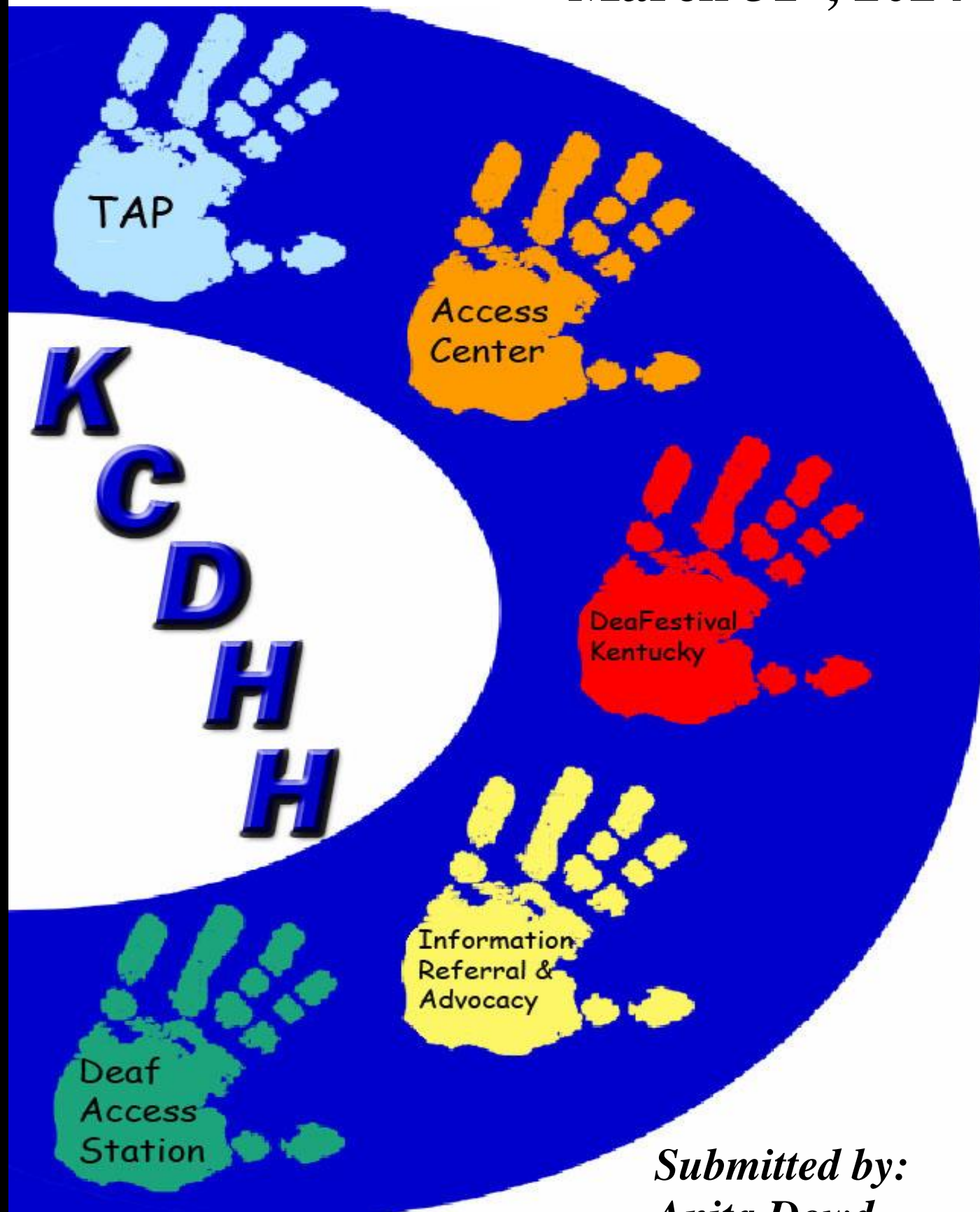


Agency Report

January 1st through
March 31st, 2024



Submitted by:
Anita Dowd



KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

QUARTERLY ACTIVITIES January 1, 2024 – March 31, 2024

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

Personnel

House Bill 6 has proposed a 3% raise for the next two years which would begin on July 1, 2024.

KCDHH currently has five vacant positions:

- Administrative Specialist
- Executive Administrative Secretary
- Executive Staff Advisor
- Information Office Supervisor
- Interpreter

Legislation

Excluding resolutions from both houses, a total of 1,220 bills were filed this session. As of this writing:



- 1 has become law without the Governor's signature (HB357)
- 1 has been enacted over the veto (HB18)
- 108 have been signed.

The status of the remainder will not be known until April 15th, the last day of the 2024 Session. No bills have a direct impact on 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.)

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

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

Deaf Child Bill of Rights Legislation



The Executive Director met with the Executive Director of Legislative Services and Deputy Secretary of the Education and Labor Cabinet to discuss the Deaf Childs Bill of Rights legislation proposal. During the discussion, it was decided that the best course of action would be to postpone this effort until the 2025 session. KCDHH will compile a report for the ELC Cabinet administration and the Governor's office that includes statistical data, identifies current gaps, best practices and the return for investment experienced by states where DHH education is where they should be. Not only will this allow key partners to understand the importance of timely and appropriate education services for DHH children, but it will also provide an overview of what is and is not currently happening for DHH students in Kentucky. This understanding is essential in determining whether current statutes should be amended, or new legislation should be proposed and justifying the need.

(1.1 Develop, propose and lobby for legislation to ensure equal access to appropriate education for deaf and hard of hearing students, from birth to post-secondary.)

(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.)

(3.1(a) Monitor and support legislation promoting equal access to appropriate education for deaf and hard of hearing students, from birth to post-secondary education.)

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

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

Access Center Regulations meeting

On January 22, the Executive Director and Executive Staff Interpreter met with the Education and Labor Cabinet legal counsel to discuss potential changes to the Access Center department and its regulations. Several variables have led to a shortage of freelance interpreters over the past year and a half, and it has become increasingly difficult to fill assignments and often requires the use of outside interpreter referral agencies. While KRS 163.510(4) requires KCDHH to oversee the provision of interpreter services to the deaf and hard of hearing, it does not mandate direct provision of these services.

The Americans with Disabilities Act (ADA), which required state agencies to provide effective communication to deaf and hard-of-hearing individuals was signed into law in 1991. To assist state agencies in meeting the effective communication requirement of this Federal Law, the Access Center was established in 1999 and helped to streamline the process of requesting interpreter/captioner providers for the state agencies requesting its services. At this time, we are exploring how the access center can be better utilized to meet the needs of the deaf and hard-of-hearing communities.

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

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

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

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

DeaFestival-Kentucky



The DeaFestival Committee held several meetings during this quarter to discuss logistics of DeaFestival 2024. Staff vacancies, contract issues, executive director uncertainties and other factors raised concerns about whether it would be feasible to accomplish the festival in a few short months. After thorough discussions and deliberations, the committee held a KCDHH staff meeting on February 17 to ask for input from the KCDHH team. The staff members unanimously voted in favor of canceling DeaFestival 2024.

The decision was made with the intention of allowing the incoming executive director, current and new staff members to focus on a successful onboarding experience for everyone. It also allows the organization to focus on the new strategic plan goals as well as get a head start on planning DeaFestival 2026.

(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.)

Team Kentucky Communication Access

The Executive Staff Interpreter and the Interpreter Referral Specialist 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.)



ACCESS CENTER ACTIVITIES

DCBS LACES Stakeholder Group Meeting



The Interpreter Referral Specialist attended the Language Access Communication Empowerment Support (LACES) stakeholder meeting on January 29. During the meeting, it was discussed that there have been some changes in personnel within the LACES Deaf and Hard of Hearing (DHH) guide program, as the program coordinator has stepped down. One of the main topics of discussion was the need for additional DHH Guides for the LACES program and recruitment strategies.

With the number of children in out of home care, the group strategized on how the program could be better promoted. Currently, a partnership has been formed with the Office for Children with Special Health Care Needs (OCSHCN). As part of this partnership, an advertisement will be posted in each clinic to educate families who may be eligible for the benefits of the program. The group also expressed interest in organizing a lunch and learn session for the Aetna Kentucky Supporting Kentucky Youth (SKY) case managers to raise awareness and promote the LACES program among the case managers.

The provision of crates to families receiving services in the Aetna LACES program has received positive feedback. The crates include games and gift cards for apps, with a focus on improving communication in foster homes that have DHH foster children. Additionally, the group plans to develop a one-pager that outlines the rights of paternal families, foster families, and DHH youth within DCBS. Once created, the group intends to partner with KCDHH to host a coffee chat on this topic.

(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	151	17	349	11
Request for Captioning	33	5	115	7
Request for Videoconference	74	12	138	9

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

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



TELECOMMUNICATIONS ACCESS PROGRAM ACTIVITIES

Assistive Technology Industry Association (ATIA) conference



The Executive Director, Program Coordinator, and Document Processing Specialist II attended the Assistive Technology Industry Association (ATIA) Conference in Orlando, Florida on January 25-

27. ATIA is a non-profit organization of manufacturers, sellers, and providers of technology-based assistive devices and services for individuals with disabilities. Attendees were from a variety of backgrounds, from users to educators, to industry and government professionals and assistive technology specialists. Specialized tracks were available to choose from and there were several sessions that focused on Hearing Assistive Technology, such as the Proloquo2go vs Proloquo, impacts of AI on individuals who are deaf/Hoh and learning disabled, AI and assistive technology, Apple, and Google accessibility. The networking opportunities were unlimited and KCDHH staff had several great discussions with staff from the Alabama School for the Deaf and Blind (AIDB) which is home to the Center for Assistive Technology Training (CATT) and the Regional Early Acquisition of Language (REAL) Project. An administrator from AIDB invited KCDHH staff to visit their facility to learn more about these programs and ways they can be of assistance to Kentucky.

KCDHH Phone Demo Cabinet moves



On March 8, the Program Coordinator and Document Processing Specialist II had a virtual meeting with Bluegrass Hearing Clinic in Somerset to discuss their facility becoming a potential host for a KCDHH Phone Demo cabinet. The owner was excited about the opportunity and a cabinet will be placed there on a trial basis in early April.

The Program Coordinator and Document Processing Specialist II went to Project Carat at the University of Kentucky Excellence Center in Rural Health in Hazard on March 18th to pick up the TAP Cabinet and return it to KCDHH.

TAP Assistance to Consumers

On March 11th, the Program Coordinator and Document Processing Specialist II assisted a consumer in the KCDHH office with installing the Hamilton Caption app and enabling live captions on her phone for Facetime and videos.

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

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

Telecommunications Equipment Distribution Program Association meetings



The Program Coordinator has participated in multiple virtual meetings this quarter with the Telecommunications Equipment Distribution Program Association (TEDPA) since her role as Vice Chair became effective January 1. The Program Coordinator is also the KCDHH liaison to the TEDPA and National Association for State Relay Administration (NASRA) boards concerning their joint conference that is being held in Louisville, September 8-11 this year which has required additional virtual meetings to discuss logistics.

(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.)

Telecommunication Access Program Statistics

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
Applying for STE	134	201	194

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

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INFORMATION, REFERRAL & ADVOCACY ACTIVITIES

Dinner Table Project meeting



The Information Coordinator attended the Dinner Table Project meetings on January 8 and March 25. Various DHH stakeholders met to discuss the logistics for the Dinner Table Project event with NorthKey. The location and date have been confirmed for April 30 at the Florence Methodist Church. The Dinner Table Project is a program that encourages families to sit at the table to have conversations which promote healthy relationships. The logistics regarding dinner options, communication needs, volunteers, and decorations were.

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

kynect resources meeting

The Executive Director and Information Coordinators met with the Administrative Specialist from the Office of Data and Analytics within the Cabinet for Health and Family Services (CHFS) on January 31 to learn more about kynect resources, a managed directory of programs, services and supports designed to connect Kentuckians to the help they need, where they need it. Kentuckians can sign up and search for programs to help with needs such as food insecurity, housing and employment supports, support groups, health programs and family-centered help. KCDHH is featured in the directory and the Information Coordinators reviewed KCDHH's information in kynect resources to make sure it's up to date for anyone seeking information and resources related to 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.)

National Weather Service (NWS) meeting



The Executive Director and Information Coordinators met with a meteorologist from the National Weather Services (NWS) Louisville office on February 1 to discuss the development of NWS communication cards. When severe weather moves through an area, the NWS office sends employees out to survey the damage and speak with people who were directly impacted to gather information that will help them determine the severity level of the storm. The NWS created communication cards to help facilitate communication with deaf and hard of hearing individuals allowing them to ask questions about damage and if they need assistance in any way. KCDHH staff suggested that the NWS create short videos to be used in conjunction with the communication cards for individuals that use ASL. The NWS staff agreed and KCDHH will partner to assist with creating the videos.

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

Kentucky Hospital Association meeting



The Director of Quality and Health Professions from the Kentucky Hospital Association (KHA) met with the Executive Director and Information Coordinators on February 6. The KCDHH staff shared that access to effective communication for deaf and hard of hearing individuals in Kentucky hospitals needed to be addressed systematically asked if the Kentucky Hospital Association would be willing to collaborate to help address the issue. The Director of Quality and Health Professions understood the importance of addressing this based on previous professional and personal experience and expressed a desire to help. There was a discussion on ways that the two entities can collaborate, and the KHA representative asked for time to meet with their team and gather feedback on the best ways to address this. A follow-up meeting will be held after their upcoming conference.

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

Community Impact Council Transition meeting



The Community Engagement Coordinator for WellCare met with the Executive Director and Information Coordinators on February 8. WellCare assists various communities in establishing Impact Councils and takes the lead in handling logistics for a set period of time. Once the CIC has the ability to be self-sustaining, WellCare transitions its leadership role to someone within the community. Due to the other partnerships that KCDHH is currently establishing within the healthcare system, the Information Coordinator agreed to take on the leadership role for this CIC. Next steps for the CIC were discussed and the work will be ongoing.

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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.)

PR and Marketing for DHH audience – Lunch and Learn



The Executive Director and Information Coordinator gave a virtual presentation on PR and Marketing for Deaf and Hard of Hearing Audiences as part of Department for Behavioral Health, Developmental and Intellectual Disabilities' monthly Lunch & Learn on February 15. The presentation focused on strategies that agencies could use to make their services accessible for deaf and hard of hearing individuals as well as best practices on web content and marketing events.

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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.)

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

Digital Equity Summit



The Executive Director and Information Coordinators attended the Education and Labor Cabinet's Digital Equity Summit on February 26 and 27. The summit was created to bring together stakeholders and to provide updates about and ask for input on Kentucky's ongoing efforts to achieve digital access for all Kentuckians. The summit consisted of two days of information sharing, networking and sessions conducted by industry leaders, including breakout sessions on different topics relating to digital inclusion and efforts underway to end the digital divide in Kentucky. The Executive Director was invited to be on the panel for the Civic and Social Engagement Outcomes session.

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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.)

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

Kentucky Access and Functional Needs Collaborative meeting



The Information Coordinator attended the KY Access and Functional Needs Collaborative (KAFNC) Spring meeting on March 12. KAFNC introduced the Independent Living Network partners who shared more about their services in Kentucky. KAFNC also presented their collaborative highlights which

included:

- KY Environmental Public Health Tracking website; a mapping tools for AFN Needs Assessment for planning and preparedness purposes at the county and regional levels.
- KY Functional Assessment & Support Strike Team (K-FASST); a new program managed through the Emergency Preparedness and Response Branch. Volunteer team members are trained to assess the needs of disaster survivors and connect them with local resources.

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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.)

Williamstown Senior Center presentation

On March 6, the Information Coordinator gave a presentation related to hearing loss at the Williamstown Senior Center. Local senior citizens in attendance were able to get a better understanding of their hearing loss and ways they can make their everyday living easier to handle. Information and resources related to coping, assistive technology and KCDHH programs and services were provided for everyone in attendance.

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

Kentucky Public Health Association presentation



Both Information Coordinator and the Seven Counties' Case Manager for the Deaf and Hard of Hearing presented during a panel presentation at the Kentucky Public Health Association Conference on March 8. The presentation was an opportunity for the panelists to share best practices on serving the deaf and hard of hearing individuals in the audience's respective communities. A questions and answer session was provided after the presentation.

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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.)

Statewide Health Improvement Subcommittee monthly meetings

The Executive Director and Information Coordinator joined the Statewide Health Improvement Plan (SHIP) subcommittee's monthly meetings for this quarter. The purpose of this subcommittee is to improve access to healthcare and has spent several months attempting to pinpoint which areas of access need to be addressed first. In January, a survey was conducted among all members of this committee to determine where the focus should be. The Executive Director and Information Coordinator emphasized that lack of effective communication in healthcare as well as sparse data related to the deaf and hard of hearing population in Kentucky need to be addressed. The goals that we were chosen are workforce development and network adequacy as well as data collecting. The February meeting focused on establishing the objectives and activities for each goal that was established in January. The March meeting was to review and finalize the drafted access to care workplan goals, objectives, and SMARTIE activities.

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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.)

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

KyLEAD Conference meeting

On March 12, the Executive Director was asked to meet with the Executive Director of the Office of Diversity, Equality and Training (ODET) office within the Personnel cabinet and the State Coordinator for Equal Employment Opportunity. The Executive Director explained that her staff member had viewed the Kentucky Bar Association (KBA) training that the KCDHH Executive Director had recorded as part of their Continuing Legal Education program and suggested that perhaps a similar training would be a good fit for the annual Governors conference on Leadership Equality Accessibility Diversity (KyLEAD.) After some discussion on potential topics for a presentation, they determined that it would be a good fit and further meetings will be held 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.)

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

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

Virtual discussion with FEMA and NWS related to Emergency Notifications for DHH

The Executive Director and Information Coordinators along with many other deaf and hard of hearing professionals across the U.S. participated in a virtual discussion hosted by the Federal Emergency Management Agency (FEMA) and the National Weather Service (NWS) on March 14. The purpose of the meeting was to allow FEMA and NWS to hear feedback from DHH individuals related to how they can interact with FEMA's Integrated Public Alert and Warning System (IPAWS), which includes, Wireless Emergency Alerts (WEAs) and the Emergency Alert System (EAS) which is used for television and radio. They were specifically interested in challenges experienced with these systems as well as recommendations that will help increase the accessibility and usability of these alerts and warnings. They also shared that they are currently working to try to integrate ASL warnings into the WEAs and asked for feedback on some pre-taped examples of these short ASL videos.

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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.)

Kentucky Assistive Technology Loan Corporation meeting



The Information Coordinator attended the virtual quarterly Kentucky Assistive Technology Loan Corporation board meeting on March 20. The board approved the remaining loans with Fifth Third Bank and the administrator is continuing to search for potential lender(s) in order to continue providing low interest loans to eligible individuals with disabilities to assist them with purchasing needed assistive technology. Currently, clients are being referred to the Appalachian Assistive Technology Loan Fund. A new chair and vice chair were assigned for the next cycle. The board will meet again on June 5, 2024.

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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.)

ELC Diversity and Inclusion Council

The Information Coordinator attended the initial meeting of the Education and Labor Cabinet's Diversity and Inclusion Council virtually on March 21. The meeting was to review the development phases of the council and hold elections for the chairperson and secretary to head the council and facilitate the development of the council's mission, vision, and values.

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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.)

University of Louisville student interview

On March 25, the Information Coordinators met virtually with a University of Louisville student that is majoring Public Health with a minor in Deaf Studies who is interested in working with the deaf and hard of hearing community in the areas of health education and literacy. A lot of discussion centered on ways healthcare professionals could create a more equitable and accessible healthcare. Additional resources were provided to the student for further research.

(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.)

Rotary Club meeting



The Information Coordinator presented to a local Rotary Club on March 28. Those in attendance were community members who work in the public and private sectors so it was an opportunity to share how they can better serve their deaf and hard of hearing consumers. The members were able to gain basic knowledge on hearing loss along with hearing aids and assistive technologies that are available. Information packets were made available for each member to take.

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

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

Kentucky Early Hearing Detection and Intervention (EHDI) conference



From March 17-March 19, the Executive Director attended the annual Early Hearing Detection and Intervention (EHDI) conference in Denver, CO. Once again, Kentucky had an impressive number of stakeholders in attendance. The goal of the conference was for state EHDI stakeholders to learn successful strategies to help implement comprehensive state based EHDI programs. Of particular interest to the Executive



KY EHDI Stakeholders in Denver, CO

Director was a session presented by the EHDI Outcomes Committee, which is comprised of representatives from CDC, HRSA, and OSEP, NCHAM, Hands & Voices, and state EHDI and Part C coordinators & staff that spotlighted resources they have designed to facilitate and encourage collaborative activities between EHDI and IDEA, Part C. There was also discussion about future resources that are being considered.

(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.)

Governors Early Childhood Advisory Council meeting



On March 21, the Executive Director attended the Governors Early Childhood Advisory Council virtual meeting. It was announced that a new Executive Director had been hired and things are moving forward.

Updates were given by the Education Continuum Early Childhood Workgroup, the Preschool Development Grant and there was discussion about the regional collaboratives and how they are working to make an impact in rural areas.

(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.)

Kentucky Early Hearing Detection and Intervention (EHDI) Advisory Board meeting



The Executive Director attended the Kentucky Early Hearing Detection and Intervention (EHDI) Advisory Board meeting on March 11. There was a brief discussion about the upcoming EHDI Conference in Denver, CO and who would be attending from Kentucky. There was an update on recent and current Hands & Voices activities and the group looked at the new EHDI Advisory Board Membership application and discussed the current make up of the board and gaps that still remained.

*(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about
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hearing loss and the needs of deaf and hard of hearing individuals.)
(3.4(a) Partner with and advise local, state and national organizations to improve early identification of hearing loss.)*

TEAM
KENTUCKY

Information and Referral Requests

The Office of Information Services made **3866** new contacts associated with **501** closed requests during this quarter, broken down by category:

Nature	Contacts	Closed Requests	Pending Requests
AC: Request for Captioner	66	4	6
AC: Request for Interpreter	1759	119	41
ADV: Government	5	2	0
ADV: Education	24	1	2
ADV: Employment	34	8	2
ADV: General	17	3	0
ADV: Medical	32	6	4
ADV: Mental Health	6	2	0
IRA: ASL & Linguistics	35	14	3
IRA: Coping with Hearing Loss	3	1	0
IRA: Demographics	2	1	0
IRA: Education	2	1	0
IRA: Employment	14	1	0
IRA: Families & Children	17	2	0
IRA: General Services	186	32	19
IRA: Hearing Aid Banks	46	13	0
IRA: Hearing Loss	61	9	2
IRA: Senior Citizen	5	1	0
IRA: Outreach	32	1	16
IRA: Social & Recreation	5	1	0
IRA: Technology	24	7	1
IRA: Veterans	4	1	0
TAP: Applications received	724	0	182
TAP: Status of TAP application	143	0	46
TAP: Other	68	0	23
TAP: Report issues with equipment	75	0	22
TAP: Request a TAP app	437	0	131
KCDHH: Mailing List	15	8	0
PUB: ICE CARDS	2	1	0
PUB: Visor Cards	21	10	0
Special Projects	2	0	1
Report total:	3866	249	501

(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.)

(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.)

(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.)

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 **6,003** informational and public relations items were distributed.

PR Dissemination	
<i>Method of Dissemination</i>	<i>Number Disseminated</i>
Hard Copy	1,780
Blitz	4,223
TOTAL	6,003

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

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

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Vlogs

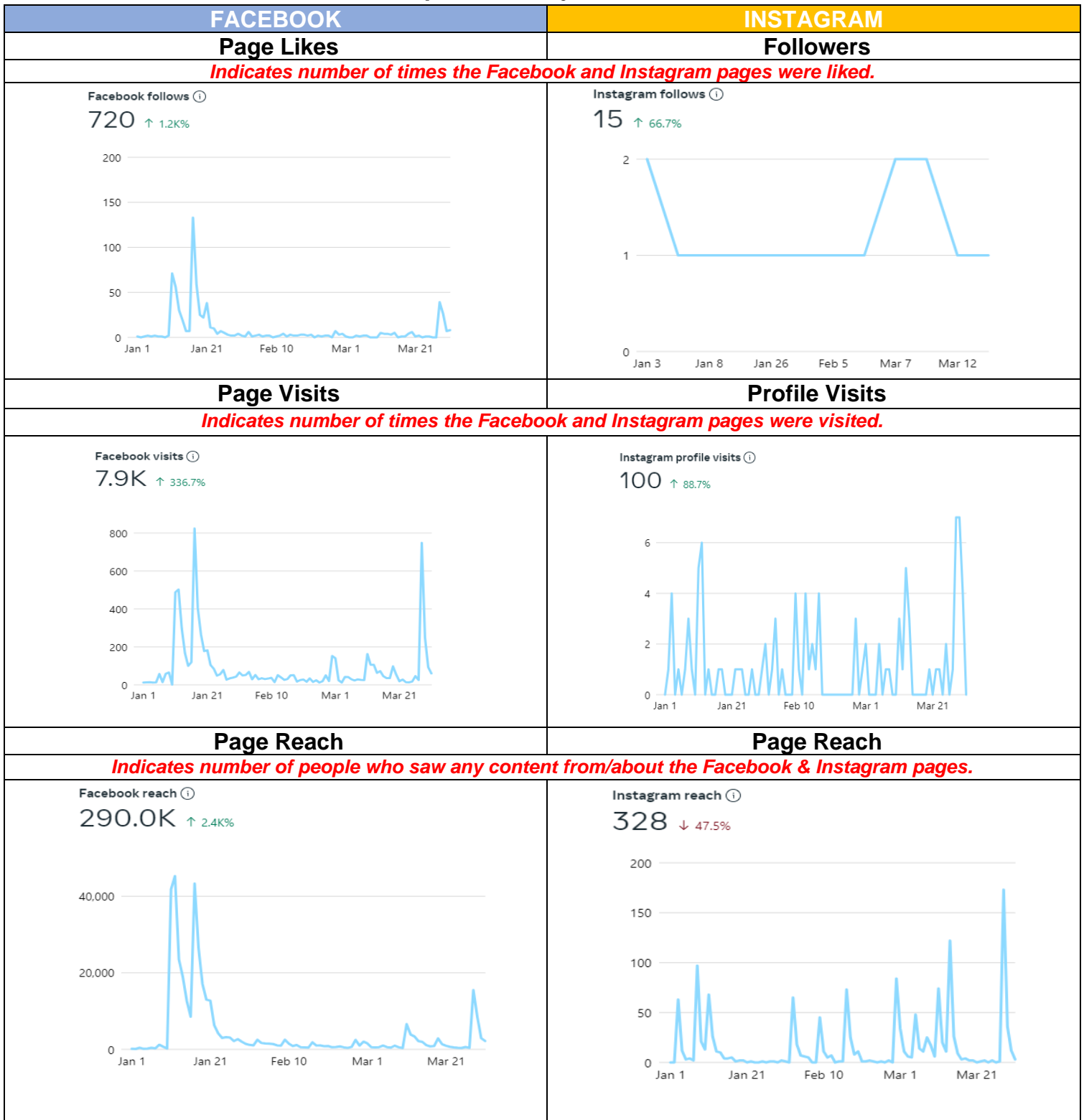
Vlogs In the last quarter, KCDHH released the following informative vlogs in ASL with captioning:

- DeaFestival Update
- Deaf Education Rally: HB783

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

**TEAM
KENTUCKY**

Social Media Graphs: January 1, 2024 – March 31, 2024



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KCDHH Web Counter Hits: January 1 – March 31, 2024

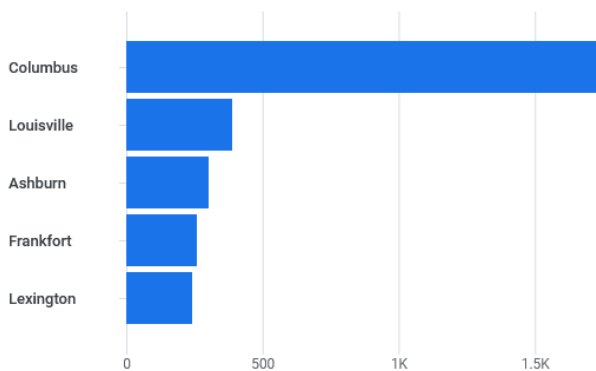
Please note that Google Analytics, on whom we rely for keeping count of our web hits, has changed their methods in analyzing and measuring data. As a result, current data may appear anomalous when compared to past periods. Data visualization has been changed from map depictions to bar graphs.

We've had a total of 14,015 visitors this quarter. The list below shows the top 10 pages viewed.

		14,015 100% of total
1	KCDHH: Home	3,134
2	KCDHH: Request Forms Down	569
3	DeaFestival 2022	479
4	KCDHH: Equipment List	396
5	KCDHH: How to Apply	379
6	KCDHH: Calendar of Events	338
7	KCDHH: Hearing Aids	331
8	KCDHH Communicator - January 2024	328
9	KCDHH: How to Become an Interpreter	328
10	KCDHH: Staff	307

The following are the top 5 US cities from which users visited our website from this quarter:

Users by City



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