Building capacity for sustainability: A centralized operational model for ASL/English interpreting and CART Services

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We ask you to join us in creating a culture that reflects…

Access and Inclusion

and

Civility and Respect

…this week and in all aspects of our organization.
Agenda and Learning Objectives

• Compare practices of decentralized vs. centralized approaches to accessibility services
• List resources to support ongoing evaluation of campus accessibility and inclusion for deaf students
• Identify current barriers to the establishment of a centralized operational model.
• Identify key stakeholders necessary to adopt a centralized operational model.
• Develop action items to initiate new operational model.
Creating Deaf Friendly Campuses

- Moving beyond compliance and allowing the Social Model of Disability to guide the purpose of the work
- Forming spaces where d/Deaf students and employees can have equal opportunities and experiences to their peers
- Eliminating extra burden from d/Deaf community and operating systems efficiently for their benefit
Driving Systemic Change

Operational model at the University of Cincinnati
About UC

- Public research institution (R1)
- 46,710 students
- 414 Degree programs
- Undergraduate; Graduate; Professional schools
Historical Operational Model

- Prior to 2012 single staff CART provider in AR who coordinated services for students including ASL/English interpreting, CART, and captioning services
  - Direct contractors (PSC)
  - Intermittent utilization of third-party agency
  - When2Work scheduling software

- Campus units utilized local interpreting agencies, or other resources, to provide services for employees and visitors
  - Direct contractors
  - Lack of subject matter expertise
  - Inconsistent end user experience
Historical Operational Timeline

2012
Hire ASL Coordinator and review policies

2013
Initiate data collection

2014
Hire FT staff and start benchmarking
Historical Operational Timeline Cont.

- **2016**
  - ASL department expands and demand increases

- **2017**
  - Barriers increase and strategic plan is developed
Identifying Stakeholders and Partners

- Capitalized on personal privilege to generate urgency for solution
- Connected employees to OEOA
- Collectively identified key stakeholders needed to provide buy-in to systemic changes
Building a Case

- Collected data points from the ASL department indicating impact of barriers
- Calculated and estimated cost savings of hiring additional staff
- Documented multiple examples
- Described impact to students and employees and risk to university
Gaining Buy-In from Senior Leadership

- Simultaneously drafted case studies and one-pagers and primed leaders during one-on-one meetings.
- Presented one-pager with request to bring forward robust presentation.
- Agreement to operate pilot in the spring of 2018.
Implemented Pilot Spring 2018

- Centralized coordination of all ASL/English interpreting and CART services to Accessibility Resources
- Utilized staff interpreters and direct contractors across the university
- Created on-call hours for employees
- Collected data for presentation to leadership
Pilot Results

Pilot was extremely successful, and presentation identified opportunities to improve business and service efficiencies.
Current Operational Model

- Decentralized funding model
- Centralized subject matter expertise
- Robust staffing model
- Industry specific scheduling software
Strategic Planning

Identifying pathways to implementation of centralized services at your institution
What’s your operational model?

• In a small group, describe your current operational model.
  • Is it fully or partially decentralized?
  • Is this model effective and efficient?
  • Have you made any attempts to modify the operational model without success?
Identifying Barriers

• Think – Pair – Share
  • Considering your institution, identify barriers preventing the establishment of centralized operations
  • Barriers can include:
    • Stakeholder buy-in
    • Key partnerships
    • Financial
    • Cultural
    • Resources
  • What data collection could be utilized to create change?
Identifying Key Partnerships

• With your group, identify key partnerships that would be needed to create change.
  • How can these stakeholders be leveraged in this process?
  • What data points could they bring to create the case for a new operational model?
Envisioning a New Model

- Think – Share
  - Given the opportunity, what does a new operational model include?
  - What resources would be needed to facilitate the change?
  - What impact would it have on the d/Deaf community?
Parting Thoughts

• Why is it important to move beyond compliance and into efficiency?

• How can you ensure that the structure you utilize is for the benefit of, and supported by, the d/Deaf community?

• How can you leverage relationships to actualize a new operational model?
Contact Me

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Session Evaluation

Please point your phone at this QR code, or go to: tinyurl.com/AHEADeval

Your feedback helps shape future programming.

Thank you for attending!