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Commission Report

Deaf Centers of Nevada – Executive Director’s Report

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Deaf Centers of Nevada – Report

Presented to the Commission for Persons who are Deaf, Hard of Hearing, and Speech Impaired

Report Date:

April 9, 2020

Successes and Wins

- Accomplishments above and beyond what is reported to our grantors:
 - February’s cumulative engagements provided to stakeholders from all direct service platforms within DCN, including data reported to our grantors, totaled 4,032. This shows a slight increase from January’s engagements of 3,059.
 - Current Successes in response to COVID-19 Pandemic:
 - DCN continues communication and engagements with our community.
 - Additional resources for in home needs, nutrition, mental health, and education has increased through our Advocates via phone, text, Facetime, Video Phone, Social Media, and email.
 - DCN has extended their outreach efforts via Facebook Live events and Zoom Outreach presentations.
 - DCN’s Youth and Family Program’s prerecorded Storytelling for our youth has shown the engage our Deaf students and their parents in maintain linguistic development and engagements. These are offered on Social Media and can be following under #OperationASLStorytime.

Collaborations and Service Expansions

- Updates on any partnerships established, new or existing:
 - DCN currently holds 40 partners/collaborative allies with 17 potential partnership in the works.
 - Some of our partnerships have now evolved into new and inventive endeavors due to the impact of the COVID-19 Pandemic. We are excited to say that though this is a grief-stricken season, our community is responding well to our outreach

Las Vegas
8020 W Sahara Ave, Ste 125
Las Vegas, NV 89117
702-363-3323 TEL
702-475-4751 VP
702-685-0324 FAX

Reno
1324 Airmotive Way, Ste 225
Reno, NV 89502
775-332-7700 TEL
775-473-9452 VP
702-685-0324 FAX

efforts through these new platforms and approaches. We have found staying in contact with our community, remaining transparent about our current hurdles, and providing access and communication, has allowed for our bonds with our clients, partners, and allies to strengthen.

- Updates on expanded services outside of our grantors:
 - Our expanded efforts now include Internship opportunities and SB203 Hearing Aid opportunities for youth 0-13 years of age. Though the Hearing Aid program is funded by the ADSD grant, we are excited to share the opportunities this affords our community.
 - The SB203 Hearing Aid Program is overseen by our Hearing Loss Advocate and incorporates local partnered audiologist and hearing aid distributors under negotiated contracts that honor our referrals from our services. Due to the current climate of our nation, we are accepting applications and adding applicants to our waiting list but cannot move forward until the social distancing directive is lifted.
 - Additional efforts include mental health referrals and domestic violence referrals through our new partnerships.

Community Challenges

- Challenges or opportunities to improve services for the target population:
 - Some of the challenges have been the lack of technology our clients possess. This includes the challenges DCN has encountered in our own technology needs to provide adequate service from remote locations.
 - The need for qualified interpreters remains in the community for jobs, medical, and legal settings as does the education opportunities for our interpreters in the rural and northern areas within our state. In our efforts to gain the pulse read of our community allies, we have held mixers with working interpreters that have expressed direct needs for their field of expertise. This includes in person trainings and courses at their local colleges.

Recommendations for the Commission

- Decisions/recommendations needed by the Commission (if any):
 - None currently.

Upcoming Events/Announcements

- March 2020:
 - **ALL EVENTS CANCELED due to current COVID-19 Pandemic:**
 - National Deaf Youth outreach March 14th – Occurred, low attendance.
 - Obama's flight to Reno March 15th to 18th – Canceled
 - Reno Senior Outreach – Canceled
 - Voc. Rehab visit March 18th in Reno – Canceled

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- Transition Day’s town hall, March 19th – Canceled
 - CCSD’s Transition Day collaboration with DCN, March 20th – Canceled
 - Staff Potluck March 20th – Canceled.
 - NVRID workshop March – Canceled.
 - White Pine Rural Outreach (EDHI Funded) – Canceled
 - Sky Hi Training – Canceled
 - ATTS UNR Outreach – Canceled
 - LVDS – Senior Game Day March 26th – Canceled
 - ASTra Training March 28th – Canceled
 - Youth and Family Legacy H.S. Outreach on Bullying – Canceled
 - Hearing Loss Advocate Mesquite Outreach March 31st – Canceled
 - NVHV collaboration with DCN Play Group March 18th – Canceled
 - ALL CASLI testing – Canceled
- April 2020
 - 1st Playgroup – Canceled
 - 3rd HLAA Support Group – Continued via Zoom

A SCRIPT WAS DEVELOPED TO CONTACT CLIENTS TO ADDRESS IN PERSON APPOINTMENTS FOR THE MONTH OF MARCH (or until further notice). See below.

Below is the script that was sent out to all clients in the perceived preferred version:

English:

“Hello, my name is _____ from Deaf Centers of Nevada. In response to the Coronavirus pandemic, DCN is taking some preventative measures to ensure the safety of our community and staff. We are currently not accepting in person appointments until further notice. Instead, appointments will be set up using one of the following methods: phone, VP, facetime, email or text. Please choose one of these methods for your next appointment on _____.”

Spanish:

“Hola mi nombré es _____ de el Centro Para Los Sordos de Nevada. En respuesta a la pandemia de Coronavirus (COVID-19), DCN (Centro Para Los Sordos de Nevada) está tomando algunas medidas preventivas para garantizar la seguridad de nuestra comunidad y personal. Actualmente no estaremos aceptando citas en persona hasta nuevo avisó. En su lugar, las citas se configurarán utilizando uno de los siguientes métodos: teléfono, VP, FaceTime, correo electrónico o texto. Por favor, elija uno de estos métodos para su próxima cita en _____.”

Additional Information

DCN Update:

- Obioma U. Officer, MA is officially the appointed Executive Director of Deaf Centers of Nevada.

Final Note:

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- DCN continues to provide services and advocacy Monday through Friday 8am to 5pm with a 1-hour lunch. This consistency not only provides our staff with ongoing unity and comradery, it has extended a sense of normalcy for our clients in such an unpredictable time.

SUBMITTED BY: Obioma U. Officer, M.A.
Executive Director

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