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NEW MEXICO

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STATE PUBLICATIONS
PROGRAM

The New Mexico Commission for the Deaf and Hard of Hearing



**1995
Annual Report**

**Robert A. Geesey
Executive Director**

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

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Executive Director***

December, 1995

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COMMISSION INFORMATION

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 who 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 Commissioners presently comprising the Board of the New Mexico Commission for the Deaf and Hard of Hearing (hereafter referred to as the "Commission") are as follows:

- Mrs. Susan Littlefield, Albuquerque, a professional person who is deaf or hard of hearing. Ms. Littlefield's term will expire in January 1996.
- Dr. Madan Vasishta, Superintendent of the New Mexico School for the Deaf, a deaf 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. Mr. Carrillo's term will expires in January 1996.
- Mrs. Daisy Rice, Las Vegas, a deaf of 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, a hearing person.
- Mrs. Faye Falvey, Las Vegas, a deaf person, designated representative of the President of the New Mexico Association of the Deaf.

OFFICERS

1994-1995

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

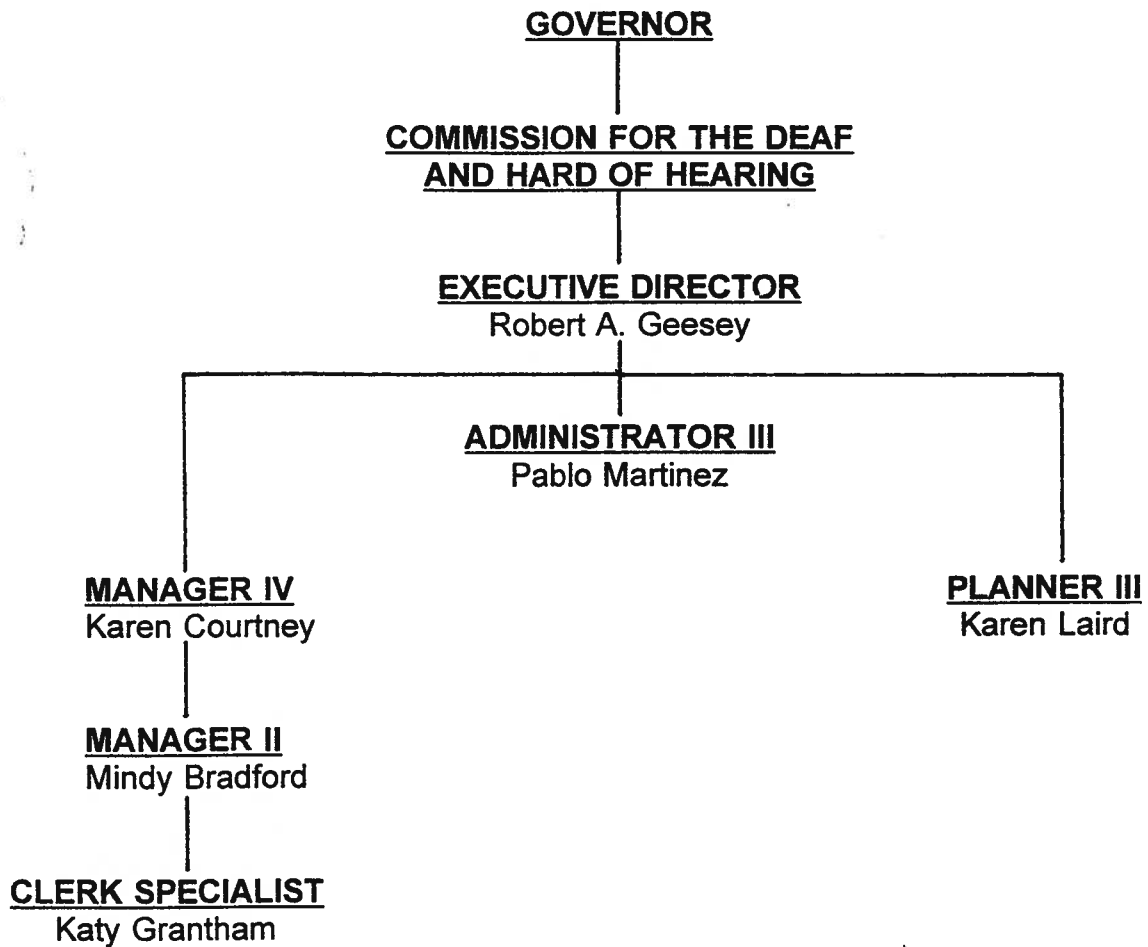
1995-1996

Chair - Ms. Peggy Davis
Vice Chair - Mrs. Faye Falvey
Secretary - Mrs. Daisy Rice

MISSION STATEMENT

"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



COMMISSION ACTIVITIES

BOARD MEETINGS

The Commission's Board meets a minimum of four times a year. It has been the Board's practice to schedule its meetings in different locations throughout the State. During the 1994-1995 year, the Board's meetings were held at the following locations:

July 23, 1994	Old Mid Complex, Alamogordo
November 5, 1994	NMSD, JAL Theatre, Santa Fe
February 4, 1995	Lovelace Ed. Bldg., Albuquerque
May 20, 1995	Holiday Inn, Taos

WORKSHOPS

The Commission gave numerous workshops through the year, both to State agencies and to local consumer groups.

Workshops to State agencies focused on telecommunication access and use of TTYs, understanding deaf culture and language, and use of sign language interpreters.

Workshops to local consumer groups focused on the Americans with Disabilities Act, self-advocacy, leadership, and employment.

ADVOCACY

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

In addition, the Commission has served as an advocate for deaf constituents around the state by educating the private sector concerning the requirements of ADA.

NEW MEXICO RELAY SERVICE

The New Mexico Relay has provided Telecommunication relay services to New Mexico Residents under the oversight of the New Mexico General Service's Department and the Commission for the Deaf and Hard of Hearing. The Executive Director of the Commission serves on the Board of Directors for the New Mexico Relay.

The New Mexico Relay, in conjunction with the Commission, the Community Outreach Program for the Deaf (COPD), and New Mexico School for the Deaf, has provided TTY informational and instructional workshops around the state. These workshops have been presented to both the deaf and hearing communities, educating individuals on how to use TTYs and the Relay Service.

FY95 BUDGET AND AUDIT

The CPA firm, Betts and Bishop, conducted the annual audit on the Commission during October, 1995. The June 30, 1995 financial statements reflect the Commission's expenditures and balance sheet for the year (see Appendix A). The audit found "the results of its (Commission's) operations for the year then ended in conformity with generally accepted accounting principles. Also, in our (Betts and Bishop) opinion, the aforementioned individual fund and account group financial statements present fairly in all material respects, the financial position of the individual fund and account groups of the Commission at June 30, 1995 and the results of operations for the fund for the year then ended in conformity with generally accepted accounting principles."

In addition to the General Fund Operating Budget (see appendix B) allocated for FY95, the Commission entered into three separate JPA agreements with the General Services Department (Telecommunications Equipment Program), the New Mexico Attorney General's Office (Consumer Info Line), and Division of Vocational Rehabilitation (Interpreter Referral). These JPAs increased the budget by \$43,627.00. Those monies reflected direct expenditures on the related programs.

As of June 30, 1995, the Commission had \$26,320.00 in funds to revert to DFA General Fund. \$27,938.00 from the JPA with GSD were non-reverting funds and rolled over into FY96 to run the Telecommunications Equipment Program. \$3,568.00 from the DVR JPA continued into the FY96 year, as the JPA contract was amended to continue until the end of DVR's federal fiscal year.

Additional funds for the Telecommunication Equipment Program and the DVR Interpreter Services were negotiated in a FY96 JPA with GSD and DVR.

1995 PROGRAMS AND PROJECTS

INTERPRETER TASK FORCE

During FY95, the Interpreter Task Force was restructured and became the Advisory Committee on Interpreting. This committee serves the function of advising the Commission's staff on issues related to both referral services and the Quality Assurance Evaluation program.

The Advisory Committee is made up of interpreters, deaf consumers, and business and state agency representatives. The committee meets quarterly. Subcommittees meet as needed to focus on specific issues.

"QUALITY ASSURANCE" ASSESSMENT PROGRAM

The Commission, under a 10-year contract with the National Association for the Deaf, has instituted a state quality assurance certification system for sign language interpreters. For FY96, The Commission not only has set up training workshops for test evaluators, but also has developed testing schedules for certification candidates. The program offers five levels of certification.

INTERPRETER REFERRAL SERVICE

The statewide Interpreter Referral Service is operated through the Commission's Santa Fe Office. The service provides interpreter referral for public and private entities throughout the state. The Referral Service also provides advocacy for the deaf and hard of hearing population by educating and informing the public and private sectors about the Americans with Disabilities Act (ADA) communications access requirements.

Currently, there are approximately 125 Interpreters who have registered with the Commission's Referral Service. Of this number 28 Interpreters are QA Certified and approximately 50 interpreters are certified by The Registry of Interpreter for the Deaf (RID). The Interpreters referred through the Interpreter Referral Service live throughout the state. The majority of available interpreters reside in the Santa Fe and Albuquerque areas. Additional interpreters are listed in Farmington,

Las Cruces, Roswell, Portales, Las Vegas, Estancia, Belen, Los Lunas, Alamogordo, and Taos.

The Interpreter Referral Service received 1,100 requests for interpreters between July 1, 1994 and June 30, 1995. Out of those requests, 3,137 Interpreters were contacted for those jobs, and 1,268 Interpreters placed. During the first six months of FY96, the Service received requests for 678 interpreter placements. 2,090 interpreters were contacted and 822 performed during that time period. The FY95 service reflected a ten percent growth in the use of the service over FY94. The continued growth in the use of the service was reflected in a six percent increase during the first six months of FY96. Continued growth in the need for Interpreter Services is expected as the public and private sectors become better educated of the communication needs of the Deaf and Hard of Hearing People and to meet ADA requirements in this area.

TTY LOANER PROGRAM

Twelve (12) Ultratec 200 TTYs were acquired for short-term loans to individuals in need of a TTY by a Joint Power's Agreement with New Mexico Technology Assistance Program, through a JPA in 1992. The request for loaner TTYs has continued to out-pace the availability of the loaners in FY95.

The loaner program also receives numerous requests for information on assistance in obtaining a TTY. Business, government, and private individuals have contacted the program on a regular basis inquiring about loaners and free machines. These inquiries have been forwarded to DVR.

The highest demand for short-term TTY loans come from individuals who currently have TTYs and 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.

TTY NEWSLINE

A 1-800 TTY Newsline was brought into service during January 1993. The Newsline is a 24 hour news service that is available to the TTY users in 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.

In September of 1994, the Commission acquired an Electronic Bulletin Board computer system to upgrade the current TTY Newslines ability. The new system went on-line as of January 1995. The new Electronic Bulletin Board system enables the caller to choose the types of announcements and information that they would like to read. Choices include: public meetings announcements, public service announcements, consumer tips and alerts, ADA information, TTY directory for Commission and other State Offices, deaf and hard of hearing community announcements.

The Newslines currently has separate category files for: Self Help for Hard of Hearing (SHHH) in Albuquerque and Santa Fe, New Mexico Association of the Deaf (NMAD), New Mexico School for the Deaf (Santa Fe and Albuquerque Pre-School), Roswell, COPD, Attorney General Info-line and Information, and New Mexico Registry of Interpreters for the Deaf. New category files are added and announced as new groups come forward and request to have access for notices on the Newslines. The general category "Deaf Community News" provides a general format file for any information or news that does not fit in a given category.

EMT TRAINING PROJECT

This is an ongoing program which provides workshops to local fire departments and related emergency personnel in how to handle deaf people who may be victims of fire, accident, or other trauma. Over the past year, workshops were provided to El Dorado, South Santa Fe, and Vaughn.

The RESOURCE

The first edition of the joint publication by the New Mexico Commission for the Deaf and Hard of Hearing and the New Mexico Association for the Deaf (NMAD) was published in February of 1994. At the start of 1995, NMAD started publishing their own newsletter. The Commission published four editions of The RESOURCE during FY95.

The response to the newsletter has been positive. The mailing list has grown from the initial 450+ copies to 1750 persons on the mailing list. The mailing list continues to grow. It is hoped and encouraged that outside submissions of articles and announcements of interest will grow. The RESOURCE is currently an 8 page publication, but will continue to grow and develop, if budget allows.

EQUAL ACCESS TELEPHONE SYSTEM

As of November 1994 the Commission, in conjunction with Inter-tel Southwest Telephone Systems placed a fully integrated, equal access telephone key system into the Commission offices. The system allows for total equal access to the phones in the offices by persons calling either TTY or Voice.

During normal business hours, Commission staff answer all incoming calls with voice and TTY. During non-business hours, persons calling TTY call (505) 827-7588 and the phone is answered by an auto-attendant TTY. The caller then selects who they wish to speak to and the call is forwarded to the TTY phone of the staff member receiving the call. The TTY phone at each staff member's desk has a built-in answering machine that gives the caller an appropriate message and allows the caller to leave a message. The person calling TTY will never have to attempt to interact with a voice.

The voice system, (505) 827-7584, works like any standard auto-attendant key system and has voice messaging capabilities. If the person they are calling is busy or away from their desk, the system allows the caller to leave a message.

The challenge and uniqueness of the system was the ability to integrate the special needs and features of the TTY Baudot with the digital capabilities of the key system. Both Southwest and the Commission feel that we have developed a proto-type system that will be able to be duplicated through out the state and nation.

1995 LEGISLATION

Field Offices

The Commission, together with the Human Services Committee of the Legislature requested the authorization and funding for four (4) field offices to be established around the state. This legislation was tabled in the Senate Finance Committee and did not make it through the legislative process.

Telecommunications Equipment Program

The Commission submitted Legislation, in conjunction with the General Services Department, to amend the original "Telecommunications Access Act" to increase the surcharge to allow for equipment purchase for distribution.

The proposal was amended in Legislative Committee, cutting all language except for a provision allowing a two year extension so that the Commission can locate funds for equipment.

Commission Legislation Amendment

Legislation was proposed to amend the Current Statute, creating the Commission for the Deaf and Hard of Hearing. The amendment would have changed the language of the statute to give the Commission enabling powers. This would have allowed the Commission to run the programs the initial statute had mandated the Commission to create. The bill was passed by both houses and sent to the Governor's desk for signature. The Governor vetoed the bill, stating that the existing statute allowed the Commission to run the programs mandated.

1996 NEW PROJECTS

ALBUQUERQUE TRANSIT AND PARKING DEPARTMENT TTY TRAINING

The Commission provided several training classes for employees of the City of Albuquerque, focusing on "TTY Use" and "Aspects of Deafness". Various classifications of employees were trained consisting of managers, customer service reps, marketing personnel, and dispatchers.

911 TRAINING

The Commission has been planning 911/TTY training project for all 911 operators in the State of New Mexico. The goal of the training is to ensure that all 911 personnel know how to detect an emergency TTY call and become familiar with protocol for non-voice communication. The training is planned for Spring of 96.

NATIONAL COUNCIL OF AGENCIES ON DEAFNESS

The New Mexico Commission for the Deaf and the State of New Mexico sponsored a National Conference and Re-organizational Meeting for NCAD in October 1995. This conference brought leaders of organizations on deafness and related services from across the country to Albuquerque for a conference and workshops on conflict resolution, grantsmanship, management, political activism, and financial management.

APPENDIX
STATE OF NEW MEXICO
COMMISSION FOR THE DEAF AND HARD OF HEARING
Combined Balance Sheet - All Fund Types and Account Groups

June 30, 1995

ASSETS	Governmental		Total- Memorandum Only	
	Fund Types	Account Groups		
	General	General Fixed Assets	General Long-Term Debt	
Cash on deposit (note 9)	\$87,280	-	-	\$87,280
Property and equipment (note 5)	-	\$80,886	-	80,886
Amount to be provided for retirement of general long term debt (note 6)	-	-	\$10,964	10,964
Total Assets	\$37,280	\$80,886	\$10,964	\$179,130
LIABILITIES AND FUND EQUITY				
Liabilities:				
Vouchers payable	\$7,641	-	-	\$7,641
Accrued payroll & benefits payable	6,895	-	-	6,895
Compensated absences payable (note 6)	-	-	\$10,964	10,964
Due to State General Fund (note 12)	26,320	-	-	26,320
Total Liabilities	40,856	0	10,964	51,820
Fund Equity:				
Investment in general fixed assets	-	\$80,886	-	80,886
Fund Balance:				
Reserved for subsequent year expenditure (note 10)	31,678	-	-	31,678
Reserved for encumbrances (note 10)	14,746	-	-	14,746
Total Fund Equity	46,424	80,886	-	127,310
Total liabilities & fund equity	\$37,280	\$80,886	\$10,964	\$179,130

STATE OF NEW MEXICO
 COMMISSION FOR THE DEAF AND HARD OF HEARING
 Combined Statement of Revenues and Expenditures -
 Budget (Non-GAAP Basis) and Actual - All Governmental
 Fund Types (General Fund)

Year Ended June 30, 1995

	General Fund		
	Budget	Actual- Budget Basis	Variance Favorable (Unfavor- able)
Revenues (note 8):			
General appropriation	\$341,500	\$341,504	\$4
Interagency services	43,627	43,627	0
Total revenues	385,127	\$385,131	\$4
Prior year cash budgeted	12,173	=====	=====
Total budgeted	\$397,300	=====	
Expenditures (note 8):			
General government:			
Current operating			
Personal services	\$189,700	\$160,764	\$28,936
Employee benefits	57,500	43,782	13,718
In-state travel	13,500	11,283	2,217
Maintenance and repairs	3,500	3,477	23
Supplies	12,200	12,005	195
Contractual services	39,300	30,531	8,769
Operating costs	58,500	57,018	1,482
Other costs	3,500	2,466	1,034
Out-of-state Travel	4,500	4,006	494
Capital outlay	14,900	14,700	200
Other Financing Uses	200	176	
Total expenditures	\$397,100	\$340,208	\$57,063
	=====	=====	=====

The accompanying notes are an integral part of these financial statements.

TELEPHONE NUMBERS

COMMISSION OFFICES

TTY (505) 827-7588
Voice (505) 827-7584
FAX (505) 827-7587

Extensions Voice TTY

Executive Director

Robert Geesey 132

Interpreter Referral Program

Mindy Bradford 151 152
Katy Grantham 101 102

Program Management

Karen Courtney 141 142

Administrative Services

Karen Laird 121 122
Pablo "Paul" Martinez 111 112

TTY NEWSLINE (800) 873-8897
1-800 USE-TTYS

INTERPRETER REFERRAL SERVICE LINE (800) 489-8536

NEW MEXICO RELAY SERVICE

Voice (800) 659-1779
TTY (800) 659-8331