

*Agency Report July 1st through
September 30th, 2014*



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*Submitted by:
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KCDHH Quarterly Activities

July 1, 2014 to September 30, 2014

Legislation

Senator Tom Buford contacted the Executive Director concerning hearing screenings for school aged children, and possible legislation was discussed for the 2015 General Assembly session. This triggered a meeting with staff from the Department of Education to talk about how these hearing screenings could be more reliably done without statute or regulatory changes. Results of the meeting are documented later in this report.

(3.3 Continually monitor and initiate legislative issues that affect deaf and hard of hearing Kentuckians.)

Regulations

During this quarter regulation changes from the Cabinet for Health and Family Services, Department of Community Based Services were reviewed (921 KAR 3:090) regarding the Simplifying Assistance for Elderly (SAFE) program and the Food and Nutrition Service non-discrimination statements. Regulations from the Educational Professional Standards Board regarding emergency certification of out-of-field teacher qualifications and forms changes was also reviewed and comments provided as required. No direct impact on the deaf and hard of hearing community was involved in these regulation changes.

(3.3 Continually monitor and initiate legislative issues that affect deaf and hard of hearing Kentuckians.)

Budget

In August the Legislative Research Commission (LRC) posed a questionnaire to the agency regarding our information technology (IT) infrastructure and user friendliness of the systems. The Executive Director compiled information from staff regarding the agency's business processes, budget planning and current technology used to facilitate daily business actions. The questionnaire asked for input regarding improvements to IT equipment and operating systems, data storage, phone system, voice over internet protocol, and teleconferencing. Performance of current systems in place, such as eMARS, the state's current accounting system and KHRIS, the state's personnel and payroll system and overall business applications were reviewed and responses submitted. The survey provided the LRC with information on systems that best serve the public through actions of the agency staff.

Personnel

The Information Coordinator for the Deaf and Hard of Hearing position is still vacant. Applications have been reviewed and candidates have been chosen for interviews.

National Association for the Deaf National Conference and National Association of State Agencies of the Deaf and Hard of Hearing

The Executive Director (ED) attended the National Association of the Deaf (NAD) conference held in Atlanta, GA on July 2-5 and participated in workshops on how state agencies such as Mental Health and Vocational Rehabilitation, as well as Commissions, need to collaborate to provide more comprehensive services to the communities we serve. The ED also participated in roundtable discussions regarding the division between interpreters and the deaf community, and how agencies need to work to bridge the gap. Simultaneously with the NAD conference, the National Association of State Agencies of the Deaf and Hard of Hearing (NASADHH) held their biennial meeting. Two new Executive Directors were introduced from New Mexico and Missouri. Legislation being promoted by different states was discussed, highlighting each state's priority and determining the most significant that should be focused on by all agencies; education, elderly and current technology. Presentations were provided by an independent marketing firm, providing recommendations on how states can improve their image, reach their constituents and accomplish their goals on a limited budget. NASADHH also met with the NAD Board to provide input on how NAD should solicit input from state agencies when setting their annual priorities and work more closely with agencies to accomplish those goals. Elections were held at the NASADHH meeting, and the Executive Director was reelected as Treasurer. A motion was made and passed to hold annual meetings, one year at NAD and the next year at the Hearing Loss Association of America national conference, so that the needs of all consumers served can be better understood.

(4.5 Promote staff involvement in the community through participation in deaf and hard of hearing-related organizations and events.)

TEDPA

The Executive Director, Internal Policy Analyst III, and Program Coordinator attended the Telecommunications Equipment Distribution Program Association (TEDPA) national conference in Portland, Maine on September 17-20, 2014. This conference allowed staff to network with other Telecommunication Access Program (TAP) managers and vendors to obtain valuable information regarding new technology, policy and procedures for administering the equipment distribution program and obtain information regarding methods of improving the TAP in Kentucky. Workshops were held on new innovations in equipment, iPad and iPhone accessible applications, equipment evaluation, hearing aid compatible and Bluetooth accessories, sustainability for the program, standards and evaluation of equipment and Federal Communications Commission (FCC) updates. A teleconference was also held regarding the administration of the National Deaf Blind Equipment Distribution Program (NDBEDP), of which Kentucky participates. Vendors showcased new equipment and enhancements on current equipment, providing valuable information for the acquisition of vendor contracts for TAP. Kentucky served on the iPad panel discussion, as

it is one of the few states providing emerging telecommunications equipment, such as the iPad, through TAP and is seen as a national leader on the distribution of these devices. Two representatives from Apple also attended the meeting, and met with the Executive Director to discuss how the deaf and hard of hearing community in Kentucky are utilizing the iPad. Business cards were exchanged with a promise of a follow up meeting. The Internal Policy Analyst III serves as Chair of the Bylaws and Policy Committee for TEDPA and provided updates during the business meeting. The Program Coordinator serves a Parliamentarian for TEDPA.

(4.5 Promote staff involvement in the community through participation in deaf and hard of hearing-related organizations and events.)

NASRA

The Executive Director and Internal Policy Analyst III attended the National Association for State Relay Administration (NASRA) national conference in Portland, Maine on September 21-24, 2014. Although not the state's voting member, the conference proved invaluable for obtaining information on FCC updates regarding relay services, especially the recent controversy in captioned call relay services. The FCC is considering shifting the responsibility to states to maintain these services, and many funding and administrative challenges were discussed. Workshops were also held on Interstate Telecommunications Relay Services (TRS) monitoring and possible funding changes, international information from Australia, Thailand, Sweden and New Zealand on their TRS programs, IP Captioning services, 9-1-1 services and improvements on the forefront and the future of traditional TRS. One of the new and emerging equipment possibilities is google glasses. An example of how Google Glasses are being utilized in New Zealand was demonstrated, showcasing museums using QR Codes to facilitate communication about the exhibits. Each QR code worked with the Google Glasses to provide captioning and/or an interpreter as required. This conference provides staff with information on national and international changes on the horizon and allows us to plan for the sustainability of TRS in Kentucky, as well as become aware of international innovations. The Executive Director was made Chair of the membership committee to assist in expanding the national and international membership as TRS is a worldwide concern for the deaf and hard of hearing community.

(4.5 Promote staff involvement in the community through participation in deaf and hard of hearing-related organizations and events.)

DeaFestival-Kentucky 2014



The KCDHH staff is already fielding questions about DeaFestival 2016, and people are asking, “Why don’t you do it every year?” This just proves with the comments, tweets, and Facebook posts that DeaFestival 2014 was a success in every way. This DeaFestival holds a special place

in each staff member's heart as they coordinated ideas, implemented plans, and ensured that every single DeaFestival goer and those who "just walked through the door" from WorldFest, experienced the theme of "Pure Imagination." Previous DeaFestival traditions were changed this year, so that there were no overlapping of performances and the Children's Program moved inside. Also, for the first time, the Children's Program partnered with a professional theatre company, the Lexington Children's Theatre (LCT), to produce an interactive experience. Not only were performers on the Bomhard stage but every child in the audience was encouraged to come up and participate in the storyline with the moral of "you can do anything". With the partnership of LCT, the work of our dedicated volunteers, and performers, the show went off without a hitch under the masterful guidance of emcee Peter Cook. With a quick clean up and set change SpotLights opened with acknowledgement and recognition of sponsors, volunteers and staff who worked tirelessly to make DeaFestival 2014 a success. The *"Pay it Forward"* award was then presented to Betty Timon, for her dedicated work in advocating for deaf and hard of hearing accessibility. Unfortunately she was unable to attend in person, due to health issues and her husband accepted the award. To our surprise and delight through the use of her I-Phone, Betty was broadcast on the big screen and announced she was in the car on her way home, to everyone's surprise. She was able to see the crowd in attendance and say a few words, and her family was there to see the acceptance of the well-deserved award. There was not a dry eye in the whole theatre, which was filled to capacity and hands waved in applause. The excitement continued with the plan to partner with WorldFest on their outside stage for Jam Tent. However, torrential rains kept this from happening. Quick thinking and actions by the staff, and the generosity of Kentucky Center, Jam Tent was able to be moved inside on the Bomhard stage, with many hearing individuals attending the amazing performances. DeaFestival also brought in many new visual artists, both from Kentucky and outside the state, providing art enthusiasts an exceptional choice of artwork for purchase. New artists from Kentucky were sponsored by the Kentucky Arts Council, and were enhanced by the experience. This year's sponsors enabled DeaFestival to continue its tradition of offering all events free to the public. A new venue debuted this year, the



Deaf Filmmakers Showcase, featuring deaf and hard of hearing short films from directors all around the globe. This new element enhanced our efforts to promote the mission of DeaFestival, which is to encourage others to understand deafness, showcase the strengths of deaf and hard of hearing artist and performers, and provide positive role models for the youth in the deaf and hard of hearing community.

(4.3 Educate and expose the public to the uniqueness of deaf culture.)



KCDHH GOALS

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

National Interpreter Certification Opportunities

This quarter KCDHH offered eight National Interpreter Certification (NIC) Performance Exams and two Specialist Certificate: (LegalSC:L) exams. KCDHH continues to offer stipend slots for the Registry of Interpreters for the Deaf (RID) national certification exams and the Sign Language Proficiency Interview (SLPI). This quarter KCDHH provided two SLPI stipend slots and one NIC performance exam stipend slot.

(1.3 Provide national certification opportunities (NIC) within the Commonwealth of Kentucky.)

Access Center Assignments

In this quarter the Access Center (AC) averaged a 1% increase in interpreting requests. The AC works closely with the Commission for Children with Special Health Care Needs and First Steps to provide interpreters at each home visit. Also, the AC received two complaints concerning the driver testing division, as examiners were not aware of policies in place for deaf applicants and the American’s with Disabilities Act (ADA) requirements for providing accommodations. The AC worked to inform of the requirements and accommodation needs were met.

Requests	Filled /pending assignments	Cancelled assignments	Interpreting Hours	Average # of contacts per assignment request
Request for Interpreting	119	7	187	15
Request for Captioning	6	0	6	5
Request for Videoconference	0	0	0	0

Telecommunication Access Program Activities

The Telecommunications Access Program (TAP) has seen an increase in applications since new telecommunications equipment (iPad) was added to program offerings in April. During this quarter staff have processed 709 requests. Kentucky has been highlighted nationally as a leader in providing innovative equipment, and throughout the last quarter, requests from numerous states have been received regarding how the program policy works, funding limitations, and vendor contracts as well as customer service satisfaction. Many of these issues were highlighted at the TEDPA conference, where Kentucky leads the way in providing innovative distribution of equipment to deaf, hard of hearing and speech impaired consumers. The vendor providing iPads has set up a website entitled iAccessibility, which hosts videos on everything from the basis operations of the unit to the

detailed usage of the software applications loaded to serve individual disabilities. The day before DeaFestival, Teltex provided a day-long training for individuals who have, or thought they might want to apply for, an iPad through TAP. Separate trainings were provided for deaf and hard of hearing, speech impaired and deaf/blind low vision. Basic instructions were given on how to use the device, as well as detailed explanations of applications installed on each of the specific devices and how to use those applications for telecommunications purposes. There was a good turn out from the community, and Teltex also agreed to come back to Kentucky and do trainings again, once more devices have been distributed. TAP is better serving the speech impaired population with this equipment.

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
Applying for STE	467	467	219

Method of Referral	# Received
Applied before	59
TV Advertisement	5
Outreach	215
Friend referred	124
Website	37
Newsletter	7
Facebook	4
Referral from another agency	193
Other	79
Billboards	0

Kentucky Assistive Technology Services (KATS) Network has been working with several partners, including KCDHH, to develop a hearing aid assistance program of some sort. In September we were advised that KATS is waiting on approval from the Rehabilitation Services Administration (RSA) on permission to use funds from the assistive technology (AT) program to fund this project. If approved, the program would work with HEARNOW to pay the application fees for interested parties. In the meantime KATS has initiated a mechanism to collect used hearing aids to be refurbished and distributed throughout the state, under the Statewide Hearing Aid Assistance and Reuse Program (SHARP). Flyers have been developed to promote SHARP and will be distributed statewide. Several locations are available for consumers to donate hearing aids (Office for Vocational Rehabilitation, Statewide Independent Living Centers and KATS AT Centers) or they can be mailed in a prepaid envelop if necessary. KCDHH is working with SHARP to help distribute information and provide another avenue for financial assistance for consumers. Kentucky Assistive Technology Loan Corporation (KATLC) announced in their annual report that Kentucky is once again in the upper echelon in the nation of alternative financing programs for assistive technology. Kentucky is eighth in the amount of money loaned and fifth in the number of applications received for FY 2013.



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

National Association of the Deaf - Biennial Conference

The Executive Director, Executive Staff Advisor and Executive Secretary II attended the National Association of the Deaf (NAD) biennial conference from July 2-July 5 in Atlanta, Georgia. The Executive Secretary and Executive Staff Advisor manned a booth at the conference, providing information on KCDHH and its programs and services, including information about DeaFestival-Kentucky. KCDHH also promoted the 25th anniversary of the birth of Deaf View/Image Art (De'VIA), displaying a banner celebrating that seminal movement's inception. This conference brings together members from across the world and participation allows KCDHH to be highlighted as one of the leading consumer driven agencies within the nation.

(2.8 Launch an aggressive PR plan to share information about KCDHH and its programs, and additional programs and services related to the deaf and hard of hearing community.)

Hear It Here

The Information Coordinator for the Deaf and Hard of Hearing attended the *Hear It Here* event at the University of Louisville on July 11. This event provided an opportunity for parents of deaf and hard of hearing children to network and gather information and resources on hearing loss. KCDHH distributed general information, Telecommunication Access Program (TAP) flyers, and Parent Packets. Approximately 110 parents and professionals were in attendance.

(2.8 Launch an aggressive PR plan to share information about KCDHH and its programs, and additional programs and services related to the deaf and hard of hearing community.)

Kentucky Audiology Association Conference

The Administrative Assistant II and the Information Coordinator for the Deaf and Hard of Hearing hosted a KCDHH information booth at the Kentucky Audiology Association Conference in Lexington on August 1. Audiologists were encouraged to visit each booth for a short presentation, a kind of round robin synopses, in which KCDHH staff discussed the agency's programs and services. Emphasis was placed on the Telecommunication Access Program (TAP), and questions answered regarding eligibility. Audiologists were given a bag with KCDHH and TAP information. About 75 audiologists were in attendance.

(2.8 Launch an aggressive PR plan to share information about KCDHH and its programs, and additional programs and services related to the deaf and hard of hearing community.)

Kentucky School for the Deaf Alumni Weekend Picnic

On August 3-4 the Program Coordinator attended the Kentucky School for the Deaf (KSD) Alumni Weekend picnic on the KSD Campus in Danville. Demonstration of the Telecommunications Access Program's newest telecommunications equipment was presented, including the multi-faceted and specially designed software applications loaded to the devices to meet the needs of the individual with a hearing loss or speech impairment. *(2.8 Launch an aggressive PR plan to share information about KCDHH and its programs, and additional programs and services related to the deaf and hard of hearing community.)*

Kentucky State Fair 2014



KCDHH again participated in the Kentucky State Fair, August 14-24 at the Kentucky Fair and Exposition Center in Louisville. KCDHH distributed a wide variety of information about our programs and services, including TAP, and answered questions from consumers. Specialized Telephone Equipment (STE) demonstrations were given to the public allowing them to experience the variety of telecommunications equipment available to assist them in communicating with a hearing loss. Several KCDHH staff and numerous volunteers were available to answer questions and promote the addition of iPads to the TAP program. This year, the KCDHH booth was placed at a different location, though still in the Health Horizons area, and partnered with Sprint

Relay to provide information. Heuser Hearing Institute provided free hearing screenings during limited hours in the same space. Overall, there were 375 requests during this 10-day period, with more than 150,000 people in attendance at the State Fair.

(2.8 Launch an aggressive PR plan to share information about KCDHH and its programs, and additional programs and services related to the deaf and hard of hearing community.)

Main Street Church Health Fair

On September 13 the Administrative Specialist II attended the Health Fair at Main Street Church in Lexington. The KCDHH booth was set-up to disseminate information about the agency programs and services and various Telecommunications Access Program (TAP) devices were demonstrated, including the newest technology to be added to the program, the iPad and the various applications that are available to facilitate telecommunications for individuals with a hearing loss or speech impairment.

(2.8 Launch an aggressive PR plan to share information about KCDHH and its programs, and additional programs and services related to the deaf and hard of hearing community.)

Information and Referral Requests

The Office of Information Services received **7,318** new contacts and **2,660** new requests during this quarter, broken down as follows by category:

Nature	Contacts	Closed Requests	Pending Requests
AC: Request for Captioner	34	2	4
AC: Request for Interpreter	1788	82	33
Administration	43	12	0
DeaFestival	224	124	0
IRA: ASL & Linguistics	131	50	1
IRA: Deafness & Hearing Loss	289	140	1
IRA: Demographics & Statistics	5	2	0
IRA: Education	28	5	2
IRA: Employment	5	1	1
IRA: Families & Children	22	9	3
IRA: Human Services	190	64	0
IRA: Interpreting	107	32	10
IRA: Legal Rights of Deaf and HOH	65	17	1
IRA: Outreach	10	1	1
IRA: Senior Citizens	4	1	0
IRA: Technology	93	41	0
Just Betty Survey	171	171	0
Library	10	3	0
PUB: Communicator	122	61	0
PUB: Directory of Services	5	2	0
PUB: Visor Cards	63	23	0
TAP: Status Check	54	31	1
TAP: Outreach	10	4	1
TAP: Received Application for STE	2051	471	391
TAP: Repair	12	6	0
TAP: Requested a TAP Application	1699	826	2
TAP: TAP ISSUES	81	22	4
Report total:	7318	2204	456

(2.1 Provide up-to-date and accurate information and make appropriate referrals to the public upon request.)

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. **59,584** information and PR items were distributed during the quarter as follows.

Date	Type of Outreach	TOPIC	# Items Distributed
7/2/2014	Facebook	Check out info on the inaugural DeaFestival-Kentucky Filmmaker's Showcase!	1324
7/9/2014	Facebook	Newest addition to the DeaFestival program lineup. #DeaFestivalKY	1324
7/11/2014	Facebook	Film Festival submission Deadline	1324
7/11/2014	Outreach	Hear It Here event	740
7/14/2014	Facebook	Continue exploring the Kentucky Center with Blake Noland.	1324
7/15/2014	Facebook	The food festival Crave Lexington event.	1324
7/17/2014	Facebook	Are you going to DeaFestival-Kentucky?	1324
7/18/2014	Facebook	Lexington Fire Dept. has smoke & carbon monoxide detectors for DHH	1324
7/24/2014	Facebook	Our Deaf Film Festival is a DeaFestival-Kentucky first!	1324
7/26/2014	Facebook	Five weeks until DeaFestival-Kentucky 2014! Are you ready? #DeaFestivalKY	1324
7/28/2014	Facebook	DeaFestival-Kentucky will begin at 9:30 a.m. Aug. 30	1324
7/28/2014	Facebook	Are you going to DeaFestival-Kentucky? Great!	1324
7/30/2014	Facebook	Promoting Ignite Retreat for Deaf and Hard of Hearing students in high school	1324
7/31/2014	Outreach	Kentucky Audiology Association Conference	600
8/2/2014	Outreach	Kentucky School for the Deaf Alumni Association Picnic attended by Cole	100
8/4/2014	Facebook	Check this out, the DeaFestival 2014 Children's Program	1324
8/8/2014	Facebook	ASL Films "Beyond The Embers" is coming to 3 cities in Kentucky!	1324
8/8/2014	Facebook	Summer Newsletters	1324
8/12/2014	Facebook	Learn more about, "Tribes," which is playing at Louisville's Actor's Theatre.	1324
8/14/2014	Outreach	Kentucky State Fair	7300
8/20/2014	Facebook	Rock out with Beethoven's Nightmare at #DeaFestivalKY!	1324
8/21/2014	Facebook	He's a new performer to #DeaFestivalKY, It's Wink!	1324
8/21/2014	Facebook	Feel the beat with Sean Forbes at #DeaFestivalKY!	1324
8/22/2014	Facebook	Storyteller Peter Cook will emcee the Children's Program at #DeaFestivalKY!	1324
8/22/2014	Facebook	Do WaWa's Workout at #DeaFestivalKY!	1324
8/23/2014	Facebook	Check out Austin Andrews, one of the performers at #DeaFestivalKY!	1324
8/23/2014	Facebook	We're excited to introduce the #DeaFestivalKY Short Film Showcase this year.	1324
8/24/2014	Facebook	Are you going to DeaFestival-Kentucky? Great!	1324
8/25/2014	Facebook	5 days until DeaFestival	1324
8/25/2014	Facebook	Nothing up his sleeve! Check out Matt "Magic" Morgan at #DeaFestivalKY!	1324
8/26/2014	Facebook	Four days until DeaFestival	1324
8/26/2014	Facebook	See the interpretive styling's of TL Forsberg at #DeaFestivalKY!	1324
8/27/2014	Facebook	Three days until DeaFestival	1324
8/27/2014	Facebook	Get ready to laugh! Here's comedian Andrew Fisher.	1324
8/27/2014	Facebook	DeaFestival will participate in the World Fest's "Parade of Cultures."	1324
8/28/2014	Facebook	DeaFestival-Kentucky interview with WDRB's Keith Kaiser	1324
8/28/2014	Facebook	In two days... Are you going to DeaFestival-Kentucky?	1324
8/28/2014	Facebook	Keep encouraging friends to like our DeaFestival-Kentucky page.	1324
8/28/2014	Facebook	Things got competitive Thursday morning in front of the Kentucky Center!	1324
8/28/2014	Facebook	Check out our website for a schedule of programs and performers.	1324
8/28/2014	Facebook	Welcome Hector Reynoso to the #DeaFestivalKY stage!	1324
8/29/2014	Facebook	One day to go!	1324
9/15/2014	Outreach	Sent flyers for Health Fair at Barry Plastics in Franklin, Kentucky	350
9/25/2014	Outreach	Explore You Future in Bowling Green	115
9/26/2014	Outreach	Sent PR items and Deaf Leader shirts to KSD MS for Deaf Awareness Event	67
TOTAL			59,584

(2.8 Launch an aggressive PR plan to share information about KCDHH and its programs, and additional programs and

services related to the deaf and hard of hearing community.)

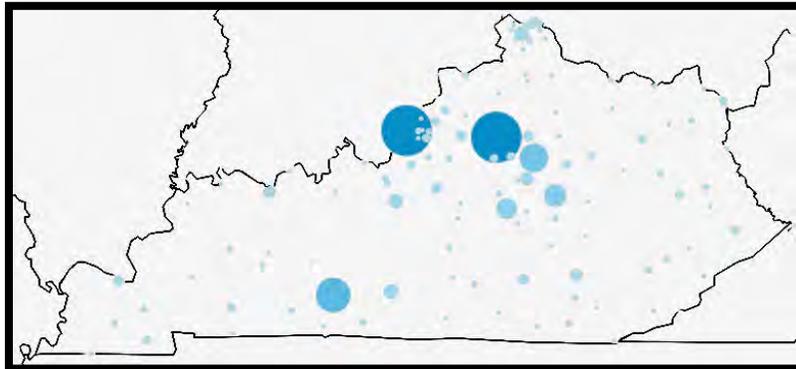
An additional **36,531** DeaFestival Facebook viewings as seen in the grid below bring the total number of PR activities to **96,115** for this quarter.

Date	Type of Outreach	TOPIC	# Items Distributed
7/2/2014	DF Facebook	Are you a deaf or hard of hearing filmmaker?	1107
7/3/2014	DF Facebook	Call for Entries for Film Festival	1107
7/9/2014	DF Facebook	Follow Blake Noland into the Kentucky Center.	1107
7/11/2014	DF Facebook	Last day to submit for Film Festival	1107
7/14/2014	DF Facebook	Continue exploring the Kentucky Center with Blake Noland.	1107
7/17/2014	DF Facebook	Are you going to DeaFestival-Kentucky? Great!	1107
7/24/2014	DF Facebook	Our Deaf Film Festival is a DeaFestival-Kentucky first!	1107
7/26/2014	DF Facebook	Five weeks until DeaFestival-Kentucky 2014! Are you ready? #DeaFestivalKY	1107
7/28/2014	DF Facebook	Are you going to DeaFestival-Kentucky? Great!	1107
8/14/2014	DF Facebook	Just a taste of what DeaFestival attendees can expect from our partnership with Louisville's WorldFest.	1107
8/14/2014	DF Facebook	KCDHH Executive Director Virginia Moore talks with the media about DeaFestival-Kentucky! Tune in to WDRB today.	1107
8/21/2014	DF Facebook	He's a new performer to #DeaFestivalKY, so make him feel welcome. It's Wink!	1107
8/21/2014	DF Facebook	Feel the beat with Sean Forbes at #DeaFestivalKY!	1107
8/22/2014	DF Facebook	Storyteller Peter Cook will emcee the Children's Program at #DeaFestivalKY!	1107
8/22/2014	DF Facebook	We've had some generous volunteers helping us get ready for DeaFestival	1107
8/22/2014	DF Facebook	Do WaWa's Workout at #DeaFestivalKY!	1107
8/23/2014	DF Facebook	Check out comedian Austin Andrews, one of the performers #DeaFestivalKY!	1107
8/23/2017	DF Facebook	We're excited to introduce the #DeaFestivalKY Short Film Showcase	1107
8/24/2014	DF Facebook	Are you going to DeaFestival-Kentucky? Great!.	1107
8/25/2014	DF Facebook	In five days... #DeaFestivalKY	1107
8/25/2014	DF Facebook	Nothing up his sleeve! Check out Matt "Magic" Morgan at #DeaFestivalKY!	1107
8/26/2014	DF Facebook	In four days... #DeaFestivalKY	1107
8/26/2014	DF Facebook	See the interpretive styling's of TL Forsberg at #DeaFestivalKY!	1107
8/27/2014	DF Facebook	In three days... #DeaFestivalKY	1107
8/27/2014	DF Facebook	Get ready to laugh! Here's comedian Andrew Fisher, on the lineup for #DeaFestivalKY.	1107
8/27/2014	DF Facebook	DeaFestival will participate in the World Fest's "Parade of Cultures.	1107
8/28/2014	DF Facebook	DeaFestival-Kentucky 2014 interview with WDRB's Keith Kaiser	1107
8/28/2014	DF Facebook	Come join us! Aug. 30 at the Kentucky Center in Louisville! #DeaFestivalKY	1107
8/28/2014	DF Facebook	Things got competitive Thursday morning in front of the Kentucky Center when KCDHH Executive Director Virginia Moore, Jam Tent emcee Mindy Moore and WDRB's Keith Kaiser faced off in a fingerspelling race! Keith put up a good show!	1107
8/28/2014	DF Facebook	In two days... Are you going to DeaFestival-Kentucky? Great!	1107
8/28/2014	DF Facebook	Check out our website for a schedule of programs and performers.	1107
8/28/2014	DF Facebook	Welcome Hector Reynoso to the #DeaFestivalKY stage!	1107
8/29/2014	DF Facebook	One day to go! #DeaFestivalKY	1107
TOTAL			36,531

(2.8 Launch an aggressive PR plan to share information about KCDHH and its programs, and additional programs and services related to the deaf and hard of hearing community.)

KCDHH Web Counter Hits: July 1 – September 30, 2014

The following image depicts the cities and towns throughout Kentucky from which visitors go to see 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 went to our Web site, the top 10 countries in the world and the top 10 pages of our Web site that were viewed. We have had a total of 6,849 visitors from Kentuckians this quarter which represents a near identical number of visitors as the previous quarter (6,863) most likely due to ongoing interest in the recent DeaFestival as well as continued interest in available TAP equipment.

Top Ten Visitor Cities in Kentucky		Top Ten Visitor Countries in World		Top Ten Pages Visitors Viewed	
City	Sessions	Country / Territory	Sessions	Page	Pageviews
	6,849 % of Total: 58.49% (11,709)		11,709 % of Total: 100.00% (11,709)		25,132 % of Total: 100.00% (25,132)
1. Frankfort	1,601 (23.38%)	1. United States	10,939 (93.42%)	1. /deafestival/index.html	7,513 (29.89%)
2. Louisville	1,591 (23.23%)	2. Brazil	302 (2.58%)	2. /index.html	4,912 (19.54%)
3. Bowling Green	744 (10.86%)	3. India	44 (0.38%)	3. /forms/index.html	1,761 (7.01%)
4. Lexington	522 (7.62%)	4. Italy	38 (0.32%)	4. /ois/signlang.html	865 (3.44%)
5. Richmond	323 (4.72%)	5. Philippines	30 (0.26%)	5. /oea/whatequip.html	780 (3.10%)
6. Danville	259 (3.78%)	6. Canada	28 (0.24%)	6. /bulletin/events.html	642 (2.55%)
7. Elizabethtown	129 (1.88%)	7. Mexico	26 (0.22%)	7. /deafestival/shortfilms/index.html	509 (2.03%)
8. Glasgow	123 (1.80%)	8. Spain	23 (0.20%)	8. /oea/howapply.html	499 (1.99%)
9. Florence	105 (1.53%)	9. Argentina	18 (0.15%)	9. /oea/tddprog.html	468 (1.86%)
10. Owensboro	93 (1.36%)	10. United Kingdom	17 (0.15%)	10. /forms/m.index.html	463 (1.84%)

Note for Top Ten Pages section:

/forms/index.html indicates regular version of the forms page, viewed on a computer.

/forms/m.index.html indicates mobile version, viewed on a mobile device such as an iPhone or an iPad.

(2.5 Broaden the Web site to be inclusive of issues and needs of Kentucky's deaf and hard of hearing 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.

Accessibility at the Lexington Airport

On July 15 the Executive Director participated in a teleconference with two individuals from the Lexington airport regarding accessibility of their phone system and signage. The airport is installing a new phone system and KCDHH wanted to ensure that everything is accessible to deaf and hard of hearing individuals. It was explained that TTY is an antiquated communications device that is no longer used and that newer options, such as captioned telephones and videophones would be required in order to provide effective communication for travelers with a hearing loss. It was also explained that they would need to have high-speed dedicated lines for both the video and captioned phones in order for them to work efficiently. The airport staff seemed pleased with these options as they would not have to go through their main PBX system. Another issue discussed was how they would receive emergency phone calls from deaf and hard of hearing individuals within the airport. Currently, they have telephones stationed throughout the airport with signage that says, "If you have an emergency pick this phone up and dial a four digit number." They were advised to give a text number option and they felt this would be an effective solution for them. Follow-up meetings to work out specifics are planned and once implemented we will try to duplicate the service at the Louisville International Airport.

(3.2 Work with state agencies and private sector committees, boards, task forces and organizations in an advisory capacity in matters related to deaf and hard of hearing issues.)

Meeting with Statewide Educational Resource Center on Deafness and First Steps

On August 13, the Executive Director, Executive Staff Advisor and Executive Secretary II met with the Regional Outreach Director/Consultant and administrators from the Statewide Educational Resource Center on Deafness (SERCD) and First Steps to discuss a partnership. After several years and attempts at creating this partnership, the Kentucky Department of Education has finally approved. Several items were discussed at the meeting and it was determined that a training would be developed by the SERCD to educate First Steps staff on how to work with them, and First Steps would also train the SERCD staff on their policies and procedures. A Memorandum of Understanding (MOU) between the two agencies will be developed jointly by the administrators and follow up meetings will be scheduled to develop the trainings and set dates.

(3.1 Advocate for improved education for deaf and hard of hearing students.)

The “JustBetty” Project – Deaf, Hard of Hearing and DeafBlind housing



On August 9 the Executive Director and Internal Policy Analyst III attended a meeting in Covington to facilitate the “JustBetty” project, to provide accessible housing to deaf, hard of hearing and deaf blind individuals. Representatives from Cardinal Capital Management, who are interested in funding the project, provided a day long training session. The goal of the meeting was to provide information on what it will take to make this project a reality and allow consumers a platform to ask questions about how the project proceeds. Zoe LeBeau and Katie Voss provided details regarding models in Arizona and Wisconsin, what it takes during the development process (community buy-in) and available affordable housing resources to assist with the development of the facility. The project needs a non-profit partner to sign an agreement, attesting to the interest within the community, and Cardinal Capital

Management will work with the community group to fund, build and advertise the housing availability so that the population remains primarily deaf, hard of hearing and deaf/blind. It was a fruitful meeting, and Cardinal Capital will be provided with a booth at DeaFestival on August 30 so that surveys can be completed to ensure there is enough community support to move forward. KCDHH plans to be involved on the planning and development committee to ensure this dream becomes a reality.

Kentucky Department of Education

On August 4 the Executive Director, Executive Staff Advisor, Internal Policy Analyst III and Executive Interpreter met with several Kentucky Department of Education (KDE) staff members regarding completion of hearing screenings for school aged children. The meeting was a result of Senate Bill 32, filed in the 2014 legislative session, and KDE stated that there was a misunderstanding regarding the bill’s intent. KCDHH’s intention was to require hearing screenings (with a separate form completed) for all students in all districts at entry of school, not comprehensive hearing exams. While hearing screening is currently a part of the preventive health form, it is not being enforced and many of the doctors who do respond to that portion of the form do a very rudimentary “testing” such as clapping their hands together or simply asking the parent or caregiver if the child appears to have a hearing loss, both of which are not effective screening methods. When hearing loss goes undetected, it can have severe adverse effects on education and because there are no obvious signs of hearing loss, it is imperative that some form of screening be implemented to identify and assist children that may be falling through the cracks. The language in SB 32 specified that an additional page be added to the preventive health evaluation form which would require more stringent screening. Many schools already have the equipment and

staff trained to do these screenings, and those districts that do not have the equipment or staff, can refer the child to the Kentucky Commission for Children with Special Health Care Needs and the local Health Departments for free or low-cost screenings.

KDE was reluctant to support this revision as any change or addition of a form would require a change to current regulations, a lengthy process for their agency. Staff stated that parents already feel overwhelmed with school forms and would not accept the addition of another form. KDE made several suggestions on how to get the current form more recognized such as working with the Kentucky Pediatrics Association and the Department of Public Health or reaching out to parents to be a better advocate for their child's "screening" during the preventive health exam. An idea was presented to include more information on the existing form, which possibly would not require a regulation change. The form is being edited and will be discussed with KDE again. Further meetings will be held to address some of the suggestions made by KDE and see how KCDHH can work with other agencies to bring more attention to this serious matter. The possibility remains that a bill would be re-introduced in the 2015 legislative session to push the importance of improving this factor, which is causing many children to be language delayed and lack the communication skills necessary to succeed.

(3.1 Advocate for improved education for deaf and hard of hearing students.)

Kentucky Functional and Access Needs Collaborative Meeting

Information Office Supervisor attended the Kentucky Functional and Access Needs Collaborative meeting September 9 at the Kentucky Community and Technical College System headquarters in Versailles. The collaborative meeting, of a variety of state agencies, focused on continuing its work in creating an emergency shelter guide for functional and access needs populations, including the deaf and hard of hearing. The needs of our community members are being stressed at these meetings, which includes staff from many state agencies working together. Follow up meetings are ongoing.

(3.4 Enhance emergency preparedness, response (including mobilization of resources), and the emergency notification communication system for Kentucky's deaf and hard of hearing persons.)

Pacific and Great Lakes Americans with Disabilities Act (ADA)

The Information Office Supervisor attended a webinar September 11 hosted by the Pacific ADA and Great Lakes ADA centers on maintaining registries of persons with functional and access needs in the event of an emergency. Much of the presentation focused on Calhoun County, Alabama, where a pilot program had been introduced. Local emergency management officials had begun compiling a database of the locations of persons with functional or access needs. KCDHH will use this data to advise Kentucky's statewide and local emergency management officials about the need for reliable information on functional and access needs populations, particularly the deaf and hard of hearing.

(3.4 Enhance emergency preparedness, response (including mobilization of resources), and the emergency notification communication system for Kentucky's deaf and hard of hearing persons.)

Statewide Advisory Panel for Exceptional Children

As an appointed member, on September 19 the Executive Staff Advisor attended the Statewide Advisory Panel for Exceptional Children meeting in Murray. An update on the State Performance Plan and Annual Performance Report (SPP/APR) was given by the Office of Next-Generation staff. The Office of Vocational Rehabilitation staff gave a presentation related to their budgetary cuts and the impact such would have on services provided. A round table discussion was held with students at Murray State University which allowed them to question panel members about their involvement and what the panel does.

(3.2 Work with state agencies and private sector committees, boards, task forces and organizations in an advisory capacity in matters related to deaf and hard of hearing issues.)

Access to Videophone in Lexington Public Library

The Executive Secretary II, Information Office Supervisor, Interpreter I and one of the Commission Board Members scheduled a visit to the Lexington Public Library's main branch on September 24 to view the meeting space and coordinate with the library Branch Director on KCDHH's public reception, to be held October 17. The reception will be held to officially dedicate the first free public library videophone station, and encourage the deaf community to utilize the library. Other stations may be added in later expansion of this project working through a KCDHH study group.

(3.2 Work with state agencies and private sector committees, boards, task forces and organizations in an advisory capacity in matters related to deaf and hard of hearing issues.)



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.

Louisville Mayor's Press Conference on DeaFestival

On August 14 the Executive Director represented DeaFestival-Kentucky at Louisville Mayor Greg Fischer's press conference as he kicked off the Labor Day weekend events. Announcements included DeaFestival, WorldFest, Hike, Bike, and Paddle. Various supporters, sponsors and partners of the events were in attendance with media coverage.

(4.3 Educate and expose the public to the uniqueness of deaf culture.)

Individuals Gaining New Ideas to Excel Meeting



On September 5 the Executive Staff Advisor met with the American Sign Language Organization (ASLO) staff from Western Kentucky University and the Kentucky Guide By Your Side (GBYS) Program Coordinator to discuss the upcoming Individuals Gaining New Ideas To Excel (IGNITE) Leadership Retreat. This leadership retreat was created through a collaboration with

Kentucky Hands & Voices, Western Kentucky University ASLO, and the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities with the goal of providing Kentucky's deaf and hard of hearing high school students the opportunity to learn about leadership, foster meaningful friendships and better understand their full potential. The participants meet four times within the calendar year for fun, challenging and introspective activities, while building relationships and memories with fellow deaf and hard of hearing teens from across the state. The first meeting was planned for the weekend of September 26-28, but a decision was made to postpone it due to low registration numbers. Follow up meetings will be held with collaborating partners to discuss strategies to increase awareness and understanding of the event in an effort to raise the number of registrants.

(4.6 Facilitate leadership-training opportunities for deaf and hard of hearing youth in partnership with other agencies and educational institutions.)

Hearing Loss Association of America-Lexington Chapter



The Information Office Supervisor and Administrative Specialist II attended the September 11 meeting of the Lexington Chapter (in formation) of the Hearing Loss Association of America. Both staff members gave a presentation about KCDHH's function and services, focusing on the new equipment distribution and Telecommunications Access Program (TAP). Many attendees were curious about how the emerging technology could help them communicate in everyday life, and staff members demonstrated some of the apps available on the new devices.

(4.4 Increase education and awareness regarding available assistive devices for deaf and hard of hearing persons.)

National Hands & Voices Conference



The Executive Staff Advisor attended the national Hands & Voices (H&V) conference in Savannah, Georgia, September 19-21. The purpose was to network with H&V staff and members from other states to see how their chapters function and learn about new practices in the field, with the goal of improving individual state chapters. Various speakers gave presentations and workshops. H&V headquarters is moving to an online database and expects state chapters to do so in order to improve efficiency of data collection. Extensive discussion was focused on the migration to the new database format. H&V has become international and representatives from Russia, Saipan and Africa were present at the meeting. Each gave a brief presentation about their H&V chapters.

(4.5 Promote staff involvement in the community through participation in deaf and hard of hearing-related organizations and events.)



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

Birthdays

KCDHH celebrated the birthdays of the Executive Staff Advisor, Information Coordinator for the Deaf and Hard of Hearing and Interpreter Referral Specialist during this quarter.