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

Katherine W. Vance, MS, NIC, SC:L
Associate Director, Accessibility
University of Cincinnati

Conference Civility Statement
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
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

Katherine W. Vance, MS, NIC, SC:L
katherine.vance@uc.edu

Session Evaluation

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Your feedback helps shape future programming.
Thank you for attending!