

# *Agency Report*

*October 1 through  
December 31, 2011*



TAP



Access  
Center



Deaf Festival  
Kentucky



Information  
Referral &  
Advocacy



Deaf  
Access  
Station

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*Submitted by:  
Virginia L. Moore*

## **KCDHH Quarterly Activities**

**October 1, 2011 to December 31, 2011**

### ***Regulations and Legislation***

On November 21<sup>st</sup>, the Executive Director and Interpreter I attended a public hearing related to the proposed regulation amendments by the Kentucky Board of Interpreters (KBI) for the Deaf and Hard of Hearing, joined by other members of the community. KCDHH testified to its position on the proposed regulation amendments and suggested additional considerations for the KBI Board. KCDHH recommended following the Registry of Interpreters for the Deaf (RID) accepted certifications, particularly Educational Interpreter Performance Assessment (EIPA) 4.0. If the Board follows this recommendation, interpreters that take the test and receive a rating of 4.0 or higher, would be considered as RID certified.

On December 16<sup>th</sup> the KBI met again to discuss comments received on the regulation amendments and the Executive Director attended the meeting. Per a petition from the Louisville deaf community, a request was made to remove National Association of the Deaf (NAD) level III certification from the Kentucky regulations as an acceptable certification, although it is approved by RID. Per other comments, there was a proposal that an EIPA rating of 3.5 or above be accepted as an allowable Kentucky certification and KCDHH spoke out against this. As a compromise, it was agreed to phase in EIPA rankings allowing 3.5 to be acceptable ranking until 2013 and then requiring a 4.0 ongoing. The members agreed to this proposal and the regulation amendments will be updated to reflect the changes. The regulations are scheduled to be heard in subcommittee in February.

The Public Hearing for the Telecommunications Access Program (TAP) regulation amendments to KAR 735 1:010 and KAR 735 1:020 was cancelled December 21<sup>st</sup> as no requests for attendance were received. Public comments are accepted through January 3, 2012 and the Administrative Regulation Review Subcommittee meeting to review the regulation amendments is scheduled for January 9, 2012. To date several clarifying comments have been received verbally, but no written comments have been submitted.

### ***Budget***

The Executive Director provided the Office of Management and Budget (OMB) a proposed two percent budget cut in November as requested. OMB stated that there were no plans for additional employee furloughs to balance the current year budget, however additional budget cuts may be required depending on the projections for FY 2012 from the Governor's Office.

A proposed budget for FY 2012-2014 was submitted to the Cabinet as requested. Modifications depend on the outcome of the 2012 General Assembly session which will focus on balancing the state budget as its major objective.

### ***Personnel***

The Information Office Supervisor applicants have been interviewed. The position was offered to a candidate, but was declined, as this person could not start until April 2012. Second interviews were conducted with a pool of applicants, all of which had no experience in deafness, with two who had extensive experience in public relations and writing. The position was offered to an applicant and the Personnel Department is in the process of approving a start date, no later than January 30, 2012.

During this quarter both the Information Program Coordinator and Interpreter I positions became vacant. The Executive Director is working with Personnel to post both positions.

### ***National Association for State Relay Administration***

The Executive Director attended the National Association for State Relay Administration (NASRA) annual conference held in Salt Lake City, Utah October 17-21, 2011. This was the fifteenth year anniversary of the organization's establishment. Claude Stout, Executive Director of the Telecommunications for the Deaf Incorporated (TDI), provided information on current trends in deaf telecommunications, followed by an update by Greg Hilibok, from the Federal Communications Commission (FCC) on the 21<sup>st</sup> Century Communications and Video Communications Act (CVCA). The FCC anticipates a delay in enforcement of the CVCA due to lack of funds. Vendors demonstrated new and emerging equipment in providing telecommunications for the deaf and hard of hearing community. Information was shared regarding the National Deaf Blind Equipment Distribution Project (NDBEDP) grant and several states expressed concern in applying for the funds with insufficient resources to administer the program, or sufficient guidance from the FCC. The Executive Director discussed Kentucky's approach to applying for these funds, by pulling together several state agencies to form a partnership. This concept was well received by members and many expressed interest in duplicating this approach and making application for the grant.

### ***Telecommunications Equipment Distribution Program Association***

The Internal Policy Analyst III attended the Telecommunications Equipment Distribution Program Association (TEDPA) annual conference, held in Salt Lake City, Utah October 22-27, 2012. Twenty-nine equipment vendors attended and

provided information on current and new products to provide telecommunications access to the deaf, blind, and hard of hearing. This conference provided a great networking opportunity to obtain information not only from vendors on new equipment but also from other state administrators on what works and does not work in other states' distribution programs. Many states were interested in KCDHH's wireless program and asked questions about how it is administered and what equipment is being distributed. Roundtable discussions were held on innovative outreach and implementation of wireless into the programs, and a tour was provided by Sorenson of their facility and the new Caption Call telephone, which is being distributed free to deaf and hard of hearing consumers. The Business meeting concluded the conference, where some discussion was held on how Social Networking can be utilized to advertise the distribution programs and provide outreach. The next conference is scheduled for October 16-21, 2012, in Orlando, Florida.

### ***Council for Exceptional Children Conference***

The Executive Director and the Executive Staff Advisor attended the 42<sup>nd</sup> annual Council for Exceptional Children conference in Louisville, November 20-22. Numerous workshops were presented on the needs of deaf and hard of hearing students. Topics included Deaf Children with Multiple Disabilities, Early Intervention/Involvement and the Needs of Hard of Hearing Students. The Director for the Midwest Gallaudet University Regional Center (GURC) at John A. Logan College in Carterville, Illinois explained that Kentucky fell under their jurisdiction and that we should review their website [www.jalc.edu/gurc](http://www.jalc.edu/gurc) to see what services and resources they can offer. On the first day of the conference, the Executive Staff Advisor assisted some of the Kentucky School for the Deaf Co-Op Consultants with their "Deaf, Deaf World" workshop.

### ***Association of Late Deafened Adults***

The Executive Staff Advisor attended the Association of Late Deafened Adults (ALDA) conference in Indianapolis, IN. KCDHH has never attended this conference before and we wanted to promote DeaFestival as well as gather information about ALDA and its mission. Workshop sessions varied from how to deal with issues if they arise in a hybrid (deaf/hearing) marriage. They also demonstrated new hearing assistive technology available to hybrid marriages. Alan Hurwitz, President of Gallaudet University attended and his wife gave a workshop of Deaf Women in History. Also, during the conference, the attendees were invited to attend the first ever captioned play in Indiana's history, Julius Caesar, which was performed at the Indiana Repertory Theatre and was captioned and interpreted.

## *Louisville Ambassador Award*

On November 10<sup>th</sup>, during its annual Recognition of Service Excellence (ROSE) Awards ceremony, the Louisville Convention & Visitors Bureau (LCVB) presented KCDHH Executive Director, Virginia L. Moore with an Ambassador award. The award is presented to individuals who have significantly contributed to the LCVB sales initiatives by helping to bring convention business to Louisville. Ms. Moore was recognized for bringing the 2012 DeaFestival along with the biennial National Association of the Deaf (NAD) conference to Louisville in July 2012.

## **KCDHH GOALS**



**KCDHH Goal I: Improve, strengthen and develop services, including communication services and access to human services.**

### *National Certification Opportunities*

As a supersite for the Registry of Interpreters for the Deaf (RID), KCDHH hosted eleven performance test dates for 21 individuals and one SC:L written and one SC:L performance examination during this quarter.

In October, the Interpreter Referral Specialist met with the Educational Interpreter Performance Assessment (EIPA) test administrator, to discuss technical needs, plan future test dates and reserve space at KCDHH to conduct EIPA examinations. Two exams were scheduled during the quarter but were subsequently cancelled. Four additional slots have been scheduled for the next quarter.

### *Enhancements to the National Interpreter Certification test*

The Registry of Interpreters for the Deaf (RID), in partnership with the National Association of the Deaf (NAD) announced that on December 1, 2011 the new National Interpreter Certification (NIC) performance exam was implemented and is proctored by the local test administrator. The new NIC performance exam is now only one hour compared to the 2 ½ timeframe of the previous test. Changes include that the NIC become a “Pass / Fail” test, with two tracks, NIC I and NIC II. NIC II includes specialized certifications such as legal. To prepare to administer the test the Interpreter Referral Specialist attended a two-hour on-line training provided by the Registry of Interpreters (RID).

## Access Center Assignments

Requests	Filled /pending Assignments	Cancelled Assignments	Interpreting Hours	# of contacts required to fill assignments
AC: Request for Interpreting	88	3	425	15
AC: Request for Captioning	8	0	22	3
AC: Request for Videoconference	0	0	0	0

### *Kentucky Board of Interpreters*

On October 12, the Interpreter I attended the Kentucky Board of Interpreters for the Deaf and Hard of Hearing (KBI) meeting, representing KCDHH as a member of the Advisory Board. Regulation amendments were discussed, as were consumer complaints regarding interpreters working in Kentucky. The Access Center is keeping abreast of those interpreters that are being suspended through the KBI.

### *Telecommunications Access Program (TAP) Activities*

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
TAP: Applying for STE	512	638	26

### *Wireless Update*

The Telecommunications Access Program (TAP) has maintained a steady volume of incoming applications during the quarter. Due to television advertisements run by Sprint regarding CapTel, and the continued demand for wireless equipment, TAP requests have spiked this quarter. November 2011, marks the one-year implementation of wireless equipment into TAP. KCDHH continues to face challenges with the vendor, especially with consumers that were in the first few months' orders and have not received billing information regarding the end of their service plan. Discussions with AT&T management staff have been held over the last quarter and they agreed to assume responsibility for any overages and send out notifications, giving consumers time to transfer or drop services accordingly.

Hard of hearing consumers have contacted KCDHH during this initial phase of the distribution and were advised that they could change their plans to increase the minutes. However, AT&T offers a variety of plans throughout the year and the rates and offerings change depending on the time the request was made. The only plan TAP is sponsoring includes unlimited data and unlimited text and 100 voice minutes for \$45 plus tax monthly. Individuals can request additional voice minutes, or no

minutes, and the monthly service fee will change depending on the current rates offered. Consumers who received equipment since February of 2011 have been receiving “shadow” billing and are aware of the timeframe when service will expire and must be transferred to their personal responsibility. All consumers will be notified before discontinuance of the initial service and given the opportunity to set up an individualized plan with AT&T.

### ***National Deaf Blind Equipment Distribution Project***

The Executive Director and the Internal Policy Analyst III met with members from Eastern Kentucky University (EKU) Center on Deafness (COD), Office of Vocational Rehabilitation (OVR) and Office for the Blind (OFB) staff to discuss the information needed to make application for the National Deaf Blind Equipment Distribution Project grant. This grant is from the Federal Communications Commission (FCC) because of the passage of the 21<sup>st</sup> Century Communications and Video Communications Act (CVCA). The COD submitted the joint grant application in November and will handle the funds if Kentucky is approved. OVR and OFB along with KCDHH will assist in assessment, outreach, evaluation and distribution of equipment by working with the vendors. EKU will complete the reporting necessary for the 2-year grant project through the COD. Notification should be received in the Spring 2012 with the grant starting in July.

### ***DeaFestival 2012***

Preparation for DeaFestival 2012 is in full swing. The Executive Director and Interpreter Referral Specialist had several DeaFestival meetings in Louisville this quarter. Meetings were held with Rent and Rave, the tent company that DeaFestival has worked with previously, Nina Huddleston, who is coordinating arrangements for the National Association of the Deaf conference and Gary Melikian, Events Services Manager. KCDHH has also met with the 4th Street Live Sales and Marketing Manager to discuss Jam Tent activities. Planning continues to once again make DeaFestival a successful event.

We are currently applying for grants to support DeaFestival and are working with other organizations to support this event. The Executive Director and the Interpreter Referral Specialist met with the Arts Access Director and Program Branch Manager of the Kentucky Arts Council (KAC) to discuss partnership opportunities. KCDHH will be involved with future projects with KAC such as the Cultural District program, which has participants that have to attend a number of workshops to be certified, and one of the workshops must be on accessibility. KCDHH is also working with KAC to develop an educational workshop to demonstrate deaf and hard of hearing technology. KAC wants to make the arts community more accessible to deaf and hard of hearing by providing interpreters and captioning services. Continuous DeaFestival

meetings are being held to develop additional grant proposals and create timelines to ensure preparation is done timely.



**KCDHH Goal II: Serve as a hub of current information from local, state and national resources to provide appropriate information and referral services.**

***Public Relations Output***

The Office of Information Services focuses on PR efforts and outreach activities to increase awareness of services offered by the agency. Quarterly activities included:

<b>Date</b>	<b>Type of Communication</b>	<b>Topic of Public Relations Announcements and Outreach Activities</b>	<b># Items Distributed</b>
October 6, 2011	eBlitz	eBlitz to Kentucky constituents announcing the screening of Deaf Jam by KET.	3,100
October 14, 2011	Outreach	Operations: Headed Home at Fort Knox, KY. Items disseminated included: KCDHH, TAP, Deaf Resource Library fliers, DOS and PR items	650
October 17, 2011	eBlitz	eBlitz sent to constituents related to Deaf Truck Drivers Urged To Apply For CDL / A and B Exemptions	3,122
October 19, 2011	eBlitz	eBlitz sent to constituents related to the birth of a new HLA chapter in Lexington	305
October 20, 2011	Outreach	Northern KY Senior Expo at Newport, KY. Items disseminated included: KCDHH, TAP, Deaf Resource Library fliers, DOS and PR items	760
October 24, 2011	eBlitz	eBlitz to constituents including fall issue of the Communicator and information about when KET will air Deaf Jam. included a link to the Bowery Poetry Club and Cafe, as there will be a web streamed ASL Poetry Slam on October 27, 2011.	3,127
October 25, 2011	Outreach	Barren River Mental Health and Aging Coalition at Bowling Green. Items disseminated included: KCDHH, TAP, Deaf Resource Library fliers and PR items	650
October 26, 2011	Mail	Mailed constituents hard copies of the Fall Communicator.	704
October 27, 2011	Outreach	NASRA and TEDPA at Salt Lake City, UT. Items disseminated included: DeaFestival Save the Date, DeaFestival, KCDHH fliers and PR items	335
November 3, 2011	eBlitz	eBlitz to constituents making them aware of the FEMA Emergency Alert System (EAS) test on November 9 <sup>th</sup> .	1,275
November 21, 2011	Outreach	Exceptional Child Conference at Louisville, KY. Items disseminated included: KCDHH, TAP, Deaf and Resource Library flyers, DOS and PR items	660
December 6, 2011	eBlitz	eBlitz sent out advertising vacancies on the Kentucky Assistive Technology Services (KATS) Network Advisory Council - and the Mental Health Advisory Committee within the KY Department of Behavioral Health, Developmental and Intellectual Disabilities.	1,004
December 6, 2011	eBlitz	eBlitz to constituents alerting them to the upcoming deadline for applying for FREE CaptionCall phone.	1,698

December 21, 2011	eBlitz	eBlitz of the winter issue of the Communicator sent to constituents.	3,147
December 22, 2011	Mail	Mailed hard copies of the Winter Communicator	710
		<b>TOTAL</b>	<b>21,247</b>

### ***Outreach Exhibits***

KCDHH discussed the need to be more involved with veterans coming home from the war with a hearing loss with the former Executive Director of the Kansas Commission on the Deaf and Hard of Hearing. A meeting will be held in the near future to discuss the potential activities that could be conducted by KCDHH to better serve these veterans.

KCDHH exhibited a booth at the Yellow Ribbon Headed Home conference at Fort Knox, KY, in collaboration with the Hearing Loss Association of America (HLAA), for service providers who serve veterans. Information on the Telecommunication Access Program (TAP), agency functions and programs and services provided by KCDHH were distributed.

The Information Program Coordinator and Administrative Assistant II attended the Northern KY Senior Citizen Expo and provided an outreach booth. TAP information and applications were provided and TAP equipment was demonstrated to allow senior citizens to get the "feel" of the equipment before selecting the device wanted.

The Information Program Coordinator and Administrative Assistant II attended the Barren River Mental Health and Aging Coalition conference in Bowling Green to provide an outreach booth. TAP information and applications were provided and additional information regarding the services provided by KCDHH was also disseminated.

The Information Program Coordinator provided an informational booth at the Kentucky Exceptional Children conference in Louisville. General KCDHH information, TAP information and Deaf Resource Library information was provided to service providers, teachers and professionals. KCDHH targeted educators who work with deaf and hard of hearing students to ensure the educators remain informed of all options and services available.

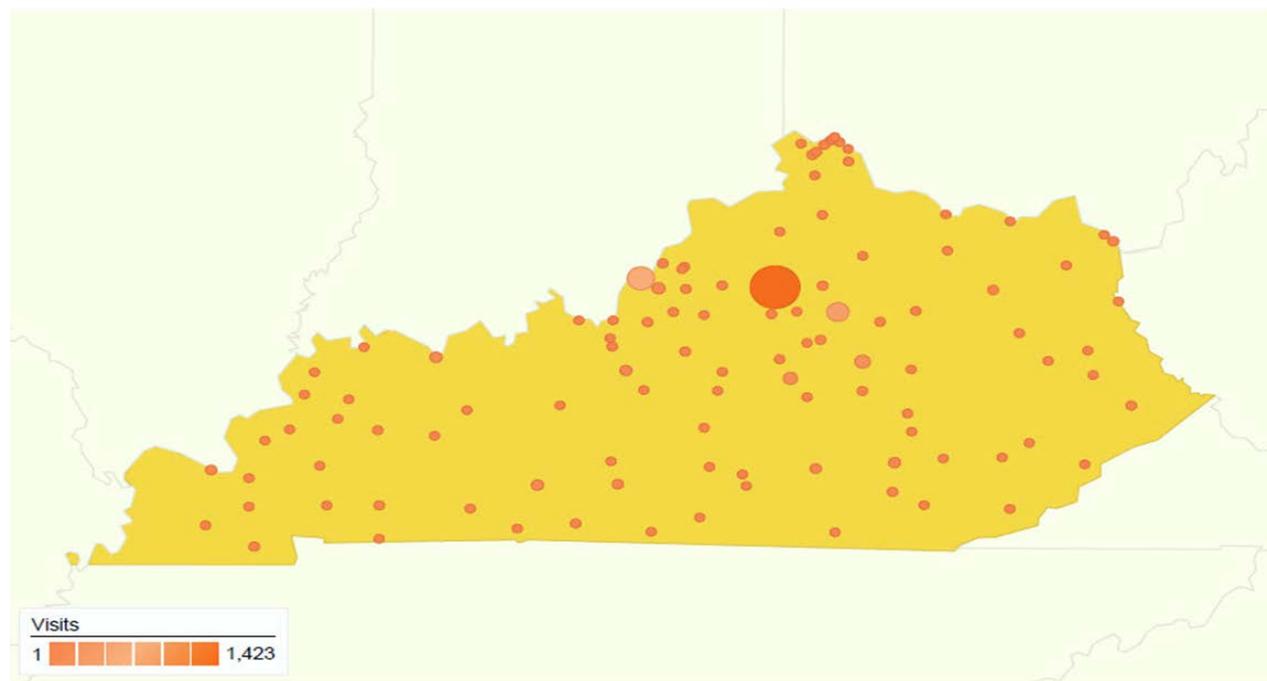
### ***Revamping Website***

Various staff members along with the Network Analyst II met several times during this quarter to come up with ways to make the KCDHH Web site more user friendly. The goal is to introduce a "minimalist theme" to the web site in order to make the site a little less "noisy" or less "cluttered" which in turn will simplify the task of locating

information quickly and directly. Currently the focus is on the navigation menu, which plays a large role in users locating information on the Web site. As the menu stands now, people have to click multiple items, multiple times in order to get a “lay of the land”. Our aim now is to make it so that users may obtain a feel for how our information is organized by using more simplistic and generic terms along with hover-popup technology. The hover-popup menus will reduce the need to click items as well as instantly inform the users where information is located. Once we are satisfied with the general layout of the menu, we will begin tackling the organization of the vast amount of information included on the website. We need to organize the information in such a way as to make it more intuitive to users. Once that is complete, we will then have to go back to the navigation menu and add our final changes and tie the content to the menu. This is an ongoing project and a major revamp of the website.

### ***KCDHH Web Counter Hits***

According to our Google Analytics Site Usage report, our Web site experienced 5,783 visits between October 1 and December 31, including 4,171 visits from 106 Kentucky cities and an average of 2.21 pages visited per visit. The visits from within the state of Kentucky continue to come from cities and towns somewhat evenly distributed throughout the state and the length of visits appears to remain consistent.



This state sent 4,171 visits via 106 cities

City	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
Frankfort	1,423	2.02	00:03:07	26.56%	57.70%
Louisville	614	2.41	00:02:34	67.26%	52.61%
Lexington	430	2.45	00:02:41	73.02%	46.98%
Richmond	195	2.15	00:02:02	66.67%	55.90%
Danville	150	2.25	00:01:50	33.33%	28.00%
Jefferson County	110	2.31	00:02:42	71.82%	50.00%
Owensboro	83	2.29	00:03:12	67.47%	40.96%
Bowling Green	80	2.41	00:01:54	76.25%	43.75%
Elizabethtown	75	2.65	00:03:00	85.33%	53.33%

### *Information and Referral Requests*

The Office of Information Services received 1,400 new requests during this quarter.

Nature	Closed Requests	Pending Requests	Incomplete Requests	Incoming Contacts	Outgoing Contacts
AC: Evaluations	11	3	0	24	12
AC: Request for Captioner	2	6	0	17	9
AC: Request for Interpreter	74	14	3	705	656
Administration	4	0	0	4	4
DeaFestival	8	0	0	9	8
IRA : Facebook	2	0	0	1	8
IRA: ASL & Linguistics	5	0	0	5	6
IRA: Deafness & Hearing Loss	27	0	1	31	50
IRA: Demographics & Statistics	1	0	0	1	1
IRA: Education	6	0	1	10	8
IRA: Employment	4	0	0	4	5
IRA: Families & Children	1	0	0	1	2
IRA: Human Services	9	0	0	11	10
IRA: Interpreting	22	0	2	33	26
IRA: Legal Rights of Deaf and HOH	19	0	3	41	48
IRA: Outreach	3	0	0	3	3

IRA: Technology	26	0	0	27	39
Library	3	0	0	3	0
PUB: Communicator	4	0	0	4	4
PUB: Directory of Services	2	0	0	2	4
PUB: KCDHH Publications	1	0	0	1	1
PUB: Visor Cards	9	0	0	10	12
Special Projects	12	0	0	12	0
TAP: Outreach	8	0	0	8	6
TAP: Received Application for STE	136	217	0	815	1175
TAP: Received Equipment	121	0	0	121	1
TAP: Repair	14	0	0	18	7
TAP: Send TAP Application	508	1	0	521	517
TAP: Status Check	102	4	1	109	86
<b>TOTAL</b>	<b>1144</b>	<b>245</b>	<b>11</b>	<b>2551</b>	<b>2708</b>

### *Advocacy*

During each quarter, KCDHH advocates for consumers in many situations on a daily basis. Requests this quarter included assisting an individual who was dealing with the court system and a domestic violence situation, assisting an employer with information and resources that would help him determine the best possible accommodations for his deaf employee, and several advocacy requests related to individuals needing accommodations in medical settings. One particularly inspiring request came from a mother who had become aware of the DeaFestival 2012 Art contest and received a brochure from her daughter's art teacher. The daughter is a freshman in high school and is hard of hearing and has been working on the art project for the past month. The mother's phone call led us to inform her about all the services KCDHH offers and she was provided with information about Hands & Voices, TAP, Sorenson, Vocational Rehabilitation, sign language classes, and DeaFestival. The mother was amazed at the services now available to her daughter and how it all began from receiving the art contest brochure. This is one of the reasons why reaching out to the community in unique ways leads to other opportunities for service within the community.



**KCDHH Goal III: Initiate and advise the development of public policy and systems change efforts in cooperation with the Governor, General Assembly, governmental agencies, public and private entities.**

## ***Connecting Advocates for the Recovery and Empowerment of Deaf and Hard of Hearing Individuals***

As the liaison for the Addressing Service Needs Study Group, the Interpreter I attended the Kentucky CARES (Connecting Advocates for the Recovery and Empowerment of Deaf and Hard of Hearing Individuals) meeting in Bowling Green. Representatives from the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities, Office of Vocational Rehabilitation, and local community members also attended. The group discussed mental health needs of the deaf and hard of hearing community and the liaison was able to obtain a better understanding of the gaps between service providers.

### ***Addressing Service Needs Study Group***

The study group has made progress in the last few months toward identifying regional programs that can assist in working with the service needs of deaf and hard of hearing throughout the state. The Director of Eastern Kentucky University's (EKU) Center on Deafness (COD) has joined the group and agreed to work on potential grants to fund development of the programs. The study group is scheduled to meet again in January.

### ***K-12 Education Study Group***

The K-12 Education Study group meeting that was scheduled for this quarter was postponed until January 13, 2012 due to several unforeseen conflicts. During this quarter, the study group Chair and staff liaison discussed the need to narrow the focus of the study group, as the original goals were so broad that the likelihood of meeting them all within the one-year timeframe is unrealistic. The discussion to prioritize the goals will be the focus of the meeting in January and it is hopeful that the group can create more reachable short term goals and outline long term goals that may be worked on in future study groups. Information was gathered during the quarter, related to the Deaf Childs' Bill of Rights and Child First. Links have been emailed to members for review and discussion at the next meeting.

### ***Nursing Home Study Group:***

The study group members previously prepared a list of all the nursing homes in the state of Kentucky, divided the list between the members, and created a questionnaire to submit to each nursing home. The results received were not a shock to the group. Most nursing homes are not aware of how to work with deaf and hard of hearing patients. From the questionnaire, members made a list of equipment needs and developed a cost analyst to submit to the Ombudsman's for consideration. The

recommendations will assist the group in applying for the Civil Monetary Penalties (CMP) grant. The money to fund the CMP is collected from fines imposed by the Inspector General's Office due to regulatory violations noted in nursing homes.

Members discussed the concepts that Ohio and Indiana have in place currently regarding dedicated wings or dedicated facilities. However, this is not a possibility at this time as the Certificate of Need required to build or modify a facility is not available per the Ombudsman's office. Therefore the group needs to focus on educating the current facilities on how to better accommodate deaf and hard of hearing residents, including the use of assistive technology. The group discussed and is currently reviewing the Kentucky Revised Statutes (KRS) regarding patient rights, particularly in reference to deaf and hard of hearing individuals, and plans to work with the Ombudsman's office to possibly draft an amendment in the future.

### ***Emergency Preparedness***

The Interpreter I attended a core meeting with three other members of the Kentucky Department for Public Health Functional Needs Collaborative to finalize the bylaws and charter for the group. Details were agreed upon by my members and passed along to administrators for final review and approval. KCDHH continues to collaborate with this group to promote emergency preparedness within our community and make other entities aware of the needs of the deaf and hard of hearing in Kentucky.

In December, KCDHH also responded to comments submitted by the National Association of State 911 Administrators (NASNA) regarding the Federal Communications Commission (FCC) notice of proposed rulemaking, FCC 11-143. The letter stated that although we understand the difficulty of deploying the Next Generation 911 (NG911) system, we also emphasize the importance of accessibility to these services by deaf and hard of hearing consumers. KCDHH continues to track legislative proposals, both nationally and at a state level, to ensure 911 services are provided via text, SMS or IP-based communications as soon as possible.

### ***AT&T Advisory Panel***

Internal Policy Analyst III attended the AT&T Advisory Panel meeting held at the Louisville Urban League. Louisville's Urban League is one of the oldest in the nation, serving for over 90 years to provide adequate housing for those in need and help sustain housing for those with impending foreclosures. They also assist through providing work development opportunities education, self-sufficiency, tax assistance, and help with heating assistance and family services. A representative from the Americana Community Center joined the group at this meeting and advised that they serve refugees and immigrants in 33 zip codes in Metro Louisville and surrounding counties. AT&T advised that they are still working on the merger with T-Mobile and

the Department of Justice (DOJ) is reviewing the acquisition. Kentucky is sixth in the nation in usage of wireless without a landline. Per a 2010 report from the Center for Disease Control (CDC) 31% of Americans, do not have a landline any longer. There were 3.7 million wireless lines in Kentucky as of the end of 2010 and now as of November 2011 there are 4.3 million. Landlines lost over 41% during the last year and this is a national trend. There has been an 8000% increase in smart phone usage during the last year per AT&T. They are working to update the fiber between towers to keep the network able to handle the capacity and will be upgrading from 3G to 4G within the next year.

The Federal Communications Commission (FCC) recently issued an order dealing with the Universal Service Funds (USF) collected and how they should be utilized to provide broadband access to Americans. Access reform is coming to better invest in the deployment of broadband services. Four Billion dollars from the USF has been designated to upgrade broadband over the next 9 years. The FCC expects a challenge to the order from the small telephone companies as this mandate will basically put them out of business as consumers continue to switch to wireless and drop landlines.

ConnectKY is now partnering with the University of Kentucky to determine the need for landlines and the regulator changes needed to improve the infrastructure and address the difference in intrastate charges (regulated by the Public Service Commission) and interstate charges (regulated by the FCC). Reform has happened in other states, allowing subsidies to smaller companies to level the cost of doing business. However, many opponents believe this will not be a good move for Kentucky, as it would discourage the smaller companies from improving their infrastructure to meet the demands of customers. ConnectKY has asked that the PSC study this and make changes or recommendations that will promote better services for all consumers.

The Better Business Bureau and the Attorney General's Office also provided updates on recent scams, spoofing and robo calling that is occurring during the holidays. The AG office is attempting to find the organizations but has limited resources. One was identified, Card Member Services, and is being taken to court to prosecute.

### ***Early Hearing and Detection and Intervention***

As part of the new Maternal and Child Health Bureau/Health Resources and Services Administration (MCHB/HRSA) grant, Kentucky's Early Hearing Detection and Intervention (EHDI) is participating in the National Initiative for Children's Healthcare Quality (NICHQ) for the next year. The purpose is to set up clear and measurable goals to make positive changes to the Kentucky EHDI system to reduce the number of "loss to follow-up" and "loss to documentation" for infants who are referred on the newborn hearing screen. The Executive Staff Advisor (ESA) traveled

to Denver, CO to participate in the second NICHQ meeting and to give input as a parent of a child with a hearing loss. The ongoing focus has been capturing and analyzing clinical data.

KCDHH partnered with Kentucky Hands & Voices to obtain the “Loss to Found” video which emphasizes the importance of early detection and intervention for deaf and hard of hearing children and is intended to be used as a tool to decrease the number of babies lost to follow up after they fail the newborn hearing screening. KCDHH, Kentucky Hands & Voices and Kentucky EHDI are listed as resources on the video. KCDHH is involved in promoting a program to dispense the DVDs to hospitals and EHDI partners across the Commonwealth. The goal is that parents whose child fails the initial hearing screening will be able to view the video before they are released from the hospital.

### ***Kentucky Assistive Technology Services Network***

Internal Policy Analyst III attended the Kentucky Assistive Technology Services (KATS) network council meeting held at the McDowell Center in Louisville. Reports were provided from each of the Assistive Technology (AT) centers with updates on recent events conducted and planned outreach. Several of the centers are seeing an increase in requests for AT, including amplified telephones. The Acting Executive Director of KATS discussed federal legislation that is in the works in Congress regarding the AT Act Reauthorization. Changes may impact KATS, especially funding to the AT Centers. With 56 programs operating throughout the nation Kentucky leads in the number of pieces of equipment loaned, especially refurbished equipment, with 2,795 devices being loaned to 1,848 individuals during the last year.

The Kentucky Disability Coalition (KDC) will work with KCDHH to develop a video explaining how to use accessible voting equipment in both English and ASL, with captions. KCDHH is waiting on the script from KDC to proceed.

### ***Telecommunications Relay Services Advisory Board***

The Executive Director and Internal Policy Analyst III attended the Telecommunications Relay Services Advisory Board meeting at the Public Service Commission. Sprint provided an update on usage and outreach activities as well as plans for the next quarter and answered questions from consumers for follow up. Two individuals have been hired to do training and outreach in Kentucky on contract with Sprint. CapTel seems to be functioning at a slower rate, but Sprint advises that they have not received complaints. KCDHH agreed to do an eblitz to advise consumers who to contact with complaints so problems can be resolved. Comments were also made regarding the Sprint CapTel ad currently running on TV and how KCDHH is

seeing an increase in the number of TAP applications received as a result of the advertisement. Sprint, stated they are focusing on deployment and improvements in Mobil VRS, Mobile IP relay, wireless CapTel, Mobil Captel, and hearing aid compatibility and plan to have new devices available in early 2012 to meet the accessibility needs of deaf and hard of hearing consumers.

### ***Kentucky Hospital Association***

The Kentucky Hospital Association (KHA) Effective Communications Committee held a meeting on October 21<sup>st</sup>, attended by the Interpreter I as a representative of KCDHH. At this meeting, representatives from the Greater Cincinnati Health Council presented on their work to ensure qualified interpreters, regardless of language, are being used in hospitals. The Health Council was asked to provide guidelines and methodology for evaluating interpreters' certifications and advise as to what other credentials should be examined. The representative responded to KCDHH's question by stating that the Council has limited experience auditing files for sign language interpreters, yet emphasized that all interpreters should be evaluated properly. The representative and KCDHH agreed to have ongoing contact with each other regarding sign language interpreters.

### ***Mental Health Advisory Board***

The Information Program Coordinator attended the Mental Health Advisory Core team meeting. The new chairperson for this board is Elizabeth Landers. At the meetings, members discussed the transition of the new chairperson. The Executive Director will now serve on the Mental Health Advisory Board as a member.

### ***Kentucky Assistive Technology Loan Corporation (KATLC)***

Internal Policy Analyst III attended the Kentucky Assistive Technology Loan Corporation (KATLC) board meeting at the McDowell Center in Louisville. KATLC is the third most active loan corporation in the nation and most of the surrounding states (IN, TN, WV) do not have a program. The Board processed 174 applications during 2011, the second highest since its inception. During the meeting the Board voted to verify the loans approved and denied during the last quarter, discussed some of the more questionable requests, and agreed to pursue the ability to collect on defaulted loans for modified vans, or automobiles. Discussion also included the Congressional proposal to cut AT programs by 25% and transfer the funds to loan corporations. The Office of Vocational Rehabilitation is tracking this legislation and will keep the board members advised.

## ***Kentucky Storytelling Conference***

On November 4-5 the Executive Staff Advisor (ESA) attended the Kentucky Storytelling Association (KSA) conference held at Dale Hollow State Resort Park in Burkesville, KY. The Knowledge Center on Deafness (KCD) collaborated with KSA to make the conference accessible and give deaf and hard of hearing storytellers the opportunity to participate in this event and to integrate interpreting into the KSA conference. The ESA gave a short training on how storytellers are to work with interpreters. KCDHH mailed out an advertisement for this conference in hopes to draw more individuals to the conference and several attended.

## ***Kentucky Educational Television***

The Kentucky Educational Television (KET) and KCDHH collaborated to premiere the film “Deaf Jam”. The showing was held in Louisville and Lexington. KCDHH assisted in locating volunteers to participate as panelist to discuss the film and to assist promoting the film. The Executive Staff Advisor attended the Lexington premier and the Interpreter Referral Specialist attended the Louisville showing. Both staff expressed the excellent film making in the documentary of a deaf teen named, Aneta Brodski, an Israeli immigrant. The film shows her passion for American Sign Language slam poetry and her struggles. In the film, she is introduced to Tahani, a hearing Palestinian slam poet. The two teens collaborate on a new form of slam poetry that reaches both deaf and hearing audiences. KET stated that this was the best attended event they had hosted through this program, and the turnout was on short notice. As a result, KET wants to collaborate with KCDHH more to provide media programming to the deaf and hard of hearing community which seems hunger for this type of event.



**KCDHH Goal IV: Empower constituents by providing leadership, training, advocacy, education, awareness, as well as programs and services to foster informed cultural and linguistic choices.**

## ***Hospital Accessibility***

The newly appointed Coordinator for interpreting, language access and cultural diversity at Jewish Hospital contacted KCDHH requesting information on how to secure licensed interpreters in the state of Kentucky. The Executive Staff Advisor and Interpreter I met with the representative to discuss accessibility and interpreting services. KCDHH discussed options for securing interpreters to fill appointments and explained how the hospital's facilities could be more accommodating to deaf and hard of hearing patients. KCDHH continues an ongoing relationship with Jewish Hospital to help navigate these communication needs.

### ***Kids Like Me***

On October 18, the “Kids Like Me” program occurred in Erlanger, and was facilitated by the Kentucky School for the Deaf (KSD) Outreach Coordinator. The program was open to deaf and hard of hearing K-12 students in the Northern Kentucky area. The Information Program Coordinator assisted the students as they visited with various public safety officials, such as, police, EMTs and ambulance personnel then lead the students in various leadership games. This program is very similar to Hands Alive.

### ***Operation Preparation***

The Executive Director and Executive Staff Advisor attended an “Operation Preparation” planning meeting. Operation Preparation is a joint effort of the Kentucky Department of Education and the Department of Workforce Development. The program provides a powerful opportunity for schools, students, parents and communities to collaborate in the process of effective advising and focus attention on the importance of planning for college and/or career. KCDHH will assist in developing resources and securing mentors to be involved in a March 2012 event. At the event, trained volunteer community advisors (mentor) will meet one-on-one with every 8<sup>th</sup> and 10<sup>th</sup> grade student. The community advisor will use the student’s Individual Learning Plan (ILP) to discuss the students:

- Career aspirations, required education/training and workforce skills;
- Whether the student is on target to meet their goals; and
- Whether the student is taking the courses recommended to prepare them for a successful future.

KCDHH is participating to help ensure that deaf and hard of hearing students across Kentucky have equal access to this program.

### ***Pioneer Award***

The Internal Policy Analyst III attended the December meeting of the Bardstown chapter of the Hearing Loss Association of America (HLAA), in which Ms. Laura Kogut was honored for pioneering efforts in providing captioning services in Kentucky. HLAA presented her with a “Pioneer Award” for her services and KCDHH thanks Ms. Kogut as well for all her hard work and dedication to our community.



**KCDHH Goal V: Cultivate and maintain an environment where productivity, efficiency and innovation thrive.**

***Training***

The Government Service Center conducted training on November 21<sup>st</sup> for all liaisons from state agencies. The Interpreter Referral Specialist attended as KCDHH's representative. Duties of the liaisons include providing staff resources for professional and personal development. The training included information on how to register staff for workshops, future workshops dates, and to encouragement for attendance.

***Happy Holidays***

On December 8<sup>th</sup> the Executive Board meeting was held and KCDHH staff members partook in a potluck-style luncheon afterwards and participated in a Dirty Santa ornament swap. A holiday party was held on December 16, with staff families attending and a Signing Santa appeared for the children. This year was a little different as it included an ugly holiday sweater contest. Staff and their families dressed up in their ugliest outfits and then competed at the event to see who won.

The Executive Director designated December 27 - 29 for in-house cleaning and staff purged paper and electronic files to prepare for the New Year.

***Staff Meetings***

The Executive Director called staff meetings throughout the quarter to discuss daily operations of the office, special projects, administrative duties and current priorities to ensure that all departments are working together efficiently.

In October, staff had an opportunity to take a flu shot provided free through the state's health system.

***Birthdays***

During the last quarter, KCDHH celebrated the birthdays of the Network Analyst II, Executive Staff Interpreter, Administrative Specialist II, Internal Policy Analyst III and the Information Program Coordinator.