

BRIAN SANDOVAL
Governor



RICHARD WHITLEY, MS
Director

JANE GRUNER
Administrator

DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES DIVISION
3416 Goni Road, Suite D132
Carson City, NV 89706
Telephone (775) 687-4210 • Fax (775) 687-0574
<http://adsd.nv.gov>

June 27, 2016

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2015 through May 31, 2016
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Nevada Department of Health and Human Services Division of Aging and Disability Services respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Nevada to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Nevada. Nevada's complaint summary is associated with complaints related to FCC TRS rules.

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Of the 19 total complaints in Nevada, 11 of them are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Customer Care personnel have spoken with this user on several occasions to assist, and provided a home visit with the Nevada Relay Outreach Coordinator. Customer Care will continue to work with this relay user.

Please feel free to contact me at 775-687-2492 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script, appearing to read "Betty A. Hammond".

Betty A. Hammond, MSW, CRC, NIC
Relay Administrator
Department of Health and Human Services
Aging & Disability Services Division
3416 Goni Rd., Ste D-132
Carson City, NV 89706
Voice: (775) 687-2492
Video Phone: (775) 297-4466
Relay: 7-1-1
Email: BHammond@adsd.nv.gov

Relay Nevada 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
110232	7/6/2015		HCO	Dan	Dan	*Customer stated the OPR did not explain Relay to the party they were calling.	8/11/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
124613	7/6/2015		HCO	Dan	Dan	*Customer stated when dialing 7-1-1 they are not getting through to Relay. Customer requested Customer Care place a test call to Relay for them.	7/6/2015	Customer Care placed a test call; which was successful. Customer Care suggested the customer try dialing the toll free number and provided that number. Customer disconnected.	Service Complaints - Miscellaneous
507951	7/15/2015		Email	Dan	Dan	Customer stated their client is having technical issues with their Relay equipment and requested information on getting the equipment repaired.	7/15/2015	Customer Care referred the customer to Deaf and Hard of Hearing Advocacy Resource Center and provided their telephone number. Customer was satisfied.	Technical Complaints - Miscellaneous
710030	8/14/2015		VCO	Jenn	Jenn	Customer stated they are a VCO user and they are calling someone who is a TTY User and their called party is not receiving their type.	8/18/2015	Customer Care apologized and provided troubleshooting tips to help resolve the issue which were successful. Customer stated they would call back if they had any further issues. Customer was satisfied.	Technical Complaints - Miscellaneous
664312	9/17/2015		VCO	Tyna	Tyna	Customer stated had recently moved and they have the same telephone number but they are experiencing problems with their telephone service as they have no dial tone.	9/17/2015	Customer Care referred the customer to their telephone service provider to check the lines regarding no dial tone and also advised the customer of the crackling noise on the line. Customer was satisfied.	External Complaints - Miscellaneous
239119	10/26/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	10/26/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Suspicious/Harassment Call

Relay Nevada 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160527-000093	5/27/2016		HCO	Tyna	Tyna	Customer stated OPRs and Supervisor are typing and confusing inbound and outbound conversation.	5/31/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; technical determined the OPR followed proper procedure.	Service Complaints - Miscellaneous
160531-000105	5/31/2016		HCO	Dan	Dan	Customer stated they are being told they are typing when they are not.	5/31/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer Care forwarded the information to the Nevada Outreach Coordinator to assist the customer in resolving the issue.	Service Complaints - Miscellaneous

Certified Hearing Interpreter: This long term contract position oversees and provides interpretation services for Nevada State Legislature and agencies; coordinates/provides mentoring. Position locations: Las Vegas, NV; Carson City, NV Pay: \$40.00 per hour. Full-time preferred; part-time considered. REQUIRED: Current Registry of Interpreters for the Deaf (RID) Certification. Medical, dental, vision insurance benefits, and 401 k Retirement Plan is available through MHM Solutions after 1 yr. Email resume: bhammond@adsd.nv.gov by July 1, 2016.



Welcome to NVAPPS

Nevada Employee Action and Timekeeping System

Session Started: 7/8/16 9:32 AM
Current User: [none]
Site Help?

[Home](#) [Jobs](#) [Messages](#)

Announcement

[Instructions](#) | [Frequently Asked Questions](#) | [Page Help](#) ?

State of Nevada Announces

An Open Competitive Recruitment for:

SOCIAL SERVICES PROGRAM SPEC 2

APPROXIMATE ANNUAL SALARY - \$46,938.24 to \$69,718.32 PAY GRADE: 35

For more information on benefit and retirement programs, please see the sections below. In order to receive consideration, applicants must indicate their availability for any work type, travel, and location requirements listed.

JOB INFORMATION

- Work Type: A Permanent, full time vacancy
- Department: [Health and Human Services](#)
- Division: Aging & Disability Services
- Job Class Code: 12.318

RECRUITMENT INFORMATION

- Announcement Number: 28687
- Open to all qualified persons.
- Posted 06/16/2016
- Recruiter:
CAROL PION
Phone: (775)684-0151
Email: cpion@admin.nv.gov
- Applications accepted until recruitment needs are satisfied

** Qualified individuals are encouraged to apply immediately. Lists of eligible candidates will be established and hiring may occur early in the recruiting process. Recruitment will close without notice when a sufficient number of applications are received or a hiring decision has been made.

The Position

Social Services Program Specialists perform administrative and professional work in conjunction with the administration of statewide public assistance, medical assistance, or social services programs.

Incumbents possess a degree of knowledge and proficiency sufficient to perform advanced-level work and may provide work direction and training to others.

This position is located within the Aging and Disability Services Division (ADSD) of the Department of Health and Human Services - Interpreter/CART Registry, located in Carson City or Las Vegas, NV. Aging and Disability Services (ADSD) provides an atmosphere of innovative thinking, teamwork, and friendly co-workers, and is a great place to work. The mission of ADSD is to provide leadership and advocacy in the planning, development and delivery of a high quality, comprehensive support service system across the lifespan to allow all of Nevada's elders, children and adults with disabilities or special health care needs, to live independent, meaningful and dignified lives to the greatest extent possible. The responsibilities of this position include: administration of the Interpreter/CART Registry statewide, working directly with the Social Service Program Specialist 3 to develop recommendations and substantive policy and procedural changes to the program, maintain registry database and conducting outreach regarding unit programs related to Communication Services, scheduling and working with the Interpreter Pool, monitor program billing and data needs, and work on special projects related to the Subcommittee on Communication Services for persons who are deaf, hard of hearing or persons with speech

TDD for the Hearing Impaired (800) 326-6868 TDD for the Hearing Impaired (800) 326-6868

To begin the application process, click on the Apply button. Click Cancel to return to the previous page.

© Copyright 2002-2003. Aeris Enterprises Incorporated. All rights reserved.

**Aging and Disability Services Division (ADSD)
Communication Services
Program Goals and Objectives
SFY 2017
July 1, 2016- June 30, 2017**

Current Grantee:

Deaf Centers of Nevada (DCN)

Current reporting period (for reports to ADSD):

- July, August, September
- October, November, December
- January, February, March
- April, May, June

Report will be in an excel format.

Goal 1

The program will improve telecommunications access for Nevadans with communication disabilities through the distribution of telecommunication equipment.

Objective 1.01

Annually, the program will distribute at least 700 assistive technology devices to consumers with communication disabilities, state agencies and nonprofit organizations. Demographic data on consumers and all types of equipment will be tracked and reported. Other types of distribution, such as to agencies, will be tracked and reported to ADSD quarterly.

Objective 1.02

The agency will demonstrate assistive technology devices to **each consumer applying for those devices** to ensure they are fully aware of the choices available to them. This may not apply in extremely rural settings but will be the norm for distribution of amplified phones. Consumers will be given a choice of equipment to use and will be trained on each piece of equipment received. A hands on demonstration will be provided at the office location and at the time of installation.

Objective 1.03

Annually, at least 450 individuals will be trained yearly in the use of telecommunications equipment and Relay Nevada. These persons may include consumers, family members, friends, and agency personnel. Agency and general training will be tracked and reported to ADSD quarterly.

Goal 6

The agency will seek to set up fee for service contracts with Vocational Rehabilitation. Contracts could include, but are not limited to, literacy services, job coaching, job development and other job-related services.

Objective 6.01

The program will offer expertise and assistance, in conjunction with the Department of Employment, Training and Rehabilitation (DETR), in employment opportunities for deaf and hard of hearing individuals. Activities may include contact with administration personnel, transition service activities, Job Development/Coaching, Job Clubs and special projects.

Goal 7

Comprehensive advocacy and information/referral services will be provided by direct services to clients, their families and agencies, and by special outreach efforts. The program will make efforts to provide services to underserved populations. They will track and report demographic information.

Objective 7.01

Annually, 250 Deaf or Deaf-blind clients and their families will receive advocacy services. Consumers with other communication disabilities may also receive services as requested. This number will include those who return for multiple services.

Objective 7.02

Annually, 50 Deaf, hard of hearing, and/or speech impaired individuals and their families will receive comprehensive advocacy services. Advocacy services also include ongoing assistance to those individuals who find themselves in urgent or critical situations. Clients receiving services will be asked to provide feedback on the effectiveness of services they receive.

Objective 7.03

Annually, at least 250 contacts will be made by DCN to agencies or companies statewide which serve the community.

Goal 8

The consumer community, as well as the community at-large, will be educated in special topics pertinent to the deaf and hard of hearing community. The related objectives will be focused on systems change.

Objective 8.01

DCN will contact at least 5 social service entities dealing with domestic violence, rape, or sexual assault or other related entities annually to provide information regarding serving the deaf and hard of hearing.

Objective 9.04

Annually, agency representatives will participate in at least 14 outreach events, activities, and fairs provided by other agencies or interest groups. At least 4 will be in conjunction with the state's current contracted relay vendor.

Goal 10

The Rural communities will be enriched by the activities of this program.

Objective 10.01

Outreach specific to rural areas will take place at least 30 times a year, statewide. Participation in such activities will be tracked by the agency via their quarterly travel report. Specifics can be provided upon request of ADSD staff.

Objective 10.02

The grantee will distribute at least 1,000 pieces of informational literature regarding advocacy, telecommunication devices, Relay services or other service related information.

These types of activities will be tracked and reported to ADSD quarterly. Please provide additional information below:

Goal 11

Program outcomes will be reported in a timely manner.

Objective 11.01

A quarterly report on all objectives will be submitted to ADSD as an attachment by e-mail. Report outcomes will be shared with the Communication Access Council and feedback on goals, objectives and activities will be solicited from the Council. The report will be transmitted as an attachment by e-mail no later than the 25th day of the following month.

SOCS REPORT

Update - Interpreter Pool :

- The announcement for the position has gone out three times and slated to go out a fourth time in the coming weeks.
- Contacts were made by SSPS 3 to colleagues in order to attempt to recruit locally. This activity was not successful as most interpreters enjoy the freelance status and are paid the same amount, if not more, per hour.
- Eight hearing certified interpreters sent resumes, with two backing out, one deemed not suitable for the assignment.
- Four interpreters were interviewed by Julie Balderson, Gary Olsen, Jeff Beardsley and Betty Hammond for the four positions.
 - One turned down the position after learning more about the position.
 - One is in negotiation – appears she will not be able to take the assignment due to moving expenses.
 - One in the North accepted the position and is only available part-time.
 - In Las Vegas, there is the potential for one to start in August.

Currently the pool has one part-time interpreter in the North Kim Johnson. We have a potential candidate in LV who will start at the end of August.

Advisement Request - Interpreter Pool :

- Please reach out to interpreters you might know who would be a good fit for the pool positions.
- (One in the North and one in the South)
- We will develop a skeleton of Policies & Procedures and would appreciate SOCS reviewing them and providing suggestions and feedback. These policies will include mentoring work the Pool will perform.

Status - Interpreter/CART Registry:

- The registry has gone live and is currently on-line. There are 205 names in the registry.
- Total Number of CART: 12
- Total Number of Community: 72 only registered as community type. However, there are 116 which include 44 individuals who applied for both registration types – meaning they are registered to work within the community and educational settings.

Advisement Request - Relay Nevada:

Hamilton Relay would like to know if they should present at every SOCS meeting or if the Subcommittee would like Quarterly Reports, Semi-annual Reports or only Annual Reports.

SOCS – We will need an RFP evaluation committee and would consider interested SOCS members. As for writing the RFP, most states borrow templates from each other as this is a very technical RFP. We should consider, though and ask questions about the use of their RCC captioning service.

Status – FCC:

Staff recently sent Annual Complaint reports as required by the FCC.

Report provided.

Status - SOCS:

2 new members: Jeff Beardsley and Sal Fiorentino

2 upcoming vacancies: Cindy Roller (as she is part of the DCN team) and Greg Ivie.

Advisement Request - SOCS:

In by-laws updates: Clarify approved absences have to come through ADSD as we determine if there will be a quorum for meetings. Define how suggestions for members should be sent to CSPD.

ADSD is requesting that CSPD outline the procedure for appointments for when they do and when they do not have a “nominating committee” in place.

Other:

Roles/Responsibilities

Report provided.

Roles and Responsibilities regarding program duties	
SOCS	Staff
<p>SOCS:</p> <ol style="list-style-type: none"> 1. Advise and make recommendations to ADSD and to CSPD on concerning the establishment and operation of programs for persons with communications disabilities. 2. Recommend proposed legislation concerning persons with communications disabilities. 3. Collect information concerning persons with communications disabilities. 4. Create and annually review a 5-year strategic plan consisting of short and long term goals for services provided by on behalf of the Division. Solicit input from various persons. 5. Review the goals, programs and services, including, without limitation, the outcomes of services provided to persons with communication disabilities and the requirements imposed on providers. 6. Act as a liaison between Relay service providers, Service programs and the community. 7. Based on information collected by the Department of Education, and advise the Department of Education on research and methods to ensure the availability of language and communication services for children who are deaf, hard of hearing or speech-impaired. 8. Make recommendation to CSPD concerning the practice of interpreting and the practice of real-time captioning, including the adoption of regulations to carry out provisions of chapter 656A of NRS. 9. Make recommendations to the Division concerning all programs and activities funded by the surcharge. 10. Utilize Robert's Rules of Order to govern subcommittee. 11. Set agendas pertinent to SOCS' role. 12. Chair: Key leader – guiding SOCS discussions. Assisting and guiding agenda items and maintain harmony within the subcommittee body. 	<p>SOCS:</p> <ol style="list-style-type: none"> 1. Act as Division Representative on the Subcommittee. 2. Work with chair to set agendas for SOCS meetings. 3. Work with grantee to set goals and objectives to be reviewed by SOCS. 4. Seek advisement from SOCS regarding programs funded by the surcharge. 5. Administrative – meeting times, place and accommodations. 6. Determine quorum. Approve absences as appropriate. 7. Report to CSPD.
<p>Federal Reports (FCC): Advise as needed or requested by the Division.</p>	<p>Feds:</p> <ol style="list-style-type: none"> 1. Contact and key point person for Relay for the State of Nevada

<p>2. Advise/give feedback for mentoring duties.</p>	<p>b. Give direction consistent with ADSD's vision.</p> <p>c. Write Policies and Procedures according to ADSD protocol.</p>
<p>Relay Nevada:</p> <p>1. Provide input regarding Relay service needs according to perceived community needs.</p>	<p>Relay Nevada:</p> <p>1. RFP process</p> <p>a. Solicit Vendors</p> <p>b. Select committee members</p> <p>c. Work with Purchasing Division and their guidelines</p> <p>d. Make ready for ADSD Administration to present to the BOE (Board of Examiners).</p> <p>e. Work with Purchasing to establish contract.</p> <p>f. Monitor contract</p> <p>g. Pay Relay Nevada Billing</p>

Name	Title and Agency	First Appointed	Length of Term	End of 1st Term	End of 2nd Term
Betty Hammond (1)	ADSD				
Gary Olsen (3)	Professional in the field of deafness	2/15/2012	3yrs	2/14/2015	2/14/2018
Mike Eifert (4)	Exec. Dir., NV Telecommunications				
Angela Greer (7)	Instructor/Educator	5/15/2013	3 years	5/14/2016	5/14/2019
Cynthia Roller (6)	Parent of a child who is deaf, hard of hearing or speech-impaired.	1/1/2014	3 years	1/1/2017	1/1/2020
Greg Ivie (7)	Instructor/Educator	1/10/2014	3 years	1/10/2017	Resigned 6/28/2016
Eli Schwartz (5)	User of telecommunication relay services/ realtime captioning	10/1/2014	3 years	10/1/2017	10/1/2020
Jeff Beardsley		6/13/2016	3 years	6/12/2019	
Salvatore Fiorentino		6/13/2016	3 years	6/12/2019	

NRS 427A.750 outlines the requirements of the Communications Access Council (CAC) now called the Subcommittee on Communication Services (SCS). Amended 2013 Legislative Session SB 61 NRS 427A.750.

Members are appointed by the Administrator. The Administrator will consider recommendations made by the CSPD.

The SOCS should consist of Nine Voting Members:

1. One member who is employed by the Department and who participates in the administration of the program of this State which provides services to persons with communications disabilities which affect their ability to communicate (permanent position).
2. One person who is a member of the Nevada Association of the Deaf, or, if it ceases to exist, one member who represents an organization which has a membership of persons who are deaf, hard of hearing or speech-impaired.
3. One member who has experience with or an interest in and knowledge of the problems of and services for the deaf, hard of hearing or speech-impaired.
4. One member who is the Executive Director of the Nevada Telecommunications Association or, in the event of its dissolution, a member who represents the telecommunications industry (permanent position).
5. Three members who are users of telecommunications relay services or the services of persons engaged in the practice of interpreting or the practice of realtime captioning.
6. One member who is a parent of a child who is deaf, hard of hearing or speech-impaired.
7. One member who represents educators in the State and has knowledge concerning the provision of communication services to persons with communications disabilities in elementary, secondary and postsecondary schools and the laws.
8. One nonvoting member who is registered with the Office pursuant to NRS 656A.100 to engage in the practice of interpreting in a community setting and holds a certificate issued by the Registry of Interpreters for the Deaf, Inc., or its
9. After the initial term, the term of each member is three years. A member may be reappointed.
10. If a vacancy occurs during the term of a member, the Administrator shall appoint a person similarly qualified to replace that member for the remainder of the unexpired term.