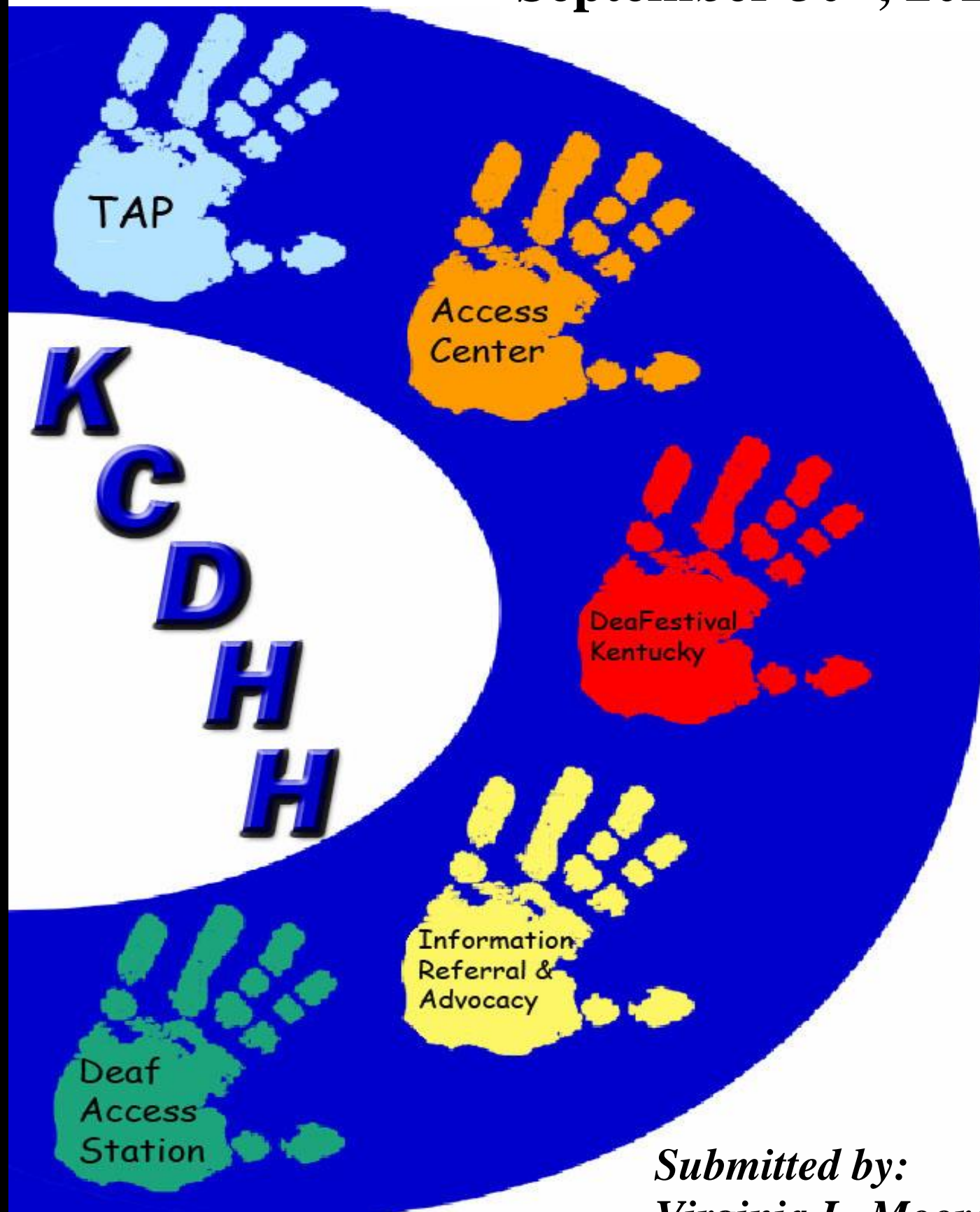


Agency Report

July 1st through
September 30th, 2022



Submitted by:
Virginia L. Moore



KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

QUARTERLY ACTIVITIES

July 1, 2022 – September 30, 2022

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.

2020-2022 STRATEGIC PLAN GOALS

- Goal 1:** Develop, propose and lobby for legislation to improve services for the deaf and hard of hearing.
- Goal 2:** Work with government, public, and private agencies to develop programs and provide services for the deaf and hard of hearing.
- Goal 3(a):** Review statewide programs, established through legislation, which relate to services for the deaf and hard of hearing.
- Goal 3(b):** Research conditions affecting the quality of life of the deaf and hard of hearing.
- Goal 4:** Oversee the provision of qualified interpreters and captioning services.
- Goal 5:** Oversee the implementation and operation of the Telecommunications Access Program (TAP).

ADMINISTRATIVE ACTIVITIES

Budget

Fiscal Year 2021-2022 is drawing to a close. For the first time, we anticipate rollover funds in our restricted funds. This is a result of restricted outreach and the back order of equipment during COVID. KCDHH will be able to use the rollover funds to fill orders during the 2022-2023 budget cycle.

Personnel

The Education and Labor Cabinet is currently allowing agencies and departments to hire individuals based on their need. Accordingly, KCDHH may now include specialized skills such as sign language or the ability to work with deaf and hard of hearing individuals in job descriptions.

KCDHH currently has three vacant positions:

1. Interpreter I – This position assists staff with interpreting needs as well as advocating and coordinating interpreters for state agencies.
2. Administrative Specialist II – This position is part of the Telecommunications Access Program (TAP) team and assists with processing applications, documenting clients in the database, as well as assisting with researching and reviewing equipment to make sure it is fully up-to-date.
3. Administrative Secretary – This position works directly with the Executive Director and the Commission board. This was vacated in June and we are currently searching for a replacement.

As part of House Bill 1, also known as the executive branch budget, state employees also received an 8% across-the-board raise at the start of the fiscal year, effective July 1, 2022. The pay bump for state employees is the first since fiscal year 2015. The bill also sets aside enough money for a 12% salary hike for state workers in the second year of the budget. However, those raises are dependent upon the next General Assembly session. The Personnel Cabinet will conduct a study with recommendations that factor in cost of living, job duties, and other variables. That report will inform the legislature's decision on raises in fiscal year 2024.

Communication Access during COVID-19

The Executive Director, Executive Staff Interpreter and the Interpreter Referral Specialist continue to provide interpreting services for the Governor's COVID updates. Updates continue weekly on Thursdays at 12:30. This is a COVID update and a State of Kentucky update. To encourage participation, the Executive Director took her COVID and FLU shots, allowing photos to be shared on the Governor's Facebook page.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

Interviews with the Agency

On September 16, the Executive Director and the Information Coordinator had an interview with Kentucky Education Television (KET). The interview concerned KCDHH's position on the over-the-counter (OTC) hearing aid regulation that was recently enacted by the Food and Drug Administration. This regulation establishes a new category of OTC hearing aids, enabling consumers with perceived mild to moderate hearing loss to purchase hearing aids directly from stores or online retailers without the need for a medical exam, prescription, or a fitting adjustment by an audiologist. The Executive Director told the reporter that she hopes the competition drives down the cost of hearing aids. However, she explained her concern regarding good hearing health and encouraged those looking to purchase OTC hearing aids to see a specialist, such as an Ear, Nose, and Throat (ENT) physician or an audiologist prior to buying. She continued the interview by explaining her concern about children not being screened prior to using OTC hearing aids and how this could be harmful. She encourages all parents to reach out to an audiologist for a full examination of their children's hearing. She is not sure when the interview will be aired on KET.

The Executive Director, with permission from the Governor's and Cabinet office, also appeared in a station promotional advertisement for WDKY Fox 56. The Executive Director said appearing in the advertisement furthered exposure for the need to have interpreters. The ad is now being aired in the Lexington area.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

NASRA Conference



The Executive Director attended the National Association of State Relay Administration's annual Conference from July 13 to July 19 in Indianapolis, IN. Session topics included analog to digital transition, RTT phones-end point access to consumers, and the affordable connectivity program. There were also several vendor sessions and a business meeting.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

Heuser Hearing Institute and KY HEARS Initiative



The Executive Director and Executive Staff Assistant met with Heuser Hearing Institute staff to discuss its new initiative, KY HEARS, on July 22. KY HEARS is a statewide program aimed at closing the education and employment gap for Kentuckians who are deaf and hard of hearing. The initiative is the result of a collaborative effort between Heuser, the legislature, and the executive branch.

During the meeting, there was discussion on the need to have this new initiative to screen children throughout Kentucky, especially in the rural areas. The overall mission is to develop a plan that increases access to hearing healthcare, especially in underserved rural areas. Lawmakers allocated \$3 million towards the program in the legislative budget passed earlier this year. The first school to be tested will be in Hodgenville. *(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)*

(3.8(b) Compile information regarding programs, services and barriers that impact the deaf and hard of hearing community.)

Kentucky Board of Interpreters Regulations and Policy Committee Meeting

The Executive Director and Interpreter Referral Specialist met with the Kentucky Board of Interpreters (KBI) Policy Committee on July 27. The board determined that the best way to work at a quicker pace is to form a working group that will draft and integrate the policy committee's feedbacks and comments. A plan of action was adopted to complete this task by December, 2022.

(4.3 Educate interpreters and promote current interpreting standards.)

(4.4 Partner with public, private and state entities to improve policies regarding communication access.)

(4.6 Partner with state, public and private organizations to recruit, develop and retain a diverse interpreting community.)

Kentucky School for the Deaf Alumni Association Meeting

On July 30, the Executive Director attended the first of many meetings held by the Kentucky School for the Deaf Alumni Association (KSDAA). This meeting discussed the 200th Anniversary celebration for the Kentucky School for the Deaf (KSD) in 2023. In April 2023, a Gala will take place to raise money for the yearlong celebration. KCDHH has been asked to assist with the Gala by providing input on the programing.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

The Forum at Brookside Presentation

The Executive Director visited residents at the The Forum at Brookside, a senior living community in Louisville on August 12. She discussed her role as an interpreter for the Governor, KCDHH's role in providing communication access across the state, and hearing health.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

Mental Health Advisory Committee on the Need for Services for DHH Individuals (MHAC)

On August 17, the Executive Director attended the Mental Health Advisory Committee on the Need for Services for the Deaf and Hard of Hearing (MHAC) via Zoom. During this meeting, there was a presentation by the DPR Institute regarding suicide. They also discussed hope through positive action and reported that suicide is the 11th leading cause of death in the United States.

In 2019

- 12 million Americans seriously thought about suicide
- 3.5 million Americans made a plan to die by suicide
- 1.4 million attempted suicide
- More than 47,500 Deaths (756 in Kentucky)

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

(3.8(b) Compile information regarding programs, services and barriers that impact the deaf and hard of hearing community.)

(4.1 Use a comprehensive approach to coordinate communication access services.)

(4.5 Promote awareness of the Access Center's services within state government.)

DeaFestival –Kentucky Wraps Up 2022 Event



DeaFestival Kentucky, the state's only daylong celebration of deaf and hard of hearing art, language and culture, wrapped up its 14th biennial event with a variety of performances and visitors on September 3 in Danville, Kentucky.

The KCDHH Executive Director said it was a great day filled with activities and performances that everyone could enjoy including job interviews, food trucks, vendors, crafts, performances, games, and reconnecting with friends and family.

"Danville and Centre College's Norton Center for Performing Arts were welcoming sites to host DeaFestival-Kentucky, 2022," said the Executive Director. "We'd like to thank them, our dedicated sponsors, dignitaries, performers, other government partners, and everyone who took time to attend this year."

The goal of DeaFestival is to educate the public, parents, educators and employers about the true abilities of their participants.

"We're here to help everyone understand, grow, and feel included," said the Executive Director.

One parent who traveled from northern Kentucky told staff that DeaFestival gave her daughter, a place to be herself and they can't wait until the next one.



She said her daughter sat next to a lady on a park bench outside and signed to her, "you sign?" and the lady said "yes." She said she loved so much for her daughter to be around people who spoke her language and that she was able to see others just like her that she can have direct conversations with all by herself. She said she also fell in love with the girl on stilts and was signing to her. She said her daughter signed to me "no talking," and then she signed for me to go sit on the bench. She added that DeaFestival was amazing and they can't wait until the next one.



Another young attendee was able to meet one of the performers that he has followed for years and told the performer he was his biggest fan. They got to spend some time together rapping and talking.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

TEAM KENTUCKY



LFUCG International Sign Language Day Proclamation Presentation



The KCDHH Executive Director, Policy Specialist, and a deaf consumer attended a proclamation signing with the Lexington Mayor and Lexington-Fayette Urban County Council on September 22. The United Nations General Assembly proclaimed September 23 as the International Day of Sign Languages in order to raise awareness of the importance of sign language in the full realization of the human rights of people who are deaf.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

Interpreter Regulations Meeting

On September 27, the Executive Director hosted the first Policy Committee meeting at KCDHH. Unfortunately the meeting could not convene, due to lack of a quorum. The Kentucky Board of Interpreters (KBI) staff liaison and board attorney also attended. The attorney explained the need to follow Kentucky's Open Meetings Act. According to the attorney, a quorum will need to be met prior to discussing regulations. The Interpreter Regulations are outdated and the Committee is working to update them. Another meeting has been established with the full Policy Committee to discuss the working group and how to proceed.

(4.3 Educate interpreters and promote current interpreting standards.)

(4.4 Partner with public, private and state entities to improve policies regarding communication access.)

(4.6 Partner with state, public and private organizations to recruit, develop and retain a diverse interpreting community.)

TEAM KENTUCKY



ACCESS CENTER ACTIVITIES

DCBS Stakeholder Group Meeting

The Interpreter Referral Specialist attended the Laces Access Communication Empowerment Support (LACES) stakeholder meeting on July 25 and September 26. The group discussed how to best track data of services—beginning to end, number of contact hours virtual vs. in-person, how often contact was made, and other metrics. This data will allow stakeholders to understand the barriers within the pilot project and improve the workflow from start to finish after a family has been accepted. The data will also shape the second year of this pilot project. There is still a need for workshops on specific topics, such as hearing aids, and Vocational Rehabilitation services for foster families. The group is working with various organizations on the development of these presentations to make them available for the “Just in Time” trainings that are available to all Department of Community Based Services (DCBS) foster families.

(3.2(a) Advise state agencies and private committees, boards and taskforces in matters related to deaf and hard of hearing issues.)

(4.1 Use a comprehensive approach to coordinate communication access services.)

(4.4 Partner with public, private and state entities to improve policies regarding communication access.)

LEAD Conference Committee Meeting



The Interpreter Referral Specialist met with the Leadership, Equality, Accessibility and Diversity (LEAD) Conference committee on August 4, September 12, and September 26 to discuss best practices and provide guidance on interpreting and Communication Access Realtime Translation (CART) services. Discussions included recommended verbiage for registration when requesting

accommodations, resources for working with sign language interpreters, CART providers on various remote platforms, and estimates for the LEAD conference.

(4.4 Partner with public, private and state entities to improve policies regarding communication access.)

(4.6 Partner with state, public and private organizations to recruit, develop and retain a diverse interpreting community.)

Kentucky Board of Interpreters Meeting



The Interpreter Referral Specialist attended the Kentucky Board of Interpreters (KBI) meeting on September 26. At this meeting, a new board attorney was appointed. This board attorney was involved with the implementation of the licensure for interpreters in 1996. The board discussed how the budget will be impacted with interpreting services for the Policy Committee. The Policy Committee has not provided the Regulations Committee feedback of the regulations at this point due to two new at-large members who need to be brought up to speed and provide their feedback to the Policy Working Group. The board members will be provided email addresses provided by the state.

(4.3 Educate interpreters and promote current interpreting standards.)

(4.4 Partner with public, private and state entities to improve policies regarding communication access.)

(4.6 Partner with state, public and private organizations to recruit, develop and retain a diverse interpreting community.)

Center for the Assessment of Sign Language Interpretation (CASLI) Training



The Interpreter Referral Specialist attended a webinar training, "What's New with CASLI and CASLI's Tests?" on September 30.

As a test administrator for the Center for the Assessment of Sign Language Interpretation, LLC (CASLI), this gave KCDHH an opportunity to get a pulse on the upcoming and current changes within the company, learn more of what is happening with CASLI, the testing development process, and new updates with CASLI's examinations.

(4.2 Partner with national, state and local organizations to provide national certification opportunities.)

(4.3 Educate interpreters and promote current interpreting standards.)

Access Center Assignments

Requests	Filled /pending assignments	Cancelled assignments	Interpreting Hours	Average # of contacts per assignment request
Request for Interpreting	102	12	278	14
Request for Captioning	12	0	25	6
Request for Videoconference	47	3	88	12

(4.1 Use a comprehensive approach to coordinate communication access services.)

(4.5 Promote awareness of the Access Center's services within state government.)

TEAM  **KENTUCKY**



TELECOMMUNICATIONS ACCESS PROGRAM ACTIVITIES

TEDPA Conference



The Executive Director and Program Coordinator attended the Telecommunication Equipment Distribution Program Association (TEDPA) international conference in Indianapolis, IN from July 12 to July 15. This conference provided staff with the opportunity to network

with administrators from other state programs that distribute telecommunications equipment to disabled individuals. Representatives from 20 states attended the conference. Twenty vendors were present. Staff met with vendors and learned about new equipment, modifications, and cutting-edge technology in the field of telecommunications. This conference was the first in-person conference held since COVID-19 and provided a wealth of information and peer networking opportunities for the Executive Director and Program Coordinator.

Representatives shared how they adapted during the pandemic and kept some strategies from the pandemic to use in their future endeavors. The Executive Director and Program Coordinator were able to gather information and provide feedback to vendors about the products. Some of the topics included Real-Time Text, remote services, apps, new technology for states to explore, and user panels.

During this conference, the TEDPA Board asked the Program Coordinator and Executive Director if they could host next year's conference in Louisville, KY. They agreed and made a proposal presentation at the business meeting that was held on the last day of the conference. The TEDPA Board voted to hold the conference in Louisville.

The Program Coordinator also attended a Zoom meeting with the Board Chairs of NASRA and TEDPA on September 22 to discuss dates for the 2023 TEDPA in Louisville.

(5.2 Maintain Partnerships with national organizations and the current Telecommunications Relay Provider to supply the most current and technologically advanced equipment and apps.)

Julie Beth Hayden Job Fair



The Program Coordinator and Executive Director met with the Vocational Rehabilitation (VR) Counselors for the Deaf via zoom on July 11, 15, 25, and August 15 to discuss a Job Fair project as part of her Emerging Leaders Program (ELP) that ended in June. The Program Coordinator hosted recurring meetings for Job Fair at DeaFestival in Danville.

The Program Coordinator also worked with VR counselors to discuss responsibilities for the Job Fair. They mentioned they had many referrals from the deaf community, who are happy that VR is visible and providing assistance.

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

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

Murray TAP Cabinet Moved



The Program Coordinator and Document Processing Specialist II visited the Paducah TAP Cabinet location on July 25 and moved the cabinet to the Assistive Living Center (CAL) in Murray. The move was due to the prior host location shutting. The Program Coordinator educated the Center staff on how to help consumers test the equipment for their needs. The Document Processing Specialist II took this opportunity to learn about outreach and TAP Locations.

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

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

Constituent Meetings

The Program Coordinator and Network Analyst II met with a constituent and his niece on August 11 to fix an issue with his iPhone. The constituent had become frustrated with the iPhone and Bluetooth connection. The Program Coordinator was able to update the IOS system, resolving the problem.

The Program Coordinator traveled to northern Kentucky on September 6 to assist and educate a 90-year-old couple about their new updated Clarity 8 telephone. They were so thrilled and grateful that the Program Coordinator was able to come to their residence to assist them. They had upgraded from a Clarity phone that was manufactured in the 1990's and 2000's to the new Clarity 8.

On September 13, a constituent came to the office and received training on his iPhone and signaler system from the Program Coordinator and Document Processing Specialist II. He was thrilled to learn how to use the equipment he received from TAP.

The Program Coordinator traveled to Louisville on September 16 and September 20 to assist two different deaf constituents with iPad troubleshooting. Both problems were resolved.

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

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

Kentucky State Fair



KCDHH partnered with Heuser Hearing Institute as an exhibitor at the Kentucky State Fair in Louisville from August 15 through August 25. KCDHH TAP staff and volunteers worked the booth from August 18 to August 21, due to DeaFestival. They provided resources and education

on hearing loss. TAP staff members were also available to discuss and answer questions about the TAP program and encourage individuals with hearing loss to apply. This was their first in-person State Fair booth since 2020, due to the pandemic.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

Kentucky State University Summer Assistive Technology Workshop



The Program Coordinator traveled to Kentucky State University's Harold R. Benson Research and Demonstration Farm on September 8 to host the 2022 Summer Assistive Technology Workshop. The workshop was an in-person, a no-cost training for assistive technology professionals, clinicians, and end-users. The topics included a variety of assistive technology topics such as accessible documents—the end user experience, mind mapping/note taking, and the latest greatest technology for vision impaired.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

(2.5 Educate state agencies, government branches, organizations and the public on Federal and State laws regarding hearing loss.)

A Day Just for Women Conference



The Program Coordinator and Document Processing Specialist II hosted a booth at "A Day Just for Women" Conference at the Medical Center in Bowling Green on September 22. The conference featured live presentations on women's subjects plus exhibits on health information, hearing loss, health screenings, and local businesses with products. About 300 people attended.

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

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

Telecommunication Access Program Statistics

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
Applying for STE	91	167	51

(5.1 Provide specialized Telecommunications equipment to deaf, deaf/hard of hearing with low vision, hard of hearing, and speech impaired consumers.)

TEAM KENTUCKY



INFORMATION, REFERRAL & ADVOCACY ACTIVITIES

Court Appointed Special Advocates Presentation



On July 25, the Executive Staff Advisor gave a virtual presentation to the Kentucky Court Appointed Special Advocates (CASA) related to the needs of deaf and hard of hearing children and their families as well as best practices for working with children with hearing loss. These volunteer advocates are assigned to monitor children who are in family court for abuse/neglect to ensure that the courts orders are

followed. They also work with the schools, therapists, lawyers, and other parties to ensure the children receive every resource they need to thrive. Additional information about KCDHH and its programs and services was shared with the group.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

(3.2(a) Advise state agencies and private committees, boards, and taskforces in matters related to deaf and hard of hearing issues.)

Health and Medical Preparedness Advisory Committee (HMPAC) Meeting



The Information Coordinator for the Deaf and Hard of Hearing attended the Health and Medical Preparedness Advisory Committee quarterly meeting in place of the Information Office Supervisor on July 26. Updates were provided by various agencies including Department for Public Health, Workforce Development Programs and Healthcare Preparedness Program.

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

(3.2(a) Advise state agencies and private committees, boards, and taskforces in matters related to deaf and hard of hearing issues.)

Wellcare—Community Impact Council Meeting



The Information Coordinator for the Deaf and Hard of Hearing attended the first meeting of the Wellcare – Community Impact Council on August 2. This Council consists of various deaf and hard of hearing stakeholders. The mission of this Council is to identify the gaps in safety nets that can impact health outcomes for deaf and hard of hearing individuals. Stakeholders identified the top strengths that are available in Kentucky, such as agencies and organizations for deaf and hard of hearing individuals, and regulations that promote quality interpreting services. The Council also took time to identify areas that need focus, which include medical personnel and providers, early intervention, and health education. Each member submitted the top three areas they felt needed attention.

The Information Coordinator for the Deaf and Hard of Hearing attended the second Community Impact Council meeting on September 13. The areas that the Council decided needed the most attention were announced and goals were set to work on them. The first goal was related to the Eastern Kentucky flooding areas needing to be addressed. However, there wasn't a member present from the region that could identify the specific issues and the Council determined that

they should be addressed at the next meeting. The second goal is advocacy and health education. The council discussed hosting a health fair for transition ages from child to adulthood. The Council discussed the location, date, and possible setup for the health fair, which will be discussed at the next meeting. The third goal was for the council to be involved with conferences for medical providers and hospitals. Specifically, they discussed hosting a panel discussion that would be ideal for deaf and hard of hearing individuals to share experiences and barriers dealing with medical providers. The Wellcare staff will be gathering more information and details for the next meeting and the council will continue the discussion. The next meeting date will be determined later.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

African American Male Wellness Walk



The Information Coordinator for the Deaf and Hard of Hearing and Document Process Specialist shared a booth with Heuser Hearing Institute at the African American Male Wellness Walk on August 6. The walk was held at Norton Healthcare Sport and Learning Center in Louisville. The purpose of this event was to create awareness and address the needs of black men regarding preventable diseases as well as to provide free health and dental screening to underserved male population. KCDHH and Heuser provided information on hearing loss. There were over 50 booths.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

(3.4(a) Partner with and advise local, state and national organizations to improve early identification of hearing loss.)

Kentucky Academy of Audiology Conference



The Information Coordinator for the Deaf and Hard of Hearing attended the annual conference for the Kentucky Academy of Audiology in Lexington on August 18 and August 19. Throughout the conference, there were times available for audiologists and hearing instrument specialists to meet each vendor and organization to receive new and updated information pertaining to hearing loss. An information booth was set up with KCDHH's Telecommunication Access Program fliers, general information, veteran's brochures, Visor Communication Card Program fliers, and public relations items.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

(2.6 Advocate for equal access to education for deaf and hard of hearing individuals, cradle to grave.)

KATLC Quarterly Meetings



The Information Coordinator for the Deaf and Hard of Hearing attended the quarterly Kentucky Assistive Technology Loan Corporation (KATLC) board meeting virtually on September 14. As of this date, KATLC does not have a lender partner and cannot offer loans. The Board reviewed outstanding balances with the previous lender. The next board meeting will be September 14.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

(3.2(a) Advise state agencies and private committees, boards and taskforces in matters related to deaf and hard of hearing issues.)

Governors Early Childhood Advisory Council Meeting



On September 15, the Executive Staff Advisor attended the Early Childhood Advisory Council (ECAC) meeting. A new chair was appointed to the advisory board and was introduced at the beginning of the meeting.

The Kentucky Department of Education (KDE) announced that it continues to use American Rescue Plan (ARP) funds to support families, schools and teachers as they navigate changes to early learning, student's transitions into school and supports for school and staff in addressing the needs of early learners. Recently they have developed an Early Learning Teacher Leader Community to support teacher-leaders across the Commonwealth. Additionally, each Regional Training Center (RTC) will receive funding to maintain their PBIS/Pyramid/Behavior coach and videos are being created to provide short lessons on how to implement early literacy strategies based on the science of reading. The Division of Childcare announced that as of July 1, the Child Care Assistance Program (CCAP) income guidelines increased from 200% of the Federal Poverty Guideline (FPG) to 85% of the State Median Income (SMI) at initial application, case changes, and recertifications. The Part C Early Intervention coordinator informed the council that the Kentucky Early Intervention System (KEIS) provider renewal has resulted in the continued enrollment of 850 early intervention providers and new providers are applying for enrollment at a steady rate of 8-10 individuals per month.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

(2.5 Educate state agencies, government branches, organizations and the public on Federal and State laws regarding hearing loss.)

(2.6 Advocate for equal access to education for deaf and hard of hearing individuals, cradle to grave.)

(3.2(a) Advise state agencies and private committees, boards, and taskforces in matters related to deaf and hard of hearing issues.)

Hands & Voices National Leadership Conference



The Executive Staff Advisor attended the annual Hands & Voices leadership conference in Rochester, NY from September 16 to September 20. Sessions provided at the conference focused on topics such as, leadership skills, deaf and hard of hearing mentor programs, fundraising and current technology. The Executive

Staff Advisor gave a presentation titled, "Dear Mom and Dad" which was a letter from a deaf child written to their parents. It was well received and many state chapters expressed interest in using the letter for their new families.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

(2.5 Educate state agencies, government branches, organizations and the public on Federal and State laws regarding hearing loss.)

(2.6 Advocate for equal access to education for deaf and hard of hearing individuals, cradle to grave.)

(3.2(a) Advise state agencies and private committees, boards, and taskforces in matters related to deaf and hard of hearing issues.)

BBQ on the River



The Information Coordinator for the Deaf and Hard of Hearing traveled to Paducah for the annual BBQ on the River event, held September 22 to September 24. BBQ on the River is a festival for BBQ restaurants to fundraise for various charities and support their communities. KCDHH set up a booth to give individuals an opportunity to receive resources and ask questions related to hearing loss. The

booth provided various information and gave away free items to everyone who visited.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

(3.4(a) Partner with and advise local, state and national organizations to improve early identification of hearing loss.)

EHDI Advisory Board Meeting



The Executive Staff Advisor attended the Early Hearing Detection and Intervention Advisory (EHDI) Board zoom meeting on September 26. Kentucky Hands & Voices Executive Director gave an update on the organizations activities for the last quarter. She also shared information from a session at the national Hands & Voices leadership conference that was presented by the Illinois Hands & Voices chapter. The presentation, "Equality Through Direct Referral to Parent to Parent Support" discussed how uniting with the Illinois state EHDI program through a formal business agreement for direct referrals increased their parent-to-parent support intakes by 228%, created two new program roles and achieved jaw dropping data towards equitable family support across their state. The Kentucky EHDI staff explained that they are still working to establish direct referrals with KY Hands & Voices and they are hopeful it will be accomplished soon. They also shared information related to the KY EHDI Racial Equity, Diversity, Inclusion & Access Plan. There was much discussion related to updates to the KY EHDI website, which will go live in the near future, and several infographics related to Cytomegalovirus (CMV), Unilateral Hearing Loss (UHL), medical management, risk factors and other similar topics that have been created for dissemination.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

(3.4(a) Partner with and advise local, state and national organizations to improve early identification of hearing loss.)

LaRue County Public Library Presentation



On September 27, the Executive Staff Advisor gave a presentation titled, Help Understanding Hearing Loss at the LaRue County Public Library in Hodgenville. This presentation gave information including statistics related to hearing loss on a national and state level, how to reduce communication barriers, noise induced hearing loss and ways to avoid it as well as current technology that is

available to make life easier for individuals with hearing loss. Additionally, information about KCDHH and its programs and services was shared with those in attendance.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

(2.6 Advocate for equal access to education for deaf and hard of hearing individuals, cradle to grave.)

Kentucky Employees Charitable Campaign Fundraising Meeting



The Information Office Supervisor attended the Kentucky Employees Charitable Campaign's (KECC) fundraising meeting virtually on September 28. The KECC Coordinator for the Education and Labor Cabinet hosted the meeting to give agency and department coordinators a forum for discussing how to raise money for the 2022 campaign. There was also discussion on hosting special events, collection of money, one-time donations vs. payroll deductions, and a Cabinet-wide auction that will be hosted sometime in November.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

Information and Referral Requests

The Office of Information Services made **3,003** new contacts associated with **376** closed requests during this quarter, broken down by category:

Nature	Contacts	Closed Requests	Pending Requests
AC: Certification Testing	2	1	0
AC: Request for Captioner	42	2	8
AC: Request for Interpreter	919	112	53
ADV: Government	22	5	0
ADV: Education	14	3	0
ADV: Employment	24	5	0
ADV: General	63	11	1
ADV: Medical	32	9	0
ADV: Mental Health	9	2	0
IRA: ASL & Linguistics	54	31	0
IRA: Coping with Hearing Loss	14	7	0
IRA: Education	4	2	0
IRA: Employment	4	1	0
IRA: Families & Children	13	2	1
IRA: General Services	114	21	15
IRA: Hearing Aid Banks	63	32	0
IRA: Hearing Loss	22	5	0
IRA: Senior Citizen	5	2	0
IRA: Outreach	31	2	5
IRA: Social & Recreation	2	1	0
IRA: Technology	22	10	0
IRA: Veterans	2	1	0
TAP: Apply for equipment online now	368	0	105
TAP: Check the status of my TAP application	163	0	49
TAP: Other	313	0	94
TAP: Report some issues with my equipment	12	1	2
TAP: Request a TAP application form to be mailed	557	0	140
DeaFestival	88	64	0
KCDHH: Mailing List	77	30	0
PUB : ICE CARDS	9	3	0
PUB: Visor Cards	25	11	0
Special Projects	24	0	1
Report total:	3003	376	474

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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, **12,578** informational and public relations items were distributed.

PR Dissemination	
Method of Dissemination	Number Disseminated
Hard Copy	8,080
Blitz	4,498
TOTAL	12,578

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

(3.2(a) Advise state agencies and private committees, boards and taskforces in matters related to deaf and hard of hearing issues.)

Vlogs

In the last quarter, KCDHH released the following informative vlogs in ASL with captioning:

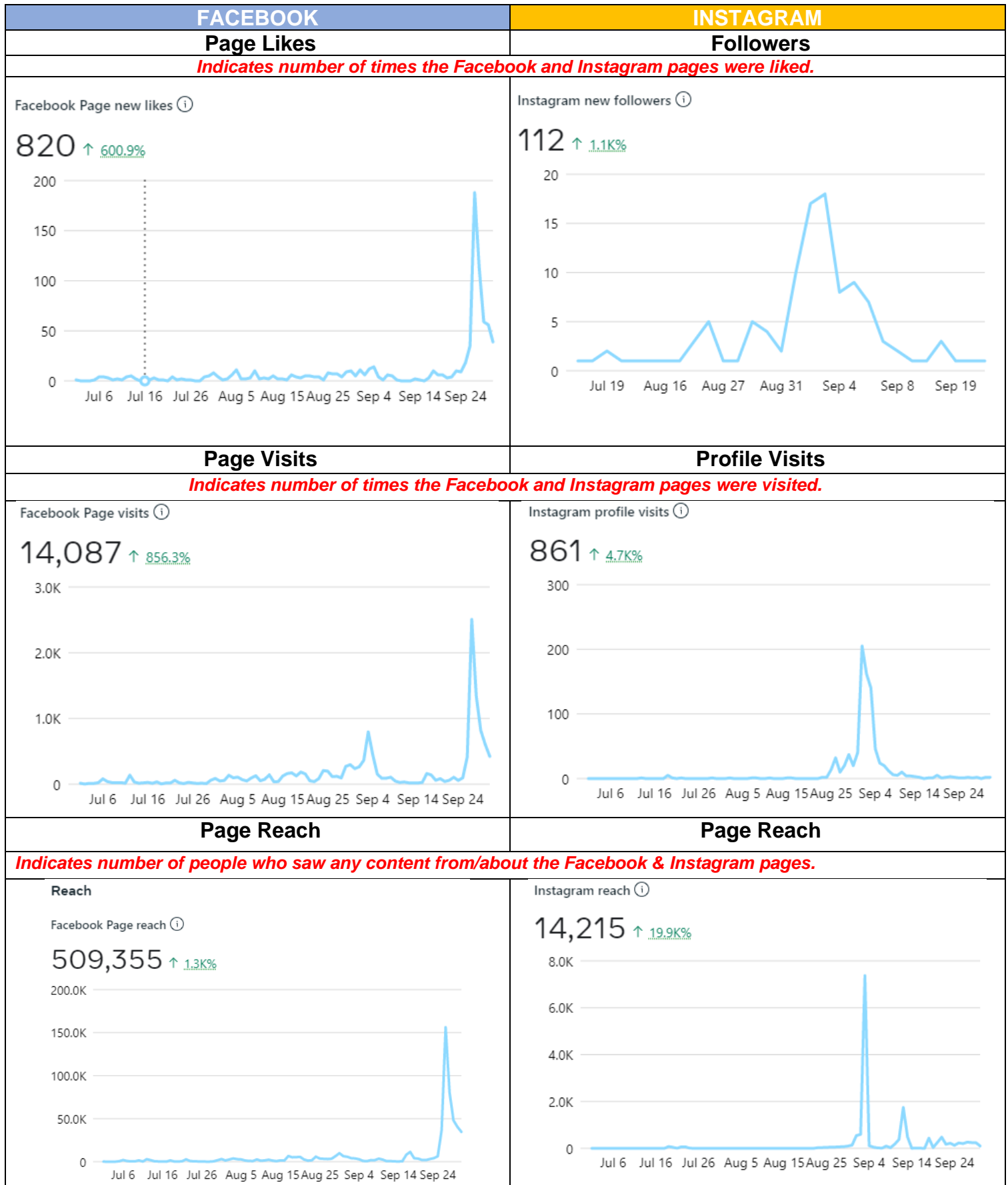
- Eastern Kentucky important flood contact numbers
- Six (6) DeaFestival performers introduction videos
- Kentucky DeaFestival 2022
- KCDHH Executive Director's special message to all those who helped and attended DeaFestival
- KCDHH's special moment between a young DeaFestival attendee and the first time he got to meet his favorite celebrity.

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

(3.2(a) Advise state agencies and private committees, boards, and taskforces in matters related to deaf and hard of hearing issues.)

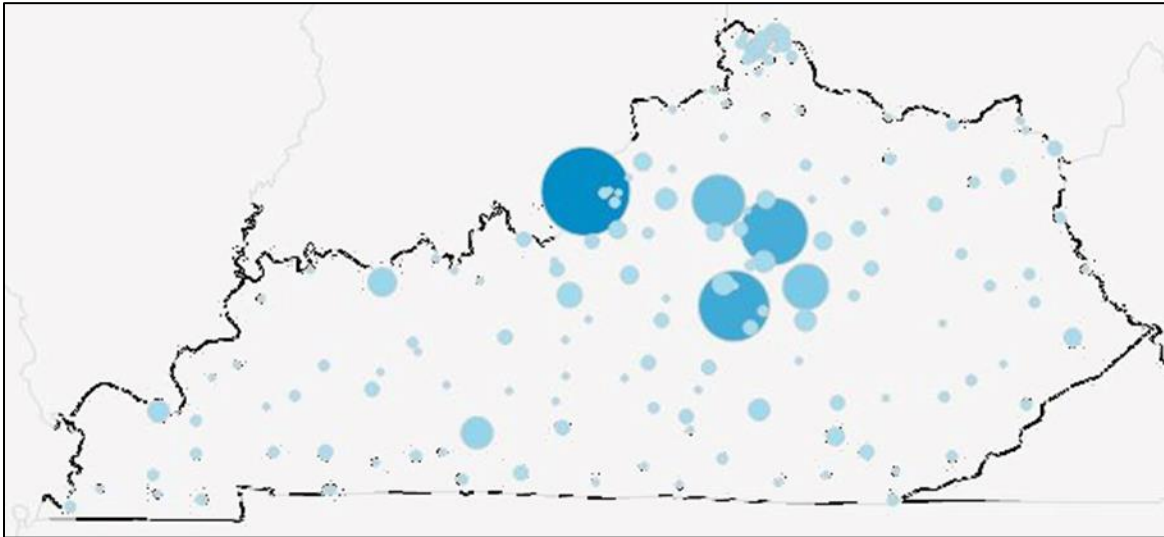
TEAM
KENTUCKY

Social Media Graphs: July 1, 2022 – September 30, 2022



KCDHH Web Counter Hits: July 1, 2022 – September 30, 2022

The following image depicts the various locations throughout Kentucky from which consumers visited our Web site. The bigger the circle, the more visits that circle represents.



KCDHH had 25,054 page views from Kentucky this quarter, which represents a 96.21% increase over the previous quarter (12,769). The five pages at our website that attracted the most attention this quarter were the DeaFestival page, the front page of our website, the request forms page, TAP's "How to Apply" page, and TAP's "What Kind of Equipment Should I Choose?" page.

(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)

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

(2.5 Educate state agencies, government branches, organizations and the public on Federal and State laws regarding hearing loss.)

TEAM KENTUCKY