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

NEW MEXICO

SEP 04 1997

STATE PUBLICATIONS
PROGRAM



**1996
Annual Report**

*Karen L. Courtney
Interim Executive Director*

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



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Karen L. Courtney
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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 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 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:

Ms. Peggy Davis, designated representative of the Director of the Vocational Rehabilitation Division of the State Department of Education.

Ms. Carol Zahlis, Edgewood, a professional person who is deaf or hard of hearing.

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. Fred B. McDonald, Roswell, 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.

Mrs. Faye Falvey, Las Vegas, a deaf person, designated representative of the President of the New Mexico Association of the Deaf.

OFFICERS

1996-1997

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

GOVERNOR

COMMISSION FOR THE DEAF AND HARD OF HEARING

EXECUTIVE DIRECTOR

DEPUTY DIRECTOR

Karen L. Courtney

MANAGER IV

Mindy Bradford

ADMINISTRATOR II

Pablo L. Martinez

CLIENT SVCS AGENT III

Kim D. Banales

CLERK SPECIALIST

Hazel Martinez

COMMISSION ACTIVITIES

BOARD MEETINGS

The Board of Commissioners 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 1995-1996 year, the Board's meetings were held at the following locations:

September 30, 1995	Light Hall Auditorium, Silver City
December 9, 1995	NMSD, Admin. Conference Room, Santa Fe
March 9, 1996	Presbyterian Hospital, Albuquerque
June 15, 1996	NMSD, Admin. Conference Room, Santa Fe
October 12, 1996	Oil Field Auditorium, Roswell
November 23, 1996	Lovelace Auditorium, Albuquerque

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. These two agencies also entered into a memorandum of understanding in relation to the establishment and the administration of an equipment distribution program.

FY96 BUDGET AND AUDIT

The CPA firm, Betts and Bishop, conducted the annual audit on the Commission during November, 1996. The June 30, 1996 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, 1996 and the results of operations for the fund for the year then ended in conformity with generally accepted accounting principles."

1996 PROGRAMS AND PROJECTS

INTERPRETER REFERRAL SERVICE

The Commission conducts the statewide interpreter referral program. Public and private entities can request the services of sign language interpreters for the purpose of providing equal access for deaf and hard of hearing consumers. The Commission also refers requests for Real-Time Captioning to professional captioners.

Approximately 160 interpreters throughout the state are listed with the referral service. About 120 of these interpreters are certified either by the Registry of Interpreters for the Deaf (RID) or by the National Association of the Deaf Quality Assurance Assessment Program. The interpreter referral service filled approximately 1200 interpreter requests between January 1, 1996 to December 31, 1996.

"QUALITY ASSURANCE" ASSESSMENT PROGRAM

The Commission has continued to administer the "Quality Assurance" Interpreter Assessment Program contracted with the National Association of the Deaf. The Commission has hosted continued training sessions for evaluators by inviting experienced trainers from NAD. This has allowed our evaluators to gain expertise and skill in the evaluation process. During FY96, forty-one individuals were assessed.

The Commission continues the administrative tasks of conducting test scheduling and issuing certificates. The Commission informs school districts and public institutions about the Interpreter Assessment Program, the five skill levels that can be achieved, and the benefits of certification toward the professional advancement of sign language interpreting.

TTY NEWSLINE

A 1-800 TTY Newsline is maintained to broadcast public service announcements and other newsworthy items to TTY users in New Mexico. The access number for this 24 hour service is 1-800-USE-TTYS.

In October, 1996, the Newsline was revamped in an effort to make it more user friendly and time efficient. The number of menu options was reduced, decreasing article duplicity and a schedule was established for regular updates.

The Newsline currently has separate category files for articles relating to: specific metropolitan areas; school events; activities of clubs and organizations involved in the Deaf and Hard of Hearing communities; consumer alerts; public meeting announcements.

EQUIPMENT LOAN PROGRAM

Through a Joint Powers Agreement with New Mexico Technology Assistance Program, an equipment loan program was initiated in September, 1996. Available equipment includes TTYS as well as other telecommunications and emergency signaling devices for deaf and hard of hearing individuals, their family members, and service providers.

Requests for information and equipment loans have increased steadily each month since the program began. The two most common reasons for equipment loans are to provide equipment to individuals who need a loaner while their equipment is being serviced and individuals who would like to try equipment before making a purchase.

To better serve the state-wide Deaf and Hard of Hearing community, cooperative agreements have been made with agencies in outlying areas for distribution and return of equipment.

WORKSHOPS

The Commission gave numerous workshops throughout FY96 to State agencies, private businesses and local consumer groups.

About 20 workshops were given around the state which focused on telecommunications access, use of TTYs, and overall outreach. General advocacy, understanding deaf culture and language, and use of sign language interpreters is included in the overall training curriculum.

The state agencies and other local municipalities that received training included: the State Police Academy, Santa Fe, Albuquerque Public Works, City of Albuquerque Open Space Division, Albuquerque Museum of Natural History and the Albuquerque Public Library Main Branch.

Local consumer outreach focused on the aging population. We presented at a statewide conference sponsored by the NM State Agency on Aging about issues impacting hearing loss. Town meetings were also held to assess needs of Deaf and Hard of Hearing constituents.

The Commission participated in several workshops designed to aid interpreters in gaining hands on skills and professional expertise. These included workshops in educational interpreting, legal interpreting, and voicing. Noted experts in the interpreting field were invited to facilitate these workshops, which were very successful.

911 TRAINING

The Commission, in conjunction with the State Corporation Commission's 911E department provides 911/TTY training for 911 operators across 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. We have trained an estimated 150 managers and dispatchers during FY96.

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.

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 is accomplished through workshops and technical advice to agencies.

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

The RESOURCE

The New Mexico Commission for the Deaf and Hard of Hearing and its Board Members voted to publish the "Resource" four times a year. The first publication went out on December 17, 1996. Professional organizations and consumers who are involved with Deaf and Hard of Hearing populations contribute articles and items of interest. The "Resource" is the vehicle through which the Commission keeps the public informed of activities and information.

APPENDIX A

STATE OF NEW MEXICO
 COMMISSION FOR THE DEAF AND HARD OF HEARING
 COMBINED STATEMENT OF REVENUES, EXPENDITURES AND
 CHANGES IN FUND BALANCE - ALL GOVERNMENTAL FUND TYPES (GENERAL FUND)
 FOR THE YEAR ENDED JUNE 30, 1996

REVENUES

State General Fund Revenues:	
General appropriation	\$338,200
Interagency services	65,520
	<hr/>
Total Revenues	403,720
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EXPENDITURES

General government:	
Personal services	163,468
Employee benefits	54,529
In-state travel	14,220
Maintenance and repairs	3,160
Supplies	7,769
Contractual services	26,663
Operating costs	65,649
Other costs	353
Out-of-state travel	2,848
Capital outlay	17,795
	<hr/>
Total Expenditures	356,454
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Excess of revenue over expenditures 47,266

Other financing uses:

Operating transfers out:	
Interagency transfers	(180)
Reversion (Note 8)	(25,783)
	<hr/>

Excess of revenue over expenditures and other financing uses 21,303

Fund balance at June 30, 1995 46,424

Fund balance at June 30, 1996 \$67,727

The Accompanying Notes are an Integral Part of the Financial Statements

APPENDIX A
STATE OF NEW MEXICO
COMMISSION FOR THE DEAF AND HARD OF HEARING
COMBINED BALANCE SHEET - ALL FUND TYPES AND ACCOUNT GROUPS
JUNE 30, 1996

	Governmental			Total Memorandum Only
	Fund Types	Account Groups		
		General Fixed Assets	General Long-Term Debt	
ASSETS	General			
Cash on deposit (Note 3)	\$85,431	-	-	\$85,431
Due from other agencies (Note 4)	24,912	-	-	24,912
General fixed assets (Note 5)	-	\$98,681	-	98,681
Amount to be provided for retirement of general long term debt (Note 6)	-	-	\$10,315	10,315
Total Assets	<u>\$110,343</u>	<u>\$98,681</u>	<u>\$10,315</u>	<u>\$219,339</u>
 LIABILITIES AND FUND EQUITY				
Liabilities:				
Accounts payable	\$9,490	-	-	\$9,490
Accrued salaries and benefits	7,238	-	-	7,238
Due to State General Fund (Note 8)	25,888	-	-	25,888
Compensated absences payable (Note 7)	-	-	\$10,315	10,315
Total Liabilities	<u>42,616</u>	<u>0</u>	<u>10,315</u>	<u>52,931</u>
Fund Equity:				
Investment in general fixed assets	-	\$98,681	-	98,681
Fund balance:				
Reserved for:				
Subsequent year expenditure (Note 10)	59,517	-	-	59,517
Encumbrances (Note 9)	8,210	-	-	8,210
Total Fund Equity	<u>67,727</u>	<u>98,681</u>	<u>0</u>	<u>166,408</u>
Total Liabilities and Fund Equity	<u>\$110,343</u>	<u>\$98,681</u>	<u>\$10,315</u>	<u>\$219,339</u>

The Accompanying Notes are an Integral Part of the Financial Statements

TELEPHONE NUMBERS

COMMISSION OFFICES

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

Extensions Voice TTY

Executive Director

Karen L. Courtney 141 142

Deputy Director 131 132

Interpreter Referral Program

Mindy Bradford 151 152

Hazel Martinez 101 102

Client Services Agent III

Kim Banales. 111 112

Administrative Services

Pablo"Paul"Martinez. 121 122

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