

# Access Center Effective Communication



## Providing Access & Accommodations to State Agencies

The Access Center was established by the KCDHH to oversee the provision of interpreter services to the deaf and hard of hearing and provide coordination services exclusively to state agencies. (735 KAR Chapter 2)

## Access Center's Benefits to State Agencies...

- "One-stop shop"- saves state agencies time locating and securing interpreter/captioner services
- Ensures communication accessibility, which allows your agency to provide quality services in compliance with the American with Disabilities Act (ADA).
- Provides workshops allowing for greater awareness of accessibility issues.
- Employs experienced staff knowledgeable in appropriately matching interpreters and captioners with deaf and hard of hearing individuals.



## Interpreter/Captioner Services are needed for...



- Serving the public and deaf and hard of hearing employees
- Appointments
- Medical benefits
- Investigations
- On the job training
- Professional Development
- Staff meetings
- Social Security benefits
- Public Service Announcements
- And much more...
- Child & Family Services

**For more information on the American with Disabilities Act, visit [www.ada.gov](http://www.ada.gov)**

## Accessing Interpreter/Captioner Services

- The KCDHH website provides access to a fillable, self-serve interpreter request form that can be submitted online directly to the Access Center for fast, efficient service.
- Once a request has been submitted, the Access Center will locate and secure the appropriate services and send an email confirmation to the requesting party.

**FEES/BILLING:** *The Access Center coordinates the interpreter/captioner services but DOES NOT handle billing or dictate fees. Fees are handled independently by the agency and contracted interpreter/captioner.*



**For more information on requesting an interpreter, visit: <https://www.kcdhh.ky.gov/oea/ic-consumer.html>**

## KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

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*An Agency of the Kentucky Education and Labor Cabinet \* Printed with State Funds*

# Access Center Benefits

## Interpreters

- Supports and encourages professional use of interpreters by state agencies
- Supports and advocates for payment to interpreters for services
- Offers professional development opportunities by providing videotapes for skill development, workshop sponsorship and other opportunities

## Interpreter Licensure

As of July, 2003, sign language interpreters working in Kentucky must hold a valid state license to practice, which means those interpreters have met minimum standards set forth by the state licensure board. KCDHH partners with Kentucky Board of Interpreters (KBI) to provide oversight regarding standards of professionalism and ethical conduct contained in KBI regulations 201 KAR 39:120.



Kentucky Board of Interpreters website: <http://kbi.ky.gov/Pages/default.aspx>.

## Modes of Communication

The preferred mode of communication is the method or language in which the deaf or hard of hearing individual is most comfortable communicating. Examples of different modes of communication are listed below.

**American Sign Language (ASL)**: a language whose medium is visual rather than aural and has its own vocabulary, idioms, grammar and syntax consisting of handshape, location, movement, hand orientation and non-manual expression.

**Listening and Spoken Language (LSL)**: a communication option for infants, toddlers and young children with hearing loss and their families that teaches a child spoken language through listening.

**Conceptually Signed English (CASE)**: combination of ASL and English, relying more heavily on fingerspelling.

**Deaf Interpreter**: used in partnership with a hearing interpreter to team interpret in situations where deaf individuals have limited language fluency, high visual orientation, use sign language or rely on signs recognized only by the individual's family and those who communicate with him or her regularly.

**Captioning**: the real-time translation of the spoken word into English text using a stenotype machine or computer and real-time software. Text appears on a computer monitor or other display.



*KCDHH provides effective and efficient leadership, education, advocacy and direct services to eliminate barriers and to meet the social, economic, educational, cultural and intellectual needs of Kentuckians with a hearing loss.*