# Communication Access Services (CAS) – Program Report – 8/16/2023

Commission for Persons who are Deaf and Hard of Hearing

## Relay Nevada

After a smooth transition between providers, Hamilton Telecommunications is now the provider of analog (711) relay for the State of Nevada as of July 1, 2023. Hamilton is providing all the analog relay services offered by Relay Nevada, including TTY relay and analog Captioned Telephone Service (CapTel). The same phone numbers are being used to access Relay Nevada.

ADSD received notice on July 25, 2023, that its application for certification of its state Telecommunication Relay Services (TRS) program to the Federal Communications Commission (FCC) was approved.  The Relay Nevada state program is certified for the next five-year period and ADSD has filed a notification of substantive change with the FCC informing them of the change of TRS providers. ADSD also filed its required Complaint Log with the FCC. Relay Nevada received a total of two (2) customer complaints in the last service year, both of which were resolved.

ADSD continues to encourage relay users to obtain internet-based equipment and services from the vendor of their choice (video relay service or internet captioned telephone service), considering the FCC's intent to sunset landline relay requirements within the next three years.2 Outreach materials have been developed with information regarding broadband discounts and equipment upgrades.  The Nevada Relay Administrator will be traveling statewide this year to distribute this information and educate Relay Nevada users on the benefits of upgrading to digital technology.

## Communication Access Service Centers

The funding for the Communication Access Service Centers (CASC) for the Fiscal Year 2024 grant cycle have been awarded to:

- University of Nevada, Reno (UNR) for Telecommunication Equipment Distribution
- Communication Services for the Deaf (CSD) for American Sign Language Instruction
- Nevada Hands and Voices for Access to Services for youths
- Nevada Care Connection for Access to Services for adults

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
- **ASL classes: Communication Service for the Deaf (CSD) Learns**- learns@csd.org or Communication Service for the Deaf (CSD) - Contact Us
- **Access to Services for age 0 – 21: Nevada Hands & Voices (NVHV)-** (775)-351-1959 or 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/](https://www.nevadacareconnection.org/contact-us/)

# State Interpreters and Mentoring

The CAS interpreter mentors are charged with improving the quality of ASL-English interpreters in Nevada to meet the 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: 12

**Certification Study Groups**

CAS mentors are currently facilitating two study groups:

> The CASLI Generalist Knowledge Exam (CGKE) study group began in June and will end in August. 16 individuals are participating. This study group has been meeting on an accelerated schedule to quickly prepare interpreters to pass the CGKE for the purposes of registering with the State Interpreter Registry as community interpreters. The CGKE is the written exam community interpreters must pass to move toward the performance exam for National Interpreter Certification (NIC) or Certified Deaf Interpreter (CDI) Certification.
> It is worth noting that this is the most diverse collection of study group participants in terms of ethnicity, race, and linguistic background as compared to past study groups. In fact, about 1/4 of the participants are trilingual in ASL, English, and Spanish. Increasing the number of trilingual interpreters with national certification will result in greater and much needed access for individuals living and working in settings where Spanish is commonly used.
>
> CAS mentors are also facilitating an Educational Interpreter Performance Assessment (EIPA) written exam study group. 9 individuals are participating. The group began in June and will end in September. The EIPA written test is required of any interpreter registering in the education classification with the State Interpreter Registry.
> Like the CGKE study group, the participants include several individuals who are trilingual in ASL, English, and Spanish. Again, having interpreters with this skill set in K-12 settings will provide greater and more culturally competent access to communication for students and families from Spanish speaking communities.

Plans are also underway for more study groups throughout 2023-2024.

## Registry

| Registration type | In State | Out of State | Totals |
|---|---|---|---|
| Community | 58 | 338 | 396 |
| Provisional Community | 2 | 6 | 8 |
| Educational | 4 | 7 | 11 |
| Provisional Educational | 23 | 4 | 27 |
| Community & Educational | 71 | 20 | 91 |
| Provisional Community & Educational | 13 | 5 | 18 |
| Totals | 171 | 380 | 551 |

## Additional Information

The CAS team had the opportunity to attend two interpreting related conferences in the past month. The National Association for Interpreters in Education (NAIE) conference took place in Riverside, California from June 22 – 24. Their workshops focused on the best practices in educational interpreting. The Registry of Interpreters for the Deaf (RID) conference took place in Baltimore, Maryland from July 26 – 30. Their workshops focused on elevating the profession and advancing communication access for the Deaf, Hard of Hearing and DeafBlind communities.

The CAS program is excited to announce a new team member who will fill the interpreter and mentor position. Her name is Michelle Montelongo. She has 20+ years of experience in the interpreting field with a passion for mentoring. Michelle will start on September 5th in Reno.

If anyone wants to subscribe to CAS mailing list for latest information and updates, please see link: Communication Access Services Program Mailing List