
QUARTERLY REPORT

OCTOBER 1 - DECEMBER 31





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



The Executive Director has met with the Education and Labor cabinet HR staff several times to discuss KCDHH personnel challenges, including the wage compression of current staff. The Executive Staff Advisor hiring paperwork should be finalized early in the next quarter. Interviews for the Interpreter II position have been completed; a recommendation was made by the hiring panel and paperwork has been submitted. Hiring paperwork has been completed and submitted for the Administrative Secretary position and it is expected that the position will be filled during the next quarter. **(GOAL 1)**



On October 16, the Executive Director and the Program Administrator of the KY Division of Mental Health Deaf and Hard of Hearing Services met with the Secretary of the **Cabinet for Health and Family Services** to discuss the complexity of providing effective communication to deaf and hard of hearing consumers being served within CHFS programs and the need for a language access/interpreter position within the cabinet. The Secretary was very receptive to the idea and asked for more specific information. The Executive Director, Program Administrator and Executive Staff Interpreter have met several times during the quarter to flesh out details related to this. A follow up meeting with the Secretary will take place in the next quarter. **(GOAL 3)**



The Executive Director and both Information Coordinators were invited to attend the **Advocacy Summit** hosted by the **Center for Accessible Living** and the **Statewide Independent Living Council** on October 24 in Louisville. The Summit featured several presenters who spoke on various topics related to equality and disability rights. The Executive Director was also part of a panel of individuals with disabilities who are advocacy leaders. **(GOAL 5)**



The Executive Director, Information Coordinators and Policy Specialist, met with the Language Access Liaison of the **Administrative of the Courts** on November 7. The team discussed the need to identify and address gaps within the justice system that have negative impacts on individuals with hearing loss. Several gaps were identified and there was discussion on which agencies and individuals would be the best to collaborate with in order to have the biggest impact. This will be an ongoing project. **(GOAL 4)**



The Executive Director and Information Coordinator attended a **Virtual Meeting Interpreting (VMI) webinar** hosted by the **National Association of State Agencies for Deaf and Hard of Hearing (NASADHH)** on November 26. The webinar discussed the impact of state government usage of Video Remote Interpreting (VRI) contracts for public meetings versus using local interpreters through Virtual Meeting Interpreting. This is a fairly new concept and NASADHH created a workgroup to discuss to issues of accessibility with each format. VMI provides better accessibility, however several states are only using VRI. Fortunately, we are not having that issue here in Kentucky.



The Executive Director was invited to be the guest speaker at the **Department for Disability Determination Services** Holiday luncheon on December 4. The presentation, "Meeting the Needs of Individuals with Hearing Loss" looked at the impacts of hearing loss, the diversity amongst deaf and hard of hearing individuals and their needs, as well as an overview of best practices in ensuring effective communication. **(GOAL 5)**



On December 16, the Executive Director met with the **Department of Aging and Independent Living** and the Coordinator for the **Office of Dementia Services** to connect and examine ways we can partner to increase awareness of the correlation between untreated hearing loss and the increased risk of cognitive decline as well as hearing loss prevention strategies amongst the aging population. The meeting led to the recognition that an ongoing partnership between our organizations would be beneficial to many. This will be an ongoing project. **(Goals 3 & 5)**

 **Access Center** 



 **Telecommunications Access Program** 

NATURE	REQUESTS	CONTACTS
Request for Application	74	272
Application Received	184	713
Status Check	47	185
Equipment Received	42	126
General TAP Inquiry	98	376



On October 9, TAP staff participated in the virtual **Telecommunications Equipment Distribution Program Association (TEDPA)** business meeting. Agenda items included voting on bylaw amendments and selecting future conference locations, with Kansas City chosen for 2026 and Washington state for 2028.



On December 4, the TAP Program Coordinator attended the **Kentucky Assistive Technology Services (KATS)** Network Advisory Council virtual meeting, which provided updates on KATS Network activities, including program developments at the Coordinating Center and regional AT resource centers. Agency representatives shared updates to enhance collaboration and service delivery.



The TAP Program Coordinator joined the **TEDPA** Board meeting virtually on December 6. The group discussed filling new board positions and 2026 conference planning as well as the treasurer's transition and website updates.



On December 12, the TAP staff, Executive Director, Policy Specialist and Executive Staff Interpreter met to begin a thorough analysis of current TAP program procedures and start identifying ways to create more efficiency within the program.

i Information, Referral & Advocacy 

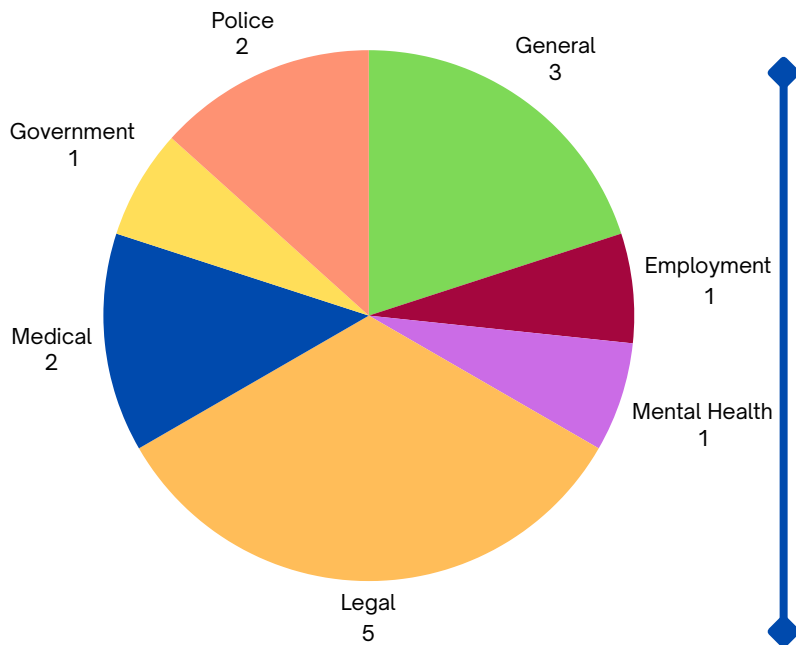
NATURE	REQUESTS	CONTACTS
ASL & Linguistics	3	6
Assistive Technology	13	34
Deafness & Hearing Loss	11	26
Education & Employment	5	21
Families & Children	6	14
General KCDHH Inquiry	5	15
Hearing Aid Banks	23	47
Mailing List	11	22
Mental Health Services	1	2
Moore Safe Nights	290	1608
Social & Recreation	1	2
Veterans	2	4
Visor and ICE Card	17	28

TOTAL

388

1,829

ADVOCACY REQUESTS



CONTACTS: 96

WEB HITS

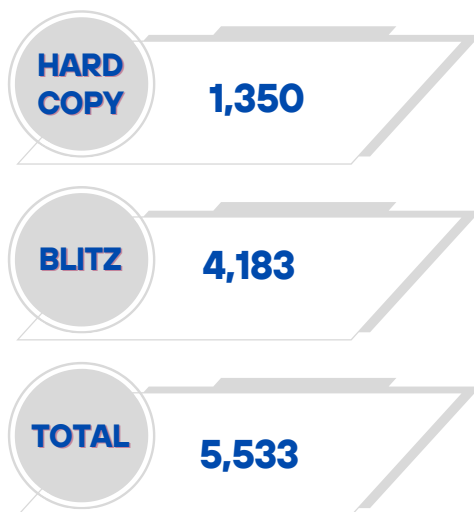


12,821 Visitors

Top 3 pages viewed:

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

PR DISSEMINATION



SOCIAL MEDIA



9,212 Followers

26.4K Reach



287 Followers

131 Reach



The Information Coordinator presented Hearing Loss 101 to the **Veritas Society** students at Bellarmine University on October 2. The Veritas Society is a program at Bellarmine that offers six-week learning experiences in each semester to people 50 to keep their minds active, open and growing.



The Executive Director and Information Coordinator attend the Education and Labor Cabinet's stakeholder meeting focusing on strategizing the **State Digital Equity Plan** capacity building in Frankfort on October 16. The collaboration among non-profit agencies, community anchor institutions, and local and state government organizations focused on building priorities such as creating affordable device, internet and device refurbishment infrastructure; structure for digital literacy and skills training; and digital equity workforce pipelines and more.



The Information Coordinator is partnering with stakeholders in the Louisville region to host a **Dinner Table Project** event in the near future. The initial meeting was held on October 17 to discuss the date and location of the event.



Both Information Coordinators hosted an information and resource booth at the annual **Kentucky Rehabilitation Association Conference** on October 21 and 22. Providers who work in and with the Office of Vocational Rehabilitation had an opportunity to visit the KCDHH booth to gather resources and information on hearing loss and KCDHH programs and services.



The Information Coordinator and Executive Director attended the quarterly meeting for the **Advisory Committee on the Needs for Services for Individuals who are Deaf and Hard of Hearing** on November 20. The Committee spend majority of the meeting to discuss and identify the three needs that needs to be addressed in the binomial report for 2025.



The Information Coordinator attended the quarterly meeting for the **Kentucky Assistive Technology Loan Corporation** board on December 11. The Information Coordinator's term is coming to an end in February, but they will continue to serve until a new appointee is elected. The board's administrator is making progress with hopes to find a new lender to continue providing loans to Kentuckians with disabilities who need access to assistive technology.



The information Coordinator attended to Education and Labor Cabinet's **Diversity and Inclusion Council** meeting virtually on December 12. This meeting allowed each focus area work group (Professional Development, Diversity and Inclusion Training, Recruitment and Retention, and Workplace Culture) to provide updates on their ability to identify matters within the ELC that should be improved and to create a proposal for improvement. On this date, only two of the work groups had identified issues. This will be ongoing.

Comment from adult child applying for weather radio for hard of hearing parent:

Awesome thank you! With my job I deal with a lot of state workers and honestly you're one of the top ones I have dealt with. Your responsiveness and follow ups are truly top notch.

GOAL 1: TRANSITION OF AGENCY



The KCDHH office has been undergoing minor renovations which include updating the paint scheme to decrease eye fatigue, and strategic placement of furniture to create clear sightlines allowing for enhanced spatial awareness. These actions are in alignment with Gallaudet University's **DeafSpace** guidelines.

GOAL 2: EQUAL ACCESS TO EDUCATION & EMPLOYMENT



The Information Coordinator and the Executive Director attended several meetings this quarter in order to prepare for their participation in the 3-day Disability Hiring Academy in January/February that is hosted by the Kentucky Chamber Foundation.

GOAL 3: ACCESSIBLE HEALTH CARE



The Information Coordinators and Community Engagement Coordinator of WellCare presented at the **Kentucky Primary Care Association Conference** on October 8. This was a panel presentation that allowed healthcare professionals to engage and to ask questions related to how they could improve services for patients with hearing loss.

Attendee Comment:

"I have learned more from this session than all the other sessions together."

GOAL 4: SAFE COMMUNITIES



The Information Coordinator attend to **Ky Access & Functional Needs Collaboration's** Hybrid Exercise relating to the feedback provided by partners on the Medical Shelter Booklet on December 10 in Frankfort. The purpose of the hybrid exercise is to role play in different mock emergency scenarios to determine if the booklet serves effectively as a guidance document for community-based organizations planning to open a shelter in response to a natural disaster or healthcare emergency.