

Communication Access Services (CAS) – First Quarter (July 1, 2024 – September 30, 2024) Program Report – 11/13/2024

Commission for Persons who are Deaf and Hard of Hearing

Relay Nevada

Minutes of use for Relay Nevada, the state's Federal Communications Commission (FCC) certified "711" telecommunications relay services (TRS) program, remain level at approximately 5,000-6000 minutes of use per month for each service (TTY relay and Captioned Telephone service). No major incidents or outages have been reported by Relay Nevada's contract TRS provider, Hamilton Telecommunications. Nevada Relay Administrator continues to monitor developments from the federal level regarding the transition of analog landline relay services users to full broadband and wireless IP-compatible relay service. The Relay Administrator and CAS team continue to participate in events sponsored by the National Association of State Relay Administrators (NASRA) focused on this transition and strategies for moving users to broadband services.

Communication Access Service Centers

University of Nevada, Reno (UNR)'s Nevada Telecommunication Equipment Distribution Program (NTEDP) conducted 3 outreach events, all in the Las Vegas area with United Way of Southern Nevada and some of their partner organizations, My MMX which is a company owned by a DeafBlind who has software that improves communication for DeafBlind individuals, and in-service with a group of social workers and case managers in the Medicaid Waiver Programs within the Aging and Disability Services Division. NTEDP provided 29 pieces of telecommunication equipment with 13 people receiving training. There was a total of 127 people who received information and/or referral from the program.

Communication Services for the Deaf (CSD) Learns began the first quarter with ASL 1 classes to individuals who live or work with Deaf and hard of hearing people. Plans are underway to offer ASL 2, 3, and 4 in future sessions. To promote the five eight-week courses scheduled from September 2024 to June 2025, CSD Learns reached out to 69 Nevada-based organizations and scheduled a series of social media posts to promote the program. Within a week, over 160 registrations were received, and the current enrollment stands at 254. The first session is ongoing, with the second and third future sessions already at full capacity. Additionally, work is progressing on the development of three specialized ASL modules, which will enhance the existing curriculum with a focus on education, healthcare, and postsecondary transition.

Nevada Hands and Voices (NVHV) conducted 6 in-person or virtual events including the Silver State Self Advocacy Conference and Back to School events, in the North and the South. NVHV provided 320 direct services to 277 families. They had 5 staff attend the Hands & Voices Leadership Conference in Spokane, Washington from September 20 -22, 2024 to receive training on providing leadership to others and to impact local communities.

Nevada Care Connection (NVCC) had a total of 110 Deaf, Deaf-Blind, Hard of Hearing, Late-Deafened, and Speech Impaired clients and there were 888 units (1 unit of service equals 15 minutes). There were

37 consumers Medicaid eligible, 66 consumers income below 300% SSI, and 25 consumers from the underserved population. There were 75 consumers served in the rural areas with 551 units provided and in the urban areas there were 34 consumers helped and 335 units of services provided. The top 3 topics were Options Counseling, providing resource and service navigation, followed by Life Skills, for individuals who want to learn particular skills to become independent, and Utility Assistance to help individuals who are unable to pay their utility bill with their application for the low-income assistance program.

State Interpreters and Mentoring

The CAS interpreter/mentors continue to work on improving the quality of ASL-English interpreters in Nevada to meet the Commission’s State Plan - Recommendation #3: Quality Interpreters. The CAS mentorship program includes one-on-one mentoring, certification study groups, school district professional development, and workshops. The CAS interpreters also provide interpreting services for State public events when able.

Interpreting

	Totals	North	South	Rural	Virtual
Requests received	13	4	1	3	5
Requests accepted	9	3	0	2	4
Hours of interpreting services provided*	14	2	0	6	6
Requests declined	4	1	1	1	1
• Non-State entity	0				
• Non-public event	1				
• Scheduling	3				
• Conflict of interest	0				

North: Washoe, Carson City, Storey, Lyon, and Douglas counties

South: Clark County

Rural: All other counties

Virtual: Online, available statewide

Please note that the hours of interpreting services provided are calculated per CAS interpreter (For example, a 2-hour event interpreted by 2 CAS interpreters will be included as 4 hours). In addition, the CAS program provided 8 instances of information and referral related to interpreting services.

One-on-one Mentoring

Current total mentees: 15 among 3 mentors

Location – Urban: 14, Rural: 1

Setting – K-12: 9, Community: 6

Certification Study Groups

The study groups for the National Interpreter Certification (NIC) knowledge exam and the Educational Interpreter Performance Assessment (EIPA) performance exam continue and will end in October/November 2024.

The NIC knowledge exam study group was fortunate to have two nationally known guest speakers:

1. Dr. Jesus Remigio, CDI, President of the Registry of Interpreters for the Deaf (RID) and Director of Equal Opportunity Programs at Gallaudet University, presented to the group on power, privilege, and oppression and the Deaf journey. He spoke to these topics through the multiple lenses he possesses as a Deaf interpreter, a consumer of interpreting services, a first-generation Latinx individual, the President of RID, a clinical psychologist, and an upper administrator at Gallaudet. This provided study participants with a rich perspective on the depth and breadth of the interpreting process and profession.
2. Anindya "Bapin" Bhattacharyya, Coordinator of National Assistive Technology Services and an instructor at Ohlone College, teaching courses on interpreting for individuals who are DeafBlind, presented to the group on the diverse experiences and communication modes of individuals who are DeafBlind. He also related his personal experiences as a consumer of interpreting services in his everyday life. As a highly sought-after presenter and advocate nationally and internationally, he brought a unique perspective on issues that are rarely highlighted with interpreter training programs.

School District Professional Development Days

CAS mentors provided a workshop on effective mentorship practices in K-12 settings to the Clark County School District (CCSD) interpreting team on September 16. They were pleased to see, not only CCSD staff interpreters present, but also those who provide interpreting services to the District through interpreter referral agencies.

The Carson City School District requested facilitation of their bi-weekly Professional Learning Community days beginning in September and continuing throughout the rest of the school year. At these sessions, the District interpreters present challenges they are experiencing, after which the CAS mentors assist them in thinking through the issue, always centering the needs of students who are dDeaf/hard of hearing. It is positive to see how they have employed effective interpreting practices as a result of their conversations and the positive effect on student outcomes.

Nevada Interpreter/CART Registry

Below is the data report for registry as of October 21, 2024:

Registration type	In State	Out of State	Totals
Community	52	304	356
Provisional Community	18	4	22
Educational	3	9	12
Provisional Educational	18	5	23
Community & Educational	64	26	90
Provisional Community & Educational	13	3	16
Totals	168	351	519

Additional Information

The CAS program had the opportunity to work with an intern who is Deaf through the Youth Summer Internship Program sponsored by the Department of Employment, Training and Rehabilitation (DETR). The purpose of the program is to provide college students with work experience, knowledge and skills to gain confidence and develop skills in a field that aligns with their interest and ability. The intern worked closely with the CAS Program Manager and team members for 4 weeks from July 8th to August 1st.

The CAS team attended the National Association of the Deaf (NAD) Conference in Chicago, IL from July 1-7, 2024. The workshops at this conference focused on telecommunications, interpreting issues, access to emergency services, and language deprivation in education.

The CAS Program Manager participated in a conference held by the National Association of State Relay Administrators (NASRA) in Louisville, Kentucky from September 9 – 10, 2024. The focus of this conference was the ongoing migration of TRS users from analog landline services to wireless and broadband IP-compatible services.

The CAS Program Manager worked with a Certified Deaf Interpreter and Hearing Interpreter to develop an ASL video explaining the program and services. The purpose of the video is to provide accessibility to information in ASL. It is available on the CAS webpage for viewing anytime. The link to the video is: [CAS Program in ASL](#)

The CAS staff in Las Vegas moved to a new building: Aging and Disability Services Division, Elko Building, 650 White Drive, Las Vegas, NV 89119.

Lastly, for more information about the CAS program and services, please see the link to CAS webpage at [CAS](#).