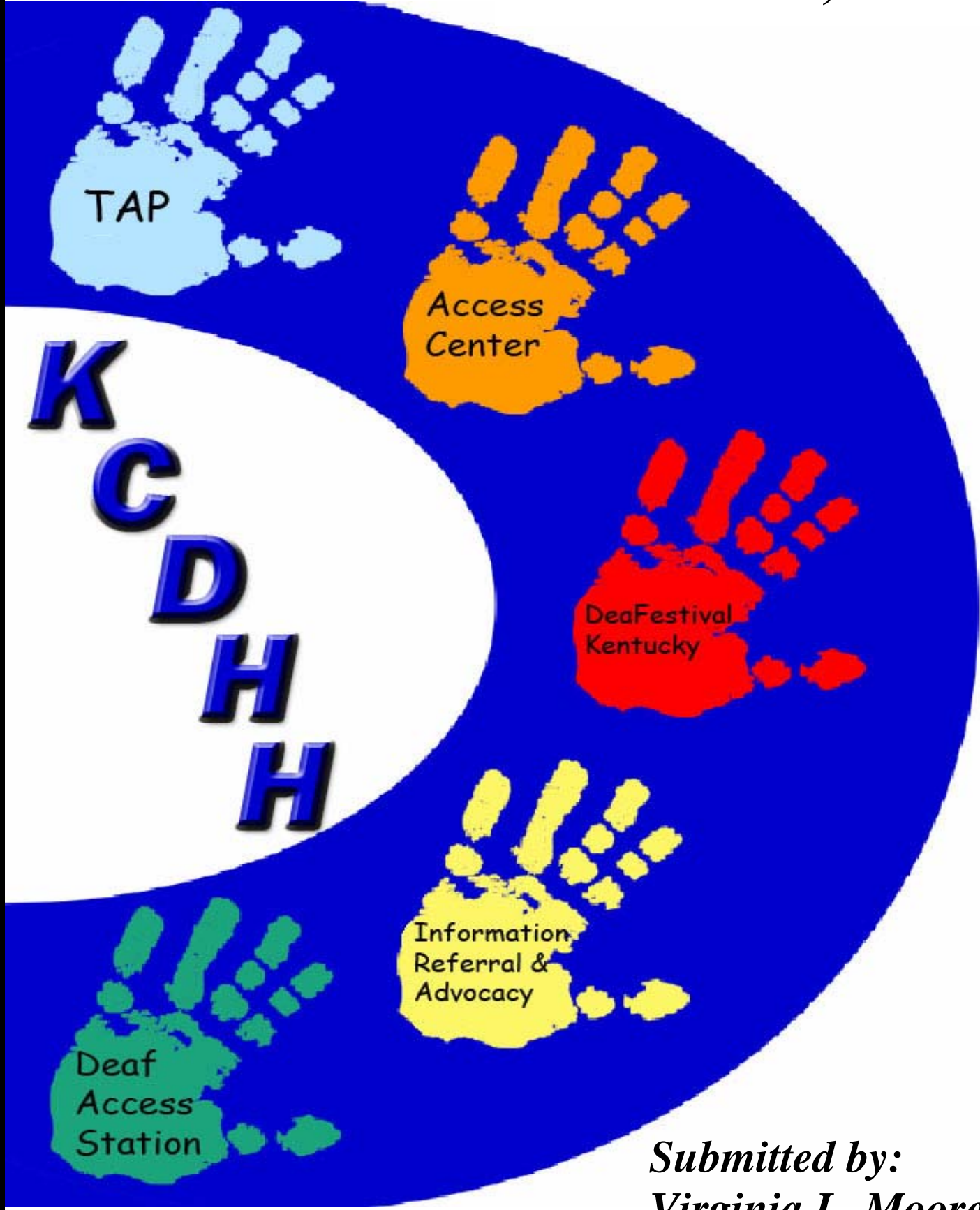


Agency Report

January 1st through
March 31st, 2020



TAP

Access
Center

DeaFestival
Kentucky

Information
Referral &
Advocacy

Deaf
Access
Station

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Submitted by:
Virginia L. Moore



KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

QUARTERLY ACTIVITIES

January 1, 2020 – March 31, 2020

GOVERNING MANDATES

KRS 163.510

- 1) The commission shall advise the Governor and the General Assembly concerning policy and programs to enhance the quality and coordination of services for the deaf and hard of hearing.
- 2) The commission shall cooperate with and assist local, state and federal governments and public and private agencies in the development of programs for the deaf and hard of hearing.
- 3) The commission shall review legislative programs relating to services to deaf and hard of hearing persons and shall conduct studies of conditions affecting the health and welfare of the deaf and hard of hearing.
- 4) The commission shall oversee the provision of interpreter services to the deaf and hard of hearing, and may provide services if necessary.

KRS 163.525 (5)

- 5) The Commission on the Deaf and Hard of Hearing shall establish procedures for application and distribution of specialized telecommunications equipment by the promulgation of administrative regulations in accordance with provisions of KRS Chapter 13A.

2018-2020 STRATEGIC PLAN GOALS

- Goal 1:** Establish, improve, strengthen and maintain programs in order to provide communication access.
- Goal 2:** Promote equal access through the efficient use of resources and information to local, state and national entities and provide effective referral services to the community.
- Goal 3:** Support the development of public policy and systems change efforts in cooperation with the Governor, General Assembly, governmental agencies, public and private entities.
- Goal 4:** Provide training opportunities for education awareness, self- advocacy and the development of leadership skills.
- Goal 5:** Promote programs and services to increase the number of people served within the estimated 700,000+ deaf and hard of hearing individuals throughout the Commonwealth.

ADMINISTRATIVE ACTIVITIES

KCDHH Interpreting Role during World Crisis: COVID-19

This is a new, unique, and historic time for Kentuckians and for communication access to information regarding the COVID-19 pandemic. During this crisis, KCDHH has put our first mandate into action more than ever before. Everyone has been forced to deal with things much differently and work together as Team Kentucky.

While this is a worldwide tragedy of historical magnitude, the silver lining has been the unprecedented level of communication access granted by the Governor through the provision of interpreters at his press conferences. For the first time in 25 years, the deaf and hard of hearing community has had complete access to what the Governor has to say, including life-saving, emergency information. From the time the Executive Director reached out to this administration about providing interpreting services, interpreters have been a constant at each press briefing, updating Kentuckians on the spread of the Coronavirus.

The Executive Director would like to thank the Governor and his team for providing communication access to the more than 700,000 deaf and hard of hearing individuals in the Commonwealth, #TeamKentucky #TogetherKy #Patriot #HealthyAtHome.

Legislation



During this quarter, the Executive Director and staff followed all legislation introduced in the 2020 session of the General Assembly to determine any impact on the deaf and hard of hearing (DHH) community. Legislation addressing Kentucky School for the Deaf (KSD), budget, speech-language pathologists (SLP), mental health professionals in schools, pediatric research, retirement, pension reform, abortion, expansion of gaming, and shipping of alcohol have all been watched closely throughout a condensed legislative session, due to the outbreak of COVID-19.

Of particular concern was Senate Joint Resolution 142, an act relating to KSD that would require the Kentucky Department of Education (KDE) to conduct a study exploring how the management and operation of KSD could be transferred to the Danville Independent School District. The Executive Director contacted the sponsors of the resolution to express the Commission's opposition, emphasizing that the history, culture, and focus of the school on the unique needs of the students were not taken into consideration. The Executive Director also updated the Lt. Governor/Secretary of the Education and Workforce Development Cabinet (EWDC), who opposed the action as well. The resolution was subsequently withdrawn.

The Executive Director met with Senators Buford, Givens, Girdler and Wise to discuss language acquisition for deaf and hard of hearing children from Pre-K to 12th grade, due to concerns that these children are not acquiring language successfully and those methods of addressing the issue are either nonexistent or ineffective. The senators expressed interest in creating a bill, a possibility

that was also discussed in meetings with Representatives Brenda and Riley. After meeting with the Lt. Governor/Secretary of the Cabinet, the Executive Director was assured that this year discretionary funds would be made available to establish a work group to determine the best way to assess and monitor language acquisition among children from Pre-K to 6th grade. The Executive Director then met with Representatives Tipton and Huff to discuss the possibility of a separate hearing screening bill. However, after further discussion with the Lt. Governor's office and the KDE, they are trying to determine the best way to require hearing screenings without creating any hardship for parents.

Other bills presented that may have impacted our agency and our community were as follows:

- SB210 – Requires a hearing screening when a child first enrolls in school. This bill was introduced in the Senate on February 25 and moved to the Senate Education Committee on February 27.
- SB 279 – Permits an establishment to inquire about an assistance dog and refuse admittance if it jeopardizes the health and safety of others. It would also make the handler liable for damage caused by the animal. It also makes it unlawful for a person to misrepresent a dog as an assistance dog by placing a harness, collar, vest, or sign on the animal. This bill is in the House Health and Family Services Committee as of March 19.
- HB 229 – Was signed by the Governor on March 27, making 911 services more efficient by sending 100% of the funds to the dispatching centers themselves.
- SB 214 – Amends current laws regarding reading instruction; supports interventions, and includes new responsibilities for KDE, school districts, schools, and teachers; permits a school district to adopt a common comprehensive reading program for K-3; requires all K-3 teachers to be trained in the reading diagnostic assessment; establishes the reading improvement plan; replaces “response to intervention” systems with “multi-tiered system of support”; requires postsecondary teacher prep programs to include designated reading instruction; and requires new teachers seeking elementary certification to take an approved reading preparation test. This bill has been in the Senate since February 27.
- SB 240 – Creates a new Audiology and Speech-Language Pathology (SLP) Interstate Compact to increase public access to audiology and SLP services by providing for the mutual recognition of other member state licenses. This was sent to the Senate Veterans, Military Affairs, and Public Protection Committee on March 4.
- HB 340 – Lays the groundwork for attracting and keeping speech-language pathologists and audiologists in our public schools by providing the framework for a salary supplement. This bill passed in the House and was sent to the Senate on February 12.

With COVID-19 beginning to reach peak stages near the end of March, the Kentucky General Assembly wrapped up its final day on April 1 by passing HB 352, a rare one-year Executive Branch budget. This budget is not what legislators expected earlier this session when a two-year budget was proposed that included increases for education as well as raises for state employees and teachers, which have now been postponed. The Governor may call a special session later in the year to discuss ONLY the budget or Coronavirus related activities.

(2.6 Advocate for equal access and education on behalf of deaf and hard of hearing individuals.)

(3.1 Advocate and support legislation to ensure equal access for appropriate education for deaf and hard of hearing students, from birth to post-secondary education.)

(3.5 Monitor legislative issues that affect deaf and hard of hearing issues.)

Local Government Partnerships / Ordinance

Closed Captions Meeting with Representatives of Louisville Mayor's Office

On January 6, the Executive Director and Information Coordinator for the Deaf and Hard of Hearing met with a team from the Office of Resilience and Community Services as well as the Commission for Persons with Disabilities to discuss a potential city ordinance for all public businesses to be required to turn on closed captions during business hours. The Executive Director provided information on hearing loss and the importance of closed captioning in times of emergencies. The Information Coordinator for the Deaf and Hard of Hearing is considering giving a presentation to the Americans with Disabilities Act (ADA) Council and becoming a member of the council to ensure that the deaf and hard of hearing community is represented. This project has been put on hold due to the Coronavirus pandemic.

(2.5 Advocate for equal access and education on behalf of deaf and hard of hearing individuals.)

(4.2 Educate the public and raise awareness of the distinct aspects of deaf and hard of hearing individuals.)

(5.2 Work in partnership with media, state and local entities to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

Closed Captions Meetings with Lexington Mayor, Commission for People with Disabilities



The Executive Director, Information Coordinator for the Deaf and Hard of Hearing, and the Interpreter Referral Specialist met with the Mayor of Lexington and associated staff members on January 10 to discuss a potential ordinance requiring all public businesses to turn on closed captions during business hours. The Executive Director provided information and educational materials pertaining to hearing loss and the importance of closed captioning in times of emergencies, and the Information Coordinator for the Deaf and Hard of Hearing shared personal experiences regarding the negative impact of the lack of closed captions. The Mayor stated that the office prefers to focus on education rather than mandating participation. As a result, KCDHH is designing a fact sheet highlighting the need for closed captioning, which will be provided to the Mayor's office for distribution to Lexington businesses.

(2.5 Advocate for equal access and education on behalf of deaf and hard of hearing individuals.)

(4.2 Educate the public and raise awareness of the distinct aspects of deaf and hard of hearing individuals.)

(5.2 Work in partnership with media, state and local entities to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

Commission for People with Disabilities

The Executive Director and Information Coordinator for the Deaf and Hard of Hearing also met with the Lexington Commission for People with Disabilities on February 10 at the Lexington Senior Center. The Information Coordinator spoke to the group about passing an ordinance requiring all public businesses to have closed captioning on televisions during business hours. Members of the Commission strongly urged KCDHH to bring the matter to the attention of state legislators, stating that they should be responsible for addressing this issue rather than local government. The Executive Director provided additional insight and perspective to assist the Commission with determining the best way to approach the issue.

(2.5 Advocate for equal access and education on behalf of deaf and hard of hearing individuals.)

(4.2 Educate the public and raise awareness of the distinct aspects of deaf and hard of hearing individuals.)

(5.2 Work in partnership with media, state and local entities to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

Personnel

This quarter, the Executive Director and Executive Staff Interpreter worked with the Personnel Cabinet to finalize and post the Policy Specialist position. The position was posted on March 13 and closed on March 24. The Executive Director received several applications and is working diligently to complete the required paperwork for each applicant and determine which candidates will be interviewed. Personnel recently requested additional information regarding the Program Coordinator position, so that position is still pending final approval. In the meantime, staff members continue to fulfill additional duties to maintain efficiency while the agency is understaffed. In addition, onsite staff has been reduced to 50%, while the remaining 50% telecommute in accordance with COVID-19 restrictions established by the Governor and subsequent guidelines published by the EWDC. All travel, both in and out of state, was cancelled, and any mandatory meetings are to be held remotely through videoconferencing platforms.

(4.5 Enhance the KCDHH workplace environment and retain a knowledgeable and experienced workforce.)

DOCJT Makes Plans to Assist with Officer Training Curriculum



The Executive Director, Information Office Supervisor, and the Information Coordinator for the Deaf and Hard of Hearing met with the Kentucky Department of Criminal Justice Training's (DOCJT) Commissioner on January 15 to seek his assistance with providing video vignettes for the training curriculum that is being developed for law enforcement interacting with deaf and hard of hearing individuals. The Commissioner offered his staff's expertise and explained how important it is to come up with a universal sign deaf or hard

of hearing individuals could use when encountering law enforcement. At the end of January, the Commissioner of DOCJT was replaced, and a meeting has been requested with the new Commissioner to discuss plans previously in place in an effort to continue our partnership. A meeting date has yet to be determined due to the focus on COVID-19 crisis.

(4.2 Educate the public and raise awareness of the distinct aspects of deaf and hard of hearing individuals.)

(5.2 Work in partnership with media, state and local entities to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

Law Enforcement Training Curriculum Meeting Update

On February 3, the Executive Director and the Information Office Supervisor participated in a



teleconference meeting with the North Carolina Division of Services for the Deaf and Hard of Hearing (NCDHHS). The Executive Director informed NCDHHS that KCDHH staff met with the Kentucky DOCJT to request their assistance in filming video vignettes for the National Law

Enforcement Training Curriculum developed to assist officers with communicating with deaf and hard of hearing individuals. She indicated that the meeting was very positive, and she would keep them informed of any developments. NCDHHS discussed plans to host a Summit, bringing in specific groups who work with deaf and hard of hearing individuals to provide feedback regarding the proposed training curriculum.

(2.2 Promote training opportunities regarding the health and welfare of individuals with a hearing loss.)

EWDC Communications Meeting



The Executive Director and the Information Office Supervisor met with the EWDC's Executive Director of Communications on February 20. The KCDHH Executive Director provided an overview of the agency's role in state government and the community. She also discussed scheduling interpreters and providing closed captioning for the Governor's press conferences. She explained the process of scheduling interpreters through the KCDHH Access Center and emphasized the importance of ensuring other agencies in the Cabinet are aware as well. She also gave him a binder that included brochures, flyers, and other information and materials pertaining to KCDHH programs and services.

(1.1 Coordinate sign language interpreter and captioner referral services for state agencies.)

(2.5 Advocate for equal access and education on behalf of deaf and hard of hearing individuals.)

(5.2 Work in partnership with media, state and local entities to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

NASADHH Meeting



During this quarter, the Executive Director attended monthly videophone (VP) conferences as a member of the National Association of State Agencies of the Deaf and Hard Hearing (NASADHH) Executive Board. The 2020 conference was discussed and cancelled due to states focusing on the COVID-19 pandemic. Each state shared how they are handling dispersal of information to the deaf and hard of hearing population.

(3.4 Advise and legislate with state agencies and private sector committees, boards, task forces in matters related to deaf and hard of hearing issues.)

EWDC Meetings

The Executive Director attended a meeting on February 3, called by the Lt. Governor Coleman, who is also Secretary of the EWDC. Representatives from all agencies within the Cabinet were present to introduce themselves and provide a summary of their agencies duties within the Cabinet. The Lt. Governor/Secretary provided her initial guidance and direction to each representative, as she was soon to be on maternity leave. She thanked all the agencies for their hard work and dedication and asked that they continue to trust their experts rather than micromanage. She then introduced her two Deputy Secretaries, one responsible for Education and the other responsible for Workforce Development. KCDHH, since we tend to work within both portions of the Cabinet, was placed directly under the Lt. Governor's purview.

(5.2 Work in partnership with media, state and local entities to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

Stakeholders Meetings

On February 21, an Audiologist from the Cincinnati Children's Hospital and Medical Center, who is also a KCDHH Commissioner, called a meeting of stakeholders serving deaf and hard of hearing children and adults throughout the Commonwealth. Those in attendance included University of Kentucky (UK), Kentucky Academy of Audiology, KCDHH, Kentucky Hands & Voices, KSD, Kentucky Speech-Language-Hearing Association (KSHA), Heuser Hearing Institute, Kentucky Early Hearing and Detection Intervention (EHDI), University of Louisville Audiology Department, Little Ears, Home of the Innocents, Lexington Hearing and Speech Center, and the Kentucky Deaf-

Blind Project. Each organization provided a brief summary of how they serve the deaf and hard of hearing and then engaged in discussion regarding how they can best support each other and what some of the major challenges are currently. The stakeholders agreed the meeting was beneficial and planned to conduct similar meetings periodically to keep the partnerships strong as we strive to best serve the deaf and hard of hearing community as a whole in Kentucky.

(5.2 Work in partnership with media, state and local entities to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

Betty Timon Accessible Facility Project

For over 45 years, Betty Timon, a previous Commissioner, was a tireless advocate for the deaf and hard of hearing, working for accessible communication and living facilities, especially for seniors. Betty passed away in the fall of 2014, but not before meeting with several developers to discuss building such a facility in Northern Kentucky. KCDHH continued those meetings after her passing, and in early January, we were notified that the dream was about to come true. Spire Development agreed to begin construction on a facility where individuals, especially seniors, can live, socialize, and support each other without barriers. KCDHH will continue to serve as an advisor to ensure all accessibility needs are included in the facility. Periodic updates will be provided as we proudly move forward with Betty's dream. A gathering room within the facility will be named in her honor upon completion. Never doubt what one person can do if they are determined to make a difference!

(3.8 Advocate for program development and policy change to improve the quality of life for deaf and hard of hearing seniors.)



ACCESS CENTER ACTIVITIES

COVID-19 Impacts for Access Center

Due to the COVID-19 pandemic, the Governor announced that state agencies are required to cancel in-person meetings, using videoconferencing technology instead when possible. As a result, the Access Center (AC) experienced high numbers of cancellations for future months. Since the announcement, the AC has reached out to state agencies regarding their specific guidelines and instructions when serving consumers. The AC team is also working with the Network Analyst II and the Commonwealth Office of Technology (COT) to become familiar with each agency's preferred technology platform in order to incorporate remote interpreting and captioning to ensure that effective communication continues to be provided for deaf and hard of hearing consumers.

(1.1 Coordinate sign language interpreter and captioner referral services for state agencies.)

(2.5 Advocate for equal access and education on behalf of deaf and hard of hearing individuals.)

(3.4 Advise and legislate with state agencies and private sector committees, boards and task forces in matters related to deaf and hard of hearing issues.)

Department of Community Based Services Partnership

The Interpreter Referral Specialist, the Program Administrator of Deaf and Hard of Hearing (DHH) Services in the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (KDBHDID), the Department for Community Based Services (DCBS) DHH liaison, the Diligent Recruitment Specialist and the DCBS Out of Home Care Branch Manager met on February 3 at the DCBS collaboration group's quarterly meeting. Members provided updates on individual cases that involved deaf and hard of hearing children or family members, to ensure access to programs and apply those scenarios to improving the DCBS systems overall. Members also reviewed a tip sheet designed by BHDID's intern, which focused on tips and resources for foster parents accepting DHH children, and the group's plan to reach out to Hands & Voices, an organization run by parents of deaf and hard of hearing children. In addition, members discussed current foster placements and addressed the need for improvements. The group has continued to make progress toward establishing training for DCBS frontline workers to collaboratively work with deaf-membered families as well as interpreters. BHDID hosted training for workers attending the System of Care (SOC) conference; however, the group has decided not to present at the conference due to several scheduling conflicts.

(2.6 Advocate for equal access and education on behalf of deaf and hard of hearing individuals.)

(3.4 Advise and legislate with state agencies and private sector committees, boards and task forces in matters related to deaf and hard of hearing issues.)

Kentucky Board of Interpreters Meeting



The Interpreter I attended the Kentucky Board of Interpreters (KBI) meeting at the Kentucky Public Protection Cabinet on March 5 along with the Interim Board Attorney, the Commissioner of Professional Licensing, and other visitors. The Interim Board Attorney informed the Board that the regulation certification letters have been submitted. The amended regulations are being updated and will be ready for review at the next Board meeting.

Board members whose terms have expired or will soon expire were identified, and members were informed that the Board Administrator will email term information and vacancies to all members. The Commissioner stated that the procedures associated with expiring terms, vacancies, and the application process for all Kentucky Boards are being reviewed, and he will update the Board when the current administration publishes its directives.

The Board discussed issues regarding the use of transcribing companies, specifically focusing on situations in which American Sign Language users submitted complaint videos and needed the form completed in English as well. Five companies were contacted; however, only two responded. Board members raised additional questions and concerns about this topic, therefore more research will be required before a decision can be made.

Lastly, the Board addressed concerns that the KBI website and forms are not deaf friendly. The Commissioner stated that there has been some discussion of overhauling the website, and they will be meeting with a design team at the end of the month. A member suggested the Board review the Administrative Office of the Courts' (AOC) website for ideas, as they have updated it for increased accessibility. The board will meet again on June 4.

(1.3 Educate and promote current interpreting standards, including Kentucky licensure law, Professional Code of Conduct and Access Center policies.)

(3.4 Advise and legislate with state agencies and private sector committees, boards, task forces in matters related to deaf and hard of hearing issues.)

KYRID Board Meeting



The Interpreter Referral Specialist met with the Kentucky Registry of Interpreters for the Deaf (KYRID) Board to discuss preparation for the KYRID Spring Conference this year on March 20 and 21. On March 11, the KYRID Board made the decision to postpone the event until November 6 and 7, following the Governor's directive to cancel conferences to prevent the spread of COVID-19. Prior to the postponement, the Program Administrator of DHH Services in the KDBHDID, a Certified Sign Language Interpreter from Louisville, and the Interpreter Referral Specialist planned to present a workshop, "Ethical Interpreting in the Department of Community Based Services (DCBS)." The workshop was to examine the knowledge, skills, and professional practice reflection necessary for ethical engagement in DCBS scenarios. The presenters met in Louisville on February 18 and March 10 to outline the presentation details, prior to the conference postponement.

(1.3 Educate and promote current interpreting standards, including Kentucky licensure law, Professional Code of Conduct and Access Center policies.)

(3.4 Advise and legislate with state agencies and private sector committees, boards, task forces in matters related to deaf and hard of hearing issues.)

DeaFestival 2020



During the first quarter, the Executive Director, Interpreter Referral Specialist and Information Office Coordinator met with the Galt House Event Manager, Audio Visual Management Solutions (AVMS), CLS Screen Printing & Embroidery, and the Director of Events, LLC decorating company to discuss DeaFestival logistics. On March 16, the Kentucky Derby was officially postponed until September 5 because of the global Coronavirus pandemic. As

a result, the DeaFestival coordinators are faced with the decision to either postpone or cancel this year's DeaFestival. The team is currently working in partnership with the Kentucky Registry of Interpreters for the Deaf (KYRID) and Bluegrass American Sign Language Teachers Association (BGASLTA) to partner and host an event during the fall conferences in November. The team is continuing to work with the Galt House, KYRID, and BGASTLA to develop a plan and will update the Commission and the public as that plan takes shape.

(4.2 Educate the public and raise awareness of the distinct aspects of deaf and hard of hearing individuals.)

Access Center Assignments

Requests	Filled /pending assignments	Cancelled assignments	Interpreting Hours	Average # of contacts per assignment request
Request for Interpreting	165	28	824	11
Request for Captioning	6	0	34	9
Request for Videoconference	2	0	10	2

(1.1 Coordinate sign language interpreter and captioner referral services for state agencies.)



TELECOMMUNICATIONS ACCESS PROGRAM ACTIVITIES

LRC Message Center Training



The Administrative Specialist II and Interpreter I provided a presentation at an orientation for operators at the Legislative Research Commission (LRC) Message Center on January 6. The goal was to educate the operators regarding managing phone calls from deaf and hard of hearing consumers using current technology and services, including Captioned Telephones, Teletype (TTY) Relay, and Video Relay Services (VRS). The Administrative Specialist II described what each type of phone call should look and sound like and provided tips for managing calls effectively. She also provided links to videos demonstrating calls using these services. The supervisor of the LRC Message Center requested a similar training presentation for the Bill Status Center; however that training session has not yet been scheduled.

(2.1 Provide information and make appropriate referrals to the public upon request.)

(2.5 Create and promote awareness about programs and services to benefit the deaf and hard of hearing community.)

Consumer Equipment Installations, Demos and Walk-ins

The Administrative Specialist II visited two homes on January 21 to install equipment: however, the equipment wasn't working properly and had to be returned to the vendors for repairs. The Telecommunications Access Program (TAP) department also provided information, applications, and equipment demo services to nineteen walk-in consumers at the KCDHH office.

(1.5 Provide specialized telecommunications equipment to deaf and hard of hearing consumers through the Telecommunications Access Program.)

(2.5 Create and promote awareness about programs and services to benefit the deaf and hard of hearing community.)

KATS Meeting



"Disability Solutions Through Technology"

The Administrative Specialist II attended the Kentucky Assistive Technology Services (KATS) Network Advisory Council meeting on March 24 via Zoom. Updates included new member appointments and information on Assistive

Technology (AT) Center activities, the Coordinating and Assisting the Reuse of Assistive Technology (CARAT) project, and the Statewide Hearing Aid Assistance and Reuse Program (SHARP). Brief updates were also provided by Protection & Advocacy, Kentucky Assistive Technology Loan Corporation (KATLC), Office of Vocational Rehabilitation (OVR), and KCDHH. Topics of particular interest included offices being closed to the public due to the Coronavirus and managing staff in multiple locations as telecommuting has become more prevalent. The next meeting is scheduled for June 3.

(1.5 Provide specialized telecommunications equipment to deaf and hard of hearing consumers through the Telecommunications Access Program.)

(2.5 Create and promote awareness about programs and services to benefit the deaf and hard of hearing community.)

Telecommunication Access Program Statistics

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
Applying for STE	227	322	201

(1.3 Provide specialized telecommunications equipment to deaf and hard of hearing consumers through the Telecommunications Access Program.)



INFORMATION, REFERRAL & ADVOCACY ACTIVITIES

KDLA Partnership



Kentucky Department for Libraries and Archives

The Executive Director, Information Office Supervisor, and Information Coordinator for the Deaf and Hard of

Hearing met with the Kentucky Department for Libraries and Archives (KDLA) on January 7. KDLA toured KCDHH's Deaf Resource Library to partner with the agency and improve services. Recommendations included joining the Kentucky Virtual Library and OCLC, Inc., a global library cooperative formerly known as the Online Computer Library Center, as well as attending the Kentucky Public Library Association (KPLA) Conference in April. KCDHH was approved as a presenter for the conference; however the event was canceled due to COVID-19 restrictions regarding public meetings. KCDHH is scheduled to become a member of KDLA as of July 1, 2020, but that could be delayed depending on how long the current restrictions continue.

(2.3 Create public awareness of and maintain a Deaf and Hard of Hearing Resource Library that is open to the public.)

(5.2 Work in partnership with media, state and local entities to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

Meetings with the Kentucky Career Center



The KCDHH Executive Director met with the Kentucky Career Center's Executive Director and Veterans Program Coordinator on February 6 to provide information regarding hearing loss and describe the agency's role in the community. She expressed appreciation for their military service and shared demographics stating that hearing loss is the number one disability

among American veterans and the third most common chronic physical condition in the United States. She also explained how unaddressed hearing loss can lead to dementia and isolation. An overview of the Telecommunications Access Program (TAP) was provided, including highlights of the ways the program is serving the deaf and hard of hearing community.

The Veterans Program Coordinator also met with the KCDHH Executive Director on February 20 to discuss future Zoom meetings and pick up KCDHH information and materials for distribution to their consumer base. Zoom is a cloud-based video conferencing service that can be used to virtually meet with others by video, audio-only, or both, all while conducting live chats. These sessions can also be recorded for future use. Materials provided also included handouts from the State Relay Service Provider, Hamilton Telecommunications, which distributes captioned phones to disabled veterans free of charge.

(4.2 Educate the public and raise awareness of the distinct aspects of deaf and hard of hearing individuals.)

(5.1 Use new and existing technology to connect, interact with and educate staff, board, public and media on programs, information and services available.)

(5.2 Work in partnership with media, state and local entities to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

Lexington Emergency Management and Deaf Link Partnership

On February 19, the Executive Secretary II attended a meeting with Lexington Emergency Management (EM), Deaf Link (DL) personnel, and the owner of Sign language Network of Kentucky (SLNKY) as proxy for the Executive Director. Deaf Link currently has an annual contract with Lexington EM to provide emergency alerts in sign language via text message to participating consumers in the Lexington area using their Accessible Hazard Alert System (AHAS). The goals of the meeting were to figure out how to get buy-in/participation from the deaf community, or identify other more effective methods alerting deaf residents to emergencies in the area, and determine how to include the deaf community in EM exercises and other planning activities. Alternatives included using the LEXALERTS system already in place, which can provide emergency alerts via text, voice messages, email, and messages sent to assistive listening devices. The group also discussed using the funds currently allocated for AHAS to significantly expand the existing sign language video library on the *Be Ready* website to include a wide range of videos covering each potential emergency alert. The EM team indicated they would investigate the possibility of embedding a link in LEXALERTS messages. No final decisions were made, but the EM team indicated they will continue to work on the problem and identify a solution.

(3.6 Provide and advocate for accessible emergency preparedness information and support updating the emergency notification system (NG911) for deaf and hard of hearing persons.)

(5.2 Work in partnership with media, state and local entities to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

EWDC Communication Meetings

The Information Office Supervisor participated in a teleconference on January 8 with the EWDC Executive Director of Communications. He introduced himself and discussed setting up meetings with all the agencies. The Information Office Supervisor subsequently scheduled a meeting for him on February 20 with the KCDHH Executive Director to discuss the role KCDHH plays in state government as well as the community. The Information Officer also attended a EWDC Communications meeting on February 28 and met the communication staff from other agencies in the Cabinet.

(5.2 Work in partnership with media, state and local entities to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

KCDHH Staff Attend Legislative Training

The Information Office Supervisor and the Information Coordinator for the Deaf and Hard of Hearing attended the EWDC's Kentucky Legislative Information and Reporting (KLIR) mini training session on January 17. The training explained how KLIR is used to assign bills for review, reviewing an assigned bill electronically, submission of bills reviewed, and generation of reports. The training also included levels of access, bill review components and assignments, and completed reviews.

(4.5 Enhance the KCDHH workplace environment and retain a knowledgeable and experienced workforce.)

Governor's Early Childhood Advisory Council



On February 12, the Executive Staff Advisor attended the Early Childhood Advisory Council (ECAC) meeting. The Chair of the Council recognized the current Executive Director of the Governor's Office of Early Childhood (GOEC) for her years of service and leadership. This was her last meeting due to her recent acceptance of a position with Feed the Children. The Chair then provided an update on the

restructuring of the Community Early Childhood Councils (CECCs) as well as the Preschool Development Grant. Several councils have been merged to create new councils in an effort to align CECCs with the District Early Intervention Committees (DEIC). The intent is to utilize existing regions and better coordinate efforts to identify and support children with special needs or developmental concerns. The Executive Director of the Kentucky Center for Statistics (KYSTATS) gave a presentation explaining how the KYSTATS will generate the Early Childhood Longitudinal Data System (ECLDS) unique identifier at birth using Vital Statistics records. This will allow KYSTATS to identify the following:

- Distinct unduplicated count of children in KY ages 0-5
- Number receiving no services
- Number receiving services from one program
- Number receiving services from multiple programs
- Relation of program services or lack thereof to child developmental status at kindergarten entry
- Link children to families

(3.3 Maintain partnerships with local, state and national organizations to improve early hearing detection and intervention.)

Kentucky Hands & Voices



On February 14, the KCDHH Executive Director and Executive Staff Advisor met with the Executive Director and a Board member from the Kentucky chapter of Hands & Voices. The discussion focused on ways the two agencies can collaborate to serve families with deaf and hard of hearing children and work together toward creating new legislation that will have a positive impact on deaf and hard of hearing children and their families.

(2.5 Create and promote awareness about programs and services to benefit the deaf and hard of hearing community.)

KSHA Convention



The Information Coordinators for the Deaf and Hard of Hearing attended the annual Kentucky Speech-Language-Hearing Association (KSHA) Convention held at the Lexington Center on February 20 and 21 as exhibitors. Several attendees took the opportunity to visit the KCDHH booth in the Exhibit Hall to gather information and receive updates. KCDHH also provided resources focusing on school-aged children.

(3.3 Maintain partnerships with local, state and national organizations to improve early hearing detection and intervention.)

HLAA Kentucky Meeting in Bardstown



A former employee volunteered to give a presentation at the monthly chapter meeting of Hearing Loss Association of America (HLAA) Kentucky at the Nelson County Public Library in Bardstown. She provided information regarding programs offered by the KCDHH and answered questions posed by attendees. The meeting was free, open to the public, and real-time remote captioned.

(2.5 Create and promote awareness about programs and services to benefit the deaf and hard of hearing community.)

ARC Presentation at Murray State University

The Information Coordinator for the Deaf and Hard of Hearing presented at an event sponsored by the Advocating for Respect Culture (ARC) organization at Murray State University (MSU) on February 25. The presentation focused on Deaf Culture and advocating for the deaf and hard of hearing community. The organization's goal is to raise awareness of the deaf and hard of hearing community and ensure that they are well represented at MSU. Interest in the event was greater than originally anticipated, so the group had to change venues to accommodate the 50+ attendees. Murray State News published an article about the presentation, highlighting the experiences of some of the hard of hearing MSU students as they deal with issues associated with hearing loss and the accommodations provided by the university.

EHDI Annual Meeting



The Executive Staff Advisor attended the Early Hearing Detection and Intervention (EHDI) 19th annual meeting in Kansas City on March 7-10.

The goal of the meeting was to enhance the implementation of comprehensive state-based EHDI programs for families of children with hearing loss. In addition to a wide variety of workshops, state stakeholder meetings were held to allow attendees from each state to meet and discuss the current priorities for their state EHDI system and develop a plan to maximize the amount of information gathered at the annual meeting. This year's meeting was different from the typical Kentucky stakeholder meetings, as there have been staff changes in the KY EHDI system, and the two individuals representing KY EHDI were both new. There were also several individuals representing the University of Kentucky and the grant project run by Dr. Bush as well as a representative from the Kentucky Deaf-Blind Project. This meeting was spent learning about each of the participants, culminating in a collective agreement to collaborate to improve the system for deaf and hard of hearing children in Kentucky as we move forward. This year's meeting once again had over one thousand participants, including local, state, and federal professionals as well as parents of deaf and hard of hearing children and adults with hearing loss.

(3.3 Maintain partnerships with local, state and national organizations to improve early hearing detection and intervention.)

KATLC Quarterly Meeting

The Information Coordinator for the Deaf and Hard of hearing attended the quarterly board meeting for the Kentucky Assistive Technology Loan Corporation (KATLC) on March 11. The bank representative reported on current loans, indicating they are in good standing. While loans for hearing aids remain the majority of loans requested, other types of assistive technology were requested in this quarter. KATLC administrators planned to attend health fairs in the next quarter, but due to the Coronavirus, events have been postponed to a later date. The Governor's Office did follow up regarding new appointments for the board; however, a delay is expected due to the pandemic.



(3.4 Advise and legislate with state agencies and private sector committees, boards, task forces in matters related to deaf and hard of hearing issues.)

The Office of Information Services made **5,303** new contacts associated with **1,093** closed requests during this quarter, broken down by category:

Nature	Contacts	Closed Requests	Pending Requests
AC: Evaluations	60	3	4
AC: Request for Captioner	68	3	3
AC: Request for Interpreter	1992	143	27
AC: Request for Videoconferencing	9	1	1
Administration	27	1	0
DeaFestival	10	6	0
IRA : Facebook	97	0	1
IRA: ASL & Linguistics	28	12	0
IRA: Deaf Culture	16	7	0
IRA: Deafness & Hearing Loss	117	53	0
IRA: Education	24	8	0
IRA: Employment	15	5	0
IRA: Families & Children	13	3	1
IRA: Human Services	101	33	1
IRA: Interpreting	80	27	1
IRA: Legal Rights of Deaf and HOH	125	22	1
IRA: Outreach	28	5	0
IRA: Senior Citizens	3	1	0
IRA: Technology	54	24	0
KCDHH: Mailing List	12	8	0
Library	4	2	0
PUB : ICE CARDS	2	1	0
PUB: Communicator	4	2	0
PUB: Visor Cards	53	27	0
Special Projects	1	1	0
TAP : STATUS CHECK	164	89	25
TAP: General Questions	72	28	5
TAP: Received Application for STE	1620	357	221
TAP: Repair	39	16	3
TAP: Requested a TAP Application	381	177	1
TAP: TAP ISSUES	84	28	8
Report total:	5303	1093	303

(2.1 Provide 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 KCDHH. This quarter, **123,313** informational and public relations items were distributed.

PR Dissemination	
<i>Method of Dissemination</i>	<i>Number Disseminated</i>
Hard Copy	980
Blitz	3,525
Social Media	Jan – Feb: 46,501 March: 72,307
TOTAL	123,313

(2.5 Create and promote awareness about programs and services to benefit the deaf and hard of hearing community.)

Database Updates

The Network Analyst II, Executive Staff Interpreter, and Interpreter Referral Specialist met with the Commonwealth Office of Technology (COT) database team, as the developers focus on completing the AC portion of the database. The AC process is complex, since each request has several possible scenarios. This quarter, the team held several joint application development meetings to recap the work that has been done, including processes in the new systems that need to be changed to increase the usability and flow of the system. The AC and COT teams have been working on screen mockups to provide feedback and changes during the testing stage. Meetings were held on January 7, January 16, January 21, and February 19.

(5.1 Use new and existing technology to connect, interact with and educate staff, board, public and media on programs, information and services available.)

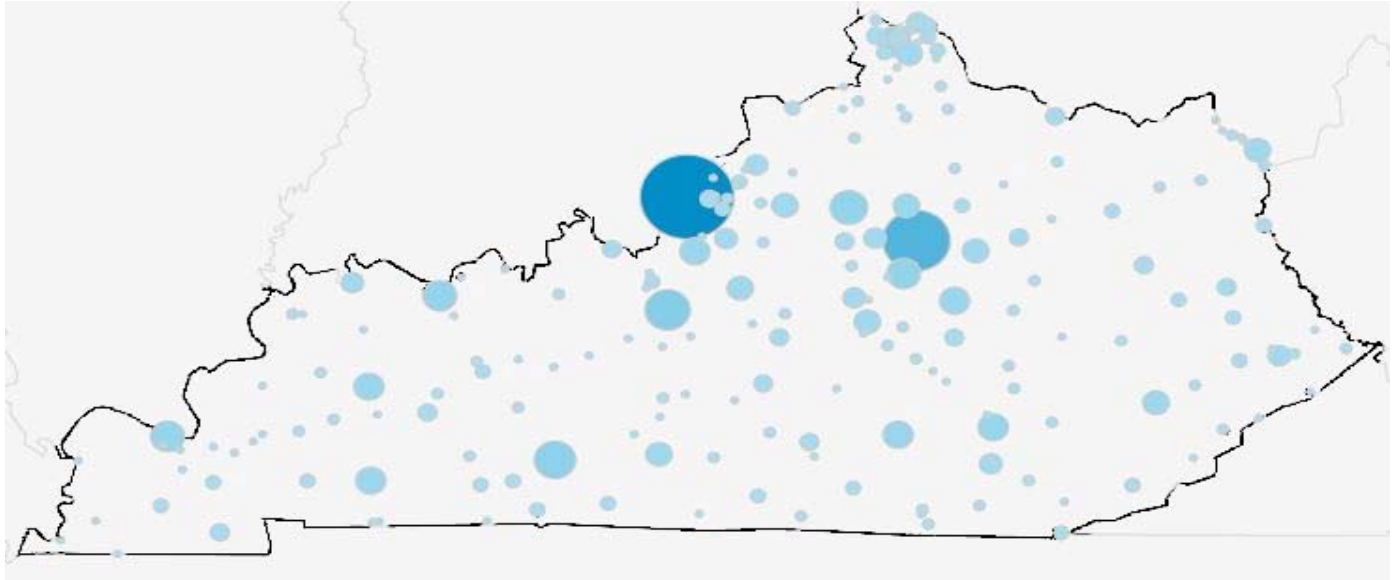
Seniors Landing Page

The Services for Seniors Study Group worked with the Network Analyst II to develop the Senior Citizens' Landing Page that is now part of the KCDHH website. The purpose of the landing page is to provide a centralized location for key resources available to deaf and hard of hearing seniors.

(5.1 Use new and existing technology to connect, interact with and educate staff, board, public and media on programs, information and services available.)

KCDHH Web Counter Hits: January 1 – March 31, 2020

The image depicts the various cities and towns throughout Kentucky from which consumers visited our website. The bigger the circle, the more visits from the area that the circle represents.



The following image lists the top 10 Kentucky cities and top 10 countries all over the world from which consumers visited the website as well as the top 10 pages of our website that were viewed. We have had a total of 7,844 visitors from Kentucky this quarter, which represents a 294% increase in visitors compared to the previous quarter (1,992). This massive increase is due to our visitors' interest in the Coronavirus update videos (number 1 in the list of pages viewed), which the executive director recorded and posted after each daily update by the governor. The surge in activity began March 26, just 5 days before the end of the quarter. With the continuing evolution of this pandemic and coordinated response by government leadership, the agency anticipates that the surge will continue for the foreseeable future.

Top Ten Visitor Cities in Kentucky		Top Ten Visitor Countries in World		Top Ten Pages Visitors Viewed	
City ?	Sessions ? ↓	Country ?	Sessions ? ↓	Page ?	Pageviews ? ↓
	7,844 % of Total: 61.30% (12,797)		12,797 % of Total: 100.00% (12,797)		23,709 % of Total: 100.00% (23,709)
1. Louisville	1,577 (20.05%)	1. United States	12,539 (97.89%)	1. /vlog/index.html?p=1117	6,462 (27.26%)
2. Lexington	779 (9.90%)	2. (not set)	43 (0.34%)	2. /index.html	4,256 (17.95%)
3. Frankfort	372 (4.73%)	3. India	39 (0.30%)	3. /reqforms/index.html	1,230 (5.19%)
4. (not set)	241 (3.06%)	4. Brazil	20 (0.16%)	4. /oas/staff.html	1,213 (5.12%)
5. Bowling Green	217 (2.76%)	5. Canada	17 (0.13%)	5. /deafestival/index.html	978 (4.13%)
6. Elizabethtown	211 (2.68%)	6. South Korea	16 (0.12%)	6. /oea/whatrelay.html	889 (3.75%)
7. Richmond	181 (2.30%)	7. Philippines	15 (0.12%)	7. /oea/whatequip.html	600 (2.53%)
8. Danville	162 (2.06%)	8. United Kingdom	14 (0.11%)	8. /bulletin/events.html	556 (2.35%)
9. Owensboro	159 (2.02%)	9. Italy	10 (0.08%)	9. /ois/assistive.html	403 (1.70%)
10. Florence	154 (1.96%)	10. France	6 (0.05%)	10. /oea/howapply.html	395 (1.67%)