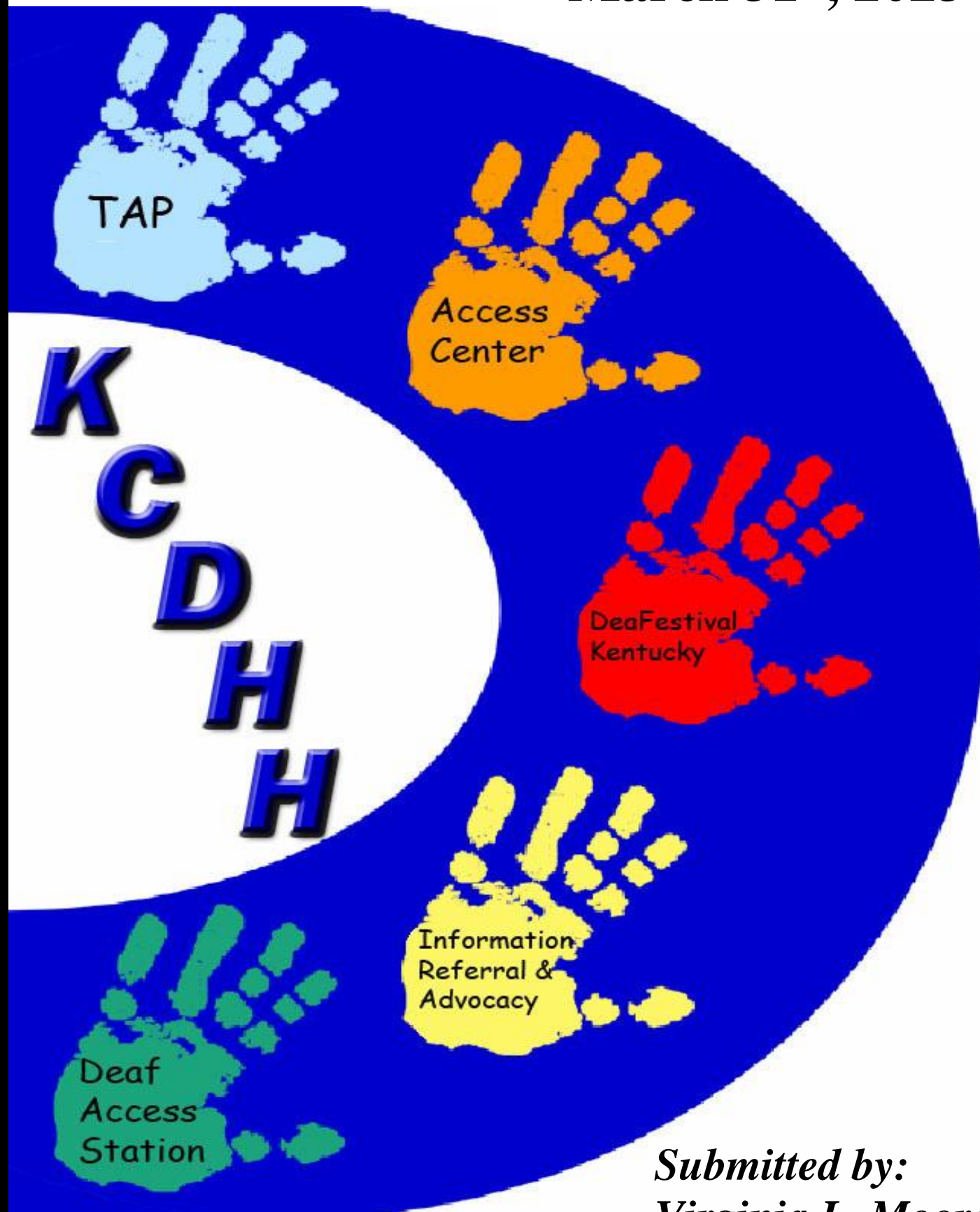


Agency Report

January 1st through
March 31st, 2023



Submitted by:
Virginia L. Moore



KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

QUARTERLY ACTIVITIES January 1, 2023 – March 31, 2023

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

Personnel

On March 17, the Governor signed into law a 6% raise for all state employees, effective July 1.

KCDHH currently has one vacant position, the Administrative Secretary. This position works directly with the Executive Director and the Commission board. This was vacated in June and a search is currently underway.

Legislation



The last day of the 2023 Regular Session ended on March 30 with more than 120 bills receiving final passage and sent to the governor, including a full slate of bills on public schools. No bills have a direct impact on the deaf and hard of hearing community.

(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.)

(3.3(a) Monitor legislative issues that affect deaf and hard of hearing Kentuckians.)

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

Communication Access during COVID-19

The 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.

(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.)

TEDPA/NASRA Conference Update



The Program Coordinator met with the Telecommunication Equipment Distribution Program Association (TEDPA) and National Association for State Relay Administration (NASRA) board members on January 26 and March 1 to continue planning their joint conference scheduled to take place in Louisville this year. However, due to conflicts with hotels and attendee availability the board members voted to host the conference in

conjunction with the 2024 Kentucky Deaf Festival. Meetings will continue to work out the logistics in more detail.

(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.)

(5.3 Develop innovative outreach and training opportunities for consumers and service providers regarding the Telecommunications Access Program.)

Kentucky Board of Interpreters Regulations and Policy Committee Meeting



On February 7, KCDHH hosted the Kentucky Board of Interpreters (KBI) Policy Workgroup. The Interpreter Referral Specialist attended as a liaison for the Executive Director along with the Policy Analyst. The group met to update the current KBI regulations. The working group will meet one more time to complete this process and will then present their recommendations to the full KBI Policy workgroup before submitting the proposed changes to the KBI board.

(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.)

Better Internet Listening Tour



From February 14 through March 23, KCDHH provided interpreters for the Office of Broadband Development and the Education

and Labor Cabinet's "Better Listening Tour" to ask Kentuckians across the Commonwealth about their high-speed internet priorities. This was a critical part of the Broadband Equity, Access, and Deployment (BEAD) and Digital Equity Act (DEA) planning processes, and they sought consumers help by hosting regional meetings to voice their concerns. These conversations were held in 14 cities for six weeks and brought together local leaders, community partners and advocates, business and industry, education, healthcare, agriculture professionals and local residents to provide input on priorities for the state plan and share what is happening in the region. The meetings were held in Hopkinsville, Mayfield, Owensboro, Elizabethtown, Jeffersontown, Bowling Green, Russell Springs, Hazard, London, Prestonsburg, Morehead, Maysville, Lexington, and Florence. There were also two virtual meetings held.

(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.)

(5.4 Research and expand opportunities for the Deaf/Blind community to access communications.)

Mental Health Advisory Council on the Need for the DHH Meeting (MHAC)



The Information Coordinator attended the Mental Health Advisory Council for the Deaf and Hard of Hearing meeting as a proxy for the Executive Director. The meeting took place virtually on February 15. Voices of Hope in Lexington and the Communication Directors of the Kentucky Opioid Response Effort (KORE) Program were announced as the 2022 Champions. They were recognized for their hard work in providing deaf and hard of hearing individuals with communication access. Also discussed in this meeting was the various challenges of recruiting new employees for different mental health facilities due to the pay not being competitive in Kentucky and the increase in the need for communication access and the additional funding needed for that. Elections took place for the new chair and vice chair positions, along with approving the remainder of the 2023 meeting dates and locations.

(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.)

KYEM Emergency Management Meeting



On March 7, the Information Coordinator and Interpreter I attended a roundtable discussion hosted by Kentucky Emergency Management (KYEM). Stakeholders both in and out-of-state gathered to strategize how to provide effective, in-home emergency alert systems for deaf, deaf/blind and hard of hearing communities. Research data, tangible resources, and funding opportunities were shared among the attendees in hopes of supporting future endeavors to ensure the safety of populations that do not solely rely on auditory input when receiving emergency alerts.

- (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.)
(3.8(b) Compile information regarding programs, services and barriers that impact the deaf and hard of hearing community.)
(5.4 Research and expand opportunities for the Deaf/Blind community to access communications.)

KY HEARS Project



The Program Coordinator assembled a telecommunication equipment phone (TAP) crate to function as a portable TAP cabinet for the KY HEARS Project to use in their outreach efforts. This will allow consumers to test equipment on site at each of the KY Hears outreach events.

On February 14, the Program Coordinator and the Executive Staff Advisor met with staff from the Heuser Hearing Institute that are overseeing the KY Hears Project to discuss the telecommunication equipment phone crate and its contents and how it can be used most effectively.



The Program Coordinator traveled to the Todd County Health Department in Elkton on March 22 and the Lawrence County Health Department in Louisa on March 30 to set up a KCDHH booth to share information about KCDHH and its programs and services to individuals who were receiving hearing screening from KY Hears. TAP information, applications and equipment demonstrations were also provided.

- (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.)
(3.6(b) Foster partnerships to obtain and maintain valid deaf and hard of hearing demographic information for the state of Kentucky.)
(3.8(b) Compile information regarding programs, services and barriers that impact the deaf and hard of hearing community.)
(5.1 Provide specialized telecommunications equipment to deaf, deaf/hard of hearing with low vision, hard of hearing, and speech impaired consumers.)





ACCESS CENTER ACTIVITIES

DCBS Stakeholder Group Meeting



The Interpreter Referral Specialist attended the Language Access Communication Empowerment Support (LACES) stakeholder meetings on January 30 and March 27. On January 30, an update was provided on the Guide By Your Side (GBYS) program and discussion was had regarding how to improve foster family engagement. The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (KDBHDID) Administrator and the Kentucky Hands & Voices (H&V) Executive Director will give a presentation about the LACES program at the 2023 Early Hearing Detection and Intervention (EHDI) Conference and asked for feedback from the stakeholder group regarding the powerpoint presentation they created for that purpose.

On March 27, the KDBHDID Administrator and Kentucky H&V Executive Director shared their experience from presenting at the EHDI conference. Stakeholders reported that foster parents are not responding to the GBYS program and discussed incentives for families to get involved with the program. The KDBHDID is working with local organizations such as Southeast Christian Church to provide goody bags for families. The group discussed ways for the GBYS guides to improve communication with the foster parents so they can take advantage of the Aetna Supporting Kentucky Youth (SKY) program incentives. The number of GBYS guides has decreased but once the program expands, more will need to be added. One of the GBYS guides will work on developing a recruitment video. Aetna approved the information sheets for the LACES Communication Skills Accessors (CSA) and DHH Guide Programs and requested group members to share them with their organizations and audiences. A few of the stakeholders will be participating in a meeting requested by Texas Disability Rights to discuss how Kentucky implemented the LACES project and the collaboration that has been done prior to the project. The advocate from Disability Rights Texas Organization will be presenting at the National American with Disabilities Act (ADA) Symposium and wanted more information about what Kentucky has done. The group collaborated and developed questions and points to bring up at the meeting which will be held in April.

(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.)

Kentucky Center for Economic Policy 2023 Conference



On January 27, the Policy Specialist and Interpreter I attended the Kentucky Center for Economic Policy (KyPolicy) 2023 Conference. They took part in various workshops and breakout sessions focused on the challenges and opportunities facing Kentuckians. Emphasis was placed on working collaboratively to formulate strategies to prepare residents for future natural

disasters, as well as identifying resources to support the rebuilding of communities devastated by past events.

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

Fostering Your Interpretation in Social Security Settings Workshop



On February 10, the Interpreter Referral Specialist attended a workshop called “Fostering Your Interpretation in Social Security Settings.” This workshop provided continuing education hours that are needed for licensure, as well as provided some additional information about the social security system.

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

Language Access Communication Empowerment Support (LACES) Meeting

On February 17, the Interpreter Referral Specialist attended the Language Access Communication Empowerment Support (LACES) Communication Skills Assessors (CSA) meeting as a LACES stakeholder. The group discussed the CSA’s process in establishing communication with foster families, the administration of timesheets and referrals. The group looked at the reporting template and the current status of the CSAs.

(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.)

Kentucky Board of Interpreters Quarterly Meetings



The Kentucky Board of Interpreters (KBI) held a special meeting on February 21 to make up for the meeting that was cancelled in the last quarter. They discussed the process of getting an investigator when a complaint is filed. The board’s counsel recommended that they complete a Request for Proposal (RFP). The Interpreter Referral Specialist gave a quick update of the KBI policy committee.

On March 7 at their regular quarterly meeting, the board discussed the issue of filling the upcoming Certified Deaf Interpreter (CDI) board position. They also discussed the current regulations and how it will affect those currently holding a temporary license due to changes with the interpreter tests provided by the Center for the Assessment of Sign Language Interpretation, LLC (CASLI). The KBI Regulations Committee will meet to discuss the implications that are in the current regulations affecting those holding a temporary license who are also waiting to take their knowledge exam.

(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.)

Fostering a Child with a Hearing Loss Videos

On February 23, the Interpreter Referral Specialist and Staff Advisor pre-recorded two separate presentations, “Fostering a Child with a Hearing Loss - Kentucky Commission on the Deaf and Hard of Hearing: How We Can Help” and “Fostering a Child or Youth with a Hearing Loss - Sign Language Interpreters.” The presentations will be on the Cabinet for Health and Family Services (CHFS) “Just In Time” (JIT) website for foster families that foster a deaf or hard of hearing child

or youth. These videos, due to the interpreter not being captured during taping, will have to be remade before being released to the public.

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

Access Center Assignments

Requests	Filled /pending assignments	Cancelled assignments	Interpreting Hours	Average # of contacts per assignment request
Request for Interpreting	225	17	534	12
Request for Captioning	26	0	61	7
Request for Videoconference	107	4	187	9

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

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





TELECOMMUNICATIONS ACCESS PROGRAM ACTIVITIES

Hearing Loss of America Kentuckiana Chapter Presentation



The Program Coordinator gave a presentation at the monthly meeting of the Hearing Loss Association of America (HLAA) Kentuckiana Chapter on January 10. She discussed equipment available through the Telecommunications Access Program (TAP) and explained the application process.

(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.)

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

(5.5 Provide information and referrals to consumers regarding equipment provided by other entities.)

Constituent Assistance

The Document Processing Specialist II spoke with two hard of hearing constituents via videophone to help with troubleshooting issues with their iPhones on February 14. The constituents were switching from Android to iOS phones and needed help setting up their Apple ID and installing the application. The consumer's questions and concerns were addressed, and they were thankful for getting their issues resolved.

The Program Coordinator traveled to Louisville on March 7 to assist a constituent with their signaler system installation. The constituent and their family were thrilled to have the signaler system installed successfully.

(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 Assistive Technology Services Advisory Council Board Meeting



The Program Coordinator attended the Kentucky Assistive Technology Services (KATS) Network Advisory Council board meeting on March 6 in Owensboro. There were updates on the KATS Coordinating Center, the Assistive Technology (AT) Center, Statewide Hearing Aid Assistance, and the Reuse Program (SHARP) activities. There was also discussion on the Coordinating Center activities and the Coordinating and Assisting the Reuse of Assistive Technology (CARAT) project. The nominating, program marketing/awareness, and socialization committees were also formed. There were also updates from the Kentucky Office of Vocational Rehabilitation, Independent Living Centers, Kentucky Department of Education, Kentucky Workforce Investment Board, KCDHH, and the Council on Developmental Disabilities. Also, during the KATS meeting, a Wendell Foster resident demonstrated reading a book by eye gaze on her iPad. A spotlight tour of the Wendell Foster renovations was also given.

(2.5 Create and promote awareness about programs and services to benefit the deaf and hard of hearing community.)
(5.2 Maintain Partnerships with national organizations and the current Telecommunications Relay Provider to supply the most current and technologically advanced equipment and apps.)

Telecommunication Access Program Statistics

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
Applying for STE	212	301	67

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





INFORMATION, REFERRAL & ADVOCACY ACTIVITIES

Accessible Detention and Correctional Facilities Webinar



The Information Coordinators attended the Accessible Detention and Correctional Facilities webinar hosted by Great Lakes Americans with Disabilities Act (ADA) Center on January 5. This webinar session provided an overview of the ADA and the Architectural Barriers Act (ABA) accessibility requirements for detention and correctional facilities. The presenters reviewed both scoping and technical provisions addressing holding cells and housing cells with mobility and communication features, visiting areas, and medical care facilities. The information Coordinators took this training to maintain their certification requirements for the ADA Certification Training Program.

(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 Access and Functional Needs Collaborative Meeting



The Information Coordinator represented KCDHH at the Kentucky Access and Functional Needs Collaborative (KAFNC) meeting on January 10. KAFNC was established by the Kentucky Department for Public Health's Emergency Preparedness and Response Branch and will work to enhance and strengthen the Commonwealth's planning, response and recovery capabilities for underrepresented populations including people with disabilities, older adults, children, people with limited English proficiency, and others who may need assistance or support during a disaster event or emergency incident. This is an ongoing project.

(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.)

Jobs for Veterans State Grants (JVSG) Conference Presentation



On January 12, the Executive Staff Advisor gave a presentation titled, "Serving Veterans with Hearing Loss" at the Jobs for Veterans State Grants (JVSG) conference in Owensboro. The JVSG provides funding to State Workforce Agencies (SWAs) to hire dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment and to assist employers fill their workforce needs with job-seeking veterans. The presentation gave an overview of hearing loss, veterans' experience with hearing loss and resources available for veterans with hearing loss.

(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.)

Office of Health Equity Grant Meeting



On January 28, the Executive Staff Interpreter and Executive Staff Advisor participated in a Zoom meeting with the Director of the Office of Health Equity (OHE) to gather information related to current CDC grant funding that is available to address COVID health disparities among high risk and underserved populations.

The OHE staff encouraged KCDHH to submit a request for applications to see if we qualify to receive some of the available funds.

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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.)

Kentucky Speech and Hearing Association Convention



The annual Kentucky Speech and Hearing Association (KSHA) convention took place in Lexington on February 15 to 17. The TAP Program Coordinator and Information Coordinator set up a KCDHH booth giving speech language pathologists and other service providers the opportunity to learn more about KCDHH and its programs and services along with updates from the TAP program.

(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 Early Hearing Detection and Intervention (EHDI) conference



From March 3-March 5, the Executive Staff Advisor attended the annual Early Hearing Detection and Intervention (EHDI) conference in Cincinnati, OH. Kentucky had a large number of stakeholders attend the conference

this year due to the close proximity. The Executive Staff Advisor and other Kentucky stakeholders attended various sessions presented by other states EHDI programs that discussed ways their state EHDI programs were able to successfully collaborate with their Early Intervention systems in order to provide more effective services to deaf and hard of hearing children and their families. The information learned in these sessions will be shared with appropriate leaders in Kentucky in an effort to close gaps and improve overall EHDI services for Kentucky deaf and hard of hearing children and their 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.)

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

Regional Early Acquisition of Language (REAL) Project Meeting



On March 12, the Executive Staff Advisor met with the director of the National Programs and Outreach, Early Intervention and the Coordinator of Training at the Laurent Clerc National Deaf Education Center to discuss current gaps in

the Early Hearing Detection and Intervention system in Kentucky. These individuals attended the Kentucky State Stakeholders meeting at the beginning of the EHDI conference to introduce themselves and speak a little about the REAL project. The mission of the REAL Project is to ensure that deaf and hard of hearing infants and toddlers ranging in age from birth-3 years old have full access to languages. The REAL Project establishes a network of resources and

provides training, technical assistance and tools for Early Intervention teams, including but not limited to, physicians, early intervention service providers, early childhood educators and families. They have worked with several states in the southeast region and are now starting to gather data to provide assistance and help close gaps in Kentucky. This will be an ongoing collaborative.

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

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

Community Impact Council Meeting

The Community Impact Council with the Deaf and Hard of Hearing met on March 14 at the Eastside Branch Public Library in Lexington. Both Information Coordinators discussed with other stakeholders the next steps for addressing healthcare gaps in the deaf and hard of hearing communities. The Council agreed to host an exhibit booth at the Kentucky Primary Care Association (KPCA) conference in April. The booth will provide technical assistance related to communication access for deaf and hard of hearing patients. The goal is to get familiar with the KPCA as the Council is hoping to provide presentations at the Fall Conference in 2023. Tasks were discussed to prepare what information to distribute at the conference.

(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.)

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

WKYT-TV27, CBS Meeting



The Information Office Supervisor met via Zoom on March 15 with the Senior Marketing Consultant and the Digital Account Manager from WKYT-TV27, CBS, Lexington seeking quotes for advertising to complete a grant. They discussed monies for advertising strategies and opportunities through television broadcasting, streaming, social media, digital display, and articles with their station, as well as their station partners across the state.

(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.)

Kentucky Assistive Technology Loan Corporation Board Meeting



The Information Coordinator attended the quarterly Kentucky Assistive Technology Loan Corporation (KATLC) board meeting on March 15. The administrator for KATLC shared with the board that finding a new lender has been a challenge for many states. The board is able to make direct contacts with banks to request partnerships with KATLC. The board still has a remaining balance with the previous lender that continues to be paid. The next board meeting will take place in June 2023.

(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 March 16, the Executive Staff Advisor attended a special meeting of the Governors Early Childhood Advisory Council virtually. Updates were given by several stakeholders and discussion was had concerning the upcoming Early Childhood Institute that will be held in Lexington in April. The Kentucky Department of Education Office of Special Education and Early Learning (OSEEL) announced they were looking for best education practices in districts around the state to spotlight and shared a link to their submission form. The KDE Spotlight is an effort to highlight the work of teachers, paraprofessionals, administrators, and other education providers. The Kentucky Early Intervention System (KEIS) coordinator shared that the KEIS is working on the development of Performance Standards and Self-Assessment for District Child Evaluation Specialists and Point of Entry Managers and there are plans to hire an Outreach Coordinator who will develop a strategic plan to reach the families who for whom English is a second language, enlist community partners, and develop child find materials.

(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.)

University of Kentucky Early Childhood class presentation



The Executive Staff Advisor gave a presentation to an Early Childhood Instruction class at the University of Kentucky on March 20. Students in this class were early childhood education majors and learning about working with students who have special needs. The presentation focused on the needs and rights of young children with hearing loss. Topics discussed were the Whole Child approach and the Joint Commission on Infant Hearing best practice recommendations. The Optimizing Outcomes for Students who are Deaf and Hard of Hearing Educational Service Guidelines as created by the National Association of State Directors of Special Education (NASDE) was also shared and discussed.

(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.)

Health and Medical Preparedness Advisory Committee (HMPAC) Meeting



The Information Office Supervisor attended the Health and Medical Preparedness Advisory Committee (HMPAC) meeting via Zoom on March 27. The group discussed charter amendments, membership updates, the Behavioral Health Preparedness Program, Mobile Pharmacy Program, Emergency Preparedness Planning, and the Public Health Emergency Preparedness Program. Other agencies also presented information.

(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 Early Hearing Detection and Intervention (EHDI) Advisory Board



The Executive Staff Advisor attended the Kentucky Early Hearing Detection and Intervention (EHDI) Advisory Board meeting on March 27. The purpose of this meeting was to review and discuss the various sessions that individuals attended during the national EHDI annual conference. Several members shared information they had gleaned from conference sessions that they attended. The remainder of the meeting focused on ways to address two huge gaps in EHDI services in Kentucky. Several ongoing issues within the Kentucky Early Intervention system as well as the current shortage of pediatric audiologists which has led to a delay in children who fail the newborn hearing screening receiving a diagnosis has lead to Kentucky not being able to meet the 1-3-6 guidelines for the majority of children with hearing loss. Members feel that this has reached a crisis level and needs to be brought to the attention of state leaders. The Advisory Board will send a letter to various leaders asking for a meeting to discuss the gaps and possible solutions.

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

Information and Referral Requests

The Office of Information Services made **4046** new contacts associated with **830** closed requests during this quarter, broken down by category:

Nature	Contacts	Closed Requests	Pending Requests
AC: Captioner Referral Service	127	12	14
AC: Interpreter Referral Service	1986	198	44
Administration	8	4	0
DeaFestival	1	1	0
IRA: ASL & Linguistics	7	5	0
IRA: Cochlear Implants	3	1	0
IRA: Deafness & Hearing Loss	38	11	0
IRA: Education	24	8	0
IRA: Employment	49	11	1
IRA: Families & Children	26	9	0
ADV: General	6	2	0
ADV: Government	5	2	0
IRA: Hearing Aid Banks	32	26	0
IRA: Human Services	41	18	0
ADV: Medical	31	8	0
IRA: Mental Health Services	24	3	1
IRA: Outreach	149	56	0
IRA: Sports	3	1	0
IRA: Technology	41	16	0
PUB: Request to join mailing list	8	5	0
PUB: Requests for Visor cards	47	23	0
TAP: General	62	25	4
TAP: Received Application for STE	658	178	0
TAP: Repair	6	0	1
TAP: Requested a TAP Application	376	122	0
TAP: Status Check	134	48	0
TAP: TAP ISSUES	154	37	0
Report total:	4046	830	65

(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 **8,885** informational and public relations items were distributed.

PR Dissemination	
<i>Method of Dissemination</i>	<i>Number Disseminated</i>
Hard Copy	4,547
Blitz	4,338
TOTAL	8,885

(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:

- Broadband Listening Tour
- KSD 200th Anniversary Gala

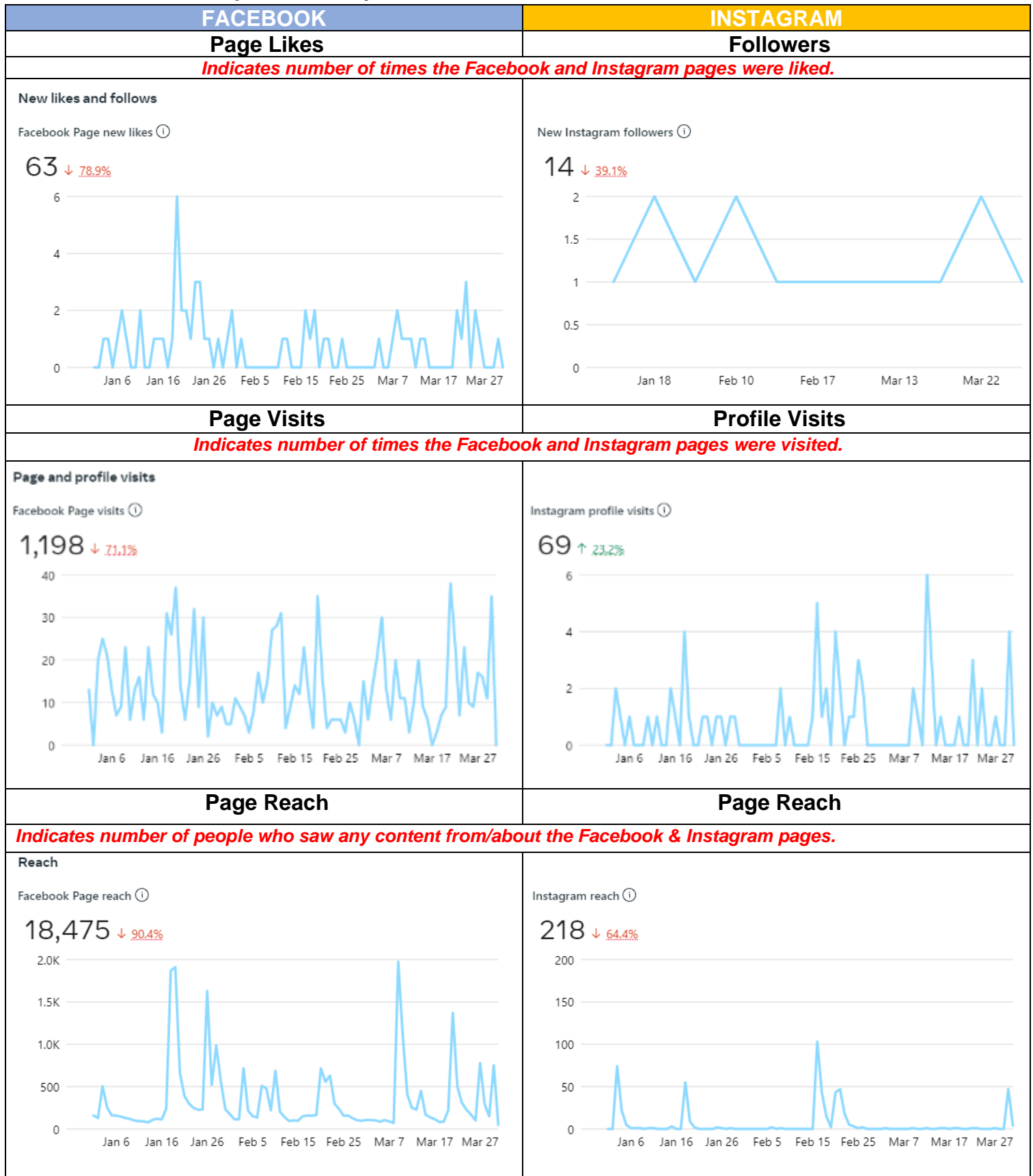
(2.4 Create and promote awareness about programs and services to benefit the deaf and hard of hearing community.)

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



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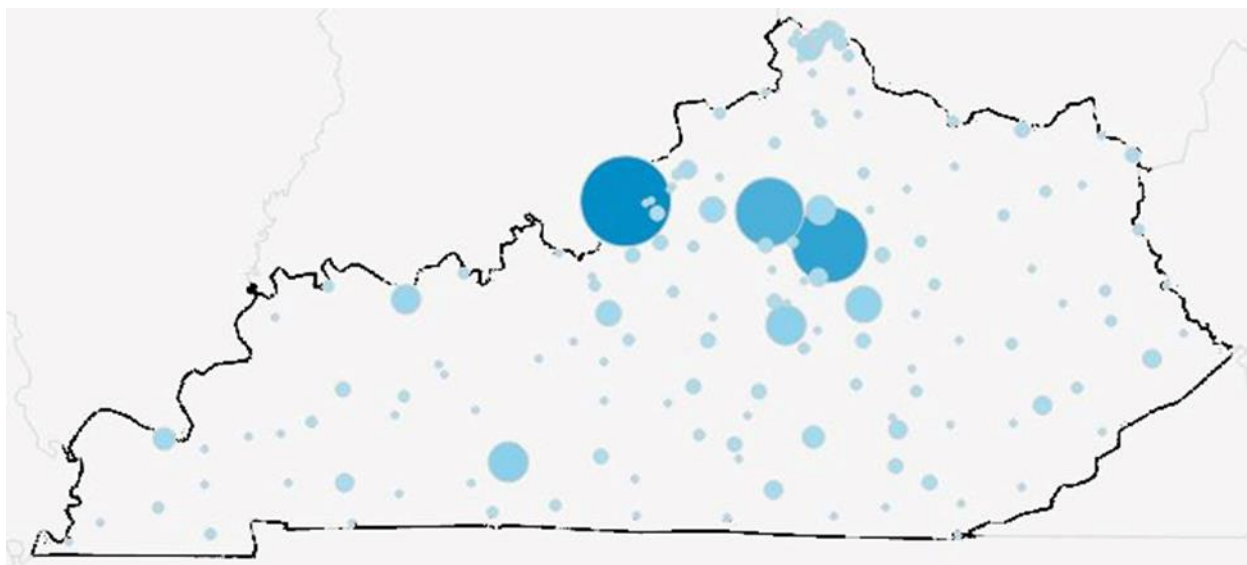
Social Media Graphs: January 1, 2023 – March 31, 2023



(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.)

KCDHH Web Counter Hits: January 1, 2023 – March 31, 2023

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.



We have had 11,675 pageviews this quarter, which represents a 20% increase in pageviews over the previous quarter (9,709). The top 5 pages at our website that attracted the most attention this quarter were the front page of our website, the request forms, TAP's "What kind of equipment should I choose" page, the DeaFestival page, and TAP's "How to apply" 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.)

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