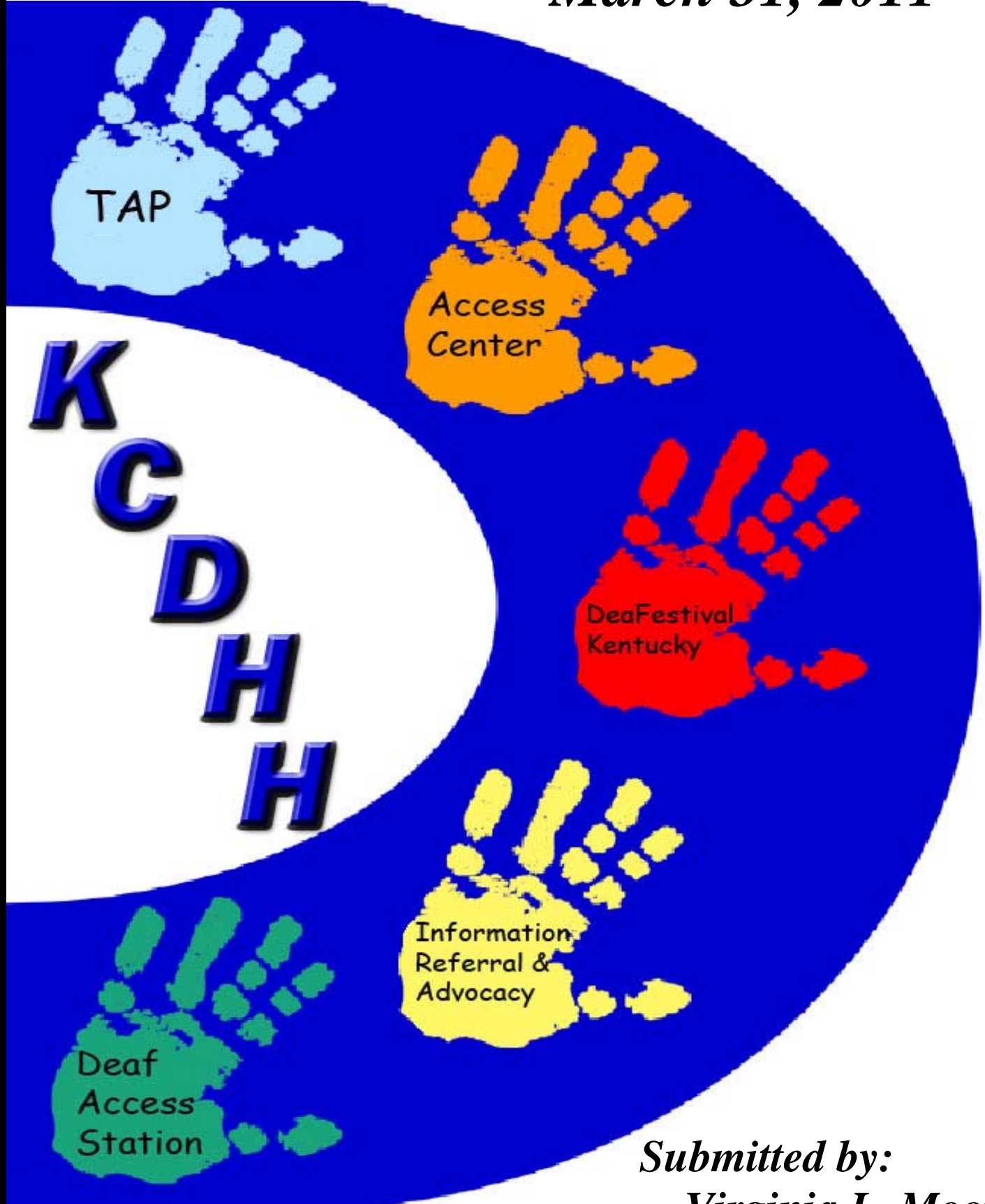


Agency Report

*January 1 through
March 31, 2011*



*Submitted by:
Virginia L. Moore*

KCDHH Quarterly Activities

January 1 through March 31, 2011

Legislation

2011 Legislative Session

The 2011 session was dominated by budgetary concerns and although 1,334 bills were filed for consideration, only 102 were passed into law. Many of these bills were simple resolutions and honorary notations rather than major pieces of legislation. Only two major pieces were addressed during the regular session, a budget compromise was not reached, and a special session was called to address the budget shortfall. At the end of the special session HB 1 was passed with the understanding that the Governor would line item veto the budget cuts and other provisions enacted by the Senate, which he did. The House adjourned at the end of the Special Session, removing any possibility of veto overrides. The budget for FY 11-12 stands as proposed during the last biennium cycle.

Budget Bill

Executive Director and Internal Policy Analyst III met with legislators regarding HB 305, the proposed budget bill, which again proposed cuts to the agency budget. Meetings were held with Senators and Representatives, information was provided to those who could not meet face-to-face, information specific to the previous cuts endured, and the number of consumers impacted by future cuts was also provided. As a small agency with 646,000 constituents to serve, we are impacted more than larger agencies, and the Executive Director asked that the proposed budget cuts be waived for KCDHH.

Movie Access Bill

SB 67, requiring captioning to be provided by movie theaters, was refilled in January. This was a surprise to the KCDHH study group which had agreed this year's approach would be to ask the Legislative Research Commission (LRC) to hold a neutral review of the issues at hand. Although the Executive Director met with sponsors and other legislators to foster support of the bill it failed to be heard by the subcommittee and was not brought forth for passage. With the passage of the 21st Century Communications and Video Accessibility Act of 2010, movie captioning may be required at the Federal level. Detailed comments were provided on a Department of Justice rulemaking regarding captioning requirements. Staff continues to monitor these actions and keep consumers apprised of the impact at a state level.

Court Reporting Bill

During the regular session, the Executive Director advocated to amend SB 60, which would have mandated certification of court reporters. KCDHH requested that Communication Access Real-time Translation (CART) reporters also be included in this requirement, to ensure quality and professionalism in provision of these services. With this amendment, KCDHH supported passage of SB 60 that failed to be heard by the subcommittee, due to opposition from a few court reporters outside the state organization.

911 Services

SB 123 and HB 174 and HB 377, which would have increased funding for new generation 911 services, failed to pass during the 2011 session. Major upgrades for local 911 enforcement agencies will be required to accept text and video messaging during emergencies and the transition is expected to take several years. KCDHH continues to forge partnerships to enhance emergency notification and 911 services within the state and initiatives in this arena continue at the national level as well.

Budget

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 the budget cycle of 2010 and 2011. During the most recent quarter, KCDHH designated April 1 and 4^t as our furlough days, utilizing half-staff each day to ensure the office functions and customer service continuum.

As ongoing management of the budget shortfall continues, agency heads have been directed to stringently manage employees work hours, and overtime is not to be allowed unless the Cabinet Secretary grants written approval in advance.

The cabinet contacted KCDHH to provide narrative for a potential budget cut according to HB 305 SCS. The Executive Director, Internal Policy Analyst III and Financial Officer reviewed the budget reduction proposals from the Cabinet and the Federal Funds analysis and provided comments to the Cabinet. The Governor subsequently vetoed the bill and additional budget cuts have yet to be requested.

Personnel

Ms. Anita Dowd was officially appointed to fill the Executive Staff Advisor position. The Information Office Supervisor position is now vacant and once an approval is received from Personnel it is to be advertised. The Personnel Cabinet is implementing

a new payroll accounting system and will not open the vacancy until that system is in place after April 15. The Executive Director has been advised to expect numerous applicants for this opening.

Relay Service for Kentucky

Effective March 1, 2011 Sprint Relay became Kentucky's relay service provider. Hamilton, who had served KY for the last twelve years, did not win the state bid and Sprint replaced Hamilton as the state Relay provider. As a result, the press release scheduled in partnership with ATT is on hold until a meeting is held with Sprint representatives to discuss future partnership plans for the Telecommunications Access Program (TAP).

KYRID Conference

The Executive Director, Internal Policy Analyst III, Interpreter I, Interpreter Referral Specialist, Executive Staff Interpreter and Executive Secretary attended the KyRID Spring conference held in Lexington on March 18-19. Workshops included *Research on Interpreter Personalities, Technology for Interpreting and Continuing Education, Educational Interpreting, Creating Clarity and Cohesion and International Signs*. The Executive Director was the keynote speaker at the luncheon on Saturday and spoke about the community working together, the interpreter profession and the importance of volunteering within the community. She also addressed the number of young interpreters in the state of Kentucky, and licensure in Kentucky compared to West Virginia where there is disagreement concerning licensure.

Parent Packet

The Executive Staff Advisor (ESA) researched current state and national information being distributed to parents with children who have been diagnosed with a hearing loss. The Executive Director and ESA met with the Early Hearing Detection and Intervention (EHDI) Branch Manager at the Commission for Children with Special Health Care Needs (CCSHCN) on March 9. During the meeting, a draft of the parent package was prepared and is currently under review by the parent guides for the *Family 2 Family* program at CCSHCN. KCDHH is waiting on feedback.

KCDHH GOALS



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

Access Center Assignments

Access Center (AC) interpreting requests for the quarter saw a continuous increase of almost 50%, compared to the same quarter last year. The AC works closely with the Cabinet for Health and Family Services (CHFS) to provide feedback to individual agencies on how to use the AC. Some CHFS agencies had used interpreter referral agencies in the past, but with budget constraints, agencies are looking for other resources. The AC provides coordinating services to all state agencies regarding scheduling and use of interpreters and captioners.

Requests	Filled /pending Assignments	Cancelled Assignments	Interpreting Hours	# of contacts required to fill assignments
AC: Request for Interpreting	102	8	680	14
AC: Request for Captioning	7	1	28	10
AC: Request for Videoconference	1	0	2	2

National Certification Opportunities

As a supersite for the Registry of Interpreters for the Deaf (RID), KCDHH hosted six National Interpreter Certification (NIC) performance test dates for ten individuals and one SC:L written examination during this quarter.

KCDHH offers free NIC testing slots during the year. In January, a panel of deaf and hard of hearing community members joined to view ten application/videos received and awarded seven free slots (both performance and written exams). KCDHH and the Eastern Kentucky University Interpreter Training Program Outreach Department collaborated to offer a free workshop entitled “*Lights! Camera! Action! Preparing for the NIC Performance*” on February 26. Twenty-five individuals attended.

Governor’s Prayer Breakfast

The Executive Director, Executive Staff Advisor, Internal Policy Analysis III, Information Program Coordinator and Administrative Specialist II attended the Governors Prayer Breakfast on March 1. The past public relations Director for

Margaret Thatcher, Harvey Thomas, served as the keynote speaker and spoke on how we have endured arduous times, yet remained faithful and persevered. KCDHH made several legislative contacts during the event.

Telecommunications Access Program (TAP) Activities

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Pending Order / Waiting List
TAP: Applying for STE	346	691	133

Wireless Update

After much debate and deliberation, AT&T agreed to set up individual accounts for our Telecommunication Access Program (TAP) consumers. This empowers the consumer to manage their accounts themselves. The service plan in place was not adequately serving our consumers, especially deaf consumers that use a significant amount of data usage monthly. Therefore, the plan was increased to unlimited data and unlimited text and 100 voice minutes for \$45 dollars a month. This plan is only available through state contract but can be continued by the consumer after the initial plan expires. The plan would cost consumers about \$70-\$100 a month independently but consumers will be grandfathered into the \$45 a month rate if payments are maintained after the initial plan is depleted.

To reflect the major provisions of the Telecommunications Access Program (TAP) and use of the wireless devices by consumers a fact sheet was developed. Frequently Asked Questions (FAQ) are now available on the website and a video description is posted in American Sign Language. Another video, which describes the process of applying for equipment through TAP and how to fill out the application completely, was also posted on the website during this quarter. A more explicative DVD for use by audiologists is also in development.

The distribution of wireless devices continues to grow and the Telecommunications Access Program (TAP) demands more focus from a greater number of staff within the agency as this growth occurs.

The Internal Policy Analyst III received and reviewed the Starlines insert from ATT that will appear in April billing inserts. The insert outlines the TAP and Telecommunications Relay Service (TRS) and refers consumers interested in receiving free telecommunications equipment to KCDHH. This ongoing public relations partnership continues with ATT.

The Internal Policy Analyst III met via email on February 21 with the new Sprint representative regarding the transition to Sprint to Kentucky's Relay service provider on March 1st. A face-to-face meeting is to be held next quarter with the Executive Director to discuss future partnerships and plans for collaborating to promote TAP.

Public Service Commission

The Executive Director, Executive Staff Interpreter and Internal Policy Analyst III met with staff from the Public Service Commission (PSC) on March 30 to discuss procedures for routing the collection of TAP funds through the Finance Cabinet. Dispersal of funds occurs on a monthly basis and funds are transferred to a secure account. This measure protects the funds collected to operate both the TAP and the Telecommunications Relay Service (TRS), both of which the PSC oversees.

Training

Internal Policy Analyst III participated in the Amplified Telephone Acoustics Performance Testing and Evaluation webinar on February 25. The presentation, hosted by Manufactures Associated for Amplified Listening Devices (MAALD), and presented by AST Technology Labs, advised of testing techniques to determine the best amplified phones. This group proposes specifications that all phones must meet to qualify for the Telecommunication Industry Association (TIA) stamp of approval. This would give states something formalized to measure amplification and db gains, to better establish the appropriate equipment for our distribution programs. KCDHH continues to work with MAALD toward this goal.

On February 18, the Network Analyst II and Interpreter I participated in a web-conference entitled "*Universal Applications for the iPhone and iPad for Persons with Developmental Disabilities*" facilitated by the Human Development Institute of the University of Kentucky. The presenters discussed and demonstrated various applications available for use by individuals with vision loss, hearing loss and developmental disabilities. Some of these technologies included voice command, text-to-speech and speech-to-text, as well as applications designed to assist those with autism and individuals with no speech.

TAP Outreach

The Information Program Coordinator and Administrative Specialist II provided training to the Barren River Area Development District (BRADD) in Bowling Green, on January 19 as well as the Pennyryle Area Development District (PADD) in Hopkinsville on March 9. Staff meet with case managers who serve Senior Citizen populations in their districts. This outreach focused on training case managers on how to assist consumers with completing the TAP application.

The Information Program Coordinator and Administrative Specialist II delivered a TAP equipment demonstration cabinet to Western Kentucky Assistive Technology Consortium (WKATC) in Owensboro on February 9. Staff set up the cabinet and trained staff on how to operate each piece of equipment for demonstration. WKATC serves consumers with all types of disabilities and is a wonderful resource in the area.

National Association of the Deaf 2012 Conference and DeaFestival

Preparations continue regarding the hosting of the NAD conference and DeaFestival in Louisville July 3 – 7, 2012. DeaFestival is scheduled for July 7 at the conclusion of the NAD conference. Contracts for some performers are in negotiation.

2012 Artist Studio

The Executive Director, Executive Secretary and Interpreter Referral Specialist worked with Melody Bock-Freeman, a known Kentucky artist, to develop an art contest for deaf and hard of hearing students K-12 for DeaFestival 2012. The name of the contest is, “*Communication: Every Word Matters*” because this competition uses art and the written word to encourage artistic creativeness. As lead on the project her responsibilities, include developing the contest rules and brochure and to work with K-12 deaf and hard of hearing mainstream and the Kentucky School for the Deaf students. During the 2002 DeaFestival the horse “*My Eyes are My Ears*” was created by artists and completed by national renowned artist Chuck Baird. During the 2010 DeaFestival in Horse Cave the horse gave birth to a foal, named “*Hands and Voices*”, with the same concept, and several artist contributed their artwork. In planning for DeaFestival 2012, it was decided that a new generation of artist needs to be represented. With today’s economy and cuts to art programs in K-12, KCDHH felt that giving birth to another horse was appropriate, and the new addition is named “*Bridges*”, so named because a bridge provides passage over an obstacle. The competition runs from May through September 2011. Selected winners from elementary school, middle school and high school will be given the opportunity to paint “*Bridges*” in the Artist Studio during the DeaFestival/NAD conference and receive free registration to the conference.



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

In accordance with our efforts to inform and educate our constituents, two signed and captioned videos were produced and placed on our Web site during the quarter. These

videos were concerned with Black History Month and the application procedure for the Telecommunications Access Program (TAP).

The first video talked about the importance of celebrating Black History Month and explained that many African-Americans contributed to our society in many ways and that they should be recognized for their contributions. One such deaf African-American man was the late Dr. Andrew Foster who went to various countries throughout Africa and helped establish schools for the deaf, which were sorely lacking. Much was owed to Dr. Foster for his tireless work in bringing education to deaf Africans and because of his work, many deaf Africans now have an education and a chance at successful lives.

The second video carefully explained the process of applying for a TAP device and reviewed the application systematically, to stress the importance of completing the application in its entirety. Examples of what is acceptable and what is not acceptable for verification were provided. It is our hope that this video serves to clear up any confusion and minimizes incomplete applications.

Public Relations Output

The Office of Information Services focuses on PR efforts and outreach activities to increase awareness of services offered by the agency. Quarterly activities included:

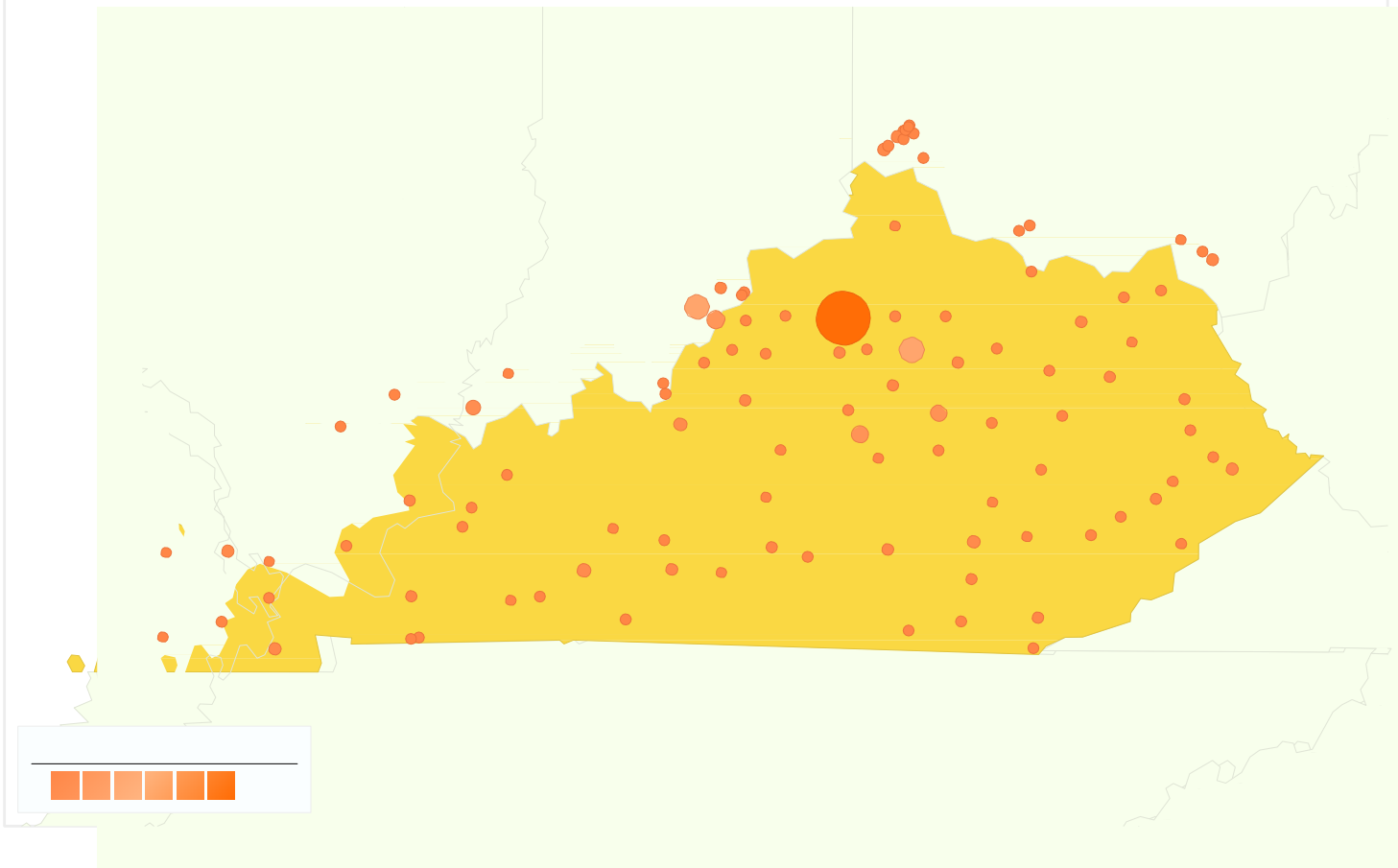
Date	Type of Communication	Topic of Public Relations Announcements and Outreach Activities	# Items Distributed
January 3, 2011	eBlitz	eBlitz advertising the NIC free testing slots.	1647
January 13, 2011	eBlitz	eBlitz advertising the Hamilton Scholarship.	1647
January 13, 2011	eBlitz	eBlitz constituents about the HLAA captioning meeting.	1647
January 13, 2011	eBlitz	eBlitz sent to constituents to announce the posting of the parent representative for the Commission board.	2105
January 13, 2011	eBlitz	eBlitz sent to constituents to announce the posting of the parent representative for the Commission board made a correction on the date.	2105
January 19, 2011	Outreach	Barren River Area Development District (BRADD) at Bowling Green, KY. Items disseminated included KCDHH flyers and TAP flyers	200
February 4, 2011	eBlitz	eBlitz all KY consumers about Senate Bill 60	1238
February 10, 2011	eBlitz	eBlitz all KY interpreters about the NIC prep workshop.	127

February 11, 2011	eBlitz	eBlitz sent to all constituents to announce Black History month	3084
February 12, 2011	Outreach	Kentucky School for the Deaf Homecoming in Danville, KY. Items disseminated included directory of services, KCDHH flyers, TAP flyers, pens, and KCDHH key chains.	220
February 17, 2011	eBlitz	eBlitz all constituents about general news update.	3082
March 2, 2011	Outreach	Domestic Violence workshop in Pikeville, KY. Items disseminated included directory of services, KCDHH flyers and pens.	90
March 9, 2011	Outreach	Pennyriple Area Development Corp., Hopkinsville, KY. Items disseminated included KCDHH flyers, TAP flyers and TAP facts/check list.	300
March 14, 2011	eBlitz	eBlitz sent to constituents to announce the open position of the parent representative for the Commission board.	2099
March 18 & 19, 2011	Outreach	KYRID Conference in Lexington, KY. Items disseminated included KCDHH flyers, directory of service, KCDHH puzzled pens, KCDHH mouse pads, and KCDHH key chains.	360
March 19, 2011	Outreach	Deaf & Hard of Hearing Health Fair at the University of Cincinnati in Ohio. Items disseminated included directory of services, KCDHH flyers, TAP flyers, pens and KCDHH library flyers.	450
March 23, 2011	Outreach	H.E.A.R. US event in Ashland, KY. Items disseminated included directory of service, KCDHH flyers, TAP flyers, Child ID kits.	75
March 30, 2011	Outreach	Domestic Violence workshop in Frankfort, KY. Items disseminated included directory of service and pens.	40
		TOTAL	20,516

KCDHH Web Counter Hits

According to the recent Google Analytics Site Usage results, the KCDHH Web page has experienced 4,255 visits via 103 cities, with an average of 2.38 pages visited per individual. This represents a nearly six percent increase in Web visits compared to the same quarter last year. Though we are receiving hits from fewer cities, we are receiving more hits overall, which may be explained by the TAP program increase in contacts due to the addition of wireless devices. As more and more people finally receive their devices, we will see Web hits stabilize and return to normal activity.

The following graph shows the demographics of Web hits from January 1 – March 31, 2011.



City	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
Frankfort	1,415	1.81	00:02:35	17.81%	66.57%
Lexington	481	2.33	00:02:41	59.46%	50.94%
Louisville	467	2.41	00:02:52	63.17%	42.18%
Jefferson County	243	2.63	00:04:01	64.61%	45.27%
Danville	208	2.84	00:04:12	48.08%	42.79%
Richmond	186	2.69	00:03:30	46.77%	41.40%
Owensboro	126	2.56	00:03:17	43.65%	44.44%
Bowling Green	103	2.78	00:02:45	60.19%	48.54%
Elizabethtown	79	3.23	00:04:59	67.09%	36.71%

Google Analytics

Information and Referral Requests

The Office of Information Services documented 1942 requests during this quarter.

Nature	Closed Requests	Pending Requests	Incomplete Requests	Incoming Contacts	Outgoing Contacts
AC: Evaluations	4	0	0	14	9
AC: Free Test Slot	1	0	0	20	11
AC: Outreach	6	0	0	6	5
AC: Request for Captioner	6	1	0	35	37
AC: Request for Interpreter	83	19	8	735	749
AC: Request for Videoconferencing	1	0	0	8	7
Administration	32	0	0	41	57
DeaFestival	5	0	0	6	8
IRA: ASL & Linguistics	3	0	0	3	3
IRA: Deafness & Hearing Loss	37	0	0	37	90
IRA: Demographics & Statistics	5	0	0	6	6
IRA: Education	1	0	0	1	3
IRA: Employment	3	0	0	4	4
IRA: Families & Children	6	0	0	7	10
IRA: Human Services	10	0	0	16	14
IRA: Interpreting	24	1	0	47	42
IRA: Legal Rights of Deaf and HOH	29	0	0	49	61
IRA: Outreach	8	0	0	15	19
IRA: Senior Citizens	1	0	0	1	1
IRA: Technology	46	1	0	50	62
Information Technology	0	1	0	1	
Legislation	1	0	0	1	1
Library	10	0	0	10	10
PUB: Communicator	4	0	0	4	3
PUB: Directory of Services	4	0	0	5	8
PUB: Visor Cards	18	0	0	18	29
TAP: Outreach	4	0	0	6	7
TAP: Received	70	360	1	862	903

Application for STE					
TAP: Received Equipment	346	0	1	160	4
TAP: Repair	6	0	0	6	8
TAP: Send TAP Application	540	2	0	556	540
TAP: Status Check	233	0	0	240	221
TOTAL	1547	385	10	2970	2932

Outreach

KCDHH was assigned a booth at the Deaf and Hard of Hearing Health Fairs at the University of Cincinnati, OH on March 19. The Information Program Coordinator represented KCDHH. Several inquiries about our TAP program were made concerning the iPhone and explanation was given regarding the latest developments within the Commission and efforts being made to serve all deaf and hard of hearing consumers statewide.

H.E.A.R US invited KCDHH to help provide a leadership and communication skills training with deaf, hard of hearing students in Ashland, KY. The event was held on March 23 and was a smaller version of the Hands Alive conference. The students ranged in ages from 3-15, with a variety of communication modes (oral, signing, and total). Information was also provided to the parents about KCDHH as an agency and the TAP program availability and questions regarding the wireless devices were answered.

The Information Program Coordinator represented the commission at the Kentucky School for the Deaf homecoming on February 12. There KCDHH had a booth, which was set up to answer any questions regarding the TAP program or the agency.



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.

Accessibility

On March 17, the Executive Director, Executive Staff Advisor, Network Analyst II, Interpreter Referral Specialist and Interpreter I attended a tour of the KFC Yum! Center in Louisville. KCDHH staff members evaluated the accessibility of events taking place in the center for deaf and hard of hearing attendees. The Executive Director spoke with the Yum! Center event-planning staff to explain modifications

and technology to be utilized to provide equal access to the deaf and hard of hearing. A meeting is to be scheduled to discuss how captioning can be utilized at the Center.

21st Century Communications and Video Accessibility Act of 2010

With signing of the law, S.3304 requires the Federal Communications Commission (FCC) to take various measures to ensure that people with disabilities have access to emerging communications technologies. KCDHH continues to track and provide input to rulemakings that may result in program development as a result of this law.

During this quarter, the Department of Justice (DOJ) issued several Advanced Notice of Public Rule Making (ANPRM) soliciting comments from the community and agencies that serve disabled communities. KCDHH provided comments on the following ANPRM's:

- Requirement to define programs for distribution of specialized customer premises equipment used by individuals who are deaf-blind.
- Next Generation 911 (NG911) Services and Emergency calling by individuals with disabilities
- Nondiscrimination on the basis of disability; Movie Captioning and Video descriptions

Emergency Preparation

The Assistance to Firefighters Grant Program Fire Prevention and Safety Grants, administered by the Federal Emergency Management Agency (FEMA), allots grant funds to support fire departments with providing and installing specialized fire alarms for the deaf and hard of hearing. KCDHH assisted three fire departments in their efforts by providing demographics of the deaf and hard of hearing by county and writing a letter of support. KCDHH continues to strengthen its relationship with the State Fire Marshal's Office in an effort to ensure that all eligible entities apply for the next grant to assist the deaf and hard of hearing in receiving the specialized fire alarms they need.

Kentucky Outreach and Information Network

The Interpreter I and Internal Policy Analyst III attended meetings for the Kentucky Outreach and Information Network (KOIN), on January 10 and February 9 respectively. KOIN is shifting focus onto effective methods of identifying and locating those individuals with a disability prior to an emergency. This allows communication services and facilities/shelters to be better prepared since there was some difficulty experienced ensuring that shelters are adequately prepared to provide the needed accommodations and services to select at-risk populations. FEMA has printed resources available to shelters to make sure the facility is prepared. FEMA-

encouraged activities are scheduled to be held in the East Kentucky area/Appalachia region. The Cabinet for Health and Family Services Public Preparedness Information Office is planning a workshop in May. The KOIN advisory panel teleconferenced on member's status for 2011, a debriefing of the activations (emergencies where KOIN is used) in 2010, the 2009 ice storm lessons learned, progress in addressing the gaps to meet future situations, and the National level exercise scheduled for May of 2011. This practice session gives members a chance to see a real life representation of a true health emergency.

Kentucky Health Emergency Listing of Professionals for Surge

The Interpreter Referral Specialist and Internal Policy Analyst III worked with the Kentucky Health Emergency Listing of Professionals for Surge (KHELPS) to host a booth at the KY Registry of Interpreters for the Deaf (KyRID) spring conference held in Lexington on March 18-19. KHELPS is a program that coordinates volunteers needed in case of a large-scale public health emergency. KCDHH and KyRID are working in partnership with KHELPS to pre-register interpreters that would be willing to serve to facilitate communication during such an emergency. Interpreters signed up at the booth and KHELPS has contacted each individual to initiate registration and training for the Medical Reserve Corps (MRC), coordinated within each community throughout the state.

Staff continues to pursue measures to improve on emergency preparations for consumers and the provision of services during a disaster or emergencies.

Kentucky Assistive Technology Services Network

The Internal Policy Analyst III attended the Kentucky Assistive Technology Loan Corporation Board of Directors meeting on March 16. Members completed loan verification votes and discussed individual applications as needed. Fifth Third bank representatives provided updates and the financial reports were affirmed by the board. Appointment of a representative to fill the current vacancy on this board was discussed and members agreed on a name, which will be submitted to the Governor. The upcoming federal review was discussed and members agreed to meet again in May to discuss participation in the audit. Officers were elected and the IPA III was reappointed as Vice Chair of this Board for another year.

Kentucky Legislative Information and Reporting

The Internal Policy Analyst III attended the Cabinet liaison legislative meetings every Monday during this quarter to provide and acquire updates on current legislative issues for KCDHH and other agencies within the Cabinet. The Executive Director met with legislators to request reductions in the proposed budget cuts for KCDHH.

Kentucky Arts Council

The Interpreter Referral Specialist attended a meeting of the Kentucky Arts Council (KAC) Accessibility Advisory Group on February 8. KAC established an accessibility advisory group to represent the interests and concerns, as they apply to the arts, within the communities of people with disabilities. The group discussed upcoming events and upcoming projects of each agency and learned how each member of the group can interact and streamline resources.

Access to Hospitals

On February 4, the Executive Director, Interpreter I and Commissioner Timon met with administrative staff members from St. Elizabeth Hospital in Northern Kentucky. KCDHH and Commissioner Timon discussed available options of communication access for deaf and hard of hearing patients, including Video Remote Interpreting, captioning services, remote captioning, and devices such as the UbiDuo. St. Elizabeth has a reputation for providing excellent accommodations to the deaf and hard of hearing population and welcomed new resources and opportunities to expand those services.

On February 11, the Interpreter I attended a meeting with the Kentucky Hospital Association (KHA) Effective Communications Committee in Lexington. A representative from Kwikpoint presented newly designed communication tools for those with limited English proficiency, as well as the deaf and hard of hearing. The representative asked KCDHH for feedback on the communication tools and KCDHH agreed to provide input. The committee plans to develop an Intranet tool kit, to host on the KHA website, for hospitals to reference when serving patients and KCDHH staff will Chair that subcommittee.

Mental Health Advisory Board

The Mental Health Advisory Board team met on March 16 and called for the subcommittee to finish working on Mandates 3 & 4 for the Biennial report. The Information Program Coordinator, as Chair, led the meeting. Six participants in the meeting accepted delegations to work on separate sections of the 2011 Biennial report then submit the final rough draft to one delegated participant for review and editing to be ready for the final review and approval by the Board in May.



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.

HLAA



The Executive Director and Internal Policy Analyst III attended the Kentucky Home Chapter meeting of the Hearing Loss Association of America on January 24. A representative from Mclendon-Kogut recording services gave a



presentation on how captioning works and the professional standards for working in the field. A WAVE TV anchor and Chief Engineer also attended, advised the crowd of what it takes to caption TV programs and listened to the concerns of consumers, especially about emergency warnings broadcast without captions. WAVE is adding additional captioning to programs, as funds are available. Senator Jimmy Higdon and Representative David Floyd also attended and commented on their support for the deaf and hard of hearing community.

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

The Executive Staff Advisor met with representatives of the KY Domestic Violence Association on February 10 to discuss the three regional workshops to be given across the state. The workshop is entitled, "*Reducing Barriers to Services for Persons who are Deaf / Hard of Hearing*" and participants are to identify common barriers to services for persons who are deaf or hard of hearing and experiencing domestic violence and/or sexual assault. Participants discuss these common barriers and explore ways to increase accessibility to services while learning about the dynamics of DV/SA, including the legal responsibilities of service providers. Other topics explored through these lenses include cultural competency, and options/strategies for improving the provision of services.

The Executive Staff Advisor and representatives of the KY Domestic Violence Association presented the workshop in Pikeville on March 2 and in Frankfort on March 30.

The Executive Staff Advisor gave a presentation entitled "*Warning: Communication Barriers Ahead*" at the Kentucky Constable Association annual conference in Louisville on January 7. This presentation focused on how to work effectively with deaf and hard of hearing individuals in times of emergencies as well as laws related

to effective communication and how they apply to law enforcement agencies.

Hands and Voices

The Executive Staff Advisor met with a Commissioner to discuss information and resources needed to be added to the *Guide by Your Side* (GBYS) resource manual that will be given to newly hired parent guides during the KY Hands & Voices/GBYS conference and used for future events.

The KY Hands & Voices had a board meeting on the evening of January 7. The meeting was facilitated by the Indiana Hands & Voices Guide By Your Side (GBYS) Coordinator, Lisa Kovacs. LeeAnne Seaver, National Hands & Voices Executive Director, was also on hand at the meeting. The board shared the direction in which they KY Chapter was moving and information related to their current strengths and weaknesses as well as their wishes and concerns. The IN GBYS Coordinator and National H & V Executive Director were able to help the board put many things into perspective and come up with a current priority list as well as delegate certain tasks to each member. The Board discussed the need to replace several members whose terms will end soon and dispensing with the Yahoo list serve and finding something more user friendly. Big Tent was recommended for consideration. It was decided that the current KY GBYS program coordinator, Susan Francke would become the Executive Director for the KY Hands & Voices chapter.

On the following two days, January 8-9 KY Hands & Voices/GBYS training took place in Louisville. This training opened with an overview of the GBYS program, which was given by the National Hands & Voices Executive Director. Multiple stakeholders were invited to attend the general morning session. A representative from First Steps and several others were on hand, however, many had to decline at the last minute due to inclement weather. The afternoon and next morning were devoted to discussion and presentations related to the actual implementation of the program, and how the KY pilot program would work. Three parent guides were hired to help get the program up and running. The parents selected were from Louisville, Lexington and Bowling Green. Initially, the parent guides will assist newly diagnosed families via telephone and email. These parent guides will also work to create a network of families and service providers in their regions.

Hands Alive asked KCDHH again this year to participate to work with deaf and hard of hearing students in Louisville, KY. Information Program Coordinator participated this year and worked with students on leadership and communication skills through an activity.



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

Interpreting Workshop

On January 26, the Internal Policy Analyst III attended the NIC Performance Exam Preparation workshop held at KCDHH.

WELLNESS

To kick off the New Year KCDHH staff decided to make healthy lifestyle changes in and outside the office. The Interpreter Referral Specialist and Administrative Specialist II developed the rules and guidelines and called the competition “*Journey to Wellness*”, mirroring the statewide wellness program. The State Wellness Director, spoke to staff on January 4 about how to make healthy lifestyle changes and what programs are offered to state employees such as the Virgin Health Miles program. The competition lasted 8 weeks, at the end, the winning team received a special prize, and one individual was recognized that accomplished the most change during the competition. The KCDHH staff made some major healthy lifestyle changes and plans to keep supporting each other to continue those changes.

March of Dimes

On February 8, 2011 the Executive Secretary II attended a March of Dimes kick off at the Kentucky History Center in downtown Frankfort and has been designated to lead the fundraising efforts. KCDHH continues its innovative efforts to raise money for this worthy cause. Different ways we raised money included blue jeans for babies and March Madness for babies. In addition, we have collaborated with the Educational Cabinet to produce a cookbook, which is to be sold to raise funds.

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 offices are working together efficiently.

Birthdays

KCDHH celebrated the birthdays of the Executive Director and Information Program Coordinator during this quarter.