

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
Telecommunication Equipment and Assistive Technology Distribution
Program**

Any exceptions to these Service Specifications must be requested in writing and approved by the Deputy Administrator of the Aging and Disability Services Division.

PURPOSE:

The Planning, Advocacy and Community Services (PAC) Unit, within the Aging and Disability Services Division (ADSD), has been authorized under Nevada Revised Statute (NRS) [427A.797](#) to award grant funds to non-profit agencies to provide services to persons who are deaf or have impaired speech or hearing.

To promote quality of service, ADSD has established these service specifications for Telecommunication Equipment and Telecommunication-Related Assistive Technology Distribution which contain general guidelines for the administrative and operating procedures for funded services. ADSD will use these service specifications, among other measures, as a basis for assessing program performance. The service specifications that each subrecipient must follow, consists of **GENERAL REQUIREMENTS** and **SERVICE-SPECIFIC REQUIREMENTS**, which are established for each type of funded service.

SERVICE DEFINITION:

This service provides distribution and repair of telecommunication equipment and telecommunication-related assistive technology, as well assessment and training on the use of the equipment. Services are person-centered and dependent on the individual's needs for effective communication and/or needs for Internet Protocol (IP)-compatible equipment.

SERVICE CATEGORIES AND UNIT MEASURES:

The following service categories and unit measures established by ADSD must be used to document the service provided:

- Telecommunication Equipment - Distribution and Repair: Distribution or repair of telecommunication equipment, by qualified and trained personnel, to eligible consumers, state agencies, and qualifying non-profit organizations.

One unit of service equals distribution of one piece of telecommunications equipment or repair of one piece of telecommunications equipment.

- Telecommunication Equipment –Assessment and Training: Assessment of telecommunication equipment needs based on the eligible consumer’s communication goals, including training on equipment usage.

One unit of service equals completion of ¼ hour of assessment and/or training.

- Telecommunication-Related Assistive Technology Equipment – Distribution and Repair: Distribution or repair of communication-related assistive technology equipment by qualified and trained personnel, to eligible consumers, state agencies, and qualifying non-profit organizations.

One unit of service equals distribution of one piece of assistive technology equipment.

- Telecommunication-Related Assistive Technology Equipment – Assessment and Training: Assessment of communication-related assistive technology equipment needs based on the eligible consumer’s communication goals, including training on equipment usage if necessary. If the eligible consumer is seeking to upgrade their technology to advanced IP-compatible technology, assessment will include review of the consumer’s broadband access, eligibility for broadband discounts, explanation of the various competitive options for broadband services, and referral to the consumer’s chosen service vendor.

One unit of service equals completion of ¼ hour of assessment and/or training.

SPECIFICATIONS:

1. Eligibility:

1.1 Individuals:

- 1.1.1 Proof of residency
- 1.1.2 Confirmation of hearing loss or speech disability

1.2 State agencies and Non-profit Organizations:

- 1.2.1 Established as a state agency in Nevada or is licensed in Nevada as a 501(c)3 not for profit organization.
- 1.2.2 Has a public area where the community may need to access telecommunications equipment.

2 Required Services:

2.1 Telecommunications Equipment & Telecommunication-Related Assistive Technology Distribution:

- 2.1.1 Eligible consumers will be assessed through person centered practices to determine appropriate telecommunication equipment or telecommunication-related assistive technology options to meet their communication needs.
- 2.1.2 Appropriate telecommunications equipment and/or telecommunication-related assistive technology will be provided to eligible consumers, state agencies, and qualifying non-profits at no charge. All equipment will be distributed through a loan-to-own program. After three years, the consumer, state agency, or qualifying non-profit will fully own the equipment.
- 2.1.3 Consumers, state agencies, and qualifying non-profits receiving equipment and/or telecommunication-related assistive technology will be offered training for themselves, their families, or their staff on the proper use of the equipment or assistive technology.
- 2.1.4 Staff will follow up with equipment recipients 30 days after receiving telecommunication equipment or telecommunication-related assistive technology to determine if the equipment and/or assistive technology is meeting their communication needs. 30 Day follow-ups shall also occur in instances where the eligible consumer was referred to an outside vendor for IP-compatible technology.
- 2.1.5 Repairs of current equipment or replacement of equipment may be provided when distributed equipment is found to be defective or no longer working. Repair services will be provided at no charge to the consumer, state agency, or qualifying non-profit organization. In the case of IP-compatible equipment distributed to the consumer by a third-party vendor, the consumer will be referred to that vendor for repair or service and follow-up shall occur within 30 days.

2.2 Inventory

- 2.2.1 Subrecipient will maintain an electronic inventory tracking system of telecommunications equipment and telecommunication-related assistive technology, indicating available inventory and items distributed. This inventory system will indicate equipment status such as “in stock” or “distributed”.

2.3 Outreach and education

- 2.3.1 Conduct outreach and education to identify eligible consumers, state agencies, and qualifying non-profits who would benefit from telecommunications equipment and from upgrading to IP-compatible equipment and services.
- 2.3.2 Host current information about available telecommunications equipment and associated assistive technology equipment on a publicly available website or social media platform.

- 2.3.3 Provide demonstration of available telecommunications equipment, including competitive options for third-party vendor IP-compatible equipment, including mobile demonstrations where feasible.

3 Documentation and Reporting Requirements:

- 3.1 All data is to be entered into the management information system designated and provided by ADSD for each consumer, state agency, or qualifying non-profit organization as instructed.
- 3.2 An intake evaluation will be completed prior to the start of service for all eligible consumers. The intake interview will document the specific service(s) and equipment that the consumer needs. The needs of agencies and organizations will be determined by subrecipient, with any conditions necessary to best meet that agency or organization's needs in the most efficient manner, to be agreed upon by subrecipient and the agency or organization. All communications and actions taken on behalf of agencies and organizations, including referrals to third-party vendors for IP-compatible services, shall be fully documented in the management information system, and to the extent possible the data identified in section 3.3 shall also be collected for agencies and organizations.
 - 3.2.1 Intake evaluation will include date of contact, consumer's location, consumer's age, or age of their deaf/hard of hearing child or children they serve and consumer's language, or language used with their deaf/hard of hearing child or children they serve.
 - 3.2.2 Case notes will be entered in the case management system for each consumer interaction. In addition, the case notes will include, as appropriate, the type of equipment distributed to the consumer, the type of repair needed, the name of the repair company, expected date of equipment returned, and any needed follow up with the consumer. In the event of referral to a third-party vendor for IP-compatible services, case notes will identify what options were presented to the consumer, and what vendors the consumers chose, and any information obtained after following up with the consumer to ensure their services were installed and they have access to telecommunications and emergency services.
- 3.3 Client satisfaction surveys will be distributed by the subrecipient to each consumer after the consumer's case has closed.
- 3.4 Subrecipient is required to meet the reporting requirements in accordance with the *ADSD Subaward Reporting Schedule*.
 - 3.4.1 Subrecipient will collect client satisfaction surveys and compile data from the surveys and submit data to ADSD by the fifteenth day after the preceding quarter.
 - 3.4.2 Additional reporting may be requested by ADSD and will be communicated to the subrecipient as needed.

- 3.5 Disclosure of Potential Conflicts of Interest. Subrecipients must identify all subcontractors and staff used in the delivery of these services. All staff members of subrecipients must disclose any potential conflicts of interest, including financial interests, or the appearance of such interests, that may arise in the delivery of specific equipment or services by the subrecipient to consumers. Subrecipients must also disclose any financial or other fiduciary connections they may share with organizations that may financially benefit from the program. If any disclosures appear problematic, ADSD reserves the right to submit those potential conflicts to the Nevada Commission on Ethics for an opinion before proceeding with a transaction.

4 Operating Procedures:

- 4.1 Subrecipient will provide a copy of their procedures and policies for services annually, or as requested by ADSD.
- 4.2 Subrecipient will submit Request for Reimbursement (RFR) to ADSD on a quarterly basis by the fifteenth day after the preceding quarter.
- 4.3 Subrecipient will adhere to Section 3, as appropriate, for documentation and reporting requirements.
- 4.4 Subrecipient will conduct outreach and education in accordance with Section 2.3.
- 4.4.1 Subrecipient will maintain documentation from each outreach event such as flyers, sign-in sheets, or other materials. The program will maintain a log of events that includes the date of event, name/type of event, and number of attendees.
- 4.5 Subrecipient will build partnerships with community and government organizations to enhance access to telecommunications equipment and telecommunication-related assistive technology for deaf, hard of hearing and speech impaired community in Nevada.
- 4.6 Subrecipient will ensure staff are familiar with the telecommunications equipment available to be distributed and know how to install and use various pieces of equipment. Additionally, staff should be able to provide basic troubleshooting services prior to sending equipment to be repaired.
- 4.7 Annual Program Assessment: ADSD is responsible for fiscal and programmatic monitoring of the subrecipient. ADSD will schedule program monitoring with the subrecipient and will send advance notification of documents that will be requested. Subrecipient must have documents prepared for review on the scheduled date of monitoring.