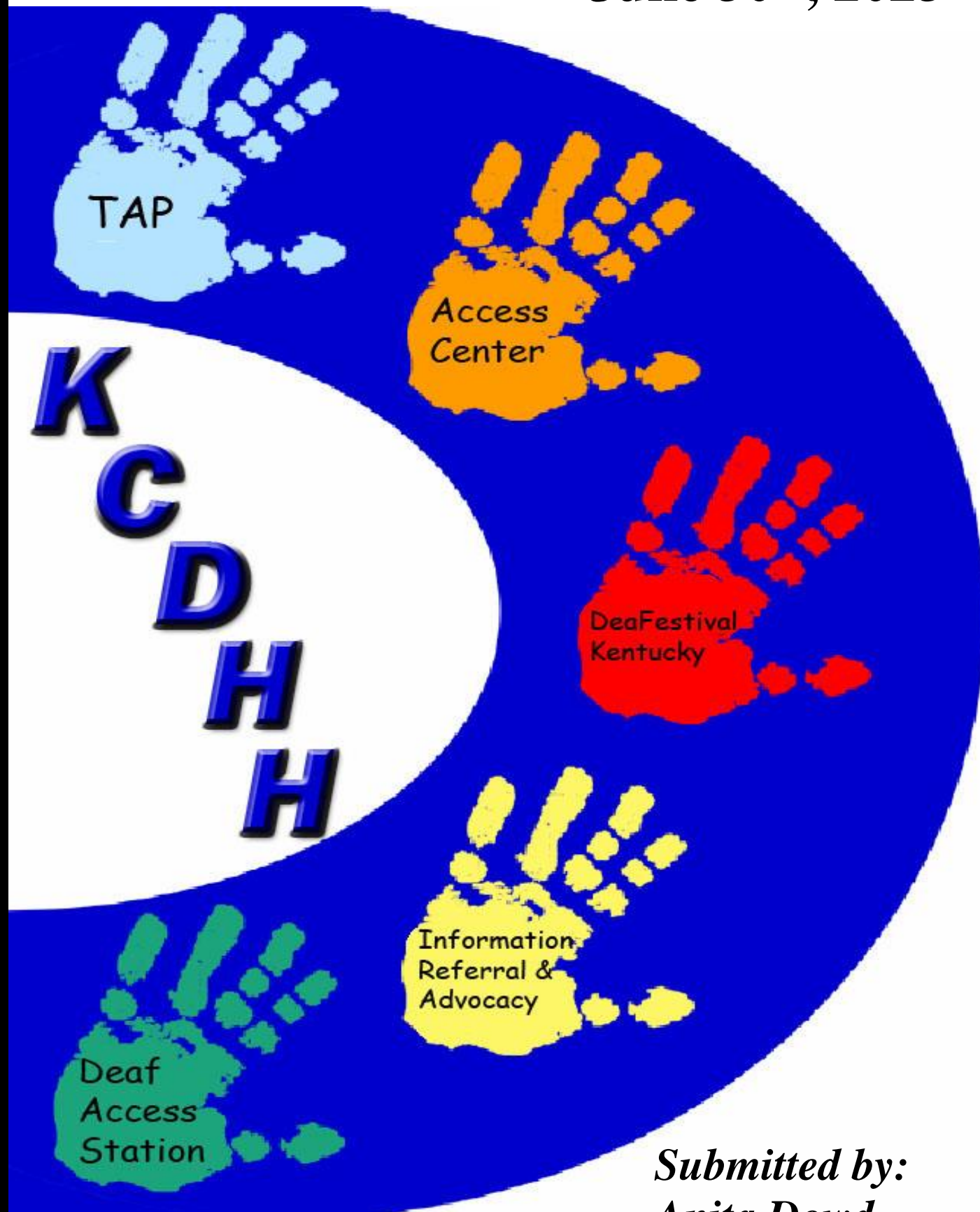


# *Agency Report*

April 1<sup>st</sup> through  
June 30<sup>th</sup>, 2023



*Submitted by:*  
*Anita Dowd*



## KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

### QUARTERLY ACTIVITIES

April 1, 2023 – June 30, 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.

#### 2022-2024 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 2022-2023 is winding down. We will have rollover in our restricted funds due to vacancy credits and no additional activities during the absence of the previous Executive Director and in the transition of leadership. KCDHH will be able to use these funds to fill TAP equipment orders as they come in during the 2023-2024 fiscal year.

## ***Personnel***

KCDHH currently has two vacant positions:

- Executive Administrative Secretary
- Administrative Specialist

On May 10, KCDHH staff attended a meeting with a representative from Kentucky Deferred Compensation (KDC). KDC is a supplemental retirement plan benefit offered to state employees. The representative provided a group presentation about the plans offered then met staff who decided to set up an account one on one.

## ***Kentucky School for the Deaf Community Forum***



The Executive Director attended the virtual Kentucky School for the Deaf (KSD) Community Forum on May 24 and the in-person forum on May 31. Both forums were hosted by the Kentucky Department of Education (KDE) to allow stakeholders an opportunity to provide input on the qualities they believe are most important in the new KSD principal. The KDE staff stressed the importance of such feedback to assist them in making informed decisions throughout the search 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.)*

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

## ***Communication Access***

The Executive Staff Interpreter, Interpreter Referral Specialist, and Interpreter continue to provide interpreting services for the Governor's Team Kentucky updates. Updates continue weekly on Thursdays at 12:30. This is 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.)*

## ***DeaFestival, TEDPA/NASRA Conference Update***



During the past quarter, the DeaFestival pre-planning committee started gathering information, researching venues, and discussed various themes. For DeaFestival 2024, one of the goals is to develop several partnerships to incorporate more community involvement. The group met



with the conference organizers with the Telecommunications Equipment Distribution Program Association (TEDPA) and National Association of State Relay Association (NASRA) on May 1 to discuss potentially hosting DeaFestival during their conference. The committee also met with the Kentucky Center for the Arts (KCA) in Louisville on June 9 to discuss availability of the theatre, space needs, and other aspects of hosting DeaFestival at KCA. DeaFestival 2024's theme has not yet been set but the committee is making plans to honor the previous executive director, the late Virginia Moore and her love for the Kentucky Derby.

*(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.)*

### **National Association of State Agencies of the Deaf and Hard Hearing meeting**



The Executive Director attended the monthly National Association of State Agencies of the Deaf and Hard Hearing (NASADHH) Zoom meeting. There were introductions to all other state representatives and discussion surrounding the upcoming NASADHH Policy Summit which will take place on August 8, during the National Black Deaf Advocates (NBDA) conference in Birmingham, AL.

*(3.4 Advise and legislate with state agencies and private sector committees, boards, task forces in matters related to deaf and hard of hearing issues.)*

### **Kentucky Lantern Interpreter Interview**

**Kentucky Lantern** A reporter from the Kentucky Lantern, an independent, nonpartisan free news service, interviewed the three KCDHH staff interpreters and gave a detailed, behind-the-scenes look into accessibility and the dignity of communication access to information. They discussed how they facilitate language serving the over 700,000 deaf and hard of hearing Kentuckians, and how the visibility of interpreters with the Governor through COVID helped in so many ways, many of which they are still learning.

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



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## ACCESS CENTER ACTIVITIES

### ***Kentucky Board of Interpreters Workshop***



On April 1, the Interpreter I and Interpreter Referral Specialist attended the Kentucky Registry of Interpreters (KYRID) workshop held in Bowling Green. The workshops offered, “Virtues and Vices in Interpreting Ethics” and “Many Modes, Many Hats: Implementing Components of Language Modes Within Our Work” for professional development. The workshops provided continuing education hours that are needed for licensure. They were also able to attend the KYRID business meeting held between the workshops.

*(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.)*

### ***DCBS Stakeholder Group Meeting***



The Interpreter Referral Specialist attended the Language Access Communication Empowerment Support (LACES) stakeholder meeting on April 24 where the group delved into discussions about the obstacles faced by foster families and LACES Communication Skills Assessors (CSA). One major challenge identified was the difficulty foster families encountered in committing to the skills assessment. To address this, the group brainstormed ideas for rebranding the CSA to better engage foster families. Collaborating with LACES, Kentucky Hands & Voices pledged to provide training for new guides, while another team member took on the task of creating a recruitment video for guides.

During the meeting, the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (KDBHDID) Administrator, Department of Community Based Services (DCBS) liaison, and Interpreter Referral Specialist shared information about a meeting on April 18, with Disability Rights Texas. The organization requested the meeting because they were impressed by the successful collaborations between Kentucky state agencies and the Managed Care Organization (MCO), Aetna SKY (Supporting Kentucky Youth) and wanted more information about it. As a result of this meeting, the group was invited to speak at the Texas Governor's Committee on People with Disabilities meeting on June 6.

To showcase the progress and implementation of the DCBS collaboration in the LACES program, the KDBHDID Administrator, DCBS liaison, and interpreter referral specialist presented at the Governor's Committee on People with Disabilities meeting on June 6. They highlighted the positive outcomes achieved, such as the ability to cross-reference data between DCBS and Aetna to identify gaps in support for deaf and hard-of-hearing children in the foster care system. Additionally, they emphasized the importance of collaboration.

*(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 Regulations and Policy Committee Meeting**



On May 23, the Executive Director, Policy Specialist, and Interpreter Referral Specialist attended the Kentucky Board of Interpreters (KBI) Policy Committee meeting. The group discussed the policy committee's workgroup proposed changes and recommendations. The policy committee moved that the proposed changes and recommendations be submitted to the KBI board for their consideration when revising the KBI regulations. The motion carried unanimously.

*(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 Board of Interpreters Quarterly Meetings**



On June 6, the Interpreter Referral Specialist and Staff Interpreter attended the quarterly meeting of the Kentucky Board of Interpreters (KBI). The board reviewed and approved the minutes of the KBI policy committee meeting. Additionally, the board discussed revising policies to increase licensure fees, which have remained unchanged since 2013. The rationale behind this proposed increase is to enable the board to secure funds for a Request for Proposal (RFP) aimed at hiring investigators to handle complaints. Furthermore, the board aims to allocate sufficient funds to cover the expenses associated with accessibility services, ensuring that any requests for accommodations can be met. The board also addressed the issue of the upcoming vacancy in the certified deaf interpreter seat, referring the matter to the board attorney for further consideration.

*(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.)*

## **Access Center Assignments**

Requests	Filled /pending assignments	Cancelled assignments	Interpreting Hours	Average # of contacts per assignment request
Request for Interpreting	149	12	312	13
Request for Captioning	13	0	36	9
Request for Videoconference	56	0	81	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.)*



## TELECOMMUNICATIONS ACCESS PROGRAM

### **Kentucky HEARS Project Outreach Events**



On April 18, May 16, and May 22, the Document Processing Specialist II attended Kentucky HEARS outreach events in Morgantown, Williamstown, and Edmonton, respectively. KY HEARS provided free hearing screenings to people that registered. If a hearing loss was detected, they were directed to the KCDHH table for additional resources related to hearing loss, as well as information related to the Telecommunications Access Program (TAP.)

*(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.)*

### **Telecommunications Access Program (TAP) Advisory Board meeting**

On April 20, the Telecommunications Access Program (TAP) Advisory Board met in Frankfort, which was the first in-person meeting for some time. The Program Coordinator provided members with a budget report on the TAP activities from July to present. TAP has processed orders from July through March, and shared the statistical report on the TAP equipment that has been ordered. The Document Processing Specialist II updated the group on outreach efforts completed by TAP staff and other KCDHH staff since their last meeting, including the Kentucky HEARS project, run by Heuser Hearing Institute. She reported that this established relationship with Heuser Hearing Institute has given KCDHH an opportunity to participate in outreach in rural areas to conduct free hearing screenings and setup an information booth to demonstrate equipment. The Program Coordinator also informed the Board that KCDHH has established a partnership with the Kentucky Emergency Management (KYEM) agency in Frankfort and they have provided advice related to equipment for emergency weather alerts for the deaf and hard of hearing and the need for such equipment as there has been an increase in weather disasters in Kentucky. It was announced that there are three member's terms expiring and a vlog will be created and distributed to find replacements. A certificate of appreciation was awarded to two members whose terms are expiring. The third member will receive their certificate in the mail as they were not able to be present.

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*(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 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 June 28 in Frankfort. There were updates

on the KATS Coordinating Center, the Assistive Technology (AT) Center, 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. There were also updates from the Kentucky Office of Vocational Rehabilitation (KOV), Independent Living Centers, Kentucky Department of Education (KDE), Kentucky Workforce Investment Board, KCDHH, and the Council on Developmental Disabilities. The Program Coordinator also brought new updated equipment for the KCDHH TAP Phone Cabinets point of contacts to replace the equipment in their location.

*(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.)*

## **Kentucky State University Summer Assistive Technology Workshop**

The Program Coordinator traveled to Kentucky State University's 2022 Summer Assistive Technology Workshop to host a booth to interact with the attendees who all worked with people with disabilities. The workshop was an in-person, no-cost training for assistive technology professionals, clinicians, and end users. The topics included a variety of assistive technology topics such as accessible features in various computer/mobile phone browsing systems, toy adaption, advocacy, education, and empowerment for individuals with disabilities, adapted books, comprehensive automotive mobility solutions, mental health in the workplace, and smart home technology independence. The Program Coordinator has attended two workshops that included accessibility features in software platforms, smart home technology, and advocacy education/empowerment with disabilities.

*(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	266	338	18

*(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

## ***University of Louisville Audiology class presentation***



**UNIVERSITY OF LOUISVILLE** The Executive Staff Advisor gave a presentation titled, “Deaf Culture 101,” to an audiology class at the University of Louisville on April 6. The presentation looked at deaf culture and some of the factors that make it a true culture. The presentation also shared information on best practices in working with children with a 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.)*

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

## ***Sorenson Zoom VRS webinar***



**Sorenson**

On April 5, the Information Coordinator attended the Sorenson Communication’s webinar about the partnership between Zoom and Sorenson. Sorenson’s first-of-its-kind solution for Zoom VRS enables deaf individuals to invite American Sign Language (ASL) interpreters directly into a Zoom call so they can see everything on one screen. Sorenson for Zoom improves multilingual support and collaboration for deaf and hearing connections. The Information Coordinator shared this information with the KCDHH staff.

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## ***Kentucky Primary Care Association conference***



Both Information Coordinators set up a booth at the Kentucky Primary Care Association (KPCA) Conference, their first-time ever, on April 11 - 12 in Lexington. The coordinators attended as representatives for the Community Impact Council (CIC). The Council’s goal was to increase awareness of the needs for communication access for deaf and hard of hearing patients. Attendees had the opportunity to learn more about the CIC and how they can serve their patients better. The Council is planning to provide a presentation at the KPCA conference in Lexington on October 2-4, 2023.

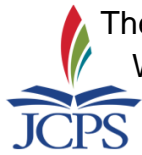
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## **Klondike Elementary School WorldFest**



The Information Coordinator setup an exhibit booth at Klondike Elementary School's WorldFest on April 15 in Louisville to showcase ASL and Deaf Culture as part of their celebration, music, food, dancing, activities and crafts from across the world. The booth provided ASL coloring books and alphabet in ASL sheets with websites and apps for the children to learn.

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## **Deaf and Hard of Hearing (DHH) Teachers Cadre presentation**

The Information Coordinator was invited to do a presentation at the Central Kentucky Educational Cooperative (CKEC) Deaf and Hard of Hearing (DHH) Teachers Cadre in Lexington on May 4. This DHH Teachers Cadre meeting was an opportunity for teachers of the deaf and hard of hearing to meet with a Kentucky School for the Deaf (KSD) Outreach Consultant for professional development day. The Information Coordinator was able to share information about the KCDHH and its programs and services.

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## **Regional Early Acquisition of Language (REAL) Project meeting**



On May 4, the Executive Staff Advisor met with the Director of the Regional Early Acquisition of Language (REAL) project virtually. The mission of the REAL Project is to ensure that deaf and hard of hearing infants and toddlers, ranging in age from birth to three years old, have full access to languages. The Executive Staff Advisor discussed the different programs and services that were available. The REAL Director explained that the program had been established shortly before the COVID-19 pandemic began and they were still creating public relations materials to send out to interested states. At this time, state programs must inquire about services they are needing to see if REAL is able to provide assistance. Printed information, which lists the REAL program services, will be sent to KCDHH when it becomes available.

*(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.)*

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

## **May is Better Hearing and Speech Month Radio interview**



On May 5, the Executive Staff Advisor participated in a radio interview related to living with a hearing loss with WEKU National Public Radio (NPR) in Richmond. This interview was an effort to shine a light on May is Better Hearing and Speech Month and the importance of hearing health care.

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## **Advisory Committee on the Need for Services for DHH Individuals meeting**



The Information Coordinator attended the quarterly Advisory Committee meeting on the Needs for Services for Individuals who are deaf or hard of hearing on May 17. The Information Coordinator served as proxy for the Executive Director. The Advisory Committee gave input to the department's strategic plans for the next biennium. There was discussion on the demand for providing accommodations for deaf and hard of hearing individuals needing mental health services, the lack of interpreters available, and the lack of providers providing direct services in sign language. The discussion will help the department decide what priorities will be focused on in the next biennium. The Administrator and Program Coordinator for Deaf and Hard of Hearing services gave a report of upcoming projects for the year and projects that were completed.

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## **Hearing Loss A to Z presentation**



The Information Coordinator was invited to Hughlett Temple AME Zion Church in Louisville on May 20 to give a hearing loss presentation to its members. The presentation focused on the following topics: medical aspects of hearing loss, the American with Disabilities Act (ADA), hearing aids, assistive technologies, and other hearing loss organizations, programs, and resources. The Pastor of one of the sister churches asked to have this presentation again in the near future for other church members.

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## **Lunch Hour: Mental Health Awareness Month**



The Information Coordinator attended a Lunch & Learn webinar hosted by the Kentucky Department for Behavioral Health, Developmental, & Intellectual Disabilities (KDBHDID) on May 22. The Lunch & Learn introduced providers, therapists, and case managers who use ASL to the nuances of deaf culture and living as a person who is hard of hearing, deaf/blind, or deaf/disabled as part of Mental Health Awareness Month.

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## **Family Learning Vacation**



The Information Coordinator set up a KCDHH booth at the annual Family Learning Vacation (FLV) hosted by the Kentucky School for the Deaf's (KSD) Outreach Consultants in Danville the weekend of June 2. Opening night was an opportunity for families to learn more about KCDHH and other

organizations and programs that would benefit deaf and hard of hearing children and their families.

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### **ADA's Effective Communication Requirements in Healthcare Settings webinar**



The Information Coordinators attended the American with Disabilities Act's (ADA's) Effective Communication Requirements in Healthcare Settings webinar hosted by the United States Department of Justice (USDOJ) on June 6 as part of professional development, ADA training and for WellCare's Community Impact Council (CIC). The webinar covered the federal laws and medical provider's responsibilities to provide effective communication. They also interviewed deaf, hard of hearing, blind, and physical disabilities panelists about their experiences regarding communication barriers in medical settings.

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### **Expanding Horizonm**



The Information Coordinator attended the quarterly Expanding Horizon meeting on June 7. Expanding Horizon is for all state agencies and other agencies who serve deaf and hard of hearing individuals in Kentucky. It's an opportunity to share what each respective agency is working towards and any updates to help better streamline services for deaf and hard of hearing individuals.

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### **Kentucky Access and Functional Needs Collaborative meeting**



The Information Coordinator attended the Kentucky Access and Functional Needs Collaborative (KAFNC) meeting on June 20 in Frankfort and listened to various presentations during a working lunch. The Bluegrass Council for the Blind gave a presentation on helping people with visual impairments and provided sighted guide techniques. (The sighted guide gives verbal cues such as "take my arm/wrist" and/or nonverbal cues like touching the back of the person who is blind's hand with the back of the guide's hand.) The Colorado Division of Homeland Security/Emergency Management also gave a presentation on Communication, Maintaining Health, Independence, Support Services, Transportation (CMIST) to help identify actual resources needed during an emergency rather than labeling people as "special needs" or "vulnerable populations" by integrating and coordinating the access and functional needs of the whole community in preparedness, response, recovery, and mitigation. The Louisville Pride Foundation gave a brief presentation about the importance of safety of transgender people during an emergency, especially with their medical needs.

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### ***Patients with Hearing Loss presentation***



The Information Coordinators gave a presentation to medical providers at HealthFirst Bluegrass via Zoom on June 28. The presentation focused on how to provide effective communication for individuals with a hearing loss and the federal laws that are required. Different types of accommodations were also included to ensure that providers understand that all patients with a hearing loss will have different communication needs.

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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.)*

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## Information and Referral Requests

The Office of Information Services made **3457** new contacts associated with **224** closed requests during this quarter, broken down by category:

Nature	Contacts	Closed Requests	Pending Requests
AC: Captioner Referral Service	18	2	0
AC: Interpreter Referral Service	1473	97	28
Administration	215	0	57
ADV: Correctional	23	2	1
ADV: Education	9	1	0
ADV: Employment	10	3	0
ADV: General	12	3	0
ADV: Government	20	3	0
ADV: Medical	29	5	0
ADV: Mental Health	23	5	0
DeaFestival	2	2	0
IRA: ASL & Linguistics	17	7	0
IRA: Deafness & Hearing Loss	45	17	1
IRA: Education	2	1	0
IRA: Employment	4	2	0
IRA: Families & Children	11	5	0
IRA: Hearing Aid Banks	50	23	0
IRA: Human Services	42	18	0
IRA: Mental Health Services	3	1	0
IRA: Outreach	16	1	0
IRA: Senior Citizen	5	1	0
IRA: Sports	2	1	0
IRA: Technology	41	15	0
PUB: Request to join mailing list	13	8	0
PUB: Requests for Visor cards	2	1	0
TAP: General	159	0	52
TAP: Received Application for STE	663	0	154
TAP: Repair	104	0	26
TAP: Requested a TAP Application	328	0	102
TAP: Status Check	116	0	34
<b>Report total:</b>	<b>3457</b>	<b>224</b>	<b>455</b>

*(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 **10,318** informational and public relations items were distributed.

PR Dissemination	
<i>Method of Dissemination</i>	<i>Number Disseminated</i>
Hard Copy	4,938
Blitz	5,380
<b>TOTAL</b>	<b>10,318</b>

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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:

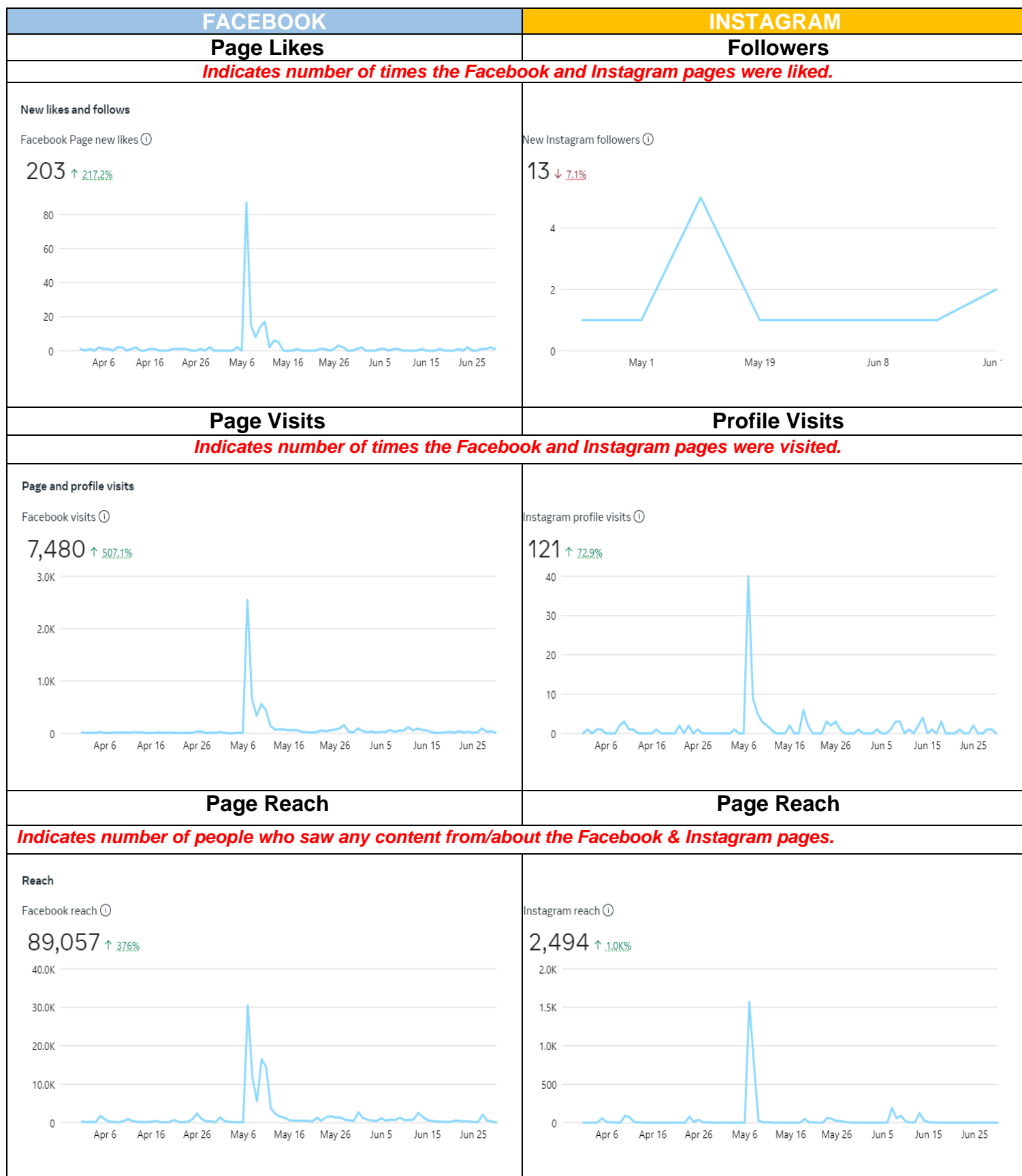
- KCDHH Board: Parent Representative Vacancy
- Announcement of Virginia Moore's passing
- Telecommunication Access Program Advisory Board Vacancies

*(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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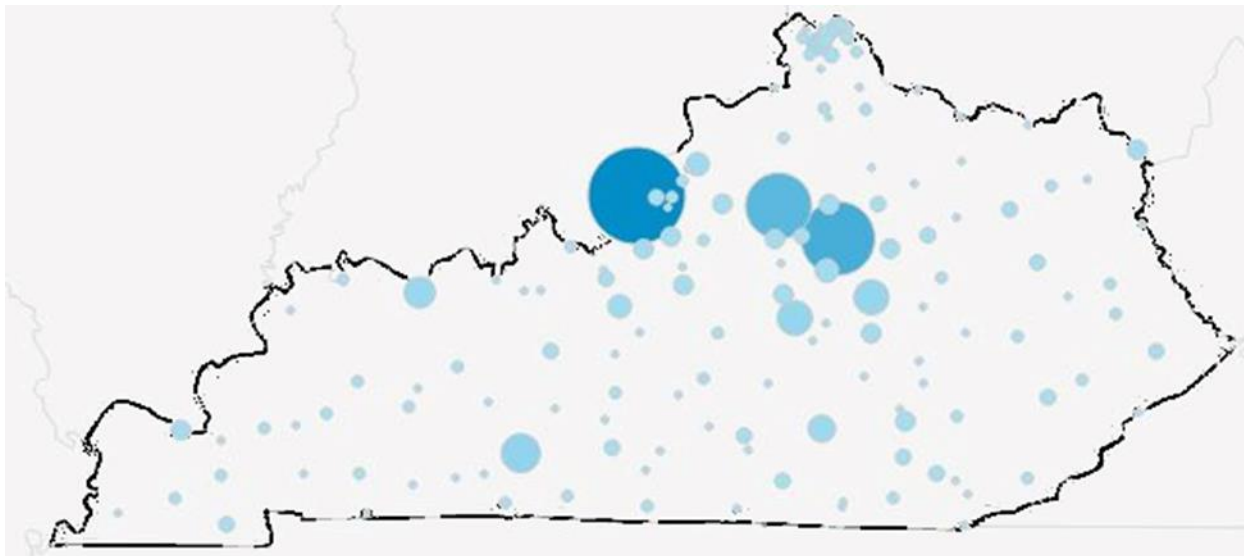
## Social Media Graphs: April 1, 2023 – June 30, 2023



(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: April 1, 2023 – June 30, 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 13,295 pageviews this quarter, which represents a 14% increase in pageviews over the previous quarter (11,675). The top five pages at our website that attracted the most attention this quarter were the front page of our website, the Staff page, TAP's "What kind of equipment should I choose" page, the request forms, and the Calendar of Events page. The number of the Staff page views spiked most likely due to the recent passing of Virginia Moore and a wide interest in seeing who the new executive director would be.

*(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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