



STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES DIVISION

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MEETING NOTICE AND AGENDA

Name of Organization: Subcommittee on Communication Services for Persons Who Are Deaf or Hard of Hearing (SOCS) and Persons with Speech Disabilities of the Nevada Commission on Services for Persons with Disabilities (Nevada Revised Statute [NRS] 427.750)

Date and Time of Meeting: January 14th, 2015
9:00 a.m.

Videoconference Location: Nevada Public Utilities Commission
1150 E. William St., Room B
Carson City, NV 89701

Videoconference Location: Nevada Public Utilities Commission
9075 W. Diablo Drive, Suite 250, Room B
Las Vegas, NV 89148

To join the meeting by phone, dial 1-888-251-2909 and enter the access code 8985078 when prompted. Persons in Northern Nevada requiring sign language service can call their VRS providers; give them the dial in information in order to access the meeting.

DRAFT Minutes

Members present: Gary Olsen, Mike Eifert, Julie Balderson, Cindy Roller, Greg Ivie, Eli Schwartz

Members excused: Angela Greer

Guests: Lisa Furr (Hamilton), Tearra Donovan (Hamilton), Jeff Beardsley, Farrell Cafferata, David Daviton, Jesse Palmer

Staff: Desiree Bennett (ADSD), Laura Valentine

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I. Welcome, Roll Call and Introductions
Gary Olsen, Chair

II. Public Comment (No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item. Please state and spell you name for the record. Public comment may be limited to three minutes per person at the discretion of the chair.)

Mr. Daviton asked if the Committee will discuss Senate Bill 13 any further. He would like ADSD to share the SOCS minutes from 2005 to present to give to the NVRID (Nevada Registry of Interpreters for the Deaf).

Ms. Balderson commented that there will be discussion under agenda item eight where the education working group may be able to address Senate Bill 13. She also announced that the FCC (Federal Communications Commission) has a notice of proposed rulemaking that involves captioning compliance. She stated that if anyone is interested in more information she will send the FCC's proposed rules on captioning via e-mail. They have extended their comment period until March 16th. Ms. Balderson also commented that NVRID (Nevada chapter of Registry of Interpreters for the Deaf) announced that they will be accepting applications for a pre- certified interpreter testing scholarship to pay for testing expenses.

Mr. Olsen asked if a final draft of the bylaws could be posted online for the public to access.

III. Approval of the Minutes from the October 17, 2014 Meeting (For Possible Action)
Staff, Aging and Disability Services Division

Ms. Valentine commented on a spelling error on the minutes from October 17th. Ms. Roller made a motion to approve the minutes with the spelling correction. Mr. Schwartz seconded the motion. Motion passed.

IV. Report From Relay Nevada
Lisa Furr, Hamilton Relay

Ms. Furr presented a PowerPoint on Relay Nevada TRS Call Traffic (attachment A). She commented that in December there was a very unique pattern of calls that came from a detention center.

Ms. Balderson explained that she cannot speak on behalf of the detention center, but when inmates have unrestricted access to the telephone they dial 7-1-1 and get the cheaper calling rate. The Hamilton call center does have some protections in place like restricting numbers that are abusing relay services. When a number is restricted, it goes to a customer service voicemail. This also requires that detention centers restrict the way their phone systems work. Generally, inmates are supposed to provide a list of numbers they will be calling and it is programmed into the detention center's system to prevent any 9-1-1, 8-0-0, or 7-1-1 calls from being made. The telephone provider did not have those settings correct and Hamilton saw a spike in calls. Once the detention center was contacted and informed, the appropriate fix was made and the number was unrestricted.

87 Ms. Donovan shared with the committee what outreach she has been working on;
88 including four presentations, two table events, three meetings, and three networking
89 events. Ms. Donovan keeps a record of how many people attend her outreach
90 events and will bring that information to the next meeting. Hamilton is also hosting a
91 Town Hall meeting in Las Vegas and in Reno at the end of January.

92
93 V. Discussion on Recommendations Made by the CSPD Nominating Subcommittee
94 for Filling Vacant CSPD Subcommittee Membership Positions and Discussion and
95 Possible Recommendations on Recruitment Efforts (For Possible Action)

96 Gary Olsen, Chairperson

97 Ms. Balderson stated that she has not received any new applications. She would
98 also like to see the Subcommittee on Communication Services (SOCS) have more
99 input on who is appointed to the Subcommittee and create a list of criteria.

100 Currently, the basic criterion a new member must meet is that they are a user of
101 TRS (telecommunications relay service).

102 Mr. Daviton suggested a member with hearing loss from a combat injury, like a
103 veteran.

104 Mr. Olsen read over the responsibilities of the Subcommittee and added that it is
105 the responsibility of the SOCS to improve the quality of life for deaf and hard of
106 hearing people and those who have communication issues.

107
108 VI. Program update

109 Julie Balderson

110
111 Ms. Balderson stated that ADSD is monitoring Bill Draft Requests to see if they will
112 affect the program. The program is also in the middle of the docket process to set
113 the surcharge rate and approve the budget. She also stated that there has not been
114 a clear answer yet if we are going to hearing. A schedule was set last week for
115 providing testimony and a hearing date. ADSD has been looking at their registry for
116 occupational regulation of interpreters and CART providers in the state, and will be
117 sending out letters to individuals who have not provided proof of professional
118 development or mentoring hours.

119 Mr. Daviton expressed concern about the lack of interpreters in the state of Nevada
120 and the kind of regulation they are under.

121 Mr. Olsen commented that there might be a need for some modifications and we
122 cannot force interpreters to live in certain areas. There needs to be a better means
123 of technology and an interpreter pool to fill in gaps.

124 Ms. Balderson stated that the only thing ADSD has control over is what is in statute
125 and regulation. She also stated that she tried to put a line item for additional staff
126 members to work on the interpreter issue in the budget. Mr. Olsen asked to keep in
127 mind of having someone with hearing loss in those requested positions.

128
129 VII. Report from The Interpreting Issues Work Group of the Subcommittee on
130 Communication Services for Persons Who Are Deaf or Hard of Hearing and
131 Persons with Speech Disabilities Meeting on October 18th.

132 Gary Olsen, Chairperson

133 Angela Greer, Subcommittee Member

134
135 Mr. Olsen stated that he has not received a report from Angela Greer but could
136 report that the Interpreting Issues Work Group of the Subcommittee meeting went
137 very well and there were a lot of attendees. Mr. Olsen and Ms. Greer are working
138 on having a similar meeting on interpreting issues in the north.

139
140 VIII. Update, Report and Possible Recommendations Relating to Working Groups and
141 Previously Established Objectives (For Possible Action)

142 Gary Olsen, Chairperson

- 143 • Interpreter issues
- 144 • Education
- 145 • Strategic plan/ Town Hall Meetings
- 146 • Assistive Tech.

147
148 Mr. Olsen stated that he is continuing to work on needs and qualifications of
149 interpreters in the state, and would like to get more deaf and hard of hearing
150 individuals involved in the process.

151 Ms. Roller commented that Renee Hemmasi is no longer working with the
152 Department of Education and doesn't believe there is anyone assigned to work with
153 deaf and hard of hearing issues. Nevada Early Intervention Services and the Early
154 Hearing Detection and Intervention (EDHI) program is going to be putting on
155 another Sky High training to help Early Intervention providers provide an unbiased
156 curriculum to families of how to read an audiogram and other communication
157 options. Because of the lack of deaf and hard of hearing teachers in the state, this
158 is a good approach of trying to get trained developmental specialists to work with
159 families.

160 Ms. Cafferata commented that Julie Bowers has replaced Renee at the Department
161 of Education.

162 Mr. Olsen has been working with Ms. Balderson on a strategic five year plan and a
163 community Town Hall. They would like to have meetings in Las Vegas, Reno, Ely,
164 and possibly Boulder City or Mesquite.

165
166 IX. Update, Report and Possible Recommendations Relating to Appointed Liaisons to
167 Other State Advisory Groups (For Possible Action)

168 Gary Olsen, Chairperson

- 169 • Assistive Technology Council
170 Eli Schwartz, Subcommittee Member
- 171 • State Independent Living Council
172 Mike Eifert, Subcommittee Member
- 173 • Governor's Council on Developmental Disabilities
174 David Daviton
- 175 • Rehab Council
176 Greg Ivie, Subcommittee Member
- 177 • Department of Education Board Meetings
178 Cynthia Roller, Subcommittee Member

179
180 Mr. Schwartz has been gathering ideas and input on issues regarding assistive
181 technology. He stated that he believes the goals of the working group are to bring
182 all possible known communication technology and identify the group that will benefit
183 from this technology. Another goal is the improvement of the cell phone system in
184 the state of Nevada. Mr. Schwartz is also working to reach out to Easter Seals,
185 Opportunity Village, United Way, Clark County School District, and possibly the
186 prison.

187 Mr. Eifert attended the Statewide Independent Living Council (SILC) meeting on
188 January 8th. The Council discussed the 704 report and the data being sent to the
189 federal government.

190 Mr. Daviton shared his interest in applying for a position on the Governor's Council
191 on Developmental Disabilities. As of right now, the only open position is for a Native
192 American individual.

193
194 X. Discussion on Wireless Bridge Devices and Possible Action on Development of
195 Wireless Option (For Possible Action)

196 Julie Balderson, Aging and Disability Services Division

197 Mike Eifert, Subcommittee Member

198
199 Mr. Eifert stated he will be removing himself from the wireless workgroup committee
200 due to a conflict of interest.

201 Ms. Balderson commented that the workgroup has not met since its first meeting on
202 September 3rd. Wireless devices or bridge devices have been added to the budget
203 request that is currently being reviewed by the PUC.

204 Mr. Daviton is interested in the expansion of the wireless program and volunteered
205 to help in the Wireless Working group Subcommittee.

206
207 XI. Report from Equipment Distribution Program

208 Julie Balderson, ADSD

209 Ms. Balderson reported from the Deaf and Hard of Hearing Advocacy Resource
210 Center (DHHARC), the Northern Nevada Center for Independent Living (NNCIL),
211 and the Southern Nevada Center for Independent Living (SNCIL). There have been
212 500 clients served from July to December. Clients could be individuals looking for
213 training, equipment replacement, or information and referral. From July to
214 December there were 60 pieces of equipment distributed. The budget amount was
215 \$784,575, and \$2,800 of that was expended up to November. Mr. Olsen would like
216 to see a better breakdown of the reasons individuals are contacting the Centers;
217 whether it is for equipment, repairs, or replacements. Mr. Olsen would like to invite
218 DHHARC, SNCIL, and NNCIL to participate in future SOCS meetings.

219 Mr. Schwartz made a motion to invite the grantees to a presentation at least once a
220 year and limited to one agency per meeting. Ms. Roller seconded the motion.

221 Motion passed.

222
223 XII. Consider Agenda Items for Next Meeting (For Possible Action)

224 Gary Olsen, Chairperson

- 225 1. Review of the Public Utilities Commission docket
226 2. Discuss issues surround information distribution to the committee
227 3. SB 13
228 4. Presentation from Gary Olsen on changing the SOCS to a more Commission
229 style body.
230 5. Discussion on the interpreter pool
231

232 XIII. Schedule Next Meeting (For Possible Action)
233 Gary Olsen, Chairperson
234

235 Julie made a motion to accept the quarterly meeting dates of:
236 April 8, 2015
237 July 8, 2015
238 October 14, 2015
239 January 13, 2016
240 April 13, 2016
241 Mr. Schwartz seconded the motion. Motion passed.
242

243 XIV. Public Comment (No action may be taken upon a matter raised under public comment period unless the
244 matter itself has been specifically included on an agenda as an action item. Please state and spell you name for
245 the record. Public comment may be limited to three minutes per person at the discretion of the chair.)
246

247 Mr. Daviton commended Hamilton on a very productive year and all the work on
248 community outreach.

249 Mr. Ivie commented that the Senate Bill (SB) 13 seeks to undo some of what
250 happened at the last legislative session through AB 210.

251 Ms. Cafferata commented that she spoke to Marva Cleven, who indicated there
252 was an error when drafting the bill. There may be corrections coming.

253 An announcement was made that the National Association for the Deaf will be
254 hosting a national conference in Arizona on July 5th through the 9th. The National
255 Deaf World conference is coming up in Las Vegas.
256

257 XV. Adjournment
258 Gary Olsen, Chairperson
259

260 Meeting adjourned at 11:47 a.m.
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267 **Current Subcommittee on Communication Services Members**

268 Gary Olsen (Chairperson), Julie Balderson, Angela Greer, Cynthia Roller, Michael Eifert, Greg Ivie, and Eli Schwartz
269

270 NOTE: Items may be considered out of order. The public body may combine two or more agenda items for
271 consideration. The public body may remove an item from the agenda or delay discussion relating to an item on the
272 agenda at any time. The public body may place reasonable restrictions on the time, place, and manner of public

273 comments but may not restrict comments based upon viewpoint.

274

275 **NOTE:** We are pleased to make reasonable accommodations for members of the public who have disabilities and
276 wish to attend the meeting. ASL Interpreters will be available at the meeting. If special arrangements for the meeting
277 are necessary, please notify Desiree Bennett at (775) 687-0586 as soon as possible and at least **ten** days in advance
278 of the meeting. If you wish, you may e-mail her at dabennett@adsd.nv.gov. Supporting materials for this meeting are
279 available at 3416 Goni Road, D-132, Carson City, NV 89706, or by contacting Desiree Bennett at 775-687-0586, or
280 by email dabennett@adsd.nv.gov.

281

282 ***Agenda Posted at the Following Locations:***

283

- 284 1. Aging and Disability Services Division, Carson City Office, 3416 Goni Road, Suite D-132, Carson City, NV 89706
285 2. Aging and Disability Services Division, Las Vegas Office, 1860 East Sahara Avenue, Las Vegas, NV 89104
286 3. Aging and Disability Services Division, Reno Office, 445 Apple Street, Suite 104, Reno, NV 89502
287 4. Aging and Disability Services Division, Elko Office, 1010 Ruby Vista Drive, Suite 104, Elko, NV 89801
288 5. Southern Nevada Center for Independent Living, 6039 El Dora Street, Suite H-8, Las Vegas, NV 89101
289 6. Deaf and Hard of Hearing Advocacy Resource Center, 2575 Westwind Rd., Suite C, Las Vegas, NV 89146
290 7. Northern Nevada Center for Independent Living, 999 Pyramid Way, Sparks, NV 89431
291 8. Deaf and Hard of Hearing Advocacy Resource Center, 999 Pyramid Way, Sparks, NV 89431
292 9. Nevada State Library and Archives, 100 North Stewart Street, Carson City, NV 89706

293 Notice of this meeting was posted on the Internet at: <http://www.nvaging.net/> and <https://notice.nv.gov/>

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That's what I'm talking about

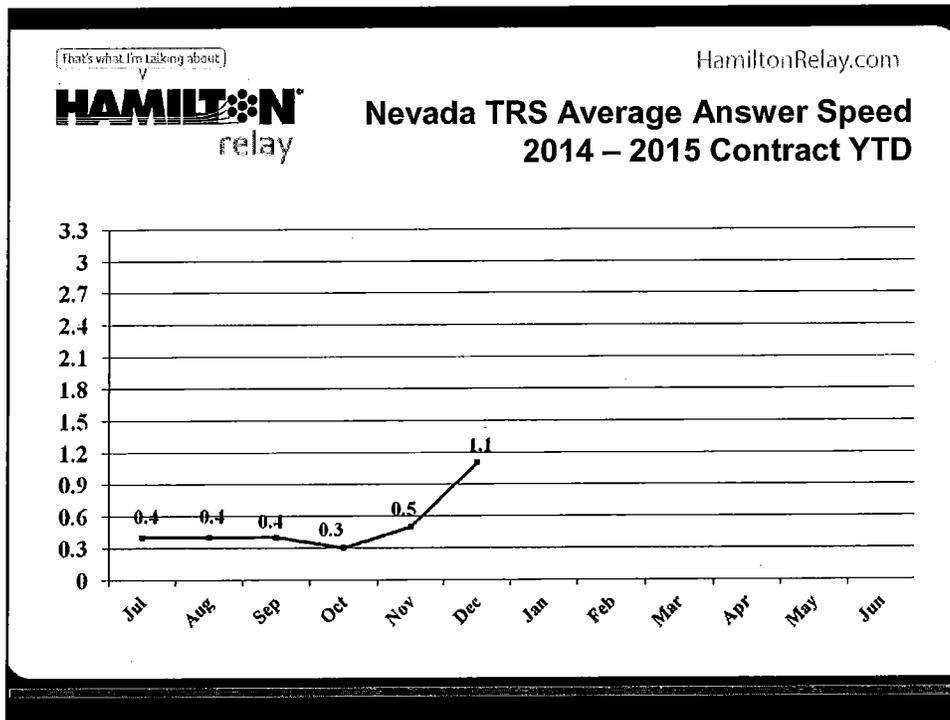
HamiltonRelay.com

HAMILTON
relay

Relay Nevada

TRS Call Traffic Report

Lisa Furr
Account Manager

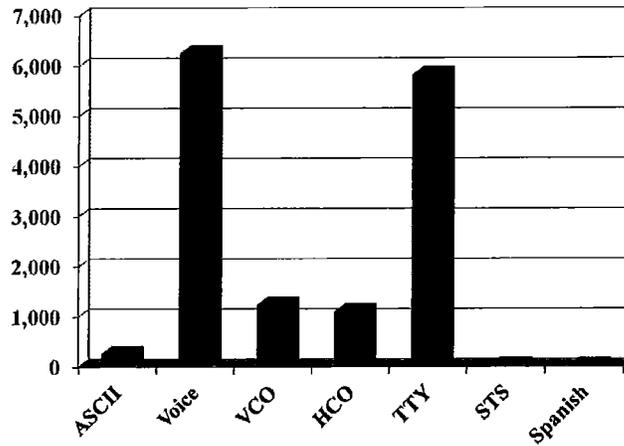


That's what I'm talking about.

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Nevada TRS Workload by Inbound Call Method 2014 – 2015 Contract YTD

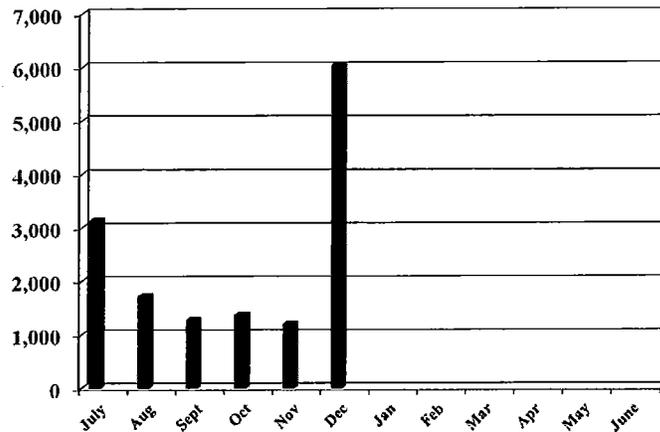


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Nevada TRS Total Completed Calls 2014 – 2015 Contract YTD

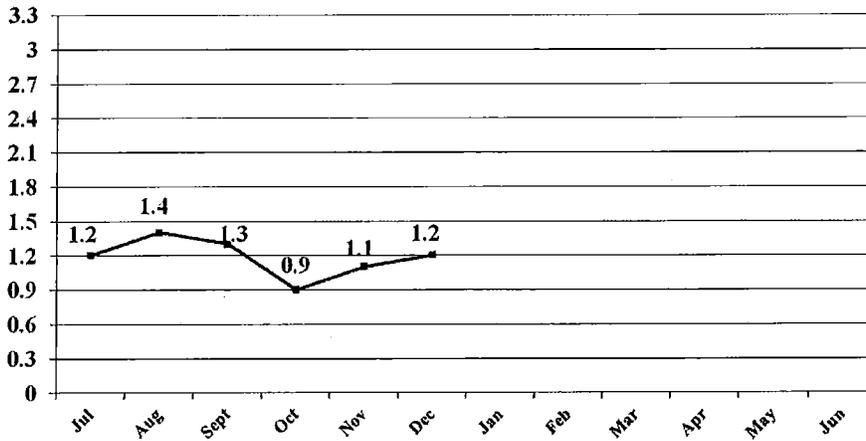


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Nevada CapTel Average Answer Seconds 2014 – 2015 Contract YTD

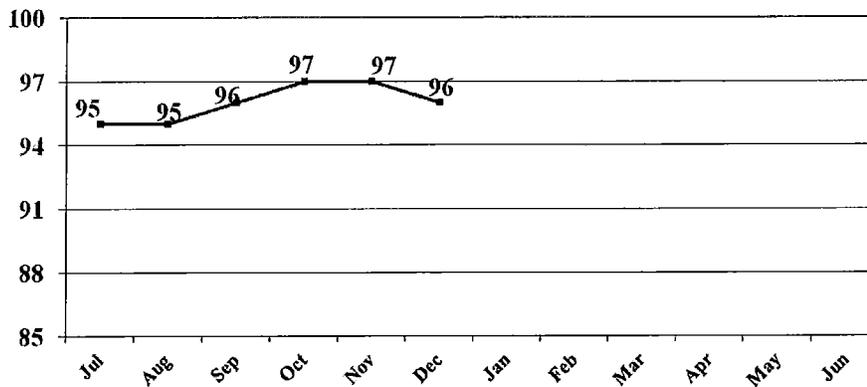


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Nevada CapTel Percent Answered Within 10 Seconds 2014 – 2015 Contract YTD



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HAMILTON
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As of December 2014...

1210 CapTel phones in
use.



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Marketing/Outreach Briefs

Quarterly Outreach Included:

- 4 Presentations
- 2 Exhibits
- 3 Meetings
- 3 Networking



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**Relay is about
Connecting People**

How can we better connect with you?

Questions?

