

Communication Access Services – Program Report – 11/09/2021

Commission for Persons who are Deaf and Hard of Hearing

Relay Nevada

T-Mobile's current outreach contractor, in the Reno area, continues to provide Webinars on Relay Nevada several times a month. This is accessible for residents all over Nevada. She has also started going out to various senior facilities promoting Relay Nevada in-person. They are on target to meet or exceed the required number of outreach presentations.

T-Mobile and CAS program is in discussions about a new outreach/advertising campaign using Val-Pak that will include a postcard size ad about Relay Nevada and UNR's Nevada's Telecommunications Equipment Distribution program. They are also considering another CapTel Television commercial. These have been successful in educating the public about CapTel and equipment available through Relay Nevada. Further discussion will take place to determine best advertising methods.

Community Challenges

T-Mobile is still in the process of hiring a second outreach specialist for Las Vegas. Since COVID-19 pandemic, it has been a struggle hiring. They are contacting some of the local deaf and hard-of-hearing organizations to search for applicants.

Communication Access Service Centers

ADSD no longer has temporary staff providing direct services to the Deaf, Hard of Hearing and Speech Impaired community as of September 30, 2021. New community partners' contact information has been shared with all clients our temporary staff were working with.

Services from the new community partners has begun as of October 1, 2021, with exception of American Sign Language Instruction will be available by February 2022. Prior to October 1, we have sent out announcement to the community with information on all new partners with type of service they will be providing and their contact information. We plan to continue to do community announcements to keep the community updated.

UNR's telecommunications equipment and assistive technology program held a meet and greet event on October 26, 2021, via Zoom. Purpose of this event was for UNR to gather information from members of the community on their communication needs, what works, and what is needed for them to consider which types of technology they should prioritize to have available. In near future a meet and greet event to meet with all partners may be offered, we will announce once this is confirmed.

Contact information for all partners listed below:

- **University of Reno (UNR)**- 833-427-1672 or cas-telecom@unr.edu
- **Nevada Hands & Voices (NVHV)**- 775-351-1959 or info@nvhandsandvoices.org

- **Nevada Care Connection (NVCC)**- Dial 211/or text 898-211, contact information on NVCC's 4 resource centers can be found here <https://www.nevadacareconnection.org/contact-us/>
- **Communication Service for the Deaf (CSD)**- Those that are interested in learning ASL, please contact cascinfo@adsd.nv.gov or 702-830-9103 to be placed on the wait list and to receive additional resources. ** Available to serve the community by February 2022*

Community Challenges

There have been increased calls to CAS program since October 1, 2021, from the community. We are keeping track of the calls to document what may need be addressed. ASDS understands the transition of services would not be easy for the community however are confident the partners will deliver services they need.

Additional information

If you would like to subscribe to CAS mailing list for latest information and updates, please see link: [Communication Access Services Program Mailing List](#)

State Interpreters and Mentoring

The CAS interpreters/mentors continue to provide interpreting services for press conferences by the Governor as well as mentoring services to 21 community and educational interpreters across the State. Out of 21, 5 are in rural and 16 are in urban. There is currently 1 applicant for the mentorship program on the waiting list. 33 Nevada interpreters have participated in CAS mentorship since the program's inception, representing approximately 25% of all in-state interpreters registered with the Nevada Interpreter Registry. We anticipate continued growth in the mentorship program's reach and impact in increasing the number of qualified interpreters prepared to provide effective communication access for Deaf and hard of hearing Nevadans.

The CAS team continues to partner with school districts statewide to provide ongoing professional development for their interpreters. The team were invited to give presentations to students in the interpreter education programs at Nevada State College (NSC) and the College of Southern Nevada (CSN). Presentation topics included the Nevada Interpreter Registry, the CAS mentorship program, and interpreting in specialized settings, such as travel, press conferences, postsecondary, and performance art interpreting.

The CAS interpreters/mentors continues to host workshops in the monthly Practical Interpreter Training Series (PITS). October's workshop was on horizontal violence and bullying in the interpreting profession. Many interpreters have experienced and witnessed oppression repeatedly and often in very harsh conditions. This workshop gave interpreters tools and ideas to be able to change their behavior toward their colleagues. The CAS team saw evidence of this when interpreters shared how they are going to move forward while lifting their peers. The CAS team received high volume of feedback after the workshop from interpreters sharing how valuable the information in the workshop was and how people are going to implement what they learned in their practice.

CAS had a total of 21 presentations in the month of October and registration to these workshops and webinars totaled 189 participants. This is the highest number of participants recorded in one month.

Additional Information

The CAS team was invited to present the Committee in Your Head workshop for educational interpreters in the state of Idaho. This resulted from a collaboration with a colleague from Idaho State University, who has attended many of our workshops. We anticipate future partnerships with not only Idaho but potentially other states.

Additionally, the CAS team has received a request from an organization called Street Leverage to collaborate for a presentation/publication on this topic. Street Leverage is an organization that is leading the profession to reframe how we do our work with the latest research, information, and training which is shaping the field.

The study group for the National Interpreter Certification written exam continues to meet on a biweekly basis with interpreters from across Nevada aiming to prepare for national certification.

The CAS team is currently drafting Nevada Administrative Code (NAC) based on feedback that were given from the workshop that was held on July 29, 2021.