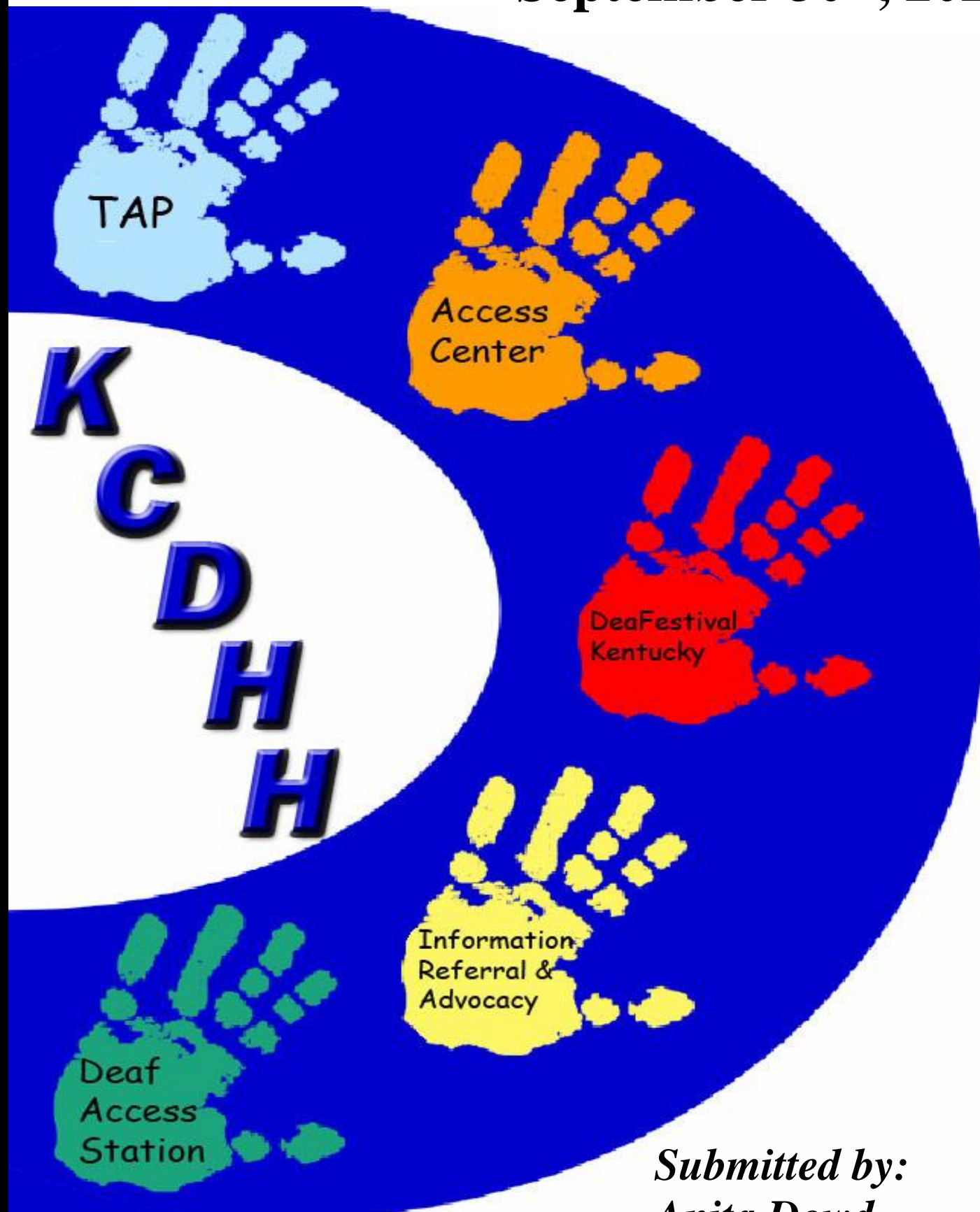


Agency Report

July 1st through
September 30th, 2023



Submitted by:
Anita Dowd



KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

QUARTERLY ACTIVITIES

July 1, 2023 – September 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

KCDHH has successfully collaborated with the Cabinet and submitted its proposed new biennial budget request.

KCDHH TAP program continues to fill requests for equipment on a first come first serve basis and will be working with procurement in reviewing and updating equipment in the fall to ensure it remains updated, consumer centric and reflects the importance of staying up to date with technology and adapting to changing needs.

Personnel

KCDHH currently has two vacant positions:

- Executive Administrative Secretary
- Administrative Specialist

An assistant for the Executive Director has been hired through Adecco Temp services.

KY Bar Association CLE presentation



On July 25, the Executive Director taped a presentation “Clients with Hearing Loss and Their Rights Under the ADA” for the Kentucky Bar Association (KBA) to post to their Continuing Legal Education (CLE) portal. Kentucky attorneys will be able to view this presentation to satisfy part of their continuing legal education requirements.

(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 Emergency Management Meeting



The Executive Director, Information Coordinator, and Interpreter I met with the Kentucky Emergency Management (KYEM) staff in Frankfort on July 26. KCDHH's Executive Director was introduced, and on-going projects were discussed. Also discussed were ways to improve emergency news coverage to include interpreters

as a result of the Louisville Bank shooting.

KYEM explained that they had acquired funding for two to three emergency Americans with Disabilities (ADA) kits that will assist with communication needs during emergencies. There was also discussion about emergency messaging alerts that could include American Sign Language (ASL). The Midland weather radio with shaker and strobe light was discussed as was the most effective way to distribute the equipment to the deaf and hard of hearing population.

(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.)

DeaFestival, TEDPA/NASRA Conference Update



During the past quarter, the DeaFestival pre-planning committee had the opportunity to meet with the Lexington Children's Theater (LCDT) staff on July 25 and July 28. Staffs collaborated and applied for a grant, but unfortunately, were not selected as a recipient. On August 30, the pre-planning committee met with Louisville Tourism and the Galt House Area Sales Manager to discuss the requirements and needs for hosting three collaborative events: DeaFestival, the Telecommunications Equipment Distribution Program Association (TEDPA) conference, and the National Association of State Relay Association (NASRA) conference. On September 15, the pre-planning committee submitted its application to reserve the Louisville Belvedere for the DeaFestival festivities. Currently, they are awaiting approval from the Louisville Metro Police Department for their request. Lastly, on September 29, the DeaFestival co-coordinator had a meeting with the Vice President of Sponsorships with the Kentucky Derby Festival to discuss potential collaboration to incorporate the spirit of horseracing and the Louisville tradition of Churchill Downs at DeaFestival.



(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.)

KCDHH Staff Meets with Starbucks Mug Artist



The Executive Director and Information Coordinator met with Jena Floyd, the original Starbucks mug artist, on August 1 via Zoom to discuss a potential partnership to design the 2024 DeaFestival poster.

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

Big Brothers/Big Sisters meeting



**Big Brothers
Big Sisters®**

On August 3, the Executive Director and Information Coordinator for the Deaf and Hard of Hearing met with the CEO of Heuser Hearing Institute, as well as the CEO and Director of Program Engagement for Big Brothers/Big Sisters of Kentuckiana to discuss finding ways for deaf and hard of hearing adults and children to participate in the Big Brothers/Big Sisters program. Everyone agreed that doing so would be a win-win for everyone. Follow-up meetings will occur to work out the logistics.

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

Department of Workforce Development meeting



**Kentucky
Career Center**
Career Training Employer

The Executive Director and both Information Coordinators for the deaf and hard of hearing met with the Executive Director of the Department of Workforce Development on August 8. The purpose of the meeting was to formally introduce KCDHH staff and discuss ways in which our agencies could

partner to make positive changes for deaf and hard of hearing individuals that are seeking employment.

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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.)

Hear on the River Gala



On August 12, the Executive Director and Information Coordinator for the Deaf and Hard of Hearing attended the Heuser Hearing Institute Annual Hear on the River Gala to show support of the work they do on behalf of 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.)

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

KCDHH Partners with Heuser to Host Booth During Kentucky State Fair



Once again, KCDHH partnered with Heuser Hearing Institute as an exhibitor at the Kentucky State Fair in Louisville from August 17 through August 27. KCDHH staff and volunteers worked at the booth and provided resources and education on hearing loss. Staff members were also available to discuss and answer questions about the TAP program and all other KCDHH programs and services.

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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, 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.)

Deaf Awareness Day at the Zoo



The Executive Staff Advisor attended KY Hands & Voices annual Deaf Awareness Day at the Louisville Zoo on August 19. During the lunch break and family gathering she read “Listen: How Evelyn Glennie, a Deaf Girl, Changed Percussion” an inspirational children’s book about world renowned deaf percussionist Dame Evelyn Glennie. The book was written by Kentucky author Shannon Stocker, who kindly donated copies of her book for all the children who attended the event. After reading the story the Executive Director spoke to families urging them to encourage their deaf and hard of hearing children to dream big and not let their hearing loss stand in the way of their dreams.

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



Inclusive Workforce Summit



On September 13, the Executive Director and Information Coordinator for the Deaf and Hard of Hearing attended the Inclusive Workforce Summit presented by the Kentucky Chamber of Commerce, RETAIN Kentucky, the Office of Vocational Rehabilitation, and the Kentucky Workforce Innovation Board. The event promotes an inclusive workforce where the unique skills, contributions, and diversity of qualified individuals, including those with disabilities, are actively recruited, valued, and integral for success. The event was attended by employers, policy leaders, human resources personnel and consultants, personnel directors and managers, employee relations specialists, and career and technical educators. The KCDHH staff hosted a booth to share information with attendees about KCDHH programs and services, as well as answer questions related to hiring and working with deaf and hard of hearing individuals. The Executive Director participated in a resources related panel discussion to promote the Hiring Deaf and Hard of Hearing Employees manual that was created by the KCDHH Program Coordinator. Hard copies of the manual were available for attendees at the KCDHH booth.

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

National Weather Service meeting



On September 14 the Executive Director met with two staff of the National Weather Service (NWS) in Louisville to discuss ways they could effectively work with the deaf and hard of hearing community. Also discussed was the possibility of the NWS working with Kentucky Emergency Management (KYEM) to distribute NOAA Weather Radios, NWS visiting the KCDHH office to create a Coffee Chat vlog regarding weather education, and KCDHH and NWS partnering to host an event to train National Weather Service staff, broadcast media, and KY Emergency Managers on the needs of the deaf and hard of hearing community. The Executive Director invited the NWS staff to have an exhibitor booth at the 2024 DeaFestival.



The Executive Director was excited to sign an agreement for KCDHH to become a NOAA Weather-Ready Nation Ambassador. The Weather-Ready Nation Ambassador initiative is an effort to formally recognize NOAA partners who are improving the nation's readiness against extreme weather, water, and climate events. As a Weather-Ready Nation Ambassador KCDHH is committing to work with NOAA and other Ambassadors to strengthen national resilience against extreme weather.

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

Kentucky Department of Education meeting



The Executive Director met with the outgoing Commissioner of Education on September 19 to discuss concerns about the Kentucky Department of Education's failure to require deaf and hard of hearing education experience and American Sign

Language skills for leadership positions at the Kentucky School for the Deaf. This stemmed from recent job announcements for the vacant Principal position. It was mentioned that part of the issue is the fear of finding qualified candidates based on the low number of qualified individuals applying for vacancies in the past. The Executive Director explained that there are qualified individuals seeking these jobs across the United States, but because this is a specialized field, recruitment and advertisement efforts must be specialized as well. She assured the Commissioner that there are many agencies and individuals and agencies in Kentucky that could assist this process. The Commissioner encouraged the Executive Director to reach out to the incoming interim Commissioner to discuss this further and said he would share the information from this meeting with others.

(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.)

HLAA Walk 4 Hearing



On September 23, the Executive Director attended the Kentucky Hearing Loss Association Annual Walk 4 Hearing. She spoke briefly about Virginia Moore's love for this event and shared the poem that she had written in honor

of Virginia.

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

State Health Improvement Plan meeting



The Executive Director, Interpreter Referral Specialist and Information Coordinator for the Deaf and Hard of Hearing participated in the inaugural development of the 2023-2027 State Health Improvement Plan meeting on September 27. The Kentucky Department for Public Health (KDPH) shared information and data from the 2023 Kentucky State Health Assessment Statistics which focused on the following key points: Demographics, Healthcare Access/Coverage, Health Behavior Factors, Health Outcomes, Maternal and Child Health and Social Determinants of Health and facilitated discussion concerning health issues influencing the health status of Kentucky. The Executive Director suggested that there needs to be an expansion of data collection related to hearing loss and has agreed to participate in an ongoing workgroup related to Access to Healthcare in Kentucky.

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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.)

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.

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



ACCESS CENTER ACTIVITIES

Interpreter Continuing Education



The Interpreter Referral Specialist attended two sign language interpreting workshops on July 12 and September 27. The workshops were titled “Unintended Biases of Good Interpreters” and “Justifying Use of a Deaf Interpreter: Red-Flag Indicators.” Obtaining Continuing Education Units (CEUs) from these workshops is a requirement for the Interpreter Referral Specialist to maintain her Kentucky interpreter license and to continue professional growth.

(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 LACES Stakeholder Meeting



The Interpreter Referral Specialist actively participated in the Language Access Communication Empowerment Support (LACES) stakeholder meetings on July 31, August 28, and September 25. During these meetings, the group focused on addressing issues related to family engagement. As a proposed solution, the group suggested revising the process by which families are introduced, recommending that they first meet with a parent guide from Kentucky Hands & Voices before connecting with a Communication Skills Assessment (CSA) provider. The group also determined that foster parents need to have a better comprehension of the CSA and its benefits, and decided to change the name of the CSA since the current terminology may not be widely understood. Various alternative names, such as "communication checkup" and "communication analyst," were discussed. The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (KDBHDID) Administrator will collect all the suggested titles and initiate an email vote for the final name change.

Additionally, the KDBHDID Administrator has been collaborating with different organizations, including the Southeast Foster Care Ministry and the Kentucky Commission on the Deaf and Hard of Hearing (KCDHH) to request supplies for families of service providers who visit foster homes. These supplies include crates, ASL-style Uno cards, family games such as “Headbandz”, and more. Moreover, they have arranged for the provision of Amazon and iTunes gift cards to be given to families, enabling them to purchase helpful apps for their devices. These supplies and resources aim to enhance in-home services and to improve interactions with foster families that have deaf or hard of hearing children. All the requested items have been successfully fulfilled. The Interpreter Referral Specialist and DCBS liaison have also identified two DCBS cases that could potentially benefit from the LACES Aetna value benefits program.

(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	201	21	486	10
Request for Captioning	15	2	39	9
Request for Videoconference	66	1	99	11

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

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

TEAM  **KENTUCKY**



TELECOMMUNICATIONS ACCESS PROGRAM

KY HEARS Project Outreach



On July 12, the Document Processing Specialist II attended a KY HEARS outreach in Morganfield, Ky. KY HEARS gave free hearing tests to people that were registered. After they took the test if it was determined they had a hearing loss, they were directed to KCDHH staff to see what resources were available to help them with their hearing loss.

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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, 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.)

TAP Assistance to Consumers



On July 24, the Program Coordinator traveled to Louisville to assist a hard of hearing, blind individual with her iPhone. This constituent had transitioned to an iPhone which had no home button, and she was struggling with it. On August 18, the Program Coordinator traveled to Berea to assist a deaf constituent with iPad troubleshooting issues. On September 14, the Document Processing Specialist II traveled to Lexington to assist a speech impaired constituent in setting up their iPad. A follow up meeting with the speech impaired individual will be scheduled in the next couple of weeks to complete setting up the iPad.

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

(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 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 on September 8 at Charles W. McDowell Center in Louisville.

The meeting included updates on the KATS Coordinating Center, Assistive Technology (AT) Center, and Statewide Hearing Aid Assistance and Reuse Program (SHARP) activities, as well as the Coordinating Center activities and the Coordinating and Assisting the Reuse of Assistive Technology (CARAT) projects. The Program Coordinator was also elected the State Agency Co-Chair, along with the Representatives of Individuals with Disabilities Co-Chair for the KATS Network Advisory Council. The Program Coordinator took a tour with the council of the

dormitories for blind individuals that just opened and explained the process of educating blind constituents on how to live independently.

(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.)

TAP Demonstration Cabinet Moved from Prestonsburg to Hazard



The Program Coordinator and Document Processing Specialist II visited the Prestonsburg TAP location on September 19 and moved the cabinet to Project Carat to the University of Kentucky Excellence Center in Rural Health in Hazard. The Program Coordinator educated the Center staff on how to help consumers test the equipment specific to their needs.

(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	176	272	26

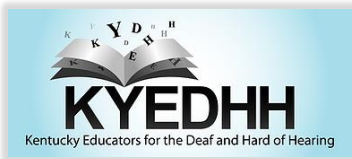
(5.1 Provide specialized Telecommunications equipment to deaf, deaf/hard of hearing with low vision, hard of hearing, and speech impaired consumers.)

TEAM
KENTUCKY



INFORMATION, REFERRAL & ADVOCACY ACTIVITIES

Kentucky Educators for the Deaf and Hard of Hearing Conference



The Information Coordinator and TAP Program Coordinator traveled to the Kentucky School for the Deaf to host a booth during the Kentucky Educators for the Deaf and Hard of Hearing conference on July 18 and 19. Educators were able to gather new information and ask questions related to the Telecommunications Access and other KCDHH programs.

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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.)

Community Impact Council Meetings



The Information Coordinators met with the Community Impact Council (CIC) on July 19, August 8, and September 12 to discuss projects to address healthcare and social gaps in the deaf and hard of hearing communities. The CIC and Wellcare team are working to create a video

that provides medical providers with insight into deaf and hard of hearing individuals' experiences receiving healthcare services. The coordinators also met with the subcommittee to prepare for the Community Health Worker Conference and Kentucky Primary Care Association Conference this Fall.

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KCDHH Staff Host Booth During KSD's Back to School Opening Day



The Information Coordinator hosted a booth to welcome Kentucky School for the Deaf students back to school on August 6. The Information Coordinator was able to inform parents about KCDHH and how the agency can assist with advocating outside of school settings. Also, as a member of the Advisory Committee on the Needs for Services for Individuals who are Deaf and Hard of Hearing, the Dinner Table Project boxes were provided to families to encourage them to have open conversations around the kitchen table. Families were very receptive to learning about KCDHH and the Dinner Table Project.

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Needs for Services for Individuals who are DHH Advisory Committee Meeting



The Information Coordinator attended the quarterly Advisory Committee on the Needs for Services for Individuals who are Deaf and Hard of Hearing on August 16. The Biennial Report has completed and was provided to the Committee to reflect on what has been accomplished and areas that lack services. Recovery Café of Lexington joined the Committee to share what it is doing in the community and expressed interest in reaching out to the deaf and hard of hearing community. The Executive Director was happy to receive suggestions and advice on how to make the Café more accessible. The Deaf Peer Support Program is continuing to grow and to improve with hopes that this will allow individuals who need recovery will be able to connect with a Peer and receive support.

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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.)

Health and Medical Preparedness Advisory Committee Meeting



The Information Coordinator attended the Health and Medical Preparedness Advisory Committee (HMPAC) meeting on August 22 in Frankfort. The group discussed Emergency Support Function (ESF) #8, which is Public Health and Medical Services, and its support agency responsibilities. They also discussed the federal/state planning priorities which focused on underserved populations. One member of the said that the Governor will sign a proclamation making August 31 “Overdose Awareness Day.”

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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.)

Expanding Horizon Meeting

The Information Coordinator participated in the quarterly Expanding Horizon meeting on September 6. Various stakeholders who serve deaf, hard of hearing, and deaf-blind were able to collaborate on their current projects to ensure that the respective communities can access services and information necessary.

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Kentucky Academy of Audiology Conference



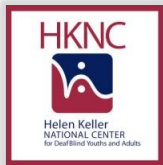
The Information Coordinator attended the annual Kentucky Academy of Audiology conference at the Central Bank Center in Lexington on September 8. KCDHH hosted a booth in a prime spot where audiologists had the opportunity to visit and receive updates on the TAP Program while new audiologists visited the booth for the first time. Audiologists were also able to request bulk applications for their offices to better serve their patients who may need access to specialized equipment.

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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.)

Deafblind Webinars



The Information Coordinators and Interpreter attended Helen Keller National Center webinars on September 6, 13, 20, and 27. The weekly webinars were on Emergency Preparedness for individuals with hearing loss and vision impairments. KCDHH attended the webinars for professional development opportunities, as well as keeping a pulse on current information that may benefit Kentuckians with vision loss. The four webinars covered Emergency Preparedness: Overview and Disaster; Fire and Home Safety; Lived Experiences of Deaf-Blind Individuals in Emergencies; and The Power of Adaptive Technology in Emergencies.

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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.)

Kentucky Assistive Technology Loan Corporation Board Meeting



The Information Coordinator attended the quarterly Kentucky Assistive Technology Loan Corporation board meeting on September 13, via Zoom. The board approved the remaining loans on the books with Fifth Third Bank. The Program Administrator stated that progress is being made with potential lender(s) to continue to provide loans to Kentuckians who need assistive technologies. In the meantime, the board approved referring clients to the Appalachian Assistive Technology Loan Fund of Pennsylvania. Kentuckians must meet the criteria and apply for the loan for approval. This will assist individuals who may need to receive loans to cover hearing aids or other assistive devices that are under seven thousand dollars. The next board meeting will be on December 13.

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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.)

National Recovery Month Lunch and Learn Webinar



The Information Coordinators attended the Recovery Month Lunch and Learn Webinar hosted by the Kentucky Department for Behavioral Health, Developmental, & Intellectual Disabilities (KDBHDID) on September 19, via zoom. The webinar was hosted by the Deaf and Hard of Hearing Services under the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities. The webinar also celebrated Deaf Awareness Month, as well as Recovery Month. The webinar also discussed Kentucky's Peer Support Specialists, where to get help, and what recovery means.

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Kentucky Leadership, Equality, Accessibility, and Diversity (KyLEAD) Conference



The KCDHH Staff Interpreter, the Policy Specialist, and Information Office Supervisor attended the Governor's Kentucky Leadership, Equality, Accessibility, and Diversity (LEAD) Conference, via Microsoft Teams, on

September 20 and 21. KyLEAD is one of the largest and longest-running events of its kind in the region. It is a professional development opportunity that has attracted management, legal, human resources, administrative, and other diverse professionals from the public and private sector. This year's conference, "Impact: Bracing a Culture of Inclusion," had a list of state and national speakers that addressed topics like navigating a multi-generational workplace and workforce, embracing diverse perspectives to meet the needs of an inclusive workplace, as well as a "fireside" chat with University of Kentucky's Women's Basketball Coach.

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

Community Health Worker Conference



The Information Coordinators presented at the Community Health Worker Conference on September 22. A community health worker is available to support people and communities across the Commonwealth to access health and social care services including quality healthcare and information. This presentation focused on best practices to better serve deaf and hard of hearing individuals. Information about the Americans with Disabilities Act (ADA) and effective communication was also provided to all who participated in the workshop.

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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.)

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Information and Referral Requests

The Office of Information Services made **4881** new contacts associated with **995** closed requests during this quarter, broken down by category:

Nature	Contacts	Closed Requests	Pending Requests
AC: Captioner Referral Service	55	3	3
AC: Interpreter Referral Service	2132	152	45
Administration General Information	303	0	80
ADV: Correctional	3	1	0
ADV: Education	2	1	0
ADV: Employment	4	2	0
ADV: General	66	24	0
ADV: Government	15	4	0
ADV: Legal	29	4	1
ADV: Medical	25	5	0
ADV: Mental Health	5	1	1
DeaFestival	9	8	0
IRA: ASL & Linguistics	36	18	0
IRA: Deafness & Hearing Loss	20	8	0
IRA: Education	4	1	0
IRA: Employment	6	3	0
IRA: Families & Children	8	4	0
IRA: Hearing Aid Banks	63	31	0
IRA: Human Services	57	23	1
IRA: Mental Health Services	30	15	0
IRA: KCDHH Outreach	86	1	28
IRA: Senior Citizen	2	1	0
IRA: Sports	4	1	0
IRA: Technology	79	35	0
IRA: Veterans	2	1	0
PUB: Request to join mailing list	12	9	0
PUB: Requests for Visor cards	35	15	0
TAP: General	55	0	19
TAP: Received Application for STE	903	0	189
TAP: Repair	118	0	36
TAP: Requested a TAP Application	498	0	155
TAP: Status Check	215	0	66
Report total:	4881	371	624

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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 **14,343** informational and public relations items were distributed.

PR Dissemination	
<i>Method of Dissemination</i>	<i>Number Disseminated</i>
Hard Copy	10,085
Blitz	4,258
TOTAL	14,343

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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:

- American Red Cross's free fire/smoke alarm with bed shaker
- Kentucky Judicial Commission on Mental Health Town Hall meetings

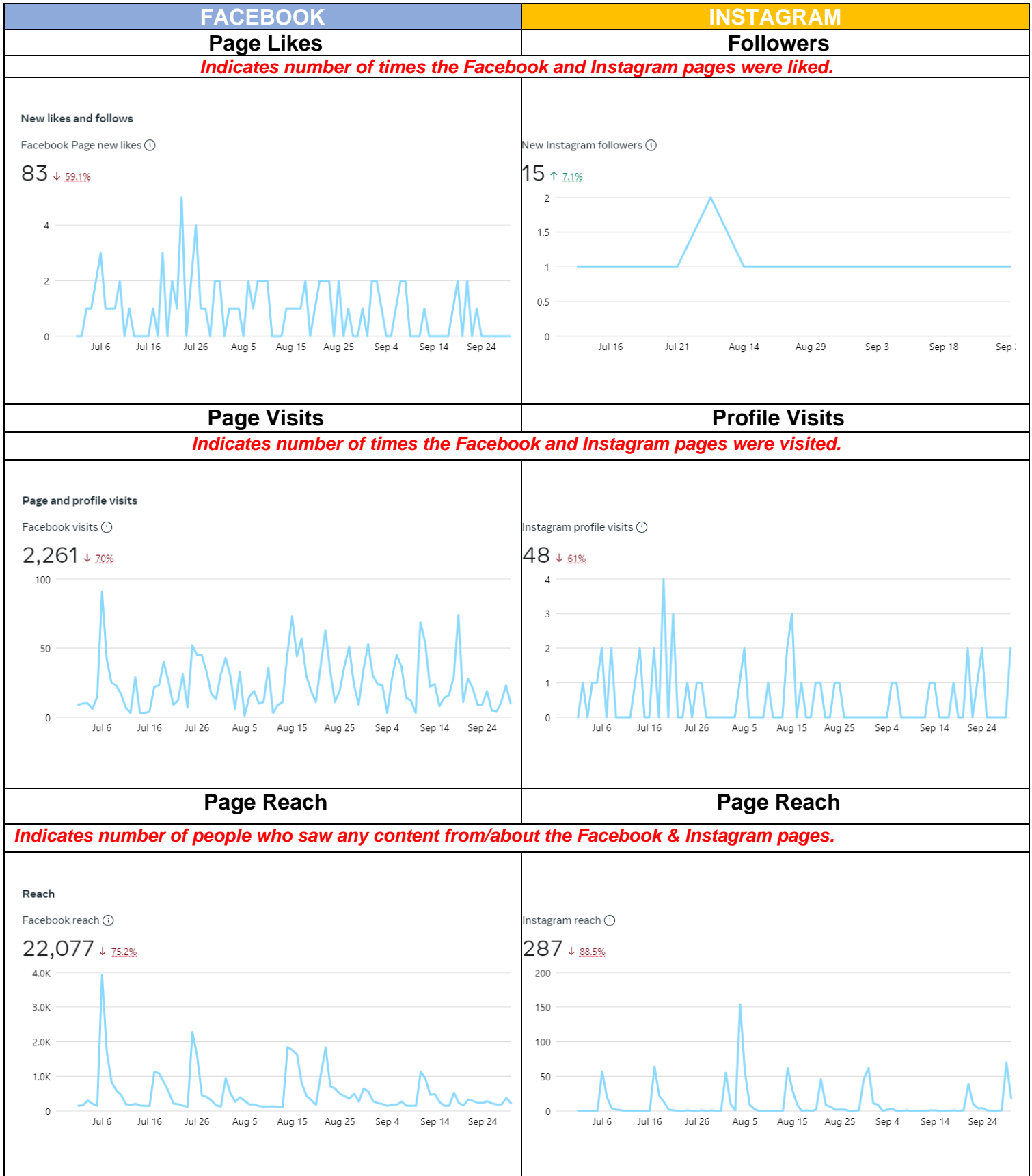
(2.4 Create and promote awareness about programs and services to benefit the deaf and hard of hearing community.)

(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: July 1, 2023 – September 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.)

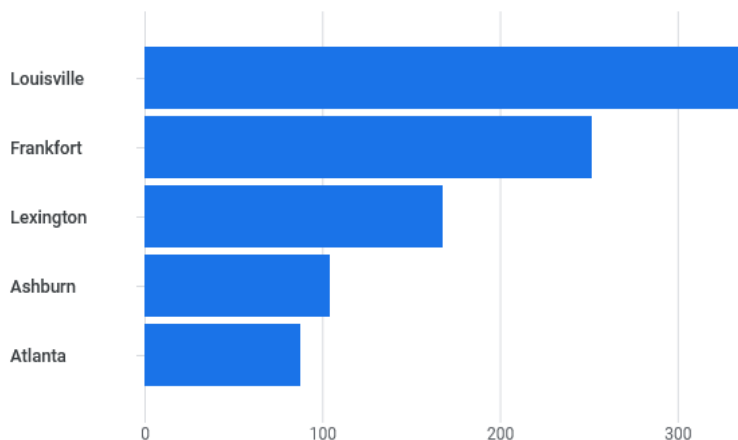
KCDHH Web Counter Hits: July 1, 2023 – September 30, 2023

Please note that Google Analytics, on whom we rely for keeping count of our web hits, has changed their methods in analyzing and measuring data. As a result, current data may appear anomalous when compared to past periods. Data visualization has been changed from map depictions to bar graphs.

The KCDHH website had a total of 9,216 visitors this quarter. The list below shows the top 10 pages viewed.

		9,216 100% of total
1	KCDHH: Home	2,878
2	KCDHH: Request Forms Down	450
3	KCDHH: Equipment List	395
4	KCDHH: How to Apply	372
5	DeaFestival 2022	355
6	KCDHH: How to Become an Interpreter	305
7	KCDHH: Calendar of Events	301
8	KCDHH: Hearing Aids	249
9	KCDHH Communicator	214
10	KCDHH: Staff	212

Users by City



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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.)