046
Colfax	13,667	12,925	-5.74%	1,112	12,183	1,048
Curry	42,019	42,207	0.45%	3,630	42,395	3,646
DeBaca	2,454	2,252	-8.97%	194	2,050	176
Dona An	96,340	135,510	28.91%	11,654	174,680	15,022
Eddy	47,855	48,605	1.54%	4,180	49,355	4,245
Grant	26,204	27,676	5.32%	2,380	29,148	2,507
Guadalupe	4,496	4,156	-8.18%	357	3,816	328
Harding	1,090	987	-10.44%	85	884	76
Hidalgo	6,049	5,958	-1.53%	512	5,867	505
Lea	55,993	55,765	-0.41%	4,796	55,537	4,776
Lincoln	10,997	12,219	10.00%	1,051	13,441	1,156
Los Alam	17,599	18,115	2.85%	1,558	18,631	1,602
Luna	15,585	18,110	13.94%	1,557	20,635	1,775
McKinley	56,449	60,686	6.98%	5,219	64,923	5,583
Mora	4,205	4,264	1.38%	367	4,323	372
Otero	44,665	51,928	13.99%	4,466	59,191	5,090
Quay	10,577	10,823	2.27%	931	11,069	952
Rio Arrib	29,282	34,365	14.79%	2,955	39,448	3,393
Roosevelt	15,695	16,702	6.03%	1,436	17,709	1,523
Sandoval	34,799	63,319	45.04%	5,445	91,839	7,898
San Juan	81,433	91,605	11.10%	7,878	101,777	8,753
San Migu	22,751	25,743	11.62%	2,214	28,735	2,471
Santa Fe	75,360	98,928	23.82%	8,508	122,496	10,535
Sierra	8,454	9,912	14.71%	852	11,370	978
Socorro	12,566	14,764	14.89%	1,270	16,962	1,459
Taos	19,456	23,118	15.84%	1,988	26,780	2,303
Torrance	7,491	10,285	27.17%	885	13,079	1,125
Union	4,725	4,124	-14.57%	355	3,523	303
Valencia	37,321	45,235	17.50%	3,890	53,149	4,571
	1,302,894	1,515,069	14.00%	130,296	1,727,244	148,543

*Based upon the 8.6% figure used by the National Center for Health to estimate D.& H.H.

**Projections based upon the percentage of population change from 1980 to 1990