

***Kentucky Commission on the Deaf and Hard of Hearing
Strategic Plan
July 1, 2014 – June 30, 2016***

VISION

As a dynamic, evolving organization, the Kentucky Commission on the Deaf and Hard of Hearing will be a recognized, impartial leader in providing innovative, proactive public services to improve the quality of life for deaf and hard of hearing citizens of the Commonwealth.

MISSION

Provide effective and efficient leadership, education, advocacy and programs to eliminate barriers and to meet the social, economic, educational, cultural and intellectual needs of deaf and hard of hearing Kentuckians.

GUIDING PRINCIPLES

Leadership

We are committed to providing strong, visionary leadership that encourages risk-taking, advocates for policies and programs for those whom we serve, and fosters open supportive communication.

Innovation

We are committed to proactive, creative and strategic approaches in the continuous evaluation and improvement of our services.

Equity

We are committed to ensuring that all deaf and hard of hearing Kentuckians receive equitable, or fair, opportunities to live, work and play just as all other citizens of the Commonwealth.

Public Service as a Public Trust

As public servants, we are committed to being open, ethical, responsive, accountable and dedicated to the public we serve and to fostering an honest environment free of bias with respect for all individuals. We are committed to delivering all services fairly and ethically, and will place the needs of deaf and hard of hearing Kentuckians at the center of our activities.

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): *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.*

KCDHH Composition

Executive Director

Office of Administrative Support

- ⇒ Executive Staff Advisor
- ⇒ Internal Policy Analyst III
- ⇒ Executive Staff Interpreter/Financial Officer
- ⇒ Executive Secretary II

Office of Equitable Access

- ⇒ Interpreter Referral Specialist
- ⇒ TAP Program Coordinator
- ⇒ Administrative Specialist II
- ⇒ Interpreter I

Office of Information Services

- ⇒ Information Office Supervisor
- ⇒ Information Coordinator for the Deaf and Hard of Hearing
- ⇒ Information Coordinator for the Deaf and Hard of Hearing
- ⇒ Document Processing Specialist II

Office of Information Technology

- ⇒ Network Analyst II

KCDHH's consumers are those Kentuckians that have a hearing loss which affects their daily lives. Individuals' chosen modes of communication do not affect the services and referrals provided by the agency. KCDHH works to ensure the right of all individuals with a hearing loss to equal access to communication and services regardless of the communication method.

Services are provided through the Offices of Equitable Access (telecommunications equipment distribution and interpreting and captioning services) and Information Services (advocacy and referrals). The Offices of Administrative Support and Information Technology work with levels of government and private industries to ensure proper policies and procedures are in place to positively affect KCDHH constituents and to ensure they have necessary technological access to that information. KCDHH comprises these four instrumental offices and Commission Board, who work collectively for the greater good of Kentucky's deaf and hard of hearing residents by adhering to the following agency initiatives.

Goal 1: Improve, strengthen and develop services, including human and communication services.

Governing Mandate: *KRS 163.510(4), KRS 163.525(5)*

Sustainable Functions

1.1	Coordinate sign language interpreter and captioner referral services to state agencies.
1.2	Conduct creative outreach opportunities for state agencies, deaf and hard of hearing consumers, interpreters and captioners to increase awareness and utilization of the Access Center.
1.3	Provide national certification opportunities (NIC) within the Commonwealth of Kentucky.
1.4	Educate and promote current interpreting standards, including Kentucky licensure law, RID Professional Code of Conduct and Access Center policies
1.5	Maintain and publicize a public Video Phone to allow individuals without high speed internet to access telecommunications.
1.6	Provide specialized telecommunications equipment to deaf and hard of hearing consumers through the Telecommunications Access Program and promote the use of assistive devices for the deaf and hard of hearing.
1.9	Continue to develop new partnerships and research ways of streamlining costs of broadband to access telecommunications for deaf and hard of hearing Kentuckians.

Objectives in Progress

1.7	Conduct creative marketing and training opportunities to increase awareness and utilization of the services of the Telecommunications Access Program (TAP).
1.8	Further expand partnerships with other agencies (state, public and private) on why and how to utilize interpreters and captioners effectively

Developing Objectives

1.10	Work with school systems and postsecondary institutions to promote proper utilization of captioners and licensed interpreters.
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GOAL 2: Serve as a clearinghouse of current information from local, state and national resources to provide appropriate information and referral services.

Governing Mandate: *KRS 163.510(1)(2)*

Sustainable Functions

2.1	Provide up-to-date and accurate information and make appropriate referrals to the public upon request.
2.3	Per agency mandates, publish a hard copy of the Directory of Services biennially and maintain an updated electronic version.
2.4	Create public awareness of and maintain a Deaf and Hard of Hearing (DHH) Resource Library that is open to the public.
2.7	Provide public and Web forums to foster discussion by the public on deaf and hard of hearing-related issues

Objectives in Progress

2.5	Broaden the Web site to be inclusive of issues and needs of Kentucky's deaf and hard of hearing community.
2.6	Establish partnerships to obtain valid demographic information on deaf and hard of hearing Kentuckians..
2.8	Launch an aggressive PR plan to share information about KCDHH and its programs, and additional programs and services related to the deaf and hard of hearing community.

Developing Objectives

2.2	Facilitate training opportunities regarding issues that affect the deaf and hard of hearing community
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Goal 3: Initiate and advise the development of public policy and systems change efforts in cooperation with the Governor, General Assembly, governmental agencies, public and private entities.

Governing Mandate: *KRS 163.510(1)(2)(3)*

Sustainable Functions

3.3	Continually monitor and initiate legislative issues that affect deaf and hard of hearing Kentuckians.
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Objectives in Progress

3.1	Advocate for improved education for deaf and hard of hearing students.
3.4	Enhance emergency preparedness, response (including mobilization of resources), and the emergency notification communication system for Kentucky's deaf and hard of hearing persons.
3.5	Work in partnership with public, private and state providers to improve mental health services for the deaf and hard of hearing.
3.7	Determine the needs of deaf and hard of hearing seniors and identify policy changes that address their needs.

Developing Objectives

3.2	Work with state agencies and private sector committees, boards, task forces and organizations in an advisory capacity in matters related to deaf and hard of hearing issues.
3.6	Expand on partnerships with state and national organizations to improve early hearing detection and intervention.

Goal 4: Empower constituents by providing leadership, training, advocacy, education, awareness, as well as programs and services that promote culture and self-identification.

Sustainable Functions

4.2	Advocate for equal access on behalf of deaf and hard of hearing individuals.
4.3	Educate and expose the public to the uniqueness of deaf culture.

4.4	Increase education and awareness regarding available assistive devices for deaf and hard of hearing persons.
4.5	Promote staff involvement in the community through participation in deaf and hard of hearing related organizations and events.
4.7	Expand and improve mainstream opportunities to address social isolation among deaf and hard of hearing individuals.

Objectives in Progress

4.6	Facilitate leadership training opportunities for deaf and hard of hearing youth in partnership with other agencies and educational institutions.
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Developing Objectives

4.1	Continue developing and expanding modules to train deaf and hard of hearing community members to improve self-advocacy skills.
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Goal 5: Cultivate an environment where productivity, efficiency and innovation thrive.

Sustainable Functions

5.1	Seek professional and personal development opportunities for staff members and Commissioners.
5.2	Ensure the continued, effective collaboration between staff members and Commissioners.
5.3	Continue to assess workflow and develop methods to improve efficiency and capacity.