

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

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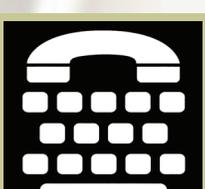


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I. Purpose and Method

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 so everyone would be able to participate and respond more quickly and conveniently. The e-mail with url links to 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).

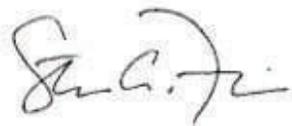
This 2009 Survey Report is distributed only to the agency administrators and/or board chairpersons of known states that are listed in the report electronically.

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.

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 (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*

- Indiana** - Legislation was passed in 1988. The office opened in 1989.
- Nevada** - Relay and equipment distribution started in 1990. The advocacy component was added in 2002.
- 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.
- Pennsylvania** - Legislation was passed in 1986. The office opened in 1988.
- Rhode Island** - 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.
- Wisconsin** - 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?

- California** - Our Deaf Access Program has undergone budget cuts since 2004.
- Colorado** - 3.3 FTEs added in February 2010.
- Connecticut** - 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.
- Indiana** - 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.
- Kansas** - Downsized by losing one part-time support staff. Our agency is now 100% State General Funds.
- Maryland** - No - there were legislative attempts to merge us with the Department of Disabilities but they did not pass.
- Massachusetts** - 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.
- Minnesota (Comm.)** - No, in fact, our budget has gone from \$95,000 in 2004 to \$600,000 this year.
- Minnesota (DHHSD)** - The agency has gradually reduced level of services over the past few years due to budget reduction/unallotment decisions.
- Missouri** - 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.
- Nebraska** - Downsized one staff due to budget cuts. Minimal impact.
- Nevada** - 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
Total	39

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
Total	39

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%
Total	39	100%	26	100%

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%
Total	39	100%	25	100%

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
Independent or Executive Office	11	Arizona, Connecticut, Idaho, Illinois, Maryland, Minnesota (Commission), Nebraska, New Mexico, New York, Rhode Island, and Virginia
Social and/or Health Services	5	
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
Human Rights or Services	5	
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
Health and Human Services	4	
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
Rehabilitation Services	9	
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
Labor	2	
Department of Labor, Energy and Economic Growth		Michigan
Department of Labor and Industry		Pennsylvania
Education	3	
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 (DHHS)	\$ 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%
	Total									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

Interpreter Referral
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

Interpreter Qualifying and Licensing
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
	Average:			10.0%	3%	8%	0%

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

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

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

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

Colorado

Colorado Commission f/t D/HH
1575 Sherman Street, 2nd 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

Connecticut

Commission on the D/HH
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

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

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

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

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

Illinois

Illinois D/HH Commission
1630 S. 6th 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

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

10.0 Agency Contact List (continued)

Iowa

Deaf Services Commission of Iowa
Iowa Department of Human Rights
321 E 12th 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
dhr.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

Louisiana

Louisiana Commission for the Deaf
627 North Fourth Street, 2nd 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

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

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

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

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

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

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

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

New Hampshire

Office of the Deaf and Hard of Hearing
21 South Fruit Street, Suite 200
Concord, NH 03301
603-271-1483 TTY
646-863-7075 VP
603-271-3471 VOICE
603-271-7095 FAX
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

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

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

10.0 Agency Contact List (continued)

Pennsylvania

Pennsylvania Office f/t D/HH
1521 North 6th 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

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

Tennessee

Tennessee Council f/t D/HH
Citizens Plaza Building, 14th Floor
400 Deaderick Street
Nashville, TN 37243
800-270-1349 TTY
615-313-4918 VOICE
615-532-4685 FAX
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

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

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

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

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

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

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?

One Term = how many year?

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.):

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?

