

Agency Report April 1 through June 30, 2012



TAP



Access Center



DeafFestival Kentucky



Information Referral & Advocacy



Deaf Access Station

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*Submitted by:
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KCDHH Quarterly Activities

April 1, 2012 to June 30, 2012

Legislation

The General Assembly's legislative session ended April 12 with most bills that passed into law becoming effective July 12. Senate Bill 43 provides diplomas to students with disabilities who finish a modified high school curriculum, replacing the certificate of completion the student currently receives. House Bill 265, the biennial budget bill, was also signed into law on April 13.

The Internal Policy Analyst III attended legislative meetings on April 2, 9, and 16, with other agency representatives within the Education and Workforce Development Cabinet, to finalize the 2012 session concerns within the Cabinet.

Budget

With the passage of House Bill 265, the agency's budget for fiscal year (FY) 12-13 is set. Thanks to efforts at the end of the 2012 session and support from various legislators, cuts to KCDHH's budget were minimized and funds for the upcoming FY remain as originally proposed, while some agencies suffered an additional 8.4% cut.

On April 19, the Education and Workforce Development Cabinet requested that each of the agencies within the Cabinet provide a draft plan on how they would meet the up to 8.4% reduction in General Funds appropriations mandated in the FY 2013 budget. The plan described the impact on programs and services, including any elimination of programs, the reduction in workforce levels, impact on federal funding, impact on facilities and the amount of the spending reduction applicable to contracts. On May 1, KCDHH provided the requested plan, indicating that outreach, especially to rural populations, would have to be reduced or eliminated to meet the budget cuts proposed. We stated the impact this would have on an already at-risk population and reiterated that Kentucky Revised Statute mandates our services.

Personnel

The Information Office Coordinator position was filled effect June 16, by Ms. Emily Kimbell. Ms. Kimbell graduated from Gallaudet University, and comes to KCDHH after working with the deaf and hard of hearing community in Western Kentucky. Interviews for the Executive Secretary position were conducted and an offer has been made to a qualified individual. If Personnel approves, the individual will start effective July 1.

DeaFestival 2012

DeaFestival-Kentucky 2012, our 10th production, is now one for the history books. The partnership with the Kentucky Association of the Deaf (KAD), the National Association of the Deaf (NAD) and Knowledge Center on Deafness (KCD) is proving to be the largest draw in the NAD conference history.

This DeaFestival was unique. In partnership with the 51st Biennial NAD conference, held July 3-6 at the Kentucky International Convention Center in Louisville, DeaFestival was moved to July 7 rather than being held in the fall. Over the last two years, NAD and KCDHH staff worked out details and logistics to prepare for the successful partnership that took advantage of the combined audience drawn to Louisville to experience the NAD conference and DeaFestival.

As the NAD conference gave us a bigger stage to highlight Kentucky hospitality, the task of preparing for this occasion was exponentially bigger. Staff members worked with the Transportation Safety Administration at the Louisville airport to educate them on the communication needs of the deaf and hard of hearing population that would be descending on Louisville for both events. The downtown Louisville hospitality industry (hotels, restaurants) was also trained to better serve deaf and hard of hearing individuals.

In order to build hype for DeaFestival, a special Twitter feed, @DeaFestivalKY, was created in June. Several of the visual and performing artists who appeared at DeaFestival followed the feed, and helped us promote the event via their own tweets and Facebook postings. The DeaFestival Facebook page was updated throughout the NAD conference week with photos from various events held during this partnership and DeaFestival continues to be promoted on these social media publications.

DeaFestival enjoyed a considerable amount of positive media attention in the week leading up to July 7. The Information Office Supervisor arranged for three interviews on Louisville television stations during the week: two on July 3 (WHAS and WAVE) and one on July 6 (WDRB). We made extensive use of our performers and visual artists for those interviews and took advantage of the opportunity to educate the hearing population on deaf culture and art. In addition, two networks, WLKY and WDRB sent reporters to DeaFestival on Saturday. They interviewed the executive director as well as performing artists Peter Cook and Crom Saunders. We were very pleased with the media turnout, and the reaction to it on Facebook and Twitter.

The Executive Director assisted KAD members with facilitating the programming for a riverboat cruise held July 4 on the Belle of Louisville. This sold out event included some of our DeaFestival contracted performers which provided the evening's entertainment, culminating in watching a fireworks show from the observation deck of the historic steamer.

KCDHH is fortunate to have approximately 75 volunteers scheduled to assist throughout the week to staff the booth in the exhibit hall, interpret, and pitch in wherever help is needed. KCDHH will welcome the World Federation of the Deaf (WFD) international delegates by presenting them with welcome baskets of Kentucky made products donated by various sponsors. In order to keep DeaFestival an event that is free to all who attend, sponsors were solicited for DeaFestival throughout the previous year and we have been lucky to receive donations from many sources. The Louisville Visitors Bureau indicated that this event brings a significant economic growth to the Louisville area as three hotels were booked with NAD and DeaFestival attendees, who also frequented 4th Street Live and its many restaurants.

Town Hall Meeting

KCDHH Board members present and staff fielded a variety of questions from Western Kentucky residents at a town hall meeting held April 27 at the ALIVE Center in Bowling Green. A special thanks to Barren River Resource Center for assisting in coordinating the event. Minutes are included in the Agency Report packets for additional details of the meeting agenda and items of concern received from the community input.

FEMA Grant Application

On May 4, the Information Office Supervisor, in consultation with the Executive Director and Internal Policy Analyst III, submitted a grant application to the Federal Emergency Management Agency's (FEMA) Assistance to Firefighters Grant Program. KCDHH requested \$327,000 in grant monies to purchase 1,000 smoke detector kits for deaf and hard of hearing households throughout Kentucky. These kits will include a standard smoke detector, a bedside monitor with strobe light and a tactile bed-vibrating device that hooks into the bedside monitor. The funding is also earmarked to pay for training workshops on fire prevention and safety in the deaf and hard of hearing community. If approved, workshops are to be held throughout the grant year at various locations around the state to address any questions or problems consumers may have with the smoke detector equipment. We have been advised by FEMA that the decision-making process can take from six to 12 months, and an announcement will be made if approval is received. In preparation for this application, KCDHH reached out to other agencies around the country, including Palm Beach County Fire Department and the New Mexico Commission on the Deaf and Hard of Hearing, which both have successfully implemented similar equipment distribution programs to their constituent populations.

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 8 performance test dates for 35 individuals and one SC:L written and one SC:L performance examination during this quarter. Beginning in June a new Local Test Administrator (LTA) will host the exams at KCDHH while the Interpreter Referral Specialist is on maternity leave. Her backup, the Interpreter I, will

Access Center Assignments

Requests	Filled /pending Assignments	Cancelled Assignments	Interpreting Hours	# of contacts required to fill assignments
AC: Request for Interpreting	124	15	710	1954
AC: Request for Captioning	4	0	21	47
AC: Request for Videoconference	0	0	0	0

Telecommunications Access Program (TAP) Activities

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
TAP: Applying for STE	339	426	148

Wireless Update

There has been a lot of activity associated with Telecommunications Access Program (TAP) wireless device distribution as the one-year pilot program period with AT&T recently ended. The first group of wireless recipients is now moving over to their own wireless plans. Per AT&T, 75% of those consumers have moved their services to individual plans.

During the second quarter of 2012, the Executive Director, Executive Staff Interpreter and Internal Policy Analyst III continued to meet every Tuesday with AT&T staff to resolve problems and work out an ongoing solution for distribution of wireless equipment. Many meetings spent in negotiations of overages, those nearing deadline to transfer services, and the provisions for ongoing eligibility (credit check, deposit, higher rate plans, etc.) Orders were held during April and May until the ongoing policy and procedures could be finalized, with an order placed in June for those on the waiting list.

Per the wireless agreement signed by applicants on approval, participating consumers were notified that they would be responsible for service payments upon exhaustion of their funds. TAP sent out letters to AT&T consumers explaining their service allotment had expired with their wireless devices and they were notified to contact AT&T immediately to transfer their service to their own responsibility or risk disconnection. The Executive Director posted two vlogs in

American Sign Language (ASL) with captions, explaining the letters sent out to those consumers and about the paperwork necessary to complete the transactions. The Executive Director also attended several meetings with community organizations to explain the changes face to face and answer questions from consumers. Although there were some challenges during the transfers, KCDHH staff worked with AT&T staff and authorized stores to facilitate the transition to individual service plans.

At the 133rd Commission Meeting, per the request of the Board, an AT&T representative, Ms. Nancy Jarrett answered questions from meeting guests about the changes in the TAP following completion of the pilot project, and took suggestions from the audience on how to improve services when transfers to individual accounts occur. Minutes from the meeting are included in the Agency Report packet for additional details of discussions held.

Other TAP activities:

The Executive Director attended the Louisville Association of the Deaf meeting on April 3 and discussed changes within the TAP wireless distribution plan and explained the transfer of services. The Executive Director also discussed Project Endeavor and educated deaf consumers on how to apply for an iPad at a reduced rate. She also answered additional questions about KCDHH services, for the 70 members in attendance.

The Executive Director attended the Louisville Senior Citizens meeting on May 3, to provide additional information on the changes in TAP and explain the letters that consumers are receiving regarding the change in TAP policy ongoing. A training presentation on the use of the iPad was also provided.

The TAP Advisory Board met April 19. Minutes are included in the Agency Report packet from that meeting. The annual TAP report was submitted to the Legislative Research Commission on June 28, listing detailed statistics from the program for the FY 11-12. A copy is included in the Agency Report packet and has been posted to the KCDHH website.

National Deaf Blind Equipment Distribution Project

The National Deaf Blind Equipment Distribution Program (NDBEDP) grant from the Federal Communications Commission (FCC) as a result of the passage of the 21st Century Video and Communications Act (CVCA) is still pending. KCDHH

will collaborate with Eastern Kentucky University (EKU) Center on Deafness (COD), the Office of Vocational Rehabilitation and the Office for the Blind, to administer the program if approved. Although the grant was scheduled to begin July 1, notification has yet to be received regarding Kentucky’s application.



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. 25,180 items were distributed during the quarter as follows:

Date	Type of Communication	Topic of Public Relations Announcements and Outreach Activities	# Items Distributed
April 5, 2012	eBlitz	eBlitz sent to constituents regarding AARP	3,195
April 18, 2012	Outreach	Presentation to P&A in London. Items disseminated included: KCDHH flyers, TAP, Deaf Resource Library flyers, DF cards, DOS, Visor cards and KCDHH bags.	200
April 19, 2012	Outreach	Deaf Awareness Training at Legal Aid Society in Louisville. Items disseminated included: KCDHH flyers, TAP, Deaf Resource Library flyers, DOS, Visor cards, DF cards and KCDHH bags.	225
April 20, 2012	Outreach	Leadership training at KSD in Danville. Items disseminated included: KCDHH flyers, TAP, Deaf Resource Library flyers, DOS, Visor cards DF cards and KCDHH bags.	225
May 9, 2012	Outreach	Deaf Awareness training in Louisville. Items disseminated included: KCDHH flyers, TAP, Deaf Resource Library flyers, DOS, Visor Cards, DeaFestival flyers and other PR items.	820
May 5, 2012	eBlitz	eBlitz to inform our constituents about theater captioning	2,209
May 18, 2012	eBlitz	eBlitz DeaFestival video to all our constituents	3,204
May 23, 2012	Outreach	Louisville’s Women Club. Items disseminated included: DeaFestival flyers, KCDHH flyers, Deaf Resource Library flyers, DOS, Visor cards, TAP flyer and other PR items	270

May 25, 2012	eBlitz	E-blitz informing constituents of Commercial Drivers License information for the Deaf and Hard of Hearing individuals.	3,197
June 6, 2012	eBlitz	E-blitz constituents about the hotels that are available for DeaFestival	3,169
June 8, 2012	Outreach	Experience of a Deaf Adult held at Marriot Griffin Gate Hotel in Lexington. Items disseminated included: KCDHH flyers, TAP, Deaf Resource Library flyers, DOS, DeaFestival cards and PR items.	500
June 9 -10, 2012	Outreach	Family Learning Vacation in Danville. Items disseminated included: KCDHH flyers, TAP, Deaf Resource Library flyers, Visor Cards, DOS, DeaFestival cards, Child ID kits, and PR items.	275
June 18, 2012	Outreach	Orientation for Transportation Safety Administration (TSA) at Louisville, International Airport. Items disseminated included: KCDHH flyers, Basic Sign Language flyer, DeaFestival cards and PR items.	400
June 21, 2012	eBlitz	E-blitz constituents about the Chuck Baird paintings for sale through NAD and KCD	2,710
June 21, 2012	eBlitz	E-blitz constituents about the Jr. Miss Deaf Kentucky	1,281
June 22, 2012	Outreach	Mental Health Symposium. Items disseminated included: KCDHH flyers, Library flyers, TAP flyers and equipment inserts, DOS, DeaFestival cards, Visor cards and other PR items.	100
June 25, 2012	eBlitz	E-blitz constituents the Summer <i>Communicator</i>	3,200
		TOTAL	25,180

Louisville Deaf Senior Citizens

The Executive Director attended the Louisville Deaf Senior Citizens 30th anniversary function June 14 and presented them with a plaque in recognition of their service, advocacy and ongoing support and leadership to the deaf community of Kentucky.

Kentucky School for the Deaf Recognition

The Executive Director and Information Office Supervisor attended the Education and Workforce Development Cabinet's awards ceremony May 2 to recognize Kentucky School for the Deaf (KSD) as a Kentucky Green and Healthy School, an energy saving initiative sponsored by the state among the public schools. Energy and Environment Cabinet Secretary Dr. Len Peters was the keynote speaker for the event in Frankfort. He spoke about the diversity within the schools in Kentucky and how each student can make a difference in the environment and energy

conservation. After the awards ceremony, the KSD students stopped at KCDHH to meet the staff and tour the office.

Legal Aid Society

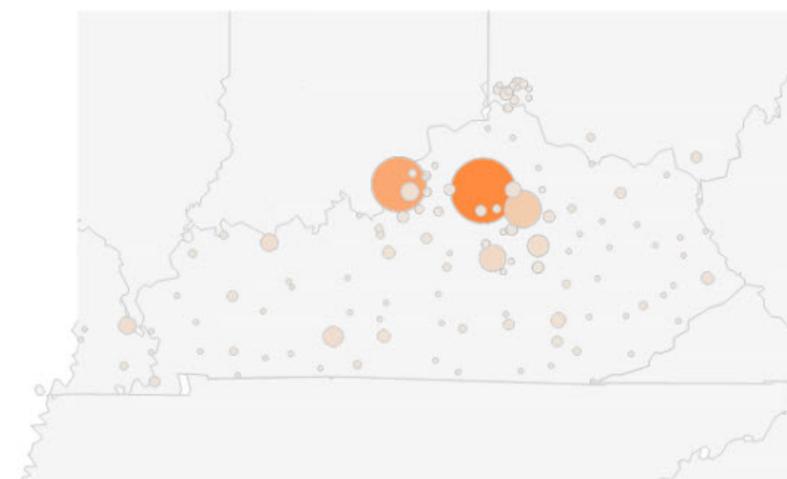
The Executive Staff Advisor and the Interpreter Referral Specialist gave a presentation to 35 members of the Legal Aid Society April 19 in Louisville. The presentation was titled "Bridging the Communication Gap" and focused on how to effectively serve deaf and hard of hearing individuals in a legal capacity.

Facebook Statistics

As of June 30, 840 Facebook users "liked" the KCDHH Facebook group page, up from 798 at the end of the first quarter. In addition, the DeaFestival Facebook group page surpassed 500 "likes" prior to DeaFestival, and is currently at 540 "likes."

KCDHH Web Counter Hits

The Google Analytics Site Usage web counter shows that from April 1 to June 30, the KCDHH Website has received 5,862 unique visitors from 117 cities across Kentucky. These statistics are almost exactly the same as the statistics from the previous quarter, January 1 to March 30, most probably because both quarters were leading up to DeaFestival 2012. However, the statistics for this quarter represent a 10% increase over the same quarter from last year, April 1, 2011 to June 30, 2011.



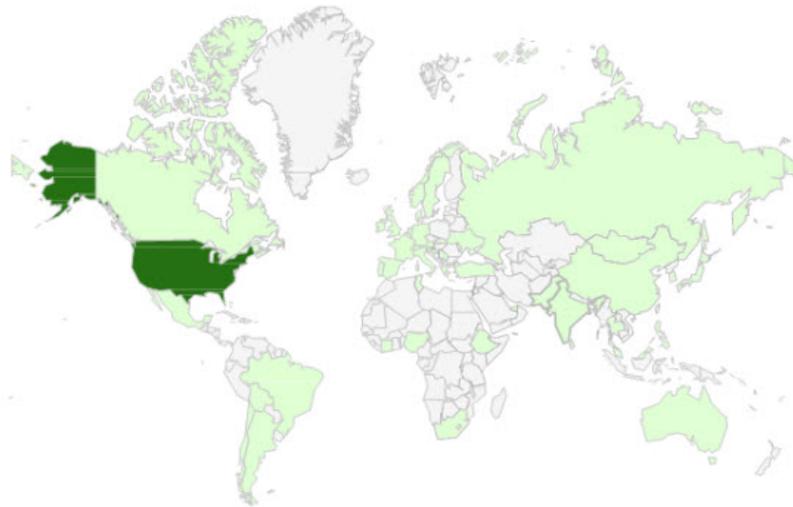
Visits 5,862 <small>% of Total: 49.93% (11,740)</small>	Pages / Visit 2.23 <small>Site Avg: 2.01 (10.89%)</small>	Avg. Visit Duration 00:02:57 <small>Site Avg: 00:02:28 (19.78%)</small>	% New Visits 51.64% <small>Site Avg: 61.36% (-15.85%)</small>	Bounce Rate 52.35% <small>Site Avg: 58.92% (-11.14%)</small>
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City	Visits	Pages / Visit	Avg. Visit Duration	% New Visits	Bounce Rate
1. Frankfort	1,754	2.49	00:04:02	24.40%	51.71%
2. Louisville	1,193	2.15	00:02:40	63.29%	54.15%
3. Lexington	514	2.06	00:02:13	57.59%	52.53%
4. Danville	249	2.20	00:02:32	35.74%	43.78%
5. Richmond	178	2.57	00:03:55	51.69%	46.07%
6. Bowling Green	149	2.11	00:02:40	62.42%	49.66%
7. Owensboro	138	1.99	00:01:52	62.32%	42.03%
8. Jefferson County	122	2.30	00:02:37	72.95%	47.54%
9. Paducah	122	2.07	00:02:51	66.39%	50.00%
10. London	99	2.15	00:03:08	75.76%	55.56%

During this quarter, our Vlogs recorded 578 hits, possibly because of the recent changes in the TAP program regarding issuance and transfer of wireless devices through AT&T, and changes to how plans are transferred to the individual after the initial period ends.

An interesting aside is the fact that the KCDHH Website has received a very significant rise in visits from all over the country as well as the rest of the world during this quarter. The KCDHH Website has received 5,878 visitors from outside of Kentucky. In other words, the site has received an almost equal number of visitors from outside of Kentucky (5,878) as the number of visitors from within Kentucky (5,862). This rise could very well be a by-product of interest in the NAD conference and DeaFestival. Only time will tell if this trend continues....

Apr 1, 2012 - Jun 30, 2012



Visits 11,740 <small>% of Total: 100.00% (11,740)</small>	Pages / Visit 2.01 <small>Site Avg: 2.01 (0.00%)</small>	Avg. Visit Duration 00:02:28 <small>Site Avg: 00:02:28 (0.00%)</small>	% New Visits 61.36% <small>Site Avg: 61.36% (0.00%)</small>	Bounce Rate 58.92% <small>Site Avg: 58.92% (0.00%)</small>
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Country / Territory	Visits	Pages / Visit	Avg. Visit Duration	% New Visits	Bounce Rate
1. United States	11,405	2.02	00:02:27	60.73%	58.45%
2. India	47	1.68	00:01:31	76.60%	68.09%
3. (not set)	38	1.26	00:14:48	81.58%	81.58%
4. Brazil	32	1.53	00:00:42	68.75%	75.00%
5. France	31	1.48	00:01:39	70.97%	74.19%
6. Canada	29	1.62	00:01:39	93.10%	62.07%
7. Germany	27	1.44	00:01:02	92.59%	81.48%
8. Italy	13	2.62	00:02:59	76.92%	69.23%
9. United Kingdom	10	1.10	00:00:01	100.00%	90.00%
10. Philippines	10	1.60	00:01:17	100.00%	40.00%

Information and Referral Requests

The Office of Information Services received 1273 new requests during this quarter, broken down as follows by category.

Nature	Closed Requests	Pending Requests	Incomplete Requests	Incoming Contacts	Outgoing Contacts
AC: Evaluations	25	1	0	67	40
AC: Free Test Slot	1	0	0	2	1
AC: Outreach	5	0	0	11	7
AC: Request for Captioner	2	2	0	26	21
AC: Request for Interpreter	95	29	15	1043	911
Administration	1	0	0	1	2
Agency Reporting	1	0	0	2	16
DeaFestival	36	0	0	39	42
IRA : Facebook	1	0	0	1	21
IRA: ASL & Linguistics	6	0	0	6	9
IRA: Deaf Culture	3	0	0	2	4
IRA: Deafness & Hearing Loss	24	0	2	27	50
IRA: Demographics & Statistics	5	0	0	5	5
IRA: Education	3	0	1	6	5
IRA: Employment	8	0	0	8	8
IRA: Families & Children	7	0	0	5	5
IRA: Human Services	24	0	0	24	27
IRA: Interpreting	15	0	0	24	21
IRA: Legal Rights of Deaf and HOH	36	0	2	43	68
IRA: Outreach	14	0	0	13	15
IRA: Senior Citizens	1	0	0	1	2
IRA: Technology	30	0	0	29	43
Library	7	0	0	7	7
PUB: Communicator	1	0	0	1	1
PUB: Visor Cards	25	0	0	25	40
Special Projects	1	0	0	1	1
TAP: Outreach	8	0	0	8	11

TAP: Received Application for STE	112	190	1	705	1387
TAP: Received Equipment	90	0	0	94	1
TOTAL	1024	227	22	2675	3179

Advocacy

Consumers constantly contact the Commission requesting Advocacy on a variety of issues. During this quarter, some of these included, but were not limited to:

- Requests from deaf consumers, who are interested in obtaining Commercial Driver’s Licenses (CDL). KCDHH collaborated with the NAD to initiate changes to the U.S. Department of Transportation guidelines, which discriminate against deaf CDL candidates. This initiative has since been entered into the National Register for action at the Federal level.
- Complaints from consumers statewide stating that their doctors or specialists refused to provide an interpreter to ensure effective communication. Staff contacted the offices and hospitals, explained the ADA requirements, provided a listing of qualified interpreters and services were provided as requested.
- A request by a deaf individual, who was incarcerated without the provision of reasonable accommodation. Staff intervened and educated the prison officials on ADA requirements, for future reference.
- A complaint from a deaf individual that the attorney refused to provide an interpreter even though the attorney’s services are being paid for. Staff intervened and the attorney agreed to provide the interpreter as required.
- A deaf patient was billed by a doctor’s office for failing to show up when an interpreter was already contracted. Staff advocated that the patient was never a party to the contract; therefore, could not be billed in accordance with basic law of contract and provisions of the ADA.



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.

Addressing Service Needs Study Group

The Executive Staff Interpreter serves as liaison for this study group and a final report is provided in the Agency Report packet. The group plans to take recommendations compiled from the groups work during the last year and work with KAD to implement those recommendations rather than continuing this study group formally through KCDHH.

K-12 Education Study Group

The Executive Staff Advisor serves as liaison for this study group and a final report is provided in the Agency Report packet. A proposal will be made to continue this study group for another year to focus on collaborations with other agencies being forged to improve the educational system for all deaf and hard of hearing students.

Nursing Home Study Group:

The Interpreter Referral Specialist serves as liaison for this study group and a quarterly report is provided in the Agency Report packet. A proposal will be made to continue this study group for another year as significant progress is being made to educate statewide nursing facilities on the needs of the deaf and hard of hearing residents and wonderful partnerships have been forged, which support the growth of this group's goals.

First Steps

On May 29, the Executive Director and the Executive Staff Advisor met with the Program Coordinator/Administrator of the Early Childhood Development Part C, otherwise known as the First Steps Program. The meeting was to reacquaint the two agencies after significant internal changes within the First Steps program, and learn the new procedures within First Steps. The Administrator explained that the new changes include:

- A new database to track providers and billing charges more accurately;
- A new reporting system to be used by all providers for accountability; and
- Re-training for all providers, possibility through webinar.

Another meeting will be held in August. KCDHH continues to work with First Steps to encourage modifications within the program, so that can better serve the deaf and hard of hearing children throughout the state.

Mental Health

On May 16, the Executive Director attended the Mental Health Advisory Committee meeting, which discussed the topic “Need for Services for Individuals who are Deaf or Hard of Hearing”. A presentation by Kelli Robinson of the Kentucky Community Crisis Response Board explained the team’s primary purpose, which is to mitigate the impact of crisis and disaster by providing support (via defusing, debriefing, training, consultation, etc.) to communities and emergency responders whose lives are impacted by the effects of trauma. Jeannie Taylor who explained the Peer Support program from Gallaudet also presented.

The Advisory Committee also discussed the composition of the group, and discussed questions regarding downsizing or reorganization of the members comprising the Mental Health Advisory Committee. It was determined that more research needs to be done before the full committee can vote on a proposal; therefore, the discussion was tabled until the next meeting.

Emergency Preparedness

The Information Office Supervisor (IOS) attended the Functional Needs Collaborative meeting April 18 at Kentucky Community and Technical College headquarters in Versailles. The IOS was assigned to the Materials and Resource Development Subcommittee, which includes representatives from state emergency management, the Office for the Blind, the Commission on Community Volunteerism and Service and other state agencies. The subcommittee discussed various methods for communicating with functional needs groups, including the deaf and hard of hearing, during an emergency or disaster situation. The subcommittee will continue the discussion at the collaborative’s next meeting.

Hearing Loss Association of Kentucky 2013 Conference

KCDHH is working with members from the Hearing Loss Association of Kentucky (HLAK), and affiliates from around the state, to organize the first ever HLAK statewide conference. The Executive Director has attended several meetings with key personnel from HLAK to begin negotiations with hotels and meeting places in the Louisville area where the conference will be held in June 2013. An agenda is being developed and soon advertisement and public relation efforts will begin to solicit presenters and announce the conference details.

Kentucky Hospital Association

The Executive Staff Interpreter attended the Kentucky Hospital Association (KHA) advisory board meeting May 3. The group looked at various cultural specific websites discussion pros and cons of each site. The group worked on developing a hospital user-friendly site that could help consumers as well as hospital staff and guide them in how to serve the various communication needs that may be used by a patient. This included some questions and answers regarding general cultural information regarding the deaf and hard of hearing community, as well as how to obtain and use an interpreter.

KCDHH's involvement with KHA has encouraged hospitals to be more understanding of their need for interpreters. As a result, Jewish Hospital in Louisville previously hired a full time staff interpreter. This progress shows that our involvement with organizations such as KHA can influence outcomes for our consumers statewide.

Medical Issues

The Executive Staff Interpreter attended the Mental Health Ethics workshop at the Center for Accessible Living in Louisville on June 14. This workshop focused on Mental Health issues for interpreters and discussed how to handle mental health interpreting issues ethically. The group also discussed developing an interpreter peer group that will hold monthly meetings to discuss how to handle ongoing issues that arise within the field of mental health interpreting.

On June 21, the Executive Staff Interpreter participated in a teleconference workshop, as a follow up to the Mental Health Ethics workshop, which provided information on liability insurance, interpreting conferences out of state, and how to recruit access providers and mental health peer specialists.

Kentucky Assistive Technology Loan Corporation (KATLC)

The Internal Policy Analyst III attended the Kentucky Assistive Technology Loan Corporation Board meeting June 27, at McDowell Center in Louisville. The group reviewed the loans approved and denied and confirmed the votes, received a report from Fifth Third bank, discussed marketing activities, customer satisfaction surveys and pending administrative regulation changes governing the repossession of equipment for defaulted loans as well as the new bank agreement which will include repossession protocol for vehicle loans.

Deaf and Hard of Hearing Providers' Symposium

The Internal Policy Analyst III (IPA III) gave a presentation at the Deaf and Hard of Hearing Providers' Symposium June 22 at the Salato Wildlife Center in Frankfort. The IPA III discussed services provided by KCDHH, emphasizing the Telecommunications Access Program (TAP) and the variety of equipment available to consumers. The IPA III explained how KCDHH functions primarily as a system change agency, rather than an individual case management provider and explained how we work with the Governor and General Assembly to improve overall services for the deaf and hard of hearing statewide. KCDHH staff has worked with hospitals, jails, social security offices, television stations, fire departments, shelters and a variety of other state agencies to educate and provide information regarding the needs of the deaf and hard of hearing. Many of the attendees had questions, which were answered, and the IPA III took additional requests from attending providers.



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.

Identifying Emerging Talent

The Executive Staff Advisor, Information Office Supervisor and Interpreter Referral Specialist interviewed deaf artist Terry Clayton May 7 at the University of Kentucky. Terry explained his background and his goals for the future. He is the only deaf artist whose work is displayed on the UK campus. The group toured the art gallery on campus where Mr. Clayton's work is currently displayed and took several photos of him with his work. Mr. Clayton will participate in the Elizabeth "Cookie" Williams Visual Artist Studio at DeaFestival.

Deaf and Hard of Hearing in the News

KCDHH issued a press release May 14 announcing the student art contest winners whose work would be transferred to a Fiberglass horse at DeaFestival 2012. On May 21, a reporter from Richmond-based public radio station WEKU-FM interviewed the Executive Director about the student art contest and broadcast the story. In the April 15 edition of the Paducah Sun there were two stories on deaf education: one on Jessica Lopez of Paducah Middle School, one of the student art contest winners, and one on Hickman County teaching assistant Emily Kimbell.

On June 26, the Kentucky Enquirer in Ft. Mitchell did a story on student art contest winner Lindsay Culp.

Family Learning Vacation

The Executive Staff Advisor (ESA) attended the Family Learning Vacation weekend June 9 at the Kentucky School for the Deaf. The ESA gave a presentation entitled "Dare 2 Dream" which spotlighted various deaf and hard of hearing professionals. The ESA also led a workshop for mothers related to taking care of themselves while raising a child with a hearing loss.

Empowering Students

The Executive Staff Advisor gave a presentation on April 20 to high school students at the Kentucky School for the Deaf. The students were introduced to the concepts of leadership and self-advocacy and given an overview of their civil rights as deaf individuals under the Americans with Disabilities Act (ADA).

AARP

The Internal Policy Analyst III (IPA III) attended AARP's and Hearing Loss Association of Kentucky's (HLAK) jointly sponsored a forum entitled "Taking Charge: Your Medications, Your Health" on April 17 in Lexington. Dr. Patricia Freeman, a KCDHH Board member, was one of the presenter and 80 participants attended the event. KCDHH also sponsored a portion of the presentation, and the IPA III gave a short synopsis of the services provided by KCDHH. The information provided was excellent, was videotaped, and will be captioned and posted to the HLAK website for future reference.

National Initiatives for Children's Healthcare Quality

The Executive Staff Advisor attended the final learning session for the National Initiatives for Children's Healthcare Quality (NICHQ) on April 2 in St. Louis, Mo. This learning session was an attempt to wrap up the information that participants had gathered in all learning sessions. Much attention was provided regarding data collection, measurements, and reporting methods, which directly relate to the early hearing detection and intervention systems across the nation.

Summer Series on Aging

On June 6, the Executive Director, Interpreter Referral Specialist and former Board member, Betty Timon, presented a workshop at the *Summer Series on Aging* at the Griffin Gate Marriott in Lexington. The experiential workshop familiarized participants not only with the needs of individuals who are deaf or hard of hearing, but also the civil rights of those individuals as outlined in the Americans with Disabilities Act (ADA).

Focus was given to the deaf and hard of hearing population that lives in long-term care facilities. Attendees experienced first-hand, the difficulties in functioning and performing day-to-day activities if you have a hearing loss, during hands on demonstration called “Deaf, Deaf, world”.

The presenters identified the special needs of our population and helped participants recognize and understand those needs. In addition, attendees learned about new technology that can be used in long-term care facilities to improve the lives of deaf or hard of hearing individuals, such as videoconferencing, CapTel, iPads and iPhones.



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

Professional Development

The Executive Staff Advisor attended a Managers and Supervisors conference in Louisville on June 11. The conference focused on professional development with field-proven strategies and techniques in core areas essential to success, including how to build high-performance teams, how to inspire and motivate people, and how to be a more powerful leader.

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 work together efficiently.

Office Rearranging Day

With the addition of new staff, offices within KCDHH were rearranged to provide a more efficient flow of information and teamwork on May 1. TAP staff was relocated to the basement with the Information Technology staff and Access Center staff, and the Information, Referral and Advocacy department is now all-together in the upstairs portion of the building, along with administrative staff.

Birthdays

KCDHH celebrated the birthday of the Information Program Coordinator and Information Office Supervisor this quarter.