

KCDHH Quarterly Activities

April 1, 2011 through June 30, 2011

Governor Appointments

The Governor appointed seats for the Kentucky Association of the Deaf (KAD) and American Association of Retired Persons (AARP) vacant positions have been filled. The new representatives are Ms. Barbie Harris for KAD and Ms. Rebecca Crawford for AARP. Ms. Becky Bush was also recently appointed as the Parent Representative, and all positions are effective July 1, 2011. KCDHH extends thanks to Mr. Ed Schickel and Ms. Cristal Collins for their service as well as Ms. Betty Timon, long time Commissioner, for their hard work during their years of service for KCDHH.

Budget

The Executive Director received a request from the Education and Workforce Development Cabinet regarding the provision of information for another budget cut. The Office of Budget and Administration was gathering information related to planning for the 2012 budget. We were asked to provide information on how a 3% general fund cut would affect the agency, and then provide the additional affect another 2% cut would have on the agency's programs and services. A response was prepared and provided to the Cabinet. To date, no confirmation of any budget cut for FY 12 has been received.

As a budgetary reduction measure, the General Assembly passed legislation requiring all state agencies to execute furloughs rather than mass layoffs of personnel. Pursuant to 101 KAR 5:015E, state executive branch agencies planned for six designated furlough days during FY 10-11. During the most recent quarter, KCDHH designated April 1 and 4 as one furlough day, utilizing half-staff each day to ensure the office function and customer service continued. May 27 also served as one of the state designated furlough days with the office fully closed for business. Funding associated with savings from staff salary for the furlough days was removed from the FY 11 budget allotment during this quarter. Governor Beshear announced that furloughs would be suspended during FY 11-12 and will not be reinstited unless budget savings gleaned from other sources are not sufficient to balance the FY 12 budget.

This quarter brings to an end FY 10-11 and the KCDHH funding allotment closed without a negative balance, as some agencies experienced. The full financial report is provided in the Commission meeting packet.

Personnel

The Information Office Supervisor position is still vacant and the paperwork is awaiting the Governor's approval. Once an approval is forwarded to Personnel, the position will be advertised. The Executive Director has been advised to expect numerous applicants for this opening.

The Kentucky Human Resource Information System (KHRIS) was launched in April by the Personnel Cabinet and is a statewide system to be used by employees for key business processes such as timekeeping, payroll and personnel administration. It also provides employees and supervisors access to information remotely so updates can be made from other locations if necessary. KHRIS replaces a 30-year-old payroll and personnel system and allows employees "self-service" to basic employee information. The Information Referral Specialist, the agency timekeeper, utilizes the new system and is working with other employees to ensure accuracy in procedures on KHRIS.

Kentucky Association of the Deaf Conference

The Kentucky Association of the Deaf (KAD) 43rd Biennial conference was held in Lexington, KY on June 16-19, 2011. KCDHH hosted a booth at the conference and provided information regarding the programs provided by the agency, especially the Telecommunications Access Program (TAP) and wireless devices. Information on the upcoming National Association of the Deaf (NAD) conference that will be held in Louisville in 2012 and hosted in partnership with KAD, was also highlighted as DeaFestival 2012 will serve as the closing day event.

The Executive Staff Advisor presented a workshop entitled "Successful Advocacy: From the Classroom to the Movies". The presentation outlined the National Association of the Deaf (NAD) Seven Steps to Successful Advocacy and how they can be applied to various scenarios. The Executive Director and Interpreter I presented a workshop entitled "How Will Kentucky Help You in An Emergency". KCDHH continues to monitor the national agenda of establishing an SMS-based texting system for Americans to receive emergency notifications. KCDHH also collaborated with the Kentucky Hospital Association (KHA) to provide emergency communications cases to be housed by KHA and used by shelters when needed. Both those collaborations are still a work in progress, so KCDHH presented on how the responsibility ultimately relies on the individual, not other organizations, to be prepared for a disaster. KCDHH discussed how to pack food, first aid supplies, water and other needed resources; how to develop a family communication plan and

practice it; and where to find current notification systems that can alert the individual of disasters via email. In the benefit of agency emergency operations, KCDHH purchased supply kits for the office to sustain staff members should a disaster strike and not allow staff members to leave the office.

Sprint representatives also presented on Relay services, their recent successful bidding as Relay provider for Kentucky, and Sprint Mobile VRS. The conference provided several other informational workshops, and the Keynote Speaker for Saturday evening's banquet, Richard D. McCowin, National Association of the Deaf (NAD) Region II Representative, and an advocate for the NAD for more than 30 years, was especially inspiring and informative. The Anderson Twins, who as always delighted and amused the audience, provided the entertainment. The Executive Director and Chris Wagner, NAD 2012 Conference Chair, also provided an update on plans for the 2012 NAD conference and DeaFestival 2012.

HLAA Hearing Loss Association

The annual Hearing Loss Association of America (HLAA) Convention was held in Arlington, Virginia, June 16-19. There were many attendees, presenters, sponsors, exhibitors, CART providers, communication access technology teams, staff and volunteers. Nine countries attended. Workshops were held on Friday, June 17 and all day Saturday, June 18. On Friday evening, a captioned audiotoniq play "WICKED" was performed live at the Kennedy Center, with all sections of the auditorium looped for FM systems, as well as CART and interpreters. The exhibit hall was opened every day of the convention, and vendors displayed the latest technology in hearing loss. One of the latest advances for hard of hearing and deaf individuals was the Captioned Call, similar to the CapTel phone. To use the new Caption-call device you must have high-speed internet line with a phone connection, it does not work on analog lines. The screen, it seemed faster in placing calls than the CapTel, and no operator assistance is needed as all information goes through internet lines. The Caption-call can be connected thru your I-pad or I-phone with wireless internet, rather than a computer only. One of these phones will be obtained by TAP to test for future possible distribution. Many brochures, handouts of hearing technology, and different devices for emergency systems were collected from the exhibitor booths at the conference for future references.

The Administrative Specialist III, as a first time attendee of this convention, was impressed with all the technology available to provide communication for everyone. The conference led her to a new awareness for how hard of hearing & deaf individuals struggle daily to be able to communicate and stay connected in all situations of their lives, while using whatever communication mode they prefer. Whether it is a cochlear implant, hearing aids, interpreters, CART, FM system, or t-coils, everyone has a right to effective communication. Attending this convention

provided inspiration to do more outreach for the individuals served by KCDHH and be innovative about how we reach those who still do not know about the TAP and its services.

Kentucky State Fair

The Executive Director, Executive Staff Advisor, and the Information Program Coordinator attended a State Fair meeting at Heuser Hearing Institute (HHI) on June 28, 2011. This meeting was held to discuss logistics for the upcoming Kentucky State Fair. KCDHH, HHI and the Hearing Loss Association of Kentucky (HLAK) will once again collaborate to reach as many attendees as possible and educate them about hearing loss and the resources available to those that deal with hearing loss. The Telecommunications Access Program (TAP) will again demonstrate equipment available through the distribution program. Sprint, Kentucky's Relay service provider as of March 1, 2011, has also been asked to sponsor and participate in the eleven-day event in August. Numerous volunteers will be needed and Commissioners are asked to sign up to volunteer to staff the KCDHH booth between August 18 – 28, 2011.

Commission for Children with Special Health Care Needs

The Executive Staff Advisor was invited by the Early Hearing Detection and Intervention (EHDI)/Audiology Regional Coordinator for the Commission for Children with Special Health Care Needs to participate as a parent representative on their Core Team for the National Initiative for Children's Healthcare Quality (NICHQ). The aim of this initiative is to set up clear and measurable goals to make positive changes to Kentucky's EHDI system to reduce the number of "lost to follow-up" and "lost to documentation" infants who are referred on newborn hearing screenings. The Core team is required to travel to three learning sessions out of state, have regular conference calls or face-to-face meetings with other core team members every 2 to 4 weeks, and have meetings with extended team members (hospitals, audiologists and early interventionists).

The first meeting required the Executive Staff Advisor to travel to Minneapolis Minnesota for a two day meeting with the members from Alabama, Alaska, Georgia, Idaho, Louisiana, Mississippi, New Hampshire, New Mexico, North Dakota, Ohio, Rhode Island, South Carolina and Washington, DC, as well as Core Teams and the faculty experts.

The focus of this meeting was to introduce faculty and teams as well as redistribute a worksheet called a PDSA (which is a quality assurance tool that stands for Plan, Do, Study, Act). The PDSA is a tool that is used in engineering and information technology. Planning, using, trialing, small tests of change on a small grouping or population and measuring of success, rather than adapting something systematically

allows opportunities to edit and adjust parameters of the plan and infuse it into the daily routine gradually. This has been proven to be an effective tool. Each team will create their own PDSAs. The first PDSA for the Kentucky team will be to determine if parents are given hearing screening results verbally in addition to written, will it increase the number of infants that return for audiology diagnostics?

The measures of success will be twofold. The first is a monthly checklist and the second is the follow-up that will be provided quarterly from the EHDI database. They will monitor through a query of percentages of hearing screenings in Kentucky before 1 month of age (within 30 days of birth), percentages of referrals from hearing screen receiving out-patient screen/audiology diagnostics before 90 days of age and the percentages of infants diagnosed with a permanent childhood hearing loss (PCHL) receiving Early Intervention by 180 days of age.

Involvement in this initiative and the Core Team is an ongoing priority of KCDHH.

KCDHH GOALS



KCDHH Goal I: Improve, strengthen and develop services, including communication services and access to human services.

During the previous quarter (January-March 2011), the number of interpreting requests spiked and was larger than the number of requests for the current quarter (April-June 2011). The spike in requests occurred due to the Interpreter Referral Specialist coordinating interpreters for the state detention center during the previous quarter, while KCDHH advocated for the deaf individual to be placed in a facility that better accommodated communication and social needs. The individual was moved to a more appropriate facility and the Access Center (AC) did not coordinate interpreting services for the detention center during the current quarter. The number of interpreting requests during April-June 2011 reflects a more accurate baseline volume of interpreting requests typically experienced by the AC. Additionally, the AC typically receives a lower number of requests during the April-June period of each year because state agencies are more frugal with funds as the fiscal year end approaches, resulting in fewer workshops, conference and outreaches.

Access Center Assignments

Requests	Filled /pending Assignments	Cancelled Assignments	Interpreting Hours	# of contacts required to fill assignments
AC: Request for Interpreting	81	6	585	*Not Available
AC: Request for	9	1	51	*Not Available

Captioning				
AC: Request for Videoconference	0	0	0	0

*Numbers accurately reflect the work achieved in this quarter by hand counting. The database is experiencing problems with accurately calculating totals and we are currently in consultation with the Education and Workforce Development Cabinet to obtain assistance in updating the database to reflect totals for reporting purposes.

National Certification Opportunities

As a supersite for the Registry of Interpreters for the Deaf (RID), KCDHH hosted four performance test dates for 18 individuals and one SC:L performance examination during this quarter.

On June 21, 2011, RID’s executive director, reported that a former RID employee committed fraudulent activities that affected the scores of 34 individuals whose National Interpreter Certification (NIC) Interview and Performance Examinations were scored between January and September 2010. RID took quick steps to address invalid rater scores on the NEC Exams. This may affect some interpreters in Kentucky. Due to the nature of this infraction, individuals are kept anonymous and have been sent a letter asking that they contact the RID office. Depending on the situation of each individual’s exam, they may be asked to retake the NIC performance and/or interview exam. Locally, the Kentucky Board of Interpreters will make a decision on how to handle the individuals that will be affected by this as their Kentucky License may not be valid due to the invalid NIC scoring. http://www.rid.org/userfiles/File/pdfs/RID_Highlights/Membership_communication_Web.pdf.

Accessibility

The Executive Director, Interpreter I and Interpreter Referral Specialist held conference calls with two hospitals to assist in resolving issues related to providing interpreters. Both hospitals sought to provide the best and most competent services to the patients. One facility experienced difficulty locating available interpreters for patients who use sign language and were connected to an interpreter referral agency to help provide accommodations in a timelier manner. The other situation involved the behavior of an interpreter. The Executive Director and the Interpreter I advised the hospitals of the standards of practice for interpreters, norms within the interpreting field, measures for the hospital to take to protect itself and its patient, and suggested steps in investigating and handling such situations.

Telecommunications Access Program (TAP) Activities

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
TAP: Applying for STE	514	602	92

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Wireless Update

The wireless distribution program is in its ninth month of providing equipment. The program has been riddled with challenges, which have for the most part been addressed. One of the main issues involved individuals managing their own account. The state AT&T representative confirmed that billing has been switched over to individual centers so consumers can manage their own bills more effectively and make changes as needed. The main issue remaining is that we do not have consistent communion with the AT&T state representative to resolve issues timely. During June, the AT&T accounting department sent out bills to wireless consumers in error. KCDHH was inundated with consumer contacts regarding this error and staff took more than 400 calls and send out letters to all consumers who had received wireless devices explaining the bill was in error. With the beginning of the new FY, the Executive Director is re-evaluating the services provided by AT&T.

As of June 2010, there were 3.6 million wireless consumers in Kentucky with those numbers increasing monthly. This means the demand for wireless equipment continues to escalate as more consumers become aware of the program and its offerings. As this growth continues within the Telecommunications Access Program (TAP), a greater number of staff within the agency is required to focus on and manage daily activities.

The Executive Director and IPA III met with AT&T representatives from both the state and national level to discuss a public relations release regarding wireless distribution through the Telecommunications Access Program (TAP). The focus of the release would be on the consumers served and testimonies on how receipt of the device has improved their lives rather than the devices themselves. Applications used on the devices by the deaf and hard of hearing population will also be part of the release and a quote from the Governor would be a good addition. This partnership is to promote the unique provision of services in KY with AT&T as the vendor. However, until all the glitches with the AT&T representative's responsiveness are resolved, the release is on hold.

AT&T provided a draft of the Consumer Guide for Information for Customers with Disabilities. The IPA III and Interpreter Referral Specialist reviewed the information and provided updates and comments. The Sprint representative was also asked to update the information regarding Relay services in Kentucky and the draft was returned to the AT&T PR department for publication in the next telephone directory and on line services.

Telecommunications Access Program (TAP) Advisory Board

TAP Advisory Board held a meeting on April 7. The agenda included discussion on staff activities during the previous quarter, an update on the wireless distribution program, announcement of the new state relay provider and reappointment of three members whose terms were expiring.

The 2011 Annual Telecommunications Access Program (TAP) report to the Legislative Research Commission (LRC) was submitted as required by statute on June 30. The report included the number of persons served by TAP during FY 10-11, the number of pieces of equipment distributed, revenues and expenditures of the program, discussion of any major policy or operational issues, changes in plans KCDHH has made that do not require legislative action and proposal for legislative changes in the program.

TAP Archiving

TAP staff members along with the Executive Director met with a representative from the Kentucky Department of Library and Archives (KDLA) to finalize the details of electronically archiving TAP applications and related paperwork. KDLA agreed to scan and archive TAP applications from previous fiscal years while KCDHH continues to scan and archive TAP applications that are part of current fiscal year orders. The goal is to save storage space within KCDHH, become paperless while providing quicker and more efficient services to constituents.

Deaf Blind Equipment

The Executive Director and IPA III attended a meeting with representatives of the Office of Vocational Rehabilitation (OVR) and the Office for the Blind (OFB) to discuss the Federal Communications Commission (FCC) ruling to implement equipment distribution programs within each state for deaf-blind individuals. The FCC ruling requests that one entity per state apply for the funding for this program, therefore KCDHH initiated discussions with OVR and OFB to ensure the funding is obtained to offset the high cost of providing wireless devices such as the Deaf Blind Communicator currently offered by the Telecommunications Access Program (TAP).

During the meeting, discussion included the expertise of OVR and OFB in

identifying the deaf blind individuals within the state and assessing their need for equipment. There are income limits connected to the new FCC program, which conflict with the eligibility determinations made by TAP. Further meetings will be held to ensure that KY receives the funding available from the FCC for equipment and expansion of the provision of equipment to deaf blind individuals.

Kentucky Telephone Association Conference

KCDHH provided information on the Telecommunications Access Program (TAP) and other services provided by the agency at the Kentucky Telephone Association annual spring conference in May. Speakers covered the challenges faced by small telephone companies in keeping pace with internet and broadband service provisions. Workshops were held on broadband outreach and development, cloud computing, selling in a competitive environment, security in a changing landscape and updates were provided by the federal organizations that fund telecommunications.

DeaFestival 2012

2012 Artist Studio

KCDHH has kicked off the “Makeover Horse Contest” which will be held during the NAD conference and DeaFestival 2012. This contest promotes youth artists to apply to paint the horse as part of the Visual Artist Studio. Two high school, two middle school and two elementary school students are to be selected from the applicants. A brochure was finalized and distributed to some schools for promotion of the event. Instructions are available on the KCDHH website.

National Association of the Deaf 2012 Conference

Planning continues to coordinate the National Association of the Deaf (NAD) biennial conference and DeaFestival 2012. During the recent quarter, Chris Wagner, 2012 Conference Chair for the NAD, held a meeting with core planners from Kentucky. Discussion included the Memorandum of Understanding (MOU) between NAD and the Kentucky Association of the Deaf (KAD), who are collaborating to host the conference in Louisville, July 3-7, 2012. Members discussed the provisions of the MOU for both parties and some discussion was held with the Chief Operating Officer (COO) for NAD, who will also oversee the conference marketing and budget. NAD strongly recommended that KAD find local partnerships to ensure that enough volunteers are available to assist with the conference logistics. KAD will host a special event on the evening of July 4, for which they will begin fundraising soon.

DeaFestival is scheduled for July 7, 2012 at the conclusion of the NAD conference. Contracts for some performers are in negotiation, and arrangements are being made with Fourth Street Live to hold the Jam Tent at that location.



KCDHH Goal II: Serve as a hub of current information from local, state and national resources to provide appropriate information and referral services.

Vlogs and Videos

A vlog explaining how K-12 deaf and hard of students can participate in the “Makeover Horse Contest” for the Visual Artist Studio in DeaFestival 2012 was produced during this quarter and the IT department is making final edits before posting on the website.

KCDHH has worked in partnership with the Kentucky Hospital Association (KHA) Effective Communications in Hospitals committee to improve communication and services for deaf and hard of hearing patients. Upon invitation from KCDHH, the KHA Effective Communications in Hospitals committee chair visited KCDHH to film a vlog explaining the work of KHA over the years and the commitment of the committee to improving services to all patients, including the deaf and hard of hearing. The chair also advised consumers on whom to contact within hospital administration if their communication needs are not met to satisfaction and result in less than adequate care. KCDHH continues to advise KHA on adequate services that should be provided under the ADA and how to handle situations appropriately to protect the patient and the hospital administration. The vlog can be viewed on the Community Speaks page of the KCDHH web site.

Parent Package

The Parent Package has been finalized with the Commission for Children with Special Health Care Needs (CCSHCN) and the KCDHH Board. Grants and possible partnerships with other agencies are being explored to assist with publication costs. Three estimates for printing have been obtained and once funding is secured, the package will be sent to print.

Public Relations Output

The Office of Information Services focuses on PR efforts and outreach activities to increase awareness of services offered by the agency. Numbers are slightly down this

quarter as not as many eblitzes were used to disseminate information, yet more actual personal touches were accomplished. Quarterly activities included:

Date	Type of Communication	Topic of Public Relations Announcements and Outreach Activities	# Items Distributed
April 10, 2011	Outreach	KY Association for Gerontology, Florence, KY. Items disseminated included: KCDHH flyers, TAP flyers, TAP info flyers, Directory of Services (DOS), KCDHH key chains and KCDHH pens.	700
April 21, 2011	Outreach	Lexington Disability Awareness in Lexington, KY. Items disseminated included: KCDHH flyers, TAP flyers, TAP info flyers, DOS, KCDHH key chains and Deaf Resource flyers.	710
May 21, 2011	Outreach	KY Society of Medical Assistants Lexington, KY. Items disseminated included: KCDHH flyers, TAP flyers, DOS and KCDHH pens.	200
May 25, 2011	eBlitz	eBlitz advertising the DeaFestival Horse Makeover Contest for students.	991
June 3-4, 2011	Outreach	Family Learning Vacation, Danville. Items disseminated included: Hand wipes, Child ID kits, KCDHH rulers, KCDHH highlighter/pen, DOS, TAP flyers, and KCDHH flyers.	140
June 7, 2011	Outreach	HLAA meeting in Bowling Green, KY. Items disseminated included: DOS, KCDHH flyers, TAP flyers, Deaf Resource flyers, Credit card scrapers and KCDHH pens.	125
June 13, 2011	eBlitz	eBlitz advertising free registration for KAD-NAD	988
June 14, 2011	Outreach	HLAA meeting in Louisville, KY. Items disseminated included: DOS, KCDHH flyer, TAP flyer, Deaf Resource flyer, In Case of Emergency Cards, Credit card scrapers and KCDHH pens.	350
June 15-17, 2011	Outreach	KY Bar Association at Lexington Center, Lexington, KY. Items disseminated included: KCDHH flyers, ADA info regarding lawyer's obligation to provide interpreters, RID flyers on role of interpreter, CART flyers, KCDHH highlighter/pens, DOS, TAP flyers and TAP info flyers.	960
June 15-17, 2011	Outreach	KAD Conference in Lexington, KY. Items disseminated included: KCDHH flyers, TAP flyers, TAP info flyers, Visor cards, DOS, DeaFestival/NAD flyers, DeaFestival pins, Movie Access brochures, Project Endeavor brochures, KCDHH pop up wipes, KCDHH	1,215

		key chains, pens, and TAP note pads.	
June 30, 2001	Outreach	Wellness Awareness at U of L Wellness Center (U of L Hospital), Louisville, KY. Items disseminated include: KCDHH flyers, TAP flyers, TAP info flyers, DOS, and KCDHH key chains.	550
		TOTAL	6,029

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Hearing Loss Association of Kentucky

Executive Director and Internal Policy Analyst III gave a presentation at the Hearing Loss Association of Kentucky (HLAK) meeting in Bowling Green at the Wellness Center. The Executive Director spoke on KCDHH, our mandates, legislative actions, movie access, 21st Century Communications Act, KCDHH Information, Referral and Advocacy Department, Access Center and overall goals of KCDHH. IPA III spoke to the Telecommunications Access Program, its offerings and eligibility requirements.

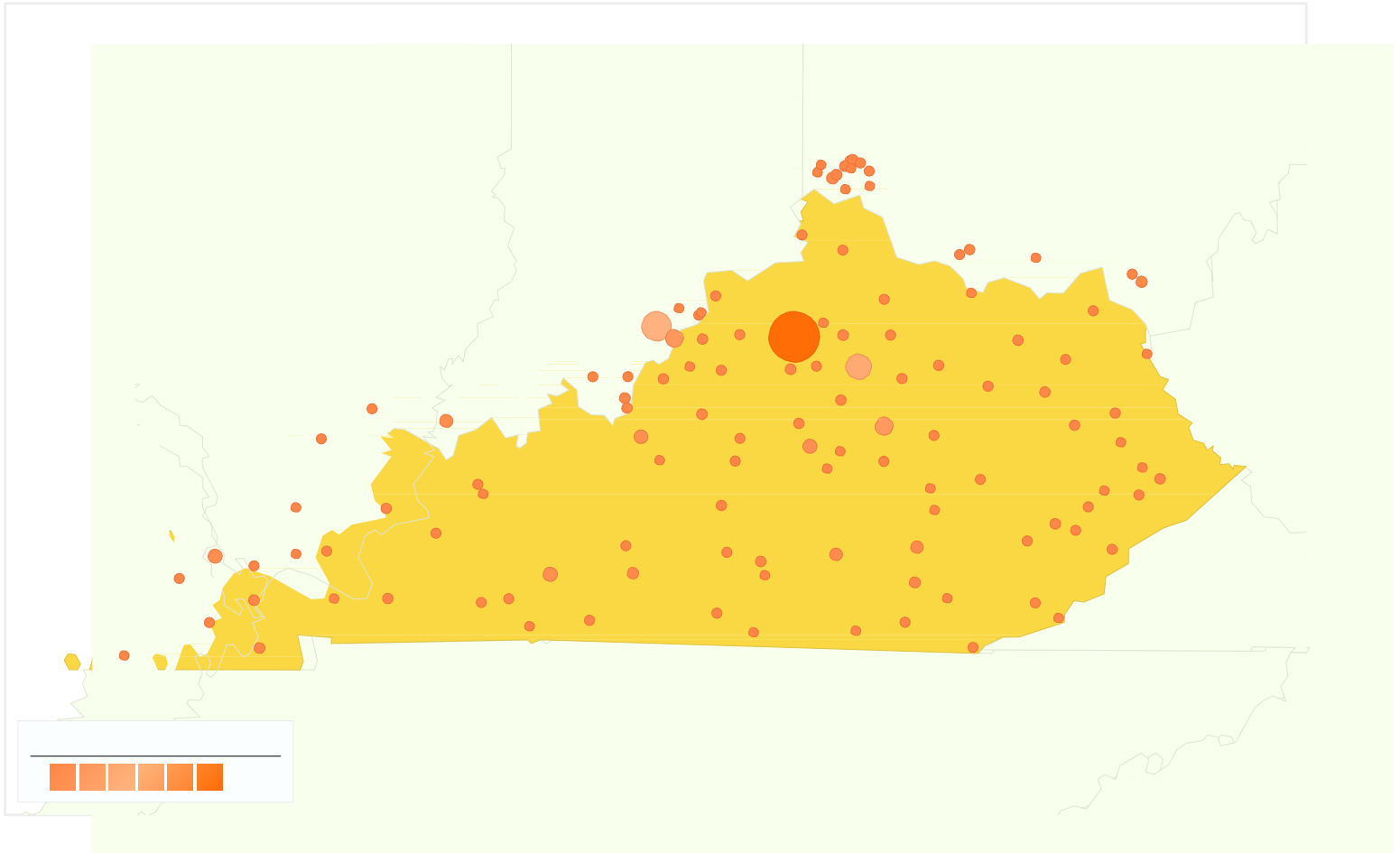
Internal Policy Analyst III presented at the HLA meeting in Louisville at St Lenard's Church on Zorn Avenue in Louisville. Topics included KCDHH mandates, legislative actions, movie access, Visor Card program, Information, Referral and Advocacy Department, Access Center, overall goals of KCDHH and the Telecommunications Access Program, its offerings and eligibility requirements. At the request of this group, the presentation also spoke to the 21st Century Communications and Video Accessibility Act of 2010 and the changes that will affect the deaf and hard of hearing community and the recent Federal Rulemakings governing new generation 911 services and movie captioning which is expected to be passed at the Federal level by 2012. Chase Forrester, Executive Director of the Kentucky Assistive Technology Services (KATS) Network, also presented on what his agency does and a subprogram called Kentucky Assistive Technology Loan Corporation (KATLC) that provides low interest loans for various assistive technologies such as hearing aids. Fifty packets of information were provided to those in attendance.

KCDHH Web Counter Hits

Google Analytics Site Usage shows that the KCDHH Web site has received 4,751 visits via 120 cities, with an average of 2.09 pages visited per individual. This represents a very slight decrease in Web visits compared to the same quarter last year, but a significant increase over the last quarter of this year. The slight decrease over the same quarter last year is probably because we were approaching DeaFestival 2010

at that point in time. The continuing trend of high Web visits from the last quarter is probably most attributable to people applying for wireless devices from the TAP program.

The following graph shows the demographics of Web hits from April 1, 2011 through June 30, 2011.



City	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
Frankfort	1,310	1.66	00:01:36	23.44%	67.71%
Louisville	634	2.35	00:02:32	78.39%	54.26%
Lexington	510	2.34	00:02:51	77.45%	48.43%
Richmond	268	2.20	00:02:52	62.31%	54.85%
Jefferson County	257	2.20	00:02:24	65.37%	51.75%
Bowling Green	140	2.09	00:02:14	73.57%	55.71%
Danville	130	2.14	00:02:24	47.69%	43.85%
Paducah	129	1.96	00:01:50	74.42%	62.02%
Elizabethtown	118	2.14	00:02:49	71.19%	59.32%

Information and Referral Requests

The Office of Information Services documented **1695** requests during this quarter.

Nature	Closed Requests	Pending Requests	Incomplete Requests	Incoming Contacts	Outgoing Contacts
AC: Evaluations	5	5	0	32	13
AC: Free Test Slot	10	0	0	1	0
AC: Outreach	0	0	0	0	0
AC: Request for Captioner	5	0	0	37	39
AC: Request for Interpreter	63	9	0	565	584
AC: Request for Videoconferencing	0	0	0	0	0
Administration	6	0	0	9	11
DeaFestival	7	0	0	8	8
IRA: ASL & Linguistics	9	0	0	11	10
IRA: Deaf Culture	2	0	0	2	2
IRA: Deafness & Hearing Loss	60	0	0	68	101
IRA: Demographics & Statistics	3	0	0	3	3
IRA: Education	1	0	0	1	2
IRA: Employment	1	0	0	1	1
IRA: Families & Children	1	0	0	2	2
IRA: Human Services	7	0	0	11	11
IRA: Interpreting	21	0	1	47	28
IRA: Legal Rights of Deaf and HOH	14	0	0	40	42
IRA: Outreach	12	0	0	11	9
IRA: Senior Citizens	1	0	0	1	1
IRA: Technology	34	0	0	36	46
Information Technology	2	0	0	2	2
Legislation	0	0	0	0	0
Library	3	0	0	3	0
PUB: Communicator	1	0	0	1	1
PUB: Directory of Services	6	0	0	7	7
PUB: Visor Cards	17	0	0	17	14

TAP: Outreach	1	0	0	4	2
TAP: Received Application for STE	167	0	252	888	1243
TAP: Received Equipment	118	0	0	120	3
TAP: Repair	10	0	2	12	3
TAP: Send TAP Application	619	0	7	625	620
TAP: Status Check	212	0	1	212	9
TOTAL	1418	14	263	2777	2817

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Kentucky Bar Association Conference

As we continue our effort to educate the Judicial System as a whole, KCDHH attended the Kentucky Bar Association Conference at Lexington Center to display our booth. The primary focus of this outreach was to share information about lawyers' obligation to provide accommodations for effective communication with their clients. KCDHH distributed information on interpreting in legal settings per RID, clients' rights per ADA, and the role of interpreters.

Advocacy

Consumers constantly contact the Commission asking for Advocacy on a variety of issues. During this quarter, some of these included:

- Request that Western Kentucky University (WKU) provide an interpreter for a motorcycle course the student was taking. WKU's concern was that the interpreter would have to ride the motorcycle to provide communication. KCDHH explained that accommodations must be made to provide effective communication and WKU agreed to schedule an interpreter for both the classroom and practicum portion of the course.
- Request by a hearing patient that his/her deaf spouse be provided an interpreter during a scheduled surgery. KCDHH contacted the hospital's patient advocate and explained the ADA requirement to provide communication to a patient's companion, and an interpreter was scheduled as requested.
- Request for the Kentucky American Legion Boy's Camp to provide an interpreter for a deaf child to attend a session for children to learn about politics. The organization indicated that they did not have funds to fill such a request and could not find a volunteer interpreter. KCDHH contacted the

regional office and explained ADA requirements and provided resources for them to contact a licensed interpreter. They were not resistant to honoring the request, but merely lacked experience in handling the situation as in the 70 years the camp had been operational no other request had been made.

- Complaint from consumers stating that their doctors or specialists refused to provide an interpreter to ensure effective communication. KCDHH contacted the offices, explained the ADA requirements, and provided a listing of qualified interpreters and the services were provided as requested.
- Request to provide an interpreter during a court situation. KCDHH contacted the County Clerk and explained the consumer's rights per the ADA and it was found that neither the consumer, nor the lawyer had appropriately requested the interpreter. The consumer and the attorney were contacted and advised on how to make a request and work with the Administrative Office of the Courts (AOC) to ensure interpreters are requested for court situations.
- Request to provide an interpreter for a pre-assessment test to gain employment with a major company. KCDHH contacted the local store manager and explained the rights of the potential employee per the ADA. It was found that the application timeframe had expired and the consumer was educated on how to request interpreters when the application was filed. The store policy mandates communication during the hiring process but does not require an interpreter for the individual's daily work activities.
- Request for an interpreter for a family member of an individual being held in the County detention center, and stated an interpreter had not been provided during the court appearance. KCDHH contacted the agencies and found that the individual had not made the request for an interpreter. The center did provide a TTY for communication and agreed to coordinate the request for services once properly filed. KCDHH also educated the family on contacting the AOC for assistance in such situations.



KCDHH Goal III: Initiate and advise the development of public policy and systems change efforts in cooperation with the Governor, General Assembly, governmental agencies, public and private entities.

Nursing Homes

Meetings were held to discuss the goals and direction of the newly formed Nursing Home Study Group. Research regarding a previous study group on this topic was discussed, but it was determined that so much new technology has emerged to make communication more accessible for the deaf and hard of hearing community that a new focus would be needed for the new study group.

The Executive Director, Interpreter Referral Specialist, Internal Policy Analyst III, and Commissioner, Betty Timon, met with the Ombudsman for the Department for Aging and Independent Living, Kimberly Baker to discuss how nursing homes can be improved for deaf and hard of hearing consumers. The meeting was very successful and everyone was very satisfied with the outcome. Additional information is included in the minutes and the study group proposal.

The Executive Director provided a presentation to the Ombudsman's Association meeting, which included representatives from the Area Development Districts (ADD) across the state. These individuals work with Long Term Care patients in nursing homes. The presentation included services that KCDHH provides, the eligibility requirements for the Telecommunications Access Program (TAP) and the Study Group project on Nursing Homes for FY 11-12. The group was very receptive to the information provided and requested additional information on hearing aid banks and funds available to assist low-income consumers with the purchase of hearing aids.

Emergency Preparedness

The Internal Policy Analyst III participated in a Federal Communications Commission (FCC) webinar entitled "Understanding Emergency Mass Notification across unified communications". Many participants from across the US listened to an update of the FCC final rule regarding the provision of new generation 911 (NG911) services and how text and video transmissions must be incorporated into the current 911 systems provided by states. Again, the delays in providing such services lay primarily with state and local agencies that do not have the current technology to accept and track calls from text and video services. The FCC states that mandates will be issued soon requiring revisions to the systems and that some Federal funding will be distributed to assist states in updating to the NG911. Final ruling is anticipated some time in 2012 with a phase in timeline provided to allow states to upgrade technology. KCDHH continues to work with state agencies in charge of emergency notifications to ensure the needs of the deaf and hard of hearing community are met.

The governor held a press briefing along with the National Guard, Kentucky State Police and various responders on April 27. The governor spoke on efforts to control additional flooding in Western Kentucky due to the severe storms that affected the area. The KCDHH executive director worked with the governor's media coordinator to allow a KCDHH staff interpreter in the press briefing room to interpreting the briefing in sign language, which was aired on television. KCDHH is working with all viable partners, including the governor's office and local officials, to provide better access to communication and information going out to Kentucky residents - especially during emergencies and disasters.

The Interpreter I met with the at-risk program coordinator for the Department of Public Health and a representative from the Division for Mental Health, Developmental Disabilities, and Addiction Services to revise and finalize the Kentucky Functional Needs steering committee bylaws. This steering committee was established to assist the at-risk program coordinator in accurately evaluating the needs of functional needs populations, as well as advising first responders and emergency preparedness personnel on appropriate accommodations and services to those populations.

The Interpreter I attended a meeting upon request by the Department of Public Health (DPH) to assist and advise the new at-risk program coordinator when addressing the needs of deaf and hard of hearing citizens. DPH has planned to develop a steering committee -composed of emergency responders, state agencies and consumers - to be more aware of at-risk populations needs, and, in turn, advise DPH on what to do. On June 7, the PDH at-risk program coordinator called a meeting with the interpreter I and a representative from MHDDAS to review the draft charter to direct the steering committee. The charter was revised to include a larger consumer base (including agencies to represent those consumer) and to more clearly enumerate the responsibilities of steering committee members. The charter was given to DPH for additional review.

New Madrid Fault Line

The Internal Policy Analyst III participated in an online teleconference call with the Federal Emergency Management Association (FEMA) regarding the actions necessary to prepare and deal with an earthquake emergency on the New Madrid Fault. Discussions included how to manage disabled populations and the needs of that community during a national emergency of such magnitude. Preparation is the key to dealing with how to move, serve and return disabled individuals during such an emergency and Kentucky is working with local entities to ensure the deaf and hard of hearing can be served and communicate during such an event.

On May 16, KCDHH participated in the mock National Level Event (NLE) simulating an earthquake along the New Madrid Fault Line, which runs through Western Kentucky. The earthquake is expected to happen any time after early winter in 2012, and the NLE is a coordinated effort to measure the abilities of Kentucky emergency personnel to respond adequately to the event. KCDHH participated in a joint effort with DPH and KOIN to measure the ability and readiness to disseminate information and the volume of constituents to which information could be disseminated. Participation in the NLE was scaled down due to the flooding in Western Kentucky since most responders were on call and on routes.

State Police

The Information Program Coordinator provided a presentation to the Kentucky State Police Academy cadets. Discussion included general information on the deaf and hard of hearing, how to communicate effectively (using the visor card developed in conjunction with the State Police), different levels of hearing loss, use of different modes of communication and summarization of the consumers rights per the American's with Disabilities Act (ADA).

Toyota

KCDHH was invited to present at the Toyota plant located in Georgetown, on how to work with deaf and hard of hearing employees. Toyota has a deaf individual who is doing a 10 weeks internship in Mechanical Engineering and the employees wanted to be able to more effectively communicate with him and include him on their team. The Information Program Coordinator and Interpreter Referral Specialist led the presentation on how to communicate and educated about relay services, various modes of communication used by deaf and hard of hearing individuals, cultural norms within the community, the role of interpreters, and consumer rights per the American's with Disabilities Act (ADA).

Telecommunications Relay Service (TRS) Advisory Board

The Telecommunications Relay Service (TRS) Advisory Board met on April 7, 2011 at the Public Service Commission (PSC). Members were advised that the new state contract for relay services was awarded to Sprint effective March 1, 2011 and Ms. Emma Danielson was introduced as the state's program coordinator. Sprint has been in business for 20 years and has been providing relay services in other states for 15 years with eight call centers across the US. Ms. Danielson explained that she is based in Springfield, Illinois and serves other states in addition to KY. She is responsible for managing the contract details with the PSC, providing or scheduling outreach, training, and preparing FCC reports. She gave an overview of the services that will be provided in KY, which include coordinating instate trainers and contracting with them to be the "feet on the street". She also shared the website redesign, logo changes, brochure proposals, marketing suggestions and consumer concerns. The main difference between the previous Relay provider and Sprint is that when a constituent has a complaint they are to contact Sprint customer service directly. KCDHH has heard complaints from constituents who have had a hard time sharing their problem with customer service and encourages consumers to continue to contact Sprint directly if Relay services are not up to standards and expectations.

Sprint

The Executive Director and the IPA III had a meeting with the newly contracted

Relay Provider for the state. The Sprint program manager provided an overview of Sprint's plan to serve the deaf and hard of hearing population in KY. Discussions were held on the complaints of constituents, how outreach would be provided by subcontracting with various consumers throughout the state to provide training depending on their expertise. Sprint's participation in the KY State Fair and DeaFestival KY was also discussed, along with the budget for outreach during the next fiscal year. Sprint has already begun doing Public Service Announcements in KY, announcing them as the new provider and encouraging consumers to contact Sprint for information on equipment, especially CapTel services.

Kentucky Outreach and Information Network

The Interpreter I attended a workshop provided by the Kentucky Outreach and Information Network (KOIN) to update members on recent activities and improvement efforts recently made. KOIN members reviewed and provided feedback on a proposed survey designed to collect information from members on how they receive and disseminate KOIN alerts to ground-level constituents. Later during the quarter, KCDHH participated in the survey and reported its capabilities of relaying alerts and information during times of disasters and emergencies.

Kentucky Assistive Technology Services Network

The IPA III attended the Kentucky Assistive Technology Services (KATS) Network Advisory Council Meeting held at McDowell Center in Louisville. Discussion included updates from KATS on the Assistive Technology (AT) Act Program, Federal budget and AT Act Re-authorization and operational updates from the AT Resource Centers. KY Disability Coalition, KY Assistive Technology Loan Corporation, KCDHH and the Americans with Disabilities Act Coordinators Office also provided brief updates. The feature presentation was from the State Coordinator of the Hart-Supported Living Program. He discussed the eligibility criteria for obtaining assistance from their program and the various activities and services provided. KATS also provided data trend updates and data comparisons from the four AT Centers across the state.

Kentucky Board of Interpreters

The Interpreter I attended the Kentucky Board of Interpreters for the Deaf and Hard of Hearing (KBI) meeting representing KCDHH as a member of the advisory board. The main topic of discussion at the meeting was the proposed revisions to the Kentucky Administrative Regulations that govern the field of interpreting in Kentucky. The board discussed why the Legislative Research Commission did not accept the proposed regulations and what measures must be taken to pursue and promulgate the needed revisions.

Access to Hospitals

The Interpreter I attended the Kentucky Hospital Association (KHA) *Effective Communications in Hospitals Committee* meeting held at KHA in Louisville. The committee further reviewed the proposed Intranet tool kits, to assist hospitals in better serving patients who are deaf and hard of hearing, blind and visually impaired and those with Limited English Proficiency. These tool kits will be hosted on the KHA website for Kentucky hospitals to reference and improve current policies or develop policies to address the needs of all its patients.

Another meeting of the KHA *Effective Communications in Hospitals Committee* was held at the Frankfort Regional Medical Center. At this meeting, the committee put final changes on the **Intranet** tool kits and then the committee finished the afternoon by visiting KCDHH for a tour and technology demonstration. KCDHH explained and demonstrated the difference between a Video Relay Service (VRS) call and a Video Remote Interpreting (VRI) call. Since more facilities are migrating to technology to aid in accommodations, KCDHH clarified the differences in using VRS and VRI and demonstrated appropriate situations. This allowed hospital administrators to see the equipment in use and better advise their staff on proper uses. KCDHH also spoke about the Telecommunications Access Program (TAP) and its available equipment, including TDDs.

Mental Health Advisory Board

Information Program Coordinator Chaired the Mental Health Advisory Board meeting held in Frankfort. The advisory board discussed and reviewed the Biennial Report for 2011 and finalized it, with approval for publishing. The advisory board also referred to subcommittee discussions about the strategic goals for the advisory board for the next two years. The new goals will guide the advisory board members on how to become more successfully involved in mental health issues affecting the deaf and hard of hearing community, trends in other states to make progress and ideas for the 2013 Biennial Report.

KY Assistive Technology Loan Corporation (KATLC)

The IPA III attended the KY Assistive Technology Loan Corporation (KATLC) Board meeting at the McDowell Center in Louisville. The board received a report from the representative of the Fifth Third bank regarding updates on loans approved and denied, and the bank account balances, as well as some additional explanation on how loans are evaluated for the new board member. Members then reviewed all loans approved and denied during the last quarter and affirmed the votes. The staff assistant provided an update on marketing activities and requested permission to purchase new

materials such as an exhibit handout stand, brochure updates and bookmarks for public relations purposes. A magazine ad was discussed but put on hold until a future date when funds are available. The financial report was reviewed and approved by the board along with customer satisfaction reports. The Rehabilitation Services Administration (RSA) review was also discussed and once a date for an on-site audit is determined, some board members will be asked to attend. Collections of defaulted loans were discussed and a decision made to discuss this further with the agency lawyer at the next meeting.



KCDHH Goal IV: Empower constituents by providing leadership, training, advocacy, education, awareness, as well as programs and services to foster informed cultural and linguistic choices.

Medical Assistants Convention

Executive Staff Advisor gave a presentation at the 49th Annual KY Society of Medical Assistants convention. The presentation entitled "Deaf and Hard of Hearing Patients: Are You Ready?" focused on the needs of deaf and hard of hearing patients. Emphasis was placed on the diversity within this group and the fact that "one size does not fit all" when it comes to providing accommodations. Various accommodations were discussed as well as where to find them. Also included was discussion related to health care provider's responsibilities to DHH patients as outlined by federal law.

Reducing Barriers to Services for Persons who are Deaf / Hard of Hearing

Executive Staff Advisor participated in a video shoot at Eastern Kentucky University. Travis Fritsch, with the Mary Byron Project, used funds from a grant they received from the US Department of Justice Office, on Violence Against Women (OVW) to create and support this video. The videos audience will be primarily the State Automated Victim Information and Notifications services (SAVIN) administrators and its intent is to encourage, challenge and support them to bring their SAVIN/VINE (Victim Information Notification Everyday) services for deaf and hard of hearing victims in line with those for hearing victims. The video will be posted on the national SAVIN website (www.savinonline.org) and other sites.

National Outreach Conference

The Executive Staff Advisor attended the first annual National Outreach Conference held at Gallaudet University, which targeted outreach providers actively involved in education of deaf and hard of hearing children birth through 21. Participants experienced three days of workshops, information sharing and networking.

Conference topics included an outreach overview, early intervention, legislation and access, school viability training, marketing & development, maximizing technology for outreach, and an update on online resources for outreach providers. With dwindling resources in all states and increased needs, the goal of the conference was to find out what schools and outreach personnel are doing, and how other states can learn from the successful models and duplicate programs in their state.

Family Learning Vacation

Executive Staff Advisor represented KCDHH and assisted the Statewide Family Support Center at KSD during the annual Family Learning Vacation the weekend of June 3-June 5, 2011. A presentation was given in the form of the game Jeopardy, relating to local and national resources. It was led by the Executive Staff Advisor, Wilton McMilan and the Anderson twins. The game included categories such as Laws, Resources, Famous Deaf, and Acronyms.



KCDHH Goal V: Cultivate and maintain an environment where productivity, efficiency and innovation thrive.

AOC Workshop

On May 20, 2011 the Executive Director and Interpreter Referral Specialist attended the Institute for Court Interpreters workshop sponsored by the Kentucky Administrative Office of the Courts. The workshop was informative regarding the AOC procedures are for court interpreters. In addition, this was a networking opportunity between two state entities to develop possible future partnerships such as providing the SC:L legal interpreter test free for those interpreters who qualify. The KCDHH staff had an opportunity to meet AOC staff who work with the deaf and hard of hearing community.

Silent Weekend

Executive Secretary II attended the “Silent Weekend” in Orlando, Florida. This was an immersion to American Sign Language geared to improve interpreter skills. The entire weekend workshop was set up to mirror the ways Deaf individuals must utilize visual cues for directions, to locate communication and all other daily activities that hearing individuals take for granted. Workshops topics included: Challenges of classifiers, Introduction to Mental Health, Construct Language, and Ethics of Interpreting for real. At the workshops, participants had the opportunity to discuss issues with their peers to gain a variety of perspectives and better prepare them for the real world of interpreting.

Wellness

The staff continued our journey into Health Wellness with eating right and living a healthy lifestyle. A speaker came to the KCDHH office and spoke on how you can eat tasteful food and maintain healthy habits. Healthy food choices were prepared for the lunch presentation and were given information on the improved food group's pyramid and choosing good food to eat and healthy snacks. This meeting gave staff an opportunity to ask questions and learn about how to prepare healthy and quick recipes. The presentation was very informative to staff.

Kentucky Employee Charitable Campaign

The Executive Secretary II attended a Kentucky Employee Charitable Campaign (KECC) kickoff at the convention center downtown Frankfort and will Chair the fundraising efforts for our agency for this year's campaign. KECC will be the only charitable campaign that the state of Kentucky will be involved in from now on. KCDHH continues to make efforts to fundraise for these worthy charities.

Earth Day

In recognition of the Earth Day, The Executive Director and the Staff of the commission gathered outside the Commission's premise on May11 and performed a thorough cleaning of the Commission's environment. It was a special occasion that allowed the Commission to gather and appreciate the beauty of teamwork as a collective effort and reap the benefits of a clean environment.

Staff Meetings

The Executive Director called staff meetings throughout the quarter to discuss daily operations of the office, special projects, administrative duties and current priorities to ensure that all departments are working together efficiently.

Birthdays

KCDHH celebrated the birthday of the Program Coordinator this quarter.