STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES DIVISION
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BRIAN SANDOVAL
Governor

ROMAINE GILLILAND
Director

JANE GRUNER
Administrator

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.

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

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.

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

V. Discussion on Recommendations Made by the CSPD Nominating Subcommittee for Filling Vacant CSPD Subcommittee Membership Positions and Discussion and Possible Recommendations on Recruitment Efforts **(For Possible Action)**
Gary Olsen, Chairperson

Ms. Balderson stated that she has not received any new applications. She would also like to see the Subcommittee on Communication Services (SOCS) have more input on who is appointed to the Subcommittee and create a list of criteria. Currently, the basic criterion a new member must meet is that they are a user of TRS (telecommunications relay service).
Mr. Daviton suggested a member with hearing loss from a combat injury, like a veteran.
Mr. Olsen read over the responsibilities of the Subcommittee and added that it is the responsibility of the SOCS to improve the quality of life for deaf and hard of hearing people and those who have communication issues.

VI. Program update
Julie Balderson

Ms. Balderson stated that ADSD is monitoring Bill Draft Requests to see if they will affect the program. The program is also in the middle of the docket process to set the surcharge rate and approve the budget. She also stated that there has not been a clear answer yet if we are going to hearing. A schedule was set last week for providing testimony and a hearing date. ADSD has been looking at their registry for occupational regulation of interpreters and CART providers in the state, and will be sending out letters to individuals who have not provided proof of professional development or mentoring hours.
Mr. Daviton expressed concern about the lack of interpreters in the state of Nevada and the kind of regulation they are under.
Mr. Olsen commented that there might be a need for some modifications and we cannot force interpreters to live in certain areas. There needs to be a better means of technology and an interpreter pool to fill in gaps.
Ms. Balderson stated that the only thing ADSD has control over is what is in statute and regulation. She also stated that she tried to put a line item for additional staff members to work on the interpreter issue in the budget. Mr. Olsen asked to keep in mind of having someone with hearing loss in those requested positions.

VII. Report from The Interpreting Issues Work Group of the Subcommittee on Communication Services for Persons Who Are Deaf or Hard of Hearing and Persons with Speech Disabilities Meeting on October 18th.
Gary Olsen, Chairperson

Angela Greer, Subcommittee Member

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

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

Gary Olsen, Chairperson

- Interpreter issues
- Education
- Strategic plan/ Town Hall Meetings
- Assistive Tech.

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

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

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

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

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

Gary Olsen, Chairperson

- Assistive Technology Council
  Eli Schwartz, Subcommittee Member
- State Independent Living Council
  Mike Eifert, Subcommittee Member
- Governor's Council on Developmental Disabilities
  David Daviton
- Rehab Council
  Greg Ivie, Subcommittee Member
- Department of Education Board Meetings
  Cynthia Roller, Subcommittee Member

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

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

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

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

Julie Balderson, Aging and Disability Services Division
Mike Eifert, Subcommittee Member

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

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

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

XI. Report from Equipment Distribution Program

Julie Balderson, ADSD

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

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

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

Gary Olsen, Chairperson

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

XIII. Schedule Next Meeting **(For Possible Action)**
Gary Olsen, Chairperson

Julie made a motion to accept the quarterly meeting dates of:
April 8, 2015
July 8, 2015
October 14, 2015
January 13, 2016
April 13, 2016
Mr. Schwartz seconded the motion. Motion passed.

XIV. 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 commended Hamilton on a very productive year and all the work on community outreach.
Mr. Ivie commented that the Senate Bill (SB) 13 seeks to undo some of what happened at the last legislative session through AB 210.
Ms. Cafferata commented that she spoke to Marva Cleven, who indicated there was an error when drafting the bill. There may be corrections coming.
An announcement was made that the National Association for the Deaf will be hosting a national conference in Arizona on July 5th through the 9th. The National Deaf World conference is coming up in Las Vegas.

XV. Adjournment
Gary Olsen, Chairperson

Meeting adjourned at 11:47 a.m.

Current Subcommittee on Communication Services Members

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

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

comments but may not restrict comments based upon viewpoint.

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

Agenda Posted at the Following Locations:

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

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

That's what I'm talking about

HAMILTON relay

HamiltonRelay.com

Relay Nevada

TRS Call Traffic Report

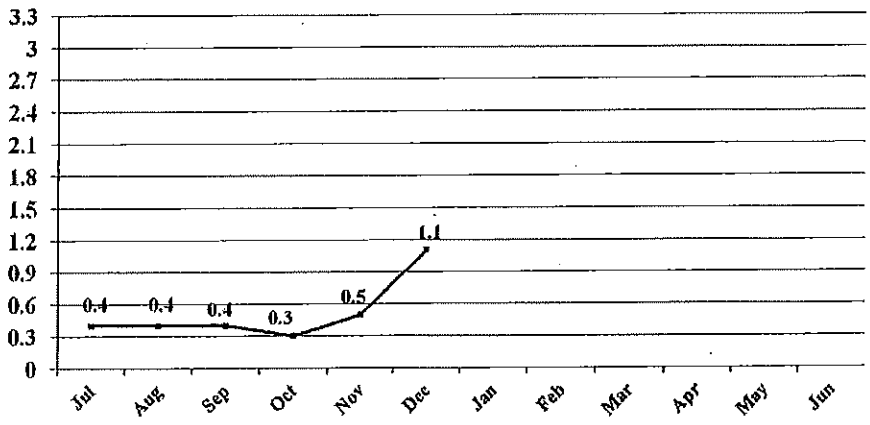
Lisa Furr
Account Manager

That's what I'm talking about

HAMILTON relay

HamiltonRelay.com

Nevada TRS Average Answer Speed
2014 – 2015 Contract YTD

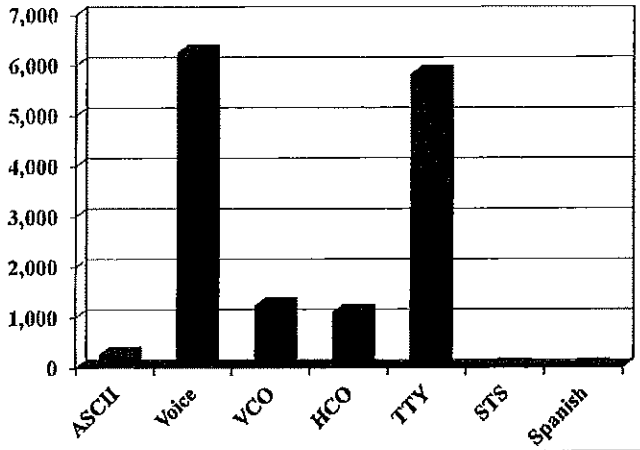


That's what I'm talking about

HAMILTON relay

HamiltonRelay.com

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

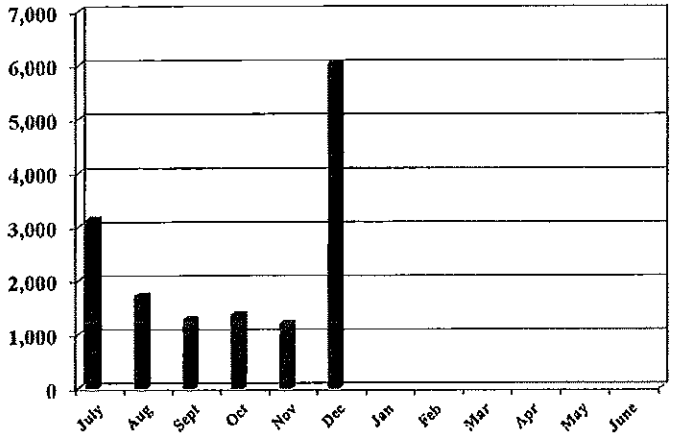


That's what I'm talking about

HAMILTON relay

HamiltonRelay.com

Nevada TRS Total Completed Calls 2014 – 2015 Contract YTD

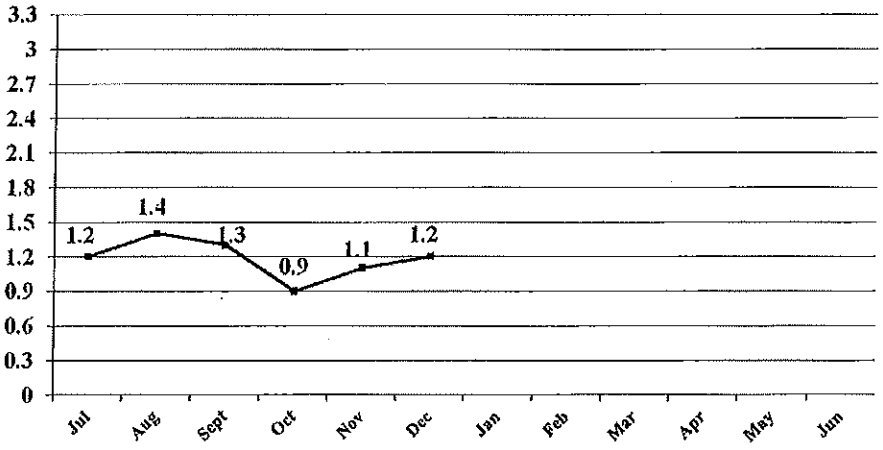


That's what I'm talking about

HAMILTON relay

HamiltonRelay.com

Nevada CapTel
Average Answer Seconds
2014 – 2015 Contract YTD

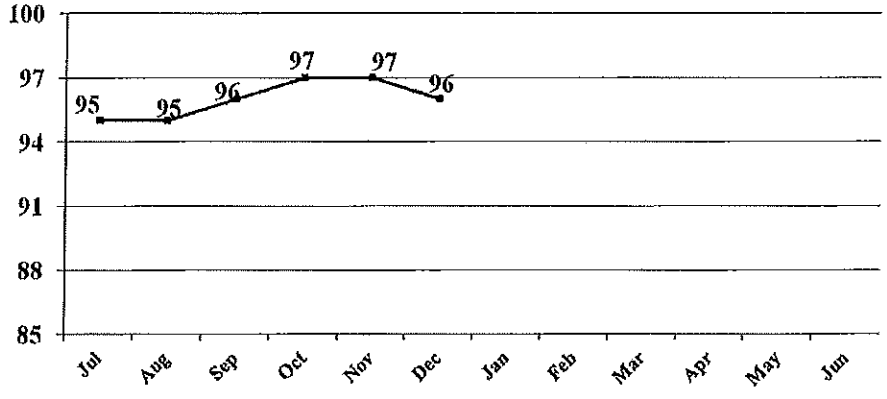


That's what I'm talking about

HAMILTON relay

HamiltonRelay.com

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



That's what I'm talking about

HAMILTON relay

HamiltonRelay.com

As of December 2014...

1210 CapTel phones in use.

That's what I'm talking about

HAMILTON relay

HamiltonRelay.com

Marketing/Outreach Briefs

Quarterly Outreach Included:

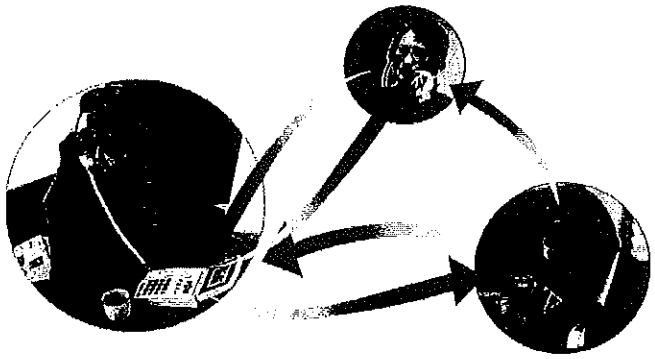
- 4 Presentations
- 2 Exhibits
- 3 Meetings
- 3 Networking

That's what I'm talking about

HAMILTON relay

HamiltonRelay.com

Relay is about Connecting People

How can we better connect with you?

Questions?