

Communication Access Services (CAS) – Third Quarter (January 1, 2025 – March 31, 2025) Program Report – 5/14/2025

Commission for Persons who are Deaf and Hard of Hearing

Relay Nevada

Relay Nevada, the state's Federal Communications Commission (FCC) certified "711" landline telecommunications relay services (TRS) program, continues to experience declining minutes of use for both analog CapTel and TTY relay services. In March 2025, Relay Nevada had approximately 1,500 session minutes of use for CapTel and approximately 3,000 session minutes of use for TTY relay. We believe many analog CapTel users in Nevada may have transitioned to IP-CTS services, which are funded by the Federal government.

Communication Access Service Centers

University of Nevada, Reno (UNR)'s Nevada Telecommunication Equipment Distribution Program (NTEDP) provided 29 pieces of telecommunication equipment with 28 people receiving training. There was a total of 144 people who received information and/or referral from the program. NTEDP conducted two outreach efforts. One in Las Vegas at the Summerlin Senior Fair with 200 people and one in Fallon at the senior center with approximately 12 people who were provided detailed information about our programs. NTEDP staff attended the Assistive Technology Industry Association Conference in Orlando, FL on January 30 – February 1, 2025.

Communication Services for the Deaf (CSD) Learns offered ASL 1, 2, and 3 courses to individuals who live or work with d/Deaf and hard of hearing individuals in Nevada. During this quarter, outreach efforts extended to 69 Nevada-based organizations to promote the 5 eight-week sessions running from January to June 2025. Session 3 had 40 individuals enrolled in ASL 1, and 10 enrolled in ASL 2. Session 4 has 66 individuals signed up for ASL 1, 9 individuals signed up for ASL 2, 4 individuals signed up for ASL 3, and 4 individuals signed up for ASL 4. There are 8 individuals on the waitlist for Session 5. Looking ahead to the next session, CSD Learns continues to build out their outreach and engagement. Plans include a comprehensive social media strategy, enhanced marketing materials developed with a contracted graphic designer and a new series of targeted outreach emails.

Nevada Hands and Voices (NVHV) provided 392 direct services to 136 families and conducted 18 in person and online outreach and education events. NVHV held its 25th Growing Book by Book, a virtual state-wide story time for children who are Deaf and Hard of Hearing and their families, in March. NVHV staff attended the annual Early Hearing Detection and Intervention Conference in Pittsburgh, PA on March 9 – 11, 2025.

Nevada Care Connection (NVCC) had a total of 108 d/Deaf, hard of hearing and speech disabled consumers this quarter. There were 18 consumers from the underserved population, there were 82 consumers served in the rural areas and in the urban areas there were 26 consumers served. The top topics were Financial Assistance including rental/utility assistance, and Basic Needs/Commodities providing short term emergency needs such as food, hygiene, and toiletries.

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: 8 between 2 mentors

Location – Urban: 7, Rural: 1

Setting – K-12: 4, Community: 4

School District Professional Development

CAS mentors provided a workshop called "Discourse Mapping: Turn-by-Turn Directions for Your Interpretation" for the Carson City School District interpreting team on January 6, 2025. This workshop focused on how meaning is conveyed in ASL at various levels of discourse, as demonstrated in direct communication by Deaf individuals and in sample interpretations. The workshop also covered the linguistic and contextual considerations in an interpretation that effectively convey various levels of meaning.

CAS mentors continue to meet with Carson City School District interpreters to facilitate their bi-weekly Professional Learning Community days. At these sessions, the district interpreters present the successes and challenges they are experiencing. When discussing these experiences, the CAS mentors assist the interpreters in recognizing the impacts of the work they do in terms of child linguistic and psychosocial development, approaches to educating students who are dDeaf/hard of hearing, administrative and systemic considerations, longitudinal effects of educational practices, and the multiple layers that are involved in ethical decision making within an educational context. The paramount aim of these discussions is to continue creating the most effective access to communication in the classroom for students who are dDeaf/hard of hearing.

Reflective Practice Collective

CAS mentors, in collaboration with the Registry, started a five-month reflective practice pilot group this quarter. The Registry of Interpreters for the Deaf's Ethical Practices System strongly recommends that interpreters engage in reflective practice.

Talking about one's work for the purposes of improvement, reflective practice, has many other names: peer consultation, case conferencing, supervision, etc., and is used by many professions as a tool for the maintenance of ethical behavior. Given the parallels that the interpreting field shares with these other professions, it is noteworthy that this common practice is rather foreign to the field of interpreting. Participation in reflective practice discussions can improve interpreters' ethical decision-making by practicing professional analysis of their daily work experiences.

This approach of descriptive ethics has been shown to increase the retention of interpreters in the field and the quality of interpreting services. Another goal of the Reflective Practice Collective is to gain a better understanding of the challenges Nevada interpreters are experiencing in their work. It is worth noting that, thus far, Nevada is only one of two states that have implemented a State-run reflective practice group such as this.

Interpreting

| Q3 (Jan – March) | Totals | North | South | Rural | Virtual |
|---|--------|-------|-------|-------|---------|
| Requests received | 10 | 4 | 3 | 0 | 3 |
| Requests accepted | 3 | 1 | 0 | 0 | 2 |
| Hours of interpreting services provided* | 15 | 3 | 0 | 0 | 12 |
| Requests declined | 7 | 3 | 3 | 0 | 1 |
| • Non-State entity | 0 | | | | |
| • Non-public event | 0 | | | | |
| • Scheduling | 2 | | | | |
| • Conflict of interest | 5 | | | | |

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 13 instances of information and referral related to interpreting services.

Nevada Interpreter/CART Registry

Below is the data report for the Registry as of March 31, 2025:

| Registration type | In State | Out of State | Totals |
|-------------------------------------|----------|--------------|--------|
| Community | 53 | 351 | 404 |
| Provisional Community | 17 | 4 | 21 |
| Educational | 4 | 10 | 14 |
| Provisional Educational | 22 | 6 | 28 |
| Community & Educational | 67 | 30 | 97 |
| Provisional Community & Educational | 12 | 3 | 15 |
| Totals | 175 | 404 | 579 |

Additional Information

The CAS team attended the Nevada Emergency Provider Association (NEPA) Summit in Reno, NV on February 12 - 13, 2025. CAS team members had the opportunity to network with professionals in the field of emergency and disaster services, as well as learn about various access and functional needs (AFN) issues that concern persons with communication disabilities in emergency situations.

The competitive Notice of Funding Opportunity (NOFO) for Communication Access Services Centers was released on January 17, 2025. This NOFO outlines services for the deaf, hard of hearing, and speech disabled populations, focusing on language acquisition and access to services for both youth and adults. An information session was held by ADSD on January 29, 2025, to provide an overview of the services included in the NOFO and to explain the application process. Applications for these services have been submitted and are currently under review.

The CAS webpage for more information about the program and services can be found through the link here: [CAS Program](#).