

# Communication Access Services – Program Report – 07/15/2021

Commission for Persons who are Deaf and Hard of Hearing

## Relay Nevada

### Collaborations and Outreach

T-Mobile continues to provide quality Relay services in Nevada. Per contract, T-Mobile is required to provide 72 Outreach presentations annually. For FY21, they exceeded this requirement with 78 outreach presentations, which were all done remotely via Webinars due to COVID-19.

Marketing through television commercials for CapTel has continued in Las Vegas, Reno and rural Nevada areas. They continue to boost posts on Facebook and increase their “Likes” which also boosts visits to their Relay Nevada website.

### Community Challenges

In early 2020 the Southern Nevada outreach staff member for T-Mobile (for Southern/Las Vegas region) left, and T-Mobile is currently in the process of hiring for this position. This person should be hired by August of 2021. The current outreach staff member in Northern Nevada has been doing all Outreach webinars.

## Communication Access Service Centers

ADSD CASC temporary staff continue to provide services to the Deaf, Hard of Hearing and Speech Impaired community. Currently we have 1 Youth Case Specialist, 1 Adult Case Specialist, 1 Assistive Technology specialist and 1 ASL Instructor.

Funding will be going to multiple community partners to provide the services to community. Community partners are gearing up for services and training for the community partners is beginning. It is expected that services will transition to the new community partners, beginning October 1, 2021. We plan to do multiple community announcements to keep the community updated as we work through this transition.

**University of Reno (UNR)**- Telecommunications Equipment and Assistive Technology Distribution

**Nevada Hands & Voices (NVHV)**- - Access to Services for Youth (0-21)

**Nevada Care Connection (NVCC)**- Access to Services for Adults (22+)

**Nevada Hands & Voices (NVHV)**- a portion of Language Acquisition through Deaf Guide program

**To Be Determined**- American Sign Language Instruction (Applications currently under review)

*\*Community partners listed above will be available to serve the community by October 1, 2021.*

If you would like to subscribe to CAS mailing list for latest information and updates, please see link:

[Communication Access Services Program Mailing List](#)

## Additional Information

In consideration of SB203 from the 2019 legislative session, CAS is beginning to evaluate language acquisition services and the roles that Nevada Early Intervention Services and the Department of Education have in that service for children who are deaf, hard of hearing or speech impaired. We will bring forward any pertinent information to the Commission as we continue to evaluate.

## State Interpreters and Mentoring

The CAS interpreters/mentors continue to provide interpreting services for press conferences by the Governor as well as provide mentoring services to community and educational interpreters across the State. Two out of three applicants have moved off the waiting list and have started the mentoring program. In addition, the CAS interpreters/mentors continue to provide Professional Interpreter Training Series (PITS), which are monthly trainings for interpreters throughout NV and the United States, that focus on skills interpreters can immediately apply to their work. “Grow with Purpose” was presented on May 17<sup>th</sup> with a total of 63 attendees. This workshop introduced the concept of deliberate practice. Deliberate practice is a purposeful and systematic approach to practice that helps the interpreter identify specific areas of skill they need to work on. It also serves as a framework for goal development and a plan of practice. “Smooth Talking: Sign to Voice Skills You Can Apply Tomorrow – Constructed Dialogue” was presented on June 22<sup>nd</sup>, which was the first in a three-part workshop that focuses on interpreting from ASL to English. The first series had a total of 68 attendees and registrations for the remaining two workshops are already at capacity.

## Additional Information

Senate Bill (SB) 179 was passed during the recent Legislative session. The new changes went into effect on July 1, 2021. See attached document for an overview with the major changes.

The CAS team will be hosting a public workshop to gather input from stakeholders to update the Nevada Administrative Code (NAC) associated with this law. Stakeholders include the Commission, community members, interpreters, D/deaf and hearing users of interpreting services, administrators of interpreting services, and anyone who may hold an interest in these changes. The public workshop will be held online on Thursday, July 29, 2021, at 2:00 PM. For more information, please see: [https://adsd.nv.gov/Meetings/Meeting\\_Notices/](https://adsd.nv.gov/Meetings/Meeting_Notices/)