



GLOBAL TECHNICAL COMMUNICATIONS

NEVADA
QUARTERLY REPORT
OCTOBER – DECEMBER 2022

NEVADA MOBILE COMMUNICATION ACCESS PROJECT



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 ONE

- GTC created outreach/marketing on social media, e-mails and virtual platforms in the months of October, November and December 2022.
- An application form was developed, completed and posted on ASL Anywhere website on September 28, 2022. A spreadsheet for the consumers' contact information; minutes given and demographic data was developed and completed on October 14, 2022.
- A letter of introduction was distributed to agencies, service providers, organizations, and others on November 9, 2022.
- ASL Anywhere flyers and videos were posted on ASL Anywhere website and Facebook and List Serv.
- GTC made contacts with two organizations of the deaf and asked them to share the ASL Anywhere flyers with their members.
- GTC hosted informative meetings for the deaf community and providers via Zoom on October 17th, October 20th, October 25th and November 15th with a total of 20 attendees. GTC hosted 2 informative meeting on December 12th with one attendee and informative/training on December 13th with two attendees via Zoom.
- The agencies shared the flyers with their communities. A survey for the consumers was developed and approved.
- GTC and Nevada Commission for Persons who are Deaf and Hard of Hearing had an opportunity to have a virtual TV interview with the KRNV (TV station) on December 29th.
- Each time GTC receives the applications, each consumer receives email notifying that he/she is eligible for ASL Anywhere app and directions of downloading the app is included.



IMPACT OF ACTIVITY

- The Presidents of the organizations of the deaf shared the flyer with their members.
- A total of fifty-one (51) individuals filled out the application online. Fifty (50) individuals were eligible for the app and 20-minute packets. One resident withdrew his application because he saw “2 minutes” on his device. He didn’t realize that the 20 minutes would be added later when he became eligible. The account manager tried to reach him but he chose not to respond.
- GTC reached 6 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.
- The data showed that they got information mostly from social media (16), agencies/service providers (16) and word of mouth (10).
- GTC had 10 face-to-face chats with consumers who expressed an interest in signing up for the app but they wanted to know how the app worked first.
- Eighteen (18) individuals downloaded the ASL Anywhere app. Four (4) individuals asked for assistance on how to download the app. They received online training on how to use the app.



HOW DO YOU KNOW?

- The President of Las Vegas Deaf Seniors shared his email to his members with GTC. The President of Nevada Association of the Deaf emailed saying he would share the flyer at the November meeting.
- The DHHS, NVCDHH and other agencies shared the letter of introduction and flyers to their communities.
- Few residents were hesitated about providing their annual income. They wondered why the residents were not required to provide the income information when they applied for the equipment while ASL Anywhere application required the income information.



CHALLENGES

- GTC did follow-ups via emails, texts and VP calls to the consumers who have not downloaded the app yet. Few responded. GTC is now working on new solutions on how to reach the consumers and provide training on how to download the app and how to use the app.

Solutions:

- Several one-on-one meetings with leaders of deaf community in Nevada asking for their help in sharing information about ASL Anywhere.
- Contact schools again, using individual emails instead of blanket email.
- Distribute video(S) that included BIPOC people



TESTIMONIAL & FEEDBACK

1. Had a meeting with the insurance. The communication was so smooth. The interpreter signed very clearly. 20 minutes are not enough for the entire meeting.
2. ASL Anywhere is a good communication tool. I have no problem. I feel so independent and can communicate with anyone. It is very important to have the app. Good communication access. There are no negative impacts.
3. ASL Anywhere is champ! I am so impressed with the app. The interpreter signed fluently. The interpreter had a happy face comparing to Video Relay Services (VRS) interpreters. I need to communicate with hearing people. 20 minutes are not enough. I have to save minutes for important settings.



ACTIVITY TWO

- In November GTC collaborated with the Nevada Care Connection (NVCC) to set up a training for their staff.
- GTC worked closely with the Department of Employment, Training and Rehabilitation-Bureau of Vocational Services (DETR-BVR) trying to set up times for the training. There were many follow-up emails with the Rehabilitation Counselor. She had some internal challenges. Finally, at the end of December, she received approval to have training for her staff in January.



IMPACT OF ACTIVITY

- Two trainings were provided to the Nevada Care Connection on November 21st, 2022 with a total of 10 attendees.
- The NVCC's challenge is that they don't have the devices that they can download the app and receive two 20-minute packets. Hopefully they will obtain devices in 2023 so to use ASL Anywhere app to communicate with the hearing people. Access is very important.
- The DETR-BVR will establish the dates for the training sometime in January. Updated: January 12th.



ADDITIONAL INFORMATION

- **How do you know?**

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

- **Collaborations:**

The Project Coordinator of Nevada Assistive Technology Resource Center, Nevada Telecommunications Equipment Distribution Program and Nevada Center of Excellence in Disabilities contacted GTC and requested for more information on ASL Anywhere app. He asked if it would be possible to install ASL Anywhere app on the devices (under equipment distribution program). The answer was yes, it is possible. We will continue with our dialogue.

- **Cultural Diversity:** None

- **Targeted Disparity:** None