

Communication Access Services (CAS) – Program Report – 5/8/2024

Commission for Persons who are Deaf and Hard of Hearing

Relay Nevada

Hamilton continues to provide landline 711 relay services in the State of Nevada and minutes of use have remained level around 5-6,000 minutes per month for each of TTY and CapTel services. Hamilton is continuing with its “Relay Friendly Business” sessions. The Westin Hotel of Las Vegas recently completed the Relay Friendly Business training and successfully completed the test calls. This hotel was certified as a Relay Friendly Business and its logo will appear on the Relay Nevada web site. Migration of landline 711 users to broadband services, such as smartphones, video relay and IP-captioned telephones remains the priority of Relay Nevada as we await further direction from the Federal Communications Commission (FCC) on the sunset of analog services. Accordingly, the CAS program continues to work with the Nevada Telecommunications Equipment Distribution Program (NTEDP) on a joint effort to provide outreach to encourage consumers to migrate to internet compatible equipment.

Communication Access Service Centers

Below is the report from the community partners for the third quarter (January 1, 2024 – March 31, 2024):

University of Nevada, Reno (UNR)’s Nevada Telecommunication Equipment Distribution Program (NTEDP) continued to provide services and outreach. They provided 7 different outreach events: 1 in Fernley, 4 in Reno, and 2 in Las Vegas. The events included a high school, 3 senior facilities, a school district, and a large hospital’s PT/OT/Speech Programs. NTEDP served a total of 60 consumers this quarter, with 43 consumers receiving equipment such as caption phones, amplified phones, voice amplifiers, and a variety of visual alert devices. The program hired a Senior Project Coordinator. His name is James Willcox and he is housed in Las Vegas. James will be getting out and about to introduce himself to different community partners and people with disabilities around the state.

Communication Services for the Deaf (CSD) Learns officially released their new courses, ASL 3 & 4, this quarter. They provide ASL 1, 2, 3, & 4 courses to Nevada residents who live or work with Deaf and hard of hearing individuals. CSD contacted 69 different organizations in Nevada to promote their 5 eight-week sessions from September 2023 to June 2024. Their third session was a success, with 40 enrolled for the ASL 1 course, 3 enrolled for the ASL 2 course, and 1 enrolled for the ASL 3 course. Future ASL courses are filling up close to their maximum capacity. They are in their current fourth session for ASL 1 and 2, which started on March 11th and will run through May 3rd, 2024. The final fifth session will be May 6th – June 28th.

Nevada Hands and Voices (NVHV) has promoted outreach and education this quarter. Fourteen events were held: 6 virtually state-wide, 2 in Elko, 3 in Las Vegas and 3 in Reno as well as an 8-hour Educational Advocacy educational training over 4 evenings in February for 26 participants statewide. Social media posts had 3.5 thousand reaches this quarter. NVHV had 380 direct services between the Parent Guides, DHH Guides and ASTra Educational Advocates. As they hired 10 new staff members in

December/January, intensive online and in-person training on resource navigation was provided beginning in January for all staff in addition to monthly staff meetings. They also had 2 staff attend the Early Hearing Detection Intervention (EHDI) Annual Conference in Denver, CO in March.

Nevada Care Connection (NVCC)

2nd Quarter Report (correction to the report from 2/14/24)

Nevada Care Connection had a total of 96 clients who are Deaf, DeafBlind, Hard of Hearing, Late-Deafened, and Speech Impaired consumers from October 1, 2023, to December 31, 2023, and there were 241 hours of service provided to these clients. There were 62 consumers that were served in the rural areas with 155.75 hours provided. In the urban areas there were 34 consumers served and 85.25 hours of services provided. The top 3 topics were Homemaker Services, followed by Options Counseling, and Utility Assistance.

3rd Quarter Report

Nevada Care Connection had a total of 97 clients who are Deaf, DeafBlind, Hard of Hearing, Late-Deafened, and Speech Impaired consumers from January 1, 2024, to March 31, 2024, and there were 234.78 hours of service provided to these clients. There were 73 consumers that were served in the rural areas with 179.5 hours provided. In the urban areas there were 24 consumers served and 55.285 hours of services provided. The top 3 topics were Options Counseling, followed by Life Skills, and Utility Assistance.

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.

One-on-one Mentoring

Current total mentees: 16 mentees among three CAS mentors

Certification Study Groups

The two study groups preparing interpreters for the National Interpreter Certification (NIC) performance exam and the Educational Interpreter Performance Assessment (EIPA) are nearing their ends. The NIC study group started in October 2023 and will end in April 2024. The NIC study group consists of nine participants. The EIPA study group started in November 2023 and will also conclude in April 2024. The EIPA study group includes ten participants.

The CAS mentors will be hosting an information session for the next round of NIC and EIPA study groups on May 7, 2024. This will gauge interest from the interpreting community for which study groups they would like to see offered. The CAS team will evaluate that data and will offer study groups accordingly. They have already received significant interest.

School District Professional Development Days

The CAS mentors provided the following professional development workshops for interpreters for the Washoe County School District:

- “Ethical Decision Making in the Educational Setting” -- January 8, 2024
- “The Intersection of Child Development and Deaf Education”-- February 26, 2024

The mentors continue to facilitate Professional Learning Community Days with interpreters working in the Carson City School District.

Nevada Interpreter/CART Registry

Below is the data report for registry as of April 23, 2024:

Registration type	In State	Out of State	Totals
Community	52	340	392
Provisional Community	11	7	18
Educational	4	14	18
Provisional Educational	23	5	28
Community & Educational	70	34	104
Provisional Community & Educational	17	6	23
Totals	177	406	583

The CAS team member who manages the Registry had the opportunity to present to interpreting students at both Nevada State University (NSU) and the College of Southern Nevada (CSN) on April 8, 2024. She was able to meet with students and provide information on the Registry and registration requirements.

Additional Information

The CAS Program Manager and Relay Administrator had the honor to present together at the ADSD Conference on April 17th on the topic of communication strategies. They collaborated with other presenters on deaf and hard of hearing related topics and received positive feedback from their audience.

The CAS program attended the ASL Festival at Nevada State University (NSU) on April 5th. They had the opportunity to engage with the community and provide information about the program and services.

For more information about the CAS program and services, please see the link to CAS webpage at [CAS \(nv.gov\)](https://cas.nv.gov). If anyone wants to be added to CAS mailing list for latest information and updates, please see link to sign up: [Communication Access Services Program Mailing List](#)