



## ***Commission for the Deaf, Deaf-Blind, Hard of Hearing and Speech Impaired***

### **Early Intervention Department**

- **Deaf Mentor Program**
  - During training week, our department was provided a training on how to use the Deaf Mentoring curriculum effectively during home visits. It was encouraged to use the mentor tips and activities during the appointments to help family members learn ASL and have fun while they are learning. Since the training, our Deaf Mentors have been providing fun educational activities by bringing materials or asking family members to bring materials for the visit. Families are laughing, learning new signs, and using the signs they learned with their deaf/hard of hearing child. Also, one of our Deaf Mentors is teaching two ASL classes- a private ASL class in the community and at the Deaf Center.
- **Tutoring**
  - Tutoring, our Deaf mentors are continuing servicing clients who are in school or adults who need help with sign language development. The clients are improving with their reading, math, language, and vocabulary skills. Also, we've got one DHH teacher volunteering from Clark County School District, CCSD, for tutoring.

### **Youth Case Services**

- The Youth Case Management Department is beginning to pick up speed with the start of the school year. The past month has seen 5 new clients requesting services, 3 of those focusing on IEP and school services. The team completed internal IEP training as well as outside IEP training through Nevada PEP. This training will increase department knowledge of IEP laws and processes and allow the team to improve upon service provided. The department is currently overseeing the administration of ASL classes. Las Vegas ASL classes are currently in session with 5 classes running concurrently in Las Vegas. Average attendance has been 45-50 people weekly. This session will conclude on October 17<sup>th</sup>. After a break for the holiday season we will start classes again on Jan 18<sup>th</sup> in both Reno and Las Vegas.
- The agency is moving towards an electronic database system. We should be fully moved over to this platform within 2 weeks. This system will provide us with more efficient data capture and reporting. This system will also provide more flexibility as well as confidentiality when conducting appointments outside of the offices.



## Adult Case Services

- The Adult Case Management team has been working hard to get our team members trained and ready to serve the community. We've had an eventful month with team training and individual training as well. We had an emergency preparedness training for the team with plans to set up an emergency preparedness workshop for the community.
- We have a new Adult Case Specialist in the North office in Reno and the South office in Las Vegas. Both new team members were trained on the new upcoming database as well as specific policies and procedures to provide excellent customer service to our clients. They have both been assigned new clients under the supervision of the Case Manager and soon will be able to see clients on their own. Our two new team members are allowing DCN to greatly reduce our client's wait times for appointments.
- DCN hosted a Social Security workshop to educate the community and answer any questions they had about how Social Security works. DCN also had a Domestic Violence advocate from Seago Lily Center for the Abused Deaf come and meet with clients. We look forward to the upcoming months and our continued success.

## Operations

- As of July 2017, the operations department has changed somewhat. Emilee, our longtime Client Coordinator was promoted to Child Case worker. She was instrumental in our positive client experience in Las Vegas. We brought on Amanda Grayson, as our new Client Services Coordinator. She went through a 2-week training period with Emilee prior to being on her own. Amanda has shown great promise in her role. In Reno, we also had a bit of a transition. The Client Coordinator, Lupe Fernandez, took on the added responsibility of Equipment Distribution. She has taken the initiative to promote the program there in Reno on a grander scale. She has had months where she has distributed upwards of 40 pieces of equipment. With the changes in the department, the team hasn't missed a step.
- In the new fiscal year, thus far, we have totaled the following:
  - **191 pieces of equipment:**
    - Captel-50
    - Amplified-28
    - Doorbell/Bedshakers-81
  - Fire alarm/Smoke detectors-32
  - 465 VP Calls
  - 554 Phone Calls
  - 338 Emails