

Communication Access Services (CAS) – Second Quarter (October 1, 2024 – December 31, 2024) Program Report – 2/12/2025

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, has seen a decline in monthly minutes for analog captioned telephone service (CapTel) to about 1,000-1,500 minutes of use per month. This decline may indicate the continuing migration of CapTel users away from landline 711 service to internet protocol captioned telephone service (IP-CTS). Minutes of use for TTY relay services remain at approximately 4,000 -5,000 minutes of use per month for each service. It is anticipated that Relay Nevada users who still use analog equipment will be given more incentive to move to IP-based services through a new wireless distribution program to be undertaken by the Nevada Telecommunications Equipment Distribution Program (NTEDP) in 2025.

Communication Access Service Centers

University of Nevada, Reno (UNR)'s Nevada Telecommunication Equipment Distribution Program (NTEDP) has continued to focus on providing additional statewide outreach to rural areas. Between October and December, the program conducted 4 outreach efforts in Reno, Carson City, Fallon and Winnemucca. These occurred primarily in collaboration with the senior citizen centers. Some events have not been well attended, and NTEDP is looking at ways to improve the turnout for the future. NTEDP attended the Engagement Conference on December 13-14, 2024 in Las Vegas held by the Commission for Persons who are Deaf and Hard of Hearing. They provided a booth at the exhibition with information and various telecommunication equipment and engaged conversations with approximately 25 individuals from the community. NTEDP provided 17 pieces of telecommunication equipment with 14 people 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 offered ASL 1, 2, and 3 courses to individuals who live or work with Deaf and Hard of Hearing individuals. During this quarter, outreach efforts extended to 69 Nevada-based organizations to promote the 5 eight-week sessions running from August to June 2025. While the program faced challenges with participant attrition and individuals signing up but not enrolling, CSD Learns implemented multiple follow-up efforts to address those issues and remains committed to identifying root causes and developing solutions. Session 2 had 40 individuals enrolled in ASL 1, and 10 enrolled in ASL 2. Session 3 currently has 40 individuals enrolled in ASL 1, 8 individuals enrolled in ASL 2, and 9 individuals enrolled in ASL 3.

Nevada Hands and Voices (NVHV) conducted 13 in person and online events including 2 tabling events in Las Vegas and Reno and hosted their 2nd Annual Northern Rural Family Summit in Elko. They had both repeat and new families attend and be able to gain resources and provide parents an opportunity to share the concerns of their underserved community. In December, NVHV hosted their annual Signing Santa event in Reno. There were 37 Deaf and Hard of Hearing children ages 1-18 years old in

attendance, with a total of 97 attendees including family members and professionals. This event began many years ago in collaboration with Washoe County School District and their Deaf and Hard of Hearing program at Hidden Valley Elementary. No other organization or non-profit offers a Signing Santa event for children outside of Las Vegas area, and they often get many inquiries about it in the Reno area. In 2024, NVHV was able to extend invites to the community to be part of this event. In NVHV's efforts to support families, NVHV provided 249 direct services to 134 families. To strengthen and build their infrastructure, they also had staff meetings and one-on-one self-evaluations with all staff.

Nevada Care Connection (NVCC) attended the Engagement Conference on December 13-14, 2024 in Las Vegas held by the Commission for Persons who are Deaf and Hard of Hearing as a vendor, and they provided information about Access to Services to 80 individuals. They had a total of 116 clients who are Deaf, Deaf-Blind, Hard of Hearing, Late-Deafened, and Speech Impaired. There were 78 consumers served in the rural areas and in the urban areas, there were 38 consumers served. 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.

One-on-one Mentoring

Current total mentees: 8 between 2 mentors

Location – Urban: 7, Rural: 1

Setting – K-12: 4, Community: 4

Certification Study Groups

The study groups for the National Interpreter Certification (NIC) knowledge exam and the Educational Interpreter Performance Assessment (EIPA) performance exam concluded in November 2024. Some participants have already begun the process of signing up for and taking their exams. The CAS team eagerly awaits the reporting of their respective exam results.

School District Professional Development

CAS mentors provided a workshop called "Steps Towards Discourse Mapping" for the Washoe County School District (WCSD) interpreting team on October 14. This workshop was built on previous workshops on discourse mapping. This workshop focused on how meaning is assessed at various levels of discourse and the linguistic and contextual considerations that effectively convey these various levels of meaning in the interpretation.

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.

Interpreting

	Totals	North	South	Rural	Virtual
Requests received	13	0	1	0	12
Requests accepted	2	0	0	0	2
Hours of interpreting services provided*	2	0	0	0	2
Requests declined	11	0	1	0	10
• Non-State entity	0				
• Non-public event	1				
• Scheduling	9				
• Conflict of interest	1				

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 3 instances of information and referral related to interpreting services.

Nevada Interpreter/CART Registry

Below is the data report for the Registry as of February 28, 2025:

Registration type	In State	Out of State	Totals
Community	55	341	396
Provisional Community	17	4	21
Educational	3	10	13
Provisional Educational	20	6	26
Community & Educational	65	28	93
Provisional Community & Educational	12	2	14
Totals	172	391	563

Additional Information

The CAS team attended the biennial conference hosted by the Conference of Interpreter Trainers (CIT) on November 13-16, 2024. The CIT conference is the preeminent gathering of interpreter educators. CAS team members had the opportunity to learn about the latest developments in interpreter education research and the implementation of novel approaches to pre- and in-service interpreter training. The conference also allowed the team to network with leaders in the field, in particular Dr. Jesus Remigio, President of the Registry of Interpreters for the Deaf (RID), and Dr. Deborah Cates, President of the National Association of Interpreters in Education (NAIE), on potential endeavors to bring a national-level lens to the work being done within Nevada.

The CAS program held their information sessions during the Commission for Persons who are Deaf or Hard of Hearing's Townhall Tour in Elko, Reno and Las Vegas in October 2024. The purpose of these information sessions was to share about the services that CAS provides and the upcoming funding opportunities in 2025.

The CAS team attended the annual Engagement Conference on December 13-14, 2024. They had a booth at the exhibition with information about the program and services. They had the opportunity to engage with community members and partners during the exhibition and the interactive sessions.

The CAS webpage has been updated to include a link to program information in American Sign Language (ASL). The link to the ASL video is [CAS Program](#).