

EMPLOYMENT SECURITY
DIVISION

Office of the Administrator



STEVE SISOLAK
Governor

ELISA CAFFERATA
Director

LYNDA PARVEN
Administrator

June 1, 2022

Eric Wilcox, Chair
Nevada Commission for Persons who are Deaf and Hard of Hearing
3320 W. Sahara Ave
Las Vegas, NV 89102

Re: Response to May 11, 2022 letter

Chair Wilcox,

Thank you for reaching out to the Department of Employment, Training, and Rehabilitation (DETR) with your letter dated May 11, 2022. I apologize for the delay in responding; I've been traveling for the last three weeks. I do appreciate you raising these concerns about communication access. DETR is committed to an ongoing process to review and improve access to our services for all Nevadans.

Communication Access Issues

DETR is taking specific steps to improve access for Deaf and Hard of Hearing Nevadans who need assistance with their unemployment insurance. In addition to use of the relay service, DETR works with employees of the Vocational Rehabilitation department directly whenever a disabled claimant is having difficulties accessing unemployment insurance benefits. Claimants who require video assistance can reach out to Laura Fink in Vocational Rehabilitation at 702-381-4993. DETR also provides videos tutorials for the online claim filing system which have closed captions. The link to the videos is <https://www.youtube.com/playlist?list=PLKU0G2uxOM7AwXvSH-GyeQAgiwxHFzEdF>

DETR has several projects underway that will offer us opportunities to improve access for the deaf and hard of hearing community including creation of a language access plan as required by SB318 (2021 session) and the unemployment insurance modernization project.

Thank you for your work to ensure all Nevadans can access unemployment insurance services.

Respectfully,

Elisa P. Cafferata
Director