



Kentucky Commission on the Deaf and Hard of Hearing

Steven L. Beshear  
Governor

Thomas O. Zawacki  
Secretary, Education and Workforce Development Cabinet

Virginia L. Moore  
Executive Director

## MEMORANDUM

**DATE:** July 1, 2014

**TO:** Marcia Seiler, Interim Director  
Legislative Research Commission

**CC:** Thomas O. Zawacki, Secretary  
Education and Workforce Development Cabinet

Jeff R. DeRouen, Executive Director  
Public Service Commission

**FROM:** Virginia L. Moore, Executive Director  
Kentucky Commission on the Deaf and  
Hard of Hearing 

**RE:** Telecommunications Access Program (TAP) Annual Report for Fiscal Year  
2013 - 2014

Enclosed is the Telecommunications Access Program (TAP) Annual Report for the fiscal year 2013 - 2014. As per KRS 163.527, this report is to be submitted annually to the Kentucky General Assembly through the Legislative Research Commission.

If you have any questions, please feel free to contact me at [Virginia.Moore@ky.gov](mailto:Virginia.Moore@ky.gov) or at 502-573-2604 (V/T).

## The Kentucky Commission on the Deaf and Hard of Hearing

Since its inception in 1995, the Telecommunications Access Program (TAP), administered by the Kentucky Commission on the Deaf and Hard of Hearing (KCDHH), has strived to serve the 737,000 deaf, hard of hearing, speech impaired and deaf/blind consumers in Kentucky that apply through the TAP for specialized telecommunications equipment. From time to time, the program receives letters of thanks from grateful recipients. Below are some of the excerpts from FY 13-14.

“I want to thank you for this phone and thank the staff that helped me complete the application and answered my questions. This is a wonderful program, especially for those who don’t have the income to buy this equipment.”

(Hard of Hearing Consumer – Louisville)

“I love my new CapTel phone that allows me to read what people are saying on my computer! This new technology is amazing and I can’t believe I was able to get the phone at no cost to me. Thank you for having this available to us!”

(Severely Hard of Hearing Consumer - Owensboro)

“I received the new TeliTalk phone with the wireless artificial larynx and now I can walk around my house talking with my family, which I could not do after my cancer surgery! Your program changed my life and allows me to communicate again, thank you.”

(Severely Speech Impaired Consumer – Pikeville)

“I love my iPhone and it allows me to be independent and talk to people through text when I need it. I really like being able to talk to others and get help if I need it myself!”

(Deaf Consumer – Louisville)

“I received my iPad and love the new device. It allows me to utilize telecommunications to talk with other deaf blind individuals and also with people around me. You have opened the world back up to me and I can’t say thank you enough”

(Deaf Blind Consumer – Bowling Green)

“I got my iPad and I love the speech generated app on it! I can go to a restaurant and order my own meal and also communicate with friends and family on the phone now!”

(Hard of Hearing / Speech Impaired Consumer – Lexington)

**Telecommunications Access Program  
Annual Report  
Fiscal Year 2013 - 2014**

**Kentucky Commission on the Deaf and Hard of Hearing  
Virginia L. Moore  
Executive Director**

In compliance with KRS 163.527, this annual report is submitted to the Kentucky General Assembly through the Legislative Research Commission.

“The Commission on the Deaf and Hard of Hearing shall provide to the General Assembly an annual report on the operation of the Telecommunications Access Program (TAP). The report shall be due on July 1 of each year, beginning July 1, 1995, and, at a minimum, provide:

The number of persons served and the number of TDDs distributed;

The revenues and expenditures of the program;

Discussion of any major policy or operational issues;

Any changes the Commission plans to make in the program that does not require legislative action; and

Any proposals for legislative changes in the program.

**The number of persons served and the number of STE's distributed:**

The Telecommunications Access Program (TAP) processed **3,191** applications during FY 14. The status of those applications for Specialized Telecommunication Equipment (STE) is as follows as of 6/30/2014, and definitions of the status are below:

Status	Total
Approved	123
Complete	719
Incomplete	536
Denied	50
Not Active	1,394
Ready for Review	129
Waiting List	228
<b>Total</b>	<b>3,191</b>

**DEFINITIONS:**

**Approved** - Applications approved by receipt of the last needed piece of documentation and are placed on the waiting list to be ordered. Alternatively, equipment has been ordered but is pending delivery or has yet to be paid for during the FY.

**Complete** - Applications were approved and the STE was ordered, delivered to the consumer and paid for during the FY.

**Incomplete** - Applications are pending receipt of missing verification. Applications lacking information required to determine eligibility (approval/denial) are returned to the applicant with a request for additional information.

**Denied** – Applications denied because the applicants did not meet the eligibility criteria in order to receive the STE. Notification is sent to each applicant outlining the reason for ineligibility and an explanation of why they are ineligible within 60 days outlined by law.

**Ready for Review** – Applications have been reviewed at two levels and are pending the last supervisory review to ensure the correct approval date has been assigned per regulations and the equipment is the best selection for the consumer. These are the next applications to be moved to the approved status and have equipment ordered at the end of the month on a first come first served basis.

**Not Active** – These applications have been pending verification for more than twelve (12) months. During the twelfth month, the applicant is notified and given an additional 30 days to submit the missing verification. If no response is received, the application is changed to NA in the database and archived. If the applicant reapplies, he/she must complete a new application with all required verification.

**Waiting List**–These applications are approved waiting on funds to order the equipment.

**842** consumers received **1,104** pieces of equipment during FY 13-14. A breakdown of these applicants by degree of hearing loss is listed below:

<b>Degree of Hearing Loss</b>	<b>Total</b>
Deaf	225
Deaf w/ Limited Vision	11
Hard-of-Hearing	342
Late-Deafened	21
Oral Deaf	4
Severely Hard-of-Hearing	231
Speech-Impaired	8
<b>Total</b>	<b>842</b>

During FY13-14, the TAP has verified our procedures for administering the program and added equipment to fit the needs of the consumers to provide them with accessible communication. We requested and received permission to provide iPads to deaf, hard of hearing, deaf-blind and speech impaired consumers. Each device has specialized apps for their specific disability preloaded to the device which allows the consumer to utilize telecommunications effectively. Customer Service is provided by the vendor, along with technical support. This addition was implemented in June and we already have a waiting list for these devices. The request for applications has been tremendous and the number of consumers served by TAP is anticipated to double during FY 15.

The new versions of the captioned telephone, both landline and internet based, continue to be popular with hard of hearing consumers. Television advertisements by our Relay provider have increased the number of consumers utilizing captioning services and a new captioned telephone is anticipated to be introduced in FY 15.

The number of speech-impaired consumers served increased again this year as individuals with laryngectomies were provided with new equipment selections and wireless devices became more popular to facilitate communication. The number of deaf-blind individuals served decreased as the Office for Vocational Rehabilitation (OVR) is administering a Federal grant that provides equipment to most of the identified consumers. However we anticipate the addition of the iPads will greatly increase our service to this population as the apps provide specialized telecommunication and automatic updates by the vendor.

During the last FY we launched an aggressive public relations effort to contact professional providers, especially audiologists, hearing instrument specialists and speech pathologists, to educate them on the benefits of participating in the TAP. We also broaden our focus in the rural areas with billboards and town hall meetings. Outreach with partner agencies allowed us to reach diverse consumers and the number of TAP applicant's overall increased. We plan to continue outreach and other public relation efforts, including regional training for the iPads.

# TAP Counts

Fiscal Year 2013-2014 Count  
A Statistical Analysis to Help Determine Best Methods of Advertising

## How did they hear about the TAP Program?

	Applied before	TV Ad	Billboard	Radio	Outreach	A friend	Web site	Newsletter	Facebook	Referral	Other	TOTAL
FYC*	228	85	3	1	132	582	166	140	6	485	322	2150

\*FYC: "Fiscal Year Count" - These counts are for the fiscal year, July 01, 2013 to June 30, 2014

## Revenues and Expenditures of the Telecommunications Access Program For fiscal year 2013 - 2014

REVENUE	Budgeted Expenditures	Actual Expenditures
<b>FY 2013 – 14 Allotment</b>	808,800	808,800
Appropriation Increase		
<b>Total Allotment</b>		
Total Revenue collected	1,109,200	1,109,200
<b>PERSONNEL EXPENSES</b>		
State Employee Salary	194,800	192,247
State Employee Benefits/Fringe	99,100	99,157
Other Personnel Services	45,000	47,874
Other	1,100	723
<b>Total Personnel Services</b>	<b>340,000</b>	<b>340,000</b>
<b>OPERATING EXPENSES-</b> as the program expands, additional staff and supplies are needed to maintain the demand for applications and equipment		
Utilities	4,800	2,505
Other Rentals	34,300	19,844
Maintenance and Repairs	0	0
Postage and Related Services	4,000	3,411
Miscellaneous Services	12,500	13,100
Telecommunications	5,200	3,280
Computer Services	16,500	10,864
Supplies	6,000	5,424
TAP Equipment Purchases	350,000	377,179
Travel Expense/ Allowances	15,000	10,925
Miscellaneous Commodities	20,500	22,268
<b>Total Operating Expenses</b>	<b>468,800</b>	<b>468,800</b>
<b>TOTAL EXPENSES</b>	<b>808,800</b>	<b>808,800</b>
<b>13-33-340-TBOO BALANCE</b>	<b>AS OF 6/30/14</b>	<b>0.00</b>

### Breakdown of Expenditures and the Cost Analysis during FY 13-14

STE (Telephone equipment) ALL TYPES and replacement of disconnected models	Units	Cost per FY
GeemarcAmpli 600-ER	10	890.00
Ultratec 1140 Uniphone	1	235.00
Superprint 4425 w/ASCII	1	382.99
ClearSounds CSC 1000	96	10,176.00
Clarity RC-200	3	987.00
UltratecCapTel 840	84	7,182.00
UltratecCapTel 840i	63	5,386.50
UltratecCapTel 880i	6	513.00
GeemarcAmpipower 60 black corded	83	6,748.73
XLC 3.4 white cordless	169	15,548.00
TeliTalk Speech Aid phone	4	3,700.00
TELITALK USB SPEECH AID	1	925.75
Deaf Blind Communicator	0	0.00
<b>Wireless Access Devices</b>		
Blackberry Curve	4	2,400.04
iPhone 4	109	70,851.09
iPhone 4s	15	9,950.39
Jitterbug – Graphite	5	2,700.00
Jitterbug – Red	9	4,860.00
IPAD-DEAF_WIFI ONLY	58	71,340.00
IPAD-DEAF_WIFI + 3G	23	30,590.00
IPAD-HOH_WIFI ONLY	6	7,380.00
IPAD-HOH_WIFI + 3G	10	13,300.00
IPAD-LOW VISION_WIFI ONLY	2	2,460.00
IPAD-LOW VISION_WIFI + 3G	1	1,330.00
IPAD-SPEECH IMPAIRED_WIFI ONLY	3	4,511.94
MINI IPAD-DEAF_WIFI ONLY	12	13,380.00
MINI IPAD-DEAF_WIFI + 3G	2	2,430.00
MINI IPAD-SPEECH IMPAIRED_WIFI ONLY	11	15,278.78
<b>*Total telephone equipment</b>	<b>791</b>	<b>305,437.21</b>
<b>Signaling Devices</b>		
Bellman Signaler Package	199	67,660.00
Krown TA005 Visual Combo Signaler	114	4,082.34
<b>*Total Signaling Devices</b>	<b>313</b>	<b>71,742.34</b>
<b>*Total Equipment pieces / cost</b>	<b>1,104</b>	<b>377,179.55</b>

*\*Pricing occasionally fluctuates throughout the year as vendors replace equipment for backordered or discontinued models, or updated models are provided. One Tactile, Visual or Auditory Alert Signaler can be distributed per applicant, in addition to the specialized telecommunications equipment selected. Not all applicants request a signaler.*

## **Discussion of any major policy or operational issues:**

KCDHH staff has made great progress this FY on archiving TAP applications digitally using the office scanner and database synchronization that allows for easy retrieval. The Department of Libraries and Archives (KDLA) approved the procedure and we have scanned all documents on file since the program's inception in 1995 and continue the process ongoing as part of the program's policy and procedures.

TAP equipment vendor contract renewals were processed with some equipment changes, including the addition of the TeliTalk USB, new models of wireless phones and the addition of the iPad as a pilot project. iPads are offered in both Wi-Fi only and 3G/4G in four categories (deaf, hard of hearing, deaf-blind or low vision and speech impaired). New contract bids will be posted in early 2015 for all equipment offered.

In order to increase awareness of the TAP and ensure that consumers select the most appropriate equipment, demonstration sites available throughout the state. Partnerships with private, public and state agencies are utilized to minimize cost. Consumers can test equipment in eight convenient locations.

Vlogs in American Sign Language with captions continue to be posted to the updated website allowing consumers to gain additional information on the TAP and equipment available. In-house forms for the program continue to be made more automated, although original applications are still required. Program brochures and inserts have been streamlined into one document. The TAP application has been simplified and will be incorporated by reference in pending regulation changes.

Kentucky's Relay provider (Sprint) renewed their contract with the state and outreach specialists continue to provide assistance in training consumers' one-on-one, resolving equipment issues, and collaborate in outreach efforts. Corporate AT&T continues to collaborate with the TAP and Relay Service by including billing inserts annually advertising the availability of both programs and includes this information in on-line and hardcopy telephone directories. TAP staff utilize v-logs, videoconferencing, video relay interpreting, facetime, instant messaging, text messaging and email, as well as traditional voice lines, TDD, VCO, HCO, interpreters, and face-to-face contacts to promote the program and explain its requirements to consumers and professionals as well. The KCDHH PR team includes information on the TAP during every presentation, demonstration, booth, visitation or outreach utilized to promote the agency as a whole.

The vast majority of outreach for the TAP is accomplished through partnerships with other agencies, attendance at conferences and health fairs, word of mouth, and in-house advertising, which is primarily electronic based. However, the TAP once again took advantage of the opportunity to meet people face-to-face at the 2013 State Fair. Fairgoers took advantage of the KCDHH "Puzzled by Hearing Loss" booth sponsored by a partnership with Heuser Hearing Institute (HHI), and Sprint Relay. A fully interactive booth was provided during the 10-day event and educated fairgoers on living with a hearing loss and resources available to those affected by it, including assistive technology. TAP displayed the specialized telephone equipment provided through the program and allowed interested individuals to make telephone calls to test the equipment effectiveness for their hearing loss or speech impairment. Consumers were advised that the equipment is available at no cost to them, due to the small (2 cents) surcharge on all

telecommunication access lines to support TAP and two cents to support Kentucky Relay. Hundreds of referrals, including applications for equipment and general requests to the agency, are generated from this outreach. TAP is scheduled to participate in the State Fair in 2014.

The TAP Advisory Board, which consists of consumers, agency oversight representatives and TAP staff, meets at least once annually face-to-face. During the April 2014 meeting, members discussed the changes made to the program including wireless devices, the outreach plan, and the upcoming addition of iPads to the program offerings. Members were asked to provide feedback on current equipment usage and any new devices they would like to see added to the program.

Elected members may serve three consecutive four-year terms while law mandates other member positions. Meetings are scheduled for October 2014 and April 2015 if necessary.

Last Name	First Name	Membership Status	Term Ends
Crawford	Rebecca	*KCDHH Commissioner / Severely Hard of Hearing Consumer / Advisory Board Chair	2015
Ziehr	Jeremiah	*Deaf Consumer	2017
Fowler	Lewis	*Deaf Consumer	2015
Lawson	Johnny	*Speech-impaired Consumer	2017
Caldwell	Shannon	*Deaf/Blind Consumer	2015
McGirt	Melinda	*Hard of Hearing Consumer	2015
Timon	Betty	*Hard of Hearing Consumer	2017
Stevens	Jim	**Public Service Commission Representative	Law
Hatzel	Amy	**KCDHH Commission Chair	Law
Skaggs	Forrest	*KY Telephone Association Representative	Law
Moore	Virginia	**KCDHH Executive Director	Law
Zulauf	Cole	***Program Coordinator	Staff
Endler	Jessica	***Document Processing Specialist II	Staff
Wright	Wilma	***Administrative Specialist III	Staff
Holloway	Rowena	***Internal Policy Analyst III	Staff

\*voting members      \*\*non-voting members, serve by law or ex-officio      \*\*\*TAP staff

The Internal Policy Analyst (IPA) III serves on the AT&T Advisory Board, the Telephone Relay Service (TRS) Advisory Board and the Kentucky Outreach and Information Network (KOIN). The IPA III was appointed by the Governor in 2014 to again serve on the Kentucky Assistive Technology Service (KATS) Network Advisory Board and the Kentucky Assistive Technology Loan Corporation (KATLC) Board, effective until February 2017. Written reports from these meetings are compiled and included in the agency's quarterly reports and archived as part of the agency's records retention.

TAP staff also serve on several emergency notification teams to represent KCDHH in the state's efforts to make wireless communication in emergencies a reality. With the Federal Communication Commission (FCC) rules issued 2011 requiring new generation 911 services, KCDHH continues to be involved in teleconference meetings to keep up with the progress of making this change a reality. Text messaging is the norm for most consumers with a hearing loss and 80% of the national's disabled population utilizes wireless devices as their primary source of

telecommunication. PSAPs need to be fully accessible by text messaging and KCDHH continues to work to meet this need.

**Staff members attended the following to promote the TAP during FY 13-14:**

Hearing Loss Association of America chapter meetings across the state;  
National Hearing Loss Association of America conferences;  
National Senior Citizens conference and workshops;  
Louisville Deaf Senior Citizens meetings;  
Kentucky Speech-Language Hearing Association conference;  
Town Hall meetings across the state;  
Telecommunications Equipment Distribution Program Administrators conference;  
National Association of State Relay Service Providers conference;  
Northern Kentucky Health Fair;  
Park Duvall Health Fair;  
Kentucky Audiologist Association conference;  
Kentucky Telephone Association conferences;  
Kentucky Black Deaf Advocates Conference and workshops;  
Kentucky Association of the Deaf conference;  
Kentucky Registry of Interpreters for the Deaf conference;  
Kentucky Telephone Association conference;  
Northern KY Senior Citizens Expo;  
Kentucky School for the Deaf (KSD) Family Learning Vacation;  
Kentucky Storytelling Conference and workshops;  
Northern KY Senior Expo;  
Paduach BarBQue Festival;  
Hillbilly Days – Pikeville;  
Southeast Regional Institute on Deafness Conference;  
Infant & Toddler Institute on Deafness Conference;  
Early Hearing and Identification Detection conference;  
American Association of Retired Persons Health Fair;  
Hearing Loss Association of Kentucky, Louisville, Lexington, Bardstown, Bowling Green Chapter meetings and trainings;  
Southeastern Association of Area Agencies for Aging Conference;  
Mental Health Advisory Board workshops;  
Main Street and Shiloh Baptist Church Activity Day presentations;  
Department of Aging Conference;  
Community Health Fairs statewide;  
American Bar Association training and workshops;  
Kentucky Police Academy trainings;  
Kentucky Correctional facility trainings;  
Kentucky Society of Medical Assistants;  
Kentucky Ombudsman trainings;  
Kentucky Emergency Preparedness presentations and workshops;  
Senior Citizen Associations statewide; and  
Kentucky School for the Deaf - Pancake Bazaar.

## **Legislative Update:**

### **Overall**

- Kentucky has an estimated 737,000 deaf and hard of hearing residents. (National Health Interview Survey)
- Hearing loss ranks as the third most common health issue in the country, behind heart disease and arthritis. (National Institutes of Health)
- 1 in 5 Americans (48 million people) have some degree of hearing loss. (Hearing Health Foundation)
- Men are more likely to experience hearing loss than women. (National Institute on Deafness and Other Communication Disorders)
- Kentucky ranks third per capita nationally in people identified as deaf or hard of hearing. (2010 American Community Survey Data, United States Census)
- Approximately 17 percent (36 million) of American adults report some degree of hearing loss, with that number expected to double by 2030. (National Institute on Deafness and Other Communication Disorders)
- Roughly 25 million Americans have experienced tinnitus. (National Institute on Deafness and Other Communication Disorders)
- Approximately 4,000 new cases of sudden deafness occur each year in the United States. Only 10 to 15 percent of patients with sudden deafness know what caused their loss. (National Institute on Deafness and Other Communication Disorders)

### **Children**

- About 3 out of every 1,000 children in the United States are born deaf or hard-of-hearing. 90% of children who are born deaf are born to parents who can hear. (National Institute on Deafness and Other Communication Disorders)
- Approximately 6 percent of all deaf children and another 6 percent of hard-of-hearing children have Usher syndrome. (National Institute on Deafness and Other Communication Disorders)
- One in five teenagers (20 percent) will incur a hearing loss at a much earlier age due to music listening devices used in the ears. This represents an overall increase in hearing loss of 30 percent for that age group. (National Institutes of Health)
- 14.9 percent of children between the ages of 6 and 19 have a hearing loss in one or both ears. (Centers for Disease Control and Prevention)

### **Adults/Senior Citizens**

- There is a strong relationship between age and reported hearing loss: 18 percent of American adults 45-64 years old, 30 percent of adults 65-74 years old, and 47 percent of adults 75 years old or older have a hearing loss. (National Institute on Deafness and Other Communication Disorders)

- 15 percent (26 million) of Americans between the ages of 20 and 69 have high frequency hearing loss due to exposure to loud sounds or noise at work or in leisure activities. (National Institute on Deafness and Other Communication Disorders)
- Of adults ages 65 and older in the United States, 12.3 percent of men and nearly 14 percent of women are affected by tinnitus. (National Institute on Deafness and Other Communication Disorders)
- The number of Americans who are 65 or older (220,000) increased 15.1 percent from 2002 to 2010, and that number is expected to double by 2030. (2010 Census Brief on Older Populations)

### **Military**

- More than 59,000 military veterans of the wars in Iraq and Afghanistan are on disability due to service-related hearing loss. (United States Department of Veterans Affairs)
- The most prevalent service-connected disability for veterans was tinnitus and hearing loss (60 percent). 1.5 million Veterans are receiving veterans' compensation for "profound unusable hearing." (United States Department of Veterans Affairs)

### **Legislative Plans for FY 15:**

KCDHH is working with the Cabinet Secretary, the Kentucky Department of Education and Legislators to introduce legislation that would require children to have a hearing test by a certified professional prior to entrance in school. Children are currently required to have dental exams and vision testing, so hearing testing should also be required.

We are also working with legislators to introduce a bill that would require audiologists to provide information regarding KCDHH services to clients they see for hearing testing and provision of equipment (i.e., hearing aids)

We are also seeking support for possible Legislation to assist with the purchase of hearing aids for adults, as very few insurance companies provide any coverage and this is the most common request received by consumers contacting KCDHH for services.

### **Plans for FY 15, not involving Legislative changes include:**

The expansion of TAP, administered per KRS 163.525, continues to evolve and grow as demand increases and technology changes. The selected device(s) provide affordable, portable, reliable and accessible telecommunications for all eligible applicants. Regulations are in place outlining criteria for approving applications, outlining a processing system for vendor participation and specifying maintenance and repair procedures. Amendments to the regulations will be completed to incorporate changes to the current application to simplify it for applicants.

Deaf individuals increasingly require access to videophone technology, which allows them to communicate with deaf or hearing callers through their native language, American Sign Language (ASL), because many deaf consumers consider English as their second language. Connect Kentucky is a template for the world in the expansion and implementation of broadband technology throughout the Commonwealth to reduce the digital divide. Although broadband may

now be more accessible it is still not affordable for many of the “have nots” throughout the state. Deaf and hard of hearing constituents often survive on a limited income and cannot afford high speed technology in their homes. Through Connected Nation, Project Endeavor and other such federally based programs, funds should be utilized to reduce the cost of broadband services for this population, as access to communication is a basic human right as well as a safety concern for many of our citizens. KCDHH continues to work in partnership with agencies implementing these programs, such as the National Association of the Deaf and the Hearing Loss Association of America to include the needs of the consumers we serve, especially in the realm of emergency notifications and services.

The Internal Policy Analyst III, Program Coordinator and Executive Director plan to attend the National Telecommunications Equipment Distribution Program Association (TEDPA) conference to be held in October 2014 in Maine. This conference highlights new and emerging technology utilized by state programs and provides an opportunity to network with other state program managers to improve services to our consumers and include emerging equipment in our state distribution program as well as learn of Federal changes in regulations.

**Outreach Plans for FY 14-15 include partnerships with the following entities:**

- Sprint Relay Service;
- AT&T;
- Kentucky Telephone Association;
- Kentucky Association of the Deaf;
- National Association of the Deaf
- Alexander Graham Bell Association;
- Hearing Loss Association of America;
- American Association of Retired Persons;
- Kentucky School for the Deaf;
- Kentucky Office of Vocational Rehabilitation;
- Kentucky Office for the Blind;
- Kentucky Assistive Technology Services Network;
- Kentucky Assistive Technology Loan Corporation;
- Kentucky Office of Aging;
- Kentucky Department of Education;
- Commission for Children with Special Health Care Needs;
- Kentucky Speech-Language and Hearing Association:
- First Steps;
- Speech and Language Pathologists;
- Audiologists, Hearing Instrument Specialists; and
- Area Developmental Districts

***What TAP accomplishes as a program, providing basic telecommunication services, goes to the core of what our consumers are able to give back to society. We impact the lives of these citizens by providing services that allow them to communicate on the phone, receive emergency notifications should a state or national emergency occur, and participate equitably in work and life activities.***