
Goal 1: Public Information

- To serve as a clearinghouse for consumers, public and private entities, and the general public.

Strategies

- Maintain and update a comprehensive electronic community resource directory.
- Redesign and update the Commission's website.
- Expand and disseminate information via the website, conference exhibits, community forums and engagement, video logs, listservs, webinars and other electronic meeting forums, including digital and social media.
- Update or develop information sheets, guides, and best-practice recommendations, brochures, and other printed media.

Ways to Accomplish Goal

- Post Commission meetings and events to the [State of Nevada Public Notice website](#).
- Maintain public meeting sign in sheets. Include email contact information to create a distribution list.
- Create a website "Guest Book" where people can sign in and post ideas about designated topics.
- Define what information will be available in community resource directory.
- Possibly create other social media accounts.
- Create a list of information sheets, guides, and best-practice recommendations, brochures and other printed media you want to produce, assign a coordinator and establish a goal to complete.

Performance Measures

- Output - Capture the number of hits, general location of visitor, length of time spent, and links visited on the Commission's website.
- Output - Number of followers, posts and likes on website, Facebook, Twitter, etc.
- Population - Determine the population of stakeholders (Persons who are Deaf or Hard of Hearing and Persons with Speech Disabilities).
- Efficiency - Report on the percentage of customers served.
- Quality – Survey percent of stakeholders satisfied with services received.

Goal 2: Telecommunications Equipment and Relay

- To expand and improve the provision of telecommunications equipment and/or accessories to qualifying deaf, hard of hearing, deaf-blind and speech impaired individuals.
- To expand and improve the provision of dual-party relay service for such devices.

Strategies

- Perform outreach and educate the public about the availability of the Telecommunications Equipment Distribution Program (TEDP).
- Perform outreach and educate the public about the Relay system.
- Make the TEDP application more user-friendly and available for a wider audience.
- Update and expand the TEDP through:
 - National Deaf Blind Equipment Distribution Program (NDBEDP)/ICanConnect (ICC).
 - Wireless Device Program.

- Bridge Device Program.

Ways to Accomplish Goal

- Develop qualification standard and application process for device distribution.
- Determine best, most cost effective products to offer and develop an Equipment Distribution list.
- Post a list of Equipment Devices and information on their use on website.
- Follow up on the use, performance and satisfaction with device.

Performance Measures

- Efficiency - Number of days from application approval to issue device.
 - Quality – Percentage of stakeholders satisfied with the application, issuance and instruction process and device.
 - Quality – Percentage of devices returned within designated time frame.
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Goal 3: Communication Access Auxiliary Services

- To expand and improve the provision of auxiliary services and aids to the all areas of state government, and consumers.

Strategies

- Monitor and maintain efficient scheduling, accounting, and auxiliary service provider oversight systems.
- Implement stakeholder feedback system.
- Increase awareness of the availability of auxiliary services and aids.
- Expand the pool of, interpreters, Certified Deaf Interpreters (CDI's) and Communication Access Real-time Translation (CART) service providers.
- Expand the use of remote services (Video Remote Interpreting and remote CART).
- Create a sustainable mentoring program for auxiliary service providers.
- Create and implement a plan for improving training and educational opportunities for working and aspiring interpreters in Nevada in partnership with the Nevada System of Higher Education.

Ways to Accomplish Goal

- Working with providers and agencies, collect data on the need and availability of interpreters.
- Maintain the Nevada Interpreter Registry based upon certification level(s).
- Create standards in which each level of interpretation may be used.
- Meet with college administrators to discuss creation or expansion of training and certification programs.

Performance Measures

- Outcome – Percentage of Time an Interpreter(s) is available for scheduled meetings, hearings, conferences, etc. Data may be collected through maintaining a record of ADSD's events and possibly a Survey Monkey for other agencies that frequently use interpretation services.
 - Outcome - Percentage increase in the Number of Interpreters/Certified Deaf Interpreters/Communication Access Real-time Translation service providers.
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Goal 4: Outreach and Consultative Services (OCS)

To promote compliance with Federal, state and local accessibility laws and regulations through collaboration and policy development efforts with consumers, public and private entities, and other stakeholders to develop equivalent access to services.

Strategies

- Provide and expand provision of technical assistance to stakeholders including public and private entities and community organizations.
 - Develop and implement training modules available on the Commission website.
 - Develop and implement a stakeholder contact database, and a bank of resources and trainings that can be used for system navigation, and provide access to electronic-based consultations and trainings for consumers.
 - Increase staff capacity to provide efficient services, and to provide one-on-one assistance for equivalent access to communication within systems.
 - Develop and implement use of Communication Access Assessments.
 - Hold community forums to discuss a variety of the stakeholder issues and needs.
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Goal 5: Interpreter Regulation

- To oversee individuals engaged in the practice of interpreting by establishing and enforcing standards of practice.

Strategies

- Determine areas within existing structure in need of update and/or improvement.
- Enhance and monitor efforts made by other states or national entities toward advancing the profession of interpreting.
- Communicate with stakeholders about the expectations of professionals, consumers, employers and educators who are impacted and have an impact upon the field of interpreting.
- Seek additional input and feedback from stakeholders on an ongoing basis.

Ways to Accomplish Goal

- Create standards in which each level of interpretation may be used.
- Maintain a record of stakeholder's complaints for each interpreter.
- Work with interpreter to resolve complaints.

Performance Measures

- Quality – Number of valid interpreter complaints received by stakeholders.
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Goal 6: System Advocacy and Program Development

- To improve communication access at all levels of government and community-based systems through program development and systemic change.

Strategies

- Promote the development of programs and services available for deaf-blind individuals i.e. Support Service Providers (SSP).
 - Expand programs and services available for aging deaf and hard of hearing adults.
 - Promote the development of specialized communication-accessible programs for deaf and hard of hearing individuals who are developmentally disabled.
 - Identify and implement systemic improvements in the government system (auxiliary services provided in the Executive Branch of the government).
 - Hold a legislative forum with public and private entities, community organizations, and consumers or interested stakeholders when needed.
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Goal 7: Early Hearing Detection and Intervention and Deaf Education

- To improve early hearing detection and intervention, and educational systems for deaf and hard of hearing children from birth through secondary education.

Strategies

- Partner with the early hearing detection and intervention system to facilitate smooth transitions as parents navigate medical and social service systems.
- Provide consistent support to parents and families of children who are deaf, hard of hearing, or with speech disabilities.
- Create and implement a blueprint for improving Deaf education in partnership with Nevada Department of Education.
- Include deaf and hard of hearing adults in the early hearing detection and intervention, and educational systems.

Ways to Accomplish Goal

- Create a parent information portal on your website.
- Meet with appropriate representatives from the Department of Education to discuss current practices, areas in need of improvement, ways to disseminate information (educational seminar/flyer).

Performance Measures

- Efficiency - Number of days from hearing deficiency detection to consultation.
- Population – Number of children/families receiving consultation services.
- Quality – Family satisfaction level with the information and services received.