

***Kentucky Commission on the Deaf and Hard of Hearing
Strategic Plan
July 1, 2020 – June 30, 2022***

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 address the social, economic, educational, cultural, intellectual and health and human services barriers faced by 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)

- 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
- ⇒ Policy Specialist – vacant
- ⇒ Executive Staff Interpreter/Financial Officer
- ⇒ Executive Secretary II

Office of Equitable Access

- ⇒ Interpreter Referral Specialist
- ⇒ TAP Program Coordinator – vacant
- ⇒ Administrative Specialist II
- ⇒ Document Processing Specialist I
- ⇒ 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 who 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 is comprised of these four instrumental offices and the 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: Develop, propose and lobby for legislation to improve services for the deaf and hard of hearing.

Governing Mandate: *KRS 163.510 (1)*

Strategies

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.
1.2	Lobby for and support legislation developed by other entities that directly impacts the lives of Deaf and Hard of Hearing individuals.
1.3	Advocate and lobby for statewide access to emergency services

GOAL 2: Work with government, public and private agencies to develop programs and provide services for the deaf and hard of hearing.

Governing Mandate: *KRS 163.510 (2)*

Strategies

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.
2.3	Partner with national, state and local organizations to promote training/leadership opportunities to 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.

Goal 3(A): Review statewide programs, established through legislation, which relate to services for the deaf and hard of hearing.

Governing Mandate: *KRS 163.510 (3)*

Strategies

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.
3.2(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.

Goal 3 (B) Research conditions affecting the quality of life of the deaf and hard of hearing.

Governing Mandate: *KRS 163.510 (3)*

Strategies

3.5(b)	Partner with KDE to identify the number of deaf and hard of hearing children in the school system.
3.6(b)	Foster partnerships to obtain and maintain valid deaf and hard of hearing demographic information for the state of Kentucky.
3.7(b)	Research and expand opportunities to address information deprivation and isolation among deaf and hard of hearing individuals.
3.8(b)	Compile information regarding programs, services and barriers that impact the deaf and hard of hearing community.

Goal 4: Oversee the provision of qualified interpreters and captioning services.

Governing Mandate: *KRS 163.510 (4)*

Strategies

4.1	Use a comprehensive approach to coordinate communication access services.
4.2	Partner with national, state and local organizations to provide national certification opportunities.
4.3	Educate interpreters and promote current interpreting standards.
4.4	Partner with public, private and state entities to improve policies regarding communication access.
4.5	Promote awareness of the Access Center's services within state government.
4.6	Partner with state, public and private organizations to recruit, develop and retain a diverse interpreting community.
4.7	Research and develop alternative options for communication access in remote locations.

Goal 5: Oversee the implementation and operation of the Telecommunications Access program (TAP).

Governing Mandate: *KRS 163.525 (5)*

Strategies

5.1	Provide specialized Telecommunications equipment to deaf, deaf/hard of hearing with low vision, hard of hearing, and speech impaired consumers.
5.2	Maintain partnerships with national organizations and the current Telecommunications Relay Provider to supply the most current and technologically advanced equipment and apps.
5.3	Cultivate partnerships with organizations to implement, oversee and maintain demonstration cabinets throughout the state.
5.4	Develop a comprehensive equipment training program for TAP applicants.
5.5	Develop innovative outreach regarding TAP.
5.6	Provide information and referrals to consumers regarding equipment provided by other entities.