

Global Technical Communications
Quarterly Report
January – March 2023

NGCDD GOAL 1, OBJ.3:

Reduce identified barriers to accessing technology and digital information for individuals with I/DD representing racial and/or ethnic disparities, Deaf/Hard of Hearing, Blind/Visually Impaired and/or those living in rural communities.

Objective:

GTC will provide training on how the ASL Anywhere app works and how it benefits individuals as well as agencies and organizations. Training will be provided to individuals with I/DD's state and local agencies, organizations, and any interested constituents. GTC will collaborate with the Nevada Commission for Persons who are Deaf and Hard of Hearing in consulting with service providers and policymakers. GTC will provide packages to NVCC, DETR/BVR as a mode of sample/trial period to monitor the need of sign language interpreting services in the I/DD community and the need for the application. These agencies will be monitored by GTC, and all findings will be reported to NGCDD to evaluate the need and effectiveness of the application and service provided. The monitoring and data collection will also help in determining any barriers and overall benefits of these services in the I/DD community and overall, for the state/local agencies and any organizations interested in adopting this application/services beyond the first year.

Activity 2:

GTC will offer 8 packages and training to Nevada Care Connection (NVCC), two packages to each center so they can text the service. Offer 4 packages to Department of Employment, Training and Rehabilitation-Bureau of Vocational Rehabilitation Services (DETR-BVR). This training and information will be offered to train the I/DD community and at the same time build relationships with the community and agencies offering the packages. GTC will collaborate with the Nevada Commission for Persons Who are Deaf and Hard of Hearing. GTC will collect consumer surveys and all data to understand and recognize the benefits of the application/packages being offered as well as any impact and barriers. This information will be reported to NGCDD quarterly.

What:

Every time GTC receives an application, an email is sent to our consumers notifying that he/she is eligible for ASL Anywhere app and the manual of downloading the app and how to use the app is included in the email. Or notifying the individual that he/she is not eligible. Also followed up with the consumers to see if they need training on how to use the app.

GTC provided training to DETR-BVR on January 12th (a total of 12 participants) and Access to Healthcare and Nevada Cares Connection (NVCC) on February 2nd (a total of 4 participants) on how to do the application; download the app and use the app.

Helped NVCC set up the app in three centers:

Reno Center – January 23rd

Elko Center – March 10th

Jewish Family Services Agency – March 17th

A letter of introduction was distributed to Nevada School Districts and Superintendents on February 7th.

Six (6) ASL Anywhere videos were posted on ASL Anywhere Facebook and were shared with NV residents and service provider (NVCC)

GTC asked two organizations of the deaf to share the ASL Anywhere videos with their members.

Created two videos “Need help downloading the app?” and “Need 20 more minutes?”. This was disseminated to the consumers.

Reached the individuals asking them why they had not used their 20-minutes to help GTC understand.

Made calls via videophone and FaceTime to those who are eligible for the app but haven’t downloaded the app yet.

Developed the manual on how to download the app and distributed it to the individuals who had not downloaded their app yet.

Developed a spreadsheet for the consumer surveys.

Sent the survey to consumers who exhausted their first 20 minutes; received the survey and gave them the second 20-minute package. (See attachment)

Reached the individuals who downloaded the app but did not submit their application yet. Encouraged them to apply for the app so that they would be eligible to receive the free service.

Gave a presentation at the Commission on Persons who are Deaf and Hard of Hearing meeting.

Met with Heather Lafferty, Coordinator with Diversity, Equity, and Inclusion/Access and Functional Needs, NV Division of Emergency Management, and officers from NV Governor’s Council on Developmental Disabilities. Discussed potential collaboration and training opportunity with DEI/FN.

Did two videos (Testimonial and Police) and submitted to DEI and Governor’s Council on Developmental Disabilities.

Received applications from several service providers and hearing individuals who work with deaf and hard of hearing clients. Notified them that they were not eligible and referred them to GTC Sales department should they wish to purchase minutes to serve their deaf and HOH clients.

Did a video informing the consumers, who have iPhone, that they need to update their app to IOS 1.9.

Followed up with the DETR-BVR to see if they have devices yet. They said they were still waiting for the devices to be delivered before they can set it up.

Got some calls from angry and/or frustrated consumers about not having enough minutes to have quality communication.

Provided technical support to the consumers who have not updated their app or have problems connecting the interpreters.

Contacted some consumers to give testimonials.

A request for \$160 per package per consumer was approved and filed.

A request for giving each consumer up to 60 minutes was approved and filed.

20 and 40 minutes were added to all current consumers and new consumers received 60 minutes. That will help our consumers experience a quality communication.

Impact of Activity:

- ⇒ The President of the Deaf Seniors of Las Vegas shared the flyer with their members few times. A senior referred several consumers to GTC for the applications.
- ⇒ GTC received forty-one (41) applications. Thirty (30) applications were processed plus three (3) NVCC centers. Eleven (11) individuals were not eligible.
- ⇒ GTC reached 4 residents asking them to provide certain information, such as cell number, city, total amount of annual income and number of adults and children living in household. GTC asked 3 consumers to re-apply because they used the wrong application.
- ⇒ The data showed that they got information mostly from agencies/service providers (26), social media (20), and word of mouth (21).
- ⇒ GTC provided the consumers technical support and online training.

- ⇒ Eight (8) individuals asked for assistance on downloading the app and at the same time they received training on how to use the app.
- ⇒ GTC maintains the demographic data. (See attachment)

How do you know?

The President of Las Vegas Deaf Seniors forwarded his emails from the members to GTC.

The Executive Director of the Commission for Persons who are Deaf and Hard of Hearing shared the videos with the communities. Several consumers signed up and said they got information from NVCDHH.

E-mail correspondences with the point of contact at DETR and NVCC.

Numbers of packages are gradually increasing each month.

The consumers completed the survey.

GTC received calls from the consumers asking for assistance with the applications and downloading the app. They often asked GTC what would happen when their minutes are exhausted.

A total of seventy-seven (77) consumers plus three (3) service providers, received packages.

Challenges:

GTC did follow-ups via emails, texts and VP calls to seventeen (17) consumers who have not downloaded the app yet. GTC will continue to reach them.

The consumers felt 20 minutes are not sufficient to guarantee quality of conversation. They prefer to save the minutes for emergencies.

Most consumers expressed fear of paying for interpreting services after their minutes are exhausted. They thought ASL Anywhere would require them to pay for the services afterwards because they signed up. They can't afford to pay for the interpreting services.

Many consumers were very frustrated with the medical clinics/hospitals and audiology for refusing to provide interpreting services. They could not use ASL Anywhere minutes. The consumers don't know where to go for advocacy services and/or seek assistance to advocate for themselves or when needing someone to assist them to file a complaint.

Some consumers felt hours of interpreting services should be expanded to 8 AM to 8 PM instead of 6 AM to 6 PM.

Testimonials/feedbacks were obtained from 12 consumers:

Consumer #1

ASL Anywhere is a good app. I was able to have good conversations with my mother. She doesn't know sign language. By having ASL Anywhere interpreter, my mother understood my messages. She was very happy.

At the car shop, I tried to write back and forth with the representative. I could not understand what he said because he used many big words. Then I thought of ASL Anywhere and used it. I was able to get clear information on what my truck needed to be repaired. The communication was very clear. The ASL Anywhere interpreter looked happy.

Negative impacts: None

Consumer #2

I used ASL Anywhere app when I met with my tax preparer. I had no problems communicating with the preparer. I felt I got more information by using ASL Anywhere interpreter. The conversation went very smoothly. I felt very independent. I love ASL Anywhere interpreter. I was very lucky to have the same interpreter for my meetings with the tax preparer.

Negative impacts:

I am very disappointed that my two 20 minutes packages are gone and I can't get more minutes. I can't afford to buy the minute packages.

Consumer #3

I had an appointment and the on-site ASL interpreter didn't show up. I immediately switched to ASL Anywhere. It was very easy to use the app and also was very convenient. The quality of ASL Anywhere interpreters was awesome! I never had problems with them.

Negative impacts:

Sometimes it took a while to connect with the interpreter.

Consumer #4

I kept forgetting to use ASL Anywhere app. I will try to remember... Appreciate all examples of where to use the app.

Negative impacts:

Most places plus my work site the people are Spanish-speaking. I wonder if ASL Anywhere has interpreters who can hear and speak Spanish and translate to ASL.

Consumer #5

ASL Anywhere interpreters are CHAMP! I used the app for tax services, physical therapy at home and retail stores. It is so convenient and very helpful. At the retail stores and exhibition booths, I was able to obtain good information from the salespersons on products before I purchased.

Negative Impacts

Two 20 minutes packets are not enough! I have to use the minutes very wisely... not wasting the minutes. I feel bad about having to hang up without saying "Thank You" to the interpreters.

I could not use ASL Anywhere when I went to the hearing aid center for hearing tests. The center refused to provide interpreting services.
I can't afford to pay for the interpreting packages when the minutes are exhausted.

Consumer #6

I was so thrilled to have ASL Anywhere app so I could communicate with the people.

Negative Impacts:

I was very frustrated about the interpreting services. He had an appointment with an audiologist. The center refused to provide interpreting services while taking the hearing tests. I tried to use my smartphone and it didn't work. It's because of a cheap brand (TCL) he received from a service provider.

Consumer #7

I really like ASL Anywhere! I used the app for tax services. I felt good for not having to write back and forth with the tax preparer. The interpreter did a good job facilitating the communication.

Negative Impacts

Two 20 minutes packets are not enough!

Consumers #8, 9, 10, 11 and 12

Negative Impacts:

GTC reached the consumers who have not started using the app. There are two main reasons:

- 1) They expressed fears about paying for the interpreting services after their minutes are exhausted. They could not afford to pay for the interpreting services.
- 2) Twenty (20) minutes are not sufficient for quality conversations. For example, many medical clinics refuse to provide interpreting services and 20 minutes are not enough for the visits.

Additional Narrative:

Collaborations: Began a dialogue with Heather Lafferty, Coordinator with Diversity, Equity, and Inclusion/Access and Functional Needs, NV Division of Emergency Management, and officers from NV Governor's Council on Developmental Disabilities. Discussed the potential collaboration and training opportunity with DEI/FN.

Cultural Diversity: Few consumers asked if ASL Anywhere interpreters could speak and interpret Spanish. They have family/relatives who don't speak English.

Targeted Disparity: None