
QUARTERLY REPORT

JULY 1 - SEPTEMBER 30





Agency Report

ICON KEY



Community Support



Presentation



Conference



Social Media



Meeting



Training



Outreach

REQUESTS AND CONTACTS

REQUEST:

When a person or organization asks KCDHH for assistance.

CONTACT:

Interaction between KCDHH staff and the person/organization asking for assistance (and sometimes others) in order to gather additional information, provide appropriate information, services, and resources.

i.e. emails, phone calls, letters, meetings, text messages and other forms of communication.

Administrative Activities

Personnel

The Executive Staff Advisor position has posted and closed. At this time, it is expected that interviews will be completed by the end of October. The Interpreter II has been approved at the cabinet level and awaiting personnel approval so it can be posted. The Information Officer III is currently in the draft process between our agency and the Education and Labor cabinet human resources, and the Interpreter I is currently in the draft process at the agency level.

(GOAL I)

Legislation

The Executive Director met with the Executive Director of the Education and Labor Cabinet's Office of Legislative Services to discuss a first draft of the Virginia Moore Deaf and Hard of Hearing Children's Bill of Rights. A short draft was created and will be reviewed and edited by the Common Ground Education group. **(GOAL II)**



On July 1 & 2, the Executive Director and the Information Coordinator attended the **National Association of State Agencies of the Deaf and Hard of Hearing (NASADHH) annual Policy Summit and Business meeting.** The following organizations gave updates during the policy summit: the National Council on Disability (NCD), the Joint Commission on Healthcare, the National Beacon Center, and the Federal Communications Commission- Disability Rights Office. During the NASADHH business meeting an update was given on the National Law Enforcement Officer training project that was being led by KCDHH and NCCDHH. The project had been on hold since COVID and members had been asking when it would be continued. It was shared that the Executive Director of the NCCDHH will be retiring and will no longer be available to work on the project, also with the passing of Virginia Moore, the hiring of a new KCDHH Executive Director and the focus on filling positions, KCDHH will not be able to take the lead in reviving the project. A request was made to see if other states would be interested in taking over the project and several states agreed to do so.



On July 23, the Executive Director met with the Director of Instructional Development and Student Outcome Branch for the **Office of Adult Education** to discuss best practices in adult learning for deaf and hard of hearing individuals as well as how to provide appropriate accommodations across the diverse population. **(GOAL II)**



On July 17, August 8 & 19, and September 5, the Executive Director and Information Coordinator participated in a series of meetings to assist with creating and finalizing the three-day agenda for the **Disability Hiring Academy** which will be hosted by the Kentucky Chamber Foundation and will launch in January of 2025. Both the Executive Director and Information Coordinator will participate in presentations. **(GOAL II)**



On August 13, the Executive Director presented to the Kentuckiana HLAA chapter in Louisville. The purpose of the presentation was to introduce myself as the new KCDHH Executive Director, explain the new Strategic Plan and share current goals for the agency.



On August 15, the Executive Director along with the Lead Outreach and Education Manager of the **U.S. Equal Employment Opportunity Commission (EEOC)** Indianapolis District Office presented a webinar to discuss reasonable accommodations, the interactive process, and how to cultivate a supportive work environment in compliance with the Americans with Disabilities Act (ADA) for 400 employees, employers, human resources professionals, union representatives, advocates, social workers.



September 4-7, the Program Coordinator, Document Processing Specialist II, Executive Director attended the **Telecommunication Equipment Distribution Program Association (TEDPA) conference** in Louisville September 4 to 7. Topics were focused on Apps for the telecommunication devices, Outreach strategies for Equipment Distribution Programs (EDP), Digital Connectivity, The impact of Artificial Intelligence on EDPs, and the Japan Relay and Equipment Program. There were also vendor sessions and a business meeting. The Program Coordinator has been elected as the Vice Chair for the TEDPA organization after completing the previous term for the prior Vice Chair.



On September 8, the Executive Director and Program Coordinator attended the Federal Interstate **Telecommunications Relay Service Fund (iTRS) Advisory Council** open meeting in Louisville.



The Executive Director and Program Coordinator attended the **National Association of State Relay Administration's (NASRA) annual conference** in Louisville from September 9-10. The conference focused on key topics such as telecom access, artificial intelligence in relay services, and strategies for enhancing communication access across the states.



The Executive Director co presented with Syl Flores, State EEOC Coordinator and Alan Hurst, Executive Director of the Office of Employee Relations for the Kentucky Personnel Cabinet at the **Governors LEAD (Leadership, Equality, Accessibility and Diversity) Conference** on September 19. The presentation was titled, "Understanding Hearing Loss and Identifying Accommodation Resources." **(GOAL II)**



On September 26, the Executive Director, Executive Staff Interpreter and Information Coordinator joined Governor Andy Beshear and Kentucky Emergency Management staff to announce the **Moore Safe Nights** project during the Governors weekly Team KY update. **(GOAL IV)**



The Executive Director met with the Executive Director and Deputy Executive Director of the **Office of Vocational Rehabilitation (OVR)** on September 19, to discuss the lack of Support Service Providers (SSPs) for deafblind individuals in Kentucky and working together to gather resources and stakeholders necessary to address the issue. **(GOAL II)**

 **Access Center** 



 **Telecommunications Access Program** 

NATURE	REQUESTS	CONTACTS
Request for Application	140	480
Application Received	212	909
Status Check	71	268
Equipment Received	59	194
General TAP Inquiry	14	59



On July 1 the Document Processing Specialist II provided virtual equipment training to a consumer related to their signaler system.



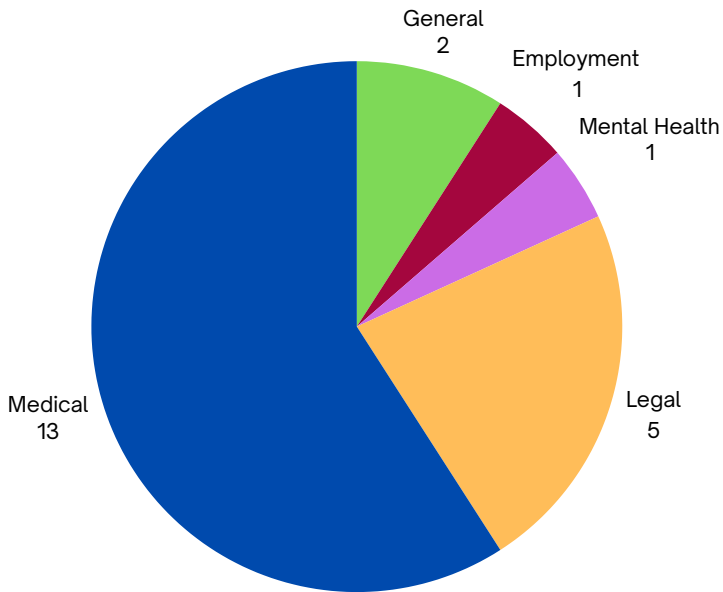
The Program Coordinator attended multiple virtual meetings this quarter with the **Telecommunications Equipment Distribution Program Association (TEDPA)** and **National Association for State Relay Administration (NASRA)** to finalize logistics for the national conferences in Louisville, September 4-10.

i Information, Referral & Advocacy 

NATURE	REQUESTS	CONTACTS
Moore Safe Nights	687	716
ASL & Linguistics	7	17
Deafness & Hearing Loss	12	32
Education & Employment	5	17
Families & Children	5	11
General KCDHHS Inquiry	58	194
Hearing Aid Banks	24	49
Human Services	19	59
Mental Health Services	6	19
Outreach	3	7
Social & Recreation	3	6
Assistive Technology	8	19
Mailing List	15	27
Visor and ICE Card	11	39

TOTAL 863 1,212

ADVOCACY REQUESTS



CONTACTS: 105

WEB HITS



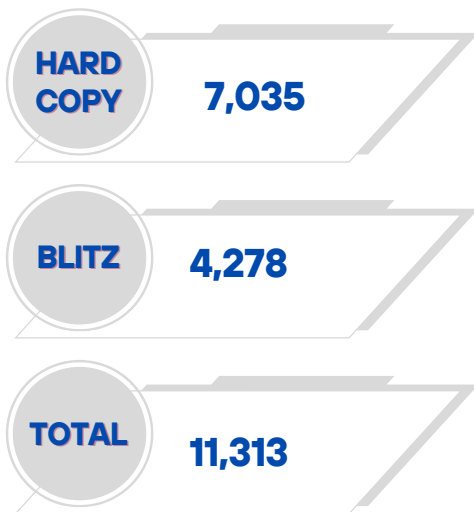
15,635 Visitors

Top 3 pages viewed:

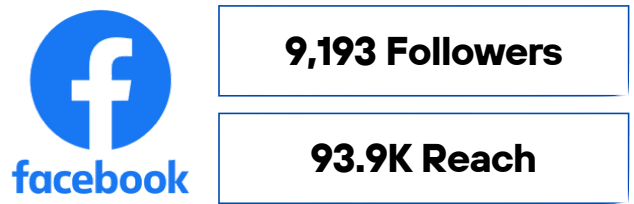
- 1 Moore Safe Nights**
- 2 KCDHH Home**
- 3 KCDHH Contact Us**

The Moore Safe Nights website was viewed 5,000 time in five days.

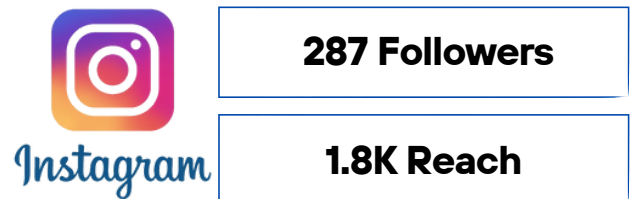
PR DISSEMINATION



SOCIAL MEDIA



The Facebook reach more than doubled this quarter.



Instagram reach had a gain of almost 1.7K this quarter



The Information Coordinator gave a presentation and manned a KCDHH information booth at the annual **Kentucky Educators for the Deaf and Hard of Hearing (KYEDHH) Conference** on July 10 in Lexington. The presentation allowed the educators to learn about KCDHH and its programs and services as well as ways to better serve their deaf and hard of hearing students and their families. Information shared during the presentation was made available at the booth.



The Executive Director and Information Coordinator attended an ADA webinar titled **"Assistive Listening Systems: Where We Are Today and What's ON the Horizon"** part two on July 18 to learn about advances in technology that is currently available and what is coming in the future.

Part I: <https://www.accessibilityonline.org/ada-tech/archives/111110>

Part II: <https://www.accessibilityonline.org/ada-tech/archives/111120>



The KCDHH staff and volunteers worked at the **Kentucky State Fair** on selected dates to promote awareness to hearing loss as well as KCDHH and its programs and services on August 15 to 25 in Louisville.



The Information Coordinator participated in the **Advisory Committee on the Need for Services for Individuals who are Deaf and Hard of Hearing meeting** as a proxy for the Executive Director on August 21. The council discussed the mental health needs of deaf and hard of hearing individuals and the best ways to address it within the next biennial report due in 2025.



The Information Coordinators presented "Leadership in Advocacy & Services" to Kentucky School on the Deaf (KSD) students during their **Junior National Association for the Deaf (Jr. NAD) Leadership Training Camp** on August 23.

The goal of the presentation was to empower students through teaching effective self-advocacy skills.



The Information Coordinator traveled manned the KCDHH information booth at the **Deaf Health Fair & Beyond** hosted by Hearing Speech + Deaf Center in Cincinnati on September 28. The purpose of the Health Fair was to allow deaf and hard of hearing individuals to gather information on various health issues in a completely accessible environment. Medical students from a local university presented information on a wide variety of health topics while gaining the experience of interacting with deaf and hard of hearing individuals and the usage of sign language interpreters.



The Information Coordinator attended the meeting of the Education and Labor Cabinet's (ELC) **Diversity and Inclusion Council** virtually on September 27. KCDHH selected to be part of Diversity and Inclusion Training Focus Area Workgroup. Members of workgroups will work together to identify matters within the ELC that can be improved within its focus area and will work to research, document, and create a proposal for improvement for review by the ELC Diversity and Inclusion Council.

GOAL 1: TRANSITION OF AGENCY



The Executive Director, Executive Interpreter, and Interpreter Referral Specialist met with representatives from **Sorenson Communications** to discuss the possibility of using their Video Remote Interpreting (VRI) services for staff and consumers at KCDHH. The possibility of launching a small-scale pilot program to test the effectiveness of the VRI service was also discussed.

GOAL 2: EQUAL ACCESS TO EDUCATION & EMPLOYMENT

ALL LISTED UNDER 'ADMINISTRATIVE ACTIVITIES'

GOAL 3: ACCESSIBLE HEALTH CARE



The Information Coordinator participated in the second meeting of the **Olmstead Act Health Issue Work team** on via Zoom on July 11. Stakeholders were able to address healthcare issues impacting Kentuckians with disabilities.



Both Information Coordinators met with the Community Engagement Coordinator, Health Program Administrator, and Community Health Workers Training Coordinator to discuss training platforms for **Kentucky Community Health Workers** on August 6 via Zoom.



Both Information Coordinators met with the **Community Impact Council with the Deaf and Hard of Hearing** to discuss the next steps in the goals established by the Council on September 18 via Zoom. The goals address training opportunities for various healthcare entities as well as providing self-advocacy tools for deaf and hard of hearing individuals.

GOAL 4: SAFE COMMUNITIES



The Information Coordinator joined the **Olmstead Justice Issue Work Team** virtually to identify and vote on top three strengths, weaknesses, opportunities, and threats related to education for Kentuckians with disabilities on July 8 and August 9 and 23.



On July 8, the Executive Director, Information Coordinator and the Executive Staff Interpreter met with staff from Kentucky Emergency Management (KYEM) to finalize logistics for the **Moore Safe Nights** project.



The Executive Director and the Information Coordinator attended **Kentucky Access and Functional Needs Collaborative (KAFNC)** on September 12 to provide feedback on the revision of the Public Health and Medical Shelter booklet that is used to ensure the needs of access and functional needs populations are adequately addressed during healthcare emergencies or widespread disasters.

GOAL 4: SAFE COMMUNITIES, continued



The Executive Director and the Information Coordinator met virtually with **Federal Emergency Management Agency (FEMA)** External Affairs Officer on August 22 to discuss outreach to the deaf and hard of hearing community and how we can partner to improve getting disaster recovery information out to their communities.



The Executive Director, Information Coordinators, and Policy Specialist met virtually with the Language Access Liaison for the **Administrative of the Courts** to discuss ongoing issues experienced by deaf and hard of hearing individuals within the justice system on September 18. A follow up meeting will be held in November to identify gaps in the system and create a working plan

GOAL 5: HEARING LOSS AWARENESS



The Executive Director worked a short shift at the 7th Annual **Hands & Voices Deaf Awareness Day** at the Louisville Zoo on August 17th.



The LaRue County Public Library in Hodgenville, KY the birthplace of Abraham Lincoln and the KCDHH Executive Director had a Deaf Awareness display for the entire month of September. They showcased works by deaf and hard of hearing artist, performers and authors. On September 11, the Executive Director gave a **Deaf Awareness presentation** that gave an overview of hearing loss and its affects as well as myths, communication tips, and additional resources,



On September 22, the Executive Director attended the opening of the **KY Walk for Hearing** in Louisville and gave a brief welcome to all attendees on behalf of KCDHH.



On September 23, the Program Coordinator gave a short presentation related to the **International Day of Sign Language** to a 4th grade class at Southside Elementary School in Shelbyville. This was part of their Culture and Heritage Month activities.



In recognition of September being Deaf Awareness Month KCDHH social media accounts hosted **"30 Days of Did You Know?"** with interesting facts and tidbits related to hearing loss posted each day.