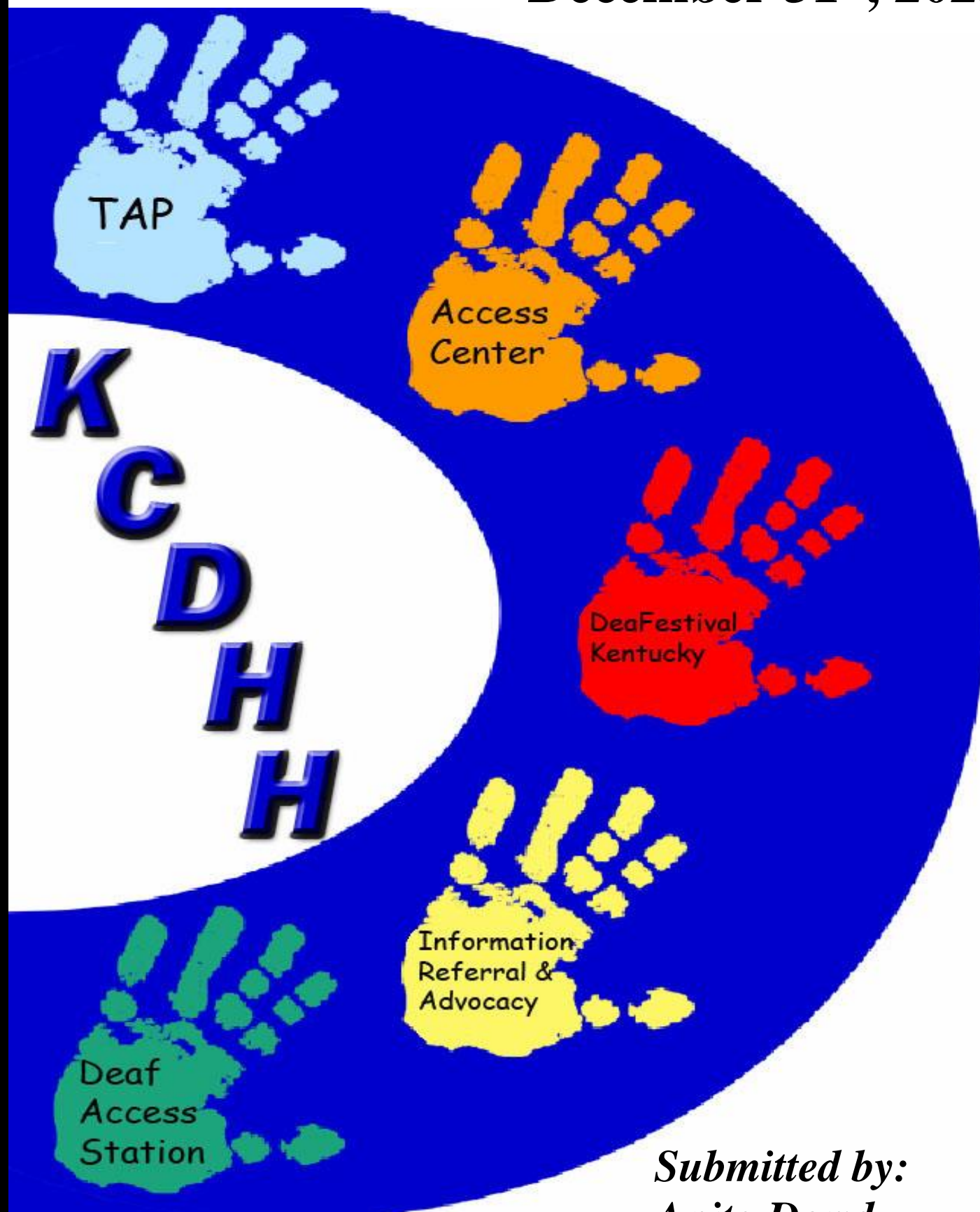


Agency Report

October 1st through
December 31st, 2023



Submitted by:
Anita Dowd



KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING

QUARTERLY ACTIVITIES

October 1, 2023 – December 31, 2023

GOVERNING MANDATES

KRS 163.510

- 1) The commission shall advise the Governor and the General Assembly concerning policy and programs to enhance the quality and coordination of services for the deaf and hard of hearing.
- 2) The commission shall cooperate with and assist local, state, and federal governments and public and private agencies in the development of programs for the deaf and hard of hearing.
- 3) The commission shall review legislative programs relating to services to deaf and hard of hearing persons and shall conduct studies of conditions affecting the health and welfare of the deaf and hard of hearing.
- 4) The commission shall oversee the provision of interpreter services to the deaf and hard of hearing and may provide services if necessary.

KRS 163.525 (5)

- 5) The Commission on the Deaf and Hard of Hearing shall establish procedures for application and distribution of specialized telecommunications equipment by the promulgation of administrative regulations in accordance with provisions of KRS Chapter 13A.

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 TAP program continues to fill requests for equipment on a first come first serve basis and is currently working with procurement in reviewing and updating equipment 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 three vacant positions:

- Executive Administrative Secretary
- Administrative Specialist
- Interpreter

Kentucky Department of Education meeting



The Executive Director met with the current interim Commissioner of Education on October 6. The interim Commissioner shared struggles and concerns about filling the Kentucky School for the Deaf (KSD) Principal position to which the Executive Director encouraged them to discuss these concerns with KSD staff. The Executive Director emphasized that there are many current staff who have been with KSD for many years who would be able to speak on behalf of the school and students' needs.

(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.)

Big Brother/Big Sister meeting



On October 11, the Executive Director and Information Coordinator for the Deaf and Hard of Hearing had a follow up meeting with the CEO of Heuser Hearing Institute and the Director of Program Engagement for Big Brothers/Big Sisters of Kentuckiana to discuss more logistics in getting

the program ready to accept deaf and hard of hearing Bigs/Littles. Follow-up meetings will be ongoing.

(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.)

(3.7(b) Research and expand opportunities to address information deprivation and isolation among deaf and hard of hearing individuals.)

Kentucky National Weather Service/TV Meteorologist presentation



On October 13, the Executive Director spoke with fifteen TV Meteorologists (including those from WAVE, Spectrum, WDRB, KLEX and WBKO) and 6 National Weather Service (NWS) forecasters regarding the importance of captioning and interpreters for deaf and hard of hearing viewers. The importance of ensuring that

interpreters that are available for onsite broadcasting are kept visible for viewers was also emphasized to the attendees.

(1.3 Advocate and lobby for statewide access to emergency services.)

(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.)

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

Kentucky Transportation Cabinet meeting



On October 17, the Executive Director met with the Administrative Branch Manager of the Department of Vehicle Regulation and the Information Officer from the Office of the Secretary of the Kentucky Transportation Cabinet (KYTC) to discuss their design of the poster to be displayed at County Clerk offices announcing the addition of the 'deaf/hard of hearing' designation option when renewing vehicle registrations. The current design was confusing and used terminology considered offensive by many individuals with hearing loss. It was decided that collaboration was needed to ensure that the final poster would not be offensive and could be clearly understood. The target date to have the posters in each County Clerk office was set for January 1, 2024 as that was the anticipated date that the 'deaf/hard of hearing' designation option would be 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.)

(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 Chamber of Commerce meeting



The Executive Director met with the Executive Director of the Kentucky Chamber of Commerce Workforce Center on October 17 to become acquainted and discuss potential ways to collaborate in an effort to bring more deaf and hard of hearing Kentuckians into the workforce. Several ideas were discussed including deaf and hard of hearing job fairs and the need for effective employer training.

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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.)

State Health Improvement Plan meetings



The Executive Director and Information Coordinator have joined a subcommittee within the State Health Improvement Plan (SHIP) to address access to healthcare. The first meeting was held on October 30 to discuss goals for this subcommittee. Various stakeholders shared issues involving access such as health insurance, lack of communication access, transportation issues in rural areas, and the cost of healthcare.

On November 8 the subcommittee meeting focused on access to health insurance and sharing data showing the gaps in the communities and how to address those challenges. The Executive Director has expressed issues with communication access for deaf and hard of hearing

Kentuckians and it is a real issue that needs to be addressed. The subcommittee will continue to meet monthly to address needs in healthcare.

On December 13, the members discussed various topics they felt needed to be the focus of this subcommittee. Due to the large number of diverse topics proposed it was decided that the subcommittee co-leaders would create a survey for members to rate the importance of each topic prior to the January 2024 meeting.

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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.)

CHFS Cabinet Secretary meeting



On November 1, the Executive Director met with the Secretary and Chief of Staff of the Cabinet for Health and Family Services to discuss concerns related to gaps in serving deaf and hard of hearing children. The Secretary asked that testimonials from families and providers be collected and sent to him. This information is currently being compiled and a follow-up meeting will be requested once it is complete.

(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.)

HHI Education Symposium presentation



The Executive Director gave a presentation at the Education Symposium hosted by Heuser Hearing institute on November 4. The presentation, The Whole Child, emphasized some of the many factors involved when working with children with hearing loss and encouraged providers to make an effort to consider multiple factors and not limit themselves to addressing just hearing loss or speech development. Some of the factors that were mentioned were parent/family, language development, education, service providers, social/emotional development, deaf and hard of hearing peers and role models.

(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 Emergency Management meeting



The Executive Director and Information Coordinator met with the Kentucky Emergency Management's (KyEM) Volunteer Coordinator on November 21. The Volunteer Coordinator was designated to handle the logistics of the distribution of weather radios to deaf and hard of hearing consumers, as well as the purchase and distribution of Emergency ADA Kits to KyEM regional offices. The Emergency ADA Kits will assist KyEM personnel and volunteers communicate with deaf and hard of hearing individuals on site in the aftermath of emergency events. The KyEM volunteer will continue to work with KCDHH staff to ensure purchase, distribution and training is effective for all parties involved.

(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.)

KY Hands & Voices Trivia Night event



Several KCDHH staff attended the annual Kentucky Hands & Voices Trivia Night fundraiser on December 1. This year's theme was Disney's "Wish Upon a Star" and as always staff didn't disappoint with their costumes and had a wonderful time



supporting the KY Hands & Voices organization.

(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.)

L to R: Anita Dowd, Kallie Morgan, Rachel Morgan Kincaid, Jessica Endler Smith, and Blake Campbell

Kentucky Association of Government Communicators awards



KCDHH staff members earned recognition in the Kentucky Association of Government Communicators (KAGC) annual Awards of Excellence on December 5.

Telecommunications Access Program

Coordinator Jessica Endler Smith captured first place in the Internal Communications section of the Website/App/Social Media category for her publication, "Hiring Employee Guide for Deaf and Hard of Hearing Employees." Jayna Oakley, Information Office Supervisor, placed second for the Communicator newsletter for the September 2022 issue in the Print/Publications category. Honorable mentions also went to Jayna for the KCDHH Fact Sheets Packet in the Graphics category; and Jayna and Executive Director Anita Dowd for the KCDHH billboard in the Print/Publications category.



L to R: Jessica, Anita, and Jayna

(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.)

Governor Beshear Inauguration

The Executive Director attend the 62nd Kentucky Governors Inauguration on December 12.

(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.)

Governors Open House

On December 15, several KCDHH staff attended the State Employee Holiday Open House at the Governor's mansion and had the chance to meet with Governor Andy Beshear. After a brief chat they took the opportunity to teach him some new signs. Since the first signs he learned were "We will get through this together" they taught him how to sign his new slogan, "Forward, Together."

(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.)



Breakfast with Santa in Bardstown



On December 16, the Executive Director attended a Kentucky Hands & Voices outreach event which included breakfast with Santa for deaf and hard of hearing children and their families in Bardstown. A signing Santa was on hand to chat with all the children and their siblings.

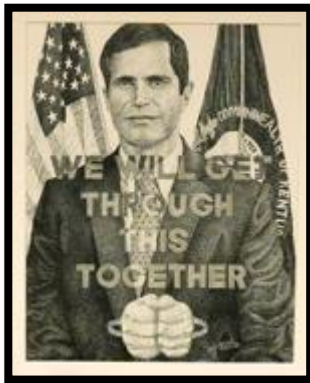
(2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)



Meeting with Governor Beshear

On December 28, the Executive Director, KCDHH Kentucky Association of the Deaf (KAD) board representative and Kentucky deaf artist, Jennifer Harris, met with Governor Andy Beshear. Jennifer presented the Governor with a portrait she had drawn of him signing "We will get through this together" and thanked him on behalf of deaf and hard of hearing Kentuckians for opening the door to effective communication during the pandemic and continuing to be inclusive for all.

(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.)



L to R: Barbie Harris, Jennifer Harris, Governor Beshear, Anita Dowd, and Rachel Morgan Kincaid

DeaFestival Update



During the past quarter, the DeaFestival core planning committee convened on multiple occasions: October 9, November 1, and December 12. On December 12, the committee held a meeting with the National Association for State Relay Administrators (NASRA) and the Telecommunications



Equipment Distribution Program Association (TEDPA) chairs to discuss the agreement received from the Galt House and proposed changes. The planning committee has faced challenges in terms of communication with the Galt House Area Sales Manager, as there have been delays in receiving the finalized agreement, which is a concern for the committee. In an effort to address these concerns and improve communication, the planning committee met with the Galt House Sales Manager in person on December 13. Additionally, on the same day, they had a meeting with the Louisville Belvedere Special Events Manager from Louisville Metro Parks to discuss logistical requirements and associated costs. As part of the plans for DeaFestival 2024, the committee intends to transform the current setup into an all-outdoor festival.

(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.)

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.

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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

DCBS LACES Stakeholder meeting



The Interpreter Referral Specialist attended the Language Access Communication Empowerment Support (LACES) stakeholder meeting on October 30, where they received an updated report on the Guide By Your Side (GBYS) and Communication Skills Assessors (CSA) programs. It was announced that there will be a training session in the spring to recruit new guides. Moreover, the program has now been approved for both in-home and out-of-home care. During the meeting, the group discussed the creation of a folder for families, which will contain various resources. This folder will be distributed to families by the GBYS team. Additionally, the group analyzed data regarding the average age of the children involved in the program, which was found to be 9 years old. There was concern expressed that as the average age increases, there is a higher risk of language deprivation. In terms of communication and collaboration, the group has decided to continue their discussions through email for the time being. However, monthly meetings and plan to reconvene in January.

(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.)

KYRID Board meeting



The Interpreter Referral Specialist attended the Kentucky Registry of Interpreters for the Deaf (KYRID) board meeting on November 20. The main topic of discussion was the final logistical arrangements for the upcoming fall conference in Louisville, Kentucky. The board also emphasized the importance of involving student volunteers and encouraged collaboration with the interpreter training programs at Eastern Kentucky University (EKU) and the University of Louisville (UofL). Additionally, the board reviewed the current board terms and discussed the upcoming terms that will be ending soon. Lastly, the board shared updates on the spring conference.

(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.)

TEAM KENTUCKY

Access Center Assignments

Requests	Filled /pending assignments	Cancelled assignments	Interpreting Hours	Average # of contacts per assignment request
Request for Interpreting	133	9	304	11
Request for Captioning	10	1	26	9
Request for Videoconference	57	3	94	10

(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

Breakfast with the Firefighters Fire Safety presentations

On October 14, the Program Coordinator participated in a Fire Safety outreach event hosted by Kentucky Hands & Voices in Crestwood. Firefighters hosted a breakfast for parents and children with hearing loss and the Program Coordinator shared information on fire safety equipment that is available through the TAP program and Kentucky Red Cross.

The Document Processing Specialist II participated and shared the same information at a similar event in Richmond, on November 18.

(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.)

TAP Board Orientation

The Program Coordinator, Document Processing Specialist II, and the Executive Director held a brief orientation for the three new TAP Advisory Board members on October 16. The members also met with the Information, Referral, and Advocacy department staff to learn about what the department does and the benefit to consumers.

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

(5.1 Provide specialized telecommunications equipment to deaf, 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.)

KY HEARS Project outreach

On October 17, the Program Coordinator attended a KY HEARS outreach in Louisa, Ky. KY HEARS gave free hearing tests to people that were registered. If tests determined that they had a hearing loss, they were directed to KCDHH staff to see what resources were available to help them. They were also able to test phone equipment and apply for a TAP device.

(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.)

TAP Advisory Board meeting

The TAP Advisory Board met in person on October 19. The Program Coordinator delivered an equipment report and outlined TAP activities and statistics from April to present. The Document Processing Specialist II also updated the group on outreach efforts by the TAP staff and other KCDHH members.

(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.)

TEDPA business meeting

The Executive Director, Program Coordinator, and Document Processing Specialist II attended a Telecommunications Equipment Distribution Program Association (TEDPA) business meeting via Zoom on November 8. Thirty-two states participated. The TEDPA board informed members about bylaws' updates and conducted voting on certain bylaws. Additionally, the board informed attendees about the 2024 TEDPA/NASRA conference that will be partnering with DeaFestival in Louisville.

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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.)

TAP Assistance to Consumers

On November 16, the Program Coordinator traveled to assist a speech-impaired individual with an iPad. She also provided guidance on using speech-impaired apps.

(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.)
(5.1 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.)

Kentucky Assistive Technology Services Advisory Council Board meeting

The Program Coordinator attended the Kentucky Assistive Technology Services (KATS) Network Advisory Council on December 4. As co-chair, the Program Coordinator led the meeting with updates on various activities including the Assistive Technology Center, SHARP, Kentucky Office of Vocational Rehabilitation, Kentucky Department of Education, and others. The group also took a tour of the Thrive Center which brings together in one place an interactive, hands-on experience of the technology, innovation and educational programs for senior citizens that are facilitated and supported by researchers and healthcare providers across the United States.

(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	131	198	51

(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

Community Impact Council meetings



The Information Coordinators hosted a booth for the Community Impact Council (CIC) with the Deaf and Hard of Hearing at the Kentucky Primary Care Association Conference, October 2-4 in Lexington. The Information Coordinator was available for medical providers who had questions related to best practices with serving patients with hearing loss. On October 4, the other Information Coordinator joined to present a workshop focusing on the deaf and hard of hearing population and how to improve communication access in their practices.

On November 13, the Information Coordinators participated in a CIC meeting to discuss and make decisions on moving forward with the goals currently set by the Council. It was announced by the facilitator that she was concluding her role of handling the administrative work of the council and a new facilitator would need to be appointed at the next meeting.

(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.)

Americans with Disabilities Act (ADA) webinars



The Information Coordinator participated in a webinar on October 11 hosted by the Southeast Americans with Disabilities Act (ADA) Center focused on the process of filing administrative complaints with federal agencies. The information presented in this webinar gave a better understanding of the complaint process which will allow the Information Coordinators to better advocate for deaf and hard of hearing Kentuckians.

On October 26, the Information Coordinator attended a webinar titled “ADA in the Courtroom: Cases that are Defining the Law,” also hosted by Southeast ADA. The webinar highlighted court cases and court decisions relevant to the ADA and the impact on the civil rights protections of individuals with disabilities. The webinar also went towards the Information Coordinator’s CEU’s requirements to maintain ADA certification.

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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.)

Kentucky Judicial Commission on Mental Health (KJCMH) Townhall meetings



The Kentucky Judicial Commission on Mental Health (KJCMH) hosted nine town hall meetings across the state starting in August and wrapping up in November. The meetings were held to gather input for changing how the justice system addresses people with challenges involving mental illness, substance use and/or intellectual and developmental disabilities.

The Policy Specialist and Information Coordinator participated in the Lexington town hall on October 11, while the Executive Director and Information Coordinator participated in the Louisville meeting on November 8.

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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.)

988 Coalition meeting



The Information Coordinator joined the 988 Coalition meeting via Zoom on October 16. DeafLead, an agency that provides crisis services to deaf and hard of hearing individuals, gave a presentation on how the 988 service works and how mental health providers can better serve their patients.

While DeafLead is based in Missouri, the agency has the infrastructure to accept videophone calls directly from anyone in crisis from anywhere in the United States and they no longer have to use Video Relay Service to access the crisis line.

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

Robley Rex Empowerment Fair



The Information Coordinator hosted a booth on October 16 at the Robley Rex Veteran's Affairs (VA) Medical Center's Disability Empowerment Fair in Louisville. The event was provided by the VA's Disability Equal Employment Opportunity (EEO) Committee in conjunction with the National Disability Employment Awareness Month (NDEAM). The goal of

the event is to empower their staff, veterans, and families with resources, information, and free services. Several employees and veterans stopped by to learn more about KCDHH's Telecommunications Access Program (TAP) and other services.

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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.)

Effective Communication and Access for DHH Job webinar



The Information Coordinators joined a webinar titled "Effective Communication and Access for Job Seekers who are Deaf and Hard of Hearing" by the US. Department of Labor's Employment and Training Administration on October 19. This webinar was geared towards agencies who provide employment services to individuals with

disabilities. Attendees were able to gather information and resources on best practices in providing effective communication for individuals with 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.)

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

Over The Counter Hearing Aids webinar



The Information Coordinator joined the Hearing Loss Association of America's (HLAA) webinar titled "Are Over-the-Counter Hearing Aids for You?" on November 1. The goal of this webinar was to clarify what individuals can expect from using over the counter (OTC) hearing aids. Information on what to look for when purchasing OTC hearing aids was the focus of the webinar with professionals from the Food and Drug Administration (FDA) on hand to provide valuable information to help make informed decisions on OTC hearing aids.

(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.)

Criminal Justice and the Deaf webinar



The Executive Director and Information Coordinator attended the virtual Lunch and Learn Webinar, "Criminal Justice and the Deaf," hosted by the Deaf and Hard of Hearing Services under the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities, on November 2. This webinar provided insight into the presenter's thesis on the historical and social patterns of audism, as expressed through criminal justice institutions, in Central Kentucky. Through research with members of both populations, the researcher explored the respective experiences and opinions on various topics, including knowledge of the Americans with Disabilities Act (ADA), criminal justice policy and procedure, and the interaction techniques utilized by law enforcement.

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

Heuser Hearing and Language Academy symposium



The Information Coordinator and TAP Program Coordinator hosted a booth at Deaf Education Professional Symposium at Heuser Hearing and Language Academy in Louisville on November 3-4. The Symposium provided deaf education professionals, clinicians, and nursing professionals with an opportunity to hear keynote speakers discuss various topics. There was also teacher to teacher sessions and a parent panel discussion.

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

Kentucky Emergency Management meeting



The Information Coordinator attended the Deaf and Hard of Hearing Preparedness meeting with Kentucky Emergency Management (KyEM), American Red Cross, and the National Weather Services (NWS) on November 6. The meeting provided updates on Emergency ADA kits and the distribution of Weather Radios with strobe and shaker attachments. The KyEM Director also informed the group that he is stepping down to take a job with the Federal Emergency Management Agency.

(1.3 Advocate and lobby for statewide access to emergency services.)

(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.)

Annual Resources Exhibits



The Information Coordinator and Program Coordinator hosted a booth at the Kentucky Association of Health Care Facilities (KAHCF)/KY Center for Assisted Living (KCAL) Annual Resource Exhibits on November 16. The Exhibits gave the attendees an opportunity to learn more about the KCDHH's Telecommunications Access Program (TAP) for long-term care facilities.

(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.)

Needs for Services for Individuals who are DHH Advisory Committee Meeting



The Executive Director and Information Coordinator attended the quarterly Needs for Services for Individuals who are Deaf and Hard of Hearing (DHH) Advisory Committee on November 16. The advisory committee met in person and had a potluck to kick off the holiday season. The Committee took a moment to recognize the 2023 champions who were individuals from Wellcare, Bingham Gardens, and a retired Department of Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) staff member. Each individual that was recognized has played an important role in improving communication access in mental health services. The discussion of the 2023 biennial report continued as the committee seeks ways to improve mental health services for deaf and hard of hearing individuals. Future 2024 meeting dates were approved and include: January 21, May 15, August 21, and November 11.

(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.)

Dinner Table Project meeting



The Information Coordinator attended a meeting with other deaf and hard of hearing stakeholders to discuss an event focusing on the Dinner Table Project on December 4. The Dinner Table Project is a program for families to eat together, have fun, and grow closer through conversations. With a partnership from North Key Community Care, this event will allow families with deaf and hard of hearing children to learn how to model healthy conversations around the kitchen table. The Committee discussed potential dates and locations.

The committee will meet again in January to take the next step after a date and location has been established.

(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.)

Iced-Out Table-Top Exercise



The Information Coordinator attended the Iced-Out Table Top exercise hosted by the Kentucky Access and Functional Needs Collaborative (KAFNC) on December 5 in Frankfort. The Iced-Out Table Top exercise was based on a fictitious emergency ice storm. KAFNC gathers all information and resources from each state and local partner at the table to find out about their roles and how they can contribute before, during and after a state of emergency which allows them to develop and implement more effective policies and procedures related to serving the access and functional needs population during future states of emergency.

(1.3 Advocate and lobby for statewide access to emergency services.)

(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 Disaster Recovery Framework meeting



The Information Coordinator attended the Kentucky Disaster Recovery Framework (KDRF) meeting on December 6 to represent KCDHH as Subject Matter Experts (SME). The KDRF is the cornerstone of the Commonwealth's recovery efforts, establishing comprehensive roles, responsibilities, and procedures essential for swift and efficient recovery post-emergency events. It will ultimately foster seamless coordination among local, state, federal government entities, and non-governmental partners, ensuring a unified and effective response.

(1.3 Advocate and lobby for statewide access to emergency services.)

(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 Assistive Technology Loan Corporation Board meeting



The Information Coordinator attended the quarterly Kentucky Assistive Technology Loan Corporation (KATLC) board meeting on December 13 via Zoom. The board approved the remaining loans on the books with Fifth Third Bank. The Administrator is continuing to search for potential lender(s) to continue to provide loan services to obtain assistive technology for eligible individuals with disabilities. Since the board approved referring clients to the Appalachian Assistive Technology Loan Fund at the last board meeting, clients have been taking advantage of the program to apply for loan services to obtain assistive technology. The next board meeting will be held on March 20, 2024.

(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.)

Information and Referral Requests

The Office of Information Services made **3738** new contacts associated with **306** closed requests during this quarter, broken down by category:

Nature	Contacts	Closed Requests	Pending Requests
AC: Request for Captioner	101	9	2
AC: Request for Interpreter	1339	122	21
AC: Request for Videoconference	348	52	8
ADV: Corrections	15	1	0
ADV: Education	24	11	1
ADV: Employment	3	1	0
ADV: General	4	2	0
ADV: Government	12	1	1
ADV: Legal	11	2	0
ADV: Medical	48	9	0
ADV: Mental Health	16	5	0
IRA: ASL & Linguistics	23	6	0
IRA: Cochlear Implants	2	1	0
IRA: Coping with Hearing Loss	3	1	0
IRA: Demographics	2	1	0
IRA: Education	4	2	0
IRA: Employment	18	3	0
IRA: Families & Children	13	5	0
IRA: General Services	98	0	27
IRA: Hearing Aid Banks	78	31	0
IRA: Hearing Loss	4	1	0
IRA: Senior Citizen	7	2	0
IRA: Outreach	35	1	0
IRA: Social & Recreation	5	2	0
IRA: Technology	70	24	0
IRA: Veterans	5	2	0
TAP: Apply for equipment online now	737	0	169
TAP: Check the status of my application	163	0	53
TAP: Other	52	0	17
TAP: Report issues with my equipment	71	0	26
TAP: Request a TAP application be mailed	405	0	123
KCDHH: Library	6	1	0
KCDHH: Mailing List	14	7	0
PUB: Visor Cards	2	1	0
Report Total:	3738	306	448

(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.)

(2.2 Maintain and promote a Deaf and Hard of Hearing Resource Library and a public Video Phone Station.)

(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 **6907** informational and public relations items were distributed.

PR Dissemination	
<i>Method of Dissemination</i>	<i>Number Disseminated</i>
Hard Copy	2,645
Blitz,	4,262
TOTAL	6,907

(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.)

(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.)

Vlogs

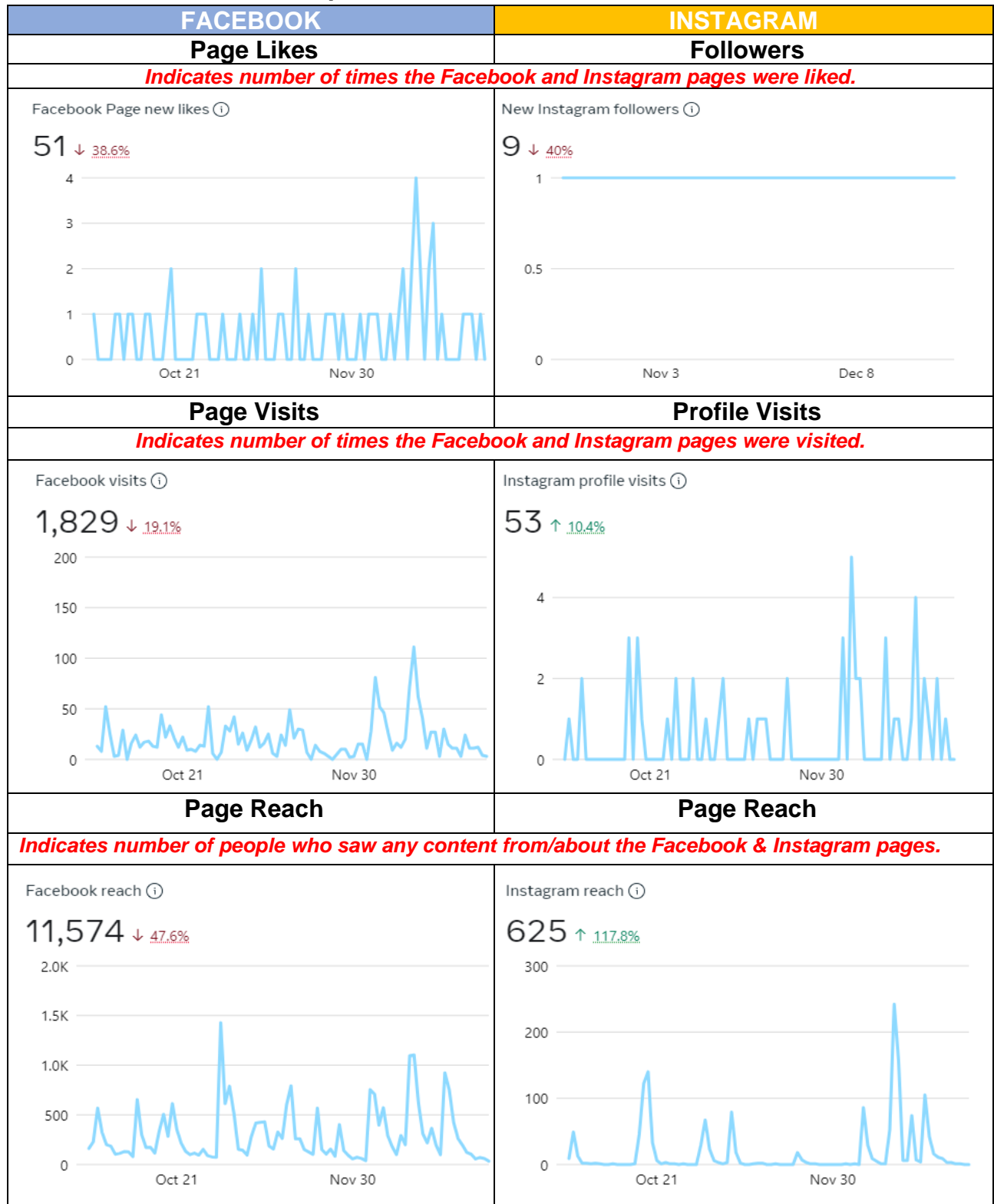
Vlogs In the last quarter, KCDHH released the following informative vlogs in ASL with captioning:

- CIC DHH's Listening Session
- 988 Crisis Line for Maine's tragedy
- Cole Zulauf's passing

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



Social Media Graphs: October 1, 2023 – December 31, 2023



- (2.1 Work in partnership with media, state and local entities/agencies, and public/private organizations to create awareness about hearing loss and the needs of deaf and hard of hearing individuals.)
- (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.)
- (3.8(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.)
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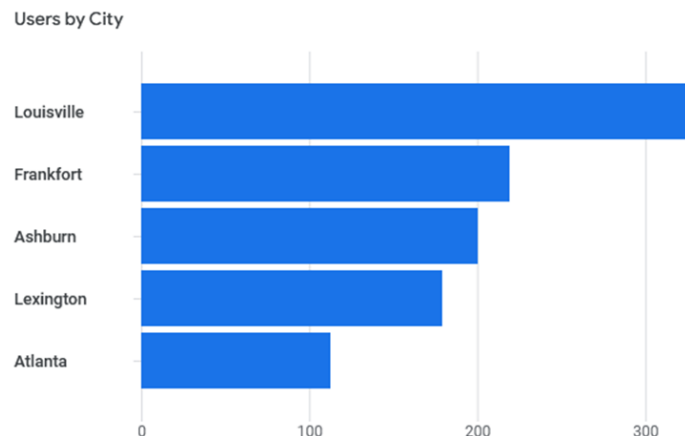
KCDHH Web Counter Hits: October 1, 2023 – December 31, 2023

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 9,032 visitors this quarter. The list below shows the top 10 pages viewed.

		9,032 100% of total
1	KCDHH: Home	2,268
2	KCDHH: Request Forms Down	405
3	KCDHH: Equipment List	354
4	KCDHH Communicator - December 2023	284
5	KCDHH: How to Apply	278
6	KCDHH: Hearing Aids	271
7	DeaFestival 2022	259
8	KCDHH: Staff	257
9	KCDHH Communicator	240
10	KCDHH: How to Become an Interpreter	213

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



(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.)

(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.)