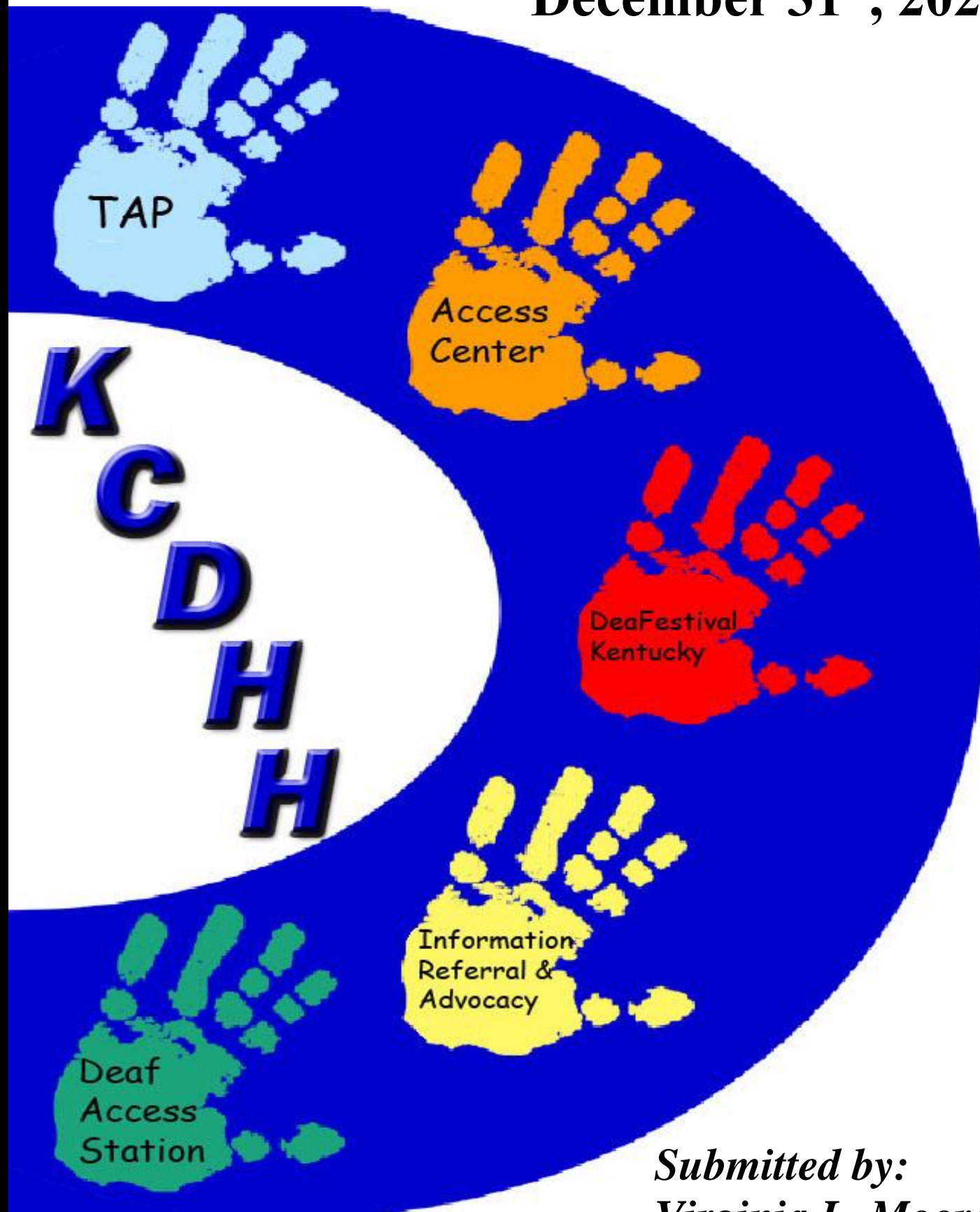


Agency Report

October 1st through
December 31st, 2022



*Submitted by:
Virginia L. Moore*



KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

QUARTERLY ACTIVITIES

October 1, 2022 – December 31, 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

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.

In November, KCDHH hired the Interpreter I position with a qualified Licensed/Certified Interpreter. This position was needed to assist the staff during work hours and will greatly enhance communication with the walk-in constituents.

KCDHH currently has two vacant positions:

1. 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.
2. 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, 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 for fiscal year 2023-2024.

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.

(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 and Program Coordinator attended the National Association for State Relay Administration (NASRA) and the Telecommunication Equipment Distribution Program Association (TEDPA) Planning Committee meeting with both Boards on October

25, via Zoom. The annual conference will be hosted by KCDHH in Louisville in 2023 and the group is trying to nail down the hotel dates and contracts.

(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



KCDHH's Executive Director and the Executive Director of Workforce Development met with Heuser Hearing Institute staff to discuss its new initiative, KY HEARS, November 9. 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 individuals 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. Through partnership with the Office of Vocational Rehabilitation we are looking to increase the number of hearing screenings and identify job ready individuals.

On November 14, the Executive Director and the Executive Staff Advisor met with the Governor and the Director of State Budget. The meeting was to discuss the following issues:

- Hearing screening requirements by the Department of Education. The Governor asked us to get a list of locations in each county where a parent can have their child's hearing screened, and
- Language acquisition for children starting kindergarten. The Governor asked for a budget to be developed and shared with the Budget Director.

On December 1, the Executive Director discussed a partnership with the Public Health Departments for them to be a location to do hearing screenings on students entering K-12. This idea was received favorably. For further discussion, meetings will be established in January.

(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 work group on November 21. The board determined that the best way to work at a quicker pace is to form a working group to draft and integrate the policy committee's feedbacks and comments.

(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 December 1, the Executive Director met with the organizer of the Kentucky School for the Deaf Alumni Association (KSDAA). They 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 programming and the use of equipment.

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

Interpreter Regulations Meeting

On December 3, the Executive Director presented to the new Kentucky Registry Interpreters for the Deaf (KYRID) board. The presentation consisted of four elements:

- Partnering with the statewide emergency management system;
- Looking into a statewide standard for paying educational Interpreters and membership to the Kentucky Teachers Association (KTA);
- Increasing the number of licensed interpreters in Kentucky; and
- Monitoring agencies to make sure they are following the licensure law.

The KYRID board indicated they would consider the partnership ideas and followup with KCDHH.

On December 8, the Executive Director attended the KSD's Clerc Banquet. Heather Harker, Executive Staff Advisor from Gallaudet University, was the key note speaker for the event.

On December 12, the Executive Director attended the Education and Labor Cabinet (ELC) Executive Staff Retreat. Each agency shared concerns and goals for the coming year. During the meeting, possible partnerships were developed with the following:

- Kentucky Department of Libraries and Archives (KDLA) to develop hot spots for tutoring deaf and hard of hearing children, along with establishing more video phones for the deaf to use; and
- Early Childhood Advisory Council indicated we could discuss the possibility of studying the language development of deaf and hard of hearing kindergarteners.

(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

The logo features the words "TEAM" and "KENTUCKY" in a bold, blue, sans-serif font. The word "TEAM" is positioned above "KENTUCKY". To the right of the word "TEAM", there is a blue silhouette of the state of Kentucky.



ACCESS CENTER ACTIVITIES

DCBS Stakeholder Group Meeting

The Interpreter Referral Specialist attended the Language Access Communication Empowerment Support (LACES) stakeholder meeting on October 31 and November 28. The group discussed the first drafts of Frequently Asked Questions (FAQ)/Talking Points for the Communication Skills Assessment (CSA) and Deaf and Hard of Hearing (DHH) Guide programs as a resource for foster parents, “What is a DHH Guide and Why I Should Agree to One” and “What is a CSA and Why Should I Agree to One?” The group also discussed a compiled information survey from other states about deaf mentor programs, which will help outline the second year of this pilot project.

(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.)

Interpreting Politics Workshop

On October 15 the Interpreter Referral Specialist attended, "Interpreting Politics: The Congress and the Court." The workshop focused on the inner workings of the government and understanding the role of the Supreme Court. They also discussed best practices to apply in political settings.

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

Access Center Assignments

Requests	Filled /pending assignments	Cancelled assignments	Interpreting Hours	Average # of contacts per assignment request
Request for Interpreting	136	21	278	6
Request for Captioning	21	4	25	4

(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

TAP Advisory Board Orientation

A TAP Advisory Board orientation for two new members was held on October 20, followed by the TAP Advisory Board meeting that same day. The Program Coordinator and Document Processing Specialist II attended the meeting via Zoom. There was no quorum. The next meeting will be in person.

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

Special Needs Expo

The Document Processing Specialist II attended the Special Needs Expo in Owensboro on October 22. KCDHH was invited by the Kentucky Assistive Technology Services (KATS) staff, along with various specialists that work with a range of special needs. A booth was setup to provide information on what KCDHH has to offer. There were 51 exhibit booths and about 300 attendees. The Document Processing Specialist II provided resources to an individual with a newborn baby who was looking for information on deafness.

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

Bellman & Symfon Equipment Demonstration



Bellman & Symfon®

Representatives from Bellman & Symfon met with KCDHH staff on November 29 to demonstrate their signaler system products, which included a telephone, fire alarm, and doorbell transmitters for landlines and cellphones. The Program Coordinator, Document Processing Specialist II, Network Analyst II, Interpreter I, and Information Coordinator attended the meeting and were able to provide different perspectives from the Emergency Management and Telecommunications Access Program that would benefit KCDHH constituents. The Program Coordinator asked the representatives if they had a signaler transmitter for the weather alerts as weather disasters have increased across Kentucky. They were unable to connect to the weather radio that is provided by National Association for State Relay Administration (NASRA).

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

Kentucky Assistive Technology Services Advisory Council Board Meeting



The Program Coordinator attended the Kentucky Assistive Technology Services (KATS) Network Advisory Council board meeting on December 8 at in Louisville. There were updates on the KATS Coordinating Center, Assistive Technology (AT) Center, and Statewide Hearing Aid Assistance, and the Reuse Program (SHARP) activities, as well as the Coordinating Center activities and the Coordinating and Assisting the Reuse of Assistive Technology (CARAT) project. The committees were formed for the nominating committee, program marketing/awareness committee, and socialization committee. There were

also updates from the Kentucky Office of Vocational Rehabilitation, Independent Living Centers, Kentucky Department of Education, Kentucky Workforce Investment Board, Kentucky Commission on the Deaf and Hard of Hearing, and the Council on Developmental Disabilities. The spotlight tour was the department of enTech Spalding with their equipment demonstration.
(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	78	113	86

(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

Kentucky Young Adult and Children (KYAC) Conference

On October 9, the Executive Staff Advisor gave a virtual presentation titled “Working Effectively with Deaf and Hard of Hearing Library Patrons” during the Kentucky Young Adult and Children Conference. This conference is hosted for children and teen librarians who work in public libraries throughout Kentucky. The presentation covered fundamental information about individuals with hearing loss, ways to effectively work with this population, common do’s and don’ts for interacting with deaf and hard of hearing individuals, ways to provide effective communication and additional resources.

(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.)

Metro United Way Program at Brown-Forman



The Information Coordinator attended the Metro United Way program at Brown-Forman in Louisville on October 18. KCDHH and the Hearing Loss Association of America-KY Chapter (HLAA) shared a booth to provide information to bring awareness about hearing loss. Other booths provided information on neurodiversity, physical disabilities, mental health, and visual impairment. They

also held a roundtable discussion at their lunch cafe with Brown-Forman employees to learn more about the visible and invisible disabilities.

(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.)

Robley Rex VA Medical Center



The Information Coordinator hosted a booth at the Robley Rex Veteran’s Affair Medical Center’s Disability Empowerment Fair, The fair was provided by the VA’s Disability Special Emphasis Program in conjunction with National Disability Employment Awareness Month

(NDEAM) on October 21 in Louisville. The goal was to empower their staff, veterans, and families with resources, information, and free services. Several employees and veterans stopped by to learn more about KCDHH’s Telecommunication Access Program.

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

Deaf Sensitivity Presentation



The Information Coordinator gave a deaf sensitivity presentation to staff, faculty, and students at Jefferson Community & Technical College on October 24 in Louisville. The presentation explained deaf culture, how to interact with a person who is deaf, and what kind of accommodations they should expect to provide in their classroom. The presentation was in person and virtually; most of the audience chose

to participate virtually.

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

Governors Early Childhood Advisory Council Meeting



On October 28, the Executive Staff Advisor attended a special meeting of the Governors Early Childhood Advisory Council virtually.

This meeting was called to give an overview of the Preschool Development Grant proposal and allow members to vote on their approval to submit. The proposal required six priorities with an additional bonus priority. The Governor's Office of Early Childhood team had several meetings with collaborating agencies and determined that the priorities that would be submitted would be a Needs Assessment, Strategic Plan updates, maximizing parent engagement, workforce development, quality improvements, strategies to enhance quality and expand access and the bonus priority would be coordinated enrollments. The council voted to approve the proposal for submission.

(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.)

Community Impact Council

The Information Coordinators attended the third Community Impact Council meeting in Lexington on November 6. Stakeholders who serve the deaf and hard of hearing population met to continue the discussion of the two goals that were decided in the last meeting. The first goal, which was to provide a resource fair for transition age, was decided to put on hold as deaf and hard of hearing teachers and support staff stated that there is just not enough time and it's too expensive to host this type of event. The second goal was to discuss how to educate medical providers in Kentucky, either by attending conferences and having deaf and hard of hearing panels or by providing trainings that providers can view as continuing education requirements. A member with the Kentucky Primary Care Association will be gathering all the upcoming medical conferences in 2023 to share at the next meeting. One of the Information Coordinators will research self-advocacy trainings providing by the National Association of the Deaf (NAD) and National Interpreter Education Center. The next meeting will be determined at a later date.

(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.)

2022 Governor’s Conference on Leadership, Equality, Accessibility, and Diversity



The Information Office Supervisor attended the 2022 Governor’s Conference on Leadership, Equality, Accessibility, and Diversity (KyLEAD) on November 16-18, via zoom. Deloitte sponsored the event, now in its 36th year. This professional development opportunity has

attracted over 1,000 management, legal, human resources, administrative, and other diversity professionals from across the U.S. with diversity and inclusion resources and tools to lead and affect positive change. This year’s theme was “Building Momentum Today for a More Inclusive Tomorrow.”

(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 Early Hearing Detection and Intervention (EHDI) Advisory Board



On December 1, the Executive Staff Advisor attended the Kentucky Early Hearing Detection and Intervention (EHDI) Advisory Board meeting. The focus of the meeting was reviewing the most recent edits and additions created for the new KY EHDI website. Deaf and hard of hearing members have been invited to meet at a later date for an in-depth review of the content in order to give feedback.

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

ADA Rights and The Criminal Justice System



The Information Coordinators and the Executive Staff Advisor took an American with Disabilities Act (ADA) training course called ADA Rights and the Criminal Justice System on December 13. This webinar was provided by the Great Plains ADA Center. The training

specifically covered intellectual and developmental disabilities and the process of going through the justice system. The staff members took this training to maintain their certification requirements for the ADA Certification Training Program.

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(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.)

Governors Early Childhood Advisory Council Meeting



The Executive Staff Advisor attended the Governors Early Childhood Advisory Council meeting virtually on December 15. The Kentucky Department of Education (KDE) shared that through the American Rescue Plan funding, Office of Special Education and Early Learning’s Early

Learning Unit has established an Early Learning Teacher Leader Community focused on bringing awareness to the importance of the early childhood profession, cultivating the essential qualities and skills of teacher leadership, implementing developmentally appropriate practices, and creating effective professional learning communities in early childhood programs. The

Kentucky Head Start Collaboration Office noted that they successfully submitted the annual Head Start Collaboration grant renewal application to the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Head Start. The Division of Child Care explained that their Child Care Assistance Program (CCAP) eligibility guidelines have increased twice within this year and roughly 1,600 children have benefitted from the changes. The Part C, Early Intervention representative stated that the 2022 December 1 Child Count showed that 4,853 infants and toddlers with disabilities and developmental delays were currently being served by the Kentucky Early Intervention System (KEIS). This is an increase of 625 children (14.8%) from last year. They also explained that several Points of Entry had significant increases in children served attributed to targeted child find activities such as discussions with area physicians and childcare centers. It was also noted that many Points of Entry are having trouble in retaining staff and recruiting new staff. This, along with the increasing number of children served has led to high caseloads but that monthly tracking has shown that the Points of Entry are still able to meet timelines for timely enrollment and services.

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(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.)

Kentucky Employees Charitable Campaign Fundraising Meeting



The Information Office Supervisor and KCDHH staff wrapped up their Kentucky Employees Charitable Campaign's (KECC) fundraising on December 14. The staff participated in individual giving, as well as a penny war to collect money for KECC.

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Information and Referral Requests

The Office of Information Services made **2430** new contacts associated with **247** closed requests during this quarter, broken down by category:

(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.)

Nature	Contacts	Closed Requests	Pending Requests
AC: Request for Captioner	98	17	3
AC: Request for Interpreter	795	102	39
ADV: Correctional	11	4	0
ADV: Government	27	7	0
ADV: Education	8	2	1
ADV: Employment	20	5	0
ADV: General	38	13	0
ADV: Medical	45	11	0
ADV: Mental Health	12	2	0
IRA: ASL & Linguistics	15	8	0
IRA: Coping with Hearing Loss	6	3	0
IRA: Employment	2	1	0
IRA: Families & Children	15	7	0
IRA: General Services	34	0	11
IRA: Hearing Aid Banks	37	19	0
IRA: Hearing Loss	2	1	0
IRA: Mental Health Services	9	0	1
IRA: Other	107	0	33
IRA: Outreach	3	1	0
IRA: Senior Citizen	2	1	0
IRA: Social & Recreation	40	17	0
IRA: Technology	25	9	0
IRA: Veterans	0	0	0
TAP: Apply for equipment online now	479	0	137
TAP: Check the status of my TAP application	140	0	45
TAP: Other	62	0	22
TAP: Report some issues with my equipment	60	0	17
TAP: Request a TAP application form to be mailed	291	0	92
DeaFestival	4	3	0
KCDHH: Mailing List	10	7	0
KCDHH: Newsletter	2	1	0
PUB: Visor Cards/Emergency Cards	14	6	0
Special Projects	17	0	1
Report total:	2430	247	402

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 **6,556** informational and public relations items were distributed.

PR Dissemination	
<i>Method of Dissemination</i>	<i>Number Disseminated</i>
Hard Copy	1315
Blitz	5,241
TOTAL	6,556

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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.)

Vlogs

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

- Changes in Election laws with more options to vote
- GoVoteKY.gov for more information regarding to election, polling locations and ballot
- State of Emergency; Winter Storm

(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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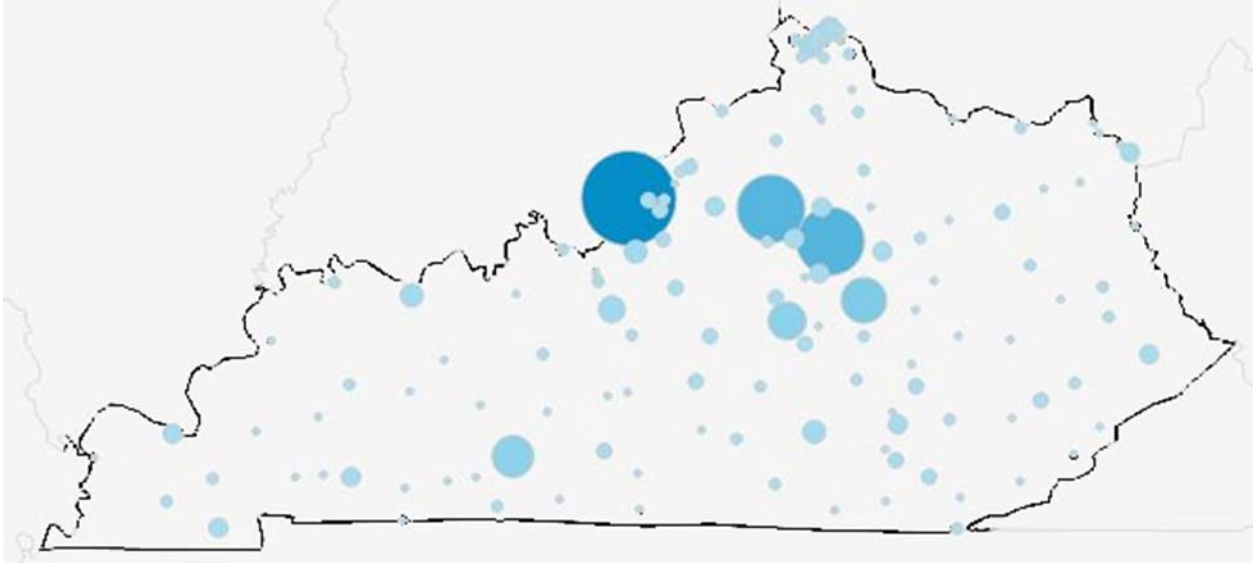
Social Media Graphs: October 1, 2022 – December 31, 2022

FACEBOOK	INSTAGRAM
Page Likes	Followers
<i>Indicates number of times the Facebook and Instagram pages were liked.</i>	
<p>Facebook Page new likes ⓘ</p> <p>350 ↓ 57.3%</p>	<p>New Instagram followers ⓘ</p> <p>23 ↓ 79.5%</p>
Page Visits	Profile Visits
<i>Indicates number of times the Facebook and Instagram pages were visited.</i>	
<p>Facebook Page visits ⓘ</p> <p>4,625 ↓ 67.3%</p>	<p>Instagram profile visits ⓘ</p> <p>57 ↓ 93.4%</p>
Page Reach	Page Reach
<i>Indicates number of people who saw any content from/about the Facebook & Instagram pages.</i>	
<p>Facebook Page reach ⓘ</p> <p>239,426 ↓ 53%</p>	<p>Instagram reach ⓘ</p> <p>686 ↓ 95.2%</p>

(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: October 1, 2022 – December 31, 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 9,709 pageviews this quarter, which represents a 61% decrease in pageviews over the previous quarter (25,054). The top 5 pages at our website that attracted the most attention this quarter were the front page of our website, the DeaFestival page, the request forms, TAP’s “What kind of equipment should I choose” page, and TAP’s “How to apply” page.

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(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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