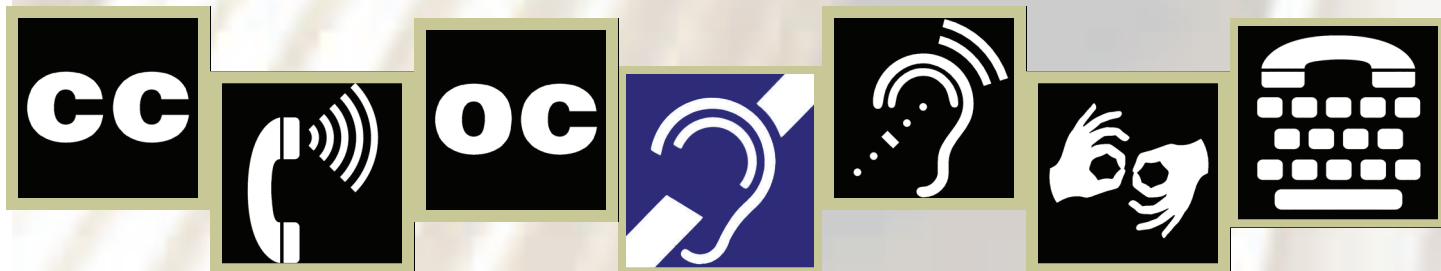


# 2009 Survey of the State Commissions, Divisions, and Councils Serving Deaf and Hard of Hearing People

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## I. Purpose and Method

The purpose of this survey is to report the current functions, budget, staffing, demographic, and services of state agencies serving deaf and hard of hearing people in the United States. This will help agency administrators and their board members to gain understanding of how each commission, division, and council are structured as well as how their services and programs are delivered within their statutes and means in their respective states.

The Michigan Division on Deaf and Hard of Hearing volunteered to gather information and put it into a report back in 2002 and 2004. The last survey conducted was done in 2004. The Rhode Island Commission on the Deaf and Hard of Hearing stepped up and volunteered to gather information for this 2009 Survey Report. This report is developed primarily for the agency administrators and board members only.

A questionnaire was copied from the 2004 Survey Report with revisions including a section on demographics and a question on agency's change added. The 2009 Survey was created online through [www.surveymonkey.com](http://www.surveymonkey.com) so everyone would be able to participate and respond more quickly and conveniently. The e-mail with url links to [surveymoney.com](http://surveymoney.com) was sent to 39 known states (including 2 in Minnesota) that have a commission, division, council, or office serving Deaf and Hard of Hearing persons. The respondents were asked to fill the questionnaire if they meet the definition below.

*Definition of State Agency: A state government agency established and funded by the state legislature to serve deaf and hard of hearing people exclusively. Staff members are employees of the state civil service. This agency provides statewide services including but not limited to, information and referral, interpreter referral, interpreter classification or qualification or licensing, advocacy, and technical assistance. This state agency may have a commission, council, or board of appointees to give guidance to the agency.*

The questionnaire asked for at least 85 informational items. Microsoft Excel 2003 was used to tabulate the responses. The tables were created to give the readers a clear picture of selected topics and a clear comparison eliminating the need for a lengthy written report. These responses were put together into a Microsoft Publisher 2003 format to create a final 2009 Survey Report. Frequent reminders were sent to the respondents after the deadline through e-mails and videophones (direct or via video relay service).

This 2009 Survey Report is distributed only to the agency administrators and/or board chairpersons of known states that are listed in the report electronically.

## I. Purpose and Method (continued)

I am truly pleased to report that 100% participation in the 2009 survey has occurred and I want to thank all respondents for taking their time to participate in the survey. I am confident that anyone who reads this report will find the 2009 Survey Report informative and useful.

Please do not hesitate to contact me if you have questions or concerns about the 2009 Survey Report, I can be reached at 401-354-7651 either via point-to-point or video relay service or by e-mailing to me at

[SFlorio@cdhh.ri.gov](mailto:SFlorio@cdhh.ri.gov).

A handwritten signature in black ink, appearing to read "S. A. Florio".

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## II. Executive Summary

The findings of the survey are summarized as follows:

- 1) **Number of Respondents:** All 39 state agencies including 2 in Minnesota responded to the questionnaire. This represents 100% participation of known state agencies or 76% of the states in United States of America.
- 2) **Deaf and Hard of Hearing Terms:** 85% of the agency names including the theme, “Deaf and Hard of Hearing” .
- 3) **Communication:** 100% of the agencies who participated have a website on the internet. (Only 88% in 2004). 79% of the agencies now have videophone access. (No source back in 2004 but we can safely assume it was under 50% in 2004.)
- 4) **Administrator:** 39% of the administrator positions are state civil service classified and 26% of the positions are Governor-appointed. 59% of the administrators are either deaf or hard of hearing.
- 5) **Administrator Salary:** The salaries of the agency administrators in the survey range from \$35,000 to \$85,000 per year. 59% of the administrators are in the vicinity of \$45,000 to \$85,000, and 26% are \$85,000 and up.
- 6) **Department:** 28% (11) of the agencies are independent, followed by 23% (9) under Rehabilitative Services, Two 13% (5 each of two) fall under Human Rights/Services and Social/Health Services.
- 7) **Board Composition:** The size of respondents’ boards range from 7 to 27 members. Four (4) respondents do not have a board. The board members in 28 (72%) states are appointed by the Governor. Board terms vary from 2 to 4 years. An overwhelming majority of the boards meet at least 4 times a year. 19 (49%) state commissions have a law requiring a majority of deaf and hard of hearing persons on the board. 100% of the state boards reimburse their members travel expenses, only one with a certain criteria (reimbursed if more than 50 miles travelled.).
- 8) **Fiscal Year:** All but five (5) states follow the July 1 through June 30 fiscal year.
- 9) **Authorized Budget:** Virginia has the largest budget (2004: North Carolina) and New Mexico has the highest dollar amount per capita (2004: North Carolina). Total of all 39 state agencies' budgets is **\$86,992,065.00**.
- 10) **Staff Size:** The number of employees on staff range from 1 to 72. (2004: 55) The average number of agency employees is 13 (2004: 12)

## II. Executive Summary (Continued)

11) **Services:** The most common services that the agencies provide are Information and Referral (95%), Advocacy (90%), Deaf Awareness/Orientation (79%), Technical Assistance (77%), and Interpreter Referral (72%). Over half (1/2) of the agencies provide Assistive Technology, Interpreter Directory, CART Referral, Services to Hard of Hearing, Client Assistance, and Adult/Community Education. 13% (N = 5) of the state commissions provide or manage the telecommunication relay services.

12) **Interpreter Services:** 72% of the state agencies provide the Interpreter Referral service. 41% (N = 16) of the state commissions qualify or license interpreters within their state. The data sources used to compute the figures of Deaf and Hard of Hearing population among the state agencies are varied.

13) **Demographic:** California has a large general and deaf/hard of hearing population. The average percentage used to compute the Deaf and Hard of Hearing figures against the data source is 10%.

14) **Agencies Affected since 2004:** The most significant changes or impacts on the state agencies occurred in Texas (2004) and Washington (2009). Two newly established state agencies since 2004 are Florida (2004) and New York (2008). And since the 2004 survey, Vermont has been eliminated (2009).



# 1.0 AGENCY

## 1.1 Survey Participation

Thirty nine (39) state commissions, divisions, councils, and offices serving Deaf and Hard of Hearing persons from thirty eight (38) states responded to the questionnaire. That is fantastic because this is 100% participation. This is the first time that the report includes all state commissions, divisions, councils, and offices. There are a few states that do not have state agencies including commission, divisions, councils, and offices that can be founded under 1.2 List of States that do not have an agency serving Deaf and Hard of Hearing persons. (Table 1.1)

|    | State                     | Agency Name  |
|----|---------------------------|--|
| 1  | Arizona                   | Arizona Commission for the Deaf and Hard of Hearing  |
| 2  | California*               | California Office of Deaf Access   |
| 3  | Colorado                  | Colorado Commission for the Deaf and Hard of Hearing   |
| 4  | Connecticut               | Connecticut Commission on the Deaf and Hearing Impaired  |
| 5  | Delaware                  | Delaware Office for the Deaf and Hard of Hearing   |
| 6  | Florida                   | Florida Coordinating Council for the Deaf and Hard of Hearing  |
| 7  | Hawaii                    | Hawaii Disability and Communication Access Board   |
| 8  | Idaho                     | Idaho Council for the Deaf and Hard of Hearing   |
| 9  | Illinois                  | Illinois Deaf and Hard of Hearing Commission   |
| 10 | Indiana                   | State of Indiana, Deaf and Hard of Hearing, Employment and Innovations   |
| 11 | Iowa                      | Deaf Services Commission of Iowa   |
| 12 | Kansas                    | Kansas Commission for the Deaf and Hard of Hearing   |
| 13 | Kentucky                  | Kentucky Commission on the Deaf and Hard of Hearing  |
| 14 | Louisiana                 | Louisiana Commission for the Deaf  |
| 15 | Maine                     | Maine Division for the Deaf, Hard of Hearing, and Late Deafened  |
| 16 | Maryland                  | Maryland Governor's Office of the Deaf and Hard of Hearing   |
| 17 | Massachusetts             | Massachusetts Commission for the Deaf and Hard of Hearing  |
| 18 | Michigan                  | Michigan Division on Deaf and Hard of Hearing  |
| 19 | Minnesota<br>(Commission) | Commission of Deaf, DeafBlind, and Hard of Hearing Minnesotans   |
| 20 | Minnesota (DHHSD)         | Minnesota Deaf and Hard of Hearing Services Division   |
| 21 | Mississippi               | Mississippi Office on Deaf and Hard of Hearing   |
| 22 | Missouri                  | Missouri Commission for the Deaf and Hard of Hearing   |
| 23 | Nebraska                  | Nebraska Commission for the Deaf and Hard of Hearing   |
| 24 | Nevada*                   | Nevada, Aging & Disability Services Division - Disabilities Unit   |
| 25 | New Hampshire             | New Hampshire Office of the Deaf and Hard of Hearing   |
| 26 | New Mexico                | New Mexico Commission for the Deaf and Hard of Hearing Persons   |
| 27 | New Jersey                | New Jersey Division of the Deaf and Hard of Hearing  |
| 28 | New York                  | New York State Interagency Coordinating Council for Services to Persons who are Deaf, Deaf-Blind, or Hard of Hearing |
| 29 | North Carolina            | North Carolina Division of Services for the Deaf and Hard of Hearing   |
| 30 | Oregon                    | Oregon Department of Human Services - Deaf and Hard of Hearing Services Program                                      |
| 31 | Pennsylvania              | Pennsylvania Office for the Deaf and Hard of Hearing   |
| 32 | Rhode Island              | Rhode Island Commission on the Deaf and Hard of Hearing  |
| 33 | Tennessee                 | Tennessee Council for the Deaf and Hard of Hearing   |
| 34 | Texas                     | Texas, Office for Deaf and Hard of Hearing Services  |
| 35 | Utah                      | Utah Division of Services for the Deaf and Hard of Hearing   |
| 36 | Virginia                  | Virginia Department for the Deaf and Hard of Hearing   |
| 37 | Washington                | Washington Office of the Deaf and Hard of Hearing  |
| 38 | West Virginia             | West Virginia Commission for the Deaf and Hard of Hearing  |
| 39 | Wisconsin                 | Wisconsin Office for the Deaf and Hard of Hearing  |

\* = Agency overseeing grants that are awarded to the organizations serving the Deaf and Hard of Hearing persons.

### 1.2 List of States that do not have a state agency serving Deaf and Hard of Hearing persons.

Table 1.2

|    | State          | Comments  |
|----|----------------|---|
| 1  | Arkansas       |   |
| 2  | Alabama        |   |
| 3  | Alaska         |   |
| 4  | Georgia        | a nonprofit organization receiving state contract in providing statewide services for deaf and hard of hearing. |
| 5  | Montana        |   |
| 6  | North Dakota   |   |
| 7  | Ohio           |   |
| 8  | Oklahoma       |   |
| 9  | South Carolina |   |
| 10 | South Dakota   |   |
| 11 | Vermont        | Position eliminated effective June 2009.  |
| 12 | Wyoming        |   |

### 1.3 Communication and Technology

This section indicates how the public to contact representatives at the agency for any reason on any questions they may have. TTY was eliminated because it is clearly on the decline. However, the videophone has dramatically increased since 2004. As you can see, seventy-nine percent (79%) of all agencies have videophone available for the public to use to reach the agency. Also, in 2004, only 88% (n=26) of agencies have their websites available for the public. Today, 100% of state agencies have websites.

Table 1.3

| N    | Website | Toll Free | Videophone | Agency Email | Administrator Email |
|------|---------|-----------|------------|--------------|---------------------|
| 39   | 39      | 21        | 31         | 20           | 39                  |
| 100% | 100%    | 54%       | 79%        | 51%          | 100%                |

### *1.4 State Commissions, Councils, Divisions, and Offices Established*

Michigan was the 1st state to pass legislation to create a state program or a state service for the Deaf and Hard of Hearing on October 29, 1937. The only time they were inactive was 1975 to 1979. Virginia was the first state to establish an independent state department (commission, council, division, and office) serving the Deaf and Hard of Hearing.

As of January 2010

| State             | Year        | Anniversary |
|-------------------|-------------|-------------|
| Michigan          | 29-Oct-1937 | 72          |
| Virginia          | 1-Jul-1972  | 37          |
| Texas             | 1973        | 37          |
| Connecticut       | 1974        | 36          |
| Iowa              | 1975        | 35          |
| New Jersey        | 31-Jul-1977 | 32          |
| Rhode Island      | 1977        | 32          |
| Arizona           | 1978        | 32          |
| Tennessee         | 1-Jul-1978  | 31          |
| Minnesota (DHHSD) | 1979        | 31          |
| Washington        | 1979        | 31          |
| Nebraska          | Spring 1979 | 30          |
| California        | 1980        | 30          |
| Louisiana         | 1980        | 30          |
| Wisconsin         | 1981        | 29          |
| Kentucky          | 1982        | 28          |
| New Hampshire     | 1-May-1981  | 28          |
| Kansas            | 1-Jul-1982  | 27          |
| Utah              | 1983        | 27          |
| Oregon            | 1983        | 27          |
| Maine             | 1-Jul-1983  | 26          |
| Minnesota (Comm.) | 1985        | 25          |
| Pennsylvania      | 1986        | 24          |
| Massachusetts     | 1-Jul-1986  | 23          |
| Indiana           | 1988        | 22          |
| Missouri          | 1988        | 22          |
| North Carolina    | 1989        | 21          |
| West Virginia     | 1989        | 21          |
| Nevada            | 1990        | 20          |
| Idaho             | 1-Jul-1991  | 18          |
| New Mexico        | 26-Jul-1991 | 18          |
| Delaware          | 1-Mar-1993  | 16          |
| Illinois          | 1-Jan-1997  | 13          |
| Mississippi       | 1-Jul-1998  | 11          |
| Hawaii            | 1-Jan-2000  | 10          |
| Maryland          | 2001        | 9           |
| Colorado          | 1-Jul-2001  | 8           |
| Florida           | 1-Jul-2004  | 5           |
| New York          | 2007        | 3           |

*1.4 State Commissions, Councils, Divisions, and Offices Established (Continued)**Additional comments about their establishments*

- |                     |   |  |
|---------------------|---|--|
| <b>Indiana</b>      | - | Legislation was passed in 1988. The office opened in 1989.   |
| <b>Nevada</b>       | - | Relay and equipment distribution started in 1990. The advocacy component was added in 2002.  |
| <b>New York</b>     | - | Legislation was passed in July 2007. New York State Interagency Coordinating Council for Services to Persons who are Deaf, Deaf-Blind, or Hard of Hearing was officially established on January 1, 2008.   |
| <b>Pennsylvania</b> | - | Legislation was passed in 1986. The office opened in 1988.   |
| <b>Rhode Island</b> | - | Legislation was passed in 1977. The office opened on May 9, 1978. It was restructured on July 13, 1992 with its current name, RI CDHH.   |
| <b>Wisconsin</b>    | - | Legislation was passed in 1939 to set a state appropriation for Wisconsin Association of the Deaf (WAD)'s Service Bureau of the Deaf. According to the March 1979 final report of the Governor's Committee on Problems of Deaf & Hard of Hearing People, the Service Bureau initially was a private non-profit agency (unconfirmed) operated by the WAD. Apparently as a result of the final report, which had a list of recommendations, the Bureau became a state entity---by 1981, under the auspices of the then-named Department of Health and Social Services. The agency was formerly called, the Bureau of the Hearing Impaired. |

### *1.5 History of the First State Agency Established in the United States of America.*

Michigan's Act 72 of 1937 was passed to establish the Division on Deafness on October 29, 1937. The original language of the bill is below:

#### **DIVISION ON DEAFNESS ACT**

##### **Act 72 of 1937**

AN ACT to establish the division on deafness and the advisory council on deafness within the department of labor; to prescribe the powers and duties of the department, the division, the council, and certain state officers; to establish a fund and provide for expenditures from that fund; and to provide for an appropriation.

History: 1937, ACT 72, Eff. Oct. 29, 1937.

Additional history milestones of the Division on Deaf and Hard of Hearing (Current name of the State Agency in Michigan) are as follows:

#### **HISTORY/MILESTONES**

- 1921 - Michigan Association of the Deaf (MAD) began first effort to establish the Division of Deaf and Deafened (DDD).
- 1937 - The legislature passed P.A. 72 that established the DDD in the Department of Labor and Industry to assist deaf persons with employment.
- 1938 - First deaf person was hired as the first director.
- 1958 - DDD was transferred to Michigan Employment Security Commission.
- 1975 - DDD ceased activity after the director resigned.
- 1979 - DDD was revitalized by Governor William Milliken and transferred to Michigan Department of Labor, Bureau of Commission on Handicapper Concerns.
- 1980 - DDD reopened its doors with Christopher Hunter as its director. It has new services: advocacy, information and referral, interpreter referral, and technical assistance. It has staff of 4 persons: State Interpreter Coordinator, Rights Representative and Secretary.
- 1988 - The legislature amended the law (P.A. 434), changing name to Division on Deafness and revising responsibilities to protect and assist all hearing impaired persons, with special emphasis on deaf persons", forming 13 member Governor appointed Advisory Council.
- 1993 - Hard of Hearing Specialist position was added to serve hard of hearing Michigan citizens.
- 1996 - DDD and Michigan Commission on Disability Concerns were eventually transferred to the Michigan Independence Agency after the Department of Labor was abolished.
- 1997 - Hard of Hearing Specialist position was eliminated through the department downsizing affected by the early retirement program.
- 1998 - Hard of Hearing Specialist position was restored through public contacts to the legislature and department. Today DOD has four staff members: Director, State Interpreter Coordinator, Hard of Hearing Specialist, and Secretary.
- 2002 - Executive Order #2002-10 DOD renamed Division on Deaf and Hard of Hearing (DODHH)

## 1.6 Has Your Agency Changed Since 2004?

- |                          |   |  |
|--------------------------|---|--|
| <b>California</b>        | - | Our Deaf Access Program has undergone budget cuts since 2004.  |
| <b>Colorado</b>          | - | 3.3 FTEs added in February 2010.   |
| <b>Connecticut</b>       | - | In 2005, the agency's Business/Human Resources Department was transferred to the Department of Administrative Services. This was done through legislation, 23 agency's Business/HR Departments were merged. This has been positive for the agency, more resources are available especially with the tight fiscal constraints. It has not increased restrictions or had an effect on the challenges that confront the agency.     |
| <b>Indiana</b>           | - | Yes, we are more connected to Vocational Rehabilitation Services and Bureau of Blind and Visually Impaired. Some ways, it has helped working closer with the Rehabilitation Counselors for the Deaf but it has become more challenging too as not everyone understands the challenges faced by deafness.   |
| <b>Kansas</b>            | - | Downsized by losing one part-time support staff. Our agency is now 100% State General Funds.   |
| <b>Maryland</b>          | - | No - there were legislative attempts to merge us with the Department of Disabilities but they did not pass.  |
| <b>Massachusetts</b>     | - | Through interagency agreements, we administer, coordinate, and provide communication access to other agencies; funding for providing these services increased from \$300K to over \$900K. Budget reductions have reduced funding for both administrative support and direct services. We shared Information Technology, Human Services, and Legal Counsel staff with other agencies within EOHHS in effort to stretch resources. |
| <b>Minnesota (Comm.)</b> | - | No, in fact, our budget has gone from \$95,000 in 2004 to \$600,000 this year.   |
| <b>Minnesota (DHHSD)</b> | - | The agency has gradually reduced level of services over the past few years due to budget reduction/unallotment decisions.  |
| <b>Missouri</b>          | - | In FY2010, the commission received an 18% budget reduction in Personnel money. This resulted in the loss of 1 full-time position, and reduced a second position to part-time.  |
| <b>Nebraska</b>          | - | Downsized one staff due to budget cuts. Minimal impact.  |
| <b>Nevada</b>            | - | Under DHHS, we were an offshoot of the Departments' Director's. Last year, the Legislature decided to merge us with Aging Services changing the name. Our prior agency was The Office of Disability Services.  |

## Has your agency changed since 2004? (Continued)

- New York** - Legislation was passed in July 2007. New York State Interagency Coordinating Council for Services to Persons who are Deaf, Deaf-Blind, or Hard of Hearing was officially established on January 1, 2008. This is part of New York State Commission on Quality of Care and Advocacy for Persons with Disabilities. NYS Commission on Quality of Care and Advocacy for Persons with Disabilities was originally established on January 1, 1978 under different name and is with its current name starting on April 15, 2005. In 2005, the Commission on Quality Care of the Mentally Disabled and the Office of Advocate for Persons with Disabilities merged by statute to avoid duplication and to improve service delivery and advocacy for persons with disabilities.
- North Carolina** - In SFY2008-2009, the Governor and the NC General Assembly, in two separate actions, transferred a total of \$9.5M from the Telecommunications Trust Fund into the General Fund to address NC's budgetary shortfall. Legislative action mandated that DSDHH's Community Resources Program (seven regional centers) be funded by the Telecommunications Relay Service receipts instead of general appropriations, giving the State of NC \$2M per year. Due to the large cash balance in the Telecommunications Trust Fund, these actions did not significantly impact DSDHH's programs and services. However, DSDHH must comply with certain restrictions on travel and expenditures in order to ensure a balanced budget at the end of SFY2010.
- Oregon** - In 2005, our program was moved from the Oregon Disabilities Commission and placed within the Department of Human Services. The effect was to downsize this program while we are under a hiring freeze.
- Rhode Island** - In 2007, the Legislature attempted to consolidate RICDHH into a Department of Advocacy with 4 of the small agencies but failed. In 2008, Governor attempted to consolidate RICDHH into the Department of Elderly Affairs with two other small agencies in response to the legislature's request but failed.
- Texas** - In 2004 the state legislature undertook a major reorganization by consolidating 3 agencies into 4 new departments. The former Texas Commission for the Deaf and Hard of Hearing is now the Office for Deaf and Hard of Hearing Services (DHHS) under the Dept of Assistive and Rehabilitative Services. All staff and programs have remained intact and services remain unchanged but with increased funds. In the organization DHHS is under the Division of Vocational Rehabilitation and thus able to use agency funds for matching purposes to draw down federal funds. This has resulted in roughly \$1.2 million increase in service funds which has a very positive impact. A troublesome restriction is that we cannot be involved with the legislature. Much more policy and paperwork are involved with the new structure and we have not gotten additional staff to handle the paperwork. Overall the changes have been helpful.

### Has your agency changed since 2004? (Continued)

- Utah** - No but we have had to lay off a few employees that has affected the services we provide.
- Washington** - The previous and current Secretary has reorganized and retained ODHH reporting to the Office of the Secretary. This reorganization is at the discretion of Secretary, not law or executive order. This is positive as ODHH visibility is heightened, opportunities to access executive management is available, etc..
- West Virginia** - In 2004 the positions of Staff Interpreter and Deputy Director were consolidated into one position - Deputy Director (who is also an interpreter). This has not had a significant impact other than in amount of manpower to complete projects.



## 2.0 Administration

### 2.1 Position Title and Type

Of 39 state agencies, 38% (N = 15) of positions is called, Director and 36% (N = 14) of positions is called, Executive Director. 38% (N = 15) of positions are identified as state civil service classified and 25% (N = 10) of positions are identified as Governor Appointee.

Table 2.1 Title

| Title   | N         |
|---|-----------|
| Director  | 15        |
| Executive Director                              | 14        |
| Administrator                                   | 2         |
| Deputy Director                                 | 1         |
| Office Public Information Officer               | 1         |
| Program Assistant                               | 1         |
| Manager   | 1         |
| Commissioner                                    | 1         |
| Social Services Program Specialist II           | 1         |
| State Coordinator                               | 1         |
| Public Policy and Government Relations Director | 1         |
| <b>Total</b>                                    | <b>39</b> |

Table 2.2 Type

| Type                            | N         |
|---------------------------------|-----------|
| Civil Service Class             | 15        |
| Governor Appointee              | 10        |
| Report to the governing board   | 5         |
| Appointed by the Department     | 4         |
| Report directly to Governor     | 3         |
| State Administrative, exempt    | 1         |
| Report directly to OVR Director | 1         |
| <b>Total</b>                    | <b>39</b> |

### 2.2 Hearing Status of Administrators

Of 39 State Agencies, 59% (N = 23) of state agency administrators identified themselves deaf or hard of hearing. Only 1% increase since 2004. The majority, if not all, of administrators who identified themselves as hearing know Sign Language. (Based on conversations between the administrators and Steven Florio of Rhode Island while conducting the 2009 Survey.)

Table 2.3 Hearing Status

| Hearing Status  | 2009      |             | 2004      |             |
|-----------------|-----------|-------------|-----------|-------------|
|                 | States    | %           | States    | %           |
| Deaf            | 17        | 44%         | 13        | 50%         |
| Hard of Hearing | 6         | 15%         | 2         | 8%          |
| Hearing         | 16        | 41%         | 7         | 27%         |
| No response     | 0         | 0%          | 4         | 15%         |
| <b>Total</b>    | <b>39</b> | <b>100%</b> | <b>26</b> | <b>100%</b> |

### 2.3 Salary Range of Administrators

Of 39 State Agencies, 26% of salary ranges is \$85,000 and over. The rest of salary ranges are pretty even. The possible factors are the size of agency's annual budget, administrators' longevity among the administrators, base salary range, college education, and other incentives.

Table 2.4 Salary Range of Administrators

| Salary Range        | 2009      |             | 2004      |             |
|---------------------|-----------|-------------|-----------|-------------|
|                     | N         | %           | N         | %           |
| \$0 - \$25,000      | 0         | 0%          | 0         | 0%          |
| \$25,001 - \$35,000 | 0         | 0%          | 0         | 0%          |
| \$35,001 - \$45,000 | 4         | 10%         | 2         | 8%          |
| \$45,001 - \$55,000 | 5         | 13%         | 7         | 28%         |
| \$55,001 - \$65,000 | 7         | 18%         | 3         | 12%         |
| \$65,001 - \$75,000 | 5         | 13%         | 7         | 28%         |
| \$75,001 - \$85,000 | 6         | 15%         | 5         | 20%         |
| \$85,001 and higher | 10        | 26%         | 1         | 4%          |
| No Response         | 2         | 5%          | 0         | 0%          |
| <b>Total</b>        | <b>39</b> | <b>100%</b> | <b>25</b> | <b>100%</b> |

*2.4 List of Administrators*

Table 2.4 - Administrators

| State             | Administrator          | Title                             |
|-------------------|------------------------|-----------------------------------|
| Arizona           | Sherri Collins         | Executive Director                |
| California        | Tom Lee                | Deputy Director                   |
| Colorado          | Cliff Moers            | Administrator                     |
| Connecticut       | Stacie J. Mawson       | Executive Director                |
| Delaware          | Loretta Sarro          | Public Information Officer        |
| Florida           | Mary Grace Tavel       | Program Assistant                 |
| Hawaii            | Francine Wai           | Executive Director                |
| Idaho             | Steven Snow            | Executive Director                |
| Illinois          | John Miller            | Director                          |
| Indiana           | Rhonda Marcum          | Manager                           |
| Iowa              | Kathryn Baumann-Reese  | Administrator                     |
| Kansas            | Rebecca J. Rosenthal   | Executive Director                |
| Kentucky          | Virginia L. Moore      | Executive Director                |
| Louisiana         | Naomi DeDual           | Executive Director                |
| Maine             | John G. Shattuck       | Division Director                 |
| Maryland          | Lisa H. Kornberg       | Director                          |
| Massachusetts     | Heidi L. Reed          | Commissioner                      |
| Michigan          | Sheryl Emery           | Director                          |
| Minnesota (Comm.) | Mary Hartnett          | Executive Director                |
| Minnesota (DHHSD) | Bruce Hodek            | Division Director                 |
| Mississippi       | Benjamin Wagenknecht   | Director                          |
| Missouri          | Barry Critchfield      | Executive Director                |
| Nebraska          | Peter J. Seiler, Ed.D. | Executive Director                |
| Nevada            | Betty Hammond          | Social Svcs Pgm Specialist II     |
| New Hampshire     | H. Dee Clanton         | State Coordinator                 |
| New Mexico        | Barbara "BJ" Wood      | Executive Director                |
| New Jersey        | David Alexander        | Director                          |
| New York          | Rosemary Lamb          | Director                          |
| North Carolina    | Jan Withers            | Director                          |
| Oregon            | Patricia O'Sullivan    | Public Policy/Gov't Rel. Director |
| Pennsylvania      | Sharon Behun           | Director                          |
| Rhode Island      | Steven A. Florio       | Executive Director                |
| Tennessee         | Thom Roberts           | Executive Director                |
| Texas             | David W. Myers         | Director                          |
| Utah              | Marilyn Call           | Division Director                 |
| Virginia          | Ronald L. Lanier       | Director                          |
| Washington        | Eric Raff              | Director                          |
| West Virginia     | Marissa Johnson        | Executive Director                |
| Wisconsin         | Linda Huffer           | Director                          |

### 3.0 Location of the Agency

| Department  | N         | State   |
|---|-----------|---|
| <b>Independent or Executive Office</b>  | <b>11</b> | Arizona, Connecticut, Idaho, Illinois, Maryland, Minnesota (Commission), Nebraska, New Mexico, New York, Rhode Island, and Virginia |
| <b>Social and/or Health Services</b>  | <b>5</b>  |   |
| Department of Social Services   |           | California  |
| Department of Health  |           | Florida   |
| Department of Social and Health Services  |           | Washington  |
| Department of Health Services   |           | Wisconsin   |
| Department of Health  |           | Hawaii  |
| <b>Human Rights or Services</b>   | <b>5</b>  |   |
| Within the Division of Boards and Commissions under the Dept. of Human Services |           | Colorado  |
| Department of Human Rights  |           | Iowa  |
| Department of Human Services  |           | Minnesota (DHHSD)   |
| Department of Human Services  |           | New Jersey  |
| Department of Human Services  |           | Oregon  |
| <b>Health and Human Services</b>  | <b>4</b>  |   |
| Executive Office of Health and Human Services                                   |           | Massachusetts   |
| Department of Health and Human Services, Aging and Disability Services Division |           | Nevada  |
| Department of Health and Human Resources  |           | West Virginia   |
| Department of Health and Human Services   |           | North Carolina  |
| <b>Rehabilitation Services</b>  | <b>9</b>  |   |
| Division of Vocational Rehab under Dept of Labor                                |           | Delaware  |
| Bureau of Rehabilitative Services under Dept of Family and Social Service       |           | Indiana   |
| Social Rehabilitation Service within the Kansas Rehabilitation Services         |           | Kansas  |
| Department of Social Service within the LA Rehabilitation Services              |           | Louisiana   |
| Bureau of Rehabilitation under Department of Labor                              |           | Maine   |
| Department of Rehabilitation Services   |           | Mississippi   |
| Division of Vocational Rehab under Dept of Human Services                       |           | Tennessee   |
| Department of Assistive and Rehabilitative Services                             |           | Texas   |
| Department of Rehabilitation under Dept of Education                            |           | Utah  |
| <b>Labor</b>  | <b>2</b>  |   |
| Department of Labor, Energy and Economic Growth                                 |           | Michigan  |
| Department of Labor and Industry  |           | Pennsylvania  |
| <b>Education</b>  | <b>3</b>  |   |
| Education and Workforce Development Cabinet                                     |           | Kentucky  |
| Department of Elementary and Secondary Education                                |           | Missouri  |
| Department of Education, Division of Career Technology and Adult Learning       |           | New Hampshire   |

## 4.0 Board Composition

### 4.1 Size

For the purpose of this section, the term, “board” is defined as a board, commission, or advisory council. Only 4 state agencies (California, Delaware, Texas, and Washington) do not have a board/advisory function. Washington’s Advisory Committee was abolished by the Governor’s Executive Order this year (2009).

The largest number of seats is 27 in North Carolina and the smallest number of seats is 7 in 4 states (Colorado, Indiana, Iowa, and New Mexico).

49% (N = 19) of State Agencies have a law requiring a majority of deaf and hard of hearing persons on the board.

Table 4.1—Size of Board Composition

| State             | N     | Majority D/HH Required |
|-------------------|-------|------------------------|
| North Carolina    | 27    | No                     |
| Maine             | 26    | No                     |
| Connecticut       | 21    | No                     |
| Massachusetts     | 12-20 | Yes                    |
| Florida           | 17    | No                     |
| Hawaii            | 17    | No                     |
| Kansas            | 17    | No                     |
| Louisiana         | 17    | No                     |
| New Hampshire     | 17    | No                     |
| Pennsylvania      | 17    | No                     |
| West Virginia     | 17    | No                     |
| Maryland          | 16    | Yes                    |
| Minnesota (Comm.) | 15    | Yes                    |
| Utah              | 15    | Yes                    |
| New York          | 15    | Yes                    |
| Arizona           | 14    | Yes                    |
| New Jersey        | 14    | Yes                    |
| Kentucky          | 13    | Yes                    |
| Michigan          | 13    | Yes                    |
| Rhode Island      | 13    | Yes                    |

| State             | N   | Majority D/HH Required |
|-------------------|-----|------------------------|
| Oregon            | 12  | Yes                    |
| Illinois          | 11  | Yes                    |
| Nevada            | 11  | No                     |
| Tennessee         | 11  | No                     |
| Idaho             | 9   | No                     |
| Mississippi       | 9   | No                     |
| Missouri          | 9   | Yes                    |
| Nebraska          | 9   | Yes                    |
| Virginia          | 9   | No                     |
| Wisconsin         | 9   | Yes                    |
| Minnesota (DHHSD) | 8   | Yes                    |
| Colorado          | 7   | No                     |
| Indiana           | 7   | Yes                    |
| Iowa              | 7   | Yes                    |
| New Mexico        | 7   | Yes                    |
| California        | N/A | N/A                    |
| Delaware          | N/A | N/A                    |
| Texas             | N/A | N/A                    |
| Washington        | N/A | N/A                    |

## 4.2 Seats of the Board

72% (N = 28) of State Agencies' board members are appointed by the Governor.

Table 4.2—Seats of the Board

| State             | One Term equals to a number of | Appointed by:   | The Travel Expense reimbursed?            |
|-------------------|--------------------------------|---|---|
| New Mexico        | 6                              | Governor  | Yes                                       |
| Missouri          | 4                              | Governor  | Yes                                       |
| Virginia          | 4                              | Governor  | Yes                                       |
| Wisconsin         | 4                              | Governor  | Yes                                       |
| Florida           | 4                              | Governor  | Yes                                       |
| Pennsylvania      | 4                              | Governor  | Yes                                       |
| North Carolina    | 4                              | Mixed of Governor, Department Administrator, and selected by membership | Yes                                       |
| Kentucky          | 2 to 4                         | Governor and selected by the membership for some slots                  | Yes                                       |
| Hawaii            | 2 to 4                         | Governor  | Yes                                       |
| Iowa              | 3                              | Governor  | Yes                                       |
| Minnesota (DHHSD) | 3                              | Department Administrator  | Yes                                       |
| Illinois          | 3                              | Governor  | Yes                                       |
| Nevada            | 3                              | Department Administrator  | Yes                                       |
| Tennessee         | 3                              | Governor  | Yes                                       |
| Michigan          | 3                              | Governor  | Yes                                       |
| New Jersey        | 3                              | Governor  | Yes                                       |
| Minnesota (Comm.) | 3                              | Governor  | Yes                                       |
| Maryland          | 3                              | Governor  | Yes if they requested.                    |
| Kansas            | 3                              | Governor  | Yes                                       |
| Louisiana         | 3                              | Governor  | Yes                                       |
| New Hampshire     | 3                              | Department Administrator  | Yes                                       |
| West Virginia     | 3                              | Governor  | Yes                                       |
| Indiana           | 2 to 3                         | Department Administrator  | Yes                                       |
| Colorado          | 2                              | Governor  | Yes                                       |
| Mississippi       | 2                              | Department of Rehab Services' Executive Director                        | Yes                                       |
| Nebraska          | 2                              | Governor  | Yes                                       |
| Oregon            | 2                              | Department Administrator  | Yes                                       |
| Rhode Island      | 2                              | Governor  | Yes if they requested.                    |
| Arizona           | 2                              | Governor  | Yes                                       |
| Utah              | 2                              | Board of Education  | Yes if they live more than 50 miles away. |
| Maine             | 2                              | Governor  | Yes                                       |
| Massachusetts     | 2                              | Governor  | Yes                                       |
| Connecticut       | Coterminous with Governor      | Governor  | Yes                                       |
| Idaho             | Vary depending on each seat    | Governor  | Yes                                       |
| New York          | Staggered                      | 4 by Governor and 4 by legislative leaders                              | Yes                                       |
| California        | N/A                            | N/A   | N/A                                       |
| Delaware          | N/A                            | N/A   | N/A                                       |
| Texas             | N/A                            | N/A   | N/A                                       |
| Washington        | N/A                            | N/A   | N/A                                       |

### 4.3 Representatives on the Board

Almost all state agencies have a law requiring both Deaf and Hard of Hearing to serve on the board. Parents are second after Deaf and Hard of Hearing.

Table 4.3 Representatives

| Representative                         | N  |
|--|----|
| Deaf                                   | 31 |
| Hard of Hearing                        | 30 |
| Parent                                 | 20 |
| State Government Official              | 16 |
| Deaf Organization                      | 15 |
| Educator                               | 12 |
| Interpreter Organization               | 11 |
| General Public                         | 9  |
| Audiologist                            | 8  |
| Hard of Hearing Organization           | 7  |
| Local Rep. (each island county incl'd) | 7  |
| Late Deafened Organization             | 5  |
| Physician including otolaryngologist   | 4  |
| Hearing                                | 3  |
| Early Intervention Provider            | 3  |
| Not Required                           | 3  |
| Psychologist                           | 2  |
| No Response                            | 2  |

Table 4.4 Other Representatives

| Other Representatives                  | N |
|--|---|
| Professionals                          | 7 |
| State Agency Representatives           | 4 |
| Community Representative (D/HH)        | 3 |
| Late-Deafened                          | 2 |
| Interpreter                            | 2 |
| Hearing Aid Specialist/Dispenser       | 2 |
| Supt of School for the Deaf/School Rep | 2 |
| Deaf-Blind organization                | 2 |
| Government Representatives-ex officers | 1 |
| Elders                                 | 1 |
| Children and Families                  | 1 |
| Business Community                     | 1 |
| Local Public School                    | 1 |
| Speech Disabled                        | 1 |
| Director of Vocational Rehabilitation  | 1 |
| Black-Deaf organization                | 1 |
| Persons with Disabilities              | 1 |
| Service Providers                      | 1 |

### 4.4 Meeting

74% (N = 29) of the state boards are required to meet at least 4 times a year. Utah is required to meet at least 10 times a year. Massachusetts is required to meet at least 8 times a year. Only two states (Mississippi and New York) are required to meet at least 3 times. Also, only two states (Oregon and Nevada) do not have any law requiring a certain number of meetings a year. Utah allows the members to participate in the meeting by video conferencing.

### 4.5 Communication Access at the Meeting.

All State Agencies' boards arranged various communication access services for their meetings without requiring a request of communication access in advance.

|                                     |   |   |   |      |
|-------------------------------------|---|---|---|------|
| Interpreters                        | - | - | - | 100% |
| CART                                | - | - | - | 90%  |
| Assistive Listening Devices         | - |   |   | 28%  |
| Assistive Listening System          | - |   |   | 14%  |
| Oral Interpreter                    | - | - | - | 5%   |
| Tactile Interpreters for Deaf-Blind | - |   |   | 5%   |

## 5.0 Funding

### *5.1 Fiscal Year*

Only 5 states have different fiscal years than the rest of state agencies. 33 states follow the July 1st through June 30th fiscal year. 3 of 5 states (Michigan, New Hampshire, and Wisconsin) start their fiscal year on October 1st and end on September 30th, similar to the Federal Government's fiscal year. One of 5 states, Texas, starts on September 1st and ends on August 31st. And one of 5 states, New York, starts on April 1st and ends on March 31st.

### *5.2 Authorized Budget*

The respondents were asked for their total authorized annual budget for their agencies. It is difficult to compare state budgets when no two state agencies providing the same services and programs. Some states manage or provide telecommunications relay service (TRS) and/or Telecommunication Distribution and others do not. TRS and Telecommunication Distribution services account for a large portion of the budgets.

For your own assessment needs, various data formats are provided as follows:

- 1) Budget by Per Capita
- 2) Annual Gross Amount
- 3) Rank by State Funds
- 4) Rank by "Surcharge" Funds
- 5) Rank by General Population including Gross Amount and State Funds

By per capita, New Mexico is leading in per capita, \$2.07 per person, to provide services for the Deaf and Hard of Hearing. Florida is the lowest with \$0.01 per capita based on 18,881,445 people living in Florida and are used to services provided for Deaf and Hard of Hearing people by the Florida government. New York is the 2nd lowest with \$0.02 per capita. Please see Table 5.1 for per capita of all states next page.



Table 5.1 Budget by Per Capita

|    | State             | Per Capita | Gross            | Population    |
|----|-------------------|------------|------------------|---------------|
| 1  | New Mexico        | \$ 2.07    | \$ 4,100,000.00  | 1,984,356.00  |
| 2  | Virginia          | \$ 2.04    | \$ 15,859,138.00 | 7,769,089.00  |
| 3  | North Carolina    | \$ 1.44    | \$ 13,000,000.00 | 9,000,000.00  |
| 4  | Minnesota (DHHSD) | \$ 1.36    | \$ 6,800,000.00  | 5,000,000.00  |
| 5  | Hawaii            | \$ 1.09    | \$ 1,400,000.00  | 1,288,198.00  |
| 6  | Utah              | \$ 0.91    | \$ 2,021,891.00  | 2,233,169.00  |
| 7  | Washington        | \$ 0.89    | \$ 5,624,971.00  | 6,287,759.00  |
| 8  | Massachusetts     | \$ 0.87    | \$ 5,500,000.00  | 6,349,097.00  |
| 9  | Arizona           | \$ 0.84    | \$ 5,441,100.00  | 6,500,000.00  |
| 10 | Nevada            | \$ 0.68    | \$ 1,646,018.00  | 2,414,807.00  |
| 11 | Louisiana         | \$ 0.64    | \$ 2,800,000.00  | 4,400,000.00  |
| 12 | Nebraska          | \$ 0.48    | \$ 858,400.00    | 1,783,432.00  |
| 13 | Connecticut       | \$ 0.44    | \$ 1,529,248.00  | 3,501,252.00  |
| 14 | Maine             | \$ 0.43    | \$ 560,508.00    | 1,300,000.00  |
| 15 | Rhode Island      | \$ 0.37    | \$ 370,146.00    | 1,011,960.00  |
| 16 | Colorado          | \$ 0.21    | \$ 954,040.00    | 4,550,688.00  |
| 17 | Tennessee         | \$ 0.19    | \$ 1,020,000.00  | 5,464,458.00  |
| 18 | Texas             | \$ 0.19    | \$ 3,900,500.00  | 21,000,000.00 |
| 19 | New Hampshire     | \$ 0.18    | \$ 313,721.00    | 1,700,000.00  |
| 20 | Delaware          | \$ 0.15    | \$ 133,900.00    | 873,092.00    |
| 21 | West Virginia     | \$ 0.15    | \$ 268,000.00    | 1,800,000.00  |
| 22 | Kentucky          | \$ 0.14    | \$ 860,000.00    | 6,000,000.00  |
| 23 | California        | \$ 0.14    | \$ 5,200,000.00  | 36,700,000.00 |
| 24 | Iowa              | \$ 0.13    | \$ 378,792.00    | 2,926,324.00  |
| 25 | Kansas            | \$ 0.11    | \$ 290,000.00    | 2,700,000.00  |
| 26 | Wisconsin         | \$ 0.10    | \$ 500,000.00    | 5,000,000.00  |
| 27 | Michigan          | \$ 0.10    | \$ 1,000,000.00  | 10,003,422.00 |
| 28 | Minnesota (Comm.) | \$ 0.10    | \$ 495,000.00    | 5,000,000.00  |
| 29 | Idaho             | \$ 0.09    | \$ 150,600.00    | 1,600,000.00  |
| 30 | New Jersey        | \$ 0.09    | \$ 807,000.00    | 8,682,661.00  |
| 31 | Missouri          | \$ 0.07    | \$ 403,792.00    | 5,800,310.00  |
| 32 | Illinois          | \$ 0.07    | \$ 808,800.00    | 12,419,293.00 |
| 33 | Oregon            | \$ 0.06    | \$ 240,000.00    | 3,790,060.00  |
| 34 | Maryland          | \$ 0.05    | \$ 301,000.00    | 5,633,597.00  |
| 35 | Indiana           | \$ 0.05    | \$ 325,000.00    | 6,195,643.00  |
| 36 | Pennsylvania      | \$ 0.04    | \$ 460,000.00    | 12,448,279.00 |
| 37 | Mississippi       | \$ 0.04    | \$ 104,500.00    | 2,921,088.00  |
| 38 | New York*         | \$ 0.02    | \$ 316,000.00    | 19,460,297.00 |
| 39 | Florida           | \$ 0.01    | \$ 250,000.00    | 18,881,445.00 |

\* = \$316,000 was appropriated by the General Assembly when the Interagency Coordinating Council for the Deaf and Hard of Hearing was first established. \$316,000 and additional adjustments annually are now part of the overall agency's budget, NYS Commission on Quality of Care and Advocacy for Persons with Disabilities, (\$17.6m)

Table 5.2 Rank by Annual Gross Amount

|    | State             | Gross            |
|----|-------------------|------------------|
| 1  | Virginia          | \$ 15,859,138.00 |
| 2  | North Carolina    | \$ 13,000,000.00 |
| 3  | Minnesota (DHHSD) | \$ 6,800,000.00  |
| 4  | Washington        | \$ 5,624,971.00  |
| 5  | Massachusetts     | \$ 5,500,000.00  |
| 6  | Arizona           | \$ 5,441,100.00  |
| 7  | California        | \$ 5,200,000.00  |
| 8  | New Mexico        | \$ 4,100,000.00  |
| 9  | Texas             | \$ 3,900,500.00  |
| 10 | Louisiana         | \$ 2,800,000.00  |
| 11 | Utah              | \$ 2,021,891.00  |
| 12 | Nevada            | \$ 1,646,018.00  |
| 13 | Connecticut       | \$ 1,529,248.00  |
| 14 | Hawaii            | \$ 1,400,000.00  |
| 15 | Tennessee         | \$ 1,020,000.00  |
| 16 | Michigan          | \$ 1,000,000.00  |
| 17 | Colorado          | \$ 954,040.00    |
| 18 | Kentucky          | \$ 860,000.00    |
| 19 | Nebraska          | \$ 858,400.00    |
| 20 | Illinois          | \$ 808,800.00    |
| 21 | New Jersey        | \$ 807,000.00    |
| 22 | Maine             | \$ 560,508.00    |
| 23 | Wisconsin         | \$ 500,000.00    |
| 24 | Minnesota (Comm.) | \$ 495,000.00    |
| 25 | Pennsylvania      | \$ 460,000.00    |
| 26 | Missouri          | \$ 403,792.00    |
| 27 | Iowa              | \$ 378,792.00    |
| 28 | Rhode Island      | \$ 370,146.00    |
| 29 | Indiana           | \$ 325,000.00    |
| 30 | New York*         | \$ 316,000.00    |
| 31 | New Hampshire     | \$ 313,721.00    |
| 32 | Maryland          | \$ 301,000.00    |
| 33 | Kansas            | \$ 290,000.00    |
| 34 | West Virginia     | \$ 268,000.00    |
| 35 | Florida           | \$ 250,000.00    |
| 36 | Oregon            | \$ 240,000.00    |
| 37 | Idaho             | \$ 150,600.00    |
| 38 | Delaware          | \$ 133,900.00    |
| 39 | Mississippi       | \$ 104,500.00    |

\* = \$316,000 was appropriated by the General Assembly when the Interagency Coordinating Council for the Deaf and Hard of Hearing was first established. \$316,000 and additional adjustments annually are now part of the overall agency's budget, NYS Commission on Quality of Care and Advocacy for Persons with Disabilities. (\$17.6m)

Table 5.3 Rank by State Funds

The funding source of the state agencies varies. State agencies that received at least 85% from the surcharge fund (excise tax or other names) are **excluded** from this list. To be included, state agencies receive state funds appropriated by the state legislature and/or Memo of Understanding (MOU)/Grants through other state agencies/departments.

|    | State             | State Funds     |    | State         | State Funds   |
|----|-------------------|-----------------|----|---------------|---------------|
| 1  | Massachusetts     | \$ 5,280,000.00 | 17 | Pennsylvania  | \$ 460,000.00 |
| 2  | Minnesota (DHHSD) | \$ 5,168,000.00 | 18 | Missouri      | \$ 403,792.00 |
| 3  | California        | \$ 2,860,000.00 | 19 | Iowa          | \$ 378,792.00 |
| 4  | Louisiana         | \$ 2,800,000.00 | 20 | Rhode Island  | \$ 370,146.00 |
| 5  | Utah              | \$ 2,021,891.00 | 21 | Indiana       | \$ 325,000.00 |
| 6  | Connecticut       | \$ 1,529,248.00 | 22 | Maine         | \$ 319,489.56 |
| 7  | Hawaii            | \$ 1,400,000.00 | 23 | New York*     | \$ 316,000.00 |
| 8  | Texas             | \$ 1,189,652.50 | 24 | Maryland      | \$ 301,000.00 |
| 9  | Tennessee         | \$ 1,020,000.00 | 25 | Kansas        | \$ 290,000.00 |
| 10 | Michigan          | \$ 1,000,000.00 | 26 | West Virginia | \$ 268,000.00 |
| 11 | Kentucky          | \$ 860,000.00   | 27 | Florida       | \$ 250,000.00 |
| 12 | Nebraska          | \$ 858,400.00   | 28 | Oregon        | \$ 240,000.00 |
| 13 | Illinois          | \$ 808,800.00   | 29 | Idaho         | \$ 150,600.00 |
| 14 | New Jersey        | \$ 807,000.00   | 30 | Delaware      | \$ 133,900.00 |
| 15 | Wisconsin         | \$ 500,000.00   | 31 | Mississippi   | \$ 104,500.00 |
| 16 | Minnesota (Comm.) | \$ 495,000.00   | 32 | New Hampshire | \$ -          |

\* = Please check the footnotes in the previous page of Annual Gross Amount for information on NY.

Table 5.4 Rank by “Surcharge” Funds

The definition, “Surcharge”, refers to a charge against the telephone on landlines, wireless, and internet known as VOIP paid by the consumers in these respective states to cover various services and programs provided. Some states have different names for it such as Disabled Telephone Users Fund, Excise Tax, Universal Service Fund, and TRS fund. Most of them are set up by the State Public Utilities Commission or the similar.

|   | State             | Funding          | From other sources  |
|---|-------------------|------------------|---|
| 1 | Virginia          | \$ 14,431,815.58 | 99% from Communications Tax for Relay                           |
| 2 | North Carolina    | \$ 12,900,000.00 | 99% from surcharge on landlines and wireless.                   |
| 3 | Washington        | \$ 5,624,971.00  | 100% from Excise Tax from Telephone subscribers TRS surcharges. |
| 4 | Arizona           | \$ 5,441,100.00  | 100% - Excise Tax (telephone landline only)                     |
| 5 | New Mexico        | \$ 4,100,000.00  | 100% from Telephone Relay service surcharges                    |
| 6 | Nevada            | \$ 1,646,018.00  | 100% from PUC's telecommunication fund                          |
| 7 | Minnesota (DHHSD) | \$ 1,632,000.00  | 24% from telephone surcharge for TEDP                           |
| 8 | Colorado          | \$ 820,474.40    | 86% from Disabled Telephone Users Fund                          |
| 9 | Maine             | \$ 140,127.00    | 25% from Universal Service Fund.                                |

Table 5.5 Rank by General Population including Gross Amount and State levels.

|    | State             | Population    | Gross Amount     | State Fund       | Other sources   |
|----|-------------------|---------------|------------------|------------------|-----------------|
| 1  | California        | 36,700,000.00 | \$ 5,200,000.00  | \$ 2,860,000.00  | \$ 2,340,000.00 |
| 2  | Texas             | 21,000,000.00 | \$ 3,900,500.00  | \$ 1,189,652.50  | \$ 2,710,847.50 |
| 3  | New York*         | 19,490,297.00 | \$ 316,000.00    | \$ 316,000.00    | \$ -            |
| 4  | Florida           | 18,881,445.00 | \$ 250,000.00    | \$ 250,000.00    | \$ -            |
| 5  | Pennsylvania      | 12,448,279.00 | \$ 460,000.00    | \$ 460,000.00    | \$ -            |
| 6  | Illinois          | 12,419,293.00 | \$ 808,800.00    | \$ 808,800.00    | \$ -            |
| 7  | Michigan          | 10,003,422.00 | \$ 1,000,000.00  | \$ 1,000,000.00  |                 |
| 8  | North Carolina    | 9,000,000.00  | \$ 13,000,000.00 | \$ 13,000,000.00 | \$ -            |
| 9  | New Jersey        | 8,682,661.00  | \$ 807,000.00    | \$ 807,000.00    | \$ -            |
| 10 | Virginia          | 7,769,089.00  | \$ 15,859,138.00 | \$ 1,427,322.42  | \$14,431,815.58 |
| 11 | Arizona           | 6,500,000.00  | \$ 5,441,100.00  | \$ 5,441,100.00  | \$ -            |
| 12 | Massachusetts     | 6,349,097.00  | \$ 5,500,000.00  | \$ 5,280,000.00  | \$ 220,000.00   |
| 13 | Washington        | 6,287,759.00  | \$ 5,624,971.00  | \$ 5,624,971.00  | \$ -            |
| 14 | Indiana           | 6,195,643.00  | \$ 325,000.00    | \$ 325,000.00    | \$ -            |
| 15 | Kentucky          | 6,000,000.00  | \$ 860,000.00    | \$ 860,000.00    | \$ -            |
| 16 | Missouri          | 5,800,310.00  | \$ 403,792.00    | \$ 234,692.00    | \$ 169,100.00   |
| 17 | Maryland          | 5,633,597.00  | \$ 301,000.00    | \$ 301,000.00    | \$ -            |
| 18 | Tennessee         | 5,464,458.00  | \$ 1,020,000.00  | \$ 1,020,000.00  | \$ -            |
| 19 | Minnesota (Comm.) | 5,000,000.00  | \$ 495,000.00    | \$ 495,000.00    | \$ -            |
| 20 | Minnesota (DHHSD) | 5,000,000.00  | \$ 6,800,000.00  | \$ 6,800,000.00  | \$ -            |
| 21 | Wisconsin         | 5,000,000.00  | \$ 500,000.00    | \$ 500,000.00    | \$ -            |
| 22 | Colorado          | 4,550,688.00  | \$ 954,040.00    | \$ 954,040.00    | \$ -            |
| 23 | Louisiana         | 4,400,000.00  | \$ 2,800,000.00  | \$ 2,800,000.00  | \$ -            |
| 24 | Oregon            | 3,790,060.00  | \$ 240,000.00    | \$ 240,000.00    | \$ -            |
| 25 | Connecticut       | 3,501,252.00  | \$ 1,529,248.00  | \$ 1,092,320.00  | \$ 436,928.00   |
| 26 | Iowa              | 2,926,324.00  | \$ 378,792.00    | \$ 378,792.00    | \$ -            |
| 27 | Mississippi       | 2,921,088.00  | \$ 104,500.00    | \$ 104,500.00    | \$ -            |
| 28 | Kansas            | 2,700,000.00  | \$ 290,000.00    | \$ 290,000.00    | \$ -            |
| 29 | Nevada            | 2,414,807.00  | \$ 1,646,018.00  | \$ 1,646,018.00  | \$ -            |
| 30 | Utah              | 2,233,169.00  | \$ 2,021,891.00  | \$ 1,821,891.00  | \$ 200,000.00   |
| 31 | New Mexico        | 1,984,356.00  | \$ 4,100,000.00  | \$ 4,100,000.00  | \$ -            |
| 32 | West Virginia     | 1,800,000.00  | \$ 268,000.00    | \$ 268,000.00    | \$ -            |
| 33 | Nebraska          | 1,783,432.00  | \$ 858,400.00    | \$ 832,648.00    | \$ 25,752.00    |
| 34 | New Hampshire     | 1,700,000.00  | \$ 313,721.00    | \$ -             | \$ 313,721.00   |
| 35 | Idaho             | 1,600,000.00  | \$ 150,600.00    | \$ 143,070.00    | \$ 7,530.00     |
| 36 | Maine             | 1,300,000.00  | \$ 560,508.00    | \$ 462,399.00    | \$ 98,109.00    |
| 37 | Hawaii            | 1,288,198.00  | \$ 1,400,000.00  | \$ 1,400,000.00  | \$ -            |
| 38 | Rhode Island      | 1,011,960.00  | \$ 370,146.00    | \$ 370,146.00    | \$ -            |
| 39 | Delaware          | 873,092.00    | \$ 133,900.00    | \$ 133,900.00    | \$ -            |

\* = \$316,000 was appropriated by the General Assembly when the Interagency Coordinating Council for the Deaf and Hard of Hearing was first established. \$316,000 and additional adjustments annually are now part of the overall agency's budget, NYS Commission on Quality of Care and Advocacy for Persons with Disabilities. (\$17.6m)

## 6.0 Staffing

### 6.1 Full-time and Part-time Count

3 States, North Carolina, Minnesota, and Massachusetts, have the largest number of full-time employees on their staff. Connecticut has a large number of part-time employees on their staff. The average of full-time employees among 39 state agencies is 11 employees. For part-time employees, the average is 2 employees.

Table 6.1 Rank by Total Staff

|    | State             | FTE   | Part-Time | Total |
|----|-------------------|-------|-----------|-------|
| 1  | North Carolina    | 71    | 1         | 72    |
| 2  | Massachusetts     | 51.66 | 13        | 64.66 |
| 3  | Minnesota (DHHSD) | 53    | 0         | 53    |
| 4  | Connecticut       | 9     | 40        | 49    |
| 5  | Indiana *         | 3     | 21        | 24    |
| 6  | Utah              | 20    | 2         | 22    |
| 7  | Texas             | 18    | 0         | 18    |
| 8  | Washington        | 17    | 0         | 17    |
| 9  | Hawaii            | 16    | 0.5       | 16.5  |
| 10 | New Mexico        | 16    | 0         | 16    |
| 11 | Arizona           | 15    | 0         | 15    |
| 12 | Kentucky          | 13    | 0         | 13    |
| 13 | Nebraska          | 12    | 1         | 13    |
| 14 | Virginia          | 9     | 2         | 11    |
| 15 | Nevada            | 9.56  | 0         | 9.56  |
| 16 | New Jersey        | 9     | 0         | 9     |
| 17 | Wisconsin         | 8     | 1         | 9     |
| 18 | Illinois          | 8     | 0         | 8     |
| 19 | Colorado**        | 6.1   | 0         | 6.1   |
| 20 | Minnesota (Comm.) | 5     | 0         | 5     |
| 21 | Pennsylvania      | 5     | 0         | 5     |
| 22 | Iowa              | 4     | 1         | 5     |
| 23 | Missouri          | 4     | 1         | 5     |
| 24 | New York***       | 5     | 0         | 5     |
| 25 | California        | 4     | 0         | 4     |
| 26 | Louisiana         | 4     | 0         | 4     |
| 27 | Michigan          | 4     | 0         | 4     |
| 28 | Maryland          | 3     | 0         | 3     |
| 29 | Mississippi       | 3     | 0         | 3     |
| 30 | Rhode Island      | 3     | 0         | 3     |
| 31 | West Virginia     | 3     | 0         | 3     |
| 32 | Kansas            | 2     | 1         | 3     |
| 33 | Maine             | 2     | 1         | 3     |
| 34 | Oregon            | 1     | 2         | 3     |
| 35 | Delaware          | 2     | 0         | 2     |
| 36 | Idaho             | 2     | 0         | 2     |
| 37 | New Hampshire     | 2     | 0         | 2     |
| 38 | Tennessee         | 2     | 0         | 2     |
| 39 | Florida           | 1     | 0.6       | 1.6   |

\* 21 RCDs as part-time included.

\*\* effective on February 2010

\*\*\* NYS CQCAPD - Overall 103 FTEs. For D/HH Council, 5 FTEs sharing responsibilities with other councils.

## 6.2 Staff Hearing Status

Top five (5) state agencies that have best percentage of Deaf and Hard of Hearing employees hired are Tennessee, Mississippi, Rhode Island, Nevada, and Colorado. The majority of employees have normal hearing.

Table 6.2 Rank by percentage of all Deaf, Hard of Hearing, Late Deafened, DeafBlind, and D/HH plus Disabilities.

|              | State             | Deaf | %   | HoH | %   | Late-Deafened | %   | HL + DA | %   | ALL D/HH/LD/HD | %    | Hearing | %    |
|--------------|-------------------|------|-----|-----|-----|---------------|-----|---------|-----|----------------|------|---------|------|
| 1            | Tennessee         | 1    | 50% | 1   | 50% | 0             | 0%  | 0       | 0%  | 2              | 100% | 0       | 0%   |
| 2            | Rhode Island      | 2    | 67% | 0   | 0%  | 0             | 0%  | 0       | 0%  | 2              | 67%  | 1       | 33%  |
| 3            | Mississippi       | 1    | 33% | 0   | 0%  | 0             | 0%  | 1       | 33% | 2              | 67%  | 1       | 33%  |
| 4            | Nevada            | 5    | 47% | 1   | 9%  | 1             | 9%  | 0       | 0%  | 7              | 66%  | 3.56    | 34%  |
| 5            | Colorado*         | 2    | 33% | 0   | 0%  | 0             | 0%  | 2       | 33% | 4              | 66%  | 2       | 33%  |
| 6            | Pennsylvania      | 3    | 60% | 0   | 0%  | 0             | 0%  | 0       | 0%  | 3              | 60%  | 2       | 40%  |
| 7            | Minnesota (Comm.) | 2    | 40% | 0   | 0%  | 0             | 0%  | 1       | 20% | 3              | 60%  | 2       | 40%  |
| 8            | Utah              | 9    | 41% | 2   | 9%  | 1             | 5%  | 1       | 5%  | 13             | 59%  | 9       | 41%  |
| 9            | New Mexico        | 5    | 36% | 3   | 21% | 0             | 0%  | 0       | 0%  | 8              | 57%  | 6       | 43%  |
| 10           | Indiana**         | 7    | 29% | 6   | 25% | 0             | 0%  | 0       | 0%  | 13             | 54%  | 11      | 46%  |
| 11           | Kentucky          | 5    | 38% | 1   | 8%  | 1             | 8%  | 0       | 0%  | 7              | 54%  | 6       | 46%  |
| 12           | New Hampshire     | 1    | 50% | 0   | 0%  | 0             | 0%  | 0       | 0%  | 1              | 50%  | 1       | 50%  |
| 13           | Kansas            | 1    | 50% | 0   | 0%  | 0             | 0%  | 0       | 0%  | 1              | 50%  | 1       | 50%  |
| 14           | Idaho             | 1    | 50% | 0   | 0%  | 0             | 0%  | 0       | 0%  | 1              | 50%  | 1       | 50%  |
| 15           | Delaware          | 1    | 50% | 0   | 0%  | 0             | 0%  | 0       | 0%  | 1              | 50%  | 1       | 50%  |
| 16           | Michigan          | 1    | 25% | 1   | 25% | 0             | 0%  | 0       | 0%  | 2              | 50%  | 2       | 50%  |
| 17           | Iowa              | 2    | 44% | 0   | 0%  | 0             | 0%  | 0       | 0%  | 2              | 44%  | 2.5     | 56%  |
| 18           | Wisconsin         | 2    | 22% | 0   | 0%  | 2             | 22% | 0       | 0%  | 4              | 44%  | 5       | 56%  |
| 19           | Illinois          | 3    | 43% | 0   | 0%  | 0             | 0%  | 0       | 0%  | 3              | 43%  | 4       | 57%  |
| 20           | Arizona           | 4    | 33% | 1   | 8%  | 0             | 0%  | 0       | 0%  | 5              | 42%  | 7       | 58%  |
| 21           | Washington        | 6    | 35% | 0   | 0%  | 0             | 0%  | 1       | 6%  | 7              | 41%  | 10      | 59%  |
| 22           | Missouri          | 1    | 20% | 1   | 20% | 0             | 0%  | 0       | 0%  | 2              | 40%  | 3       | 60%  |
| 23           | Massachusetts     | 14   | 24% | 7   | 12% | 2             | 3%  | 0       | 0%  | 23             | 39%  | 36      | 61%  |
| 24           | Texas             | 6    | 33% | 1   | 6%  | 0             | 0%  | 0       | 0%  | 7              | 39%  | 11      | 61%  |
| 25           | North Carolina    | 19   | 30% | 4   | 6%  | 0             | 0%  | 1       | 2%  | 24             | 38%  | 39      | 62%  |
| 26           | Florida           | 0    | 0%  | 0   | 0%  | 0.6           | 38% | 0       | 0%  | 0.6            | 38%  | 1       | 63%  |
| 27           | Nebraska          | 3    | 27% | 1   | 9%  | 0             | 0%  | 0       | 0%  | 4              | 36%  | 7       | 64%  |
| 28           | Maryland          | 0    | 0%  | 1   | 33% | 0             | 0%  | 0       | 0%  | 1              | 33%  | 2       | 67%  |
| 29           | Minnesota (DHHSD) | 17   | 32% | 0   | 0%  | 0             | 0%  | 0       | 0%  | 17             | 32%  | 36      | 68%  |
| 30           | New York ***      | 0    | 0%  | 1   | 25% | 0             | 0%  | 0       | 0%  | 1              | 25%  | 4       | 100% |
| 31           | California        | 1    | 25% | 0   | 0%  | 0             | 0%  | 0       | 0%  | 1              | 25%  | 3       | 75%  |
| 32           | New Jersey        | 2    | 22% | 0   | 0%  | 0             | 0%  | 0       | 0%  | 2              | 22%  | 7       | 78%  |
| 33           | Virginia          | 1    | 9%  | 1   | 9%  | 1             | 9%  | 0       | 0%  | 3              | 17%  | 8       | 73%  |
| 34           | Hawaii            | 1    | 6%  | 1   | 6%  | 0             | 0%  | 0       | 0%  | 2              | 13%  | 14.5    | 91%  |
| 35           | West Virginia     | 0    | 0%  | 0   | 0%  | 0             | 0%  | 0       | 0%  | 0              | 0%   | 3       | 100% |
| 36           | Oregon            | 0    | 0%  | 0   | 0%  | 0             | 0%  | 0       | 0%  | 0              | 0%   | 3       | 100% |
| 37           | Maine             | 0    | 0%  | 0   | 0%  | 0             | 0%  | 0       | 0%  | 0              | 0%   | 3       | 100% |
| 38           | Louisiana         | 0    | 0%  | 0   | 0%  | 0             | 0%  | 0       | 0%  | 0              | 0%   | 4       | 100% |
| 39           | Connecticut       | 0    | 0%  | 0   | 0%  | 0             | 0%  | 0       | 0%  | 0              | 0%   | 49      | 100% |
| <b>Total</b> |                   |      |     |     |     |               |     |         |     | 178.6          | 37%  | 311.56  | 63%  |

\* effective on February 2010

\*\* 21 RCDs as part-time included.

\*\*\* NYS CQCAPD - Overall 103 FTEs. For D/HH Council, 5 FTEs sharing responsibilities with other councils

*6.3 Staff Position Titles Other Than Administrator*

| State             | Staff Position Titles Other Than Administrator  |
|-------------------|---|
| Arizona           | Deputy Director, Assistant to the Executive Director, Business Manager, Special Project Specialist, Administrative Assistant, Deaf Specialist, Hard of Hearing Specialist, Licensing/Certificate Coordinator, Account Payable, Information Assessment Coordinator, AZTEDP Program Planner, and Public Relations Coordinator.  |
| California        | Deputy Director, Staff Services Manager, Staff Services Analyst, and Associate Governmental Program Analyst   |
| Colorado          | Legal Auxiliary Services Manager, Telecommunications Equipment Distribution Program Coordinator, Sign Language Interpreter, Technical Assistance Specialists (2), and Legal Auxiliary Services Coordinator  |
| Delaware          | Public Information Officer and Administrative Support Specialist  |
| Florida           | Program Assistant and Outreach and Education Coordinator.   |
| Hawaii            | Program and Policy Development Coordinator, Program Specialists (3), Communication Access Specialist, Communication Access Technician, Facility Access Specialists (4.5), Planner, Secretary, Clerk, Coordinator, and Assistant Coordinator   |
| Idaho             | Administrative Assistant  |
| Illinois          | Assistant Director, Personnel Manager, Legal Counsel, Program Coordinator, Project Coordinator, Interpreter Coordinator, and Executive Secretary.   |
| Indiana           | Program Director, Program Consultants, Counselors and Secretaries   |
| Iowa              | Secretary, Disability Consultants (3)   |
| Kansas            | Interpreter QA Coordinator, and Information Referral Specialist   |
| Kentucky          | Executive Staff Assistant, Internal Policy Analyst, Interpreter Referral Specialist, Information Coordinators (2), Executive Secretary, Executive Interpreter, Interpreter II, Network Analyst, Document Processing Specialist, Administrative Specialist, and Information Office Supervisor.   |
| Louisiana         | Program Coordinator, Program Specialist, and Administrative Program Specialist  |
| Maine             | Administrative Assistant and Central Office Consultant  |
| Maryland          | Assistant Director, and Special Assistant   |
| Massachusetts     | Deputy Commissioner of Program and Policy, Deputy Commissioner of Administration and Finance, Administrative Assistant, Case Manager, Staff Interpreter, Interpreter/CART Specialist, Department Supervisor, Director of Interpreting Services, Director of Case Management, Project Coordinator, Program Coordinator, Human Resources Liaison, Accountant, Accounting Clerk, Business Manager, Contract Manager, Communication Access Outreach Training Specialist, and Screening and Evaluation Coordinator |
| Michigan          | Interpreter, Interpreter Coordinator, and Hard of Hearing Specialist  |
| Minnesota (Comm.) | Public Policy Coordinator, Education Outreach Director, Technology Access Specialist, and Office Coordinator  |
| Minnesota (DHHS)  | Assistant Director, Regional Managers, Mental Health Director, Program Development Supervisor, Telephone Equipment Administrator, Program Planner, Staff Interpreters, Administrative Assistants, Program Consultants, TED Specialists, Deaf-Blind Specialist, Office Liaison, and Mental Health Specialists.   |
| Mississippi       | Assistant Administrative II and full-time interpreter   |
| Missouri          | Interpreter Certification Coordinator, Workshop/Training Specialist, Information Specialist/Staff Interpreter, and Executive Secretary  |
| Nebraska          | Field Representatives, Mental Health Specialist, Business Manager, Staff Assistants, and Administrative Assistant   |
| Nevada            | Management Staff (.24 FTE), Support Staff (.32 FTE), Program Administration, Office Manager, Regional Supervisor, Case Manager Specialists, and Communication Support Staff   |
| New Hampshire     | Secretary   |



*6.3 Staff Position Titles Other Than Administrator (continued)*

| State          | Staff Position Titles Other Than Administrator   |
|----------------|--|
| New Mexico     | Chief Financial Officer, Service Coordinator, Las Cruces Office Coordinator, Service Coordinators (2), Director of Special Projects, Director of Public Policy and Advocacy, Director of Telecommunication and Technical Assistance, Director of Communication Access and Development, Office Administrative Assistant, Telephone Distribution Program Specialist, Information and Referral Specialist, Public Education and Outreach Specialist, Financial Coordinator, and Business Operations Specialist.   |
| New Jersey     | Executive Assistant, Secretarial, Deaf and Hard of Hearing Specialists   |
| New York       | Attorneys, social workers, policy analysts, nurses, fiscal analysts, division directors, administrative officer, personnel administrator, mail clerks, administrative assistants, and agency director.   |
| North Carolina | Office Assistant, Program Assistant, Technology Resource Coordinator, Emergency Preparedness Coordinator, Planner/Evaluator, Business Manager, Communication Access Manager, Human Resources Manager, Information Technology Specialist, Hard of Hearing Services Manager, Community Resource Program Manager, Telecommunication Resources Program Manager, Equipment Distribution Service Coordinator, Staff Interpreter, Director's Interpreter, Regional Center Manager, Deaf Services Specialist, Hard of Hearing Services Specialists, Deaf-Blind Services Specialist, Interpreter Services Specialist, Telecommunication Consultant, and Community Accessibility Consultant. |
| Oregon         | Program Coordinator, part-time back-up/support for coordinator, manager, and trainer.  |
| Pennsylvania   | Administrative Assistant, Representatives (3)  |
| Rhode Island   | Program Manager and Interpreter/CART Referral Specialist   |
| Tennessee      | Secretary  |
| Texas          | Financial Services Liaison, Interpreter, BEI Program Administrator, Interpreter Certification Administrative Technicians (2), Communication Access Administrative Technician, Communication Access Specialist, Direct Services Program Specialist, Hard of Hearing Specialist, Outreach Development Specialist, STAP Office Administrator, STAP Program Specialists (2), and STAP Administrative Technicians (5)   |
| Utah           | Secretaries, deaf facilities supervisor, interpreters, interpreter certification manager, counselors, case managers, outreach position, deaf program specialists, hard of hearing program specialists, certified deaf interpreter, language mentors for interpreter, and Training Technology specialist.   |
| Virginia       | Administration & Policy Manager, Relay & Technology Manager, Business Manager, Outreach Manager, Technology Programs Specialist, VQAS Programs Specialist, Outreach Specialist, Program Support Technician, ISP Coordinator, and CapTel Specialist.  |
| Washington     | Assistant Director, Fiscal Officer, Executive Assistants (6), Program Managers (2), Program Support, Information Technology (IT) Manager, IT Network Specialist, IT Database Specialist, Office Assistant, and Customer Service Representative.  |
| West Virginia  | Deputy Director and Secretary  |
| Wisconsin      | Human Services Program Coordinator, Regional Coordinator, Administrative Assistant, and Interpreter.   |



## 7.0 Services

### 7.1 General Services

The top five (5) services provided by among 39 state agencies are Information and Referral (95%), Advocacy (90%), Deaf Awareness/Orientation/Training (79%), Technical Assistance (77%), and Interpreter Referral (77%).

Table 7.1 - General Services

|    | Services  | N  | %   |
|----|---|----|-----|
| 1  | Information and Referral                              | 37 | 95% |
| 2  | Advocacy  | 35 | 90% |
| 3  | Deaf Awareness/Orientation/Training                   | 31 | 79% |
| 4  | Technical Assistance                                  | 30 | 77% |
| 5  | Interpreter Referral                                  | 28 | 72% |
| 6  | Assistive Technology                                  | 27 | 69% |
| 7  | Interpreter Directory                                 | 25 | 64% |
| 8  | CART Referral   | 25 | 64% |
| 9  | Services to Hard of Hearing                           | 24 | 62% |
| 10 | Client Assistance                                     | 24 | 62% |
| 11 | Adult/Community Education                             | 20 | 51% |
| 12 | Lending Library                                       | 19 | 49% |
| 14 | Interpreter Training and Workshop                     | 18 | 46% |
| 15 | Newsletter  | 18 | 46% |
| 16 | Equipment Loan  | 18 | 46% |
| 17 | Interpreter Qualifying and Licensing                  | 16 | 41% |
| 18 | Telecommunication Distribution Program                | 16 | 41% |
| 19 | Senior Citizens Services                              | 15 | 38% |
| 20 | Emergency needs                                       | 14 | 36% |
| 21 | Deaf-Blind Services                                   | 13 | 33% |
| 22 | Interpreter Services (direct)                         | 12 | 31% |
| 23 | Research  | 12 | 31% |
| 24 | Deaf Festival   | 10 | 26% |
| 25 | Sign Language Instructions/Classes                    | 8  | 21% |
| 26 | Counseling  | 7  | 18% |
| 27 | Relay Service   | 5  | 13% |
| 28 | Job Development and Placement                         | 5  | 13% |
| 29 | Video Remote Interpreting Service                     | 4  | 10% |
| 30 | Legislation affecting community- direct lobbying      | 3  | 8%  |
| 31 | Community Outreach                                    | 3  | 8%  |
| 32 | Remote CART Service                                   | 2  | 5%  |
| 33 | Accessibility to State Agencies                       | 2  | 5%  |
| 34 | Equipment Program contracted by Division              | 1  | 3%  |
| 35 | Case Management Services for Adults                   | 1  | 3%  |
| 36 | Children's Specialists                                | 1  | 3%  |
| 37 | Communication Access Technology and Training Services | 1  | 3%  |
| 38 | Deaf and Hard of Hearing Independent Living Services  | 1  | 3%  |
| 39 | Communication Services                                | 1  | 3%  |
| 40 | Quality Assurance Screening                           | 1  | 3%  |

## 7.2 *Relay Services*

The State Agencies identified are responsible to oversee the State Relay Service in various forms.

Table 7.2 - Overseeing State Relay Services

| Relay Services |
|----------------|
| Arizona        |
| New Mexico     |
| North Carolina |
| Virginia       |
| Washington     |

## 7.3 *State Telecommunication Distribution Program*

The State Agencies identified are in charge of Telecommunication Distribution Program.

Table 7.3 - Telecommunication Distribution

| Telecommunication Distribution Program |
|--|
| Arizona                                |
| Colorado                               |
| Kentucky                               |
| Louisiana                              |
| Maine                                  |
| Minnesota (DHHSD)                      |
| Nebraska                               |
| Nevada                                 |
| New Mexico                             |
| New Jersey                             |
| North Carolina                         |
| Tennessee                              |
| Texas                                  |
| Virginia                               |
| Washington                             |
| Wisconsin                              |

## 7.4 *Legislative Actions by the State Agencies*

The State Agencies identified are allowed by the statutes to initiate, create, and lobby the legislation at the General Assembly.

Table 7.4 - State Agencies Allowed to lobby the legislations

| Legislative Actions    |
|------------------------|
| Kentucky               |
| Minnesota (Commission) |
| Rhode Island           |

### *7.5 Interpreter Referral*

The State Agencies identified provide the interpreter referral services in various ways. Some provide regular interpreter referral services. Some provide interpreter referrals to State departments/agencies only, some provide for state courts only, some maintain a list of interpreters for distribution purposes, some are responsible to handle registrations of interpreters who work in the state.

Table 7.5 - Interpreter Referral

| <b>Interpreter Referral</b> |
|-----------------------------|
| Arizona                     |
| California                  |
| Colorado                    |
| Connecticut                 |
| Idaho                       |
| Illinois                    |
| Kansas                      |
| Kentucky                    |
| Louisiana                   |
| Maine                       |
| Maryland                    |
| Massachusetts               |
| Michigan                    |
| Minnesota (DHHSD)           |
| Mississippi                 |
| Nebraska                    |
| Nevada                      |
| New Hampshire               |
| New Mexico                  |
| New Jersey                  |
| North Carolina              |
| Pennsylvania                |
| Rhode Island                |
| Tennessee                   |
| Texas                       |
| Utah                        |
| Virginia                    |

### *7.6 Interpret Qualifying and Licensing*

The State Agencies identified have programs that issue certificates, licenses, and/or qualify interpreters in their respective states.

Table 7.6 - Interpreter Qualifying and Licensing

| <b>Interpreter Qualifying and Licensing</b> |
|---|
| Arizona                                     |
| Colorado                                    |
| Illinois                                    |
| Kansas                                      |
| Kentucky                                    |
| Louisiana                                   |
| Massachusetts                               |
| Michigan                                    |
| Missouri                                    |
| Nebraska                                    |
| New Hampshire                               |
| New Mexico                                  |
| Pennsylvania                                |
| Texas                                       |
| Utah  |
| West Virginia                               |

## 8.0 Demographic Information

### 81 Demographic—Deaf and Hard of Hearing Population

The information below with both percentages and data sources varies from state to state. All 39 state agencies need to agree on percentage for each category (Deaf, Hard of Hearing, and Deaf Blind) and which source they will use to compute the figure in their respective states. They need consistency as to how to compute the figures.

Table 9.1 - Rank by Deaf and Hard of Hearing Population

|    | State             | General Population | Deaf and Hard of Hearing | Percentage of Deaf/HoH | Percentage of Deaf Only | Percentage of HoH Only | Percentage of Deaf-Blind |
|----|-------------------|--------------------|--------------------------|------------------------|-------------------------|------------------------|--------------------------|
| 1  | California        | 36,700,000.00      | 3,800,000.00             | 2.0%                   | N/A                     | N/A                    | N/A                      |
| 2  | Texas             | 21,000,000.00      | 3,800,000.00             | 8.8%                   | 2.3%                    | 6.5%                   | N/A                      |
| 3  | Florida           | 18,881,445.00      | 3,021,031.00             | 16.0%                  | N/A                     | N/A                    | N/A                      |
| 4  | New York          | 19,490,297.00      | 1,500,000.00             | N/A                    | N/A                     | N/A                    | N/A                      |
| 5  | Michigan          | 10,003,422.00      | 1,400,000.00             | 10.0%                  | N/A                     | N/A                    | N/A                      |
| 6  | Illinois          | 12,419,293.00      | 1,068,059.00             | 8.6%                   | N/A                     | N/A                    | N/A                      |
| 7  | North Carolina    | 9,000,000.00       | 1,000,000.00             | 15.3%                  | N/A                     | N/A                    | N/A                      |
| 8  | Maryland          | 5,633,597.00       | 957,711.00               | 17.0%                  | N/A                     | N/A                    | N/A                      |
| 9  | Washington        | 6,287,759.00       | 880,286.00               | N/A                    | N/A                     | N/A                    | N/A                      |
| 10 | New Jersey        | 8,682,661.00       | 800,000.00               | 8.6%                   | N/A                     | N/A                    | N/A                      |
| 11 | Tennessee         | 5,464,458.00       | 780,373.00               | 7.0%                   | 18%                     | N/A                    | N/A                      |
| 12 | Arizona           | 6,500,000.00       | 704,000.00               | 11.0%                  | N/A                     | N/A                    | N/A                      |
| 13 | Virginia          | 7,769,089.00       | 675,910.00               | 8.7%                   | 1%                      | N/A                    | N/A                      |
| 14 | Kentucky          | 6,000,000.00       | 645,000.00               | 11.0%                  | N/A                     | N/A                    | N/A                      |
| 15 | Pennsylvania      | 12,448,279.00      | 624,061.00               | N/A                    | N/A                     | N/A                    | N/A                      |
| 16 | Missouri          | 5,800,310.00       | 580,000.00               | 10.0%                  | 1%                      | 9%                     | N/A                      |
| 17 | Massachusetts     | 6,349,097.00       | 546,022.00               | 8.6%                   | 0.23%                   | N/A                    | N/A                      |
| 18 | Minnesota (Comm.) | 5,000,000.00       | 500,000.00               | 10.0%                  | N/A                     | N/A                    | N/A                      |
| 19 | Wisconsin         | 5,000,000.00       | 500,000.00               | 10.0%                  | N/A                     | N/A                    | N/A                      |
| 20 | Minnesota (DHHSD) | 5,000,000.00       | 497,229.00               | 10.0%                  | 1%                      | 9%                     | N/A                      |
| 21 | Indiana           | 6,195,643.00       | 495,651.00               | N/A                    | N/A                     | N/A                    | N/A                      |
| 22 | Colorado          | 4,550,688.00       | 418,000.00               | 8.6%                   | 0.9%                    | 7.7%                   | N/A                      |
| 23 | Louisiana         | 4,400,000.00       | 400,000.00               | 10.0%                  | 1%                      | N/A                    | N/A                      |
| 24 | New Mexico        | 1,984,356.00       | 337,340.00               | 16.0%                  | 2%                      | 14%                    | N/A                      |
| 25 | Kansas            | 2,700,000.00       | 270,000.00               | 12.0%                  | 10%                     | N/A                    | N/A                      |
| 26 | Iowa              | 2,926,324.00       | 229,131.00               | 8.0%                   | 0.9%                    | 7.1%                   | N/A                      |
| 27 | Connecticut       | 3,501,252.00       | 208,000.00               | 8.0%                   | 6%                      | 2%                     | N/A                      |
| 28 | Utah              | 2,233,169.00       | 199,822.00               | 10.0%                  | 1.7%                    | 8.8%                   | N/A                      |
| 29 | Nevada            | 2,414,807.00       | 193,184.56               | 8.0%                   | N/A                     | N/A                    | N/A                      |
| 30 | Oregon            | 3,790,060.00       | 179,000.00               | N/A                    | N/A                     | N/A                    | N/A                      |
| 31 | Idaho             | 1,600,000.00       | 137,000.00               | 8.6%                   | 1.6%                    | 7%                     | N/A                      |
| 32 | Maine             | 1,300,000.00       | 105,000.00               | 10.0%                  | N/A                     | N/A                    | N/A                      |
| 33 | New Hampshire     | 1,700,000.00       | 101,000.00               | 10.0%                  | N/A                     | N/A                    | N/A                      |
| 34 | Rhode Island      | 1,011,960.00       | 87,028.00                | 8.6%                   | N/A                     | N/A                    | N/A                      |
| 35 | Hawaii            | 1,288,198.00       | 47,817.00                | N/A                    | N/A                     | N/A                    | N/A                      |
| 36 | Delaware          | 873,092.00         | 31,000.00                | N/A                    | N/A                     | N/A                    | N/A                      |
| 37 | Mississippi       | 2,921,088.00       | 20,000.00                | N/A                    | N/A                     | N/A                    | N/A                      |
| 38 | Nebraska          | 1,783,432.00       | 11,630.00                | N/A                    | N/A                     | N/A                    | N/A                      |
| 39 | West Virginia     | 1,800,000.00       | Unknown                  | N/A                    | N/A                     | N/A                    | N/A                      |
|    | <b>Average:</b>   |                    |                          | <b>10.0%</b>           | <b>3%</b>               | <b>8%</b>              | <b>0%</b>                |

## 8.2 Demographic— Data Sources to be Used for Deaf and Hard of Hearing Population

Table 9.2 - Data Sources Used by States

| State             | Data Sources   |
|-------------------|--|
| Arizona           | U.S. Census Bureau   |
| California        | State Department of Finance Estimates - 1990 and U.S. Census - 2008  |
| Colorado          | U.S. Department of Health and Human Services - July 2007   |
| Connecticut       | General Population from CT Dept of Health - 2008   |
| Delaware          | US Census Sensory Data - 2006 and US Census Bureau - July 2008   |
| Florida           | Florida Legislature Economic and Development Resource.   |
| Hawaii            | D/HH population from Gallaudet University Library FAQ - June 2004  |
| Idaho             | Formula set-forth by Gallaudet Research Institute (GRI)  |
| Illinois          | United States Department of Health and Human Services at 8.6%, Gallaudet University Research Institute, the Centers for Disease Control and Prevention, and National Center for Health Statistics. |
| Indiana           | 2003 US Census Bureau  |
| Iowa              | US Census  |
| Kansas            | Gallaudet Research Institute   |
| Kentucky          | US Census, University Research as of 2007  |
| Louisiana         | US Census - 07/08  |
| Maine             | National Institute on Deafness and Communication Disorder 2002   |
| Maryland          | US Census estimates for 2008   |
| Massachusetts     | US Department of Commerce, Bureau of the Census, 2000 Census- March 2001, National Center for Health Statistics  |
| Michigan          | Contracted State Survey  |
| Minnesota (Comm.) | National Center for Health Statistics - 2006   |
| Minnesota (DHHSD) | Gallaudet Research Institute   |
| Mississippi       | US Census Bureau & Gallaudet University Research Institute   |
| Missouri          | US Census Bureau - 2007, 10% inaccurate, CDC indicates better % is 14% including institutionalized persons   |
| Nebraska          | General Population from US Census 2008. D/HH population based on a number of registrations for various programs that Nebraska Commission offered in the past.                                      |
| Nevada            |  |
| New Hampshire     | US Census Bureau - 2000  |
| New Mexico        |  |
| New Jersey        | US Center for Health Statistics - 1994   |
| New York          | US Census - 2008 and NYSCQCAPD's website   |
| North Carolina    | 15.32% for age 18 and up only. US Census Bureau and 2008 Series 10 report data from <a href="http://www.cdc.gov/nchs/nhis.htm">www.cdc.gov/nchs/nhis.htm</a>                                       |
| Oregon            | US Census  |
| Pennsylvania      | US Census - 2000 and US Census 1990  |

*8.2 Demographic— Data Sources to be Used for Deaf and Hard of Hearing Population (Continued)*

Table 9.2 - Data Sources Used by States (continued)

| State         | Data Sources   |
|---------------|--|
| Rhode Island  | US Census 2001, Nat'l Center for Health Statistics- Nat'l Health Interview Survey-1994 |
| Tennessee     | 1990 Census (figures were taken from the Tennessee Statistical Abstract 1994/1995)     |
| Texas         | 2005 Census and 2005 National Health Interview Survey                                  |
| Utah          | US Census Bureau 2000  |
| Virginia      | National Center for Health Statistics - 2005   |
| Washington    | US Census - general population, Gallaudet Research Institute 2005 on D/HH              |
| West Virginia | US Census Bureau   |
| Wisconsin     | US Census  |

## 9.0 Agency Website and E-Mail Addresses

### 9.1 Agency Website Addresses

Table 8.1 - Agency Website Addresses

| State             | Website  |
|-------------------|--|
| Arizona           | <a href="http://www.acdhh.org">www.acdhh.org</a>   |
| California        | <a href="http://www.cdss.ca.gov/cdssweb/PG145.htm">www.cdss.ca.gov/cdssweb/PG145.htm</a>                           |
| Colorado          | <a href="http://www.coloradodeafcommission.com">www.coloradodeafcommission.com</a>                                 |
| Connecticut       | <a href="http://www.ct.gov/cdhi">www.ct.gov/cdhi</a>   |
| Delaware          | <a href="http://www.delawareworks.com/dvr/services/dodhh.shtml">www.delawareworks.com/dvr/services/dodhh.shtml</a> |
| Florida           | <a href="http://www.fccdhh.org">www.fccdhh.org</a>   |
| Hawaii            | <a href="http://www.hawaii.gov/health/dcab">www.hawaii.gov/health/dcab</a>   |
| Idaho             | <a href="http://www.cdhh.idaho.gov">www.cdhh.idaho.gov</a>   |
| Illinois          | <a href="http://www.idhhc.state.il.us">www.idhhc.state.il.us</a>   |
| Indiana           | <a href="http://www.dhhs.in.gov">www.dhhs.in.gov</a>   |
| Iowa              | <a href="http://www.dsci.iowa.gov">www.dsci.iowa.gov</a>   |
| Kansas            | <a href="http://www.srskansas.org/kcdhh">www.srskansas.org/kcdhh</a>   |
| Kentucky          | <a href="http://www.kcdhh.org">www.kcdhh.org</a>   |
| Louisiana         | <a href="http://www.dss.state.la.us">www.dss.state.la.us</a>   |
| Maine             | <a href="http://www.maine.gov/rehab/dod">www.maine.gov/rehab/dod</a>   |
| Maryland          | <a href="http://www.odhh.maryland.gov">www.odhh.maryland.gov</a>   |
| Massachusetts     | <a href="http://www.state.ma.us/MCDHH">www.state.ma.us/MCDHH</a>   |
| Michigan          | <a href="http://www.mcddc-dodhh.org">www.mcddc-dodhh.org</a>   |
| Minnesota (Comm.) | <a href="http://www.mncdhh.org">www.mncdhh.org</a>   |
| Minnesota (DHHSD) | <a href="http://www.dhhsd.org">www.dhhsd.org</a>   |
| Mississippi       | <a href="http://www.odhh.org">www.odhh.org</a>   |
| Missouri          | <a href="http://www.mcdhh.mo.gov">www.mcdhh.mo.gov</a>   |
| Nebraska          | <a href="http://www.ncdhh.ne.gov">www.ncdhh.ne.gov</a>   |
| Nevada            | <a href="http://www.dhhs.nv.gov">www.dhhs.nv.gov</a>   |
| New Hampshire     | <a href="http://www.ed.state.nh.us">www.ed.state.nh.us</a>   |
| New Mexico        | <a href="http://www.cdhh.state.nm.us">www.cdhh.state.nm.us</a>   |
| New Jersey        | <a href="http://www.state.nj.us/humanservices/ddhh/">www.state.nj.us/humanservices/ddhh/</a>                       |
| New York          | <a href="http://www.cqcapd.state.ny.us">www.cqcapd.state.ny.us</a>   |
| North Carolina    | <a href="http://www.ncdhhs.gov/dsdhh/">www.ncdhhs.gov/dsdhh/</a>   |
| Oregon            | <a href="http://www.oregon.gov/DHS/odhhs/index.shtml">www.oregon.gov/DHS/odhhs/index.shtml</a>                     |
| Pennsylvania      | <a href="http://www.dli.state.pa.us">www.dli.state.pa.us</a> ....Keyword: ODHH                                     |
| Rhode Island      | <a href="http://www.cdhh.ri.gov">www.cdhh.ri.gov</a>   |
| Tennessee         | <a href="http://www.tennessee.gov/humanserv/rehab/cc6.html">www.tennessee.gov/humanserv/rehab/cc6.html</a>         |
| Texas             | <a href="http://www.dars.state.tx.us/dhhs">www.dars.state.tx.us/dhhs</a>   |
| Utah              | <a href="http://www.deafservices.utah.gov">www.deafservices.utah.gov</a>   |
| Virginia          | <a href="http://www.vddhh.org">www.vddhh.org</a>   |
| Washington        | <a href="http://odhh.dshs.wa.gov">http://odhh.dshs.wa.gov</a>  |
| West Virginia     | <a href="http://www.wvdhhr.org/wvcdhh">www.wvdhhr.org/wvcdhh</a>   |
| Wisconsin         | <a href="http://dhs.wisconsin.gov/sensory/">http://dhs.wisconsin.gov/sensory/</a>                                  |



## 9.2 Agency E-mail Addresses

These email addresses are used by the public to contact the agency. Specific individual's email address is not included.

Table 8.2 - Agency E-mail Addresses

| State             | Agency E-Mail Addresses  |
|-------------------|--|
| Arizona           | <a href="mailto:info@acdhh.state.az.gov">info@acdhh.state.az.gov</a>           |
| California        | <a href="mailto:deaf.access@dss.ca.gov">deaf.access@dss.ca.gov</a>             |
| Colorado          | <a href="mailto:email.ccdhh@state.co.us">email.ccdhh@state.co.us</a>           |
| Connecticut       | <a href="mailto:cdhi@ct.gov">cdhi@ct.gov</a>                                   |
| Hawaii            | <a href="mailto:dcab@doh.hawaii.gov">dcab@doh.hawaii.gov</a>                   |
| Illinois          | <a href="mailto:dhh.webmaster@illinois.gov">dhh.webmaster@illinois.gov</a>     |
| Iowa              | <a href="mailto:dhrr.dsci@iowa.gov">dhrr.dsci@iowa.gov</a>                     |
| Kentucky          | <a href="mailto:info_svcs@ky.gov">info_svcs@ky.gov</a>                         |
| Maryland          | <a href="mailto:odhh@gov.state.md.us">odhh@gov.state.md.us</a>                 |
| Massachusetts     | See website for link to submit msgs  |
| Michigan          | <a href="mailto:DODHH@Michigan.gov">DODHH@Michigan.gov</a>                     |
| Minnesota (Comm.) | <a href="mailto:mncdhh.info@state.mn.us">mncdhh.info@state.mn.us</a>           |
| Missouri          | <a href="mailto:mcdhh@mcdhh.mo.gov">mcdhh@mcdhh.mo.gov</a>                     |
| New York          | <a href="mailto:webmaster@cqcaph.state.ny.us">webmaster@cqcaph.state.ny.us</a> |
| North Carolina    | <a href="mailto:DSDHH.Information@ncmail.net">DSDHH.Information@ncmail.net</a> |
| Oregon            | <a href="mailto:info.odhhs@state.or.us">info.odhhs@state.or.us</a>             |
| Pennsylvania      | <a href="mailto:ra-li-ovr-odhh@state.pa.us">ra-li-ovr-odhh@state.pa.us</a>     |
| Rhode Island      | <a href="mailto:cdhh@cdhh.ri.gov">cdhh@cdhh.ri.gov</a>                         |
| Tennessee         | <a href="mailto:TCDHH.Council.DHS@tn.gov">TCDHH.Council.DHS@tn.gov</a>         |
| Virginia          | <a href="mailto:frontdsk@vddhh.virginia.gov">frontdsk@vddhh.virginia.gov</a>   |
| Washington        | <a href="mailto:odhh@dshs.wa.gov">odhh@dshs.wa.gov</a>                         |
| West Virginia     | <a href="mailto:wvcdhh@wvdhhr.org">wvcdhh@wvdhhr.org</a>                       |

## 10.0 Agency Contact List

### Arizona

Arizona Commission f/t D/HH  
1400 W. Washington Street, Room 126  
Phoenix, AZ 85007  
800-352-8161 TOLL - V/TTY  
602-542-3323 V/TTY  
866-948-7035 VP  
602-542-3380 FAX  
[info@acdhh.state.az.gov](mailto:info@acdhh.state.az.gov)

### California

Office of Deaf Access  
744 P Street, M.S. 8-16-91  
Sacramento, CA 95814  
916-653-7651 TTY  
916-653-8320 VOICE  
916-653-4001 FAX  
[deaf.access@dss.ca.gov](mailto:deaf.access@dss.ca.gov)

### Colorado

Colorado Commission f/t D/HH  
1575 Sherman Street, 2<sup>nd</sup> Floor  
Denver, Colorado 80203  
303-866-4734 TTY  
720-457-3679 VP  
303-866-3824 VOICE  
303-866-4831 FAX  
[email.ccdhh@state.co.us](mailto:email.ccdhh@state.co.us)

### Connecticut

Commission on the D/HI  
P.O. Box 330730  
67 Prospect Avenue  
Hartford, CT 06133  
800-708-6796 TOLL  
860-231-8169 TTY  
860-231-8756 VOICE  
860-231-8746 FAX  
[cdhi@ct.gov](mailto:cdhi@ct.gov)

### Delaware

Delaware Office f/t D/HH  
Division of Vocational Rehabilitation  
4425 North Market Street  
Wilmington, DE 19802-1307  
302-761-8275 TTY  
302-504-4741 VP  
302-761-8275 VOICE  
302-761-6611 FAX  
[Loretta.Sarro@state.de.us](mailto:Loretta.Sarro@state.de.us)

### Florida

Florida Coordinating Council f/t D/HH  
4052 Bald Cypress Way, Bin A06  
4025 Esplanade Way, Room 235.10  
Tallahassee, FL 32399-1707  
866-602-3275 TOLL  
850-245-4914 TTY  
850-245-4913 VOICE  
850-921-8138 FAX  
[MaryGrace\\_Tavel@doh.state.fl.us](mailto:MaryGrace_Tavel@doh.state.fl.us)

### Hawaii

Disability and Communication Access Board  
919 Ala Moana Blvd. Room 101  
Honolulu, Hawaii 96814  
808-586-8121 TTY/Voice  
866-552-3572 VP  
808-586-8129 FAX  
[dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)

### Idaho

Idaho Council f/t D/HH  
1720 Westgate Drive, Suite A  
Boise, ID 83704  
800-433-1323 TOLL/VOICE  
800-433-1361 TTY  
208-473-2122 VP  
208-334-0952 FAX  
[snows2@dhw.idaho.gov](mailto:snows2@dhw.idaho.gov)

### Illinois

Illinois D/HH Commission  
1630 S. 6<sup>th</sup> Street  
Springfield, IL 62703  
877-455-3323 TOLL  
217-557-4495 TTY  
217-303-8010 VP  
217-557-4495 VOICE  
217-557-4492 FAX  
[dhh.webmaster@illinois.gov](mailto:dhh.webmaster@illinois.gov)

### Indiana

Indiana, D/HH, Employment and Innovation  
402 W. Washington Street  
IGCS – W453  
Indianapolis, IN 46204  
800-545-7763 TOLL  
866-800-4634 VP  
317-542-3325 FAX  
[Rhonda.Marcum@fssa.in.gov](mailto:Rhonda.Marcum@fssa.in.gov)

## 10.0 Agency Contact List (continued)

### Iowa

Deaf Services Commission of Iowa  
Iowa Department of Human Rights  
321 E 12<sup>th</sup> Street  
Des Moines, IA 50319  
888-221-3724 TOLL  
515-281-3164 TTY  
515-598-7327 VP  
515-281-3164 VOICE  
515-242-6119 FAX  
[thr.dsci@iowa.gov](mailto:thr.dsci@iowa.gov)

### Kansas

Kansas Commission f/t D/HH  
915 SW Harrison Street  
Docking State Office Building, 9 N  
Topeka, Kansas 66612  
800-432-0698 TOLL  
785-368-8046 TTY  
785-246-5077 VP  
785-368-8034 VOICE  
785-368-7467 FAX

### Kentucky

Kentucky Commission on the D/HH  
632 Versailles Road  
Frankfort, KY 40601  
800-372-2907 TOLL  
502-573-2604 TTY/VOICE  
502-385-0544 VP  
502-573-3594 FAX  
[Info\\_svcs@ky.gov](mailto:Info_svcs@ky.gov)

### Louisiana

Louisiana Commission for the Deaf  
627 North Fourth Street, 2<sup>nd</sup> Floor  
P.O. Box 91297  
Baton Rouge, LA 70821-9297  
800-256-1523 TOLL – TTY/V  
866-515-9928 VP  
225-219-2949 FAX  
[ndedual@dss.state.la.us](mailto:ndedual@dss.state.la.us)

### Maine

Division f/t D, HH, and Late Deafened  
42 Commerce Drive  
Augusta, Maine 04333  
888-755-0023 TTY  
866-760-8430 VP  
207-623-7957 VOICE  
[john.g.shattuck@maine.gov](mailto:john.g.shattuck@maine.gov)

### Maryland

Maryland Governor's Office of the D/HH  
217 E. Redwood Street  
Suite 1300  
Baltimore, MD 21202  
410-767-7756 TTY  
443-453-5954 VP  
410-767-6290 VOICE  
410-333-1016 FAX  
[odhh@gov.state.md.us](mailto:odhh@gov.state.md.us)

### Massachusetts

Massachusetts Commission f/t D/HH  
150 Mount Vernon Street, Suite 550  
Dorchester, MA 02125  
800-530-7570 TTY  
800-882-1155 VOICE  
617-740-1700 TTY  
866-970-7177 VP  
617-740-1600 VOICE  
617-740-1810 FAX

### Michigan

Division on Deaf and Hard of Hearing  
201 N Washington Sq. Suite 150  
Lansing, MI 48913  
877-499-6232 TOLL – TTY/VOICE  
517-507-5223 VP  
517-335-7773 FAX  
[DODHH@Michigan.gov](mailto:DODHH@Michigan.gov)

### Minnesota I

Commission of D/D-Blind/HH Minnesotans  
444 Lafayette Road North  
St. Paul, MN 55155-3814  
888-206-2001 TTY  
651-964-2060 VP  
651-431-5961 VOICE  
651-431-7588 FAX  
[mncdhh.info@state.mn.us](mailto:mncdhh.info@state.mn.us)

### Minnesota II

Deaf and Hard of Hearing Services Division  
Elmer Andersen Human Services Building  
540 Cedar Street  
St. Paul, MN 55155  
888-206-6506 TTY  
651-964-1452 VP  
651-431-2355 VOICE  
651-431-7417 FAX

## 10.0 Agency Contact List (continued)

### Mississippi

Office on Deaf and Hard of Hearing  
3895 Beasley Road  
Jackson, MS 39213  
601-898-7056 TTY  
601-206-0228 VP  
601-898-7057 VOICE  
601-898-7098 FAX  
[benjamin.wagenknecht@mdrs.state.ms.us](mailto:benjamin.wagenknecht@mdrs.state.ms.us)

### Missouri

Missouri Commission f/t D/HH  
1500 Southridge Drive  
Suite 201  
Jefferson City, MO 65109  
573-526-5205 TTY/VOICE  
573-526-5209 FAX  
[mcdhh@mcdhh.mo.gov](mailto:mcdhh@mcdhh.mo.gov)

### Nebraska

Nebraska Commission f/t D/HH  
4600 Valley Road  
Lincoln, NE 68510  
800-545-6244 TOLL  
402-471-3593 TTY/VOICE  
402-471-3067 FAX

### Nevada

Aging & Disability Svcs Div.– Disabilities Unit  
3656 Research Way  
Suite 32  
Carson City, NV 89706  
888-337-3839 TOLL  
775-687-3388 TTY  
775-687-4452 VOICE  
775-687-3292 FAX  
[bahammond@adsd.nv.gov](mailto:bahammond@adsd.nv.gov)

### New Hampshire

Office of the Deaf and Hard of Hearing  
21 South Fruit Street, Suite 200  
Concord, NH 03301  
603-271-1483 TTY  
603-271-1483 VP  
603-271-3471 VOICE  
603-271-7095 FAX  
[hdclanton@ed.state.nh.us](mailto:hdclanton@ed.state.nh.us)

### New Mexico

New Mexico Commission f/t D/HH Persons  
2500 Louisiana Blvd.  
Suite 400  
Albuquerque, NM 87110  
866-755-0242 TOLL  
505-881-8824 TTY/VP/VOICE  
505-881-8831 FAX

### New Jersey

New Jersey Division of the D/HH  
222 South Warren Street  
Trenton, NJ 08625  
609-984-7281 TTY/VOICE  
609-498-7019 VP  
609-633-3625 FAX

### New York

NYS Interagency Coordinating Council for Services to Persons who are Deaf, Deaf-Blind, or Hard of Hearing  
*NYS Commission on Quality of Care and Advocacy for Persons with Disabilities*  
401 State Street  
Schenectady, NY 12305-2397  
800-624-4143 TOLL – TTY/VOICE  
518-388-0691 VOICE  
518-388-3375 FAX  
[webmaster@cqcacd.state.ny.us](mailto:webmaster@cqcacd.state.ny.us)

### North Carolina

NC Division of Services f/t D/HH  
2301 Mail Service Center  
Raleigh, NC 27699-2301  
800-851-6099 TOLL  
919-874-2212 TTY/VP/VOICE  
919-855-6872 FAX  
[DSDHH.Information@ncmail.net](mailto:DSDHH.Information@ncmail.net)

### Oregon

Dept of Human Svcs D/HH Services Pgm  
500 Summer Street NE  
Salem, OR 97301  
800-521-9615 TOLL  
503-947-5183 TTY/VOICE  
503-947-5184 FAX  
[Info.odhhs@state.or.us](mailto:Info.odhhs@state.or.us)

## 10.0 Agency Contact List (continued)

### Pennsylvania

Pennsylvania Office f/t D/HH  
1521 North 6<sup>th</sup> Street  
Harrisburg, PA 17102  
800-233-3088 TOLL – TTY/VOICE  
717-783-4912 TTY/VOICE  
866-572-2628 VP  
717-783-4913 FAX  
[ra-li-ovr-odhh@state.pa.us](mailto:ra-li-ovr-odhh@state.pa.us)

### Rhode Island

Rhode Island Commission on the D/HH  
One Capitol Hill, Ground Level  
Providence, RI 02908  
401-222-1205 TTY  
401-256-5511 VP  
401-222-1204 VOICE  
401-222-5736 FAX  
[cdhh@cdhh.ri.gov](mailto:cdhh@cdhh.ri.gov)

### Tennessee

Tennessee Council f/t D/HH  
Citizens Plaza Building, 14<sup>th</sup> Floor  
400 Deaderick Street  
Nashville, TN 37243  
800-270-1349 TTY  
615-313-4918 VOICE  
615-532-4685 FAX  
[TCDHH.Council.DHS@tn.gov](mailto:TCDHH.Council.DHS@tn.gov)

### Texas

Office for D/HH Services  
P.O. Box 12904  
Austin, TX 78711  
512-407-3251 TTY  
512-410-6556 VP  
512-407-3250 VOICE  
512-407-3299 FAX  
[david.myers@dars.state.tx.us](mailto:david.myers@dars.state.tx.us)

### Utah

Division of Services f/t D/HH  
Sanderson Community Center of the D/HH  
5709 South 1500 West  
Taylorsville, UT 84123  
801-313-6815 TTY  
801-657-5200 VP  
801-263-4861 VOICE  
801-263-4865 FAX  
[mcall@utah.gov](mailto:mcall@utah.gov)

### Virginia

Virginia Department f/t D/HH  
1602 Rolling Hills Drive  
Suite 203  
Richmond, VA 23229-5012  
800-552-7917 TOLL  
804-662-9502 TTY  
804-325-1290 VP  
804-662-9502 VOICE  
804-662-9718 FAX  
[frontdsk@vddhh.virginia.gov](mailto:frontdsk@vddhh.virginia.gov)

### Washington

Office of the Deaf and Hard of Hearing  
P.O. Box 45301  
Olympia, WA 98503-5300  
800-422-7930 TOLL  
360-902-8000 TTY/VOICE  
360-339-7382 VP  
360-902-0855 FAX  
[odhh@dshs.wa.gov](mailto:odhh@dshs.wa.gov)

### West Virginia

West Virginia Commission f/t D/HH  
Capitol Complex  
Building 6, Room 863  
Charleston, WV 25305  
866-461-3578 TOLL  
304-558-1675 TTY/VOICE  
304-205-0330 VP  
304-558-0937 FAX  
[wvcdhh@wvdhhr.org](mailto:wvcdhh@wvdhhr.org)

### Wisconsin

Office for the Deaf and Hard of Hearing  
1 West Wilson Street #451  
Madison, WI 53703  
888-701-1251 TTY  
608-266-1865 VOICE



## 2009 Survey Questionnaire

[WWW.MONKEYSURVEY.COM](http://WWW.MONKEYSURVEY.COM)

Data Collection Process

October 2009-December 2009

**GENERAL INFORMATION****Please fill in your State Agency contact information:**

Name of Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Address2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Toll-free number: (    ) \_\_\_\_\_ - \_\_\_\_\_

Main phone number - TTY: (    ) \_\_\_\_\_ - \_\_\_\_\_

Main phone number - VP: (    ) \_\_\_\_\_ - \_\_\_\_\_

Main phone number - Voice: (    ) \_\_\_\_\_ - \_\_\_\_\_

Fax number: (    ) \_\_\_\_\_ - \_\_\_\_\_

Agency E-mail address: \_\_\_\_\_

Website address: \_\_\_\_\_

Agency founded (MM/DD/YYYY): \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

What is location of your agency? Under what agency or department?

\_\_\_\_\_

Since 2004, has your agency merged with any other agencies, expanded, downsized, or reorganized as required by law or executive order? If yes, please explain the impact on your agency in general. Positive? Increase restrictions? Challenges?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**GENERAL ADMINISTRATION INFORMATION**

Name of Administrator: \_\_\_\_\_

What is the title of administrator's position? (Examples: Executive Director, Commissioner, Director, etc.)

Hearing Status?

- ☐ Deaf
- ☐ Hard of Hearing
- ☐ Late-Deafened
- ☐ Hearing

Which one of the following listed below best matches your Administrator's position?

- ☐ Civil Service Classified Position
- ☐ Governor appointed position
- ☐ Report directly to Governor
- ☐ Other (please specific): \_\_\_\_\_

What is Annual Salary of the Administrator? Please check one. (confidential)

- ☐ \$0 to \$25,000
- ☐ \$25,001 to \$35,000
- ☐ \$35,001 to \$45,000
- ☐ \$45,001 to \$55,000
- ☐ \$55,001 to \$65,000
- ☐ \$65,001 to \$75,000
- ☐ \$75,001 to \$85,000
- ☐ \$85,001 and higher

Administrator's contact information:

E-mail address: \_\_\_\_\_

Videophone: \_\_\_\_\_

Phone - Voice: \_\_\_\_\_

Fax number: \_\_\_\_\_

**COMPOSITION OF COMMISSION, COUNCIL, OR BOARD**

Number of Members serving on commission, council, or board?

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One Term = how many year?

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Appointed by:

- ☐ Governor
- ☐ Department Administrator
- ☐ Legislature
- ☐ Other (please specify): \_\_\_\_\_

Does your law requires a majority number of deaf and hard of hearing representatives?

- ☐ Yes
- ☐ No

What representations on your commission, council, or board does your law require? (Please check all that apply.)

- ☐ not required
- ☐ hard of hearing
- ☐ psychologist
- ☐ physician, otolaryngologist
- ☐ state government official
- ☐ deaf organization representative
- ☐ hard of hearing organization representative
- ☐ late deafened organization representative
- ☐ general public
- ☐ deaf
- ☐ audiologist
- ☐ educator
- ☐ parent
- ☐ early intervention provider
- ☐ interpreter organization

- ☐ hearing
- ☐ local(regional) representative
- ☐ Other (please specify): \_\_\_\_\_

Minimum number of regular meetings in a year as required by the law.

\_\_\_\_\_

What communication access accommodation(s) is automatically and routinely arranged for the regular meeting? Any accommodation that would not require a special request in advance? (Please check all that apply.)

- ☐ Interpreter
- ☐ CART
- ☐ Assistive Listening System (ALS)
- ☐ Assistive Listening Device (ALD)
- ☐ Video Remote Interpreter (VRI)
- ☐ Remote CART
- ☐ Other (please specify): \_\_\_\_\_

Are the members reimbursed for travel expenses?

- ☐ Yes
- ☐ No
- ☐ Other (please specify): \_\_\_\_\_

### **FUNDING (Fiscal Year 2010)**

What is your fiscal year cycle?

- ☐ October 1 to September 30
- ☐ January 1 to December 31
- ☐ July 1 to June 30
- ☐ Other (please specify): \_\_\_\_\_

Total authorized (enacted) budget for Fiscal Year 2010? (e.g.: \$560,000)

---

Is your authorized (enacted) budget good for .....

- ☐ One year (annual)?
- ☐ Two years (biennial)?
- ☐ Other (please specify): \_\_\_\_\_

Funding Source(s) (Please check all that apply.):

- ☐ State appropriation (What % is state funded? \_\_\_\_\_%)
- ☐ Federal
- ☐ Third party contract (MOU, Agreements, etc.)
- ☐ Grants (state and/or federal)
- ☐ Fees
- ☐ Donations/gifts
- ☐ Other (please specify): \_\_\_\_\_

### **STAFF AT YOUR AGENCY**

Please fill in:

✦ Number of full-time equivalent (FTE) staff positions (administrator included.):

\_\_\_\_\_

✦ Number of part-time positions Number of staff members who are deaf: \_\_\_\_\_

✦ Number of staff members who are hard of hearing: \_\_\_\_\_

✦ Number of staff members who are late-deafened: \_\_\_\_\_

✦ Number of staff members who are hearing: \_\_\_\_\_

✦ Number of staff members who are deaf, HoH, or LateD **PLUS** other disability:

\_\_\_\_\_

Please list staff positions that are part of your agency (please attached if you have many positions that might not fit in this section.):

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Please check all that apply closely and list other services that are not on this list.

- ☐ Adult/Community Education
- ☐ Advocacy
- ☐ Assistive Technology
- ☐ Counseling
- ☐ Client Assistance
- ☐ Deaf Awareness/Orientation/Training
- ☐ Deaf Festival
- ☐ Equipment Loan
- ☐ Emergency Needs
- ☐ Information and Referral
- ☐ Interpreter Directory
- ☐ Interpreter Referral
- ☐ CART Referral
- ☐ Interpreter Services (direct)
- ☐ Interpreter Qualifying and Licensing
- ☐ Interpreter Training and Workshop
- ☐ Video Remote Interpreting Service
- ☐ Remote CART Service
- ☐ Job Development and Placement
- ☐ Lending Library
- ☐ Newsletter
- ☐ Research
- ☐ Senior Citizens Services
- ☐ Deaf Blind Services
- ☐ Services to Hard of Hearing
- ☐ Sign Language Instruction/Classes
- ☐ Technical Assistance
- ☐ Relay Service
- ☐ Telecommunication Distribution program
- ☐ Other (please specify): \_\_\_\_\_

**DEMOGRAPHICS***Questions about your population in your State*

✦ What is the combined deaf and hard of hearing population estimate of your state?

\_\_\_\_\_

✦ What is the total general population in your state?: \_\_\_\_\_

✦ What data source do you use to compute the estimates? U.S. Census Bureau? U.S. Department of Health? As of WHEN? Please be specific.:

\_\_\_\_\_

✦ What percentage do you use to compute the population of Deaf and Hard of Hearing?:

\_\_\_\_\_

✦ Please put 'N/A' if you do not have it, what percentage do you use to compute the population of DEAF only?: \_\_\_\_\_

✦ Please put 'N/A' if you do not have it, what percentage do you use to compute the population of Hard of Hearing only?: \_\_\_\_\_

Please put 'N/A' if you do not have it, what percentage do you use to compute the population of Deaf-blind? : \_\_\_\_\_

Any general comments?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_





