

Communication Access Services – Program Report – 03/11/2021

Commission for Persons who are Deaf and Hard of Hearing

Relay Nevada

Report Date:

Relay Nevada Outreach – July 2020 to February 2021

Collaborations and Outreach

- Require 72 Outreach presentations annually - Completed 50 outreach presentations so far. Projected to complete required 72. All Outreach presentations are remote (aka webinars) due to COVID-19.
- Spending of Outreach funds of \$100,000 – On target to spend amount budgeted. So far have spent \$45,000. Projected to spend \$55,000 on CapTel marketing in Las Vegas, Reno and rural Nevada areas.

Community Challenges

- In early 2020 one subcontractor (for Southern/Las Vegas region) left. Will hire another for that area when COVID-19 restrictions have been lifted. Current subcontractor (located in Reno area) has been doing all Outreach webinars.
- Deaf Centers of Nevada has closed so the Equipment Distribution program has been impacted due to part-time staffing.

Additional Information

- Continue to boost posts on Facebook and increase our “Likes” which also boosts visits to our Relay Nevada website
- Complete TV advertising in Las Vegas, Reno and rural areas on Relay Nevada and the Equipment Distribution Program

Communication Access Service Center

Aging and Disability Services Division (ADSD) continues to provide services temporarily until new partner(s) take over services in Nevada. We currently have 6 temporary staff that include the following: 1 Administrative Assistant, 2 Youth Case Specialists, 1 Adult Case Specialist and 1 Assistive Technology Specialist. In the month of February, we have served a total of 69 clients. Our team is ready to assist consumers that need our services whether it be an adult that is seeking resources, a child that needs language acquisition services or an individual seeking assistive technology for their communication needs. In addition, there are slots open for ASL instruction services, if you know of any families and children that would benefit from learning ASL to communicate, one on one and small group classes are being offered, please contact CASInfo@adsd.nv.gov or call 702-475-4751.

Interpreter Registry

We are excited to announce that we will be switching to a new software system for Interpreter Registry. The new system will be completely online which can be accessed anytime by phone or computer. There will be a digital wallet for uploading and managing files or documents. In addition, the new system will send out email reminders or alerts automatically. These are just to name a few. The new system will be expected to go live on March 23, 2021. We will be working closely with all individuals to ensure the transition goes smoothly for everyone. A presentation on the new system will be given at the Communication Access Workshop on April 21, 2021.