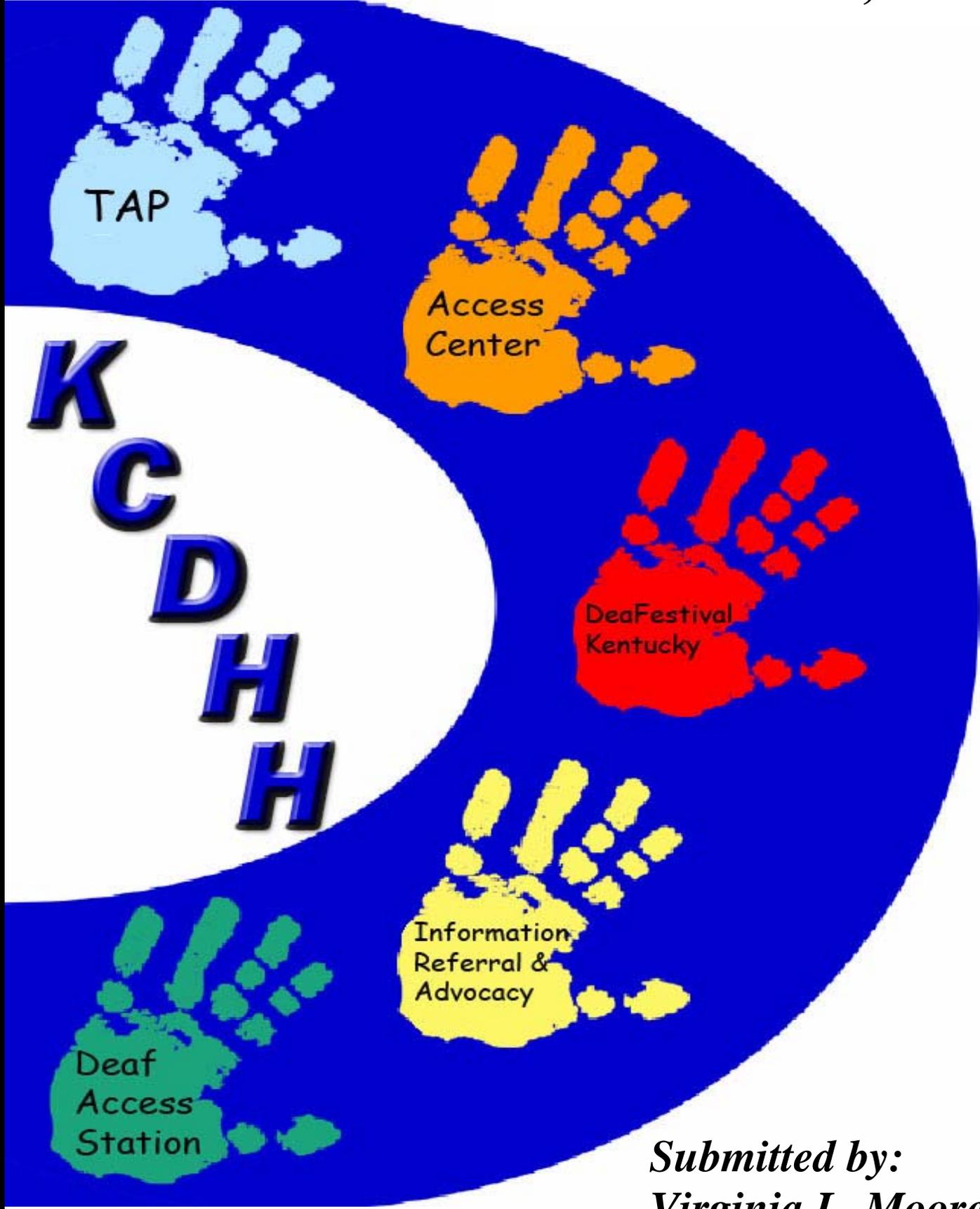


Agency Report

October 1st through
December 31st, 2019



TAP

Access
Center

DeafFestival
Kentucky

Information
Referral &
Advocacy

Deaf
Access
Station

*Submitted by:
Virginia L. Moore*



KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

QUARTERLY ACTIVITIES

October 1, 2019 – December 31, 2019

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.

ADMINISTRATION ACTIVITIES

Gubernatorial Transition Team Meeting

The Executive Director and the Executive Staff Advisor met with the Gubernatorial Transition team and presented them with information containing the Commission's mission and vision as well as multiple documents detailing how that mission is accomplished. The meeting also included discussions regarding the proposed language acquisition legislation, as well as the proposed revisions to the hearing screening portion of the Kentucky Department of Education's (KDE) Preventative Health Care Examination Form. The team members were all very receptive, and Representative Brenda, a member of the team, gave his business card along with a request to contact him about the legislative initiatives.

(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.)

Legislation: Language Acquisition and Hearing Screening



The Executive Director and the Executive Staff Advisor met with the Lt. Governor/Secretary of the Education Workforce and Development Cabinet (EWDC). The purpose of the meeting was to share information about KCDHH as well as potential legislation related to education for deaf and hard of hearing students in the Commonwealth. The Executive Director shared the history of the proposed Language Acquisition bill and emphasized the need for hearing screenings in the school system adding that Kentucky ranks 51st in the nation in high school completion gaps for deaf and hard of hearing students. The Lt. Governor asked questions related to deaf education and requested supporting statistics and information related to the proposed bill as well as the proposed revisions to the hearing screening portion of KDE's health form. The Executive Director followed up with an email regarding both initiatives and indicated that the Commission intends to approach legislators regarding sponsoring the Language Acquisition bill.

The Executive Director then contacted several Legislators including Senator Tom Buford, who indicated he was interested in discussing the Language Acquisition bill. He requested that the Executive Director reach out to Senator Given and Senator Wise, Chair of the Education Committee, to set up a meeting.

On December 3, the Executive Director met with Board member Tommy Evans and Kentucky Speech-Language-Hearing Association (KSHA) President Lacey Back-Lane to discuss the need for hearing screenings to be a requirement within the school systems. Ms. Lane indicated she would relay the information back to KSHA and potentially to their lobbyist. She stated that she would contact the Commission to follow up at a later date.

(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.)

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

EWDC Strategic Brainstorming Meeting

On October 16, the Executive Director attended a part two half-day EWDC strategic planning brainstorming session. A proposed strategic plan was presented and unanimously accepted with few changes.

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

Strategic Planning Retreat

During the month of October, the KCDHH staff met to begin drafting a strategic plan to present to the Commission Board for feedback. On October 19, the staff and Board met together with a facilitator from Eastern Kentucky University (EKU) to discuss the proposed strategic 2020-2022 plan. During the month of November, the staff took the suggestions from the retreat and developed new goals and strategies which were subsequently submitted to the Board for their consideration at the January 2020 Quarterly Commission meeting.

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

Personnel

This quarter, staff members continued to work with the EWDC Human Resources (HR) staff to provide information and supporting documentation for the Policy Specialist and Program Coordinator positions. KCDHH is still waiting for the positions to be officially opened.

On November 15, the Executive Secretary II met with the EWDC HR Administrator for training, as she will be assisting with HR documentation until further notice. Because the agency is currently understaffed, staff members have taken on additional duties to maintain efficiency.

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

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.

(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.)

2019 HLAA Walk for Hearing



The Executive Director attended the Hearing Loss Association of America (HLAA) Kentucky Chapter's Walk4Hearing at Beckley Creek Park in Louisville on November 2. Walk4Hearing occurs at different chapter locations across the nation and increases public awareness about hearing loss, helping to eradicate the stigma associated with it and raising funds for national and local programs. Approximately \$24,600 was raised by various Kentucky organizations and individuals who attended. KCDHH partnered with HLAA to provide interpreting services as well as technical support, ensuring that remote real-time captioning could be simultaneously displayed on attendees' phones and a large TV.

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

Mental Health Advisory Committee

On November 20, the Executive Director attended the Advisory Committee on the Need for Services for Individuals who are Deaf or Hard of Hearing (DHH). During this meeting there were several updates from New Vista, Centerstone, and Cumberland River Behavioral Health. Updates included educational sessions or workshops, outreach activities, and the number of open DHH cases as well as the number of miles each counselor traveled in the quarter. A presentation was provided to explain the KY Public Behavioral Health (BH) Crisis System. Fourteen regions have established toll free crisis and information telephone lines to screen, triage, and provide preliminary counseling, information and referral to assist callers in dealing with a crisis. Following this presentation there was a discussion on how difficult it is for people who are deaf or hard of hearing to access the toll free BH system. Lastly, the Committee discussed a survey regarding the Support for Community Living (SCL) and Michelle P. Waivers.

(3.7 Partner with public, private and state entities to improve mental health services for the deaf and hard of hearing.)

Educational Interpreting Concerns

On November 25, the Executive Director met with constituents to discuss the importance of including sign language interpreters in Individualized Education Program (IEP) meetings for deaf students. Given that there seems to be a misunderstanding regarding the role of interpreters during an IEP, the Executive Director recommended training for school districts on how to work with interpreters.

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

Centre College Interview

On December 6, the Executive Director was contacted by a student from Centre College to participate in a study regarding education for the deaf and hard of hearing students in the Commonwealth. The Executive Director discussed the need for improved education for deaf and hard of hearing students and the importance of effective and consistent testing and milestones to assess language acquisition. Included in the discussion was the proposed Language Acquisition bill, which is intended to address those issues.

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

Honoring a National Icon



On October 18, Ms. Norma Lewis agreed to visit KCDHH for a Coffee Chat interview with the Executive Director. Ms. Lewis, was a national icon, interpreting pioneer, and United States Navy Veteran, who was one of 103 World War II Veterans that participated in Kentucky's 75th D-Day Anniversary in June of this year. During the interview, Ms. Lewis reminisced about her enlistment as one of the first females in the Navy during World War II, searching for enemy submarines for the Secret Service. She also spoke about her lifetime of experience as an American Sign Language (ASL) interpreter. Ms. Lewis was the oldest living certified interpreter and one of the first to provide communication access for deaf individuals in the legal system. Several years ago, The Kentucky Registry of Interpreters for the Deaf (KYRID) named a scholarship in her honor, which provides financial support to one deserving student each year for continuing education in the field of American Sign Language and

ASL interpreting. Ms. Lewis passed away on November 24 at the age of 97. She was laid to rest with full military honors on December 4, and a memorial service was held at the Louisville Metro Central Government Center on January 4. Ms. Lewis was a hero and mentor to many and will be sorely missed.

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

Executive Board Meeting and Ornament Exchange

Prior to the Executive Board meeting on December 6, Board members had lunch with staff members and participated in the annual Ornament Exchange hosted by KCDHH.

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

(5.5 Research and expand opportunities to address information deprivation and isolation among deaf and hard of hearing individuals.)



Holiday Open House

Several constituents and their families attended KCDHH's Annual Holiday Open House on December 14. Signing Santa was on hand to delight the children and present each with special gifts, warming the hearts of all those present. Staff members enjoyed the opportunity to mingle with the community and share stories and laughter in the relaxed atmosphere that this annual gathering always provides.

(5.5 Research and expand opportunities to address information deprivation and isolation among deaf and hard of hearing individuals.)

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





ACCESS CENTER ACTIVITIES

DCBS Partnership

On October 9, the Interpreter Referral Specialist met with the Program Administrator of Deaf and Hard of Hearing (DHH) Services in the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (KDBHDID), the DCBS DHH liaison, and the DCBS Out of Home Care Branch Manager. The purpose of the meeting was to revisit the goals of the partnership and provide updates on individual cases involving deaf and hard of hearing children or family members to ensure accessibility to programs and apply those scenarios to improve the DCBS systems overall when serving deaf membered families.

One of the goals of the partnership was to develop service provider training modules focused on working with deaf-membered families and sign language interpreters that would be included in the Kentucky Just In Time (JIT) training website. Fortunately, the University of South Florida (USF) Child Welfare Training Consortium has already developed training modules for that purpose. This quarter DCBS announced a partnership agreement with them to create and maintain the Kentucky JIT training website and allow their modules to be modified to reflect Kentucky's DCBS operating procedures. The DCBS DHH liaison and the DCBS Out of Home Care Branch manager are continuing to work with USF to bring that project to fruition.

The partnership group has also been working to develop training for sign language interpreters regarding DCBS procedures. Toward that end, KYRID has accepted a workshop proposal from KDBHDID to provide training regarding the interpreter's role in the DCBS system.

Finally, the DCBS DHH liaison has continued working with the Cabinet for Health and Family Services (CHFS) database called The Worker Information SysTem (TWIST) to try to pull more accurate data regarding deaf children in DCBS custody and their placement. Unfortunately, those specific queries are currently unavailable.

The partnership group was originally scheduled to meet again on December 11, but that meeting was cancelled and rescheduled for February 3, 2020.

(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



The Kentucky Board of Interpreters (KBI) held a special Board meeting on October 11 to finalize the KBI regulation edits related to Kentucky Revised Statute (KRS) 13A.3102. The Kentucky Public Protection Cabinet (PPC) Executive Advisor was in attendance to explain the changes that have been made thus far in previous Board meetings. The Board sent a letter to stakeholders such as the Kentucky Association of the Deaf (KAD), KCDHH, KYRID, and KDE detailing the proposed revisions.

In addition to the regulations, The Board discussed providing anonymity for individuals filing a complaint but determined that they are unable to do so because of legal ramifications. The Board also tabled the idea of requiring a background check on all applicants. More research is needed regarding cost, what information would be requested (i.e. felony convictions, misdemeanors, traffic violations, etc.), and whether or not it would be used to prevent individuals from applying for or receiving licensure.

Following the meeting, the Executive Director and Interpreter Referral Specialist met with the KBI Board Attorney, the PPC Executive Director for the Office of Legal Services, and the PPC Executive Advisor to discuss the pertinent Kentucky Revised Statutes as well as the proposed revisions to the KBI regulations. The suggestions sent by KCDHH to KBI regarding the proposed amendments to KRS 309.300 through 309.319 were rejected at the Board meeting on December 5, 2019, at which time the Board voted to accept the amended regulations and subsequently approved them for filing with the Legislative Research Commission (LRC).

(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.)

KCDHH Approved as CASLI Testing Site

The Center for the Assessment of Sign Language Interpretation, LLC (CASLI) is transitioning to a new testing platform. KCDHH has been approved as a test site and is preparing to begin administering the National Interpreter Certification Interview and Performance exams as well as other exams that may be added to the testing system in the future, such as the NIC Knowledge Exam and Certified Deaf Interpreter (CDI) Exam. The Interpreter Referral Specialist and Interpreter I are approved Local Test Administrators (LTA) and have been working with the Network Analyst to set up a testing room that meets CASLI requirements. The new testing room will be called the Norma Lewis Interpreting Site.

(1.2 Partner with organizations to provide national certification opportunities)

DeaFestival 2020

The Executive Director, Information Coordinator, and Interpreter Referral Specialist met with The Kentucky Center for the Performing Arts Special Events Manager on October 23, 2019 to discuss hosting the DeaFestival. The team has also been in discussion with the Galt House. Contracts from both facilities have been received, and the team is considering which facility will be able to meet all of the logistical needs associated with DeaFestival. POSH, the decorating company that has been with DeaFestival almost since its inception has closed its doors following the owner's retirement and will no longer be able to provide services. As a result, the logistics team has made inquiries of several decorating companies in the area and is working to identify an appropriate vendor.

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

Phone Conference with OVR Interpreter Coordinator

On December 11, the Executive Director and the Interpreter Referral Specialist met with the Office of Vocational Rehabilitation (OVR) Interpreter Coordinator to discuss current trends regarding freelance interpreter services and rates. OVR maintains a "Service Fee Memorandum" that

provides a standardized fee schedule for interpreting services contracted by OVR. Many businesses and freelance sign language interpreters use this memo as a baseline for billing practices in the state of Kentucky. OVR is planning to update the memo, which has not been updated since 2015, to reflect current interpreting business practices. The discussion included topics such as fee schedules for deaf interpreter services, deaf-blind services, and defining hourly rates, among others.

During the course of the discussion, The Executive Director and Interpreter Referral Specialist noted that there has been a shift in business practices for both interpreter coordinating agencies and interpreters who are sole proprietors, including inconsistent cancellation policies and charging a two-hour minimum for a job that is scheduled for less than an hour. They acknowledged that in some instances, charging a two-hour minimum may be the best practice, depending on the amount of preparation necessary. However, in other situations, such practices can leave a poor impression of serving or working with deaf people and hiring interpreters in general. KCDHH supports rates that reflect interpreters' skills and level of certification, taking into account the demands of an assignment, but some billing practices clearly demonstrate that there is cause for concern. As OVR updates the Service Fee Memorandum, KCDHH plans to work with agency owners and consumers of interpreting services to ensure that business practices, including billing, adhere more closely to the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct (CPC).

Access Center Assignments

Requests	Filled /pending assignments	Cancelled assignments	Interpreting Hours	Average # of contacts per assignment request
Request for Interpreting	165	13	554	9
Request for Captioning	7	0	17	8
Request for Videoconference	0	0	0	0

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



TELECOMMUNICATIONS ACCESS PROGRAM ACTIVITIES

TAP Advisory Board Meeting

The Telecommunications Access Program (TAP) Advisory Board met at KCDHH on October 17. Staff provided members with an overview of recent TAP activities and presented information on new equipment demonstrated by vendors at the Telecommunication Equipment Distribution Program Association (TEDPA) Conference. Board members were encouraged to make equipment recommendations for the upcoming Request for Proposal (RFP) Bid.

The Executive Director explained that there has been an ongoing issue with our current signaler systems taking longer to arrive due to the fact that they are being shipped from China. She indicated that she plans to evaluate other signaler systems to identify potential alternatives that are produced in America.

The quarterly statistical report noted that TAP has processed orders for 206 wireless devices, 82 landline devices and 136 signaling devices during the last quarter. The Executive Director explained that TAP ordering is dependent on time and budget which has been heavily impacted by the ongoing development of the new Database, but she anticipates that it will greatly simplify and improve the application process as consumers will be able to apply online as well as check the status of their applications. The Executive Director informed the Board that the TAP Guidelines were updated and approved by the Commission Board. She also stated that the necessary documents required to fill the TAP Program Coordinator position have been submitted to the Personnel Cabinet, but it will take time to process the request.

The Document Processing Specialist I updated Board members on outreach efforts completed by the staff, including the Kentucky School for the Deaf (KSD) Alumni Association Picnic, the KAD Conference, health fairs and the Kentucky State Fair. The next TAP Advisory Board meeting will be held on April 24, 2020 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.)

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

TRS Advisory Council Meeting

On October 17, the Administrative Specialist II attended the Telecommunications Relay Services (TRS) Advisory Council meeting held at the Public Service Commission (PSC) in Frankfort. Hamilton Relay provided members with an update on outreach efforts during the last six months and upcoming plans for partnerships with KCDHH and other agencies. Hamilton staff also reported that, in general, traditional TRS minutes continue to decrease, while Captioned call minutes are remaining steady; however there was a spike in minutes during the summer.

(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.)

State Capitol Accommodations Meeting

The Information Coordinator, Administrative Specialist II, and Interpreter I met with supervisory staff at the LRC Message Center at the Capitol on December 4. KCDHH staff members provided information regarding communication accommodations for the deaf and hard of hearing community as well as training on their existing Teletype Terminal (TTY). As a result of the meeting, LRC staff determined that they can replace the TTY number with 711 to accommodate all parties. KCDHH staff also arranged to return on January 6 to provide training for their message center operators regarding communication etiquette when using Kentucky Relay, Video Relay Service (VRS), and TTY.

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.

Telecommunication Access Program Statistics

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
Applying for STE	211	99	202

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



INFORMATION, REFERRAL & ADVOCACY ACTIVITIES

KAD 47th Biennial Mini Conference



On October 5, the Document Processing Specialist I and Administrative Specialist II attended the KAD 47th Biennial Mini Conference at the KSD in Danville. They hosted a booth and attended some of the workshops, including one on safe police encounters entitled “Stay Calm, Keep Hands Visible,” presented by a Major with the Nashville Police Department.

(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.)

Kentucky Hands & Voices Trivia Night



The Executive Director, Executive Staff Advisor, Administrative Specialist II, Document Processing Specialist I, Information Coordinator and several Commissioners attended Kentucky Hands & Voices “Back to the 80s” Trivia Night and Silent Auction on October 18 at the Belknap Event Center in Prospect. Hands & Voices is a parent-driven, non-profit organization providing families with the resources, networks and information they need to improve communication access and educational outcomes for their children who are deaf or hard of hearing.



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

“The Game of Life”

The Information Coordinator traveled to Lyon County on November 14 to “The Game of Life” event, hosted by stakeholders working with deaf, hard of hearing, and vision impaired students in western Kentucky. The KCDHH information booth provided information about the Commission and the TAP program as well as various resources from the National Deaf Center regarding post-secondary education. Students had the opportunity to meet with organizations regarding transitioning from high school to post-secondary educational institutions as well as the workplace. Stakeholders shared their respective roles and offered advice to parents to assist their child with transition.



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

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

Community Advisory Board meeting for UK Grant

On November 15, the Executive Staff Advisor met with grant representatives from the University of Kentucky (UK) to discuss the progress of the study grant provided to adapt and deliver an evidence-based parenting program for families of young children with hearing loss. KCDHH is continuing to work with the group and monitor the progress of this grant going forward.

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

Department of Justice Civil Rights Training Panel



The Executive Staff Advisor and Information Coordinator went to Pikeville to attend a Civil Rights Training Panel hosted by the Civil Rights Division of the Department of Justice on November 21. KCDHH and the Shelby County Police Department participated in a panel discussing the importance of having accommodations in place any time deaf or hard of hearing individuals may be present. Attendees included Pikeville police, lawyers, and other prominent members of the community.

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

Kentucky Association of Health Care Facilities



The Interpreter Referral Specialist and Information Coordinator attended the Kentucky Association of Health Care Facilities (KAHCF) Annual Meeting and Expo at The Galt House Hotel in Louisville as a resource exhibitor on November 21. KAHCF is the trade association that represents proprietary and nonproprietary nursing facilities and personal care homes across the Commonwealth. There were nearly 800 attendees from over 175 long-term care facilities.

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

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

Prospective Director of ASLIS at the University of Louisville



On November 25, the Information Coordinator attended a dinner with a candidate for Director of the University of Louisville's (UofL) ASL Interpreting Studies (ASLIS) program and other members of the community at Ramsi's Café on the World. The prospective Director met with the group to get better acquainted with the community before making a commitment to move from Colorado.

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

(5.6 Work in partnership with schools, universities, and colleges to reach the estimated 700,000+ deaf and hard of hearing individuals in the Commonwealth.)

Louisville Tourism Annual Holiday Luncheon



The Information Office Supervisor and the Information Coordinator attended the Louisville Tourism's annual Holiday Luncheon on December 3 at the Berry Hill Mansion in Frankfort. The event was held for agencies and businesses who have worked with the Louisville Tourism office throughout the year.

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

Brown Forman "Day of Ability"

The Information Coordinator and Administrative Specialist II hosted a booth at the Brown-Forman's "Day of Ability" event in Louisville on December 3. The event promoted awareness and sensitivity training for employees regarding all types of disabilities. Each booth provided information and activities depicting what daily life is like with a disability. The KCDHH booth provided a "Deaf, Deaf World" experience in which employees were given the task of ordering a pizza using gestures, paper and pen, or fingerspelling. Approximately 40 employees were in attendance.

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

Kentucky Assistive Technology Loan Corporation

The Information Coordinator attended the quarterly board meeting for the Kentucky Assistive Technology Loan Corporation (KATLC) on December 10. The bank representative reported on current loans, indicating they are in good standing, and the investments representative reported that there are no bonds to pursue at this time. While loans for hearing aids remain the majority of loans requested, other assistive technology was also requested during this quarter. The KATLC support staff will be updating the website and contacting vendors to promote the program for potential clients. Staff will also be generating a report for the board to view recent activities, including contacts for information, applications, and marketing. The new chair and vice chair were selected and will take office in February 2020. The next board meeting will be on March 11 in Louisville.



(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.)

KDLA Partnership



The Information Office Supervisor and the Information Coordinator met with the staff of

the Kentucky Department for Library and Archives (KDLA) on December 13 to obtain information regarding the best way to disseminate KCDHH library materials to consumers. The Branch Manager of the Kentucky Talking Book Library, the Library Services Division Director of KDLA, and the Circulation Librarian offered several ways KCDHH and KDLA could partner to resolve the matter. The KDLA staff will visit KCDHH on January 7 to explore those options further.

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

Hamilton Relay Town Hall

The Information Coordinator was invited by Hamilton Relay to partner with them for a Town Hall at the Lexington Senior Center on December 19. The Hamilton Relay Representative and the Information Coordinator co-presented, sharing information about TAP as well as Kentucky Relay, which provides CapTel telephones. The Representative provided detailed information on how CapTel phones operate, while the Information Coordinator added highlights from 2019 and concluded with the focus for 2020. The audience was very engaged and asked thoughtful questions. Each attendee was given an information packet as well as a TAP application upon request.

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

(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.)

The Office of Information Services made **4,227** new contacts associated with **651** closed requests during this quarter, broken down by category:

Nature	Contacts	Closed Requests	Pending Requests
AC: Free Test Slot	2	1	0
AC: Request for Captioner	64	4	3
AC: Request for Interpreter	1708	81	32
AC: Outreach	0	0	0
Administration	49	2	1
DeaFestival	7	5	0
IRA: ASL & Linguistics	10	3	1
IRA: Deaf Culture	8	3	0
IRA: Deafness & Hearing Loss	152	76	0
IRA: Demographics & Statistics	2	1	0
IRA: Education	17	4	0
IRA: Employment	3	2	0
IRA: Families & Children	5	2	0
IRA: Human Services	71	22	1
IRA: Interpreting	56	22	0
IRA: Legal Rights of Deaf and HOH	77	24	1
IRA: Outreach	5	1	1
IRA: Senior Citizens	0	0	0
IRA: Technology	42	20	0
IRA: Veterans	2	1	0
KCDHH: Mailing List	5	5	0
Library	1	1	0
PUB: Communicator	4	4	0
PUB: Directory of Services	0	0	0
PUB: Visor Cards	28	14	0
Special Projects	0	0	0
TAP: General Questions	61	25	7
TAP: Outreach	0	0	0
TAP: Received Application for STE	1166	13	221
TAP: Repair	57	15	2
TAP: Requested a TAP Application	411	202	2
TAP: Status Check	141	79	14
TAP: TAP ISSUES	73	19	8
Report total:	4227	651	293

(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, **59,530** informational and public relations items were distributed.

PR Dissemination	
<i>Method of Dissemination</i>	<i>Number Disseminated</i>
Hard Copy	1,690
Blitz	2,051
Social Media	55,789
TOTAL	59,530

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

Database Updates

The Executive Director, Executive Staff Interpreter and Network Analyst met with the database team's management on November 14 to discuss various issues with the development of the new database as well as post-development tech support as needed.

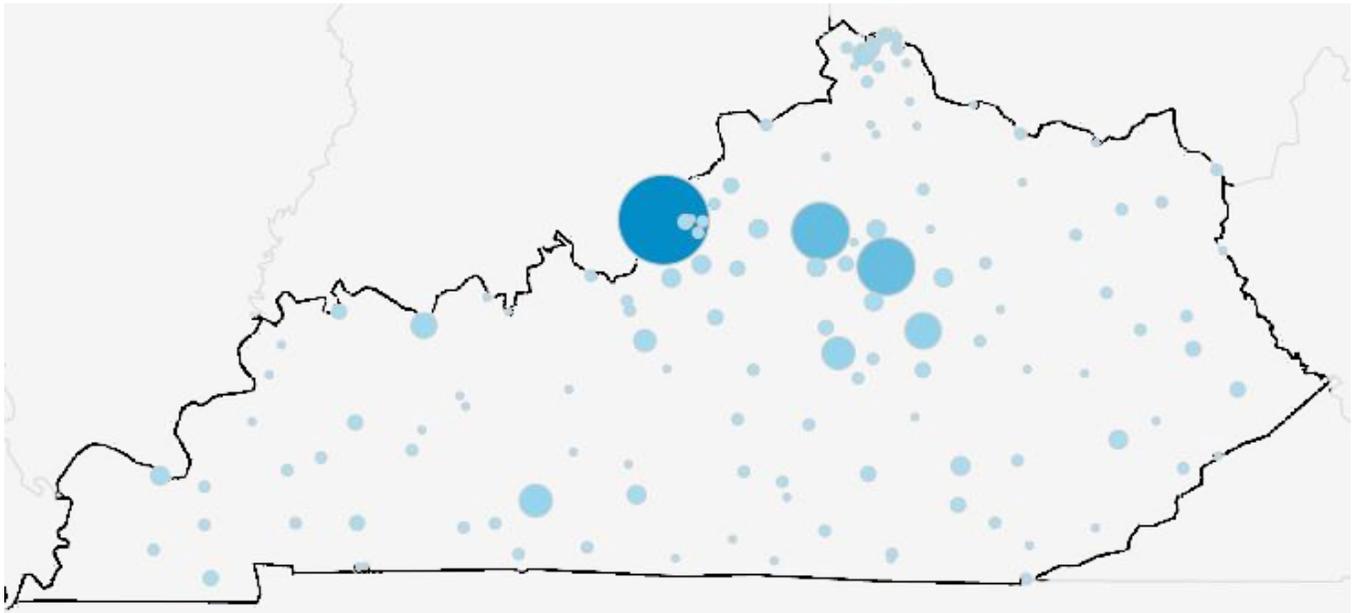
On November 21, the database team met with the Network Analyst and the Access Center (AC) staff, who have since begun testing applicable sections of the new system. They met again on the morning of November 25 to review and work through simulations using those same portions of the new database. Later that day, the database team met with the Network Analyst and the Information, Referral and Advocacy (IRA) staff to go through the same process using portions of the new database relevant to IRA.

On December 9, the team met with the Network Analyst and the TAP staff to run simulations and discuss the TAP portions of the new database. Staff members are continuing to work with the database team to ensure the system's performance meets the work flow needs of each department.

(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: October 1 – December 31, 2019

The following image depicts the various cities and towns throughout Kentucky from which consumers visited the KKCDHH site. 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 1,992 visitors from Kentucky this quarter, which represents a 7.6% decrease in visitors compared to the previous quarter (2,156). This slight decrease is most likely due to an ongoing usage trend away from the website toward the KCDHH Facebook page for news and information. Visits to our request page and DeaFestival pages continue to remain steady.

Top Ten Visitor Cities in Kentucky		Top Ten Visitor Countries in World		Top Ten Pages Visitors Viewed	
City ?	Sessions ? ↓	Country ?	Sessions ? ↓	Page ?	Pageviews ? ↓
	1,992 % of Total: 41.49% (4,801)		4,801 % of Total: 100.00% (4,801)		11,588 % of Total: 100.00% (11,588)
1. Louisville	530 (26.15%)	1. 🇺🇸 United States	4,404 (91.69%)	1. /index.html	2,735 (23.60%)
2. Frankfort	227 (11.20%)	2. 🇦🇷 Argentina	69 (1.44%)	2. /reqforms/index.html	1,078 (9.30%)
3. Lexington	217 (10.71%)	3. 🇨🇦 Canada	53 (1.10%)	3. /deafestival/index.html	618 (5.33%)
4. Richmond	83 (4.09%)	4. 🇮🇳 India	48 (1.00%)	4. /ois/assistive.html	523 (4.51%)
5. (not set)	75 (3.70%)	5. 🇰🇷 South Korea	36 (0.75%)	5. /oea/whatequip.html	498 (4.30%)
6. Danville	69 (3.40%)	6. 🇫🇷 France	25 (0.52%)	6. /bulletin/events.html	434 (3.75%)
7. Bowling Green	66 (3.26%)	7. 🇬🇧 United Kingdom	19 (0.40%)	7. /ois/hearbanks.html	352 (3.04%)
8. Owensboro	38 (1.87%)	8. 🇧🇷 Brazil	18 (0.37%)	8. /oea/howapply.html	285 (2.46%)
9. Elizabethtown	29 (1.43%)	9. (not set)	17 (0.35%)	9. /vlog/index.html?p=1079	241 (2.08%)
10. Florence	27 (1.33%)	10. 🇵🇭 Philippines	10 (0.21%)	10. /oea/becometerp.html	218 (1.88%)