

Communication Access Services – Program Report – 09/09/2020

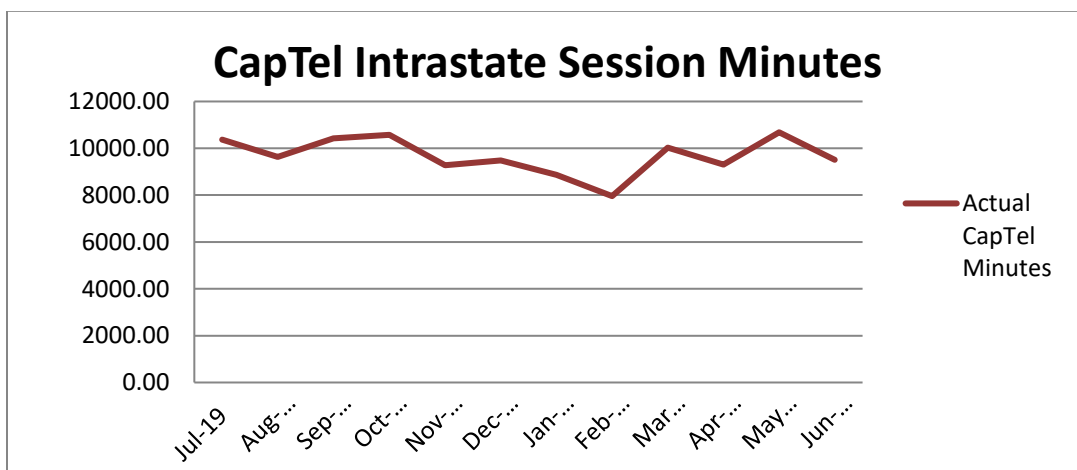
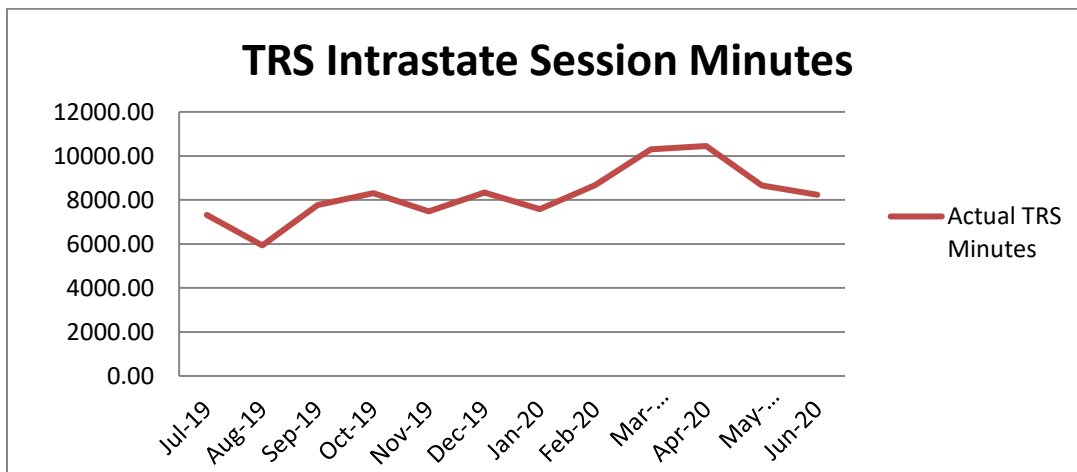
Commission for Persons who are Deaf and Hard of Hearing

Relay Nevada

During fiscal year 2020 there were 119,444 calls made through Relay Nevada. There was a spike in number of calls and minutes between March and May due to COVID-19. Sprint did an excellent job in ensuring Nevadans had access to Relay Nevada during the unexpected increased number of calls and minutes. FY20 had the highest number of total calls, 119,444, compared to the past three fiscal years. Below are the number of total calls since fiscal year 2017 to 2020 in addition to graphs that show actual minutes for TRS and CapTel for FY20.

Total # of calls:

FY 2017	FY 2018	FY 2019	FY 2020
108,640	77,120	93,528	119,444



Additional Information

During the year, Sprint and T-Mobile have merged into one company. Regarding advertising, Sprint is airing TV commercials between the months of August to October, both in Northern and Southern Nevada, that emphasize Internet-Based (IP-CTS) CapTel. In addition to these commercials, news stations will be interviewing customers that use CapTel to talk about their positive experiences. This advertising will result in more inquiries to Relay Nevada, CapTel and Deaf Centers of Nevada.

Link to preview TV Commercial on Relay Nevada website;

<https://www.relaynevada.com/captel-services/introducing-captel/>

Communication Access Service Center

During FY20 4,430 eligible consumers were served by Deaf Centers of Nevada. This is a big increase of consumers served, mostly due to increase of service delivery including ASL Classes that serve 100-400 individuals each month. These numbers also include DCN's other core services, including telecommunication equipment, assistive technology, hearing aid, language acquisition and access to services.

Total eligible consumers served:

FY 2017	FY 2018	FY 2019	FY 2020
1710	2670	2125	4430

State Interpreters and Mentoring

During FY20, 17 Mentees were served by our CAS Interpreters/Mentors.

1st Quarter 7/2019-9/2019	2nd Quarter 10/2019-12/2019	3rd Quarter 1/2020-3/2020	4th Quarter 4/2020-6/2020
12	17	15	17

During FY20, interpreting hours totaled to 477.45 hours provided by CAS Interpreters.

1st Quarter 7/2019-9/2019	2nd Quarter 10/2019-12/2019	3rd Quarter 1/2020-3/2020	4th Quarter 4/2020-6/2020
228	135.40	76.05	38

Additional Information

We have a new CAS Interpreter/Mentor that joined our CAS team in June, Megan Johnson. This current FY21 we have a total of 15 Mentees. We expect to have an average of 16 mentees per year that will be split up between the 4 CAS Interpreters/Mentors. We project to see decrease in interpreting hours as the CAS program has shifted focus more towards mentorship with goal of increasing the quality and number of interpreters statewide. In addition, workshops have been provided by the CAS team to interpreters interested in participating to increase their knowledge, skills and earn professional development hours during FY20 and plan to continue providing workshops during this FY21. Workshops that were provided from the last FY include the following topics; how to team interpret, how to prepare for an interpreting assignment, improve interpreting from ASL to English and the process of creating a message to understand the meaning and predict where the message is going. These workshops were taught at several school districts all over the state during their professional development day and in the community for all interpreters in the north and south.

Interpreter Registry

During FY20, we had total of 222 interpreters registered in Nevada’s Interpreter Registry.

1st Quarter 7/2019-9/2019	2nd Quarter 10/2019-12/2019	3rd Quarter 1/2020-3/2020	4th Quarter 4/2020-6/2020
196	208	212	222

Additional Information

This current FY21, it is projected there will be increased number of registered interpreters in the registry due to more interpreters sending applications to remain in compliance with NRS 656A. In addition, more VRS interpreters have been sending in applications as they become aware of needing to be registered to provide interpreting services in Nevada, even if they reside in another state. This has led to a new method of tracking total number of in-state interpreters vs. out-of-state interpreters registered to help follow the trend of the increased applications we are expecting. In addition, workshops provided by the CAS program have been a factor in the increased applications coming for the registry.