

**Steve Sisolak**  
*Governor*



**Richard Whitley**  
*Director*

# State of Nevada Department of Health and Human Services

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Communication Access Services (CAS) Mentorship Program

Aging and Disability Services Division

Jenn Montoya and Jeff Jaech



11/10/2020

*Helping people. It's who we are and what we do.*

# Agenda

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CAS Team Direct Interpreting  
Services

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Interpreter Registration  
Requirements

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CAS Mentorship Program

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CAS Workshops and Professional  
Development

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Consulting Services

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Educational Interpreters



# Communication Access Services Team

**Salvatore Fiorentino** – CAS Program  
Manager

**Jennifer Montoya** – CAS Interpreter  
Program Supervisor

**Kim Johnson** – Sign Language  
Interpreter/Mentor

**Kalen Beck** - Sign Language  
Interpreter/Mentor

**Megan Johnson** - Sign Language  
Interpreter/Mentor

**Jeff Jaech**- Sign Language  
Interpreter/Mentor

The CAS  
team  
believes

...that all deaf and hard of hearing Nevadans have equal access to communication so they can participate in and contribute to all aspects of life and society.

# CAS Direct Interpreting Services

## CAS Interpreters **CAN** interpret:

- Meeting with VR counselors
- DMV driver's license tests
- Child and Family Services investigations
- Welfare eligibility assessments
- Early Intervention Services home visits
- Legislative hearings
- COVID-19 press conferences



## CAS Interpreters **CANNOT** interpret:

- On-the-job training
- Doctor's appointments
- IEP meetings
- Back to school night/Parent-Teacher meetings
- Court hearings
- K-12 classroom
- College classroom
- Political rallies
- Non-profit events
- Staff meetings
- Emergency hospital visits
- Real Estate transactions
- Meetings with CPA/Financial planning



# Interpreter Registration

# Types of Registration



- Educational settings
  - K-12 education interpreters comprise **63%** of 167 in-state interpreters on the registry
- Community settings
  - Everywhere else (government, medical, legal, college, etc.)

# Registration Classifications Requiring Mentoring Hours



COMMUNITY  
APPRENTICE



EDUCATIONAL  
APPRENTICE



EDUCATIONAL  
INTERMEDIATE

**ALL interpreters must have continuing education (professional development) hours to maintain their registration.**

# CAS Mentorship Program

# The CAS Mentorship Program

- There are gaps in interpreting education in Nevada, especially in northern Nevada where there is no training program.
- The mentoring activities were developed from evidence-based practices in interpreter education specifically to address the needs for interpreters in Nevada
- Holistic approach includes, interpreting skills, professionalism, ethical decision making, business practices, overall health and well-being.

A close-up photograph of a spiral-bound notebook. The notebook is open, showing a page with a grid pattern. A black pen is resting on the page, and a yellow pencil is also visible. The spiral binding is on the left side. The background is slightly blurred, focusing attention on the notebook and writing instruments.

# CAS Mentorship Program Details

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- There is no cost for participation
- All activities and meetings are done online and available statewide
- Each activity practices different parts of the interpreting process
- Emphasis is on guided self-analysis to find patterns of areas for improvement



# Fostering the growth of interpreters

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Shift toward building the pool of qualified, skilled interpreters statewide through mentorship and workshops.

The greatest need for highly qualified interpreters is in **K-12 education.**

Addressing the lack of quantity and quality community interpreters.



# Mentees

**The CAS Mentorship Program currently has 20 participants**

- Primary setting:                      Community: 3  
   Educational: 17
  
- By location:                              Northern Nevada: 8  
   Southern Nevada: 8  
   Rural Nevada: 4

**We have had a total of 29 participants since the program started in August 2018**

- 0 – 6 months: 11
- 6 months – 1 year: 8
- 1 year – 18 months: 9
- More than 18 months: 1

# Why Focus on Mentoring?

When interpreters are:

- Trained appropriately
- Treated as professionals
- Supported

They will:

- Provide better access in all the areas the CAS Interpreters cannot

So that Deaf and Hard of Hearing Nevadans have timely access to information, effective communication, education, and services that promote choice and independence.

# Workshops and Professional Development

# Workshops, Webinars and Trainings

- Professional development trainings for all interpreters
  - The most recent training was provided via video conference and had 75 attendees from 15 states
  - Upcoming trainings include: How to mentor interpreters, and Interpreting for Vocational Rehabilitation
  - All trainings go through RID validation process for approved CEU and PD hours
- Professional development trainings for school district interpreters
  - Carson City, Clark County, Douglas County, Elko County, Lyon County, Washoe County, and White Pine County School Districts
- Consultation to those who hire or work with interpreters, including school districts



CAS has provided 15 workshops with a total of 268 attendees



# Timeline for Professional Training Development

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## **Before (72 hours)**

Workshop development: Discussed appropriate workshop topics; researched and developed content and activities; submitted CEU sponsorship paperwork to RID; created PowerPoint presentation and other materials, sign in sheets, and handouts; continued discussions on presentation feedback and editing; printed materials

## **During (32 hours)**

2-day workshop schedule: 7:00 AM – 3:00 PM - 1 hour set up, 3-hour workshop, 1-hour lunch, 3-hour workshop

## **After (9 hours)**

Post-workshop: Read through evaluation summary, discussed considerations for improvement, sent evaluation summary to school district, sent required CEU paperwork to RID sponsor, created and sent certificates of attendance

**113 hours total**

# Consulting Services to School Districts

# Successes in Consulting!



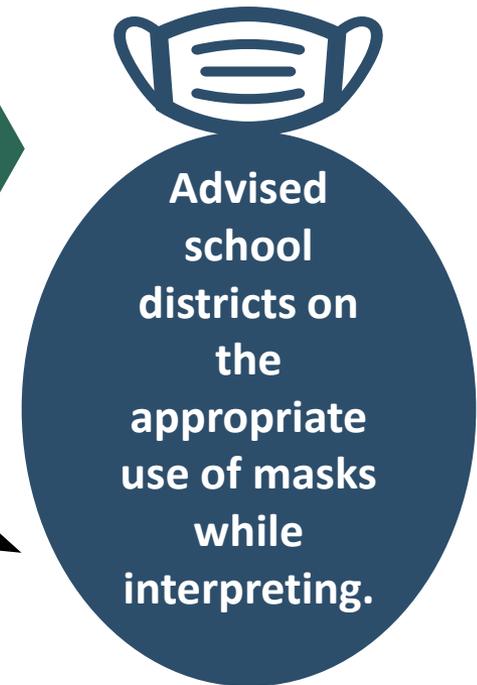
**Working with interpreter mentors in one school district to provide effective guidance to district interpreters.**



**Consult with several school districts on interpreter position descriptions, qualifications, recruitment, and best practices for interpreters.**



**With guidance from a CAS mentor, interpreters in one school district successfully advocated for providing interpreters at all graduation ceremonies.**



**Advised school districts on the appropriate use of masks while interpreting.**

# Educational Interpreters

Why it is a focus within the CAS Program



# The dilemma of educational interpreting

“Research shows that interpreters who fall below minimum standards omit and distort a significant amount of teacher and peer communication. ***When an interpreter is not highly qualified, a deaf or hard of hearing student misses vital classroom communication and does not receive adequate access to the general education curriculum.***”

- *Educational Interpreter Performance Assessment Diagnostic Center  
Boys Town National Research Hospital*

# Educational Interpreter Performance Assessment (EIPA)

- An exam used to assess the interpreting skills of interpreters working in K-12 settings
- Rates interpreters on a scale of 1 to 5, with 5 being the highest, on the following areas:
  - Voice-to-Sign
  - Sign-to-Voice
  - ASL Vocabulary
  - Overall Factors



# EIPA Score Levels

## **Level 1: Beginner**

*An individual at this level is not recommended for classroom interpreting.*

## **Level 2: Advanced Beginner**

*An individual at this level is not recommended for classroom interpreting.*

## **Level 3: Intermediate**

*An interpreter at this level needs continued supervision and should be required to participate in continuing education in interpreting.*

## **National Best Practice**

### **Level 4: Advanced Intermediate**

*An individual at this level would be able to convey much of the classroom content but may have difficulty with complex topics or rapid turn taking.*

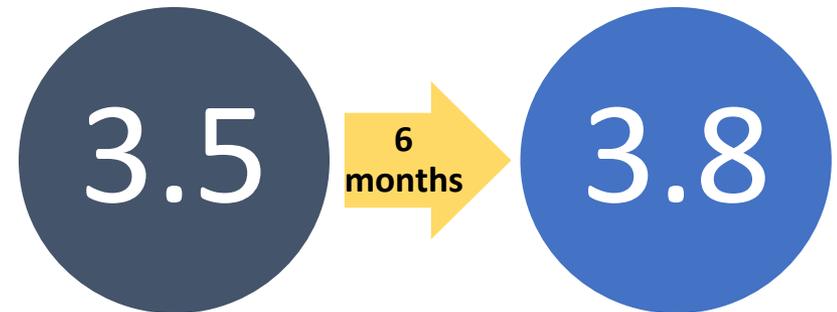
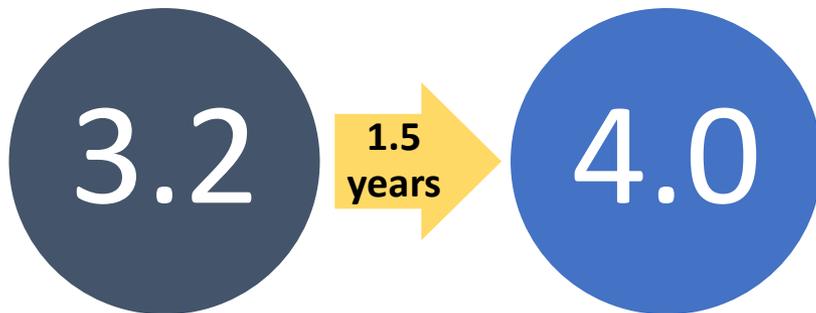
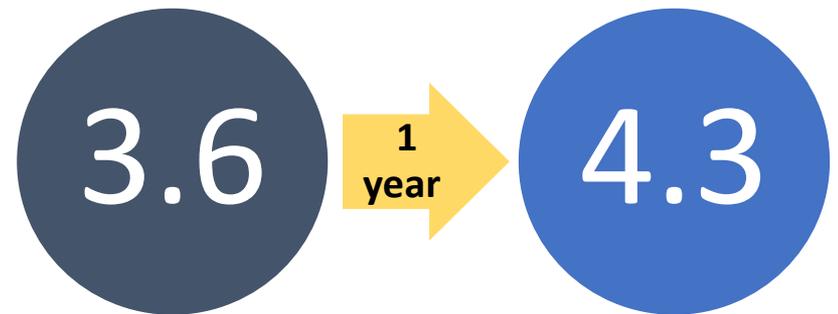
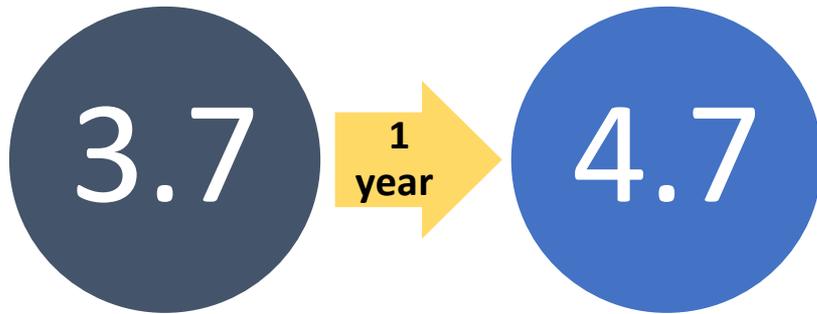
### **Level 5: Advanced**

*An individual at this level is capable of clearly and accurately conveying the majority of interactions within the classroom.*

## The Goal for Educational Interpreters

- Current regulations require educational interpreters to have a minimum score of a 3.0 on the EIPA exam
- The goal is to increase the minimum score to a 4.0 on the EIPA for all educational interpreters to meet the national best practice
- 44 of the 106 Registered Educational Interpreters (42%) in Nevada do not meet the 4.0 minimum

# Mentee EIPA score increases!



# Success stories from mentees!

I am blessed to be a part of this program... Thank you!

As unfamiliar as it is to not receive direct feedback on my interpreting, I can appreciate its value and has helped me become more self-sufficient and really helped me think critically about my own decisions.

[My mentor and I] connect, are able to discuss the profession, our values align, she gives me the best perspectives, and I can already see my growth!

The mentorship program is amazing, and I am so thankful that this way of learning is available to me and other interpreters here in Las Vegas!



I have received compliments from different team interpreters, and I can directly link those compliments to an exact skill I have worked on or learned through this program.



Questions?

## **Communication Access Services Program**

Aging and Disability Services Division  
Department of Health and Human Services

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