

Communication Access Services (CAS) – Fourth Quarter (April 1, 2025 – June 30, 2025) Program Report – 8/13/2025

Commission for Persons who are Deaf and Hard of Hearing

Relay Nevada

Minutes of use for Captioned Telephone Service (CTS) on Relay Nevada continue to decline steeply. We are now averaging only approximately 500 minutes of use for landline CTS and are paying the minimum required contract fee for landline CTS. TTY-based relay, however, continues to fluctuate monthly between 1,500 and 2,500 minutes of use.

Given the continued decline in landline CTS, and given also that landline CTS is not an FCC-mandated service and has been replaced by internet-based CTS networks, we are confident that with proper preliminary steps we will be able to sunset the state provision of analog CTS within the next few years. The CAS Relay Administrator, will be working with the new equipment distribution vendor, Communication Services for the Deaf, in the next few months as they launch new initiatives that will continue to move relay users off of the outdated 711 networks to broadband internet-based relay and other telecommunications services.

Communication Access Service Centers

University of Nevada, Reno (UNR)'s Nevada Telecommunication Equipment Distribution Program (NTEDP) provided 2 pieces of telecommunication equipment with 1 person receiving training. There was a total of 94 people who received information and/or referral from the program.

Communication Services for the Deaf (CSD) Learns proudly concludes the fourth year of offering American Sign Language (ASL) courses to Nevada residents with the final session of the year running from May 5 to June 27. The program began with ASL 1 classes designed for individuals who live or work with Deaf and hard-of-hearing people, and plans remain in place to expand to ASL 2, 3, and 4. To promote the final eight-week session held from May 5th through June 2025, CSD Learns connected with 69 organizations in Nevada. The final session has concluded with full enrollment. In parallel, CSD Learns is finalizing details on the launch of three specialized ASL modules focused on education, healthcare, and postsecondary transition to further enrich the curriculum. CSD remains dedicated to providing accessible, high-quality ASL education to the Nevada community.

Nevada Hands and Voices (NVHV) conducted 19 in person or online events which was more than any other quarter this year, including 6 tabling events in the North, South and rural areas of Nevada. In addition, NVHV had over 31,000 interactions to almost 1,500 followers on social media this quarter. In NVHV's efforts to support families, NVHV provided 573 direct services to 98 families. Their team participated in the regional Hands & Voices training with other Hands & Voices leaders from California, Washington, Oregon, Arizona, and British Columbia, Canada.

Nevada Care Connection (NVCC) had a total of 199 d/Deaf, hard of hearing and speech disabled consumers this quarter. There were 36 consumers from the underserved population, there were 133 consumers served in the rural areas and in the urban areas there were 30 consumers served. The top topics were Options Counseling, followed by Life Skills, and Housing.

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: 3, Community: 2, Not working: 3

Reflective Practice Collective

CAS mentors, in collaboration with the Registry, concluded the five-month Reflective Practice Collective (RPC) pilot group this quarter. 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).

Evaluations indicate that reception among participants was favorable, as the following comments show:

"I think it's a good way to build community within our profession and the ability to understand that others may have experienced what we went through or to see other people's perspectives on situations we face."

"This group has helped me have a better and more clear understanding on DC-S. The [DC-S] book was difficult to follow and fully understand but this helped with that. It also helps with hearing other perspectives and that we all go through the same struggles."

"Everyone can benefit from this program because they can share their personal experiences with people who have had similar experiences as well as offer non-judgmental suggestions."

The CAS mentors are planning the next iteration of RPC, running from September 2025 – May 2026.

Interpreting

Q4 (April – June)	Totals	North	South	Rural	Virtual
Requests received	1	0	0	0	1
Requests accepted	0	0	0	0	0
Hours of interpreting services provided*	0	0	0	0	0
Requests declined	1	0	0	0	1
• Non-State entity	0				
• Non-public event	0				
• 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 4 instances of information and referral related to interpreting services.

Nevada Interpreter/CART Registry

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

Registration type	In State	Out of State	Totals
Community	58	368	426
Provisional Community	18	4	22
Educational	4	10	14
Provisional Educational	23	5	28
Community & Educational	67	31	98
Provisional Community & Educational	11	3	14
Totals	181	421	602

Additional Information

New community organizations will be funded to provide Communication Access Services in accordance with NRS 427A.797, beginning July 1, 2025. First, Communication Services for the Deaf (CSD) will have physical locations in Las Vegas, Reno, and Elko and will provide the following services statewide: Access to Services for both youth and adult, Language Acquisition – Deaf Mentoring in 1:1 and group settings, Language Acquisition – American Sign Language (ASL) classes via online and in person, and Telecommunication Equipment Distribution.

Second, Nevada Hands and Voices (NVHV) will provide Access to Services statewide for youth, focusing specifically on four programs: Guide By Your Side providing family to family support, ASTra Advocacy providing educational advocacy and training, Deaf and Hard of Hearing Guide providing direct support from a Deaf and hard of hearing adult and DHH Hero Program providing Deaf and hard of hearing infusion at NVHV events.

Additional details and updates for these services will be shared soon.

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