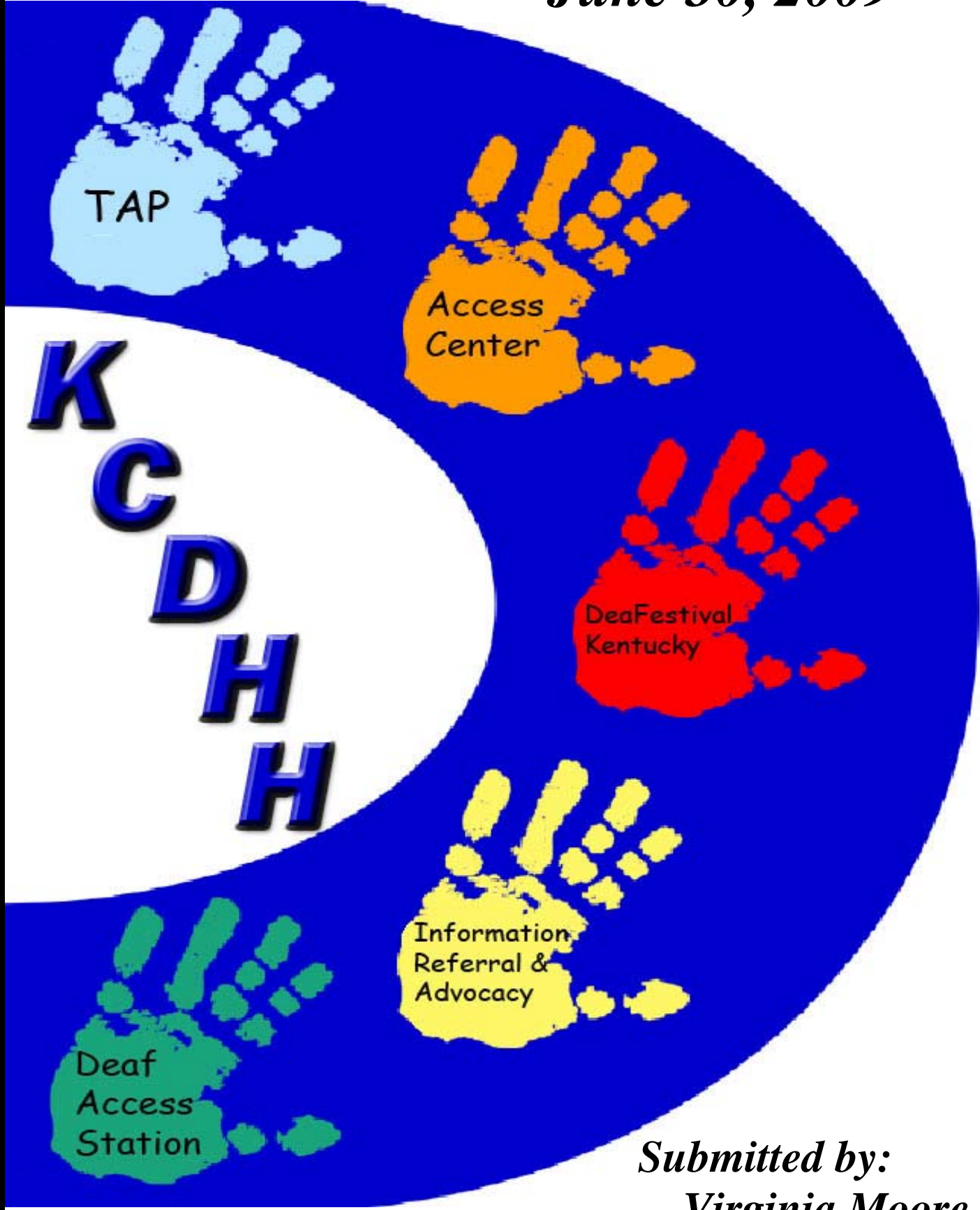


Agency Report

*April 1 through
June 30, 2009*



TAP

Access
Center

DeafFestival
Kentucky

Information
Referral &
Advocacy

Deaf
Access
Station

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*Submitted by:
Virginia Moore*

KCDHH Quarterly Activities

April 1, 2009 through June 30, 2009

Legislation

As a result of KCDHH's work within the 2009 Legislative session, Representative Tanya Pullin has committed to include the needs of deaf and hard of hearing citizens within the Emergency Notification taskforce being established within the state. This taskforce will identify statewide needs for emergency services, and will include 911 staff, Homeland Security staff and other state and federal agencies involved in uniting emergency services within the Commonwealth. This is a step forward in obtaining emergency notification services for our community. The Acting Executive Director has contacted Representative Pullin and she responded that she would be in touch to schedule a meeting after the Special Session ended and the State budget was finalized.

The Deputy Executive Director and Internal Policy Analyst III attended the Administrative Regulation Review Subcommittee (ARRS) hearing held at the Capitol Annex on June 9. The amendments to the Telecommunications Access Program (TAP) regulations, 735 KAR 1:010 and 735 KAR 1:020, were on the agenda and addressed by the subcommittee. No formidable comments or concerns were noted and the amendments passed to the next phase and will be posted to the Register on July 1 for scheduling of the second ARRS subcommittee hearing. Passage of the amendments governing operation of the TAP is anticipated to be final by September.

On April 21, the Executive Director, Deputy Executive Director and Internal Policy Analyst III attended the Governor's signing of House Bill 5, the Childhood Hearing Loss legislation that will strengthen early identification and follow up of children who have a hearing loss. Because this is a landmark piece of legislation, a photo of the signing will be hung in the office.

On June 15, the Information Office Supervisor and Interpreter Referral Specialist attended a meeting with Early Hearing Detection and Intervention (EHDI) staff to discuss grant possibilities for funding of development and printing of the Parent Package to be distributed per HB 5. The EHDI has applied for a supplemental grant made possible by federal economic stimulus funds. Included in this grant are requests for \$2,000 to assist with printing of the Parent Packet, and \$12,000 to provide stipends for the distribution of the Hands & Voices Guide By Your Side (GBYS) packet. The Information Office Supervisor is developing an outline for the parent package and additional grant possibilities to assist with design and printing costs are being pursued by the Internal Policy Analyst III.

Budget

The Governor called a special session during June to balance the state budget. As part of the plan, agencies were requested to have a 2.6 percent budget reduction proposal prepared and employees would be asked to take a “furlough” (leave without pay) of three or five days, within the next fiscal year, to offset the budget deficit. The special session ended on June 26 and Legislators passed a revised budget plan which included the 2.6 percent cut, but did not include the proposed leave without pay for staff. Other measures to balance the budget, which do not directly impact the operations of KCDHH, were agreed upon by the General Assembly and signed by the Governor. We are awaiting the final directives from the Cabinet office regarding the actual budget cuts we will be mandated to absorb during the next fiscal year.

Personnel

Due to actions taken by the full Board on May 18, 2009, after a special session was held by Commissioners, Ms. Virginia Moore was appointed as Acting Executive Director. Ms. Angela Gahafer, Executive Secretary II, expressed a desire to return to her previous position with the Center for Accessible Living in Louisville and left KCDHH on May 22. The Executive Secretary II position will be held vacant until a new Executive Director is appointed. A Register of applicants for the vacant Information Program Coordinator position has been received. However, some recommended applicants did not meet minimum qualifications for working with deaf and hard of hearing constituents and the Acting Executive Director will resolve this with the state Personnel office before applicants for the position are interviewed.

Telecommunications Access Program – addition of Wireless

With approval of the Public Service Commission (PSC) petition on February 16, 2009 that added wireless providers to the surcharge which funds the Telecommunications Access Program (TAP), staff began making necessary policy and procedural changes to implement the PSC order. Regulation amendments (emergency and ordinary) to 735 KAR 1:010 and 1:020 were filed with the Legislative Research Commission (LRC) on April 6. Emergency amendments became effective upon filing and remain effective for 180 days. Ordinary amendments will continue through the approval process and are anticipated to be effective by September 1. Per the PSC order, funds began begin collected from all telecommunication providers throughout the state on June 1. TAP began accepting applications for wireless devices effected June 1 and a waiting list for equipment has been established.

During this quarter staff members have met several times to discuss regulation changes, service plan options for the TAP wireless proposal, and a draft Request for Purchase (RFP), which must be submitted to obtain a vendor for wireless devices. Staff submitted

a proposal to the Executive Board, which will be discussed at the July board meeting. TAP will purchase the wireless device for eligible applicants, and consumers will be able to choose from two plans: Plan A = data only and Plan B = includes data and voice. Additional overage charges are the responsibility of the consumer. The total cost for this proposal per consumer is equivalent to the cost of other current specialized telecommunications equipment already being distributed (i.e., CapTel or TTY's). Within the proposal, once the initial contribution is exhausted, the consumer has the option of continuing service and assuming full responsibility for payment for services. Insurance and a two-year warranty are included in the initial subscription plan. Public Relation announcements encouraging participation in the TAP have begun and will be expanded once the final proposal has been approved by the full Commission Board.

On April 9, The Internal Policy Analyst III attended the Telecommunications Relay Service (TRS) meeting held at the Public Service Commission (PSC). Members discussed the finalization of the PSC order to add wireless providers to funding base for TAP and TRS, Hamilton provided an update on current outreach efforts, and consumers discussed concerns with TRS services, all of which were addressed by Hamilton staff.

Communicating with the Community

ICE Card

To encourage communication within the community and enhance emergency preparedness, Travis Zornosa, a recent Kentucky School for the Deaf (KSD) graduate, filmed a video blog (vlog), in American Sign Language with captions, instructing viewers to include an "In Case of Emergency" (ICE) contact in their phone or on their person. Individuals should list a family member or friend that can be contacted during an emergency should the individual be non-responsive. The contact person's information can also be listed on the emergency communication card developed by KCDHH. The vlog demonstrated how to effectively use the ICE card when communicating with emergency personnel, which includes pictures, images, and wording used to facilitate basic communication during an emergency. The ICE cards are available from KCDHH upon request. Travis also filmed a vlog informing the public about the upcoming distribution of wireless devices through the TAP. The agency plans to continue to recruit community and partnering representatives to be included in future vlogs to facilitate effective communication.



KCDHH Town Hall Summary

Newport, KY (April 25, 2009)



The Town Hall meeting series came to a close as the final meeting was held at the Campbell County Public Library in Newport on April

25. There was a substantial turnout from the community, including parents, instructors, city officials, emergency personnel and Commissioners. Hamilton Relay's Outreach Coordinator presented a synopsis of Relay services and new initiatives in the works throughout the state and encouraged attendees to contact him if they have any concerns. The Executive Director explained the goals, initiatives, and daily program operations of the KCDHH and requested comments from the community. Parents shared their frustrations with insufficient services for their children, including early intervention, and educational services. The Executive Director also discussed the legislative fronts of KCDHH, mental health service improvement initiatives, emergency preparedness, and 911 response procedures. The Bellevue police chief discussed the Citizen Observer Program, which sends alerts to registered citizens informing them of crimes and activities in their area. Attendees were provided with an opportunity to ask questions, and their concerns were noted for future action by KCDHH.



Education

On June 4, the Acting Executive Director met with Barb Kibler, the Director of the Office of Special Instructional Services (OSIS) within the Kentucky Department of Education (KDE). Discussions centered on the partnership between KCDHH and KDE as we have for several years worked to improve services for deaf and hard of hearing students within the educational system. Issues were identified regarding the lack of understanding by the regional disability coordinators regarding the needs of deaf and hard of hearing students, especially regarding the provision of interpreters. Between the shortage of licensed interpreters within the educational system and new policy from the Registry of Interpreters for the Deaf (RID) requiring interpreters to hold an Associate Degree, adequate services are lacking. Local school districts need to be advised of the RID requirements, and the students Individualized Education Plan (IEP) must reflect the services needed. Typically when deaf or hard of hearing students are identified, the IEP reflects a “communication disorder”, but guidance is not provided to the family, school or instructors regarding how to provide services for the student. As a result of this meeting with KDE, an agreement has been made for KCDHH to partner in providing training to all school districts regarding IEP needs. Training is to be developed during July.

Hearing Loss Association of America:

On June 18 and 19, the Information Program Coordinator and Interpreter I attended the Hearing Loss Association of America (HLAA) conference held in Nashville, Tennessee. Major topics discussed included:

- Tax Credit bill: HLAA encouraged deaf and hard of hearing individuals to contact their Senators and Representatives to request their support of the tax credit bill proposed to Congress. The basic goal of this bill is to allow a \$500 tax credit for the purchase of new hearing aids. Kentucky's HLAA chapter will facilitate a petition to send to Congress for the 2010 session.
- Partnerships with the US Department of Veterans Affairs and HLAA state chapters to improve services for veterans who are hard of hearing.
- Partnerships with the Rochester Institute of Technology (RIT) and the National Technology Institute for the Deaf (NTID) and HLAA to increase the quality of services to deaf and hard of hearing students at both institutions of higher education.
- Workshops were offered to assist consumers in understanding how to search for and purchase a cell telephone that is compatible with their hearing aids (T4/M4 and T-Coil ratings) and advised consumers of their civil rights surrounding the purchase and use of cell telephones.
- Advocacy for captioning on the internet, especially for TV shows and movies broadcast on the internet, was emphasized during this conference and state chapters will take on a more active role in promoting national legislation to require the industry to provide captioning services as broadband technology becomes more prevalent.

KCDHH GOALS



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

Access Center Assignments

Requests	Filed /pending Assignments	Cancelled Assignments	Interpreting Hours	# of contacts required to fill assignments
AC: Request for Interpreting	65	5	495	13
AC: Request for Captioning	5	1	26	5
AC: Request for Videoconference Interpreting	0	0	0	0

Access Center Presentation

On June 29, the Interpreter Referral Specialist co-presented with Michelle Niehaus, the Statewide Coordinator for Deaf and Hard of Hearing Services within the Division of Mental Health, Developmental Disabilities and Addiction Services. The presentation to Department of Mental Health Staff explained how to use the KCDHH Access Center, and explained how to encourage agencies to assume responsibility for requesting and budgeting interpreter services.

National Certification Opportunities

The KCDHH offered a free workshop entitled “*NIC: Look-Like What??*” on June 13. This workshop was opened to the public once recipients of the National Interpreter Certification (NIC) free test slots were registered. 18 individuals attended and received .6 CEU’s which counted as contact study hours for both ethics and the role of the interpreter. These CEU’s are required by the Kentucky Licensure Board of Interpreters in order to obtain an initial temporary license, which several educational interpreters had requested. Encouraging the “Pay it Forward” concept, in lieu of payment KCDHH required the workshop registrants to work four hours as an interpreter at the 2009 State Fair Booth (August 20-30, 2009) or four hours at DeaFestival-Kentucky 2010 (September 4, 2010).

As a testing supersite for the Registry of Interpreters for the Deaf (RID), the KCDHH hosted three test dates this quarter: April 17; June 19 and 20; and June 25, 26, 27, and 28. A total of 45 candidates tested on these dates, and the Certified Deaf Interpreter (CDI) written test was also administered on June 27. The influx of candidates is due to the new RID requirement that after June 30, 2009, candidates must hold an associate degree in order to qualify to take the NIC performance exam. However, RID did announce an “Alternative Pathway to Eligibility”, which is a system that measures a combination of qualifications that can be collectively considered an acceptable substitute for the new educational requirements. A point system is utilized that awards credit for college classes completed, years of full-time interpreting work, interpreter-related trainings achieved, professional interpreting certifications, and specific volunteer services to RID to substitute for the degree requirements.

Telecommunications Access Program (TAP) Activities:

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Number on Waiting List
TAP: Applying for STE	193	384	61

On May 8, the TAP Advisory Board meet and discussions included membership terms, statistical reports, the request for proposal to obtain a vendor for wireless devices,

regulation changes, eligibility requirements for wireless devices, and outreach efforts that will take place to encourage program participation once funding stabilizes. The TAP annual report to the Legislative Research Commission (LRC) will be filed by June 30, 2009 as required by law.

On April 6, May 4 and June 22, the Internal Policy Analyst III participated in teleconference calls with the Telecommunications Equipment Distribution Program Administrators (TEDPA) Board and members of the California planning committee to continue preparations for the 2009 TEDPA conference to be held September 13-17 in Long Beach, California. Details are outlined within the TEDPA Board minutes.

On May 26, AT&T Representative Nancy Jarrett sent a proof of the StarLines consumer insert regarding the Telecommunications Relay Service (TRS) and the Telecommunications Access Program (TAP). This bill insert is used as a Public Relations tool for both TRS and TAP and will appear in the September AT&T statewide billing statements.

On June 18, The Internal Policy Analyst III attended the AT&T Advisory Board Meeting held in Louisville. Members discussed updates in wireless service, the incorporation of wireless devices in the TAP, telecom legislation passed during the 2009 session, consumer privacy policy, federal stimulus funding for broadband services, inclusion of wireless in the Lifeline/Linkup programs and consumer concern. Of the \$820 billion allocated in federal stimulus funding, \$7.2 billion has been earmarked for broadband expansion throughout the USA. Most of those funds are to improve infrastructure, something Kentucky has already accomplished through ConnectKY. However, funds are also being used to promote awareness and usage of broadband and to ensure accessibility for disabled populations. 200 million has been earmarked to improve community access through expansion of libraries as requests for internet access at these locations has skyrocketed with the declining economy.

On June 17, the Internal Policy Analyst III coordinated and represented the KCDHH at the Interagency Coordinating Council (ICC) meeting hosted at KCDHH. Members from other state agencies serving disabled Kentuckians attended and discussed stimulus funds that will be received by the Office of Vocational Rehabilitation (OVR), the Commission for Children with Special Health Care Needs (CCSHCN) and Office for the Blind (OFB). The CCSHCN will use funds to recruit parent consultants/mentors to work with families with mental health issues, hearing loss, blindness or mobility issues. The KATLC representative reported that more loans for assistive technology (AT) have been granted this year than any time since its inception. The Kentucky Assistive Technology Services (KATS) Network representative advised that the AT exchange list on their website has been expanded. The Kentucky Disabilities Coalition (KDC) representative spoke about the recent complications that closed the store (SEE World) that sells equipment for the blind and reported that the Board of Elections signed a contract to

ensure all voting locations are accessible to blind, mobility challenged, and deaf and hard of hearing voters. The KDC offered to fund development of a DVD in American Sign Language to explain voting procedures to both poll workers and voters. The Office for the Blind representative reported that stimulus funds will be used to update AT equipment and enhance employment placements throughout the state. The Kentucky Client Assistance Program (CAP) representative, under the umbrella of the Division of Protection & Advocacy (P&A), reported an increase in requests for services and expansion of employment training and consumers services as a result of receipt of federal stimulus funds.



KCDHH Goal II: Serve as a clearinghouse of current information for state and national resources to provide appropriate information and referral services.

State Fair

On April 7, June 2, and June 10, the Acting Executive Director attended a meeting at the Heuser Hearing Institute (HII) in Louisville to discuss a new vision for the booth partnership at the 2009 KY State Fair. KCDHH will partner with HII and Hamilton Relay to provide resources and services to patrons. KCDHH is calling upon current and previous commissioners, as well as community and interpreter volunteers, to ensure the booth is adequately and appropriately operated during the 10 day event in August.

Outreach Events:

University of Cincinnati Health Fair

On April 4, the Information Coordinator attended an all-day Deaf and Hard of Hearing Health Fair at the University of Cincinnati. KCDHH disseminate information, resources, and took consumer requests as part of the agency's Public Relation and Outreach efforts.

Celebration of Disability Expo

On April 10, the Information Program Coordinator attended the Celebration of Disability Expo, an all-day event in Lexington. KCDHH distributed the Directory of Services, program flyers, TAP resources and literature, and took general requests from consumers.

Cochran Elementary School

On April 16, the Information Program Coordinator attended a health fair at Cochran Elementary School in Louisville. The KCDHH passed out copies of the Directory of Services, Hands & Voices brochures, TAP flyers, sign language flyers and handled general requests.

Optimist Club

On April 21, the Information Office Supervisor (IOS) gave a presentation to the Frankfort Optimist Club about the KCDHH and its programs and services, elaborating on the TAP. Attendees were interested in volunteer opportunities with deaf children. The IOS explained DeaFestival-Kentucky, the Kentucky School for the Deaf (KSD) Family Learning Vacation and the Lions Camp Crescendo as opportunities to volunteer for service.

Hear Us

On April 22, the Information Office Supervisor presented twice at the Big East HEAR US event. The first presentation was for deaf and hard of hearing students and was entitled "*Dare2Dream.*" It focused on the unlimited possibilities that the future holds for them as deaf individuals. The second presentation was for parents and family members, entitled "*The Sky is the Limit!*" and focused on how to help their children develop a positive self image.

Kentucky Association of Gerontology

On April 27, the Information Program Coordinator (IPC) attended the Kentucky Association for Gerontology conference in Bowling Green. KCDHH disseminated the Directory of Services, TAP flyers, KCDHH flyers and took general requests from attendees. The IPC also networked with other agencies regarding services and how they could benefit our population.

Kentucky School for the Deaf Graduating Class

On May 12, the KSD graduating senior class visited the KCDHH. Staff members individually explained their responsibilities and departmental functions. The Executive Director and Deputy Executive Director explained agency goals and initiatives and how the KCDHH can assist the students. There was a question and answer session between students and staff members.

Kentucky Association of School Superintendents

On June 3 and 4, the Information Program Coordinator attended the Kentucky Association of School Superintendents conference in Bowling Green. KCDHH distributed the Directory of Services, packets containing Americans with Disabilities Act regulations, interpreting laws and requirements, information on how public schools can effectively work with interpreters, KCDHH flyers, Deaf Resource Library flyers, and TAP flyers.

Public Relations output – April 1 through June 30, 2009:

The Office of Information Services continues to focus on public relation (PR) efforts and outreach activities to increase awareness of KCDHH and the services offered by the agency. PR activities for the quarter are listed below:

Date	Type of Communication	Topic of Public Relations Announcements and Outreach Activities	# Items Distributed
April 2	Eblitz	Reminding constituents of the upcoming Newport Town Hall meeting.	3041
April 3	Eblitz	Announcement and information reflecting Deaf History Month.	3034
April 4	Outreach	Information Program Coordinator attended the Deaf and Hard of Hearing Health Fair at the University of Cincinnati. Items disseminated were KCDHH, Deaf Resource Library, and TAP informational flyers, and Directory of Services.	510
April 10	Outreach	Information Program Coordinator attended the Celebration of Disability Expo in Lexington. Items disseminated included KCDHH, Deaf Resource Library, and TAP informational flyers, and Directory of Services.	510
April 13	Eblitz	Informed Kentucky interpreters of free NIC performance testing opportunities provided by KCDHH.	147
April 16	Outreach	Information Program Coordinator attended the Health Fair at Cochran Elementary in Louisville. Items disseminated were KCDHH, Deaf Resource Library, TAP, and sign language informational flyers, and Directory of Services.	660
April 21	Presentation	Information Office Supervisor attended the Frankfort Optimist Club conference. Items disseminated were KCDHH, Deaf Resource Library, and TAP informational flyers, and Directory of Services.	140
April 22	Presentation	The Information Office Supervisor attended the Big East HEAR US event. Items disseminated were KCDHH, Deaf Resource Library, and TAP informational flyers, Directory of Services., Child ID kits, and Hands & Voices flyers.	280
April 22	Eblitz	Informed constituents of the final KCDHH Town Hall meeting taking place in Newport.	3030

April 25	Outreach	Disseminated KCDHH, Deaf Resource Library, and TAP informational flyers, Visor Communications Card applications, and brochures on the Legislative Research Commission concerning bills becoming law.	50
April 27	Outreach	Information Program Coordinator attended the Kentucky Association of Gerontology conference in Bowling Green. Items disseminated included KCDHH and TAP flyers, Visor Communication Card applications, Deaf Resource flyers, and Directory of Services	460
April 30	Eblitz	Informed constituents of the successfulness of the series of Town Hall meetings; provided a link to watch a captioned and sign video blog highlighting events at the meeting	3023
May 5	Outreach	The Kentucky School for the Deaf graduating class toured KCDHH facilities. Items disseminated include mouse pads, notebooks, highlighters, pens, Directory of Services, and KCDHH, TAP, and Deaf Resource Library informational flyers. DeaFestival T-shirts were also given to the students.	135
May 13	Eblitz	Informed constituents in the Eastern Kentucky region about flood safety precautions and shelter information	59
May 18	Eblitz	Updated Kentucky constituents about recent legislative action concerning Early Hearing Detection and Intervention, Movie Captioning and Emergency Notification.	2015
May 20	Eblitz	Reminding Kentucky interpreters of the free NIC performance testing opportunities provided by KCDHH	147
June 3 and 4	Outreach	Information Program Coordinator attended the Kentucky Association of School Superintendents conference in Bowling Green. Items disseminated included KCDHH, Deaf Resource Library flyers; handouts from the Registry of Interpreters for the Deaf Web site related to educational interpreting; handouts from the National Association of the Deaf Web site regarding public school obligations under ADA; and an instructional pamphlet from the Kentucky School for the Deaf and Boyle County schools clarifying the roles of the teachers, students and interpreters. Also given out were Puzzled magnets and copies of the Directory of Services.	760
June 8	Eblitz	Distributed a video blog to constituents announcing the future addition of wireless devices to the TAP and the new ICE cards created by KCDHH.	1541
June 12	Eblitz	June edition of <i>The Communicator</i>	3012
June 30	Presentation	Office of Vocational Rehabilitation Retreat. Items disseminated training packets including KCDHH, TAP, and Deaf Resource Library informational flyers, Puzzled magnets, library magnets, pens, spatulas, highlighters, and ICE communication cards.	870
			23,424 TOTAL

KCDHH Web Counter Hits

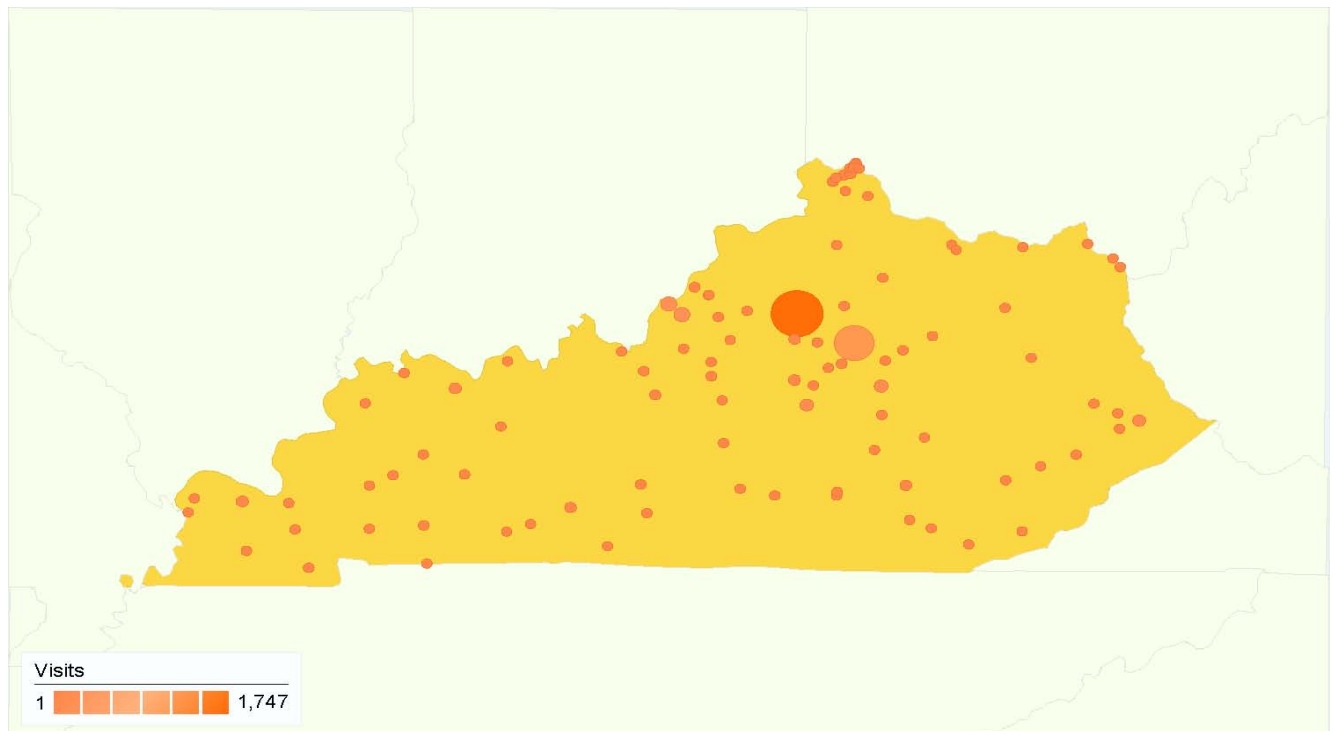
State Detail: April 1, 2009 – June 30, 2009

According to the recent Google Analytics Site Usage results, the KCDHH Web page has experienced 6423 visits via 95 cities in Kentucky, with an individual viewing 2.22 pages per visit. The following page shows the demographics of Web hits.

www.kcdhh.org

State Detail: Apr 1, 2009 - Jun 30, 2009

Kentucky Comparing to: Site



City	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
Frankfort	1,747	1.98	00:02:52	14.02%	68.35%
Lexington	1,228	2.04	00:02:21	35.59%	58.22%
Jefferson County	233	2.42	00:03:28	75.11%	48.50%
Louisville	232	2.69	00:02:42	58.62%	35.34%
Richmond	142	2.13	00:03:00	33.10%	63.38%
Danville	125	2.38	00:01:42	63.20%	52.80%
Pikeville	105	2.27	00:02:48	32.38%	52.38%
Paducah	74	2.62	00:03:06	60.81%	43.24%
Owensboro	70	2.13	00:02:07	72.86%	47.14%

Information and Referral Requests

The Information and Referral office documented 1047 requests during this quarter.

Nature	Closed Requests	Pending Requests	Incomplete Requests	Incoming Contacts	Outgoing Contacts
AC: Evaluations	34	0	0	122	96
AC: Free Slots	16	0	0	29	32
AC: Request for Captioner	4	1	1	17	14
AC: Request for Interpreter	59	5	6	448	476
Administration	24	0	1	31	33
DeaFestival	5	0	1	6	6
IRA: ASL & Linguistics	7	0	1	5	6
IRA: Deaf Culture	1	0	0	2	1
IRA: Deafness & Hearing Loss	51	0	0	50	51
IRA: Demographics & Statistics	2	0	0	1	1
IRA: Education	333	0	0	7	9
IRA: Families & Children	3	0	0	3	1
IRA: Human Services	28	0	0	32	30
IRA: Interpreting	32	0	1	51	43
IRA: Legal Rights of Deaf and HOH	43	2	2	75	102
IRA: Outreach	12	0	0	8	9
IRA: Sports	1	0	0	1	0
IRA: Technology	31	1	1	33	43
Information Technology	2	0	0	2	1
Library	20	0	0	18	4
PUB: ICE Cards	2	0	0	2	2
PUB: Communicator	10	0	0	9	1
PUB: Directory of Services	24	0	0	23	24
PUB: Visor Cards	45	0	0	45	45
TAP: Outreach	3	0	0	3	4
TAP: Received Application for STE	79	0	0	161	426
TAP: Received Equipment	6	0	0	6	0
TAP: Repair	14			23	18
TAP: Send TAP Application	342		2	346	333
TOTAL	909	3	176	1834	1871



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

On April 1, the Internal Policy Analyst III was trained by the Kentucky Assistive Technology Loan Corporation (KATLC) Program Coordinator. The IPA III is now a member of the KATLC Board and was appointed by the Governor in March to serve a four-year term. This federally funded program allows individuals with a disability to apply for a low interest loan to purchase assistive technology, such as van conversions or hearing aids.

On April 1, the Internal Policy Analyst III participated in a webinar training regarding usage of the UbiDuo, a portable, wireless, battery-powered, stand-alone communication device similar to a laptop computer that facilitates simultaneous face-to-face communication by means of two displays and two keyboards. The manufacture sent a demonstration device which was tested at KCDHH during the quarter. Vocational Rehabilitation clients in higher education are utilizing the UbiDuo during college classes and VR is considering incorporating the device in technology provided to clients. UbiDuo representatives continue to contact KCDHH asking that the device be added to the TAP.

On April 1, the Executive Director and the Deputy Executive Director attended a meeting with Dr. Willihnganz, the University of Louisville (UL) Provost, to discuss logistics of maintaining an Interpreter Training Program (ITP). Students have advocated for the continuation of the ITP at UL and Dr. Willihnganz stated they will seriously look at developing the ITP if federal stimulus monies are received. KCDHH will be contacted in mid August with a follow-up.

On April 1, the Internal Policy Analyst III participated in a webinar training by the Federal Communications Commission (FCC) regarding the Air Carrier Access Act's pending changes that affect airline passengers with disabilities, which becomes effective May 13, 2009. Per the training, 9.4 million individuals with disabilities utilize airline services, expending \$3.3 billion annually. Changes implemented by the FCC include accessibility modifications, service animal provisions, captioning on TV's (inside the airlines and within the terminals), inset sign language interpreters, and mobility accommodations within the aircraft. The FCC employees are provided with sensitivity training to ensure the needs of the disabled are adequately met.

On April 3, the Executive Director and Interpreter Referral Specialist attended a Southeast Regional Institute on Deafness (SERID) sub-committee meeting. The Office of Vocational Rehabilitation (OVR) and the KCDHH will co-chair the 2010 SERID conference. The conference date was announced, other sub-committee chair members

were selected and a conference theme was developed. Future meetings will be held to coordinate efforts.

On April 6, the Executive Director visited the Interpreter Training Program at Eastern Kentucky University, toured the campus, and met with program administrators.

On April 13, the Executive Director traveled to Danville and met with KY ADAPT to discuss early intervention services for deaf and hard of hearing children.

On April 23, the Executive Director, Deputy Executive Director and Information Office Supervisor had a meeting with the Itinerant Teacher of the Deaf and Hard of Hearing from Anderson County Schools. The teacher requested the meeting, seeking guidance in handling situations where students are not receiving sufficient services and issues pertaining to interpreting laws not being followed. The Executive Director will request a meeting with Kentucky Department of Education to resolve this problem.

On May 6, the Interpreter I facilitated a visit from an intern with the OVR by providing a tour of the KCDHH facilities and explaining available programs and services.

On May 8, the Information Program Coordinator attended a core team meeting to discuss and finalize an agenda for the Mental Health Advisory Board meeting scheduled for May 20.

On May 18, the Deputy Executive Director attended a Kentucky Hospital Association meeting in Louisville. A Request for Proposal (RFP) was completed and several companies attended the meeting providing presentations. Language Line Associate was awarded the bid and negotiations are planned to contract for interpreter services for hospitals throughout the Commonwealth. Upon completion of this phase, KCDHH will concentrate on providing video and captioning services to the hospitals.

On May 20, the Information Program Coordinator, Chair of the Mental Health Advisory Board facilitated a meeting in Frankfort. Major topics discussed included:

- Biennial Report for the Department of Mental Health Services (DMHS) has been completed. Findings included under-utilization of interpreting funds; needs assessment across providers and how consumer collaboration and community involvement are essential to progress.
- Progress has been made in increasing the number of direct service providers: Four Rivers (Western KY) has a PhD level psychologist working 10 hours a week to develop Deaf/HH Services program. Negotiating with LifeSkills and North Key to add needed therapists who sign in Bowling Green and Northern KY. Regulations for telehealth medicine may change to allow therapists to use VP/webcam to do “e-therapy”.

- Alcoholic Anonymous (AA) meetings are now available online in American Sign Language. Deaf Off Drugs and Alcohol (DODA), a program that offers deaf individuals a 12 Steps program & support meetings is being led by deaf facilitators. On-line participants must have a computer, webcam, high speed internet, and an email account.
- Progress is being made with the Substance Abuse Treatment program, a DODA partnership. It is an E-therapy program hosted by Wright State University in Dayton, Ohio and is funded by the Center of Substance Abuse Treatment. The goal of the program is to improve accessibility to the program.
- To improving state hospital treatment, it was suggested that classes in Deafness 101 and 102 be offered at Western State Hospital. A planning meeting with the facility Director will be held in the fall and the board continues to advocate for a “magnet” hospital for deaf and hard of hearing consumers.
- Discussed opportunities for Interpreters: Mental Health Interpreting Peer Supervision; Western KY Interpreting workshops and workshops for general interpreters regarding Mental Health issues and personal development.

On May 21, The Internal Policy Analyst III participated in the Kentucky Assistive Technology Loan Corporation (KATLC) Board meeting held in Louisville. Members discussed loan applications from the previous quarter and statistical reports were provided by the Chair, with a full report provided by the Program Director.

On June 2, the Interpreter Referral Specialist met with the KCDHH ASL Instructor Study Group chair and co-chair to discuss the proposed study group for FY 09-10.

On June 5, the Interpreter Referral Specialist attended the Kentucky Board of Interpreters (KBI) meeting. Board members discussed how to reduce confusion regarding approved ethics and role of the interpreter CEU requirements for temporary licensure. KCDHH recommended that the Board review the Sign Enhancers educational DVD's to evaluate and approve the appropriate lessons for approved CEU's. These videos are available in the KCDHH Library and of often requested. The Board also discussed revising KBI regulations to improve the understanding of terminology surrounding the acquisition of licensure within Kentucky.

On June 12, the Interpreter Referral Specialist was selected by the SERID conference committee to be chair of the Door Prize sub-committee. A brown bag luncheon was held at KCDHH and the PR team was included for a “meet and greet” to discuss goals of the group.

On June 18, the Information Office Supervisor and Interpreter Referral Specialist gave a presentation in Lexington at the Southeast Regional Medical Interpreters conference. The presentation focused on the use of sign language interpreters and the history of the profession, with an emphasis on certification and licensure for interpreters.

On June 23, the Interpreter Referral Specialist met with the Statewide Coordinator for Deaf and Hard of Hearing Services at the Division for Mental Health, Developmental Disabilities, and Addiction Services, to plan a presentation for departmental staff.

On June 23, the Interpreter Referral Specialist attended the Kentucky Employees Charitable Campaign (KECC) meeting and discussed fundraising efforts for the upcoming campaign.

On June 26, the Interpreter Referral Specialist met with the KCDHH ASL Instructor Study Group chair, co-chair, and Ms. Barb Kibler of OSIS within KDE.

On June 30, the Information Office Supervisor gave a presentation to the states' Rehabilitation Counselors for the Deaf (RCD's) and Office of Vocational Rehabilitation (OVR) Interpreters regarding how they can best teach their clients to effectively self advocate.



KCDHH Goal IV: Empower constituents by providing leadership, training, advocacy, educational and awareness programs and services.

On April 17, the Information Program Supervisor and Information Program Coordinator participated in the Hands Alive event in Lexington. KCDHH staff led team-building activities with students, ranging in age from elementary to high school.

On May 7, the Document Processing Specialist III gave a presentation at the Louisville Deaf Senior Citizen meeting in Louisville. Attendees were shown a demonstration on how to correctly fill out and submit the Telecommunications Access Program (TAP) web form in order to request an application. Consumer questions were answered regarding the inclusion of wireless devices in TAP, eligibility requirements and procedures for application.

On June 5, a parent of a deaf child came to the KCDHH office to film her experiences. This parent story will be included with others when addressing a current lack of early intervention and referral services and inaccurate hearing screenings at hospitals.

On June 18, the Information Office Supervisor and Information Referral Specialist presented at the Southeast Regional Medical Interpreter Conference during the plenary session: "The Road to Certification."



KCDHH Goal V: Improve support of people in our organization to create a work environment that fosters productivity and innovation.

On April 9, the Executive Director attended “Performance Matters” training at the Education and Workforce Development Cabinet.

On April 13, the Interpreter Referral Specialist attended the final March of Dimes meeting to discuss last-minute fund-raising ideas, since many state agencies raising expectations as declining economy. On April 15, the final fund-raising event was held and KCDHH staff fund-raised a total of \$333.05. In order to promote the spirit of March of Dimes, it was determined that the most generous and creative staff member contributing the most would have the privilege of smashing a pie in the Deputy Executive Director’s face.



On April 16, a new employee orientation was completed for the Executive Secretary II, with training presented by staff within each department and the Deputy Executive Director.

In observance of Earth Day on April 22, the KCDHH staff contributed to the Governor’s effort to keep the environment clean by joining the activities. Staff cleaned facility grounds by removing debris and litter, clearing the parking lot, and removing trash.

On April 24, the Deputy Executive Director, Executive Staff Interpreter, Internal Policy Analyst III, and Interpreter Referral Specialist attended the Friday session of the Kentucky Registry of Interpreters (KyRID) spring conference held in Frankfort. Staff attended a workshop entitled “Role VS Ethics: The Eng and Chang Approach” and a Child Of Deaf Adult storytelling session, “An Interpreter’s Life...” by Sam Parker.

On April 30, The Executive Director, Deputy Executive Director and Internal Policy Analyst III met to discuss the 1995 Task Force Report (TFR) and the 2005 update to the TFR. Goals the agency should pursue in the future were discussed, along with additions that might be considered by the full Commission. This meeting was held to benefit the new Executive Director and give direction to promoting the goals of the agency's strategic plan.

On May 1, the Interpreter I attended a "Business Grammar and Proofreading" workshop in Lexington presented by National Seminars Training. The workshop offered updated methods for proofreading, as well as grammar and punctuation rules and norms.

On May 12 and 13, the Interpreter Referral Specialist attended a business writing and grammar skills workshop presented by Rockhurst University. This workshop provided training on how to better organize thoughts and information for business and casual writings, as well as focusing correspondence to various audiences.

On May 14, the Executive Secretary II attended a Procurement Card training session to learn procedures for using and processing purchases and payments.

On May 20, The Internal Policy Analyst III attended the 2009 Champion for the Aging Awards which honored Nelda Barnett, a long time advocate for seniors with a hearing loss. Ms. Barnett was honored by more than 450 attendees as the recipient of this prestigious honor, well-deserved considering her years of work serving the needs of seniors at national and state levels.

On May 27, the Internal Policy Analyst III participated in a webinar training entitled "Ethics in Self-Management and Adherence to Client Services," presented online by Syracuse University as part of the Southeast Technical Assistance and Continuing Education (TACE) Region IV Center. This training emphasized the complex role today's service providers must assume in assisting clients with obtaining effective services to empower their daily living.

On June 11, the Information Office Supervisor attended the Performance Matters training for new supervisors in Frankfort.

On June 25, The Internal Policy Analyst III took the written portion of the National Interpreter Certification (NIC) test and passed.

Birthdays

During this quarter, KCDHH celebrated the birthday of D. Cole Zulauf, Document Specialist III for the Telecommunications Access Program.