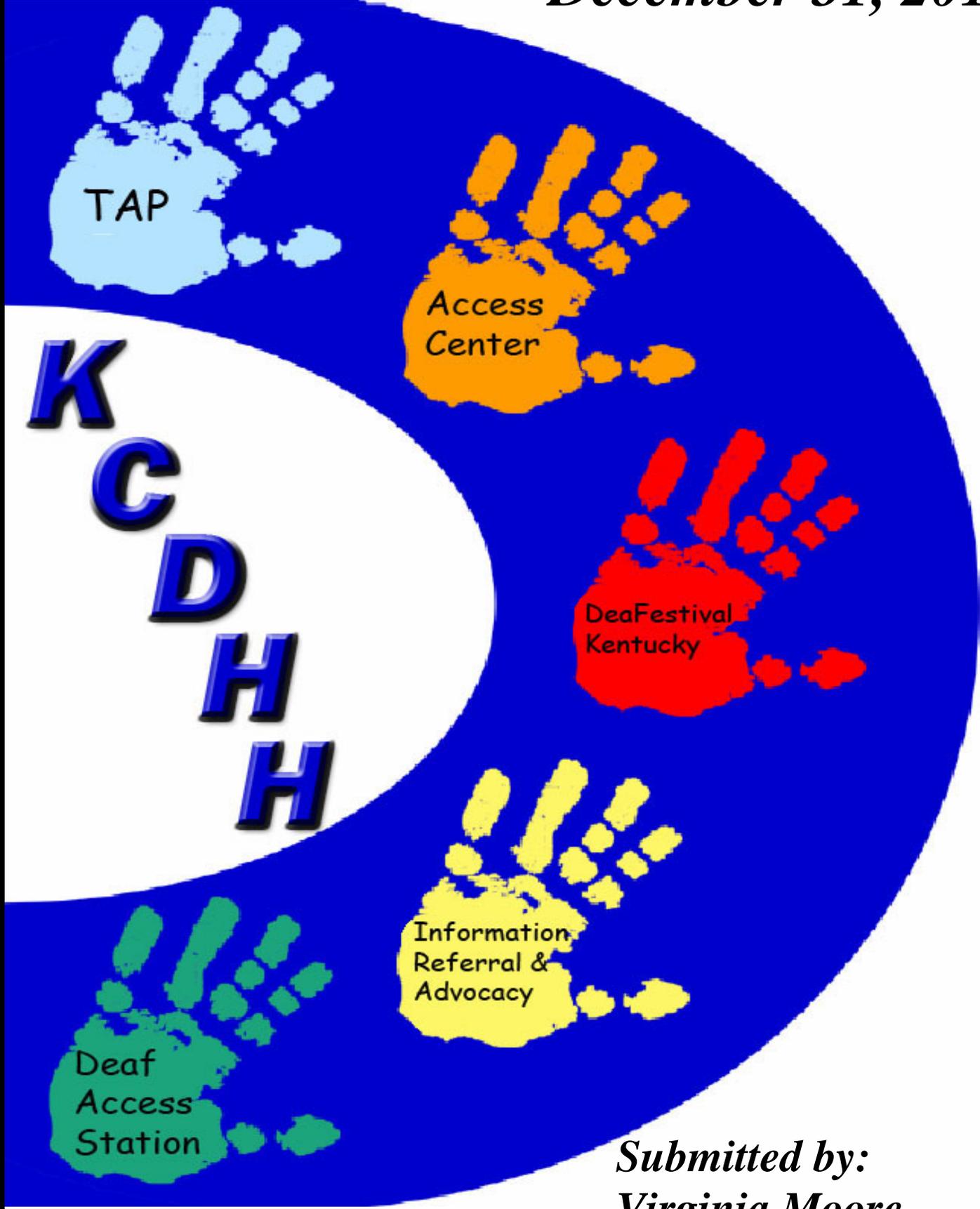


Agency Report

*October 1 through
December 31, 2013*



TAP

Access
Center

DeaFestival
Kentucky

Information
Referral &
Advocacy

Deaf
Access
Station

*Submitted by:
Virginia Moore*

KCDHH Quarterly Activities

October 1, 2013 to December 31, 2013

Personnel

The agency is now fully staffed.

Legislation

KCDHH's legislative initiatives for the 2014 General Assembly session are:

- Require mandatory screening for children prior to entry in kindergarten, head start or first grade, to mirror the dental and vision requirements. This would require working with the Kentucky Department of Education (KDE) on legislation to change the statute requiring screening for a hearing loss and regulatory changes if the legislation passes the General Assembly.
- Require audiologists to provide information regarding KCDHH services to clients they serve.
- Require insurance companies to assist with purchase of hearing aids for adults.
- Require nursing homes to screen residents for hearing loss, include in the patient's plan of care, and provide accommodations as required.



The mandatory screening for children in K-12 is supported by the Cabinet and was referred as one of their legislative priorities to be on the Governor's agenda for the 2014 legislative session. Several meetings have been held this quarter to discuss this initiative and provide additional information to the Cabinet per the Governor's mandates.

The Executive Director and the Internal Policy Analyst III met with the new Cabinet Legislative liaison, Ashley Parrott on November 13, and discussed KCDHH's potential legislative initiatives and the best way to approach getting legislative support for each.

The Executive Director, Executive Staff Advisor, Executive Secretary and Internal Policy Analyst III met with Senator Tom Buford and Senator Jimmy Higdon on December 12, to discuss potential bills that KCDHH wants to push during the 2014 General Assembly. Both are very supportive and asked us to get back with them when the session begins.

The Executive Director and Internal Policy Analyst III met with staff from AT&T in November and December regarding legislation they have proposed for the 2014 session called the *Kentucky Technology Infrastructure Act Bill*. This legislation pertains to how ATT is migrating to IP based services and how landline services are currently offered. Customers in larger metropolitan areas that order internet services, or bundle services through an IP based format, and keep it for 30 days will not be able to return to a landline services. Customers in more rural areas serving less than 15,000 customers will be able to switch back to landline if necessary. KCDHH plans to work with AT&T if the legislation passes to help educate the community on their choice of options to ensure they are aware of the consequences. In today's world of technology and with the industry switching over to a new infrastructure, this kind of legislation is inevitable, and all states surrounding Kentucky have already passed such legislation. We have asked for a copy of the notice that will be sent out to consumers advising them of the changes and plan to do a vlog explaining the changes if the legislation passes.

Budget

The Executive Director, Executive Secretary and Internal Policy Analyst III attended a state budget meeting on October 18, and had the opportunity to ask questions relating to the upcoming biennial budget. Questions were posed regarding anticipated cuts agencies could expect and the state budget officers said cuts are not anticipated but could not be ruled out. Also asked, was if state employees could possibly expect a raise this biennium since it has been so long. The response was doubtful due to the demands of many programs and less revenue coming into the state

Regulations

Various agencies continuously post regulation changes, and those that might impact our community are reviewed. During this quarter the following were reviewed;

- 16 KAR 5:020 and 16 KAR 6:010 from the Educational and Professional Standards Board pertaining to teacher certifications;
- 921 KAR 2:035, 921 KAR 2:015E from the Cabinet for Health and Family Services pertaining to the right to reapply for Kentucky Transitional Assistance Program and State Supplementation Program benefits allowing participants to reapply by telephone. 922 KAR 1:330 pertaining to Child Protective Services and human trafficking. 921 KAR 3:090 pertaining to the Simplified Assistance for the Elderly Program (SAFE), reducing benefits due a reduction from the Food and Nutrition Service. 907 KAR 1:055 pertaining to the Department of Medicaid Services and payments to federally qualified health care centers. 907 KAR 1:038, 1:039; 1:631, 1:632 and 13:015 pertaining to reimbursements for hearing, vision and private duty nursing home services, which increased allotments for each to

match currently federally mandated reimbursements. 922 KAR 2:160 pertaining to child care assistance programs, also federally mandated.

- 201 KAR 17:012 from the Board of Speech-Language Pathology and Audiology Board pertaining to licensure.

Impact on the community for these revisions was minimal and as Medicaid reimbursement fees are set by the federal mandates, we cannot increase through state regulations.

Regulation amendments for changes in the Telecommunications Access Program are being drafted, as equipment is being added to the program, and policy changes are required. Delays with approval through the Finance department in getting the equipment added have caused the regulations to be delayed. Filing will take place as soon as possible.

KCDHH GOALS



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

National Interpreter Certification (NIC)

KCDHH continues to offer the National Interpreter Certification (NIC) Interview and Performance Exams. The Registry of Interpreters for the Deaf (RID) has asked that supersites such as KCDHH continue to administer the NIC Exams, as the new testing of the system is taking much longer than RID anticipated. Even after the new system is implemented KCDHH will still offer the Certified Deaf Interpreter (CDI) written and performance exam along with the SC:L Legal written and performance exam. This quarter KCDHH offered 10 NIC Interview and Performance Exams, 1 SC:L performance exam, and 1 CDI Knowledge exam.

Sign Language Proficiency Interview (SLPI) Testing Slots

On November 15, the Executive Director, Interpreter Referral Specialist and Executive Staff Interpreter met with Kentucky School for the Deaf Sign Language Proficiency Interview (SLPI) staff. Due to the shortage of interpreters meeting the desired skill level and in an effort to meet the need for more certified interpreters in Kentucky, KCDHH provides SLPI test slot stipends to individuals who are interested in becoming a sign language interpreter in Kentucky. This meeting set up goals to provide more SLPI dates, criteria for individuals to apply, and better record keeping methods.

Access Center Assignments

Requests	Filled /pending assignments	Cancelled assignments	Interpreting Hours	Average # of contacts per assignment request
Request for Interpreting	89	9	484	12
Request for Captioning	3	0	11	5
Request for Videoconference	0	0	-	-

Telecommunication Access Program Overall Activities

Staff working within the Telecommunications Access Program (TAP) hold meetings bimonthly to communicate updates and priorities regarding daily activities and new initiatives in progress. Preparations were made for the upcoming TAP Advisory Board meetings and notifications and reminders sent out to members, database changes were discussed and submitted, orders in progress were discussed and reminders provided to ensure accuracy with database entries to preclude any problems with duplications, the new signaler package was discussed and implemented and changes made to the brochure and web pages. Vendor contract renewals were processed and updates made to the brochure. Equipment cabinet locations and updating of equipment was discussed and plans made to visit each cabinet office to ensure equipment is updated, with an 8th cabinet added to Pikeville. Discussions of how the iPad will be added to TAP have been held and policy and procedures are drafted to ensure clarity when the equipment is approved to be added to the program. We are working with the Finance department to get the iPad and a portable electrolarynx phone added to the TAP offerings.

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
Applying for STE	171	237	49

The Telecommunications Access Program (TAP) Advisory Board

The Telecommunications Access Program (TAP) Advisory Board met at KCDHH on October 10. Although a quorum was not present the members discussed the wireless plan changes to issue equipment for a 12-month period through a pool plan, pending regulation changes, vendor contract renewals and equipment substitutions, revisions to the application, brochure and the web pages for TAP. Members also discussed new technology to add to the program,

including iPads and asked for recommendations from the members. Members were advised that the full Commission would be discussing the possibility of this Advisory Board meeting electronically as it has been difficult to get a quorum at the meetings.

Telecommunications Relay Service (TRS) Advisory Board

The Internal Policy Analyst III attended the Telecommunications Relay Service (TRS) Advisory Board meeting held at the Public Service Commission (PSC) in Frankfort on October 10. Sprint, the states relay provider, gave an update on activities and explained about the transition to voice over internet protocol. PSC staff updates members on the new Federal Communications Commission (FCC) ruling that regulates caption services and mandates that users be verified as requiring services, and pay a fee for the equipment unless received through a state's distribution program.

Telecommunications Equipment Distribution Program Administrators (TEDPA) conference

The Executive Director, Internal Policy Analyst III, Telecommunications Access Program (TAP) Program Coordinator, and Administrative Specialist II attended the Telecommunications Equipment Distribution Program Administrators (TEDPA) conference held in Albuquerque New Mexico, September 30 through October 4. Staff attended workshops which included information on states wireless programs and advancements in wireless technology, TEDPA certification or standardization of equipment, sustainability of state programs, deregulation, digital compatibility, future of captioned services per the Federal Communications Commission (FCC) rulemaking, trends in the international Telecommunications Relay Services (TRS), National Deaf-Blind Equipment Distribution Program implementation, and a summary from New Mexico on the distribution of iPads in their TAP. Staff also networked with equipment vendors and were able to test new and various technology for possible inclusion in Kentucky's TAP. Our TAP Program Coordinator was elected as parliamentarian of the National organization at the business meeting. This conference was a fantastic learning experience for all staff that attended and provided them with new ideas for expanding our TAP and increasing outreach to broaden the scope of our program.

We began collecting information on how TAP requests are generated in January 2013. This allows us to better track the success of various public relations outreach efforts. *Of those consumers that choose to provide this information, the results for this quarter are listed below:*

Method of Referral	# Received
Applied before	2
TV advertisement	4
Outreach	16
Friend referred	4
Website	2
Newsletter	5
Facebook	0
Referral from another agency	12
Other	6
Billboards	0

Amplicom Smart Amplified Phones

On December 5, the Administrative Specialist II, Program Coordinator, Data Entry Specialist II, Executive Secretary II and Internal Policy Analyst II met with Amplicom representatives to receive a demonstration of their newest smart amplified phones- the PowerTel 7-Series which offers different combinations of phone equipment, accessories and special features. Demonstrated were the answering machines, wrist shakers, handsets, Bluetooth connectivity, DECT voice navigation and combination of phones. Phone samples of different combinations were left for testing of phones. Demonstration was very informative in leading the way for choosing the latest phone equipment for our deaf and hard of hearing community.

Telecommunication for the Deaf and Hard of Hearing, Inc.- Association of Late Deafened Adult (TDI-ALDA) conference

From October 17-20, the Network Analyst II attended the TDI-ALDA conference in Albuquerque, New Mexico. The Network Analyst II attended various workshops covering topics such as internet protocol captioned telephone relay services (IP-CTS), new generation IP-CTS and access to emergency services, Video Relay Services (VRS) current progress in development, iPad/iPhone tips and tricks, how to locate and use iPad/iPhone apps designed for deaf and hard of hearing people, upcoming captioning technologies which will improve real time captioning, current issues faced by the deaf and hard of hearing population and various telecommunications providers which were and are being imposed stringent new rules by the FCC, and an update on the 21st Century Communications and Accessibility Act. The hottest topic and therefore recurrent theme throughout the conference was the fact that the FCC, bitten by numerous fraudulent incidents throughout the IP-CTS and VRS industries, is now imposing new rules upon the deaf and hard of hearing population, in an attempt to curb fraud perpetrated not by the deaf and hard of hearing population, but by those who provide telecommunications services.



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 Public Relations (PR) efforts and outreach activities to increase awareness of services offered by the agency. **43,593** information and PR items were distributed during the quarter as follows:

Date	Type of Outreach	TOPIC	# Items Distributed
10/10/13	Facebook	HLAA and AMC Theatres® Reach Landmark Agreement	1068
10/11/13	Facebook	October is National Protect Your Hearing Month	1069
10/11/13	Facebook	KCDHH Executive Director encourages y'all to get Flu immunization	1072
10/11/13	Facebook	Now you can read all our Newsletters and publications in one fold	1080
10/15/13	Facebook	Support KCD - support DeaFestival - Kentucky on a night of Bunco.	1083
10/17/13	Facebook	Justin LeBlanc, the first designer with a hearing loss in Project Runway history	1091
10/17/13	Eblitz	Pikeville Townhall and Bunco announcement	1084
10/19/13	Outreach	Outreach Project to DHH high school students in Ashland area	150
10/21/13	Facebook	KY ADAPT invites you to a Fall hay ride and cookout event	1094
10/21/13	Facebook	CERTIFIED DEAF INTERPRETER WORKSHOP	1094
10/22/13	Facebook	Feds try to eliminate housing for the deaf	1098
10/23/13	Facebook	Jacobs Hall Museum and KSD Charitable Foundation Present :- Christmas Tea	1102
10/25/13	Outreach	Townhall Meeting held by KCDHH Staff in Pikeville	800
10/29/13	Facebook	See what KSD students are doing to impact their community	1109
10/29/13	Facebook	New developments in Retirement, Disability, Medicare and SSI programs	1114
10/30/13	Outreach	Outreach to Seton Catholic School	90
11/13/13	Facebook	Are You a Person with Hearing Loss in A Workplace	1120
11/19/13	Facebook	We're coming to your area! Join us at a TOWN HALL MEETING	1122
11/21/13	Eblitz	State Advisory Panel for Exceptional Children Public Hearing	1371
11/21/13	Facebook	State Advisory Panel for Exceptional Children (SAPEC) public hearing	1123
11/22/13	Facebook	Help spread awareness about Kentucky ADAPT program	1124
11/25/13	Outreach	Outreach to Southside Tech Center in Lexington by Emily and Natasha	350
11/26/13	Facebook	ASL Expo scheduled for Dec. 7 in Lexington has been POSTPONED	1125
11/27/13	Facebook	We at KCDHH want to wish all of you a very happy Thanksgiving!	1126
12/4/13	Eblitz	KDCHH Holiday Open House	2276
12/04/13	Facebook	Signing Santa is coming to Kentucky!	1128
12/05/13	Facebook	Applications are now being accepted for DUI Instructors for DHH	1128
12/05/13	Facebook	LAD is inviting members of the public to their annual Xmas party	1128
12/06/13	Facebook	Hooray! The time is nigh! Re: Netflix agrees to subtitle all films by 2014	1129
12/06/13	Facebook	AND the COUNTDOWN to KCDHH Holiday Open House begins!	1129
12/10/13	Facebook	An Open House with plenty of gifts, where Santa signs!!	1130
12/11/13	Facebook	Good morning Kentucky! Are you ready to see Signing Santa this Friday?	1130
12/11/13	Facebook	HOLIDAY OPEN HOUSE!!! — at KCDHH this Friday!!	1130
12/13/13	Facebook	Deaf community saddened over 'mockery' of Mandela fake funeral interpreter	1131
12/13/13	Facebook	Today is D-DAY!!!! KCDHH Holiday Open House	1131
12/16/13	Facebook	Our Open House was a huge success	1133
12/17/13	Eblitz	KCDHH Communicator	3254
12/17/13	Mailing	KCDHH Communicator	843
12/26/13	Facebook	Happy Holidays Greetings	1134
TOTAL			43,593

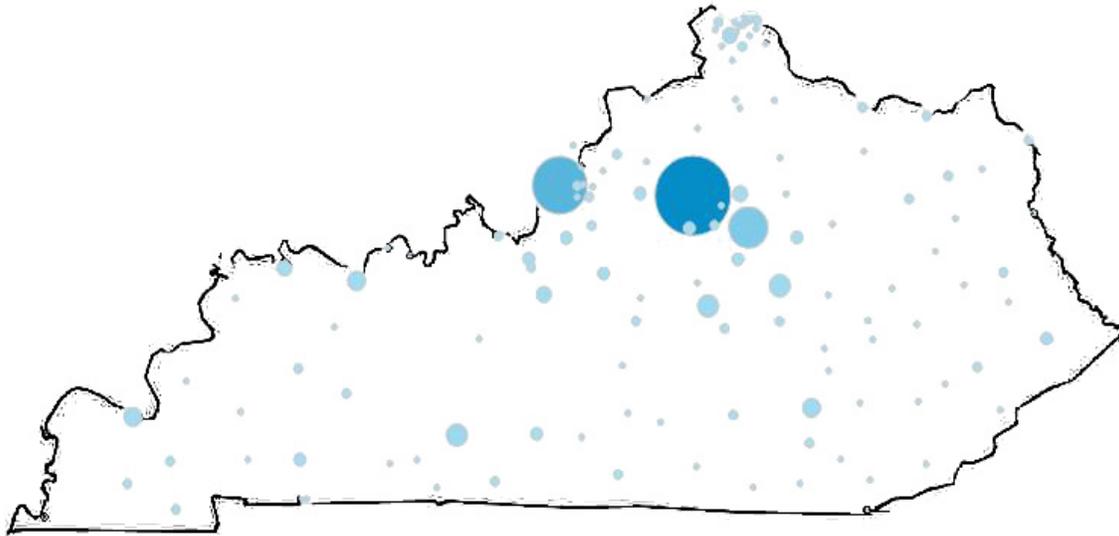
Information and Referral Requests

The Office of Information Services received **3,963** new contacts and **1,071** new requests during this quarter, broken down as follows by category:

Nature	Contacts	Closed Requests	Pending Requests
AC: Request for Free Test Slot	5	1	0
AC: Request for Captioner	15	3	0
AC: Request for Interpreter	1145	75	18
Administration	68	3	0
DeaFestival	31	29	0
IRA: ASL & Linguistics	19	13	0
IRA: Deafness & Hearing Loss	54	32	0
IRA: Education	7	3	0
IRA: Families & Children	5	0	1
IRA: Human Services	180	87	0
IRA: Interpreting	49	15	5
IRA: Legal Rights of Deaf and HOH	157	27	0
IRA: Outreach	15	1	1
IRA: Senior Citizens	4	1	0
IRA: Sports	2	1	0
IRA: Technology	54	25	0
Information Technology	2	1	0
Legislation	6	1	0
Library	25	7	0
PUB: Communicator	48	75	0
PUB: Directory of Services	3	2	0
PUB: KCDHH Publications	2	1	0
PUB: Visor Cards	79	27	0
TAP: Outreach	5	2	0
TAP: Received Application for STE	1145	78	130
TAP: Repair	13	7	0
TAP: Requested a TAP Application	758	379	2
TAP: TAP ISSUES	67	17	1
report total:	3963	913	158

KCDHH Web Counter Hits: October 1, 2013 - December 31, 2013

The following image depicts the various cities and towns throughout Kentucky from which visitors viewed our Web site. The bigger the circle, the more visits from the area that the circle represents.



The following image lists the top 10 Kentucky cities from which visitors viewed our Web site, the top 10 countries in the world from which visitors viewed and the top 10 pages of our web site that they viewed. We have had a total of **4,168** visitors in Kentucky this quarter which represents a slight decrease in visitors from the previous quarter.

Top Ten Visitor Cities in Kentucky		Top Ten Visitor Countries in World		Top Ten Pages Visitors Viewed	
City ?	Acquisition	Country / Territory ?	Acquisition	Page Title ?	Pageviews ?
	Visits ? ↓		Visits ? ↓		↓
	4,168 % of Total: 67.64% (6,162)		6,162 % of Total: 100.00% (6,162)		13,555 % of Total: 100.00% (13,555)
1. Frankfort	1,448	1. United States	5,935	1. KCDHH: Home	4,160
2. Louisville	723	2. United Kingdom	20	2. KCDHH: Request Forms	1,106
3. Lexington	378	3. India	20	3. KCDHH: Sign Language Information	760
4. Bowling Green	117	4. Canada	19	4. KCDHH: Equipment List	550
5. Danville	105	5. Ukraine	19	5. KCDHH: Calendar of Events	520
6. Richmond	93	6. Australia	10	6. Kentucky Commission on the Deaf and Hard of Hearing DeafFestival Page	470
7. Owensboro	81	7. Philippines	8	7. KCDHH: TAP	456
8. London	78	8. Brazil	7	8. KCDHH: Assistive Devices	353
9. Paducah	64	9. Germany	7	9. KCDHH: Staff	352
10. Elizabethtown	61	10. (not set)	6	10. KCDHH: Bulletin	324

Website upgrade

On December 26, the Executive Staff Advisor and Information Office Supervisor met with the owner/president of AI A CARTe captioning agency to begin dialogue related to filming and captioning of various video projects for our agency. The next phase of updating the website is to include a virtual tour and vlogs of the various departments and their responsibilities within the agency.

Kentucky Association of Government Communicators

The Information Office Supervisor attended a meeting of the Kentucky Association of Government Communicators on November 20 in Frankfort. Guest speakers at the meeting were two members of the Rupp Arena social media marketing team, who passed along ideas on how organizations can boost their effectiveness in promoting themselves through social media. The suggestions that are applicable to a nonprofit or government agency will be incorporated into our policy and passed along to staff.



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.

Statewide Advisory Panel for Exceptional Children

On November 14, the Executive Staff Advisor was appointed for a three year term to the Kentucky State Advisory Panel for Exceptional Children (SAPEC) by Gov. Steve Beshear. The SAPEC provides policy guidance with respect to special education and related services for children with disabilities in Kentucky as defined by special education regulations and applicable state and federal law.

Mental Health and Aging Conference in Bowling Green

On October 15, the Executive Staff Advisor and Interpreter Referral Specialist presented at the Mental Health and Aging Conference at the Corvette Museum in Bowling Green. The presentation focused on the rights of deaf and hard of hearing senior citizens in nursing homes, communication methods, and referral information. Approximately 150 individuals attended. Audience members included ombudsman, protection and advocacy, and adult protective services staff. This presentation was coordinated with the Ombudsman office as a result of the partnership developed from the Nursing Home study group.

Movie Theatre Formal Complaint

The State Journal interviewed the Executive Staff Advisor about the formal complaint filed through Protection & Advocacy regarding her claim that the Frankfort movie theater discriminated against her and did not provide appropriate accommodations for her and her children to view a movie. Because the theatre was shutting down and changing ownership they offered a monetary conciliation agreement. Many individuals in the community complained that she was shutting down the theater for her gain, but this was not true. The reorganization of the theatre was already in the works but was not public knowledge. The State Journal ran a second article explaining the viewpoint of the ESA and how she was making a point that movie theaters must be accessible to all individuals.

Long Term Care Ombudsman's Conference



On October 17, the Interpreter Referral Specialist presented at the Long Term Care Ombudsman's conference at Campbellsville University in Louisville. Approximately 30 individuals, including ombudsman from around the surrounding regions attended. The presentation focused on the rights of deaf and hard of hearing senior citizens in nursing homes, communication methods, and referral information. This presentation was coordinated with the Ombudsman office as a result of the partnership developed from the Nursing Home study group.

Kentucky Early Hearing Detection and Intervention Conference (EHDI)

On November 6, the Executive Staff Advisor attended a planning meeting for the first Kentucky Early Hearing Detection and Intervention (EHDI) conference, to be held in September 2014 on the University of Kentucky campus. During the state breakout meeting at the 2013 National EHDI conference in Arizona, individuals representing different service areas agreed that Kentucky should establish an annual statewide conference. The goal of these annual conferences will be strengthening the relationship between the multitude of service providers in the EHDI system as well as establishing a strong relationship among the service providers and families with deaf and hard of hearing children. This meeting was the first to begin discussion for establishing the first statewide conference. Approximately ten EHDI stakeholders were in attendance and it was agreed that this first conference will be geared toward medical providers in attempt to help them recognize the importance of early detection and prevention of loss to follow up. Meeting attendees formed committees and created a mock agenda for the conference.

Video Remote Interpreting for Mental Health settings

On November 11, the Executive Director and Executive Staff Advisor met with the Statewide Coordinator for Deaf Services at the Kentucky Division of Mental Health, Developmental Disabilities, & Addiction Services to discuss the development of a white paper related to the use of Video Remote Interpreting for deaf patients with mental health providers.

Kentucky Department of Corrections Proposal

On November 11, the Information Coordinator met with the Information Office Supervisor and the Executive Staff Advisor to begin development of a proposal to present to the Kentucky Department of Corrections Commissioner related to the needs of deaf and hard of hearing inmates in Kentucky. The proposal will outline how KCDHH and the Department of Corrections can partner to ensure that all Kentucky correctional facilities are more accessible to inmates with a hearing loss.

Statewide Advisory Panel for Exceptional Children (SAPEC) meeting

From November 23-25, The Executive Staff Advisor attended the Statewide Advisory Panel for Exceptional Children (SAPEC) meeting that was partnered with the Council of Exceptional Children's (CEC) conference in Louisville. The purpose of the SAPEC meeting was to introduce new members, review the 2013 meeting minutes, set dates for the 2014 quarterly meetings and review the elections committee report. When the SAPEC panel was not meeting the Executive Staff Advisor attended various CEC conference sessions focusing on new classroom technology and Individual Education Plan (IEP) vs. 504 plan.

Elder Abuse Committee Meeting

On December 19, the Interpreter Referral Specialist attended the Elder Abuse Committee strategic planning meeting at the Franklin County Extension Office. The committee members included representatives from Protection and Advocacy, the Office of the Inspector General, and ombudsmen from across the state. The Elder Abuse Committee was established in response to the Governor's announcement of his commitment to improve the quality of nursing homes in Kentucky and raise our national report card ranking. As part of that effort, he also committed us to holding regional public forums on the issues. KCDHH will attend these meetings to show our concern and to start a conversation about the needs of deaf and hard of hearing residents, and to help improve the quality of their care and their quality of life.

Functional Access Needs Collaborative

The Information Office Supervisor attended the Functional Access Needs Collaborative meeting in Versailles on October 16. The body heard reports that Functional Access Service Teams (FAST) had undergone training over a weekend with mock shelter exercises.

Collaborative members were asked to assess a document created for families with special needs, to be stored in the family's home and retrieved in the event of an emergency. Members agreed that the draft perhaps contained too much information and that the most important information, which was buried within the document, should be moved forward. Information Office Supervisor suggested that, if the document was available as a downloadable document, it should offer links to the deaf and hard of hearing emergency preparedness videos available on the KCDHH Web site. The next Functional Access Needs Collaborative meeting will be in January in Versailles.



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.

National Association of the Deaf (NAD) Leadership Training



From October 3-6, the Information Coordinator attended a three-day leadership training organized by the National Association of The Deaf (NAD) in Omaha, Nebraska. The training focused on intergenerational leadership and how to use it to strengthen the deaf community by building allies, collaborating and engaging both, even when there are points of disagreement within the deaf community. With information gleaned from this training, KCDHH staff has met several times to work towards developing a mentorship/leadership program for deaf and hard of hearing youth and the community as a whole.

Big Brothers Big Sister of the Bluegrass planning

On December 16, the Information Coordinator, Information Office Supervisor and Executive Staff Advisor met with the Program Director of Big Brothers Big Sisters of the Bluegrass in Lexington in an effort to develop a mentorship program for deaf and hard of hearing individuals in Kentucky. A discussion took place on how both agencies can work together to collaborate to create a program for deaf and hard of hearing youth. Further meetings are to be scheduled to work out specific details.

Explore Your Future

On October 11, the Executive Staff Advisor met with the Director of Kentucky School for the Deaf Outreach for Statewide Support Services, Western Kentucky Statewide Educational Resource Center Consultant and the Western Kentucky Rehabilitation Counselor for the Deaf to discuss possible collaborations on future projects to help improve services to deaf and hard

of hearing children. Logistics were discussed for the upcoming "Explore Your Future" event in Elizabethtown in February. Other ideas were noted for further discussion related to professional development for teachers, World Language Initiative from the Kentucky Department of Education and Cultural and sensitivity training for professionals. This group will reconvene at a later date to determine how to move forward.

Kentucky Assistive Technology Loan Corporation

The Internal Policy Analyst III attended the Kentucky Assistive Technology Loan Corporation Board meeting on October 3, in Louisville. Fifth Third Bank provided a report, all applications are going well and the bank agreement is coming up for renewal. The Program Coordinator provided the Board report, and members reviewed and confirmed all e-group votes, defaults, catch up payments, collections, reviewed financial reports, discussed marketing activities and customer satisfaction reports. Reappointments were made by the governor and new members will begin serving in February 2014.

Kentucky Assistive Technology Services (KATS) Network Advisory Council

The Internal Policy Analyst III attended the Kentucky Assistive Technology Services (KATS) Network Advisory Council meeting on November 19, in Frankfort. Elections were held, and the Internal Policy Analyst III was re-elected for a one-year term as Co-Chair of the Board. Updates were provided by the KATS Regional Assistive Technology (AT) Centers with stress on project CARAT (Coordinating and Assisting the Reuse of Assistive Technology). Consumers are greatly benefiting from this service, especially in Eastern Kentucky. Preparations are being made to work on the State Plan, which is soon to be resubmitted. KCDHH, the Kentucky Assistive Technology Loan Corporation, the Office of Vocational Rehabilitation, and Rehabilitation technology Branch provided program updates. Carry forward and spend down funds were discussed, current usage for CARAT and AT Centers, and possible new projects for funds usage, which will be determined by the State Plan Committee (Co-Chairs responsible). Protection and Advocate presented on their new incentive to be a greater "presence" in nursing homes, and how they are working to ensure the Money Follows the Person waiver is utilized for facility patients as well, so they don't lose benefits, including AT when needed. Working to ensure all consumers under state supervision are protected and served to the best of the state's ability under current waivers. Open discussion was held by members updating each other on projects and services.

Kentucky Assistive Technology Loan Corporation

The Internal Policy Analyst III attended the Kentucky Assistive Technology Loan Corporation (KATLC) Board meeting on December 18, in Louisville. Fifth Third bank representative did not attend, so no update provided. Stockyards bank approached KATLC and will provide a

proposal to take on our account when our renewal expires with 5/3. Board members verified e-group loan approvals, denials, discussed the financial report and marketing activities and reviewed defaults. Extensive discussion was held regarding repossessions and Vocational Rehabilitation's (VR) ability to recover equipment they install in a vehicle that defaults and goes to repossession. The attorney was present and advised that he was researching how we can change the regulations to allow for leeway to return VR equipment, and also to add the ability to provided catch up payments to prevent some individuals from defaulting on the loan. Defaults have increased significantly for all items (including hearing aids) and board members are stricter on approval of overrides from the bank. Two replacements are needed for the Board and members were asked to send in names to be forwarded to the Governor's Office. A retreat will be held in March 2014 to work on the regulations, state plan and renewal of the bank agreement or transfer to another institution.

AT&T Advisory Panel

The Internal Policy Analyst III attended the AT&T Advisory Panel meeting on December 19, in Louisville. AT&T reported on several items including;

- New telephone area code (364) that will be mandatory February 1. Only new customers will be assigned the new code, or someone who disconnects their service and then reconnects. 270 customers will not be required to change area codes.
- The LifeLine program does include wireless customers. Individuals can receive one deduction per family. 84% paid now is for wireless customers.
- Disaster planning is critical. Customers are recommended to keep a landline for emergencies; however, AT&T is switching over to primarily VoIP services. Staff are willing to come do table top demonstrations with Homeland Security and the Department of Emergency Services.
- UVerse and Time Warner provide about four hours of battery backup during an electrical outage, but after that time, without landline service communication would be dead till electrical service was restored.
- New Service-"Digital Life" includes home security monitoring, heat, lights, appliances controlled, camera monitoring inside the home, all controlled through smart devices.
- Huge Public Relations campaign on "No texting while driving" continues. 50% of drivers admit to still texting and driving, even though against the law. Texters are 23 times more likely to be involved in a fatal car accident. Legislation proposed during 2014 session to prohibit all cell phone usage in work zones.
- Project Velocity – upgrading infrastructure to wireless/VoIP. Per Federal Communications Commission (FCC) statistics, in 2009 there were 268,000 wireless consumers nationwide, 2012 statistics show 2.7 billion. Kentucky's has increased to over 4 million, up from 2.9% in 2012. Trying to change infrastructure to meet demand. 2014 legislation proposed to assist with this project (discussed under legislation). AT&T

spend funds on upgrading infrastructure rather than maintaining old technology, but continue to provide landline services if customers prefer, or if wireless solutions do not work in their area.

- With decrease in landlines, the 911 infrastructures needs major upgrades, and local governments cannot fund the changes needed. Legislation has been proposed to increase the 911 fees statewide and standardize the fund (flat fee on all providers, wired and wireless) rather than allowing local governments to set this fee.
- “EverThere” service now available – detects if individual falls, location, and calls for help. Utilizes a trained care center for responses. Device cost \$99, monthly fee \$30.
- Roundtable discuss from all members on services or projects provided by each agency/representative, good information for referrals or assistance with advocacy.

Nelson Mandela Memorial Interpreter scandal

A great deal of publicity was seen nationwide in December regarding the ‘so-called’ interpreter in South Africa for Nelson Mandela’s Memorial service. The National Association of the Deaf and many other deaf organizations expressed concern and embarrassment that this could happen on a national level. However, the publicity did bring to light the importance of bringing awareness to people about the necessity of having licensure for the interpreters for safety and security to the deaf consumers, and the hearing community as well, and for the integrity of the interpreters’ profession. Wave 3, a news station in Louisville, contacted the Executive Director and the Information Coordinator, to come and give their input regarding this incident. The Kentucky Association of the Deaf President also provided input although not able to attend the interview in person. The ASL/Interpreting Studies coordinator from the Interpreter Training Program at the University of Louisville participated in the interview as well. The Executive Director showed the news clip to the members and they discussed the situation. The positive outcome of this issue is that it brings more awareness to the importance of having certification and licensure for qualified interpreters in all facets of their work.

Hands Alive event in Lexington

On October 24, the Executive Secretary II and the Information Coordinator attended the Hands Alive event in Lexington. This event was held for deaf and hard of hearing students from Lexington and surrounding school districts. The Executive Secretary II and Information Coordinator served on a panel during the high school students’ workshop to discuss advocacy within the school and in the community. The afternoon activities were opened to the elementary and middle school students. The Executive Secretary II and the Information Coordinator assisted with various games during the afternoon. This event hosted approximately 100 students, parents, teachers, and volunteers.

V-Log on Hospice Services

On October 28, the Development and Community Liaison for Heritage Hospice Inc. in Danville, Kentucky came to KCDHH to do a short V-Log on the services that Heritage Hospice provides, in hopes of increasing the number of deaf and hard of hearing individuals they serve. The hospice organization set up an advisory council to focus on connecting with the deaf and hard of hearing community and KCDHH reached out to offer advice and support. This was a result of work done through the Nursing Home Study Group.

DeaFestival-Kentucky Planning



This past quarter the lead planning committee, consisting of the Executive Director, the Executive Staff Advisor, Internal Policy Analyst III, Executive Secretary II and the Interpreter Referral Specialist, have been working on the pre-planning of DeaFestival-Kentucky 2014. The pre-planning committee discussed ideas and presented them to the entire staff for input. KCDHH is excited to partner with WorldFest, the

Galt House, and the Kentucky Center for the Performing Arts to host DeaFestival 2014. The meetings included the following: October 23 - the Executive Director and Interpreter Referral Specialist met with the Kentucky Center staff to outline the events for the Labor Day weekend 2014. The Kentucky Center staff showed enthusiasm to be a part of the festival and proposed ideas as well. The WorldFest Director met with KCDHH and Kentucky Center staffs to discuss WorldFest on the Belvedere and DeaFestival schedules and partnership. November 21 - the pre-planning committee along with the staff interpreter attended a detailed walk through of the Kentucky Center along with a meeting with the Kentucky Show. The Kentucky Show is a short film (closed captioned) shown on a large screen in the Kentucky Center. The Kentucky Center General Manager and Marketing Director is working with DeaFestival to show the Kentucky Show film to DeaFestival attendees along with letting DeaFestival showcase short films by deaf and hard of hearing filmmakers. December 10 - all staff met at the Kentucky Center to discuss DeaFestival items such as job duties, schedules, children's program, and layout and did a walkthrough. This gives staff the opportunity to see the location, know their responsibilities and have input into the schedule so that the program belongs to everyone.

The Executive Director and Internal Policy Analyst III traveled to Eastern Kentucky on October 23 to meet with some local deaf visual artists to see their work and invite them to participate in DeaFestival-Kentucky 2014. Their work was truly amazing, very unique, and samples were provided. Both were invited to participate as visual artists in DeaFestival 2014 and staff will assist them in networking with other artists so they can learn to promote their talents and market their artwork.

Deaf Awareness presentations in Lexington

On October 31, the Executive Staff Advisor gave two Deaf Awareness presentations to second graders at the Seton Catholic School in Lexington as a part of their disability awareness curriculum. Approximately 60 students and staff attended the presentations. The presentations focused on basic deaf awareness information as well as successful deaf individuals who embody the phrase "Deaf people can do anything but hear." The students were very surprised to learn that deaf and hard of hearing individuals could accomplish the same things as hearing people. The students had many questions ranging from "Can you sleep in your hearing aid?" to "Do all deaf people use sign language?" Both classes sent a Thank You card and expressed interest in making this an annual event.

How a Bill Becomes a Law presentation

The Internal Policy Analyst III and the Executive Director provided a workshop at the Hearing Loss Association of America, Kentucky Home Chapter in Bardstown on October 28 entitled "*How a Bill Becomes a Law*". Two legislators were present at the meeting and both CART and interpreting services were provided. Attendees were guided through the process of how an idea becomes something that can be turned into a law to benefit the community and the lengthy process it takes to do so. KCDHH also advised the members of the legislative initiatives planned for the 2014 session and we spoke with the legislators present about supporting the bills we plan to pursue.

Certified Deaf Interpreter (CDI) Workshop

On the weekend of November 22, the Executive Secretary II attended a Certified Deaf Interpreter (CDI) workshop in Indianapolis, Indiana, hosted by a renowned CDI and trainer Jimmy Beldon. CDIs are commonly used for individuals with limited language fluency, high visual orientation, international sign languages and/or those who rely on "home signs," which are recognized by only the individual's family members and those who communicate with them regularly. The goal to become a CDI is extremely beneficial to the Executive Secretary II and for the agency, as it will empower others to seek CDI certification.

Communicating with Deaf and Hard of Hearing Patients

On November 25, the Information Coordinator gave a presentation titled "Communicating with Deaf and Hard of Hearing Patients" to high school students at the Southeast Technical Center in Lexington. This presentation was given to help students interested in working in the medical field understand the importance of effective communication with deaf and hard of hearing patients. The Interpreter I attended and gave insight from an interpreter's standpoint as well as providing services for the Program Coordinator. Two presentations were given to a total of 60 students who were very receptive to the information provided.

Advocacy

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



- Complaint from a deaf person that their lawyer was refusing to provide an interpreter even though they are paying for the lawyer's services. KCDHH intervened and the lawyer agreed to provide the interpreter.
- Request from a deaf inmate who was incarcerated without the provision of reasonable accommodation, KCDHH responded advocating on their behalf with the correctional institution.
- Complaint from a deaf patient that they were billed by a doctor's office for failing to show up when an interpreter was already contracted. KCDHH advocated that the patient was never a party to the contract; hence, they cannot be billed in accordance with basic law of contract and provisions of ADA.
- Complaint by a deaf person that their landlord refused to provide a visual alarm for their apartment. KCDHH intervened and the proprietor eventually obliged.

Kentucky Storytelling Association Conference

November 1-2, the KCDHH Chair and a representative of the community attended the Kentucky Storytelling Association conference in Ashland on behalf of the agency. During the conference she gave a short presentation on how to use interpreters and the benefits of having interpreters.



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

Flu Shots

On October 11, the Franklin County Health Department sent two nurses to provide flu shots to the KCDHH staff members who chose to receive the vaccination.

KCDHH Loop System

On December 3, the Network Analyst met with representatives from Enterprise Technical Solutions, LLC at the KCDHH office to discuss the possibility of installing a hearing loop

system in KCDHH's conference room and front lobby. The men tested the environment with their equipment and took measurements. They said that they would forward the information to the hearing loop manufacturer, Listen Technologies, to devise a plan to install the best possible hearing loop system for the above-mentioned rooms. They will get back with us when they have received all of the necessary information.

KCDHH Holiday Open House



On December 13, KCDHH hosted a Holiday Open House at the agency office, opening its doors to the community at-large. In addition to food and fellowship, a Signing Santa was there to visit with children. This popular event allowed for socialization among the deaf and hard of hearing community and allowed participants to tour the office and take in the art of prominent artists on display within the agency.

Annual Ornament Exchange Party

On December 13, the agency hosted its annual ornament exchange party in conjunction with the Executive Board Meeting. After the meeting, KCDHH staff and board members attended the festive ornament exchange and potluck lunch.

Christmas Giving

In the spirit of Christmas, KCDHH staff members donated to a Christmas fund in order to purchase Christmas items for a local deaf family. Toys and clothing were purchased for the children and remaining funds were put on a Kroger card for the parent to purchase holiday food items.

Staff Meetings

Staff meetings were held throughout this quarter and issues discussed included:

- DeaFestival 2014 Planning
- Holiday Open House planning
- Unique situations involving KCDHH's advocacy procedures and budget
- Current and upcoming priorities and deadlines for staff projects

Birthdays

KCDHH celebrated the birthdays of the Network Analyst II, Internal Policy Analyst III, Executive Staff Interpreter, and Administrative Specialist II during this quarter.