

Steve Sisolak
Governor

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Director



DEPARTMENT OF HEALTH AND HUMAN SERVICES

AGING AND DISABILITY SERVICES DIVISION
Helping people. It's who we are and what we do.



Dena Schmidt
Administrator

DRAFT MINUTES

Name of Organization: Nevada Commission for Persons who are Deaf and Hard of Hearing

Date and Time of Meeting: Thursday, January 13, 2022
9:00AM

Place of Meeting: Virtual: Zoom
[Zoom Meeting Link](#)
Meeting ID: 897 8392 7058
Passcode: 635265

Audio Only Option
1-669-900-6833 (San Jose)

CART will be accessible by following this link: [Caption Link](#)

NOTE: Items on this agenda may be taken in a different order than listed. Two or more agenda items may be combined for consideration. An item may be removed from this agenda or discussion relating to an item on this agenda may be delayed at any time.

Minutes of this meeting will be produced in summary format. Please provide the Commission administrative support with electronic or written copies of testimony and visual presentations if you wish to have complete versions included as exhibits with the minutes.

1. Roll Call & Opening Statement:

Eric Wilcox, Chair

- Members: Cheyenne Pasquale, Sandra LaPalm, Jeffrey Beardsley, Maureen Fradianni, Eli Schwartz, Shawna Goldhammer, Eric Wilcox, Susan Beckett, Laura Fink, Ryan Feldman
- Guests: Adrienne Navarro, April Cruda, Carlos Ramirez, Jeff Duncan, Khianti Martin, Lance Ledet, LT, Scott Youngs, Jenn Montoya, Caroline Taylor, Obioma Officer, MA, Ken Arcia, Becky Van Auken (Captioner), Dawn Duran (Interpreter), Stephanie Webb (Interpreter) Lorraine Belt-Dolan (staff)

2. **Public Comment:**(No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item. Comments will be limited to five minutes per person. Persons making comment will be asked to begin by stating their name for the record and to spell their last name and provide the secretary with written comments.)

- No Public Comment

3. Approval of Minutes of the November 30, 2021, meeting: (For Possible Action)

Eric Wilcox, Chair

- We wanted to draw attention to the public comment that came after the last meeting to the email and that it was added to the minutes, some of what was mentioned will be discussed in today's meeting.
- Laura Fink approved and Susan Beckett seconded, motion passed

4. Director & Chair Reports:

Eric Wilcox, Chair

Cheyenne Pasquale, Interim Executive Director

- Nevada Hands & Voices has funding from the state Early Hearing Detections and Intervention Program for one member of the commission to attend the national early hearing detection intervention conference. It is currently scheduled for March 13th to March 15th in Cincinnati Ohio and it's planned to be an in-person meeting. There is a delegation from Nevada planning to attend. Nevada Hands and Voices will be arranging the travel so if anyone from the commission is interested in going, please get in touch with Eric and he will put you in touch with the Executive Director at Nevada Hands & Voices.
- Update on the Executive Director position, we did receive eight resumes and completed interviews in the middle of December. We are now going through the evaluation and approval process, and it is down to two candidates. We expect to make an offer by mid next week and will make the announcement once we have the accepted offer.
- There was a question about an update on the Nevada Care Connection website and Cheyenne had no specific updates, but we will be discussing Nevada Care Connection further on in the meeting.

5. Report, Discussion and Approval of Recommendations related to the Communication Access Services (CAS) Program updates: (For Possible Action)

Salvatore Fiorentino, CAS Program Director, Aging and Disability Services Division

Jennifer Montoya, CAS Interpreter Program Supervisor, Aging and Disability Services Division

- Relay Nevada is doing outreach monthly both remotely and in person at Senior Centers, they are on target to meet or exceed their required presentations.
- T-Mobile and CAS program are still considering new outreach such as postcards in the VAL-Pac mailers and are waiting for UNR to finalize their website so it can be included on the flyer.
- They are also discussing a TRS/IP Relay Television and/or Radio commercial, these have been successful in the past.
- T-Mobile did hire another outreach individual for the South and her name is Alexis.
- The CAS program has transferred all services to the community partners, UNR for the telecommunications equipment, for those who are 21 and younger accessing services has been transitioned to Nevada Hands & Voices and lastly those who are over 22 the services have been transitioned to Nevada Care Connection. Language acquisition includes deaf coaching and American Sign Language (ASL) classes, the Deaf Coaching is provided by Nevada Hands and Voices and the American Sign Language (ASL) classes will begin at the end of February 2022 provided by Communication Services for the Deaf (CSD).
- The number of people served by the programs are as follows:

- Telecommunications equipment – 18 individuals
- Access to services 21 and younger – 46 individuals
- Access to services 22 and older – 14 individuals
- Deaf coaching – 1 individual
- The state interpreting and mentoring program continues to provide services for press conferences with the governor and mentoring to interpreters. They work with both community and educational interpreters and have a total of 20 individuals, 15 from urban areas and 5 from rural areas. They are also providing a workshop series called the PITS program and have seen good attendance and positive feedback.
- The CAS team is currently in the middle of updating the NAC regarding sign language and interpreters, to have it coalesce with NRS 656A and will update the registry once that is approved.
- Since COVID there have been many interpreters shifting to remote interpreting and we've had a large increase in registry applications from out of state, due to the requirement to be registered if interpreting in NV. Right now, we have 284 community interpreters and 105 educational interpreters and 70 of them are registered as dual in both categories, 130 of those are in the state of NV and 154 are outside of the state.
- Maureen asked for the name of the NV Relay person in Reno and Jenn did not have that information available and would try and get that to her.
- The question was asked are the ASL classes free and the answer is yes, but it is up to CSD how they determine qualifications for the class and who is elected to that forum.
- The question was asked why the numbers for interpreters doesn't add up and the answer is that there are interpreters who are registered as both community and educational.
- Next question was the high number of out of state interpreters on the registry and is there a backlog of in state interpreters who have not gotten on the registry and the answer was many in state interpreters are still going through the registration process and have not completed that yet.
- The question was asked what the commission could do to help with the registration process and the answer was that once the NAC and the NRS match then they would do some advertising and provide instruction on the database and registration requirements.

6. Presentation, Discussion and Approval of Recommendations related to Nevada Care Connection services: (For Possible Action)

Jeff Duncan, PAC Unit Chief

Adrienne Navarro, Advocacy and Community Services Chief

- Nevada Care Connection is providing the access to services for the adult population 22 years and older and last meeting there were concerns about the website and people being able to access those services.
- Nevada Care Connection has four (4) funded connection sites that each provide the same exact services to our Deaf, hard of hearing and speech impaired individuals, they assist them in navigating the maze of accessing needed services. This involves information and referral, resource, and service navigation and when necessary, longer term case management.

- The Nevada Care Connection team is part of the ADSD planning, advocacy and community services unit and is in the same unit as the CAS program so ADSD and the CAS program work closely with them.
- They are working to identify ways to make the website more user friendly, ideas are adding some ASL videos, creating a banner on the page that might scroll thorough, identifying the services that are available, adding new images to the website, and changing text and the context that's on the website.
- The Nevada Care Connection team is aware of the issues and challenges that people are facing with the website and are working with a website developer to make the site more accessible. Also, they are working with the Care Connection sites and team on ways to expand the overall outreach about the service available.
- We are also aware of the waitlist situation not at all four Care Connection sites but at some and are working to address those waitlist issues.
- The services do look different than the previous provider that provided all services in one place, but ADSD put out a competitive Notice of funding Opportunity and applications were requested. Not one application was received that met the minimum criteria for access to services for adults, so a secondary plan had to be formulated. Nevada Care Connection already was providing those services its individuals in the state, the resource and service navigation, case management if needed and information and referrals. They were not excluding the Deaf, hard of hearing and speech impaired from service before but are not receiving new funding for that specific service.
- Nevada Care Connection sites have staff who are extensively trained in resource and service navigation but do not necessarily have extensive experience working with the deaf community, ADSD plans to continue providing training to our care Connection partners on providing services to individuals who are Deaf, hard of hearing and speech impaired.
- With the closure of DCN, ADSD has worked diligently to transfer all the TDD funded services to new community partners and reminds everyone that DCN had other funding from other sources as well as the TDD funding so they could provide more services and we must stick to the law and NRS 427A.797 and find community partners to provide those services. That means we know that because of that the services look different than how they were previously provided.
- We welcome feedback from the community as that is the only way to make services better if we know what isn't working.
- First question: You had mentioned you're going to put forward funding connection in the Care Connection website. What about general information like who are the audiologists where can I get a hearing aide, if I have a legal concern, what the contact information is to the law center, how can I find an interpreter, the general information so if I move to town, it should all be there in one specific spot. Answer: The Nevada Care Connection site isn't necessarily designed to provide specific information about all services for all populations. It is something that could be explored with the web developer and a section may be possible to add things like where to get an interpreter. It is something to explore further.
- 2nd question: You said you have trained staff to help people navigate the website. What happens if they don't have a computer? Answer: The trained staff are not navigating the website the title of their job is Resource and service navigators. This means they navigate the services that are available throughout Nevada. Their goal is to help with the immediate needs someone asking for help may have but to also talk to them about other needs they may have and the challenges they are having

navigating the system. A person-centered approach that meets all the needs of the person requesting help, based on what they choose and how they want to get it.

- In response to that answer the question was asked are they social workers qualified to do case management? Answer: No, they're not required to be social workers, they are required to complete the Nevada Care Connection resource and service navigation training, that's very extensive.
- It is felt that it is very important that when people move to Nevada, they can type in Deaf Services and be able to find the resource website that they need with general, basic information for things that do not change like Nevada Hands & Voices, the disability law center and the commission, things like that as it can be frustrating not being able to access those services.
- 3rd question: Are there target population members in this planning group that are helping towards enhancing the website features? Answer: Absolutely the CAS team is working closely with the Nevada Care Connection team one of the benefits of those programs being within the same planning, advocacy, and community services unit together.
- 4th question: Is the independent living center involved in partnering with these shared resource/possibly duplication of resources efforts? Answer: Currently we have not engaged fully yet with eh Centers for Independent Living but in discussion of challenges that have come forward about this transition it has come up and we would like to engage with the Centers for Independent Living.
- 5th question: Do you know if any of the NVCC staff are familiar with unemployment services? In the past Laura has been able to help people understand the Lingo for unemployment and help people with explanations of letters or explain the questions on the weekly claims but no longer has access to the unemployment system and wanted to know if there was someone at NVCC that could make those explanations as it can be hard to understand if English is your second language. Answer: In funding the Care Connection sites, we're not looking at a specific specialty and not sure it's within the scope of funding to train the Care Connection staff to specifically help with unemployment, that maybe is something we need to look at as what is lacking in the unemployment/DETR realm and services that can be added there. The NVCC team is not experts in unemployment but is always looking for training opportunities to better their skill set for the families they serve.
- This is a very important issue and one of those systemic issues or systemic gaps that exists within our government system. We need to be thinking of how we advocate for the needs of the populations that we serve, not just with ADSD but with other state agencies as well. Maybe we can make a recommendation to CAS around ensuring that Nevada Care Connections has basic level knowledge around UI and how they can help empower that individual to advocate for their rights. This is something that could be reviewed by the employment subcommittee, to keep tabs on the process.

7. Review, Discussion and Approval of Interim Session Committee Meeting Priorities for Commission to Follow: (For Possible Action)

Cheyenne Pasquale, Interim Executive Director

- There was discussion around the bylaws and a previously discussed strategy of making public comment alerting legislators to the commission's priorities at the Interim Session Committee meetings. Currently the bylaws state that only the Chair or the co-chair can represent to the legislator unless another person is appointed due to them not being available, the suggestions was made that we motion to appoint the Chair of the subcommittees to be able to represent.

- There are four interim legislative committees that the Commission may be interested in.
- Joint interim standing committee on education, their kick-off meeting is Thursday, January 20, at 9 am. We would want to present public comment around recommendations from our state plan, No. 3, No. 6m, and No. 7. This is possibly one that we would want to follow through the interim session as there may be bills that would be relevant to the education of children who are Deaf, Hard of Hearing or Speech Impaired.
- Committee on Health and Human Services, their kick-off meeting is also on Thursday, January 20, at 9 am. The information from our state plan in recommendations No. 1, No. 2, and No. 5 would be relevant to that committee. This committee looks at all things Health and Human Services related so that would include things like hearing aid coverage for example.
- The committee on government affairs, they've already had their kick-off meeting but in reviewing their legislation passed last session and agenda they appear to be taking up issues with accessibility and that goes with our State Plan recommendation No. 2.
- The committee on senior citizens, veterans, and adults with special needs. This is a committee that could potentially have legislation that could impact our population. They do not have any meetings posted online yet.
- The meetings are virtual, and after some discussion it was decided Eric Wilcox as the chair of the commission and chair of the educational subcommittee would attend the Joint interim committee on education and make public comment, Susan Beckett as co-chair of the commission and chair of the accessibility subcommittee would provide written public comment for the Committee on Health and Human Services as her day job did not allow her to attend, the public comment would be signed by her and Eric as the chair of the commission. Eli would make public comment at the Government affairs committee on behalf of the commission as the chair of the Legislative subcommittee.
- Maureen questioned where to find the approved state plan and it is on the website under useful documents and is Says state plan 2021 to 2027 that can accessed here: [CDHH State Plan FY2022 to 2027 \(nv.gov\)](https://www.nv.gov/cdhh/state-plan/fy2022-to-2027)

8. Review, Discuss and Approval of Commission and Subcommittee Meetings Schedule: (For Possible Action)

Cheyenne Pasquale, Interim Executive Director

- Cheyenne suggested we change Commission Meetings to quarterly so we can schedule the four Subcommittee Meetings in a staggered approach as we have had difficulty in scheduling them with every other month schedule.
- By moving the commission meeting to quarterly meetings, Cheyenne proposes that we hold full commission meeting in April, July, and October, with the accessibility and legislative subcommittees meeting in February, May, August, and November. And then the education and employment subcommittees could meet in March, June, September, and December.
- Susan mentioned we already have an accessibility subcommittee meeting scheduled in January and it was agreed that the meeting would be in lieu of February.
- There was thought that by having the meetings quarterly we would be out of touch with the community and that while it would let the subcommittees meet, that the subcommittees must have approval from the commission, it could delay progress on the areas of our state plan. It was pointed out that subcommittee meetings are open

to the public and that if needed the new Executive Director could call a special meeting.

- One thing that was suggested is that when we look at our bylaws in 2023 that we increase the number of people allowed on subcommittees so we can include more of the public as they are currently stacked with commissioners, and it can be hard to have the time to be able to volunteer for all the meetings and items that need to be carried out.
- Another suggestion was that if we moved to quarterly meeting then we could choose two other dates as contingency dates so that would help people with scheduling if we needed the emergency meetings called.
- There was concern expressed that in calling emergency meeting a quorum may be hard to get. According to the bylaws voting must be done live, in person there is no flexibility to vote electronically asynchronously or by proxy.
- If the commission continues to have bimonthly meetings, then the subcommittee schedule would have to be set by Cheyenne how she felt it best to spread the workload and notices out. Susan pointed out that as public meetings there is a lot of backend work that the other commissioners might not be aware of. The other thing pointed out was that with this schedule the incoming director would be very focused on meetings, and we also need them to be out in the community as well.
- The point was brought up that currently the meetings are set for a three-hour session whereas previously they went until they were done, and it was felt that keeping to the three-hour mark made them more productive and have better productivity. A concern was that if we met quarterly then the meetings may go beyond the three hours to get everything accomplished.
- Another idea was that if most of the work was put onto the subcommittees, then they could do the work and a report that could be posted and all that would need to be done in the commission meeting would be to vote on the recommendation the subcommittee was coming forward with. This would be an efficient way to go.
- Eli Schwartz made a motion to keep the schedule every other month as we have done in the past. Jeff Beardsley seconded, it was then asked about Subcommittees and the motion was to have the subcommittee chairs work with Cheyenne and set a subcommittee schedule to be put out to the commission and subcommittee members, with the subcommittees preparing reports for the commission meetings. The motion is: Keep the six meetings of the full commission and subcommittee chairs work with Cheyenne and/or the director of the commission to set a schedule for subcommittee meetings. Eli makes the motion and Jeff Beardsley still seconds, motion carried.

9. Review, Discuss and Approval of Tentative Agenda Items for March 10, 2022, meeting: (For Possible Action)

Eric Wilcox, Chair

- Update on all subcommittees that are attended between now and then
- If we have a new director revisit the meeting schedule
- Presentations by the key players in the for categories of service – Accessibility, telecommunications, access to service, and language acquisition. It was suggested that we stagger these presentations over several meetings.
- NVCC update
- Information for the telecommunications equipment program.
Nevada Telecommunication Equipment Distribution Program
Nevada Assistive Technology Resource Center

Nevada Center for Excellence in Disabilities
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10. Public Comment:(No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item. Comments will be limited to five minutes per person. Persons making comment will be asked to begin by stating their name for the record and to spell their last name and provide the secretary with written comments.)

- Scott Youngs from the UNR's Nevada Telecommunication Equipment Distribution Program said he would be happy to come and present and give updates on the Telecommunication Equipment Distribution Program and more detail about the things they are dealing with such as hiring, websites, getting information and office space for the program. He has put all the contact information in the chat, and it is listed under item #9 Tentative Agenda Items in these minutes.
- Maureen Fradianni commented about the public comment that was included in the last meeting minutes that was sent in after the meeting. She stated it looked like a mental health effort and she wanted to clarify that the commission, had workshops specific to mental health where they invited mental health counselors who work with the Deaf and hard of hearing individuals specifically in Vegas. They did an excellent job and provided excellent resources for those who need supports in mental health. That presentation has been added to the meeting materials posted for this meeting 1.13.2022 and the link can be found here: [Nevada Commission for Persons Who Are Deaf Hard of Hearing or Speech Impaired \(nv.gov\)](https://www.nv.gov/Nebraska-Commission-for-Persons-Who-Are-Deaf-Hard-of-Hearing-or-Speech-Impaired)
- Jenn Montoya was able to get the name of the individual doing presentations for T-Mobile in the Reno area pursuant to Maureen's question earlier in the meeting that person's name is Nadia Noel.

11. Adjournment: 11:06 am
Eric Wilcox, Chair

Accommodation Requests and Meeting Materials:

We are pleased to make reasonable accommodations for members of the public who are disabled and wish to attend the meeting. If special arrangements for the meeting are necessary, please notify Lorraine Belt-Dolan in writing at 3320 W. Sahara, Suite 100, Las Vegas, Nevada 89102, email lorrainebelt@adsd.nv.gov or call at (702) 486-4307 as soon as possible.

Notice of this meeting was posted at the following Aging and Disability Services Office at 3416 Goni Road, Suite D-132, Carson City, NV. 89706. Notice of this meeting was posted on the Internet through the Nevada Aging and Disability Services Division website at www.adsd.nv.gov and Nevada Public Notices website at www.notice.nv.gov

Supporting public material provided to Commission members for this meeting may be requested from Lorraine Belt-Dolan, Commission Administrative Support, ADSD at (702)486-4307 and is/will be available at the meeting locations and ADSD website at [Nevada Commission for Persons Who Are Deaf Hard of Hearing or Speech Impaired \(nv.gov\)](https://www.nv.gov/Nebraska-Commission-for-Persons-Who-Are-Deaf-Hard-of-Hearing-or-Speech-Impaired)