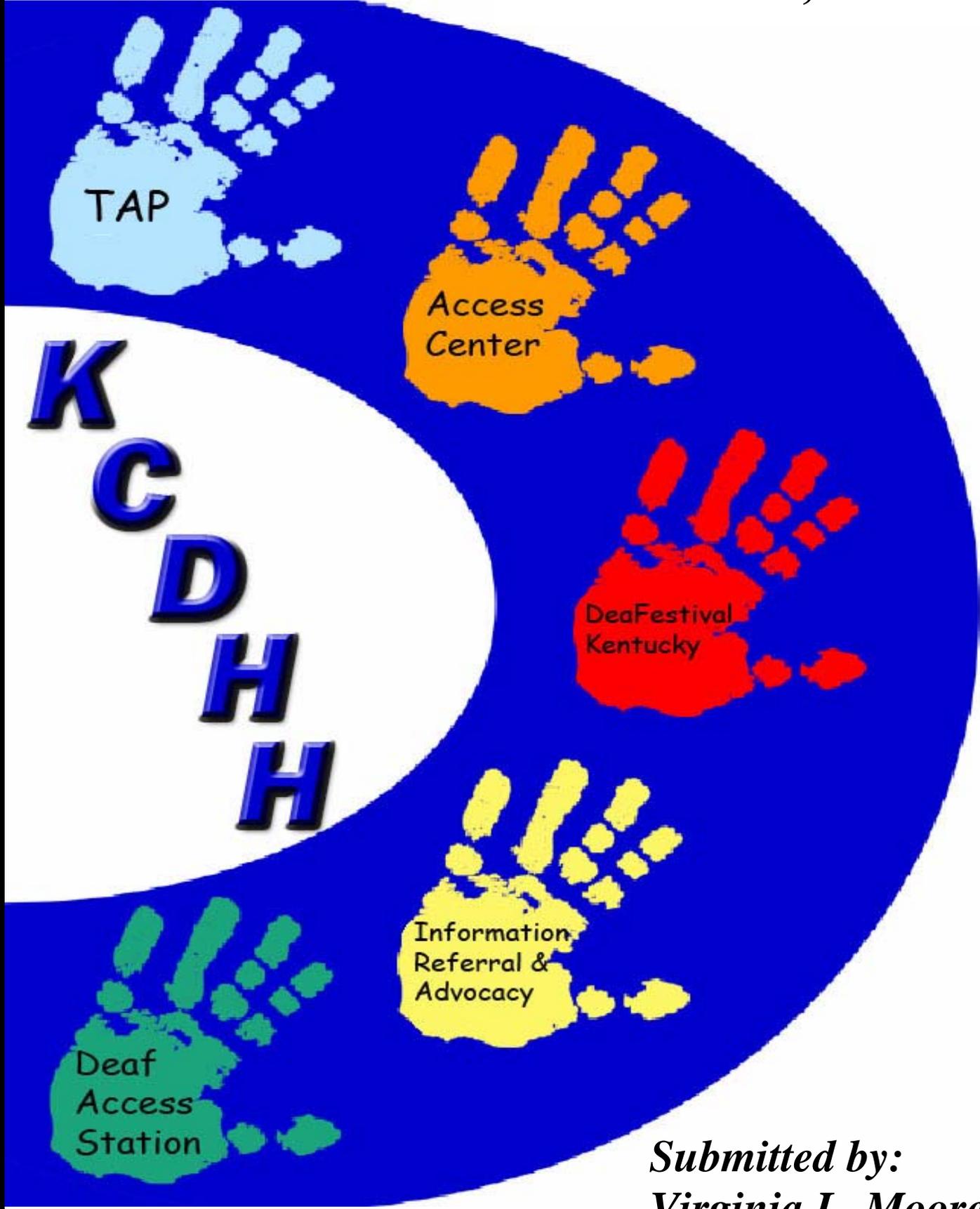


# Agency Report

April 1<sup>st</sup> through  
June 30<sup>th</sup>, 2020



TAP

Access  
Center

DeaFestival  
Kentucky

Information  
Referral &  
Advocacy

Deaf  
Access  
Station

*Submitted by:  
Virginia L. Moore*



## KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

### QUARTERLY ACTIVITIES April 1, 2020 – June 30, 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

## ***Communication Access during COVID-19***

When the first confirmed case of COVID-19 was announced on March 6, the Executive Director reached out to the Governor about providing interpreting services. As a result, interpreters were a constant at each press briefing, updating Kentuckians on the spread of the Coronavirus. As the Governor continued to announce restrictions and recommendations to curb the spread of the disease, afternoons with the Governor and his interpreters also became a constant, leading to multiple requests for interviews, speaking opportunities, appearances and meetings with the Executive Director.

The first request resulted in a March 24 story in the Lexington Herald-Leader, “Not All Heroes Wear Capes – Meet Beshear’s Briefing Buddy.” This story was released by the Herald-Leader on the Associated Press (AP) wire service and appeared in 28 publications and online news sources on March 29, both local and nationally, from California to Pennsylvania. For the last two days of March, requests increased and the Executive Director interviewed with 19 more media outlets, including radio, television, newspapers, and HBO with John Oliver.

April continued with more media as well as community-oriented requests such as:

- Speaking to nonprofits,
- Welcoming participants to virtual conferences,
- Congratulating Kentucky’s 2020 graduates,
- Sending a special message to a nursing home resident,
- Signing the reading of a book for elementary school children,
- Information on KCDHH programs and American Sign Language,
- The importance of masks and their impact on the deaf and hard of hearing, and
- Guest speaker appearance for a Rotary Club zoom meeting.

The Executive Director used these opportunities to explain the importance of understanding hearing loss and to provide information regarding the assistance KCDHH offers through agency programs. Requests for the Executive Director to speak at various events have already been scheduled for July, August, and September. KCDHH received a wealth of positive feedback from the community resulting in an increase in Facebook followers from 2,605 on March 1, before the Governor’s press briefings began, to 5,968 as of June 30.

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

**#TeamKentucky #TogetherKy #Patriot #HealthyAtHome.#HealthyAtWork**

*(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.)*

## **Coffee Chat: Mental Health Telehealth Services**



The Executive Director recorded two interviews with the Chief Medical Officer (CMO) from Seven Counties, Inc. on June 4. The Coffee Chat videos focused on mental health services available to the community and the effects of isolation during COVID-19. In the first video, the CMO, who is also a psychiatrist, explained the roles of

various professionals someone seeking mental health assistance may encounter during a routine visit. The second video focused on isolation and the use of technology to provide long distance services. He also explained that while telehealth has been a tremendous service, it doesn't help those who don't have the necessary technology or internet service. Both videos were posted on the Mental Health Telehealth page of the KCDHH website.

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

*(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.)*

## **DOCJT 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 new Commissioner of the Kentucky Department of Criminal Justice Training (DOCJT) on June 3 via Zoom to seek his assistance with providing video vignettes for the training curriculum that is being developed for law enforcement as they interact with deaf and hard of hearing individuals. The meeting also included DOCJT's Executive Staff Advisor, Staff Assistant, and Investigator III. The

Commissioner offered his staff's expertise, and a face-to-face meeting will be set once the COVID-19 crisis ends.

*(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.)*

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

## **NASADHH Meeting**



The Executive Director attended several National Association of State Agencies of the Deaf and Hard of Hearing (NASADHH) meetings, during which Executive Directors of each state shared their Governors' plans and

policies for dealing with the COVID-19 virus. Members also discussed the need for interpreters and techniques for clear communication with the deaf and hard of hearing community, such as accessible masks and COVID-19 communication cards for testing sites. Additional discussions focused on the importance of being involved in the development of Contact Tracing procedures.

*(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.)*

## **COVID-19 Public Health Tracing**

On May 20, the Executive Director sent a letter to the Executive Advisor to the Cabinet for Health and Family Services (CHFS) emphasizing the importance of developing policies and procedures for communication accessibility in the contact tracing program. The Executive Director and the Program Administrator for Deaf and Hard of Hearing Services within the Department for

Behavioral Health, Developmental and Intellectual Disabilities met with a team from the Governor's office and the Department for Public Health (DPH) to develop training for employees who may encounter members of the deaf and hard of hearing community in the course of their duties. The contact tracing program is a multipronged approach requiring the services of disease investigators, contact tracers, and social support coordinators. After much deliberation, the team determined that it would not be advisable to recommend individuals for the disease investigator and contact tracer positions due to the fact that a medical background is required. However, recommending individuals who may be qualified to work as social support coordinators was determined to be both reasonable and beneficial for the deaf and hard of hearing community. A PowerPoint training has been developed and is currently being edited, which will be required for those working in the contact tracing program who could potentially encounter a deaf or hard of hearing individual. This training will also be provided as an ongoing training for DPH employees as they work to eradicate other infectious diseases.

*(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.)*

### **Historical Society Interview**

The Kentucky Historical Society is currently collecting written, video, and oral history of what has transpired during this COVID-19 pandemic, the likes of which is rarely seen more than once every 100 years. The Executive Director was contacted by the Historical Society to provide an oral history of her involvement as an interpreter during the pandemic and her background in the field of Deafness. The session, recorded on June 10, will be made posted on their website, and KCDHH will share the link as soon as it is available.

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

### **Closed Captions Meetings**



As a result of last quarter's meetings with the Lexington and Louisville Mayors' offices, KCDHH is designing a fact sheet highlighting the need for closed captioning, which will be provided to all mayors' offices for distribution to businesses throughout Kentucky. In addition, the Education and Workforce Development Cabinet (EWDC) Office of Communication distributed a letter from the KCDHH Executive Director to local media outlets on June 16 encouraging them to provide captioning for newscasts, emergency announcements, and press briefings. The letter contained a link to the KCDHH website list of CART providers as well as contact information for the KCDHH office if additional information or assistance is needed.

*(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.)*

### **Personnel**

Interviews for the position of Policy Specialist have been completed and an offer has been accepted. However, filling this position, which was effective July 1, 2020, has created a vacancy in the Executive Secretary II position. Candidates for that position have been interviewed, but an offer has not yet been made. Interviews for the Program Coordinator position have also taken place, and a recommendation has been sent to Personnel. Confirmation of the candidate's approval is still pending.

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



# ACCESS CENTER ACTIVITIES

## ***COVID-19 Best Practices for Interpreters and Interpreter Agencies***

The KCDHH Access Center (AC) and the Executive Director hosted two “Check-in” meetings: one with Kentucky interpreting agency owners and the second with interpreters who are listed in the AC directory. Participants discussed the impact of COVID-19 on the provision of interpreting services, the transition to remote interpreting services, and the impact the pandemic has had on our personal lives. In addition to sharing struggles and victories, the group discussed the impact of these changes on accessibility for the deaf and hard of hearing community, interpreting community support and cooperation, dealing with emerging technology, rates and billing, and determining the best way to move forward so that language access is preserved.

*(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.)*

## ***Department for 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 held their quarterly meeting on April 6. The group met to 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. Due to COVID-19 restrictions regarding face-to-face meetings, the group met via teleconference. The group discussed current recruitment plans for foster families concluding that their efforts should focus more on social media outlets due to the COVID-19 pandemic. In addition, no pre-service classes will be offered at this time. The department is continuing to develop different recruitment strategies as the pandemic continues. The tip sheet created by KDBHDID for foster families was also updated, and a plan was developed to distribute it. The group reported on the status of providing training for DCBS workers regarding how to work with deaf membered families, and the resulting discussion yielded a plan to investigate whether it will be possible to offer online learning in the fall for front line workers.

*(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.)*

## ***Department for Community Based Services Workshop***

A DCBS workshop for sign language interpreters is in the works! The workshop is a collaborative effort between the Program Administrator for DHH Services within the KDBHDID, a nationally certified interpreter and presenter from Louisville, and the Director of American Sign Language Interpreter Studies (ASLIS) undergraduate program. There were several meetings in May to

change the format and platform of the workshop, which was originally designed for the Kentucky Registry of Interpreters for the Deaf (KYRID) spring conference that was cancelled due to the COVID-19 pandemic. The group is now in the process of determining when to kick off the two part workshop.

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

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

### **Kentucky Board of Interpreters Meeting**



The Kentucky Board of Interpreters for the Deaf and Hard of Hearing (KBI) held an emergency meeting on April 22 via Zoom. At this meeting, the Board voted to waive continuing education requirements for all license renewals for the renewal period beginning July 1, 2019 and ending June 30, 2020. The Commissioner of Professional Licensing at the Kentucky Public Protection Cabinet and the new General Counsel were also introduced to the Board during this meeting. KBI met

again on June 4 regarding whether or not the newly revised regulations have been filed.

*(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**

DeaFestival was originally scheduled for September 5; however when Churchill Downs rescheduled the Kentucky Derby for the same weekend, the Galt House contacted the Executive Director and requested that the event be relocated or rescheduled. As a result, KCDHH decided to downsize the DeaFestival and partner with the Kentucky Registry of Interpreters for the Deaf (KYRID) and Bluegrass (BGASLTA) Bluegrass American Sign Language Teacher Association to hold the event on November 7 during their fall conference. During this time, DeaFestival coordinators met with the Galt House Sales Manager and Event Manager to verify that the space available would be sufficient and safety precautions instated by the Governor could be satisfied. After taking into consideration the significant risk of spreading COVID-19 at large events such as this and the unpredictable duration of the pandemic, staff made the difficult decision to cancel DeaFestival 2020.

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

### **CASLI Testing Site**

In March, the Governor issued a state of emergency closing all state agencies to in-person services. The Interpreter I informed all scheduled candidates that due to COVID-19, the KCDHH testing site was temporarily suspending administration of the National Interpreter Certification (NIC) Interview and Performance Exam. On May 18, the Governor reopened state agencies to in-person services with specific guidelines such as self-check health assessments and stringent cleaning procedures. The Executive Director, Interpreter Referral Specialist, and Interpreter I worked together to develop new procedural guidelines for NIC candidates and began administering the exam again on June 26. To ensure the health and safety of all parties involved, there will only be one testing slot every two weeks until further notice.

*(1.2 Partner with organizations to provide national certification opportunities.)*

## **Workshops Attended**

On April 9, the Interpreter Referral Specialist attended the Registry of Interpreters for the Deaf (RID) webinar “Beyond the Cover: Judging the Story”. This was an interactive discussion that addressed implicit bias through research-based data as well as a narrative and social cognitive lens. The Interpreter Referral Specialist also attended a Zoom workshop entitled “So, Now you are a Video Remote Interpreter” on Apr 10. The purpose was to better understand the technology including the general set-up and demands of video remote interpreting in order to develop effective strategies to better support AC interpreters.

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

## **Access Center Assignments**

Low numbers this quarter reflect the closure of state offices and change in interpreting services from in-person to virtual platforms due to the COVID-19 pandemic.

<b>Requests</b>	<b>Filled /pending assignments</b>	<b>Cancelled assignments</b>	<b>Interpreting Hours</b>	<b>Average # of contacts per assignment request</b>
<b>Request for Interpreting</b>	<b>73</b>	<b>4</b>	<b>293</b>	<b>10</b>
<b>Request for Captioning</b>	<b>3</b>	<b>0</b>	<b>9</b>	<b>9</b>
<b>Request for Videoconference</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>12</b>

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



# TELECOMMUNICATIONS ACCESS PROGRAM ACTIVITIES

## ***KATS Meeting***



The Administrative Specialist II attended the Kentucky Assistive Technology Services (KATS) Network Advisory Council meeting on June 11 via Zoom. Updates included committee appointments, Assistive Technology (AT) Center

activities, and the Statewide Hearing Aid Assistance and Reuse Program (SHARP) as well as Coordinating Center activities including the Coordinating and Assisting the Reuse of Assistive Technology (CARAT) project. Brief updates were also provided by Protection & Advocacy, Kentucky Assistive Technology Loan Corporation (KATLC), Office of Vocational Rehabilitation (OVR), and KCDHH. The primary topic of interest was the impact of COVID-19 safety precautions on the reopening of offices, including remaining closed to public in-person access and managing staff in multiple locations, since many are still telecommuting. The next meeting is scheduled for September.

*(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***

Low numbers this quarter reflect ongoing COVID-19 issues, including manufacturing and shipping delays as well as medical office closures, which have made it difficult to complete the Professional Certification portion of the application.

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
Applying for STE	60	71	252

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



## INFORMATION, REFERRAL & ADVOCACY ACTIVITIES

### ***Governor's Early Childhood Advisory Council***



The Executive Staff Advisor attended the Early Childhood Advisory Council meeting on April 16 via Zoom. The director of the Division of Child Care informed the Council that as of March 20, all licensed, certified, and registered childcare programs were closed in an effort to help prevent the spread of the COVID-19 virus and that a federal waiver for subsidy support has been submitted for childcare facilities serving essential employees. The Kentucky Department of Education (KDE) Interim Commissioner announced that all 172 schools within the Commonwealth have been closed to in-person classes since March 16 and explained that Governor Beshear would meet with all school superintendents to provide information to determine if in-person classes will resume. The Department for Public Health, Early Childhood Development Branch Part C Coordinator, shared that the First Steps program will provide teleintervention with written consent. The Governor's Office of Early Childhood (GOEC) Deputy Executive Director provided updates on some of the events happening within the agency. The GOEC staff has been working remotely since March 16, and many have been assisting with unemployment insurance claims in addition to their normal job duties. The Early Childhood Institute (ECI) initially scheduled for June 3-5 has now been rescheduled for June 7-11, 2021 due to the COVID-19 pandemic. In addition, the new website for the GOEC, which was expected to go live in May 2020, has experienced many delays due to the election and change in administration, but they are working diligently to go live as quickly as possible.

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

*(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.)*

### ***Statewide Advisory Council for Exceptional Children***

On April 27, the Executive Staff Advisor attended the Statewide Advisory Council for Exceptional Children meeting via Microsoft Teams. Due to travel restrictions and the inability to meet in-person, this meeting was shorter than usual. KDE Office of Special Education and Early Learning (OSEEL) gave an update on how they were striving to ensure their guidance and communication was reaching the right audience during the COVID-19 pandemic and an overview of how they have been working with the Special Education cooperatives. The directors of the Southeast/Southcentral and Green River Regional Educational Cooperatives gave updates on the challenges their schools and districts have experienced during this time. The director of the KDE Division of Innovation and Partner Engagement talked about some of the lessons they have learned from the emergency closure, Non Traditional Instruction (NTI), and changes that may need to take place for special education students if remote learning continues.

*(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, task forces in matters related to deaf and hard of hearing issues.)*

## **EHDI Annual Meeting**



The Executive Staff Advisor attended the Early Hearing Detection and Intervention (EHDI) Advisory Board meeting via Zoom on June 15. The Executive Director of the Kentucky Deaf-Blind project gave a short presentation about the services they provide and how they would like to be more involved with Kentucky EHDI. An article co-authored by two members of the Advisory Board related to early hearing detection services during the COVID-19 pandemic was shared and discussed. The First Steps representative mentioned that their agency has been providing teleintervention services during the pandemic but anticipates those services will end once in-person restrictions have been lifted. Following questions by members of the Board as to why this service would end, since many deaf and hard of hearing children are not receiving early intervention services because no providers are available where they live, the First Steps representative cited problems with high speed internet and other technical barriers. Several members voiced their concern and noted that many states have been providing teleintervention services for over a year, so Kentucky is already behind. The Board decided to continue this discussion and look for ways to continue the use of teleintervention.

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

## **KCDHH Staff Participate in ADA Training**



The Executive Staff Advisor and Information Coordinators for the Deaf and Hard of Hearing have been participating in webinar trainings hosted by the Great Lakes Americans with Disabilities Act (ADA) Center in order to complete the ADA Coordinator Training Certification Program. The first webinar, April 14 and 16, focused on the 2010 ADA Accessible Design

Standards. The second training, April 28 and 30, focused on self-evaluation and transition planning, which is strongly encouraged to establish in-state and local government entities with 50 or more employees. The third training, June 9, focused on effective communication with deaf offenders and law enforcement. This was an elective staff members were able to take toward completion of the certification program and to help make them aware of proper accommodations available for inmates in Kentucky. The other courses taken were required credits to complete their certification. Once the program has been completed, ADA Coordinators will then be able to review and improve accessibility issues at assigned locations.

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

## **Kentucky Hands & Voices**



On April 30 and June 18, the Executive Staff Advisor participated in Zoom webinars hosted by Hands & Voices headquarters. The first webinar, entitled "Virtual Engagement for Everyone!" focused on online engagement and social media. A variety of methods, which could be used to build and increase community engagement through social media, were presented and discussed, and different online meeting platforms were analyzed and compared. Various accessibility options that can be used to provide optimal engagement during online meetings were also discussed. The second webinar was entitled "RFPs, Contracts and Grants, Oh My!", and the discussion focused on the difference

between requests for proposal (RFPs) and grants. An overview of each process was provided and tips were shared to help increase the odds of having successful outcomes with each.

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

## **KDLA Partnership**



The Information Coordinator for the Deaf and Hard of Hearing has been working with the Library Services Division at the

Kentucky Department of Library and Archives (KDLA) to establish a partnership with the Kentucky Virtual Library and OCLC. The goal is to partner with Kentucky Public Libraries to provide access for deaf and hard of hearing Kentuckians to the Deaf Resource Library. KCDHH is scheduled to become a member of KDLA as of July 1, 2020.

*(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.)*

## **KCDHH Partners with Kentucky Department of Corrections**



On June 29, the Executive Director, Executive Staff Advisor and the Information Coordinator for the Deaf and Hard of Hearing met, via Zoom, with the Monitor appointed by the Kentucky Department of Corrections' (KDC) Settlement Agreement. KCDHH recommended that the settlement agreement be extended for six months, since the Monitor's role will expire at the end of the calendar year, and the agency may need to assume additional responsibilities. KCDHH also provided feedback on three new webinars designed to train ADA Coordinators and KDC staff. Those comments focused specifically on communicating with deaf and hard of hearing inmates. The Monitor requested that the feedback be submitted as soon as possible in order to incorporate it in the upcoming presentation to the KCD.

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

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

The Office of Information Services made **2,371** new contacts associated with **398** closed requests during this quarter, broken down by category. Low numbers this quarter reflect the impact of COVID-19 on the provision of services. As state offices, businesses, manufacturing, and shipping return to some semblance of normal, we anticipate these numbers will follow suit.

Nature	Contacts	Closed Requests	Pending Requests
AC: Evaluations	37	2	2
AC: Request for Captioner	30	3	1
AC: Request for Interpreter	821	67	6
AC: Request for Videoconferencing	13	1	0
Administration	10	1	1
IRA: ASL & Linguistics	2	1	0
IRA: Deafness & Hearing Loss	74	38	0
IRA: Education	2	1	0
IRA: Employment	1	1	0
IRA: Facebook	109	2	1
IRA: Families & Children	8	3	0
IRA: Human Services	35	16	0
IRA: Interpreting	23	8	1
IRA: Legal Rights of Deaf and HOH	51	13	1
IRA: Outreach	35	17	0
IRA: Technology	41	18	0
IRA: Veterans	2	1	0
KCDHH: Mailing List	7	7	0
Library	3	1	0
PUB: Communicator	1	1	0
PUB: Visor Cards	19	8	0
TAP: General Questions	60	20	5
TAP: Status Check	81	49	8
TAP: Received Application for STE	628	5	85
TAP: Repair	53	15	3
TAP: Requested a TAP Application	185	84	4
TAP: TAP ISSUES	40	15	2
<b>Report total:</b>	<b>2371</b>	<b>398</b>	<b>120</b>

*(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, **905,311** informational and public relations items were distributed.

<b>PR Dissemination</b>	
<i>Method of Dissemination</i>	<i>Number Disseminated</i>
Hard Copy	0
Blitz	3,095
Social Media	902,216
<b>TOTAL</b>	<b>905,311</b>

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

## **Database Updates**

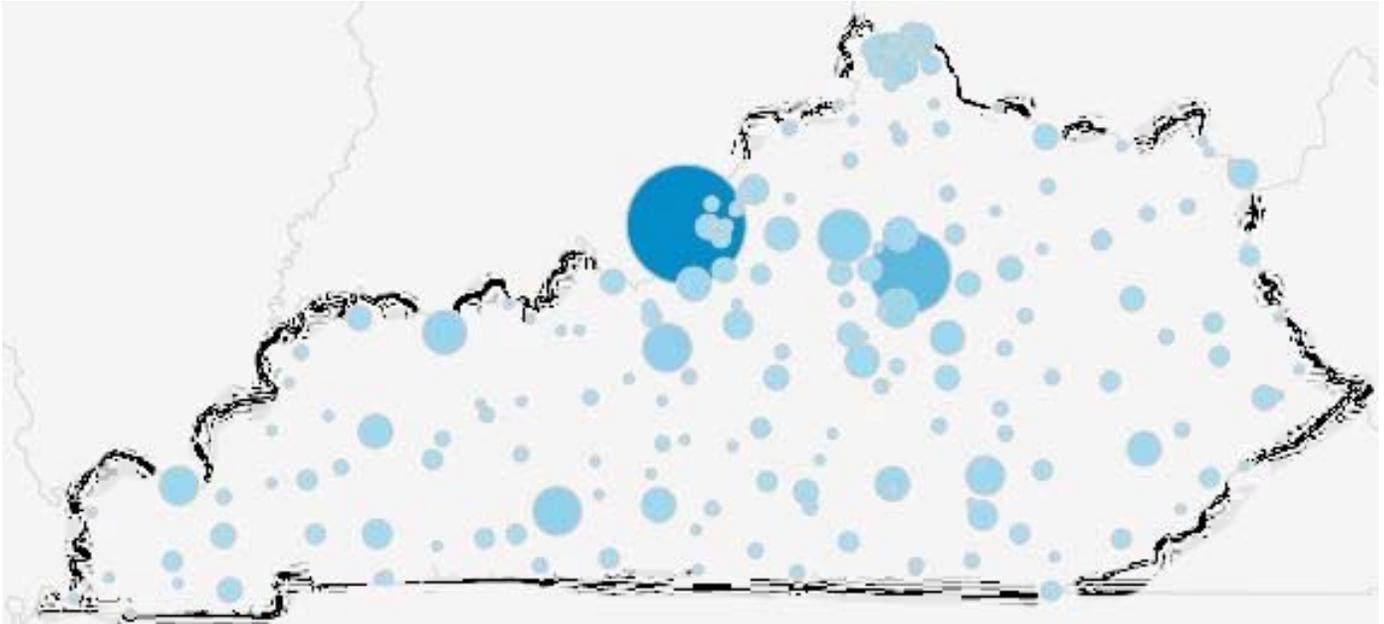
The Executive Director and Network Analyst met with the database developers on June 25 via Zoom. KCDHH is nearing the end of the testing phase in the database development process, and the new system will soon go into production mode. The Executive Director requested the meeting to get clarification as to why TAP applications should be done using an online account. The developers explained that without an account applicants will not be able to begin an application, pause to collect necessary documentation, and then resume the application where they left off, because without an account there are no "saved points in the application process." Based on the additional information provided, the Executive Director agreed that online TAP applications should require an account.

Various topics relating to each of the KCDHH departments (TAP, IRA, and AC) were covered in the Microsoft Teams collaboration suite, since most of the staff has been working from home due to the COVID-19 pandemic. The TAP and IRA departments have nearly completed their testing and have expressed confidence that all their requirements have been met. The AC will continue to wrap up their testing in the next two weeks, as there are still a few loose ends to tie up. Once testing is complete, we will begin looking at strategies to shift from the old database to the new one.

*(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: April 1 – June 30, 2020**

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



The following image lists the top 10 Kentucky cities and top 10 countries from which consumers visited our web site as well as the top 10 pages they viewed. We have had 17,380 visitors from Kentucky this quarter, which represents a 121% increase of visitors over the previous quarter (7,844). This massive increase is due to our visitors' interest in the coronavirus update videos, which the Executive Director recorded after each of the governor's daily updates. This is a continuation of the surge that began on March 26, 2020. The number of views of the coronavirus update page for the quarter is 24,963, more than double that of the next 9 top pages combined.

Top Ten Visitor Cities in Kentucky		Top Ten Visitor Countries in World		Top Ten Pages Visitors Viewed	
City ?	Sessions ? ↓	Country ?	Sessions ? ↓	Page ?	Pageviews ? ↓
	17,380 % of Total: 63.66% (27,300)		27,300 % of Total: 100.00% (27,300)		41,086 % of Total: 100.00% (41,086)
1. Louisville	3,229 (18.46%)	1.  United States	26,969 (98.77%)	1. /vlog/index.html?p=1117	24,963 (60.76%)
2. Lexington	1,496 (8.55%)	2.  Canada	43 (0.16%)	2. /index.html	5,750 (14.00%)
3. (not set)	620 (3.54%)	3.  India	38 (0.14%)	3. /oas/staff.html	1,310 (3.19%)
4. Frankfort	571 (3.26%)	4.  France	33 (0.12%)	4. /reqforms/index.html	1,037 (2.52%)
5. Elizabethtown	534 (3.05%)	5.  Philippines	26 (0.10%)	5. /deafestival/index.html	702 (1.71%)
6. Bowling Green	508 (2.90%)	6.  United Kingdom	22 (0.08%)	6. /oea/whatequip.html	449 (1.09%)
7. Owensboro	377 (2.16%)	7. (not set)	22 (0.08%)	7. /oea/whatrelay.html	355 (0.86%)
8. Florence	358 (2.05%)	8.  Australia	13 (0.05%)	8. /oea/becometerp.html	267 (0.65%)
9. Nicholasville	333 (1.90%)	9.  South Korea	11 (0.04%)	9. /oea/howapply.html	254 (0.62%)
10. Paducah	292 (1.67%)	10.  Japan	10 (0.04%)	10. /oas/commissioners.html	251 (0.61%)