

Global Technical Communications
Quarterly Report
April – June 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 3:

Collect information/data on the impact of the services as well as how many new packages are purchased, number of people applying for the services, number of people registered and all information on impacts, barriers, and necessary modifications to the services. Continue outreach/marketing through social media, emails, and virtual platforms. Training will be offered in accordance to individual and agency demand. GTC will continue collaboration through the process 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:

When the consumers submit their application, GTC reviews their eligibility for ASL Anywhere app. Sometimes GTC asks the consumers for more information as their application is not complete. GTC sends email to consumers notifying that they are eligible for ASL Anywhere app. The manual of downloading the app and how to use the app is also included in the email. Also, GTC notifies the individual that he/she is not eligible. I also followed up with the consumers to see if they need training on using the app.

GTC had a booth and promoted ASL Anywhere at Deaf Day at the legislative event in Carson City on April 10th.

GTC followed up with the DETR-BVR on April 6th and May 2nd to see if they have devices yet. They said they were still waiting for the devices to be delivered before they could set it up.

GTC provided training to Jewish Family Services Agency on April 20th and the manual on how to download the app and use the app was sent to them for their own references.

DETR-BVR informed GTC on May 4th that they decided that only two centers would have ASL Anywhere app. Helped DETR-BVR set up the app in two centers: Reno Corporation and West Bay. Provided training to DETR-BVR on May 16th (a total of 5 participants)

GTC has provided individuals training on how to use ASL Anywhere app.

Two ASL Anywhere videos were posted on ASL Anywhere Facebook and were shared with NV residents and service providers.

GTC Sent the video to Nevada Hands and Voices (How Deaf Children and Deaf/Hard of Hearing Adults Benefit from ASL Anywhere Services).

One audiological service contacted and asked if she could have the app for her business use. After receiving more information, they decided to purchase the minutes so they could provide services to their deaf and hard of hearing clients.

GTC received some inquiries about ASL Anywhere services for educational settings and medical settings.

GTC contacted 17 consumers who haven't downloaded the app via emails, texts and calls on April 17th, May 18th, and June 15th. Asked them if they needed assistance. Three (3) out of 17 responded. They thought they would be forced to pay for the interpreting services after exhausting their minutes. Had to clarify the misunderstandings.

GTC monitored the consumers' and service providers' usage of the app. Sent out emails with the videos encouraging them to use the app on April 13th, May 8th May 31st and June 19th.

GTC contacted some consumers who seemed to experience technical issues and assisted them in resolving the issues.

GTC reached 30 individuals, who downloaded the app but didn't fill out the application yet, and shared information on ASL Anywhere on June . Encouraged them to fill out the application so they would be eligible to receive the free services.

GTC followed up with the Nevada Cares Connections (three centers) and asked them if they had any walk-in consumers each month. They responded that they had none. They said they needed to publicize to their community about the accessibility.

GTC sent out the surveys to individuals who have used ASL Anywhere app on April 13th, April 27th, May 23rd and June 7th.

GTC reached some consumers to give their testimonials.

GTC provided technical support to the consumers who had problems connecting the interpreters.

GTC gave a presentation at the Commission on Persons who are Deaf and Hard of Hearing meeting on May 10, 2023.

GTC did a video informing the consumers, who have iPhone, that they need to update their app to IOS 1.8 and/or Apple Version 2.1 (6)

GTC sent email with a video on June 27th letting the deaf community know that GTC staff would be in Las Vegas on June 30th and he would be available to provide support or answer questions ASL Anywhere users might have.

At Camp SignShine-CRAVE Transition Day GTC gave a short presentation and had a booth on June 30th. GTC assisted some consumers downloading ASL Anywhere app.

Impact of Activity:

- GTC received twenty-one (21) applications. Sixteen (16) applications and two (2) DETR-BVR centers were processed. Four (4) individuals were not eligible due to no cell number, not disclosing the disability and not being deaf or hard of hearing. One individual decided to back out and felt she didn't need the app.
- GTC reached 3 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 the new consumers got information mostly from agencies/service providers (8), meetings (2), and word of mouth (3).
- Eight (8) individuals asked for assistance in downloading the app and at the same time they received training on how to use the app. Two (2) individuals asked GTC to help them fill out the application.

- GTC provided the consumers technical support and online training.
- Survey for the service providers were sent to NVCC and DETR-BVR when their app was downloaded. So, they could keep track of the numbers of walk-ins, application support/guidance/training, consumer feedback and others.
- Five (5) out of 17 consumers submitted the survey. (See attachment)
- GTC maintains the demographic data. (See attachment)

How do you know?

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

Numbers of packages are slowly increasing each month.

Nine (9) individuals, who attended Camp SignShine-CRAVE Transition Day, downloaded the app. After sending a follow up email and text, three (3) out of 9 individuals filled out the application and received a 60-minute package.

Parents of one deaf child and two adults with special needs received a 60-minute package.

A total of 5 surveys for this quarter were completed.

GTC received calls from the consumers asking for assistance with the applications; downloading the app and troubleshooting.

As of June 30th, a total of ninety-six (96) consumers plus five (5) service providers, received 60-minute packages.

Challenges:

GTC did numerous follow-ups via emails, texts and VP calls to seventeen (17) consumers who have signed up but not downloaded the app yet. They didn't respond or contact me. GTC will keep trying to reach them.

GTC reached ASL Anywhere users, who have 60 minutes and have not utilized them yet, and encouraged them to use the app to enhance their experiences.

The NVCC Centers are not able to use ASL Anywhere services as they don't have any walk-in consumers yet.

DETR-BVR Centers recently received the devices in May after a long wait.

Several consumers continue to say 60 minutes are not enough. Most of them use the minutes for medical visits.

GTC made attempts to contact ASL Anywhere users to seek feedback and/or testimonials or complete the survey especially they used some minutes. They are not very responsive.

Some consumers felt hours of interpreting services should be expanded to 8 AM to 8 PM or 24/7 instead of 6 AM to 6 PM.

Testimonials/feedbacks were obtained from 6 consumers:

Consumer #1

ASL Anywhere is an amazing app. I used it for medical and meetings.

Negative impacts:

I need more hours of interpreting services.

Consumer #2

ASL Anywhere is great. It is a good app, and it is very useful when it has good reception and I can connect the interpreter.

Negative impacts:

If it is in the very rural area (out in the country), there is not a good coverage (very poor reception). I cannot connect the interpreter.

Consumer #3

ASL Anywhere is the best thing I have ever had regarding communication with hearing person(s).

Negative impacts:

When I was at the clinic, the video quality was poor and was often frozen. Maybe it's because of the firewall.

Consumer #4

I live in a very small town where one-site interpreters are not always available. I have serious health issues. It is a blessing to have ASL Anywhere app. So, I get all information I need to know. ASL Anywhere interpreters are very good at facilitating communication between me and medical people. My minutes are all gone.

Negative impacts:

I need more minutes. It would be nice to have unlimited minutes. One 60-minute package is not sufficient. I can't afford to pay for interpreting services.

Consumer #5

I used ASL Anywhere app for medical visit, employment interviews and family chats. I am very thankful for the app. Several clinics have Video Remote Interpreting which is good. One clinic refused to provide interpreting services. I have to buy ASL Anywhere minutes because my minutes were gone so I can communicate with the doctor(s).

Negative Impacts

I really can't afford to pay for interpreting services and I have no choice but I have to buy the minutes so I can discuss my medical issues with the doctors.

Consumer #6

I really want to use ASL Anywhere app often but my mobile device is very old and has poor connection.

Negative Impacts:

I can't afford to buy a new mobile device.

Consumer #7

ASL Anywhere app is very useful for my communication needs. I was frustrated because I was not able to use ASL Anywhere service at night. I had a situation where the police had to be involved and I could not use ASL Anywhere app because of after-hours. I had to communicate with the police by writing back and forth which was not effective and efficient.

Negative Impacts:

ASL Anywhere doesn't provide 24/7 services. People will need the service when it comes to emergencies.

Additional Narrative:

The funding for Nevada Mobile Communication Access Project is currently maxed out and GTC continues to accept and process the applications. GTC believes the individuals, who are deaf and hard of hearing, have full accessibility in communication.

Collaborations:

GTC has contacted the NV Commission for Persons Who are Deaf and Hard of Hearing for resource/input purposes.

Cultural Diversity:

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

Targeted Disparity: None