

## Communication Access Services – Program Report – 2/8/2023

Commission for Persons who are Deaf and Hard of Hearing

### Relay Nevada

The CAS Program hired Andy Firth as the new Relay Administrator for Nevada. He and the team have been working on bids submitted on our Request for Proposal for the next five-year certification period, 2023-2028. T-Mobile's current contract ends June 30, 2023. T-Mobile is no longer providing Captioned Telephone Services (CTS) but they have subcontracted with Hamilton for those services to continue. Hamilton is now the only vendor certified to provide analog (PSTN) CTS. Analog CTS is captioned phone services through a landline, and not through the internet. ADSD has been working directly with Hamilton and state procurement officials to continue analog CTS services via an individual contract for these services with Hamilton.

Relay Nevada submitted its application for certification of its state TRS program to the FCC for the next five-year certification period and is awaiting a decision on that application.

Andy has been finalizing the plan for migration of analog (PSTN) relay users to IP-based relay services, including IP-CTS. CAS anticipates beginning its outreach campaign to encourage CapTel and TTY users to upgrade to broadband services and equipment in mid-February. This plan is in response to the FCC's stated intent to eventually "sunset" requirements for analog relay services within the next three to five years. CAS is collaborating with the Nevada Telecommunications Equipment Distribution Program (NTEDP) and the Nevada Office of Science, Innovation and Technology (OSIT) ("Broadband Office") to achieve a goal of 100% broadband relay in Nevada within three years. Outreach materials are being developed with information regarding broadband discounts and equipment upgrades. Andy will be traveling statewide this year to distribute this information and educate Relay Nevada users on the benefits of upgrading from analog to digital technology.

### Communication Access Service Centers

The Aging and Disability Services Division (ADSD) will be releasing a Notice of Funding Opportunity (NOFO) in the beginning of February 2023 for these services: telecommunication equipment distribution, language acquisition, and American Sign Language (ASL) instruction.

For more information regarding the NOFO, please visit the NOFO website at [Nevada ADSD: Open Grant Opportunities \(nv.gov\)](https://www.nv.gov/ADSD/NOFO).

### CASC Data – Fiscal Year 23 – 2<sup>nd</sup> Quarter

| Service                         | Number of People Served |
|---------------------------------|-------------------------|
| Telecommunication Equipment     | 144*                    |
| Access to Services for age 0-21 | 57                      |

|   |     |
|---|-----|
| <b>Access to Services for age 22+</b>         | 172 |
| <b>Language Acquisition – Deaf Coaching</b>   | 46  |
| <b>Language Acquisition – ASL Instruction</b> | 47  |

\*The data is only for Reno. This will be updated once we receive the data for other locations.

Below is the contact information to all CASC subrecipients:

- **Nevada Telecommunication Equipment Distribution Program (NTEDP): University of Nevada, Reno (UNR)** – (775) 784-4921 or [nced@unr.edu](mailto:nced@unr.edu)
- **Access to Services for age 0 – 21 and Deaf Coaching: Nevada Hands & Voices (NVHV)**- (775)-351-1959 or [info@nvhandsandvoices.org](mailto:info@nvhandsandvoices.org)
- **Access to Services for age 22+: Nevada Care Connection (NVCC)**- Dial 211/or text 898-211, contact information on NVCC’s 3 resource centers can be found here <https://www.nevadacareconnection.org/contact-us/>
- **ASL classes: Communication Service for the Deaf (CSD) Learns-** [learns@csd.org](mailto:learns@csd.org) or [Communication Service for the Deaf \(CSD\) - Contact Us](#)

## State Interpreters and Mentoring

The CAS interpreter mentors are charged with improving the quality of ASL-English interpreters in Nevada (State Plan recommendation #3: Quality Interpreters). The CAS mentorship program includes one-on-one mentoring, certification study groups, school district professional development, and workshops.

### One-on-one Mentoring

Current total mentees: 15

### Certification Study Groups

National Certification Knowledge Exam Study Group: October 2022 – March 2023

Current total participants: 11

### School District Professional Development

Clark County School District: 11/9/2022

Becoming the Chair of Your Own Committee: Giving Yourself a Promotion (3 hours)

Washoe County School District: 1/9/2023

Discourse Mapping: Turn-by-Turn Directions For Your Interpretation (6 hours)

Elko County School District: 1/20/2023

Discourse Mapping: Turn-by-Turn Directions For Your Interpretation (6 hours)

### Past Workshops

Let's Crossword! Competing for Connections to Interpreting (2 hours)  
12/14/2022, Online, 25 participants

Interpreting Vocational Rehabilitation: Intake (3 hours)  
In partnership with Vocational Rehabilitation, DHH team  
1/7/2023, Online, 53 participants

Becoming the Chair of Your Own Committee: Giving Yourself a Promotion (2 hours)  
1/12/2023, Online, 43 participants

### Upcoming Workshops

Interpreting Vocational Rehabilitation: Service Provision (3 hours)  
In partnership with Vocational Rehabilitation, DHH team  
2/4/2023, Online

Be the CEO of Your Own Business: Best Business Practices for Freelance Interpreters (2 hours)  
2/21/2023, Online

## Registry

| Types of Registrations   | Registrations |
|--|---------------|
| Community Registration   | 428           |
| Educational Registration                                       | 123           |
| Dual Registration  | 92            |
| In state Registration  | 175           |
| Out of state Registration                                      | 335           |
| <b>Total number of individual interpreters in the database</b> | <b>510</b>    |

### Additional Information

A public hearing for the new regulation to NAC 656A was held on August 30, 2022 to inform the community of the new changes. The regulation was filed with the Secretary of the State on September 28, 2022 and then sent over to the State Library and Archives. Three Q & A sessions were held in November 2022 to explain more about the changes and timelines as well as to give the opportunity for individuals to ask questions. These attendances were deaf and hearing consumers, parents of deaf children, businesses and school districts who hire interpreters and interpreters. More information regarding the updated NRS and NAC 656A are available on the Registry website at: [Interpreter Registry \(nv.gov\)](https://www.nv.gov/interpreter-registry).

Jennifer Montoya is officially the CAS Program Manager as of November 21, 2022. She can be reached by email at [JMontoya@adsd.nv.gov](mailto:JMontoya@adsd.nv.gov) or by voice/videophone at (775) 434-0237.

The recruitment for the Social Services Program Specialist II position with CAS has closed and interviews are being conducted. This position will manage the Nevada Interpreter/CART Registry which will include operating the registry database and conducting education and outreach on the current regulations to the NRS and NAC 656A.

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