Executive Summary

EXECUTIVE SUMMARY Communication Service for the Deaf (CSD), Inc, a nonprofit 501(C)3 corporation based in South Dakota with more than 34 years of experience in providing communication access services for people who are deaf and hard of hearing, seeks funding for Project Endeavor, a national effort with two lead technical partners and multiple collaborators. Sustainable Broadband Adoption (SBA) is an equalizing force that addresses the demonstrated importance of broadband for the deaf and hard of hearing community. Project Endeavor provides access to information, which is as important as clean air and water for this population who has been left behind. CSD’s primary mission is the provision of communication access for people who are deaf and hard of hearing. CSD is the nation’s largest provider of contact center services for people who are deaf and hard of hearing. CSD currently provides interpreting services, relay services, remote video services, and a variety of human service programs, all targeted at people who are deaf and hard of hearing. CSD is uniquely qualified as both a technology and human services provider. Broadband has to be accessible and it has to be affordable to consumers. Project Endeavor, CSD will educate deaf and hard of hearing people about broadband to develop digital literacy skills that will allow them to be productive citizens, empowered and enabled to access healthcare, jobs, and our democracy. Project Endeavor goals: ' promote broadband adoption and teach, educate and train 200,000 deaf and hard hearing consumers from across the country about the benefits of having broadband through an awareness and outreach; ' sign up 16,000 broadband users by offering the discounted mini-notebook and broadband connection to the most vulnerable consumers; ' create sixty (60) new jobs at CSD’s innovative state-of-the-art contact center in South Dakota (voice, text, video calls); ' ensuring digital literacy, consumers are fully equipped with accessible tools for communication (video/captions) and remote access to employment and human services, and ' deliver an overall project cost to BTOP of $14,988,657 with an average cost of $75 per person served. Investing in CSD as the Project Endeavor provider assures that funding from the American Recovery and Reinvestment Act will reach deaf and hard of hearing people. Project Endeavor adheres to the statutory purposes and intent of the BTOP funding. CSD possesses the requisite expertise and technology to effectively communicate and serve this vulnerable underserved disability population. Broadband technology is critical for this population. As we approach the next generation of emergency services through 9-1-1 voice, data, and video are essential tools for the deaf and hard of hearing population to gain access when this comes on board in the near future. Broadband used to be a luxury and it is now a necessity and will be more so in the future. The deaf and hard of hearing community no longer uses the Public Switched Telephone Network (PSTN). Without access to both the PSTN and broadband, deaf and hard of hearing people cannot communicate with each other or with any one.