



**BRIAN SANDOVAL**  
Governor

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

3416 Goni Road, D-132  
Carson City, Nevada 89706

(775) 687-4210 • Fax (775) 687-0574  
[adsd@adsd.nv.gov](mailto:adsd@adsd.nv.gov)

**MICHAEL WILLDEN**  
Director

**JANE GRUNER**  
Administrator

## **MINUTES**

Name of Organization: Subcommittee on **Communication Services (SOCS) for Persons Who Are Deaf or Hard of Hearing 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: Thursday, January 16, 2014  
11:00 a.m.

Location: Aging and Disability Services Division (ADSD)  
Conference Room  
1820 E. Sahara Ave., Suite 201  
Las Vegas, NV 89140

To join the meeting by phone, dial 1-888-363-4735 and enter the access code 1228133 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.

### I. Welcome and Introductions Gary Olsen, Chair

Members attended in person and by teleconference.

**Members present:** Gary Olsen, Angela Greer, Mike Eifert, Cynthia Roller, Julie Balderson

**Staff Present:** Vicki Kemp, Kristen Rocha, Tina Gerber-Winn,

**Interpreters:** Rod Voris, ASL Communication; Whitney Hobbs, ASL Communication; Teri Ward, CART

**Members of the public present:** Jesse Palmer, Jeff Beardsley, Anna Marie Savino, Anne Urasky, David Daviton

A quorum being present Mr. Olsen called the meeting to order at 11:18am.

II. Public Comment

There were no comments from the public.

III. Approval of the Minutes from the February 25, 2013 Meeting **(For Possible Action)**  
Gary Olsen, Chair

It was agreed that approval of the February 25, 2013 minutes would be postponed until the next meeting.

IV. New Member Orientation  
Gary Olsen, Chair  
Julie Balderson, ADSD

Mr. Olsen explained his position as acting chair, and the need to complete the subcommittee's bylaws and approve them next meeting. It was requested that an agenda item to approve the bylaws for the subcommittee be added to the next meeting's agenda. There was a discussion on open meeting law to better clarify for members and the public how meetings must be conducted.

V. Update from the Aging and Disability Services Division  
Julie Balderson, ADSD

Ms. Balderson requested an agenda item for the next meeting to discuss and draft a five-year strategic plan for services. Ms. Balderson updated on the status of the Request for Proposal for Relay services. Ms. Balderson updated on the status of the State Fiscal Year 2015 budget proposal to the Public Utilities Commission. The proposal was filed in November 2014. Interested parties were encouraged to follow the Public Utilities Commission hearing process. Ms. Balderson updated the status of the interpreter registry and explained the steps for preparing to move the registry online. Ms. Balderson explained the Request for Proposal process for the telephone equipment distribution grant. She will have a draft Request for Proposal for the subcommittee to provide feedback and input at the next meeting.

Mr. Olsen emphasized the importance of addressing interpreter issues. Ms. Balderson asked where the interpreter issue falls on the list of priorities of the subcommittee. Mr. Olsen suggested that the subcommittee members begin to consider the interpreter issue as a priority since the Commission on Services for Persons with Disabilities will be considering the same issue in the coming year.

VI. Discussion and Possible Recommendations on the Strategic Plan **(For Possible Action)**  
Gary Olsen, Chair  
Julie Balderson, ADSD

There was discussion on how to move forward with the strategic plan and the possibility of putting together a work group.

Ms. Balderson made a motion to set aside time specifically for strategic planning on the next agenda. Ms. Greer seconded. All in favor, none opposed. Motion carried.

VII. Discussion and Possible Recommendations on Input to the Budget and Program Planning and Review **(For Possible Action)**

Gary Olsen, Chair  
Julie Balderson, ADSD

There was discussion regarding the possibility of putting together an executive group to get information and report to the subcommittee on budget, deadline and services.

It was decided that Ms. Balderson would provide that information at the next meeting.

Ms. Balderson made a motion to create a permanent agenda item for Discussion and Possible Recommendations on Input to the Budget and Program Planning and Review. Mr. Eifert seconded. All in favor, none opposed. Motion carried.

VIII. Discussion and Possible Formation of Work Committees on, but not Limited to, the Budget, Program Planning and Review, and the Strategic Plan **(For Possible Action)**

Gary Olsen, Chair

There was discussion on establishing work groups and/or subcommittees. It was decided that any rules for creating work groups would be addressed in the bylaws.

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

Gary Olsen, Chair

1. Approval of the Minutes from the February 25, 2013 meeting and January 16, 2014 meeting.
2. Discussion and Possible Approval of Bylaws
3. Discussion and Possible Recommendations on Interpreter Issues
4. Discussion and Possible Recommendations on Input to the Budget and Program Planning and Review
5. Discussion and Possible Recommendations on the Strategic Plan

X. Schedule and Confirm Future Meeting Dates**(For Possible Action)**

February 6, 2014 in Northern Nevada; April 17, 2014 in Las Vegas; June 12, 2014 in Northern Nevada; September 11, 2014 in Northern Nevada; December 11, 2014 in Las Vegas

XI. Public Comment

Ms. Kemp requested Ms. Balderson to re-state her program update for the benefit of members of the public and Ms. Roller, who arrived late. Ms. Balderson gave a brief summary of what was discussed in the meeting.

There was discussion on concerns over the lack of qualified interpreters in Nevada, and the enforcement interpreter regulations.

Mr. Daviton commented that the abbreviation of the name of the subcommittee was easier to remember as CAC, not SCS or SOCS.

Mr. Daviton expressed concern about Mr. Eifert's role on the subcommittee.

Ms. Savino described her experience using on-site interpreter services and video remote interpreting at a hospital and expressed frustration with the current practices. Mr. Beardsley provided details about Ms. Savino's experience, and his role in it. Ms. Savino also expressed frustration with scheduling medical appointments when the office staff is not trained.

A member of the public expressed her frustration with hospital interpreter contracts, and the cost of interpreting services.

Mr. Beardsley asked Ms. Balderson about the process of making a complaint about an interpreter. Ms. Balderson explained the process.

## XII. Adjournment

Gary Olsen, Chair

Ms. Balderson made a motion to adjourn. Ms. Greer seconded. All in favor, none opposed. Meeting adjourned.