



2024-2026

# Strategic Plan



Kentucky Commission on the Deaf and Hard of Hearing



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.

## **GUIDING PRINCIPLES**

### **Leadership**

We are committed to providing strong, visionary leadership that encourages boldness, 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 equal opportunities to live, work and play as full 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 environment of 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
- ⇒ Executive Staff Interpreter/Financial Officer
- ⇒ Executive Secretary II

#### **Office of Equitable Access**

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

#### **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

## 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.

## 2 – Year Goals and Objectives

### GOAL 1: EQUAL ACCESS TO EDUCATION AND EMPLOYMENT

*To advocate for and drive systematic changes to ensure equal rights, accessibility, and opportunities for deaf and hard of hearing individuals to receive a quality education and secure gainful employment.*

- Objective 1.1** Forge new partnerships within the Department of Public Health that will foster the creation of policies to ensure that all deaf and hard of hearing infants and their families have access to timely and appropriate early intervention services.
- Objective 1.2** Establish a relationship with the new Education Commissioner to allow for more effective advocacy for the education of all deaf and hard of hearing individuals.
- Objective 1.3** Continue working with the Education and Labor Cabinet, the Office of Vocational Rehabilitation, the Kentucky Chamber of Commerce and other organizations to reach employers in order to dispel misconceptions and provide education about the advantages of hiring individuals who are deaf and hard of hearing.
- Objective 1.4** Collaborate with workforce organizations to promote the “Hiring Deaf and Hard of Hearing Employees” manual to encourage employers to adopt inclusive hiring practices and ensure equal access to job opportunities for deaf and hard of hearing individuals.



## GOAL 2: ACCESSIBLE HEALTHCARE

*To ensure that individuals who are deaf or hard of hearing have equal access to healthcare services, communication, and information, thus promoting their overall health and well-being.*

- Objective 2.1** Establish strategic collaborations within the healthcare system to maximize the growth and effectiveness of the Health Care Community Impact Council for Deaf and Hard of Hearing Individuals.
- Objective 2.2** Sustain involvement in the Kentucky Department for Public Health State Health Improvement Plan (SHIP) Access to Care workgroup, to educate its members about the unique needs of deaf and hard of hearing individuals and advocate for their equal access to healthcare services.
- Objective 2.3** Strengthen the partnership with the Department for Behavioral Health, Developmental & Intellectual Disabilities, Deaf Mental Health Services to help remove barriers and improve mental health services for deaf and hard of hearing individuals.
- Objective 2.4** Develop web-based continuing education training for healthcare workers to enhance their understanding of meeting the diverse needs of deaf and hard of hearing individuals.



## GOAL 3: SAFE COMMUNITIES

*To ensure the safety, well-being, and equitable treatment of deaf and hard of hearing individuals in all aspects of community life, including emergency preparedness and the criminal justice system.*

- Objective 3.1** Sustain ongoing partnerships with diverse Emergency Management agencies to guarantee equitable access and efficient communication for individuals who are deaf or hard of hearing before, during, and after emergencies, severe weather events, and disasters.
- Objective 3.2** Build collaborative partnerships with state, county, and city law enforcement agencies to review, enhance, and finalize the Law Enforcement Officers' Deaf and Hard of Hearing training program.
- Objective 3.3** Forge a partnership with the Kentucky Bar Association to compile a roster of attorneys who are willing to help spread awareness and provide legal assistance to individuals who are deaf and hard of hearing.
- Objective 3.4** Form strategic partnerships with the Department of Corrections to advocate for the rights and diverse needs of deaf and hard of hearing inmates across all departments and correctional facilities.



## GOAL 4: HEARING LOSS AWARENESS

*To increase the general public's awareness and understanding of hearing loss, its prevalence, and impact on individuals and society.*

- Objective 4.1** Develop and share social media content on a range of hearing loss topics, utilizing diverse formats and maintaining a regular posting schedule.
- Objective 4.2** Identify potential partners and collaborate to produce Public Service Announcements (PSAs) related to hearing loss for television, radio and social media.
- Objective 4.3** Seek coverage in local newspapers, magazines, and television programs to share stories, updates, and information related to hearing loss and awareness efforts.
- Objective 4.4** Increase the collaboration with the Kentucky Association of Government Communicators to facilitate the exchange of ideas and enhance our agency's communication competencies, benefiting both internal and external communication efforts.

