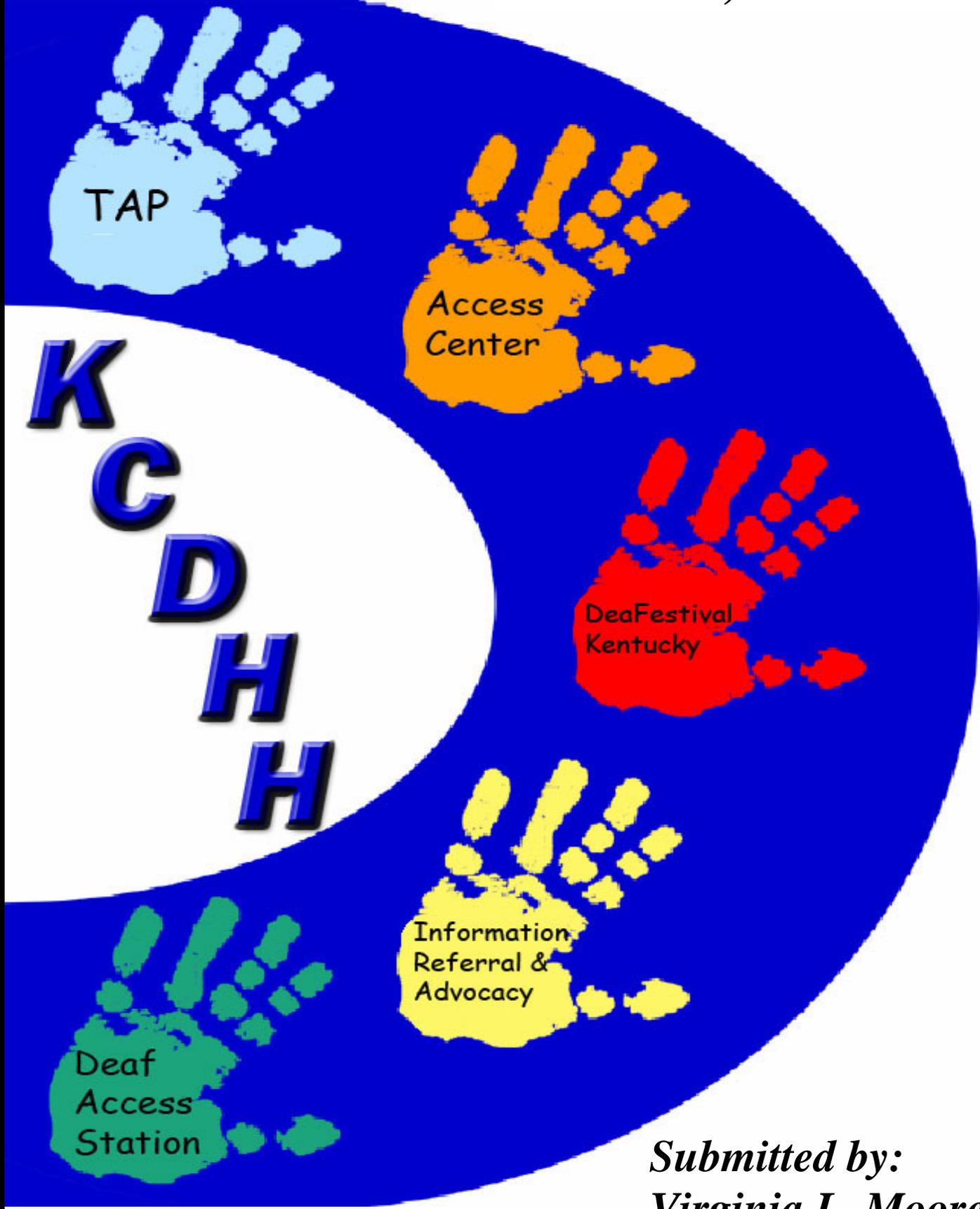


Agency Report

April 1 through
June 30, 2015



*Submitted by:
Virginia L. Moore*

KCDHH Quarterly Activities

April 1, 2015 to June 30, 2015

Legislation

On June 17 the Executive Director, Internal Policy Analyst III and Information Office Coordinator for the Deaf and Hard of Hearing met with Representative Derrick Graham and other legislators to discuss issues on the forefront with KCDHH for the 2016 General Assembly session. Topics discussed included:

- The fact that some Internet Service Providers (ISP) are moving toward capping data usage for consumers. Data caps have a negative and harmful impact on videophone (VP) and Captioned call users as they quickly consume their allotted monthly data and are no longer able to make calls unless they increase their data cap, which is costly and inequitable. We have been working with the Executive Director and Program Coordinator from the Office of Broadband Outreach and Development who also attended the meeting and strongly supports Kentucky being one of the first states to move legislatively on promoting a waiver of capping and set a precedent.
- Advocating for stronger legislation regarding better hearing screenings for school aged children, which we have pushed in the past, and the education study group continues to focus on. An improved hearing screening form has been drafted and support is needed from the Kentucky Department of Education (KDE). Statistics regarding the number of children screened, when they are screened and how they are referred were obtained from KDE and a private analyst reviewed the information and categorized it in a format that shows the gap in services. Legislators provided with this information are very supportive of improving screening procedures and shocked that stronger requirements are not being imposed.

Hopefully with stronger support for these issues from various legislators before the session begins we can move these goals through the 2016 legislative session without resistance.

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

Budget

The restricted funds appropriation increase to support the Telecommunications Access Program (TAP) was approved. However, some glitches occurred with accessing the additional funds needed to exhaust the waiting list. Staff worked diligently to resolve those issues and ensure TAP orders were completed by the end of the fiscal year. During the eleventh hour, the last part of the increase was not entered correctly by the Department of Finance which presented a challenge to balance the accounts at the end of the FY. Otherwise, the agency expenditures are on track.

Personnel

The Information Office Supervisor position remains vacant, but we have requested that the position be posted with Personnel. This position fulfills public relations (PR) responsibilities for the agency and all its programs and also supervises the information, advocacy and referral staff and needs to be filled so that other staff covering those responsibilities in the interim can focus on other goals. Out-of-state and in-state applicants are being recruited in hopes of getting a well-qualified individual.

Education

KCDHH and the Executive Director was contacted this quarter by concerned parents, students, staff, alumni and citizens about educational opportunities for students at the Kentucky School for the Deaf (KSD). Issues included the lack of consistent use of American Sign Language (ASL) on campus by teachers and administrative professionals. Students are not getting instructional information through their native language, but rather through an instructor using an interpreter. Other issues center on the pending "Reverse Mainstreaming for KSD". Administration is working towards offering classes to hearing students from the Boyle County school system on the KSD campus. A clear plan on how reverse mainstreaming may be achieved has not been shared by the administration thus leading to rumors that the deaf students may be outnumbered by hearing peers in their classroom. This will only add to the concern of the lack of ASL on campus.

The Executive Director updated the Education and Workforce Development Cabinet Secretary on the KSD concerns. As advised by the Secretary, the Executive Director meet with the KSD/Kentucky School for the Blind (KSB) Supervisor on two occasions to discuss the concerns brought forward to KCDHH. The Supervisor indicated he would address concerns with the parents who come forward and share their concerns personally.

Kentucky Department of Veterans Affairs



On May 5 the Executive Staff Advisor and Information Coordinator for the Deaf and Hard of Hearing met with the Commissioner of the Kentucky Department of Veterans Affairs (KDVA) to discuss creating a partnership between KCDHH and KDVA in order to reach out to and serve veterans with a hearing loss. Staff shared a draft version of the "Veterans with

Hearing Loss" booklet we designed and asked for feedback from KDVA. Also discussed was the possibility of having a KCDHH information booth at various statewide events that are held for veterans. The KDVA Commissioner stated that the VA Medical center will be contacted to identify vets with a hearing loss and recommend a spokesperson to help bring attention to this need. KDVA was receptive to our efforts and emphasized that this collaboration must be continued so we can better serve our veterans in the state.

(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.)

Federal Emergency Management Agency

The Federal Emergency Management Agency (FEMA) contacted KCDHH regarding the President's approved federal disaster aid available to the Commonwealth of Kentucky. The declared disaster pertained to flooding that occurred from April 2 through April 17. Ten counties were declared a state of emergency: Bath, Carter, Elliott, Franklin, Jefferson, Lawrence, Madison, Rowen, and Scott. On May 6 we were contacted to provide information on how to contact the "pocket" of deaf individuals located in these counties so FEMA could get information to them quickly. A disaster recovery center was set up in each county that were "one stop shop" centers providing information about housing programs, unemployment from the disaster and how to fill out the loan application. FEMA wanted to reach out to individuals regarding how to obtain services and understand the system. This sparked a partnership with FEMA and development of a series of vlogs, that include information on how to get help, such as how do I know if I qualify for FEMA assistance, what services are available through FEMA's disaster program, Legal Services, disaster center locations, and what to do if your equipment has been damaged due to the floods (i.e. hearing aids, technical assistive devices). The FEMA's Disability Integration Specialist Team came to KCDHH May 11-15, to film vlogs to explain these goals to the community. The Information Coordination team was involved with the weekly updates from May 13 - June 17 with the FEMA Disability Integration team and the Kentucky Emergency Management (KYEM) staff. Together we discussed collaborative efforts and how to support applicants with disabilities. FEMA has taken the example of this partnership to share with other regions, so that relationships can be built before a disaster happens. They indicated that the National Office would like to highlight KCDHH in their newsletter as a state that understands and embraces collaborative efforts.

The Information Coordinator for the Deaf and Hard of Hearing participated in weekly disability integration partners' conference calls with FEMA beginning May 20. The purpose of these conference calls was to update partners about the Disaster Recovery Centers in various counties that have been affected by the floods. Also discussed were disaster survivor assistance teams that go to each home damaged to ensure that every affected person has registered for FEMA assistance. The team assured us that if they encountered a deaf or hard of hearing person they would revisit the home with a sign language interpreter in order to assure effective communication.

(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.)

Hearing Loss Association of America (HLAA) National Conference

The Executive Director attended the National Hearing Loss Association of America (HLAA) conference in St Louis, MO from June 24-28. Workshops were divided into four tracks which included advocacy, assistive and other technology, hearing aids and cochlear implants and relationships and communication. Kentucky had the opportunity to highlight its progress with our programs during 2014 and advertise the upcoming Hearing Loss Association of Kentucky (HLAK) Regional conference that will be held in Louisville September 11-12. In addition to workshops there was an extensive exhibitor/vendor area.

Booths had information ranging from the latest cochlear implant to a voice-to-text app designed to allow hard of hearing and deaf individuals to follow who is speaking in a meeting. The Executive Director discussed this new app and Kentucky was accepted as a pilot site to test the app when it is available early this fall.



While at the conference, the Executive Director had the pleasure of meeting and talking with Senator Tom Harkins. Harkins, who has a deaf brother, is a longtime friend to the deaf and hard of hearing community and is responsible for introducing the Americans with Disabilities Act (ADA) to the Senate and actually gave part of his speech in sign language.

(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.)

National Association of State Administrators for the Deaf and Hard of Hearing (NASADHH) annual meeting



As the Financial officer for NASADHH the Executive Director participated in a series of videoconference meetings leading up to the NASADHH meeting at the National HLAA conference in St. Louis, MO. The meetings discussed Legislative priorities and the upcoming agenda for the NASADHH meeting. On June 24 the Executive Director attended the NASADHH meeting along with approximately 14 other state Executive Directors. Discussions included the importance of state Commissions partnering with

FEMA. KCDHH was highlighted by FEMA during this meeting as a model on how to partner with them and the local deaf and hard of hearing community. Current technology and the need for hearing aids with Bluetooth were highlighted along with the need to share legislative priorities through the NASADHH website. A formal business meeting was also held which reported on the past year's activities and goals for the upcoming year.

(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 GOALS



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

Kentucky Department for Behavioral Health, Developmental & Intellectual Disabilities

A partnership with the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (KYDBHDID) Deaf and Hard of Hearing Services office continues. KCDHH's Information and Advocacy Department along with the Access Center have been receiving a high number of advocacy requests involving substance abuse facilities not providing adequate services, not only sign language interpreters but other assistive technology equipment such as a videophone. KYDBHDID has been working on an individual's request for several months and asked for assistance from the Access Center to provide estimates for interpreter services and assist with submitting a proposal for the facility to contract with a Deaf individual qualified to be a consultant, mentor and serve other key roles so that the facility can better serve the deaf resident.

(1.8 Further expand partnerships with other agencies (state, public and private) on why and how to utilize interpreters and captioners effectively.)

Center for Accessible Living

On May 27 the Interpreter Referral Specialist and Information Coordinator for the Deaf and Hard of Hearing met with the Associate Director, Independent Living Specialist, Staff ASL interpreter and the Director of Advocacy at the Center for Accessible Living in Louisville. The meeting was held to discuss the current state of interpreting issues within the community, empowering deaf and hard of hearing individuals, and possible support for community events.

(1.8 Further expand partnerships with other agencies (state, public and private) on why and how to utilize interpreters and captioners effectively.)



National Interpreter Certification (NIC) Opportunities

KCDHH offered three NIC Interview and Performance exams and one Specialist Certificate: Legal (SC:L) Written exam this quarter.

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

Access Center Assignments

Requests	Filled /pending assignments	Cancelled assignments	Interpreting Hours	Average # of contacts per assignment request
Request for Interpreting	251	10	1420	10
Request for Captioning	9	0	12	12

Telecommunication Access Program (TAP) Activities



The TAP Advisory Board met on April 23 and two board members were reappointed and one new one recommended to the full Commission Board. Members discussed the current statistics regarding approvals and the waiting list for equipment and how additional funds have been acquired to exhaust the waiting list. Vendor contracts are expiring in June and bids will be advertised through the Finance department to obtain new equipment for the program. A new model of Captel, the 2400i, will be added to the program offerings, the models of amplified phones will change as current models are no longer available from the manufacture, and additional alerting devices will be added. Staff reviewed the outreach opportunities provided since January and announced plans

to once again showcase equipment at the State Fair in August. Some revisions to the application were discussed and members were advised that the brochure would be completely revamped once the equipment bids are awarded in July. The Statewide Hearing Aid Assistance and Reuse Program (SHARP) was explained and handouts provided for members to disperse to their respective organizations. This program allows individuals to apply for assistance with obtaining hearing aids. Kentucky continues to be a leader in TAP and other states have reached out to our staff as they anticipate adding wireless equipment to their programs. Two representatives from Amplicon came to the office in April to demonstrate new technology they have available for TAP, which included android phones and tables. A representative from Silent Call came to the office in May and demonstrated signaling devices available to state programs. Both are a precursor to vendor bids opening. Members were asked to make any recommendations for new additions to TAP by May 15 so considerations can be included in the bid process.

(1.6 Provide specialized telecommunications equipment to deaf and hard of hearing consumers through the Telecommunications Access Program and promote the use of assistive devices for the deaf and hard of hearing.)

McCready Manor



The Administrative Specialist II attended an outreach event at McCready Manor in Richmond on May 4. The KCDHH booth setup included several pieces of TAP equipment for residents to test, as well as brochures and information about TAP cabinet locations. The application process was explained and general information about KCDHH programs and services was available.

(1.7 Conduct creative marketing and training opportunities to increase awareness and utilization of the services of the Telecommunications Access Program.)

Telecommunications Access Program Cabinet

On May 7, at the Project CARAT office in Paducah, the Administrative Specialist II delivered and set up the seventh TAP equipment demonstration cabinet and stocked it with equipment, a tester, applications, and brochures related to TAP. Also provided to staff was information on KCDHH programs and services. This set up provides a location for

individuals in the Paducah area to test equipment available through TAP and understand other services available through KCDHH.

(1.7 Conduct creative marketing and training opportunities to increase awareness and utilization of the services of the Telecommunications Access Program.)

Bluegrass Assistive Technology Center

The Administrative Specialist II revisited the Bluegrass Assistive Technology Center in Lexington at their new location on May 28. TAP applications, brochures, a tester, and additional KCDHH information were replenished in the demonstration cabinet. Equipment was updated and staff was retrained on how to demonstrate the equipment effectively.

(1.7 Conduct creative marketing and training opportunities to increase awareness and utilization of the services of the Telecommunications Access Program.)

Panorama Senior Citizens Outreach

The Administrative Specialist II attended an outreach event at the Panorama Senior Citizens Apartment complex in Covington on June 23. The KCDHH booth setup included several pieces of TAP equipment for residents to test, as well as TAP brochures and information about equipment demonstration cabinet locations, including one in Northern Kentucky. The TAP application process was explained and general information about KCDHH programs and services was made available.

(1.7 Conduct creative marketing and training opportunities to increase awareness and utilization of the services of the Telecommunications Access Program.)

Health & Safety Fair

The Administrative Specialist II attended the Health & Safety Fair at Roland Park in Bowling Green on June 24. A booth with TAP equipment, brochures and information about KCDHH in general was provided. Many seniors were provided with additional information and questions were answered about the TAP program and application process.

(1.7 Conduct creative marketing and training opportunities to increase awareness and utilization of the services of the Telecommunications Access Program.)

Telecommunication Access Program statistics

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
Applying for STE	590	742	49





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

Kentucky Association of Gerontology



The Information Coordinator for the Deaf and Hard of Hearing and the Document Processing Specialist II attended the Kentucky Association of Gerontology (KAG) Conference on April 12-13. KCDHH hosted a booth to distribute information about KCDHH programs and services, including the TAP. Professional colleagues such as case managers and social workers for Senior Citizens came to our booth for more information regarding our programs and services, especially advocacy.

(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.)

Hillbilly Days



The Interpreter I and Information Coordinator for the Deaf and Hard of Hearing traveled to Pikeville to the annual Hillbilly Days on April 15-18. KCDHH hosted an information booth to distribute information about KCDHH's programs and services and also displayed TAP equipment available for demonstration. Several requests came out of this outreach as the festival was attended by thousands.

(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.)

Parkland Baptist Church Block Party

The Information Coordinator for the Deaf and Hard of Hearing attended Parkland Baptist Church's 7th Annual Community Block Party on June 7. The purpose of the Block Party is to strengthen families in the neighborhood by connecting them to community organizations that attended and provide needed resources. KCDHH hosted a booth with various information regarding our programs and services, including TAP and the telecommunications equipment now available through the program.

(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.)

DeafBlind Teen Retreat

On June 19 the Executive Secretary and Network Analyst, hosted a booth at a DeafBlind Teens Retreat in Crestwood, where they distributed flyers and TAP application request forms to the attendees. Information regarding KCDHH, our programs and services and TAP were distributed in standard print, large print and braille.

(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 **7,695** new contacts and **1,605** new requests during this quarter, broken down as follows by category:

Nature	Contacts	Closed Requests	Pending Requests
AC: Request for Captioner	25	3	6
AC: Request for Interpreter	3169	182	69
AC: DAS	0	0	0
AC: Outreach	23	2	5
Administration	53	8	1
DeaFestival	19	13	2
IRA: ASL & Linguistics	35	16	1
IRA: Deaf Culture	7	2	0
IRA: Deafness & Hearing Loss	188	92	3
IRA: Demographics	3	1	0
IRA: Education	15	3	0
IRA: Employment	6	4	0
IRA: Families & Children	12	5	0
IRA: Human Services	110	37	0
IRA: Interpreting	101	36	1
IRA: Legal Rights of Deaf and HOH	249	45	0
IRA: Outreach	9	1	0
IRA: Technology	145	67	0
IRA: Senior Citizens	10	2	0
Library	7	4	0
PUB: Communicator	43	29	0
PUB: KCDHH Publications	7	3	0
PUB: Ice Cards	2	1	0
PUB: Visor Cards	45	20	0
Special Projects	6	1	0
TAP: General Questions	13	4	0
TAP: Status Check	84	37	1
TAP: Outreach	12	162	8
TAP: Received Application for STE	1973	31	5
TAP: Repair	51	8	0
TAP: Requested a TAP Application	1193	621	6
TAP: TAP ISSUES	74	26	27
Report total:	7695	1469	136

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

Public Relations Output

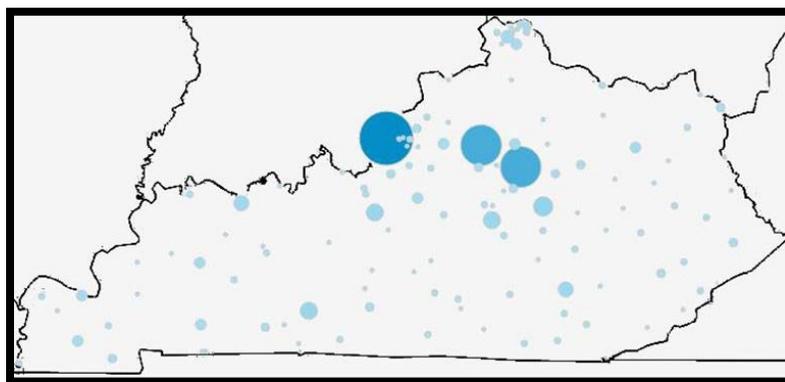
The Office of Information Services focuses on Public Relations (PR) efforts and outreach activities to increase awareness of services offered by the agency. **36,316** information and PR items were distributed during the quarter as follows.

PR Dissemination	
<i>Method of Dissemination</i>	<i>Number Disseminated</i>
Hard Copy	9516
Blitz	13,678
Social Media	13,122
TOTAL	36,316

(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: April 1 – June 30, 2015

The following image depicts the various cities and towns throughout Kentucky from which visitors visited 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 visited our Web site from, the top 10 countries in the world from which visitors visited from and the top 10 pages of our Web site that they viewed. We have had a total of 3,838 visitors from Kentuckians this quarter which represents a 7.27% drop of visitors from the previous quarter. Requests appear to remain steady. *Note: Due to an implementation of SSL encryption for our request forms this quarter, request forms were moved from /forms/index.html to /reqforms/index.html so the below count of 844 is inaccurate. 1,565 requests were calculated manually and is more accurate.*

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

Coffee Chats

One of the coffee chat vlogs recently posted was in regards to a staff member's experience with carbon monoxide in her home and how critical it is to have detectors in your for safety purposes. Carbon monoxide is undetectable by smell and can easily kill homeowners. TAP has a bundle signaler kit that includes a smoke detector and with the new fiscal year it will also include a carbon monoxide detector.

Another vlog was filmed regarding the upcoming Mental Health first aid training and the importance of getting deaf individuals involved in the training to be held June 18-19.

Projects in the works include a vlog entitled “I am OK”. A recent graduate from Gallaudet is assisting us in developing and filming this project, an offshoot from the Early Hearing Detection and Intervention conference. It will show how all deaf and hard of hearing individuals, especially today’s youth, are “ok” regardless of the technology or language they use to communicate and how we are all one community that needs to work together to accomplish our goals. Six interviews with high school and college students, as well as graduates in the workforce, have already been filmed.

(2.7 Provide public and Web forums to foster discussion by the public on deaf and hard of hearing-related issues.)

Vlog Migration to YouTube

The Network Analyst is currently looking into slowly migrating our vlogs to a YouTube channel. Several things need to be figured out before the migration takes place, such as concerns of decentralizing all information which will not allow individuals to glean additional information available on the KCDHH website, video formatting, captioning, comment moderation, YouTube analytical information (view counts), YouTube channel scheme, playlists, and more. Once the migration is complete, we will no longer use the Wordpress blogging software for our videos and any videos we publish on our site will be hosted by YouTube.

(2.7 Provide public and Web forums to foster discussion by the public on deaf and hard of hearing-related issues.)





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.

Kentucky School for the Deaf (KSD) Advisory Board Meeting



The Executive Staff Advisor attended the KSD Advisory Board meeting in Danville on May 14. The focus of this meeting was to discuss in more detail the feedback received at the KSD Public Forum. Two topics were discussed at length. The first being the lack of signing employees; specifically teachers and the fact that many of the position descriptions at KSD do not require sign language skills. It was explained that if this requirement is added to teaching positions then it will apply to ALL teaching positions in Kentucky which would become an issue for teachers who do not work with deaf or hard of hearing students. The second topic discussed was the failure of some staff to use ASL while on campus. The board decided to form a committee which would look at the old communication policy and create a new one that will encourage the use of ASL on campus at all times by all staff.

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

American Sign Language as a Foreign Language

On May 14 the Executive Director and Executive Staff Advisor met staff from the Office of Next-Generation Learners Division of Program Standards and staff from the Education Professional Standards Board within the Kentucky Department of Education (KDE) as well as the Kentucky School for the Deaf (KSD) Superintendent to further discuss the process of getting American Sign Language (ASL) taught as a foreign language in public schools. Issues discussed were the need to revisit the Praxis exam as it is not accessible to deaf individuals whose native language is ASL and the need to find appropriate guidelines for teaching ASL as a foreign language. It was determined that that we would take a closer look at the American Sign Language Teacher Association (ASLTA) guidelines to see if they would satisfy the criteria for this. It was also decided that staff from the Eastern Kentucky University (EKU) American Sign Language and Interpreter Education (ASLIE) department should be invited to become a part of this team as it moves forward. Regular meetings will continue.

(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.)

System of Care Conference

The Executive Director, Executive Staff Advisor, and Interpreter Referral Specialist attended various workshops and events at the 2015 System of Care (SOC) Academy at the Marriott Griffin Gate in Lexington June 1-3. The Program Administrator for the Deaf and Hard of Hearing Services Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (KYDBHDID), invited KCDHH staff to attend the Deaf and Hard of Hearing Sessions within the conference and sit on one of the panels during breakout sessions. The Executive Staff Advisor was one of the panelist for the, "Early Intervention for

Children with Hearing Differences” and the Interpreter Referral Specialist was one of the panelist for the session, “ Making Strides in Department for Community Based Services (DCBS) program for Deaf Family Members.” The conference was very well organized and presented topics on how to build a stronger System of Care for Kentucky families. The Program Administrator pulled in various Deaf and Hard of Hearing providers such as staff from the Commission for Children with Special Health Care Needs, the outreach consultants from the Kentucky Statewide Educational Resource Center of Deafness, and the Commissioner and staff from the Cabinet for Health and Family Services. This gave KCDHH staff an opportunity to network with Deaf and Hard of Hearing providers and identifies roles within those positions. The Interpreter Referral Specialist attended the last day which was a 1-day workshop, “The Future of Deaf and Hard of Hearing Services in Kentucky.” This workshop focused on how Kentucky can improve services for individuals with behavioral health, substance abuse, and developmental/intellectual disabilities. The workshop provided comprehensive information on how other states were successful in providing these services. This workshop sparked opportunities and showed how other agencies can come together to network and partner within the various Cabinets within state government to streamline provision of services.

(3.5 Work in partnership with public, private and state providers to improve mental health services for the deaf and hard of hearing.)

Mental Health Advisory Committee

The Mental Health Advisory Committee on the Need for Services for Individuals who are Deaf or Hard of Hearing met on May 20. The Interpreter Referral Specialist was the liaison for the Executive Director for this meeting. Attendees discussed current events that will soon take place, such as the System of Care Conference and current projects in the works. Also, the Program Administrator discussed the Biennial Report which is due June 30.

(3.5 Work in partnership with public, private and state providers to improve mental health services for the deaf and hard of hearing.)

Kentucky Registry of Interpreters for the Deaf

On May 22 the Interpreter Referral Specialist attended a site visit with the Kentucky Registry of Interpreter’s for the Deaf (KYRID) President to look at possible locations for the Registry of Interpreters for the Deaf Region III conference to be held in 2016. On May 27, the KYRID president had a teleconference meeting with all board members to discuss the pros and cons of each site that was visited. The board voted on the Galt House to host the conference.

(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.)

Kentucky Registry of Interpreters for the Deaf Board meeting

The Executive Director and the Interpreter Referral Specialist have been involved in a core planning committee that held several meetings this quarter with KYRID and Kentucky Association of the Deaf (KAD) representatives regarding a joint conference that will be held in November. Also discussed at the last meeting was the recent letter interpreters

received regarding the misappropriation of KYRID funds by the past Treasurer. Criminal charges against this individual have been filed by the Commonwealth of Kentucky.

(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.)

Integrating Access and Functional Needs into Emergency Planning

The Information Coordinators for the Deaf and Hard of Hearing attended the Integrating Access and Functional Needs into Emergency Planning training on June 3-4. The training was presented by the Office of Disability Integration and Coordination. The purpose of the training was to learn how to build and maintain partnerships with federal, state, faith-based and community-based organizations in order to help bridge gaps in emergency planning, response, and recovery for those people with disabilities. The first part of the presentation focused on the Americans with Disabilities Act (ADA) and various forms of accommodations such as; interpreters, captioning, and Video Relay Services (VRS). Also discussed was the importance of hiring certified/licensed interpreters under Kentucky's Licensure law and the importance of having Wi-Fi service available for individuals with a hearing loss so they can make phone calls through VRS. During the second half of the training, several hands-on-activities took place to spur discussion regarding the preparation of shelters when a disaster happens. KCDHH continues to participate in this group to ensure that communication access is available during emergencies and share resources that are available throughout the state to locate interpreters when needed.

(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.)

Early Hearing Detection and Intervention (EHDI) Advisory Board

The Executive Staff Advisor attended the EHDI Board meeting in Louisville on June 17. Two committees were formed at the last meeting and continued to discuss ways in which primary care physicians and audiologists should be educated on the needs of deaf and hard of hearing children and their families; and ways to keep them up to date with information and resources. The board is seeking opportunities to present at statewide conferences that are attended by primary care physicians and audiologists as well as opportunities to have information booths and submit articles to professional journals.

(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.)

Statewide Advisory Panel for Exceptional Children

On June 22-23, the Executive Staff Advisor participated in the Statewide Advisory Panel for Exceptional Children meeting in Bowling Green. This meeting was held in conjunction with the Promoting Positive Mental Health in our Schools and Communities Conference, thus allowing panel members to attend conference sessions during panel down times. The panel listened to various presentations and had several individuals speak at the public forum. The panel committees met and composed letters to the Kentucky Department of Education (KDE) in response to the comments made at the forum.

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

Kentucky Telecommunications Relay Services (TRS) Advisory Board

On April 23 the Internal Policy Analyst III attended the TRS Advisory Board meeting held at the Public Service Commission in Frankfort. Additional members were in attendance, recruited by KCDHH to serve on this board and provide input on relay services in Kentucky. Sprint, Kentucky's relay service provider, gave the members an update on outreach activities and then discussed the number of relay minutes utilized by Kentuckians monthly. TRS minutes have stabilized and are no longer declining. Fewer calls are being made, but the duration is longer. Captel analog calls have steadily declined and continue to do so as consumers switch to internet based service. However, internet based calls are increasing significantly, especially in the lake Cumberland area. The new Captel 2400i telephone may impact this increase when it is added to the TAP next fiscal year. Sprint advised of the Federal Communications Commission (FCC) ruling that reduced the set rate per minute for relay calls and how other providers have dropped provision of services, leaving only Sprint and Hamilton nationwide. Members were given an opportunity to ask questions and make recommendations for improved services. Sprint's contract is up for renewal in 2016 and a bid will be submitted in July by PSC.

(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.)

Kentucky Telecommunications Access Program (TAP) Advisory Board

The TAP Advisory Board met at KCDHH on April 23 with the Program Coordinator, Document Processing Specialist II and Internal Policy Analyst III in attendance to represent the agency. Detailed minutes of the meeting are included in the agency report packet.

Kentucky Assistive Technology Services Network (KATS)

On June 16 the Internal Policy Analyst III (IPA) attended the KATS Advisory Council meeting in Lexington. 32 members were in attendance, including representatives from the four Assistive Technology regional centers, who provided updates on their activities and future outreach plans. The Council was advised of four new appointments by the Governor and three reappointments. New members were introduced and explained their interest and connection to this board. This is the last reappointment for the IPA whose term ends March 2018. KATS staff advised that with the passage of the national workforce investment act KATS has been moved under Health and Human Services. This will not impact KATS at the state level and the board remains under the Office of Vocational Rehabilitation (OVR). However funding sources will change during the transition and additional reporting requirements have been established. The Care and Reuse of Assistive Technology (CARAT) project under KATS has expanded to Western Kentucky, Paducah. CARAT has been very successful and to date has received donated equipment, cleaned and refurbished it and redistributed 621 items throughout the state for a total savings of \$237,000. KCDHH partners with CARAT as well as KATS to ensure individuals in need of assistive technology have a resource. KATS has reutilized 255 devices for a total of \$97,905 in savings to consumers. The Statewide Hearing Aid Assistance and Reuse Program (SHARP) also falls under KATS and has served assisted 42 individuals in receiving 83 hearing aids since February, for a cost savings of \$446,000 and a current

credit with Hear Now of \$4,500 for recycled hearing aids. Donations to this worthy program are encouraged. KATS also provided the National Federation of the Blind-Newsline project with \$40,000 to continue this free service in Kentucky. To date there are 1,889 blind or low vision individuals utilizing this service 24/7 to access newspapers and online news. Members discussed upcoming events for KATS, including involvement in the Hearing Loss Association of Kentucky regional conference in September. Members continue to be concerned about state agency websites not being fully accessible to blind/low vision individuals due to programming updates and firewall protections. The Protection & Advocacy representative stated they have served 530 consumers since January and provided 219 trainings. Their annual report is online. The Kentucky Assistive Technology Loan Corporation representative reported they have received 109 applications for AT and approved 48 for a total of \$490,000 in loans. The Car Idea program is also a success with 3 individuals saving enough to obtain a \$2,000 match to purchase a car. The program is expanding in Central Kentucky. OVR reported they have closed 2,242 files with successful employment outcomes. Other members including KCDHH provided brief updates regarding current and upcoming projects. All entities involved in KATS work together to ensure that AT is available to all Kentuckians.

(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.)

Kentucky Assistive Technology Loan Corporation (KATLC)

The Internal Policy Analyst III chaired the KATLC Advisory Board meeting on June 23 at the McDowell Center in Louisville. After introductions members heard an appeal from a consumer whose application for a car loan was denied. The Board went into closed session and after lengthy discussion again denied the applicant. After reopening the meeting, recommendations were provided to the individual on how to improve their credit score before reapplying. Members then heard a report from the 5/3 bank representative and voted to move some expiring investments (\$43,000) to the general account to ensure adequate funds are available. Loans that were approved/denied electronically during the last quarter were reviewed and voted on by the body. A financial report was given by KATLC staff and a synopsis of marketing activities provided. Members discussed how the loan applications are accessed online and the need to research additional programs to determine which would be most user friendly for blind/low vision members.

(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.

DeaFestival Kentucky 2016 location meeting

On April 21 the Executive Director, Executive Staff Advisor and Interpreter Referral Specialist conducted a site visit at the Louisville Palace as a possible location for DeaFestival 2016. The site has many positive attributes. The DeaFestival team is reviewing options but has not yet decided on the actual location for DeaFestival.

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

Hearing Loss Association of Kentucky



On April 27 the Internal Policy Analyst III manned a booth for KCDHH and TAP at the Hearing Loss Association – Kentucky Home Chapter Health Fair in Bardstown. Eleven agencies hosted booths including Sprint, Caption Call, Code Red, Office for Vocational Rehabilitation, Cabinet for Health and Family Services, Flaget Memorial Hospital and several other entities that work with deaf and hard of hearing consumers in that area. KCDHH provided information on our programs and services, including TAP.

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

Family Learning Vacation

On May 31 the Executive Staff Advisor gave a presentation to a group of mothers at the annual Family Learning Vacation (FLV) held at the Kentucky School for the Deaf (KSD) in Danville. The presentation was entitled "The Butterfly Effect: Entwined Journeys" and spoke to the importance of incorporating deaf adults into the parent's journey of raising a child with a hearing loss. Stories of successful deaf adults were shared to inspire the families

(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.

Maintaining National Certification

The Executive Director, Executive Staff Interpreter and Interpreter Referral Specialist completed several webinars this quarter to maintain their National Certifications.

(5.1 Seek professional and personal development opportunities for staff and commissioners.)

Mental Health First Aid (MHFA) Training

On June 18 and 19, the Interpreter Referral Specialist and Information Coordinator for the Deaf and Hard of Hearing attended the Mental Health First Aid (MHFA) Training co-sponsored by the Kentucky Division of Behavioral Health's Deaf and Hard of Hearing Services. The MHFA was an 8-hour training presented in ASL that teaches participants how to help someone who is developing a mental health problem or experiencing a mental health crisis. The training helped attendees identify, understand and respond to signs of mental illness and substance abuse disorders. On June 20 the Executive Staff Advisor and the Telecommunications Access Program Coordinator attended the same training.

(5.1 Seek professional and personal development opportunities for staff and commissioners.)

Celebrations

On May 23 the TAP Document Processing Specialist II delivered her first child, a healthy boy, which we welcome as a new addition to the KCDHH family. She returns to work in July after her maternity leave.

On May 30 the staff proudly celebrated the TAP Program Coordinator's 80th birthday!!

