



# Annual Report

April 1, 2015 to March 31, 2016



National Association of the Deaf

WELCOME TO  
UNIVERSAL Orlando  
RESORT



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NAD CEO Howard A. Rosenblum welcomes interns to the NAD during the summer of 2015.

# The NAD | A Note



Driven by our mission, we continue to preserve, protect, and promote the civil, human and linguistic rights of all deaf and hard of hearing people in the United States as we have for the past 136 years. Reflecting back on the year of this annual report, our tireless efforts and accomplishments have not been possible without the generous support of friends, dedicated volunteers, and staff.

The NAD Board continued its focus on deaf education including visits to schools for the deaf including the Alabama School for the Deaf; Hinsdale South High School (in the west suburbs of Chicago, IL); Kinzie Elementary School (Chicago, IL); and the Utah School for the Deaf. The NAD also continued with various strategy teams on important issues including education, youth, and diversity. The NAD relies on working committees to determine and define its position and has actively begun to reach out to community stakeholders (including self-identified grassroots advocates) for support alongside subject matter experts. The board collaborates with state organizations and organizational affiliates to achieve our mutual goals.

The 2015-2016 fiscal year was been a busy one, filled with important events and initiatives such as: hosting more than 200 people at the NAD Leadership Training Conference in Birmingham, Alabama in September; recognizing trailblazers from technology, media and Broadway at our second NAD Breakthrough Awards Gala in New York City in November; welcoming young leaders from across the country to our National Jr. NAD Conference in Orlando, Florida in November; and raising the profile of American Sign Language with Marlee Matlin as the ASL performing artist at Super Bowl 50 in San Francisco in January. A huge breakthrough came when the NAD entered into an agreement with Gogo to make captioning available on all of their videos on planes, and began negotiations with airlines to develop regulations for captioning on all airplanes.

Our progress on behalf of our entire community motivates us to strive with greater purpose to achieve our goals, while shaping the path to equality. Together, we will relentlessly continue the fight until we reach full equal access in America. On behalf of the NAD Board of Directors and staff, we truly appreciate your ongoing support as we strive for equal access for all.

Looking ahead, the NAD Board will engage a larger share of the deaf and hard of hearing community through increased use of social media.

Christopher Wagner  
President 2012-2016

Melissa Draganac-Hawk  
President 2016-Current

Howard A. Rosenblum  
Chief Executive Officer

# The NAD | Mission & Vision

human and  
linguistic rights

language, culture,  
heritage

life, liberty,  
equality

## Mission

The mission of the National Association of the Deaf is to preserve, protect and promote the civil, human and linguistic rights of deaf and hard of hearing people in the United States of America.

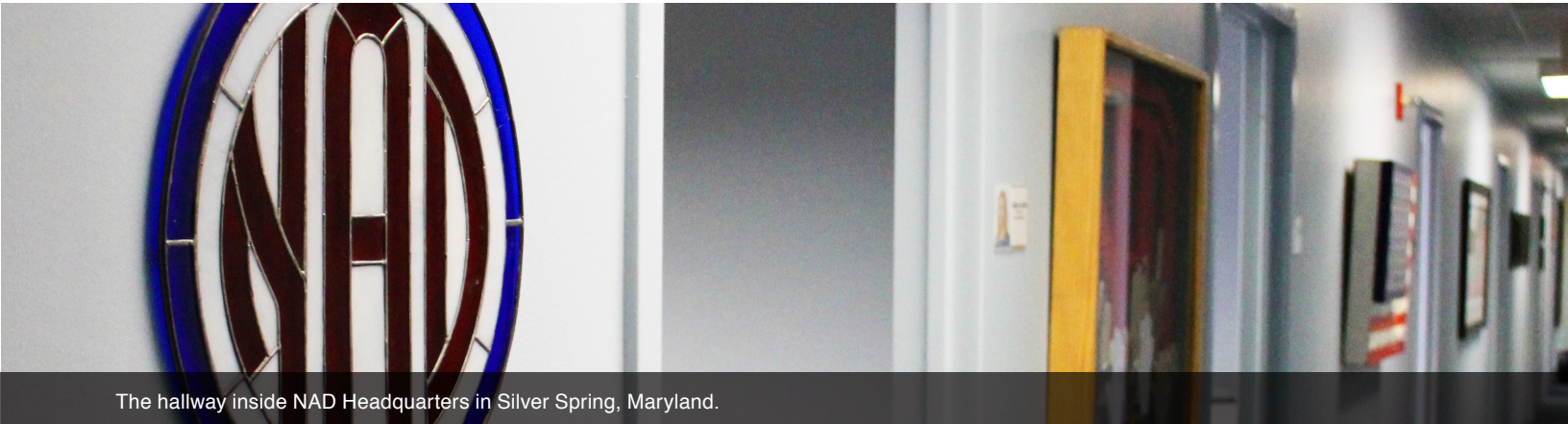
## Vision

The vision of the NAD is that the language, culture, and heritage of deaf and hard of hearing Americans will be acknowledged and respected in the pursuit of life, liberty, and equality.



Jr. NAD students have a laugh after a group activity during the Jr. NAD Winter Retreat in Denver, Colorado in February 2016.

# The NAD | At A Glance



The hallway inside NAD Headquarters in Silver Spring, Maryland.

Founded in 1880, the NAD is the oldest civil rights organization in this country and works on behalf of 48 million deaf and hard of hearing individuals as well as their family, friends, and many others.

The advocacy scope of the NAD is broad, covering a lifetime and impacting future generations in the areas of early intervention, education, employment, health care, technology, telecommunications, youth leadership, and more—improving the lives of millions of deaf and hard of hearing Americans. As a national federation of state associations, individual members, and organizational and corporate affiliates, the NAD also carries out its federal advocacy work through coalition efforts with specialized national deaf and hard of hearing organizations, as well as coalitions representing national cross-disability organizations.

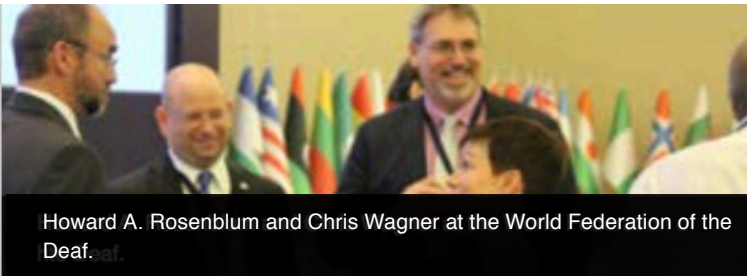
Shaped by a group of leaders who were concerned that deaf people were not included in the decision and policy-making processes affecting their lives—the NAD was founded by those who believed in the right of the American deaf and hard of hearing community to use sign language, to congregate on issues important to them, and to have its interests represented at the national level. These beliefs remain true to this day, with American Sign Language as a core value.

The NAD is a private, non-profit organization, supported by a dedicated membership and by others interested in the goals of the NAD. Membership includes: deaf, hard of hearing, and hearing adults and children; parents of deaf and hard of hearing children; organizations of, by, and for deaf and hard of hearing people; professionals and students in the field of deafness, interpreting, and other related areas; and other allies. Board representatives are elected during biennial national conferences, which also provide a forum where members and representatives can shape the future and priorities of the NAD.

Membership fees and donations make it possible for the NAD to continue its educational and advocacy efforts on behalf of deaf and hard of hearing Americans to preserve and expand deaf awareness, deaf culture, and deaf heritage; advocate for the civil rights of deaf and hard of hearing Americans; develop future deaf and hard of hearing leaders through its youth programs; work toward equality; and strengthen its representation base and influence on public policy, legislative, and advocacy issues.

# The NAD | 2014-2016 Priorities

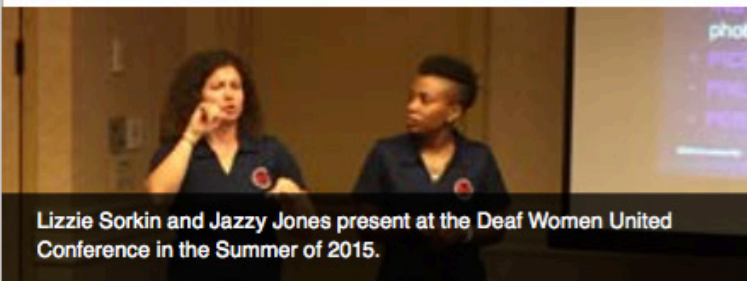
These priorities were approved by the Delegates during the NAD Conference in Atlanta, Georgia in 2014. All priorities were completed by June 2016.



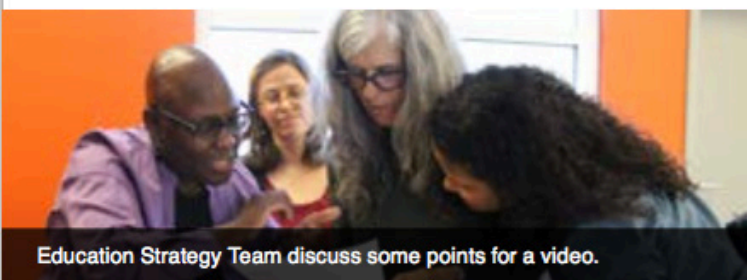
- 1 Preservation and Advocacy of Relay Services (PARS)



- 2 FEMA Communication to Deaf and Hard of Hearing



- 3 Preservation of Mental Health Services that Meet the Needs of Deaf People



- 4 Defining and Supporting the Education Strategy Team's Focus for 2014-2016



- 5 Outreach to Deaf Youth including Mainstream School Students

# Advocacy | Legislative Trainings



Kim leads training with Juniors and Seniors at the Indiana School for the Deaf.

As the State Legislative Affairs Coordinator, Kim Bianco Majeri works closely with all State Associations of the Deaf to monitor ongoing legislation each year for any bills that might affect the rights of deaf and hard of hearing individuals. In addition, Kim is readily available on a fee for service basis to any State Association and affiliate to provide legislative advocacy training as well as consulting on state legislative efforts. Recent events have revealed the need to increase legislative advocacy skills within our community especially with respect to educating legislative officials on the needs and rights of deaf and hard of hearing adults and children.

Top five issues: Interpreting, Education/Early Intervention, Mental Health, LEAD-K, and Emergency Access

**66**  
TRAINING HOURS



**460**  
CERTIFICATES GIVEN OUT



**TOP 5**  
**ISSUES**

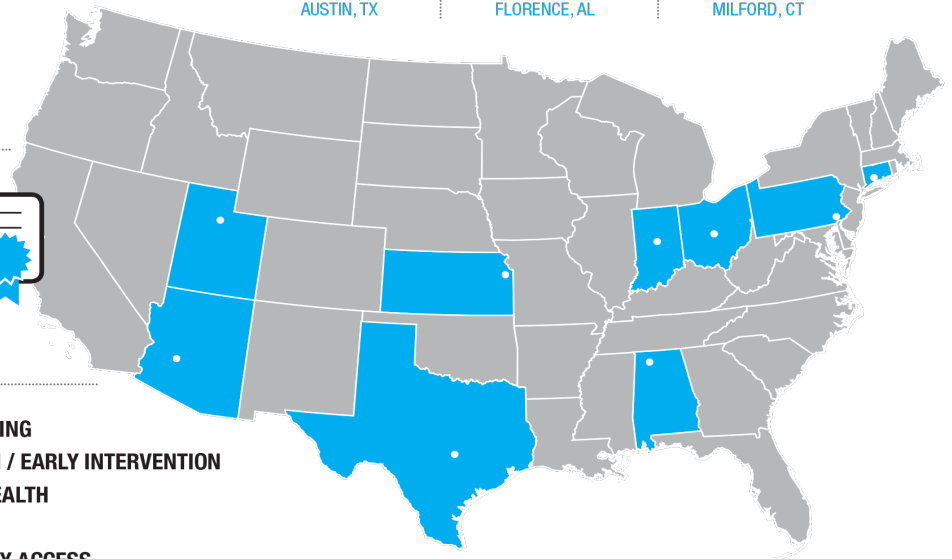
- ▶ INTERPRETING
- ▶ EDUCATION / EARLY INTERVENTION
- ▶ MENTAL HEALTH
- ▶ LEAD-K
- ▶ EMERGENCY ACCESS

## CITIES ATTENDED TO GIVE TRAINING

SALT LAKE CITY, UT  
PHOENIX, AZ  
AUSTIN, TX

OVERLAND PARK, KS  
INDIANAPOLIS, IN  
FLORENCE, AL

COLUMBUS, OH  
PHILADELPHIA, PA  
MILFORD, CT



# Advocacy | Education Advocacy



Education Strategy Team (EST) Summit in Washington, D.C. in 2016.

The NAD is engaged in an extensive program to develop education advocates throughout the country with a goal to have at least one trained education advocate in each state. Through this program, the NAD provided 54 hours of Educational Advocacy training to 1,827 individuals including parents, family members, community members, students, and professionals. The NAD visited 21 cities including eight conferences.

During the fall of 2015, Tawny Holmes, Education Policy Counsel, spent six weeks at the California School for the Deaf Fremont for a fellowship that focused on federal special education law applications on a state level.



Tawny Holmes, EST Chair, leads dialogue during EST Summit.

The NAD started working with the Linguistics Society of America to get the U.S. Department of Education to recognize ASL as a language. The NAD had a representative involved with the planning of the Early Hearing Detection & Intervention Conference.

The NAD worked with the Conference of Educational Administrators of Schools and Programs for the Deaf on hosting a National Advocacy Day.

The NAD implemented a new #takebackdeafed campaign on Tuesdays.

The NAD Education Strategy Team (EST) completed work by April 2016.



Several members of the EST: Laurene Simms, Onudeah Nicolarkis, and Susanne Scott.

Today, all 50 states have education advocates, as well as 12 national organizations and seven parent advocates.



# Advocacy | Education Advocacy (cont'd)

## Appearances

**June 2015** American Society for Deaf Children Conference keynote in Indianapolis, IN

**July 2015** International Congress on the Education of the Deaf in Greece

**July 2015** Two presentations at the Deaf Women United Conference in Berkeley, CA

**July 2015** Alabama MEGA Special Education Conference in Mobile, AL

**July/August 2015** South Carolina Association of the Deaf Conference in Greenville, SC

**August 2015** Three presentations at the National Black Deaf Advocates Conference in Louisville, KY

**August 2015** Registry of Interpreters for the Deaf Conference in New Orleans, LA

**September 2015** Two presentations at the NAD National Leadership Training Conference in Birmingham, AL

**September 2015** Six presentations at the Lexington School for the Deaf, NY

**Fall 2015** Nine meetings with stakeholders in California, New York, Michigan, and Florida

**Fall 2015** Five meetings with parents on advocacy

**October 2015** Two presentations on Human Rights at the Global Hearing Health Caucus in Washington, D.C.

**October-December 2015** Fellowship at the California School for the Deaf Fremont; included 16 school presentations, meetings with the California Department of Education, presentations at the Advisory Commission on Special Education

**January 2016** Two presentations at the Educating Children of Color Conference in Colorado Springs, CO

**February 2016** Presented at the Bilingual Teacher Preparation Summit on the NAD's Bilingual education position statement and current federal legislation in New York City, NY

**February 2016** Presented to educational interpreters and parents in Indianapolis, IN

**February 2016** Presented at the George Washington University on IDEA and ADA in Washington, D.C.

**February 2016** Presented at the Frederick Community College on IDEA and ADA in Frederick, MD

**February 2016** Presented at the Education Strategy Team retreat on the NAD's 2020 Vision in Washington, D.C.

**March 2016** Keynote at Statewide Transition Conference in Indianapolis, IN

**March 2016** Two presentations at the Early Hearing Detection & Intervention Conference in San Diego, CA

# Advocacy | On A Federal Level

## Congressional Work

Sent letters to various legislators on VRS reform issue and met with staff at the following offices (November 2015)

- Senator Barbara Mikulski (MD)
- Rep. Frank Pallonee (NJ)
- Rep. Mark Takano (CA)
- Senator Amy Klobuchar (MN)
- Senator Thad Cochran (MS)
- Senator Charles E. Schumer (NY)
- Rep. Kevin Yoder (KS)
- Senator Orrin G. Hatch (PA)

## Federal Regulatory and Policy Work

**VRS Reform** Conducted survey on VRS issues in conjunction with Gallaudet Technology Access Program and TDI (November 2015). Filed comments with the Federal Communications Commission (FCC) on the rates issue, urging that the Commission freeze the rates given the alarming decline in quality (December 2015) and on the need for service improvements (January 2016). Participated in ex parte meetings advocating for VRS reform (January 2016).

**SSN Privacy** Filed comments with the FCC opposing collection of consumers' Social Security Numbers by VRS providers (August 2015). Call to action to the community via vlog and template letter (August 2015).

**Affordable Service** Filed comments with the FCC in regard to Lifeline, urging discounted access to broadband and advocating for minimum service standards sufficient for deaf and hard of hearing low-income recipients to be able to access quality

VRS (August 2015). Followed up with an ex parte letter after the Lifeline Reform Order, applauding expanding the scope of Lifeline to include broadband as a necessary step towards providing services to deaf and hard of hearing consumers, but also expressing disappointment that the Order requires unlimited mobile voice services while failing to incentivize or require commensurate data-only mobile broadband service specific to deaf and hard of hearing consumers (March 2016). Also met with major wireless carriers regarding unlimited data plans for deaf and hard of hearing consumers (February 2016).

**Real-Time Text** Filed comments with the FCC supporting expanding access to modern real-time text technology (August 2015). Participated in ex parte meetings with Commissioners on the issue (October 2015).

**Hearing Aid Compatibility** Participated in ex parte meetings with Commissioners and Wireless Telecommunications Bureau on the issue (October 2015). Signed onto joint agreement between consumers and the wireless industry to improve the accessibility of wireless handsets (November 2015). Submitted comments to the FCC on hearing aid-compatible mobile handsets (January 2016) and reply comments in February 2016 on the need for open source solutions. Filed comments with the FCC on setting standards for volume control and conversational gain (February 2016).

**Captioning** Participated in ex parte meetings with Commissioners on the issue of the accessibility of captioning display settings and also urging that they reconsider allowing voice commands and gestures as a compliant mechanism. (November

# Advocacy | On A Federal Level (cont'd)

2015). Conducted a survey on IP captioning issues (November 2015). Participated in ex parte meetings on captioning responsibility and certification (December 2015 and January 2016). Submitted comments to the FCC on user interfaces (February 2016) and reply comments (March 2016). Filed replies to petitions for captioning exemptions (March 2016).

**Emergency Access** Filed comments with the FCC supporting updating the Wireless Emergency Alert (WEA) system to improve its ability to send longer messages with more extensive emergency information to deaf and hard of hearing consumers, including URLs, interactive links, multimedia alerts, and communications in ASL. (January 2016).

**Videophones in Prisons** Filed comments with the FCC, urging a mandate that all interstate calling service providers provide access to videophones, in addition to TTYs, for prisoners who are deaf and hard of hearing. The comments also urged extending time limits on telephone calls for prisoners using VRS or TTY in a manner that allows for equitable access with prisoners without disabilities (January 2016).

**Employment** Filed comments with the Department of Labor urging the issuance of nondiscrimination and equal opportunity regulations for the Workforce Innovation and Opportunity Act (WIOA) with mandates for technology access, qualified interpreters, telecommunications, and a centralized reasonable accommodation fund (March 2016).

**Transportation** Filed comments with the Department of Transportation (DOT) in regard to airline website accessibility (October 2015). Filed

comments with the DOT on proposed regulatory rulemaking for captioning access to in-flight entertainment and in-flight communications (January 2016). Met with officials in the Federal Motor Carrier Safety Administration (FMCSA) to advocate for improved handling of hearing exemptions, repealing the rule banning interpreters from CDL testing, and rescinding the hearing requirement altogether (February 2016).

**Healthcare Access** Filed comments with the Department of Health and Human Services (HHS) regarding nondiscrimination in health program activities, urging the application of the higher Title II primary consideration standards to all the Department's recipients of Federal financial assistance as a condition of their receipt of that assistance (November 2015).

**Social Security** The NAD advocated for improved communication access at the Social Security Administration (SSA), including an ASL hotline, videos in ASL, the hiring of more deaf and hard of hearing staff who are fluent in ASL, and improved communication policies at local SSA offices.

**FCC Disability Advisory Committee** Approved recommendations on VRS speed of answer, wireless emergency alerts, real-time text, interagency collaboration on accessibility of video programming, direct video access to 911, and TRS access to N-1-1 services.

# Advocacy | On A Federal Level (cont'd)

## Federal Regulatory and Policy Work

**HHS** Access to Healthcare Adopted Final Rule in July 2016 to implement Section 1557 of the Affordable Care Act, applying the higher ADA Title II primary consideration standards to all covered entities.

**FCC** Lifeline Reform Order. The March 2016 Order expands the scope of Lifeline to include broadband, which is a necessary step towards providing services to deaf and hard of hearing low-income recipients. However, the Order requires unlimited mobile voice services while failing to incentivize or require commensurate data-only mobile broadband service specific to deaf and hard of hearing consumers, which is not functionally equivalent.

**FCC** New User Interfaces Rules. In 2013, the FCC adopted rules requiring manufacturers and video programming distributors to make the user interfaces on their televisions and set top boxes accessible to people with disabilities. New rules adopted in November 2015 take steps to ensure that viewers know about the existence of these accessible features and devices, and get the support needed to use them.

**FCC** User Interfaces. On November 20, 2015, the FCC released a Second Report and Order and Order on Reconsideration addressing issues concerning user interfaces on video programming devices, such as televisions and cable set top boxes. The Report and Order requires that people with disabilities receive access to information and documentation on the functionalities of these devices. In the Order on Reconsideration, the FCC ruled that it is not acceptable to use voice control as

the sole means of activation for closed captioning because this will not be “reasonably comparable to a button, key, or icon,” for people who are deaf and hard of hearing, as required by the CVAA. At the same time, the Order finds that closed captioning and video description activation mechanisms relying on gesture control will be permissible if they are simple and easy to use.

**FCC** Captioning. On February 18, 2016, the FCC adopted changes to its rules to clarify the responsibilities of video programmers and video programming distributors for the delivery of closed captions for television programming and the quality of these captions. Programmers and distributors will each be responsible for these captioning obligations to the extent they have primary control over each issue.

**FCC** Real-Time Text. On October 6, 2015, four FCC Bureaus granted AT&T a limited, temporary waiver from the FCC’s rules requiring support for TTY technology for IP-based wireless services, such as Wi-Fi calling. This waiver will allow for expedited development and deployment of alternative accessibility solutions for IP-based wireless networks, and will not impact current TTY capabilities on the older (legacy) telephone network. A similar waiver was granted to Verizon on November 13, 2015.

**FCC** Inmate Calling Services. On November 5, 2015, the FCC released an Order addressing rates for telecommunications services by inmates. Specifically, the Order does the following:

- (1) sets caps on rates charged by inmate calling services,

# Advocacy | On A Federal Level (cont'd)

(2) requires providers to offer free access to TRS calls for inmates with communications disabilities,

(3) applies a steeply discounted rate for TTY-to-TTY calls,

(4) reminds correctional institutions of their obligation to make TRS available to people with communications disabilities, and

(5) encourages jails and prisons to allow commonly used forms of TRS and requires them to report complaints on service quality issues to the FCC.

## Committees and Councils

- Deaf and Hard of Hearing Consumer Advocacy Network
- Deaf and Hard of Hearing Alliance
- Federal Communications Commission Disability
- Advisory Committee
- iTRS Advisory Council
- AAPD Technology Forum
- AT&T Consumer Advisory Panel

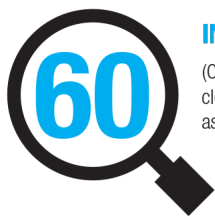
**FCC** Hearing Aid Compatibility: HAC. On November 20, 2015, the FCC released a Report and Order expanding the FCC's rules requiring wireless phones to be hearing aid compatible. The Report and Order expands the scope of the hearing aid compatibility rules to cover phones used with the wireless technologies of tomorrow, including IP-based communications services such as Wi-Fi Calling and Voice-over-LTE.

**FCC** VRS Reform. On March 3, 2016, the Commission released a Report and Order modifying the compensation rate schedule for video relay service (VRS) that was previously established in the 2013 VRS Reform Order. The Commission adjusted the rates covering the 16 month period beginning June 30, 2015, for service provided by VRS providers that handle 500,000 or less minutes per month in order to promote competition in the VRS market.

# Advocacy | Law & Advocacy Center

The NAD Law and Advocacy Center receives and responds to e-mails, phone calls, and in-person requests. The requests for this center are usually for information and referral, advocacy support, legal guidance, and resources. The center works daily on federal legislative and public policy issues of importance to the American deaf community, and frequently collaborates with other national organizations representing deaf and hard of hearing persons and individuals with disabilities. The center represents clients who are deaf or hard of hearing in carefully selected disability discrimination cases with potential to set national precedent, and each selected litigation can take years to resolve. The center also provides assistance and guidance to lawyers across the nation representing deaf or hard of hearing clients.

## NUMBER OF CASES (IN LITIGATION AS OF MARCH 31, 2016)



### INVESTIGATED

(Cases that were investigated and closed or still being investigated as of March 31, 2016.)



### RESOLVED

(Cases that were settled or had a favorable decision in court.)

### 3 AMICUS BRIEFS FILED

Two regarding **prison access** and one regarding **healthcare access**.

### AREAS OF INVESTIGATION, FILES, PENDING AND RESOLVED CASES (FIGURES SHOWN BELOW ARE APPROXIMATE)



Federal Court Cases

16

Federal Administrative Law Cases

1

### PENDING

(Filed before or during the time period, and still active on March 31, 2016.)

#### NOTABLE MENTIONS ▼

- ★ **Maryland agrees to make its state prison system accessible to Deaf and Hard-of-Hearing** by providing qualified interpreters, videophones, accessible notifications.
- ★ **Court rules that courts are required to make its proceedings accessible for Deaf and Hard-of-Hearing spectators.** *(First precedent of this kind.)*
- ★ **Case against Girl Scouts was kept alive** thanks to a 7th Circuit decision.
- ★ **Judgment entered against a nursing school** that kicked out a hard-of-hearing student based on her disability.

**17** CORRECTIONAL FACILITIES

**11** MEDICAL SERVICES

**10** VIDEO RELAY SERVICE

**9** EDUCATION

**8** EMPLOYMENT

**8** ONLINE CAPTIONING (INCLUDING EDUCATION)

**7** ACCESS TO COURTS AND GOVERNMENT SERVICES

**7** RECREATION

**3** TRANSPORTATION



**200**  
NUMBER OF ATTENDEES

The NAD Leadership Training Conference (NLTC) is designed to provide training to leaders of state associations and other affiliates on nonprofit organization governance, accounting and financial principles, social media techniques, fundraising tips, advocacy tools, increasing membership, and many other issues and areas that impact their association. The NLTC is also an opportunity for all these leaders to share knowledge and resources, and to prepare for the next NAD biennial conference. Over 200 attendees and 35 presenters participated in NLTC in Birmingham, Alabama in October 2015!

**9**  
NUMBER OF VOLUNTEERS

**35**  
NUMBER OF PRESENTERS



An attendee asks Keynote Presenter Heather Harker a question.

**25**  
NUMBER OF WORKSHOPS

**4 TRACKS**

- ▶ Legislative Training
- ▶ Education Advocacy
- ▶ Professional Development
- ▶ Organizational



NAD Attorneys Zainab Alkebsi and Debra Patkin led a workshop.



Table discussions underway with Kumar Singh, NAD Board members Pamela Lloyd-Ogoke and Alicia Lane-Outlaw.

# Events | Breakthrough Awards Gala



Alexis Kashar, Bret Perkins, Marlee Matlin, and Howard A. Rosenblum show off their smiles.

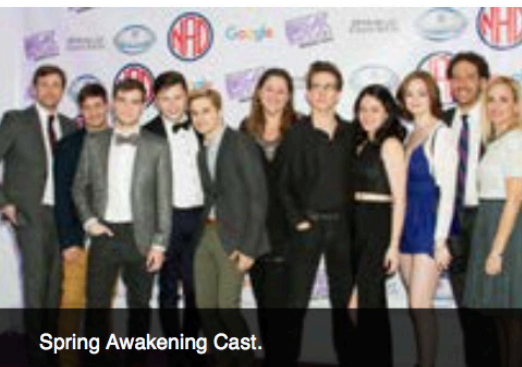
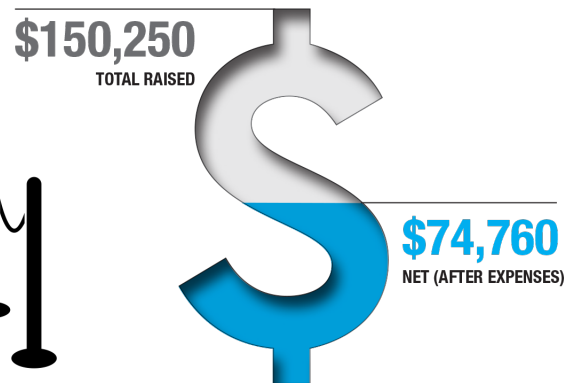
On November 4, 2015, more than 200 people gathered in Studio 450 in New York City to celebrate breakthroughs that have highlighted the contributions within the Arts, Media and Corporate industries that make it possible for deaf and hard of hearing people to share their talents.

With this eye-opening event, the NAD seeks to translate the heightened awareness into increased opportunities for our community to gain prominent roles both in front of and behind the camera.

Attendees included major media companies, deaf and hard of hearing actors and artists, television and movie executives, directors, producers, writers, agents, and casting professionals.



Alexandria Wailes perform a number during the Gala.



Spring Awakening Cast.

**Legacy Breakthrough Award**  
Ed Waterstreet

**Matlin Impact Award**  
Sandra Mae Frank

**Creative Breakthrough Award**  
Michael Arden

**Technology Breakthrough Award**  
Google

**Awareness Breakthrough Award**  
National Football League

**Theater Breakthrough Award**  
Roundabout Theatre

**Innovative Breakthrough Award**  
Jeff Calhoun



## Events | Super Bowl



On February 7, 2016, Marlee Matlin performed the National Anthem and *America the Beautiful* during the pre-game festivities at Super Bowl 50 in Santa Clara, California.

The National Anthem is a time honored tradition that is accessible to all Americans thanks to the NFL and PepsiCo. The NAD applauds the NFL for its full support of American Sign Language by ensuring that at every Super Bowl, the National Anthem is signed by ASL artists such as Marlee Matlin.

In addition, the NFL and CBS Sports provided a live stream of Marlee Matlin and her entire performance. CBS Sports ensured that the Super Bowl was 100% captioned, which included the game as well as all of the exciting national commercials and network promotions. The NAD commends the NFL and CBS Sports for making the Super Bowl an accessible experience.



Since 2008, PepsiCo has partnered with the NAD to sponsor the presentation of the national anthem in American Sign Language at the Super Bowl. Performers, in addition to Marlee Matlin, have been: John Maucere (Super Bowl XLVII), Amber Zion (Super XLVIII), and Treshelle Edmond (Super Bowl XLIX). PepsiCo has been a strong partner in transforming how society perceives the community, including enhancing the visibility of American Sign Language.

# Events | Board Meetings

April 2015 Chicago, IL



September 2015 Birmingham, AL



January 2016 Salt Lake City, UT



# Community | #ADA25



July 26, 2015 marked the 25th anniversary of the Americans with Disabilities Act (ADA), which was passed on July 26, 1990. The ADA is a civil rights act that prohibits discrimination against deaf and hard of hearing individuals and individuals with disabilities. The ADA protects the right of deaf and hard of hearing people to have equal access to many parts of life including but not through: captioning on TV and the Internet, the right to an interpreter, the right to have jobs, and much more.

We know we would not be where we are now if not for the ADA because it has paved the way for many people with disabilities, including deaf and hard of hearing people. Through the ADA, we are able to take legal action against organizations that discriminate against people with disabilities. With this law, it has been possible for the NAD to achieve much more and advance our civil rights further than before, even though we still have much to do.

In honor of this special anniversary of the ADA, the NAD created a series of short videos that were released daily via social media, starting on July 1st. **25 videos released in 25 days in honor of 25 years!**

Each video segment explains a different part of the ADA -- such as how the ADA came to be, the four substantive titles in the ADA, the NAD's first ADA case, what the ADA requires, how the ADA impacts deaf and hard of hearing people, and more! The #ADA25 video series can be found online at [www.nad.org/ada25](http://www.nad.org/ada25).



# Community | Front Desk



The NAD receives thousands of inquiries via phone, email, mail, fax, web, and social media. Inquiries include correspondence from classroom teachers, agencies and organizations, recreational program directors, legislators, parents of deaf and hard of hearing children, ministers, counselors, librarians, rescue squad workers, hospital staff, and many other service providers.

The NAD responds to a variety of requests, including: individuals wanting information on deafness-related career opportunities, inquiries for possible sources of financial support, notes from senior citizens who need help securing hearing aids or other assistive devices, requests from copies of legislation impacting on deaf and hard of hearing people, requests for materials on promoting deaf awareness, and much more. The NAD also responds to international requests for information, providing information, resources, and referrals.

## Weekly Publishing Schedule

**MONDAYS:** Motivational Mondays

**WEDNESDAYS:** Did You Know NAD

**THURSDAYS:** Throwback Thursdays

**OTHERS:**

- #NADHandwave
- Ask Howard Anything #AHA
- #DeafTalent

## Front Desk Highlights

- Text Messaging Capabilities added
- Glide added
- New ZVRS Phone
- Convo Phone Service installed
- Purple Phone Line installed (as of Fall 2016)
- Added New Part-Time Staff Members:  
*Violet Blake and Bethany Weiner*
- Streamlined email and corrected an error discovered when more than 1,300 emails were unanswered due to a glitch in que
- Hosted several NAD Tours and Staff Meet-and-Greet events for many graduate students, high school classroom and international visitors

## Frequently Asked Questions

- ① How can I learn ASL? Where can I take classes?
- ② VRI complaints (e.g. hospitals enforcing their use)
- ③ Who pays for interpreter accommodations? *My \_\_\_ refuse to pay/hire accommodations.*
- ④ CDL questions/issues
- ⑤ Technical questions – *Example: What app can I use in the classroom or workplace setting?*
- ⑥ Child protective case inquiries
- ⑦ What are my rights while incarcerated? *Accommodations not honored during incarceration.*

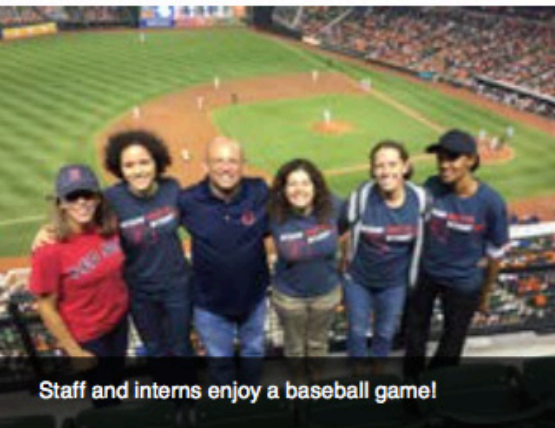
# Community | Volunteer & Internship Program



2014 Nancy J. Bloch Leadership and Advocacy Scholarship recipient chats with Lizzie Sorkin during a job fair.

The Internship Program is designed for college students and recent college graduates interested in gaining valuable experience in a creative, fast-paced nonprofit organization. Interns bring a diverse set of experiences, skills, and most importantly, a willingness to learn and to contribute to our mission and goals.

Each semester the NAD hosts a group of students interested in law to help in our law clinic and with our intake. Most of these students study at the University of Maryland, Francis King Carey, School of Law. The law clinic interns receive a first-hand experience with government advocacy and legal activism at one of the most innovative law and advocacy centers in the country.



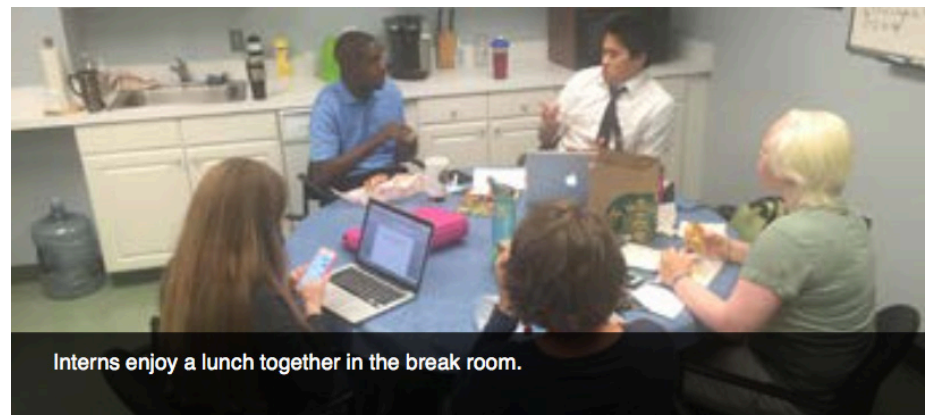
Staff and interns enjoy a baseball game!

In addition to our law clinic interns, the NAD also mentors a recipient of the Nancy J. Bloch Leadership and Advocacy Scholarship Intern each summer. The scholarship encourages and enhances the NAD and its distinguished history of advancing professional opportunities for young deaf and hard of hearing individuals pursuing careers in law, public policy, nonprofit management and related fields. In the summer of 2015, the NAD had the privilege of having Tyler Puga as a recipient.

Our volunteers and interns become active participants in advocacy efforts to protect the civil, human and linguistic rights of the American deaf community.



A volunteer at #NLTC2015 scans an attendee's barcode.



Interns enjoy a lunch together in the break room.

# Community | Presence



The NAD publishes a magazine, The NADmag, two times a year for its members. The NADMag features timely articles on relevant topics of interest to membership and advertisements for products and services targeted to the needs of deaf and hard of hearing people as well as membership at large.

Additionally, the NAD sends out monthly eBlasts to subscribers that share the latest online posts.

Our online presence is also building a lot more followers; an exciting milestone includes passing 10,000 followers on Facebook!

YouTube



792  
VIDEOS

414  
SUBSCRIBERS

TOP 3 VIDEOS

- ① NAD/RID ANNOUNCEMENT **52K**
- ② VEDITZ PRESERVATION FILM **19K**
- ③ NYLE DIMARCO + ASL AWARENESS **14K**

Facebook



17K  
FOLLOWERS  
13K IN APRIL 2015

TOP 3 POSTS

- ① NAD + MARLEE MATLIN SUPER BOWL ANNOUNCEMENT (2/7/16) **91K**
- ② JONAH MOVIE MENTION #didyouknowNAD (1/6/16) **28K**
- ③ DOT + CLOSED CAPTION ANNOUNCEMENT (10/6/15) **26K**

Twitter



15K  
FOLLOWERS  
15K IN MARCH 2015

TOP 3 POSTS

- ① NAD + GoGo SETTLEMENT ANNOUNCEMENT (1/26/16)
- ② SUPERBOWL: MARLEE MATLIN WILL PERFORM (2/2/16)
- ③ DEAF PROTEST (8/31/16)

Instagram



TOP 3 POSTS

- ① NYLE DIMARCO DWTS ANNOUNCEMENT (5/12/15) **872 LIKES**
- ② #WhyISign VIDEO (3/15/16) **319 LIKES**
- ③ MARLEE MATLIN AT SUPERBOWL (2/7/16) **206 LIKES**

**NOTABLE MENTIONS**

- ★ NAD celebrates Supreme Court decision for LGBT marriage
- ★ Baby Sign Language

# Community | Youth Programs



Youth Programs at the NAD include: 1) an annual Youth Leadership Camp; 2) a national network of affiliated Junior NAD chapters for high school students in residential and public school programs; 3) a biennial College Bowl competition in which college teams vie for the coveted National Championship Trophy; and 4) opportunities for young Americans to compete biennially for the NAD Youth Ambassador program.

**"Jr. NAD changed my life."**

**— Jomar Figueroa, 2015 Jr. NAD Member**



A YLC builder asks the leaders a question as a group of leaders on stage huddle.



Jr. NAD business meeting during the National Conference in 2015.

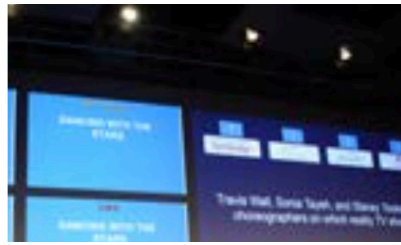
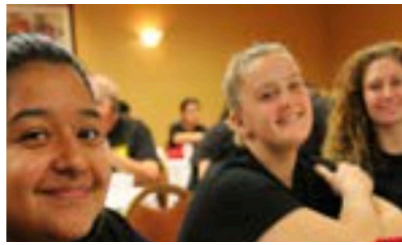


2014-2016 Youth Ambassadors Ryan Hait-Campbell and Elena Mayer do a workshop together.



RIT/NTID celebrating their win as College Bowl Champions during #NAD2016 in Phoenix, Arizona. Other teams who competed were CSUN, Gallaudet University, and University of Minnesota.

# Community | Youth Programs (cont'd)



## Youth Leadership Camp

The Youth Leadership Camp (YLC) is an annual four-week summer program designed to teach deaf and hard of hearing high school students to become productive and positive leaders. Campers are referred to during YLC as "leaders" and are guided and inspired by the dedicated staff members who are referred to as "builders." The camp fosters leadership skills, identity development, and empowerment. At the YLC in 2015, there were 60 leaders and 16 builders.

## Junior NAD

The Junior NAD is an organization of, by, and for deaf and hard of hearing youth. The program focuses on developing leadership and a sense of community among young deaf students in state associations, schools, and/or organizations of the deaf. Deaf and hard of hearing students can participate in the Jr. NAD program by joining a chapter set up by their school for the deaf or mainstream program. In 2015- 2016, there were 28 Jr. NAD chapters. In November 2015, 28 schools sent 76 deaf and hard of hearing delegates/observers and 36 advisors to attend the 25th Biennial Jr. NAD National Conference in Orlando, Florida. In February 2016, 24 students and 15 staff members attended the Jr. NAD Winter Retreat in Denver, Colorado.

## College Bowl

The NAD College Bowl competition is a spirited academic competition, held during NAD biennial national conferences, that brings together contestants from the top universities serving deaf and hard of hearing students. Teams vie for the coveted silver trophy and scholarships. The NAD College Bowl competition took place in July 2016 at the 2016 NAD Biennial Conference in Phoenix, Arizona.

## Youth Ambassador Program

The NAD Youth Ambassador Program (YAP) is a competition for deaf and hard of hearing youth, ages 18 to 30, within the deaf community currently residing in the United States. Contestants compete to determine who will be the two NAD Youth Ambassadors. The two Youth Ambassadors work with the NAD to implement a strategic plan that addresses a social issue(s) within the deaf community identified by the individuals during the competition. Moreover, the Ambassadors represent the NAD at presentations, workshops, the Youth Leadership Camp (YLC), and other events within the deaf community. The 2016-2018 NAD Youth Ambassadors are Tanea Brown and Jeffrey Spinale, Jr.



**Youth Leadership Conference**  
TOTAL ATTENDANCE

**60** LEADERS | **16** BUILDERS

**Jr. NAD Conference in Florida**  
TOTAL ATTENDANCE

**76** DELEGATES  
**36** ADVISORS  
**28** SCHOOLS

**Winter Retreat in Colorado**  
TOTAL ATTENDANCE

**24** STUDENTS  
**15** STAFF





Heather Warren works in the audio booth.



Kyle Sisk does some work on the servers.

Under a cooperative agreement with the U.S. Department of Education, the Described and Captioned Media Program (DCMP) screens, evaluates, captions, audio describes and distributes educational media. The NAD oversees this program, which is operated through a satellite office in Spartanburg, South Carolina, which manages the operations pursuant to this agreement.

## Notable Mentions

- Averaged more than 34 hours of accessible media watched every hour of every day during the year.
- Added 950 new titles to the collection of on-demand, accessible educational media; today, the DCMP collection has close to 6,000 titles!
- New features were added to the DCMP website to support commenting, rating, and social sharing of media items, which has proven useful for teachers to exchange classroom usage examples and provides DCMP an additional channel of client feedback.
- Revamped the Student Account functionality to improve usability, resulting in a notable increase in client adoption.
- A major revision to the DCMP iOS app was released, increasing the ease of use with and by students.
- Continued making accessible content available on the computer and home television sets through a special DCMP Roku channel.
- Distributed technical assistance and informational articles, captioning and description guidelines, and other media through its Learning Center and Gateway, with over three million page views.

# Where We Are Now | Treasurer's Letter

I am honored to serve as Treasurer and Chair of the Finance Committee for the National Association of the Deaf. The NAD's commitment to efficiency, transparency and strong financial management plays a pivotal role in upholding our responsibilities to our donors and communities we serve. By meeting regularly with the NAD's management and finance staff, the Finance Committee ensures rigorous fiscal controls and adherence to strict governance and administrative standards. I am pleased to present the NAD's finance statements for the fiscal year ending March 31, 2016. We worked closely with our professional independent auditors at Boden Klein & Sneesby to provide an accurate representation of our organization's health and stability.



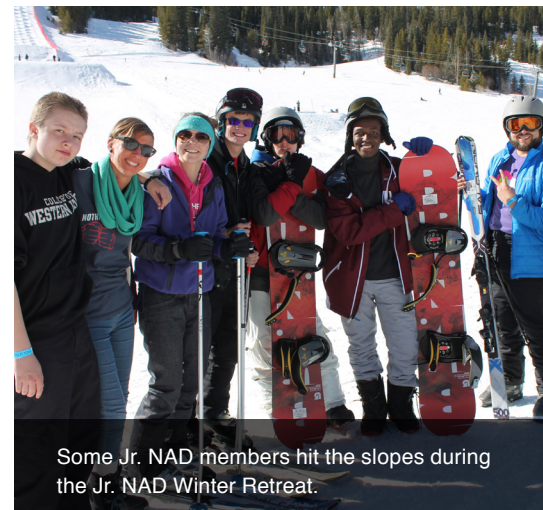
Philippe Montalette  
Finance Committee Chair and Board Treasurer



Some Board members take a moment outside in Utah.



Marlee Matlin meets Jay Z during the Super Bowl.



Some Jr. NAD members hit the slopes during the Jr. NAD Winter Retreat.

# Where We Are Now | All the Numbers

## Revenue



<b>PUBLIC SUPPORT:</b>	
FEDERAL GRANTS/CONTRACTS	1,367,445
MEMBERSHIP	156,049
OTHER CONTRIBUTIONS	217,642
FUNDRAISING, NET	75,292
<b>TOTAL PUBLIC SUPPORT</b>	<b>1,816,428</b>
<b>PROGRAM REVENUE:</b>	
LEGAL CONSULTING AND COURT AWARDS	297,757
YOUTH PROGRAMS	109,753
CONFERENCES	106,634
<b>TOTAL PROGRAM REVENUE</b>	<b>514,144</b>
<b>OTHER REVENUE:</b>	
INVESTMENT INCOME	(186,201)
OTHER INCOME	38,117
<b>TOTAL OTHER REVENUES</b>	<b>(148,084)</b>
<b>TOTAL REVENUES</b>	<b>2,182,488</b>

## Expenses



<b>PROGRAM SERVICES:</b>	
FEDERAL GRANTS	1,357,195
LAW AND ADVOCACY	405,541
YOUTH PROGRAMS	252,389
MARKETING	128,320
MEMBERSHIP	57,095
CONFERENCES	56,618
<b>TOTAL PROGRAM SERVICES EXPENSES</b>	<b>2,257,158</b>
<b>SUPPORTING SERVICES:</b>	
MANAGEMENT AND GENERAL	359,311
FUNDRAISING EXPENSES	25,840
<b>TOTAL SUPPORTING SERVICES EXPENSES</b>	<b>385,151</b>
<b>TOTAL EXPENSES</b>	<b>2,642,309</b>

<b>CHANGE IN NET ASSETS</b>	<b>(459,821)</b>
<b>NET ASSETS, BEGINNING OF YEAR</b>	<b>6,660,547</b>
<b>NET ASSETS, END OF YEAR</b>	<b>6,200,726</b>



**REGULAR 2,101**  
**SENIOR 1,061**  
**LOCAL 200**  
**STUDENT / YOUTH 146**  
**STATE 103**  
**NATIONAL 38**  
**INTERNATIONAL 6**



**SENIOR CITIZENS 203**  
**DEAF CULTURE 121**  
**INTERPRETERS 104**  
**LGBT 146**  
**DEAF BUSINESSES 103**



**\$94,726**  
**TOTAL DONATIONS**

# The People Involved | Board of Directors

**Chris Wagner**, President  
**Melissa Draganac-Hawk** (starting July 2016)

**Melissa Draganac-Hawk**, Vice-President  
**Joshua Beckman** (starting July 2016)

**Joshua Beckman**, Secretary  
**Jenny Buechner** (starting July 2016)

**Philippe Montalette**, Treasurer

**Michelle Cline**, Region I Representative  
**Steve Lovi**, Region I Representative

**Jenny Buechner**, Region II Representative  
**Linsay Darnall, Jr.** (starting July 2016)  
**Richard McCowin**, Region II Representative

**Larry Evans**, Region III Representative  
**Holly Ketchum** (starting April 2015)  
**Jerry Nelson**, Region III Representative

**Sherri Collins**, Region IV Representative  
**Lisa Furr** (starting October 2016)  
**David Reynolds**, Region IV Representative  
**Martin Price** (starting July 2016)

**Alicia Lane-Outlaw**, Appointed Board Member  
**Pamela Lloyd-Ogoke**, Appointed Board Member  
**Meena Mann** (starting October 2016)

**Howard A. Rosenblum**, Ex Officio Member



Board member David Reynolds asks a student a question.



Board member Jenny Buechner shares a comment during a board meeting.



Chris Wagner and Michelle Cline welcome attendees to a Town Hall in Chicago, Illinois.



**174,944**

total mileage traveled for NAD



**206**

combined years as NAD members



**119**

combined hours per week for NAD



**52**

total workshops given



**446**

total VP meetings

# The People Involved | Committees

## Finance

**Philippe Montalette**, Chair

## Governance

**Steve Lovi**, Chair

## State Associations & Affiliates

**Jenny Buechner**, Chair

## Bylaws

**Joshua Beckman**, Chair

## Public Policy

**Alexis Kashar**, Chair

## STRATEGY TEAMS

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**Richard McCowin**, Chair

### Education

**Tawny Holmes**, Chair

### Youth

**Lissette Molina-Wood**, Co-Chair

**Martin Price**, Co-Chair

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## EXPERT GROUPS

*Under direction of the Public Policy Chair, Alexis Kashar*

### Civil Rights

Child Protective Services

Expert Subgroup

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Emergency Management Expert Subgroup

**Neil McDevitt**, Chair

### Media

**Linda Bove**, Chair

Theater Access Expert Subgroup

**Lynnette Taylor**, Chair

### Mental Health

**Steve Hamerdinger**, Chair

### Technology

**Sheila Conlon Mentkowski**, Chair

## AD HOC COMMITTEES

### Election Reform

**Jack Cooper**, Chair

---

## SECTIONS

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**David Michalowski**, Chair

### Deaf History & Culture

**Kat Brockway**, Chair

### Interpreters

**[VACANT]**, Chair

### LGBT

**Glenna Cooper**, Chair

### Senior Citizens

**Sue Pederson**, Chair

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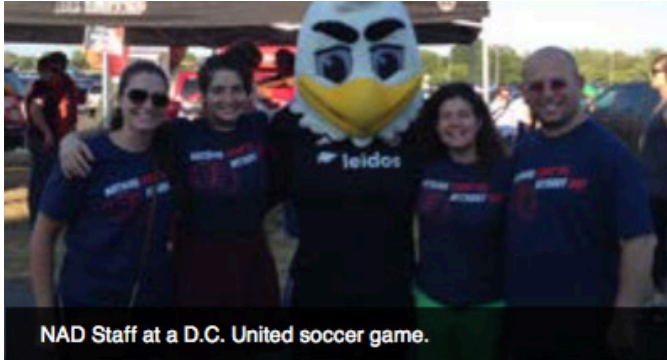
### Past President Council

**Bobbie Beth Scoggins**, Chair

### NAD-RID Certification

**Judith Gilliam**, Chair

# The People Involved | **Staff**



NAD Staff at a D.C. United soccer game.



Andy Foster working on a thing or two for the NAD website.



Michelle Cline and Kim Bianco-Majeri have a smile together.



Allie Rice, Lizzie Sorkin, Zainab Alkebsi, and Jazzy Jones volunteer at D.C. Central Kitchen.

**Zainab Alkebsi**, Policy Counsel

**Anna Bitencourt**, Staff Attorney

**Violet Blake**, Front Desk Receptionist

**Marc Charmatz**, Staff Attorney

**Angela Ellman**, Conference Planner

**Andy Foster**, Webmaster

**Tawny Holmes**, Education Policy Counsel

**Caroline Jackson**, Staff Attorney

**Jazzy Jones**, Communication Specialist

**Kim Bianco Majeri**, State Legislative Affairs Coordinator

**Michael Michner**, Chief Financial Officer

**Donna Morris**, Member & Donor Relations Specialist

**Debra Patkin**, Staff Attorney

**Lizzie Sorkin**, Director of Communications

**Allie Rice**, Director of Youth Programs

**Howard A. Rosenblum**, Chief Executive Officer

**Jason Stark**, DCMP Director

**Bethany Weiner**, Front Desk Receptionist

**Thomas Wells**, Director of Finance

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 BGE, LTD, FON  
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 Clerc Foundation, FON  
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 Fidelity Charitable Gift Fund, FON  
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 Illinois Association of the Deaf, SA  
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 Sprint Nextel, OA  
 SWOBODA Deaf Center, FON  
 Uber, FON  
 United Technologies, FON  
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 United Way of Greater Milwaukee, FON  
 United Way of the Virginia Peninsula, FON  
 University of Rochester, FON  
 Verizon Communciations, OA  
 VTC Secure LLC, BVII  
 Your Cause, FON  
 ZVRS, OA

***Nancy J. Bloch Leadership and Advocacy Scholarship***  
 Glenna Ashton, BVI  
 Gerard and Judith Buckley, BIX



# The People Involved | Donors (con't)

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Donna Drake, BII  
Anita Farb, BX  
Shane Feldman, BI  
Robert and Evie Harris, BXV  
Dianne Hodgins, FON  
Patricia Kidd, P  
Henry and Sandra Lee Klopping, BIV  
Joan Kozicki, BI  
Camy Lange, P  
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Bruce Makowski, P  
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Robert and June McMahon, BII  
Lewis Merkin, P  
John and Brenda Mitchiner, FON  
Betty Moers, BII  
Brendan Murphy, A  
Jerry Nelson and Nancy Bloch, BXL  
Marica Oja, FON  
Joan Patterson, S  
Lawrence Petersen, BIV  
Nancy Rarus, BXV  
Louis Scott, BI  
Peter and Debie Seller, BI  
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## **Frank R. Turk Youth Leadership Scholarship**

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