

Communication Access Services (CAS) – First Quarter (July 1, 2025 – September 30, 2025) Program Report – 11/12/2025

Commission for Persons who are Deaf and Hard of Hearing

Relay Nevada

Relay Nevada continues to see a decline in analog captioned telephone minutes, with approximately 300 - 500 minutes of use per month for landline captioned telephone relay services. Most users now use broadband captioned telephone services that are funded by the Federal government, not the states. Traditional TTY relay services continue to hover around 1,500 - 2,000 minutes per month. The issue of sunsetting analog landline networks will be gaining traction soon as the Federal Communications Commission (FCC) considers what to do with the regulatory regime for landline services. Telecommunications carriers are starting to retire analog networks and this could impact relay in the long term.

The CAS Relay Administrator is working with the new telecommunication equipment distribution program, Communication Service for the Deaf (CSD), as they transition to beginning distribution services in Nevada and other activities such as a future wireless equipment distribution program. Getting proper equipment for broadband relay and other accessible services will be a priority for both CAS and CSD. CAS also has been collaborating with Nevada's Department of Emergency Management (DEM) on issues regarding access to emergency services.

Communication Access Service Centers

During this period of transition, Nevada Hands and Voices (NVHV) continues its longstanding work and while Communication Service for the Deaf (CSD) previously focused solely on ASL Classes now has expanded services to include Language Mentoring, Access to Services and Telecommunication Equipment Distribution Program.

ASL Courses: CSD launched the fifth year of their ASL courses for Nevada residents with Session 1 (August 4 - September 28) enrolling 6 participants in ASL 1 and Session 2 (September 29 - November 23) currently serving 37 ASL participants and 3 participants in ASL 2. They received 58 responses for virtual courses and 8 responses for in-person courses. CSD has also focused on expanding their in-person courses. They successfully identified two class locations, one in Reno and one in Las Vegas. Job descriptions have been advertised and they are actively recruiting qualified ASL instructors and tutors for both virtual and in-person courses.

Language Mentoring: CSD made significant progress in strengthening services for families with deaf and hard of hearing children. They have identified a robust home-based ASL curriculum to implement with families and are in the process of obtaining the necessary training and resources to effectively use it within the program. In addition, they are building the program's centralized hub on their Learning

Management System, Canvas Instructure and aim to have it finalized before the holidays. Job descriptions have been advertised and they are actively recruiting qualified ASL mentors to work directly with families to support early language development and communication growth.

Access to Services: CSD held partnership meetings with Vocational Rehabilitation, Southern Nevada Centers for Independent Living and Aging Services to strength interagency coordination and streamline referral pathways. To further expand service capacity, CSD released job postings for Access to Services, aiming to recruit qualified professionals who can deliver culturally responsive support to Deaf and Hard of Hearing individuals across Nevada.

Telecommunication Equipment Distribution Program (TEDP): CSD has made significant progress in scouting and securing facilities, equipment acquisition, staffing recruitment, networking and stakeholder engagement. CSD is on track to launch full program operations in November 2025.

Nevada Hands and Voices Youth Program: NVHV conducted nine outreach and education events. They hired six new Parent Guides, DHH Guides and Outreach Managers in Las Vegas, Reno and Elko. NVHV also launched a “Book in the Box” literacy program for families to complete on their own during the summer, distributing over 80 themed activity kits and posting bilingual story recordings online. NVHV partnered with community organizations to host social and educational events, including giving away 30 free tickets from The Beverly Theater with families and DHH individuals to attend the special screening of Marlee Matlin’s documentary “Not Alone Anymore.”

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: 9 between 2 mentors

Location – Urban: 7, Rural: 2

Setting – K-12: 3, Community: 3, Not working: 3

We are pleased to report that a current participant in the mentorship program passed the performance exam for national certification. We look forward to their continued growth and contribution to increased access in Nevada.

Certification Study Groups

The 2025 CASLI Generalist Performance Exam (CGPE) Practice Group continues to meet biweekly with 9 participants. The CGPE is the exam hearing interpreters take to become nationally certified. The group will continue to meet through early December.

Dates have been set for future study/practice groups (subject to change):

EIPA Written Test Study Group	January 6 – March 3, 2026
CASLI Generalist Knowledge Exam Study Group	March 23 – May 18, 2026
EIPA Performance Test Practice Group	June 23 – December 2, 2026

Reflective Practice Collective

On the heels of the conclusion of the five-month Reflective Practice Collective (RPC) pilot last quarter, another iteration began at the end of September, in collaboration with the Interpreter Registry. As reported previously, RPC provides a venue for interpreters to gather in a safe and confidential environment to discuss challenges they have experienced in their everyday work, using the framework of Demand Control Schema (DC-S). The group will continue to meet through May 2026. While similar programs are struggling to recruit participants, RPC experienced an increase in participants along with a waiting list for its next iteration. Time this around, we have a guest cofacilitator from out of state, Krystle Chambers. She is a graduate of Western Oregon University where she received intensive training approaching ethics through reflective practice.

Collaboration with Interpreter Training Programs

The College of Southern Nevada (CSN) program in ASL/English Interpreting invited CAS mentors to present to their 2nd year students on mentorship. A surprisingly large number of students anticipate to graduate from CSN this fall, many of whom expressed interest in joining the CAS mentorship program.

School District Professional Development Days

The Washoe County School District has invited the CAS mentor team to provide a workshop on their January 2026 professional development day.

Interpreting

Q1 (July - September)	Totals	North	South	Rural	Virtual
Requests received	6	0	2	0	4
Requests accepted	4	0	2	0	2
Hours of interpreting services provided*	39	0	32	0	7
Requests declined	2	0	0	0	2
• Non-State entity	0				

• Non-public event	1
• Scheduling	1
• 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 1 instance of information and referral related to interpreting services.

Nevada Interpreter/CART Registry

Below is the data report for the Registry as of October 1, 2025:

Registration type	In State	Out of State	Totals
Community	51	314	365
Provisional Community	20	5	25
Educational	4	8	12
Provisional Educational	21	4	25
Community & Educational	70	25	95
Provisional Community & Educational	8	1	9
Totals	174	375	531

Additional Information

CAS actively participated in several conferences and presentations to strengthen partnerships, expand knowledge and engage with the Deaf and Hard of Hearing communities.

- DeafNation World Expo on July 22nd – 24th in Las Vegas. CAS shared a booth with other ADSD programs including the Deaf Commission, providing an opportunity to connect with the community members and share information on available services.
- Registry of Interpreters for the Deaf (RID) National Conference on July 31st – August 2nd in Minneapolis, MN. This is the biannual national conference where CAS staff were able to connect

with interpreters and professionals in the interpreting field and attend sessions on ethical practices and emerging issues in the profession.

- Deaf Seniors of America (DSA) Conference on August 3rd – 6th in Kansas City, MO. At this conference, CAS staff were able to network with Deaf seniors and organizations serving this community. CAS attended workshops focused on telecommunications access, emergency preparedness and navigating social and government services for older adults.
- National Association of State Agencies for the Deaf and Hard of Hearing (NASADHH) Policy Summit on August 6th – 7th. This was in concurrence with the DSA Conference in Kansas City, MO. This summit brought together representatives from state agencies across the country to discuss shared challenges. CAS staff engaged in collaborative discussions on accessibility, language acquisition, Deaf equity and strategies for improving statewide services.
- CAS supported the CSD Introduction event on August 14th in Las Vegas where the community partner shared updates on services being offered in Nevada.
- Interpreting for Deaf Professionals Summit on September 19th – 20th. The summit was held virtually presented by Deaf or hard of hearing professionals who work in a wide variety of fields. Key themes included the critical role interpreters play in the workplace and the amount of work Deaf and hard of hearing professionals have to take on in addition to their essential job functions to access information in their workplace referred to as the “DHHDB tax.” These concepts have already filtered into the conversations CAS mentors have with mentees.

Additionally, CAS hosted RID’s Ethical Practices System (EPS) presentation for the Deaf and Hard of Hearing communities on September 19th in Reno and 20th in Las Vegas. Tressela Bateson, EPS Manager, and Martha Wolcott, EPS Coordinator provided insights into interpreter ethics and the EPS process.

More information about the CAS program and services is available on the website: [CAS Program](#).