

***Kentucky Commission on the Deaf and Hard of Hearing
Strategic Plan
July 1, 2016 – June 30, 2018***

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
- ⇒ Document Processing 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

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 Mandate 4, KRS 163.525 Mandate 5*

Strategies

1.1	Coordinate sign language interpreter and captioner referral services for state agencies.
1.2	Provide national certification opportunities within the Commonwealth of Kentucky.
1.3	Educate and promote current interpreting standards, including Kentucky licensure law, Professional Code of Conduct and Access Center policies
1.4	Maintain and publicize a public Video Phone to allow individuals without high speed internet to access telecommunications.
1.5	Provide specialized telecommunications equipment to deaf and hard of hearing consumers through the Telecommunications Access Program.
1.6	Work with public and private entities on why and how to utilize interpreters and captioners effectively
1.7	Work with school systems and postsecondary institutions to promote proper utilization of captioners and licensed interpreters.

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)*

Strategies

2.1	Provide up-to-date information and make appropriate referrals to the public upon request.
2.2	Facilitate training opportunities regarding issues that affect the deaf and hard of hearing community
2.3	Create public awareness of and maintain a Deaf and Hard of Hearing (DHH) Resource Library that is open to the public.
2.4	Foster partnerships to obtain valid demographic information on deaf and hard of hearing Kentuckians
2.5	Provide public and Web Vlogs to foster discussion by the public on deaf and hard of hearing-related issues.
2.6	Promote and create awareness about KCDHH and its programs, additional programs and services related to the deaf and hard of hearing community.

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)*

Strategies

3.1	Advocate for equal access for appropriate education for all deaf and hard of hearing children.
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.
3.3	Monitor and initiate legislative issues that affect deaf and hard of hearing Kentuckians.
3.4	Educate and promote accessible 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 entities to monitor mental health services for the deaf and hard of hearing.
3.6	Maintain partnerships with local, state and national organizations to improve early hearing detection and intervention.

3.7	Partner with KDE to identify deaf and hard of hearing children in school systems
3.8	Identify gaps and advocate for policy change to improve the quality of life for deaf and hard of hearing seniors.
3.9	Identify gaps and advocate for policy change for language acquisition for all children with a hearing loss, ages 0-5.

Goal 4: Empower constituents by providing opportunities for education, awareness, self-advocacy and development of leadership skills.

Governing Mandate: *KRS 163.510 (2)*

Strategies

4.1	Provide training opportunities for deaf and hard of hearing community members to improve self-advocacy skills.
4.2	Advocate for equal access in partnership with deaf and hard of hearing individuals.
4.3	Educate and raise awareness of the distinct aspects of the deaf culture and its impact on services delivery and policy development.
4.4	Promote staff involvement in the community through participation in deaf and hard of hearing-related organizations and events.
4.5	Facilitate leadership-training opportunities for deaf and hard of hearing youth in partnership with other agencies and educational institutions.
4.6	Expand and improve opportunities to address social isolation among deaf and hard of hearing individuals.