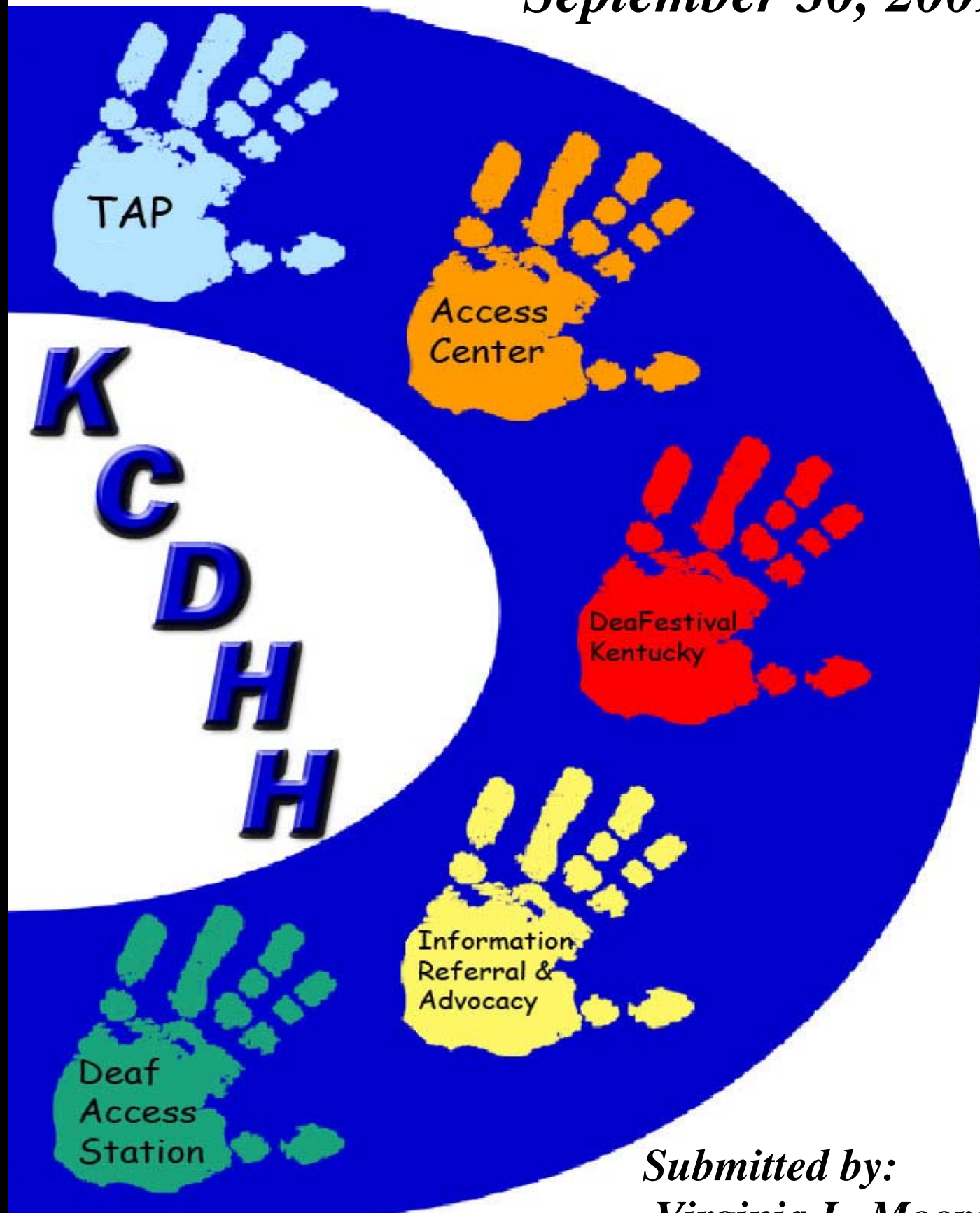


*Agency Report July 1 through
September 30, 2009*



*Submitted by:
Virginia L. Moore*

KCDHH Quarterly Activities

July 1, 2009 through September 30, 2009

Legislation

On July 13, the Acting Executive Director and Internal Policy Analyst III attended the Interim Joint Committee on Education subcommittee meeting pertaining to the Telecommunications Access Program regulation amendments. The meeting was held at Midway College and committee members had no questions to the proposed amendments, which passed and became effective as of July 14. The amendments allow the TAP to add wireless equipment to the distribution program and a Request for Proposal (RFP) has been submitted to the Finance Cabinet for posting. Implementation is anticipated by January 2010.

The Movie Captioning study group, Chaired by Commissioner Betty Timon, met electronically and face-to-face during this quarter to discuss potential captioning legislation initiatives for the 2010 session. Group members reported on research conducted during the September 29 meeting held at KCDHH and heard a presentation by Ms. Nancy Linke-Ellis, co-founder of Captions West in California. Ms. Ellis spoke to the group about national legislation mandating captions in movie theaters and the status of movie theater owner support for access versus the studio support for providing movies in captioned formats. A quarterly report is included in the 123rd Commission meeting packet for review by the Board. Members reviewed goals for the upcoming quarter and agreed to continue communications via email.

National Wireless Emergency Communications State of Technology Conference

The Internal Policy Analyst III attended the national Wireless Emergency Communications State of Technology Conference September 21-24 in Atlanta, Georgia. This conference is held every four years to allow states to share and acquire beneficial information regarding the use of wireless technology during emergencies. In the U.S. more than 54 million people have been identified as having a disability, constituting 20 percent of the total population. Within the disabled population, according to Wireless Association, reports 80% utilize wireless devices as their primary source of communication. Providing alerts on wireless devices must be considered during any emergency communication scenario planning to truly meet accessibility demands. Networking contacts made during this conference will be helpful during implementation of a Kentucky emergency notification plan utilizing wireless devices distributed through the TAP.

Budget

In July, the agency was required to submit a plan for absorbing either an additional 2% or 4% budget reduction during FY 10. We were notified in September that the 4% budget reduction must be absorbed and the agency will do so through vacancy credits.

The Executive Staff Interpreter attended training on August 26-27, to learn how to submit mandatory budgetary information electronically via the state's new Kentucky Budgeting System (KBUD).

State Fair

In July, the Acting Executive Director attended meetings with Heuser Hearing Institute and Hamilton Relay to coordinate logistics and Public Relations for the State Fair booth, and finalize partnership agreements. As a sponsor of the Main Street exhibit, the Acting Executive Director attended the opening ceremonies along with Governor Beshear, Lt. Governor Mongiardo, Louisville Mayor Jerry Abramson and the Secretary of Tourism.

2009 fairgoers took advantage of the "Puzzled by Hearing Loss" booth sponsored by the partnership team of the Kentucky Commission on the Deaf and Hard of Hearing (KCDHH), Heuser Hearing Institute (HHI), and Hamilton Relay. A fully interactive booth was provided during the 10-day event and educated fairgoers on living with a hearing loss and resources available to those affected by it, including new technology.

The Telecommunications Access Program (TAP) displayed specialized equipment (amplified telephones and visual alert signalers) and allowed those interested to actually make local telephone calls to test equipment. Hamilton Relay demonstrated the ever popular CapTel captioned telephone and the new model CapTel 800i, which utilizes one telephone line for the voice portion of the call and a high-speed internet connection for data (captions). KCDHH also demonstrated videophone technology and distributed information on advocacy, referral services and provided 2009 editions of the Directory of Services (DOS) for the deaf and hard of hearing. The Heuser Hearing Institute provided free hearing screenings and otoscope testing. Fairgoers who received questionable results from a screenings were referred to partnering organizations for information and additional resources. Members of the KY chapter of the Hearing Loss Association of America (HLAA) volunteered their time each day to assist the collaborating agencies in engaging fairgoers to provide information on hearing loss and empower consumers to ensure they are receiving appropriate services and equal access at home, work and during leisure events.

Kentucky Association of the Deaf 42nd Biennial Conference



The Kentucky Association of the Deaf (KAD) 42nd Biennial Conference was held at Cumberland Falls State Resort Park September 11 and 12. The Document Processing Specialist III attended the conference to answer questions about the addition of wireless devices in the TAP and other questions about the agencies programs. KCDHH provided two staff interpreters (Interpreter Referral Specialist and Interpreter I), in a collaborative effort to support the biennial conference.

Personnel

During September the agency was given authorization to hire two vacant staff positions: Information Program Coordinator and Executive Secretary II. A job description and qualifications to apply are listed on the state's personnel website under each title. Also, Virginia L. Moore was officially appointed by the Governor to serve as Executive Director of the agency.

NASRA Conference

The new Executive Director attended the National Association for State Relay Administration (NASRA) annual conference on September 8-11, 2009 in Long Beach California. Major issues included:

- An update regarding national relay providers, Internet Relay and Video Relay Services, provided by the Federal Communications Commission (FCC). The importance of implementing mandatory ten digit telephone numbers, which will impact video calls, was also discussed. Requirements have been postponed twice and the FCC confirmed that the November 12, 2009 date is firm. 911 calls cannot be processed without a ten-digit telephone number utilized for tracking.
- State discussion of telephone code numbers already in use:
 - 211 Community Information
 - 311 Non-emergency police and other governmental services
 - 511 Traffic and transportation information
 - 711 Telecommunication Relay
 - 811 Pipeline and utilities reporting excavation damage
- Kentucky consistently ranks average on the number of usage minutes connected with Video Relay Services and IP Relay.
- States discussed the inequality of CapTel equipment pricing between state distribution programs and the sales to private consumers sponsored by relay service providers. In light of state budget cuts the disparity in pricing must be

resolved for states to continue offering equipment through distribution programs.

KCDHH GOALS



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

Emergency Notification and Wireless

At the state level, KCDHH continues to focus on the provision of emergency notifications through wireless devices.

On August 31, the Internal Policy Analyst III attended a state sponsored conference entitled “Disaster Preparedness for At-Risk Populations”. Although centralized at Fair Oaks in Frankfort the conference was video broadcast to four other sites across the state. Presentations were given by:

- Deborah Arnold, Executive Director of the Kentucky Community Crisis Response Board, which facilitates state agencies as active team members during a response to an emergency or disaster situation.
- Bob Taylor, Emergency Coordinator for the Kentucky Community and Technical Colleges School system, who advised that:
 1. Schools and colleges are viable partners with accessible, stocked facilities that can be used during a disaster.
 2. Families should develop an emergency plan, including a rendezvous point and basic supplies (medications, contact numbers, insurance records, etc.), to allow them to be independent for three days during an emergency.
- Arleen Johnson, University of Kentucky Geriatric Education Center, who :
 1. Outlined the specific needs of the elderly and how stress can greatly impact their health at a time of crisis.
 2. Acknowledged that agencies who work with the elderly should be well connected to the Emergency Management Coordinator and know that the facility is an ideal location to house those in need during a crisis.
 3. Advised participants that 95% of Kentucky’s elderly still live alone in their homes and have a fear of leaving, so those who care for them must be aware of disaster proceedings and how to care for elderly consumers.
 4. Noted that nationally 9.9 % of the elderly live below poverty level; however, in Kentucky that number increases to 14.5 % presenting a unique challenge when considering disaster recovery plans.
- Norb Ryan, Kentucky’s Americans with Disabilities Act (ADA) Coordinator provided information as follows:
 1. Currently, 25% Kentucky’s population is classified as disabled, which equal to California and New York and one of the highest ratios in the nation.

2. Sensitivity issues, such as inability to communicate during a disaster, can impede emergency response times. First responders must be aware of the variety of disabilities they will encounter (including hearing loss and the fact that lip-reading is only 30 percent accurate) and accommodations required (such as service animals, assistive devices, medical and mobility equipment).
3. Accessible shelters must be available where people live rather than mandating travel to one central location where access can be provided.

On September 30, the Internal Policy Analyst III heard testimony to the national Committee on Transportation entitled "This is NOT a Test: Will the Nations Emergency Alert System Deliver the President's Message to the Public." Testimony in support of House Resolution 2591 regarding the National Emergency Notification System was provided by various entities that work in emergency situations. Participants testified to the inadequacy of the delivery system and how updates to include at-risk populations are non-existent or antiquated. The President of the Hearing Loss Association of America testified regarding the needs of the deaf and hard of hearing and the urgency of utilizing stimulus funds to enhance delivery systems that would allow all consumers to have access to information and communication during a national disaster. Ms. Norton, Chair of the committee, mandated updates be provided within 30 days from the Federal Emergency Management Association (FEMA) and associated organizations responsible for coordinating emergency preparations and notification at the national level. KCDHH is tracking national legislation in conjunction with its efforts to promote emergency notification to our consumers.

The Information Program Coordinator attended the Kentucky Outreach and Information Network (KOIN) meeting in Frankfort on September 11. The meeting focused on the January 2009 ice storm survey. According to the survey major complaints included; power outages disrupting notification from emergency management teams, poor TV captioning services and lack of wireless service availability. KOIN continues to work on global solutions to these problems and has been recognized nationally as a reputable model for other state preparedness organizations. KOIN also advised that team members must keep their target population up to date on impending dangers such as the swine flu (symptoms, facilities that provide vaccinations, prevention tips, etc.) to reduce the miscommunication of information. During the meeting, local health departments were provided with a list of KOIN members and advised that updated resources, including captioned videos, are available for downloading online. KCDHH continues to participate in all KOIN activities to ensure our populations' needs are considered.

Access Center Assignments

Requests	Filled /pending Assignments	Cancelled Assignments	Interpreting Hours	# of contacts required to fill assignments
AC: Request for Interpreting	66	6	491	7
AC: Request for Captioning	4	0	20	6
AC: Request for Videoconference Interpreting	0	0	2	7

National Certification Opportunities

As a testing supersite for the Registry of Interpreters for the Deaf (RID), KCDHH hosted three test dates this quarter: July 17, August 28, and September 22. Five candidates tested. The noticeable decline in the number of candidates is due to the addition of other states as testing supersites. The Interpreter Referral Specialist is now certified as a Local Test Administrator (LTA) which reduces the cost to the agency for providing testing opportunities and allows for greater flexibility in scheduling test dates.

Telecommunications Access Program (TAP) Activities:

Request	Applicants Receiving Equipment	Pieces of Equipment Distributed	Number on Waiting List
TAP: Applying for STE	77	77	16

On July 9, the Internal Policy Analyst III participated in a webinar entitled “Face-to-Face Communication.” The training elaborated on the use of a communications devices known as the UbiDuo in situations which the deaf or hard of hearing individual prefers face-to-face communication with an employer or service provider, rather than utilizing an interpreter. The UbiDuo fosters independence but has a high retail value of \$2,000 per unit. The founding company, sComm, is interested in having the UbiDuo added to the Telecommunications Access Program (TAP)” equipment distribution list.

On August 13, AT&T advised the Internal Analyst III that the September monthly billing insert contained information on the Telecommunications Relay Service and TAP and lists KCDHH as a contact. Consumer calls to KCDHH have increase as a result, increasing consumer access to telephone services and TAP equipment. The Kentucky Telephone Association (KTA) Executive Director is working in conjunction with KCDHH to empower other telephone companies throughout the state to include similar inserts in consumer billings to promote the TAP.

TEPDA Conference

On July 9, August 4 and September 3, the Internal Policy Analyst III participated in teleconference calls with the Telecommunications Equipment Distribution Program Administrators (TEDPA) Board to finalize planning efforts for the 2009 TEDPA conference to be held in Long Beach California September 13-17. The IPA III serves as Secretary of the Board for this national organization.

On September 12-16, the Internal Policy Analyst III attended the TEDPA conference in California. Forty-five vendors presented demonstrations of new equipment available to state programs. Workshops were held on inclusion of wireless devices in state programs, voucher versus loaner programs, how states service various disabilities, CapTel pricing concerns and how to do outreach in tough economic times. TEDPA is a wonderful networking opportunity and allows KCDHH to network with other states who administer equipment distribution programs.



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

Outreach Events:

Early Childhood Mental Health

On July 9, the Information Office Supervisor co-presented in Lexington with Michelle Niehaus, from the Deaf and Hard of Hearing Services of the Department for Behavioral Health, Developmental and Intellectual Disabilities. The presentation was entitled "What Every Early Childhood Mental Health Provider Should Know About Hearing Loss" and was presented to the Early Childhood Mental Health Specialists representing the fourteen Regional Community Mental Health Centers. The workshop provided an overview of the bio-psycho-social effects of hearing loss on children age birth to five and their family members. The participants learned the importance of language exposure and acquisition, role models, family support and establishing a foundation for communication. Parent perspectives and availability of family-focused interventions were also topics of discussion.

Western Kentucky Alumni Association Picnic

The Executive Director and Internal Policy Analyst III hosted a booth at the Western Kentucky Deaf Alumni Association Picnic held at Kentucky Dam Village State Resort Park August 8 and 9. Of the questions answered for the over 200 attendees, Visor Communication Cards and the addition of wireless pagers to the TAP were the most

popular. Additional information requests were taken and general information about the agency was provided.

Court Reporters Conference

On September 12, the Information Office Supervisor co-presented with Commissioner Betty Timon and Ms. Laura Kogut at the Kentucky Court Reporters Association conference in Lexington. The presentation was entitled "Court Reporting: It's not just for courtrooms anymore." The purpose of the presentation was to educate current court reporters on the deaf and hard of hearing community, Communication Access Real Time (CART) services, and the prevalent need for more CART providers in Kentucky. A meeting was held at KCDHH on September 2 to finalize the presentation. The Information Office Supervisor presented on the demographics of the deaf and hard of hearing community and its needs, as well as the support of the Americans with Disabilities Act for CART as a means of effective communication. Commissioner Timon put a face on a CART user as she gave a moving explanation of how CART has positively impacted her life. Ms. Kogut wrapped up the presentation by explaining her experience as a provider and the employment opportunities for reporters within the deaf and hard of hearing community.

University of Kentucky Audiology Class

The Information Office Supervisor gave a presentation on August 16, to an audiology class at the University of Kentucky in Lexington. The presentation related to deaf culture, working with interpreters, various communication modes, and other needs of a deaf or hard of hearing individual.

American Association of Medical Assistants

On September 22, the Information Office Supervisor gave a presentation in Richmond entitled "Deaf and Hard of Hearing Patients.....Are you ready?" to the Madison County Chapter of the American Association of Medical Assistants. This presentation served as an introduction to deaf awareness, the diversity within the deaf and hard of hearing community, and various accommodations necessary to ensure effective communication in health care settings.

U of L Deaf Awareness Day

On September 30, KCDHH hosted an information booth at the Louisville American Sign Language Association's Second Annual Deaf Awareness Day at the University of Louisville. The event spread awareness about the deaf and hard of hearing community, hearing loss and the need for interpreters within the state. The Information Program Coordinator and the Interpreter Referral Specialist participated in the all-day event.

Attendees included students who want to learn American Sign Language (ASL), members of the deaf and hard of hearing community, ASL instructors, ASL Club members, and previous Interpreter Training Program students.

TAP Outreach

On August 12, the Administrative Assistant II and Information Program Coordinator completed a presentation to residents of the Ashwood Place retirement home in Frankfort regarding services provided by KCDHH, particularly the TAP. Older residents seemed reluctant to apply for assistance, being from a generation that doesn't want to take hand outs. However, some application requests were processed and this presentation is the beginning of additional outreach to connect with senior citizens that have difficulty hearing on the phone and would benefit from the TAP services.

The Administrative Assistant II was one of 100 vendors at Shiloh Baptist Church in Lexington on August 29 for an event facilitating over 125 attendees. KCDHH gave an informative presentation on the TAP, including available equipment and services and benefits of using TAP equipment.

On September 3, the Document Processing Specialist III attended a deaf senior citizen event in Louisville and explained the TAP, available equipment, and the inclusion of wireless devices in the program, answering questions from participants on eligibility.

Hearing Loss Association of Kentucky

On September 2, the Internal Policy Analyst III attended the Bardstown Chapter of the Hearing Loss Association of Kentucky group meeting. Sixty-one individuals attended the first meeting of this newly established chapter. KCDHH provided information on the TAP expansion to include wireless devices, a general overview of the organizations mandates and services, the national Hearing Aid Tax Credit bill, the national captioning bill for internet access, and the Consumer Reports hearing aid recommendations.

Public Relations output – July 1 through September 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
July 29	Outreach	Internal Policy Analyst III attended a Kentucky Assistive Technology Services Network meeting to provide attendees information on the TAP wireless distribution and equipment. TAP	10

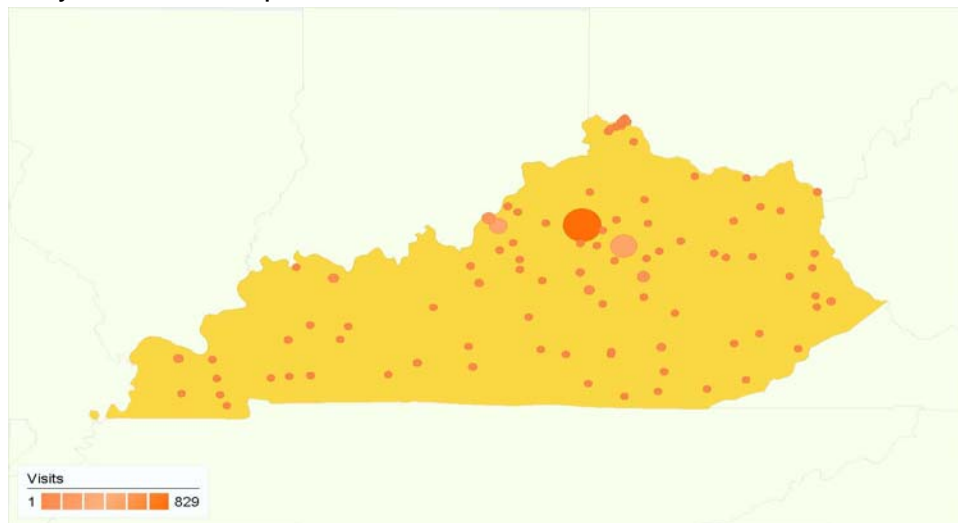
		information and Directory of Service were disseminated.	
August 9	Outreach	Acting Executive Director and Internal Policy Analyst III attended the West Kentucky Deaf Alumni Association Picnic at KY Dam Village, Gilbertsville, KY. Copies of Directory of Services, TAP flyers and brochures, KCDHH flyers, Hands and Voices brochures, Communication Visor Cards, ICE cards, pens, ice scrapers, spatulas, and DeaFestival flyers were disseminated.	1,150
August 12	Outreach	Administrative Assistant II and Information Program Coordinator gave a TAP presentation at the Ashwood Assistive Living Center in Frankfort, KY. PR bags that compiled copies of Directory of Services, spatulas, vendors list, hearing aid bank information, TAP flyers, and Deaf Resource Library flyers were disseminated.	300
August 20-30	Outreach	KCDHH booth at the 2009 Kentucky State Fair. KCDHH pens, emery boards, spatulas, ice scrapers, puzzled key chains, blow pops, TAP inserts and flyers, KCDHH flyers, American Sign Language flyers, Deaf Resource Library flyers, and copies of the Directory of Services were disseminated.	9,980
August 26	E-blitz	E-blitz sent to Kentucky interpreters announcing that the Department for Behavioral Health, Developmental and Intellectual Disabilities will begin compensating interpreters for AA/NA meetings.	116
August 26	E-blitz	E-blitz sent to Kentucky constituents related to House Resolution 3101 "21 st Century Communications and Video Accessibility Act 2009"	1577
August 28	E-blitz	E-blitz sent to Kentucky constituents announcing the launch of the KCDHH Facebook fan page.	2571
August 29	Outreach	Administrative Assistant II gave a TAP presentation at Shiloh Baptist Church in Lexington, KY. TAP flyers, KCDHH flyers, Deaf Resource Library flyers, copies of Directory of Services, spatulas, ice scrapers, and bottles of hand sanitizers were disseminated.	400
September 3	Outreach	Internal Policy Analyst III attended the KY chapter of the Hearing Loss Association of America meeting in Bardstown, KY. PR bags that compiled TAP flyers, Deaf Resource Library flyers, KCDHH flyers, pens, ice scrapers, ICE cards, Communication Visor Cards, and Directory of Services were disseminated.	200
September 8	E-blitz	E-blitz sent to KY constituents announcing that Virginia L. Moore was named as the new KCDHH executive director.	3,062
September 11	Outreach	Document Processing Specialist III, Interpreter Referral Specialist, and Interpreter I attended the KAD Biennial Conference in Cumberland Falls, KY and gave a presentation on TAP. PR bags that compiled copies of Directory of Services, KCDHH flyers, TAP flyers, Deaf Resource flyers, puzzle pens, emery boards, mouse pads, ICE cards, and Communication Visor Card applications were disseminated.	360
September 12	Presentation	Information Office Supervisor, in collaboration with Commissioner Betty Timon and Laura Kogut, gave a presentation at the Kentucky Court Reporters Conference in Lexington, KY. PR bags that compiled copies of Directory of Services, KCDHH flyers, TAP flyers, Deaf Resource Library flyers, puzzle pens, emery boards, and key chains were disseminated.	420
September 21	Presentation	Information Office Supervisor gave a CMA presentation in Richmond, KY. PR bags that compiled KCDHH flyers, TAP flyers, Role of the Interpreter in Medical Settings handouts, Power Point handouts of the presentation, a Facts List of the Deaf and Hard of Hearing in KY for physicians, and handouts explaining general tips to use when communication with deaf and hard of hearing individuals were disseminated.	175
September 26	Outreach	Deaf Awareness Day at Western Kentucky University in Bowling	300

		Green, KY. KCDHH mailed copies of KCDHH flyers, TAP flyers, and Deaf Resource Library flyers to individuals who signed up in the request book.	
September 30	Outreach	Information Program Coordinator and Interpreter Referral Specialist attended the Deaf Awareness Day at the University of Louisville. Copies of Directory of Services, KCDHH flyers, TAP flyers, Deaf Resource Library flyers, Sign Language flyers, pens and Blow Pops were disseminated.	920
			21,541 TOTAL

KCDHH Web Counter Hits

According to the recent Google Analytics Site Usage results, the KCDHH Web page has experienced 2,637 visits via 91 cities in Kentucky, with an individual viewing 2.18 pages per visit. The following graph shows the demographics of Web hits. Google Analytics changed the calibration for measuring the volume of visits. Previously, each visit to a page was counted as one hit. Now, a hit is counted when a page is originally viewed during the visit. This provides a more accurate representation of how many unique individuals visit the Web site.

State Detail: July 1, 2009 – September 30, 2009



City	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
Frankfort	829	1.84	00:03:04	23.16%	65.26%
Lexington	504	2.03	00:02:20	48.41%	56.94%
Jefferson County	273	2.20	00:02:55	67.40%	52.75%
Louisville	144	2.32	00:02:07	63.89%	47.22%
Richmond	126	2.12	00:01:53	46.03%	52.38%
Danville	75	2.85	00:03:18	61.33%	38.67%
Owensboro	69	2.45	00:02:47	50.72%	36.23%
Paducah	52	2.37	00:03:01	71.15%	44.23%
London	38	2.82	00:04:10	50.00%	44.74%

Information and Referral Requests

The Information and Referral office documented 1,543 requests during this quarter.

Nature	Closed Requests	Incomplete Requests	Pending Requests	Incoming Contacts	Outgoing Contacts
AC: Evaluations	12	0	0	6	4
AC: Outreach	1	0	0	2	1
AC: Request for Captioner	3	0	1	16	15
AC: Request for Interpreter	58	0	8	392	423
AC: Request for Videoconferencing	1	0	0	7	7
Administration	7	0	0	13	7
DeaFestival	6	0	2	7	6
IRA: ASL & Linguistics	43	0	1	44	40
IRA: Deafness & Hearing Loss	145	0	0	149	136
IRA: Demographics & Statistics	4	0	0	3	4
IRA: Education	1	0	1	3	2
IRA: Employment	1	0	0	1	1
IRA: Families & Children	2	0	0	2	4
IRA: Human Services	61	0	0	65	63
IRA: Interpreting	34	0	1	57	49
IRA: Legal Rights of Deaf and HOH	18	1	2	31	43
IRA: Outreach	29	1	1	36	12
IRA: Senior Citizens	1	0	0	1	1
IRA: Technology	27	0	0	28	35
Information Technology	1	0	0	1	1
Library	9	0	0	9	1
PUB: ICE Cards	1	0	0	1	0
PUB: Directory of Services	73	0	0	73	62
PUB: Visor Cards	117	0	0	115	104
Special Projects	2	0	0	3	4
TAP: Outreach	1	0	0	6	2
TAP: Received Application for STE	19	2	240	474	405
TAP: Received Equipment	1	0	1	2	0
TAP: Repair	8	0	0	9	7
TAP: Send TAP Application	592	0	2	605	597
TOTAL	1278	4	260	2161	2036



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.

The Secretary of the Education and Workforce Development Cabinet requested a monthly report from KCDHH showing the status of receipt of American Recovery and Reinvestment Act (ARRA) funds. The Executive Director was asked to provide information on competitive grants received solely or in partnership with other agencies as a direct result of ARRS funds. KCDHH has yet to receive any, but continues to submit the report by the 10th of each month as requested.

Mental Health

On July 10, the Information Program Coordinator attended a Mental Health Advisory Board core team meeting in Louisville to prepare for videoconferencing with mental health hospital representatives from various regions. Hospitals provided updates on services currently available to deaf and hard of hearing consumers, which allowed mental health providers to recognize the trend of services patients are receiving and work to improve accommodations.

On August 19, the Information Program Coordinator attended the Mental Health Advisory Board meeting in Frankfort. The board held a statewide videoconference with hospitals, where therapists shared their experiences in working with deaf and hard of hearing patients and using sign language interpreters. Hospitals are realizing that by using an interpreter more information can be acquired from the patient, thus improving overall services. Michelle Niehaus, Jill King, Misty Walker, Bob Stuckey, and Anita Jennings presented the 2009 Biennial Report and gave updates on the KY CARE groups and mini-grants, therapist mentoring, interpreter training, and children's services. Ms. Niehaus and Ms. Jennings began Kentucky's System to Enhance Early Development (SEED) program and provided a workshop to the mental health specialists entitled "What Every Early Childhood Mental Health Provider Should Know About Hearing Loss." The SEED program is also providing interpreters for the first deaf participant to attend the KY Partnership for Families and Children Leadership Academy in September, and is collaborating with the Hands & Voices parent organization to improve early childhood intervention and services. Hospital staff is working with the "Deaf Off Drugs and Alcohol" staff to get videophones for use by patients with substance abuse issues. The group is also focusing on reviewing overall language access policies and brainstorming on how to facilitate provision within an economic depression. After the videoconference, board members broke into three subcommittees to continue working on legislative awareness, outreach and "inreach" (outreach to mental health providers and professionals).

On September 2, the Interpreter Referral Specialist met with the Department for Behavioral Health, Developmental and Intellectual Disabilities, interpreters from a variety of backgrounds, and the past President of the Kentucky Registry of Interpreters for the Deaf. The goal of the group is to develop a “Mental Health Interpreting Portfolio” for use in Kentucky. Alabama’s mental health model was utilized to develop and outline and project duties were delegated to group members.

On September 24, the Executive Director attended training for deaf and hard of hearing individuals conducted by Dr. Neil Glickman, Director for the mental health unit at Westborough State Hospital in Westborough, Massachusetts. Dr. Glickman’s presentation centered on the pre-treatment of deaf and hard of hearing individuals with mental illness and he also discussed the need for understanding the cultural and linguistic challenges presented by these consumers as well as their resistance to seek mental health services. Dr. Glickman shared experiences from the deaf unit of the Westborough State Hospital and stressed that isolation is a huge concern for these patients. Additional trained therapist and interpreters specializing in mental health services are desperately needed nationwide and Kentucky is especially in need.

Statewide Interpreting Issues

On July 15, the Acting Executive Director attended a meeting, at the request of the Secretary of the Education and Workforce Development Cabinet, regarding statewide interpreting issues. Discussions continued regarding challenges deaf and hard of hearing instructions face when taking the Praxis exam and discussion began on the new National Interpreter Certification (NIC) “Alternative Pathways” testing, for interpreters who do not hold an associate degree. Post secondary institutions may be able to assist with providing classes to meet the requirements of the alternative pathways certification program.

On August 18 and September 21, the Executive Director attended meetings in Frankfort with the Kentucky Board of Interpreters Policy Committee. Members discussed statewide interpreting issues, current interpreting policy and how that policy affects state agencies. The committee’s goal is to revisit the regulations and policy governing licensure of interpreter to clarify requirements and set up alternative programs for those who wish to continue working as interpreters but do not hold college degrees as required by the Registry of Interpreters for the Deaf.

On August 18, the Executive Director met with the Kentucky Department of Education (KDE) and the Kentucky School for the Deaf Outreach Coordinator, to discuss the shortage of educational interpreters and challenges with those interpreters passing the National Interpreter Certification (NIC) written and performance tests. KDE will work

with postsecondary institutions to see if they can provide classes for the alternative pathway program soon to be implemented by NIC.

On September 25, the Executive Director conducted a meeting with staff from the University of Louisville (U of L), which is very interested in re-establishing an Interpreter Training Program (ITP). U of L demonstrated their interest by hiring staff previously involved in the ITP which was disbanded in 2008. The Executive Director provided statistics and information needed to approach the Dean of the College with a proposal to reinstate the ITP at U of L.

Technology

The Internal Policy Analyst III attended the Kentucky Assistive Technology (KATS) Network Services meeting in Owensboro on July 29 at the Wendall Foster Campus, home of the Western Kentucky Assistive Technology Center (WKATC). The four Assistive Technology (AT) Centers, the KATS Coordinating Center, the Kentucky Disabilities Coalition, and the Kentucky Technology Loan Corporation provided updates on activities from the previous quarter and plans for the upcoming quarter. Sharlie Rogers and Ed Schickel were elected as co-Chairs for the next term. The Western Kentucky University Disabilities Coordinator announced that the Interpreter Coordinator position is vacant and would be posted in September. KATS Board members toured the WKATC campus and the expanded Sensory Park and Gardens, which is now available to residents as well as the community.

The Internal Policy Analyst III attended the Kentucky Assistive Technology Loan Corporation (KATLC) Board meeting held at the McDowell Center in Louisville on August 27. Members discussed the dramatic increase in loan requests and finalized loan applications for assistive devices such as van conversions, hearing aids and mobility equipment, submitted since the last quarterly meeting.

Administrative Regulation Reviews

Upon request by the Cabinet for Health and Family Services (CHFS), the Executive Director, Internal Policy Analyst III, and Interpreter I met on September 30 to discuss proposed administrative regulations drafted by CHFS regarding the use of sign language interpreters. The Interpreter Referral Specialist and Interpreter I met on September 25 to review the draft and provide an impact analysis the proposed amendments would have on the operations of the Access Center and the field of interpreting. Detailed comments were provided to CHFS and KCDHH will track the amendments through the regulatory process to ensure our needs are met. The partnership has been beneficial for both agencies and CHFS expressed great interest in obtaining accurate information and gratitude with KCDHH's input to their policy revisions.

Study Group Updates

The Interpreter Referral Specialist met with the American Sign Language (ASL) Instructor Study group on September 25. This was the first meeting of the study group during FY 10. Discussions included implementing new goals, increasing the number of certified ASL instructors by providing study courses and materials for the Praxis Exam in ASL, and developing a white paper to distribute to universities, postsecondary educational institutions, and P-12 institutions regarding qualifications for an ASL instructor.

The Internal Policy Analyst III met with the Movie Captioning Study group on September 29 and discussed research completed by group members and goals for the upcoming legislative session. Ms. Nancy Linke-Ellis, from Captions West in California, provided the group with historical data regarding legislation filed by various states to promote captioning in movie theaters. She also advised that with the coming of digital technology it would be difficult to succeed with legislative mandates due to the controversy between the studios that create the films and the movie theater owners who show the films as they are received, with or without captioning.



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

Advocacy

On August 10, the Information Office Supervisor and Michelle Niehaus met with two parents in Bowling Green to discuss their needs and introduce them to the availability of the Hands & Voices group established in Kentucky. A future meeting will be held to reach out to all families in the Barren River area.

The Information Office Supervisor attended the Family Leadership Academy hosted by the KY Partnership for Families and Children during September 18 – 20 in Louisville. This event focused on leadership and effective advocacy for families impacted by mental health issues.

SERID

As Co-Chair of the Southeast Region Institute on Deafness (SERID) the Executive Director, along with the Interpreter Referral Specialist, Interpreter I, and the Network Analyst I, attended a planning committee meeting on August 7. Each SERID subcommittee gave a preliminary report, discussed budget projections, reviewed and voted on the conference logo and discussed the “Welcome to Kentucky” video created

by the Office for Vocational Rehabilitation (OVR) and KCDHH and shown at the 2008 SERID conference held in Biloxi, Mississippi.

On August 28, the Interpreter Referral Specialist held a brown bag luncheon with the SERID Door Prize subcommittee and discussed gift baskets to be created for the 2010 SERID conference and businesses to contact for donations.

On September 4, the Interpreter Referral Specialist met with the SERID Fund-raising subcommittee to coordinate efforts and ensure donation requests are not duplicated by the Door Prize subcommittee.

On September 24, the Executive Director attended a SERID meeting at the KCDHH office with co-Chair Janis Friend of the Office of Vocational Rehabilitation (OVR). A representative from the KY Department of Education (KDE) also attended, asked that a workshop for educational interpreters be provided at the conference and advised that KDE will be a sponsor. Helen W. Mountjoy, Secretary of the Education and Workforce Development Cabinet was asked to be the Opening Ceremonies speaker for the conference.



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

July 9 -12 the Interpreter Referral Specialist and Executive Staff Interpreter attended the Children of Deaf Adults (CODA) conference in Colorado Springs, Colorado. The conference consisted of several workshops that provided continuing education units (CEU's) required to keep national interpreting certification and state licensure and also provided insight in to why CODA interpreters work differently than other certified interpreters.

On July 21, the Information Office Supervisor attended the 12th Biennial Deaf Women United conference in Portland, Oregon. The theme for this conference was "Honoring Our Deaf Women Pioneers." Attendees took the time to look back at the accomplishments made by pioneering women in the Deaf community that have enriched lives and paved the way for new strides to be made by deaf women.

The Acting Executive Director, Executive Staff Interpreter and Interpreter Referral Specialist attended the Registry of Interpreters for the Deaf (RID) national conference held from July 31 to August 5 in Philadelphia, Pennsylvania. This conference provided several CEU opportunities, with different tracks, professional presentations, forums on topics of interest, and interesting plenary sessions.

On August 13, volunteers from the community worked at KCDHH assembling public relation items for distribution at the 2009 KY State Fair partnership booth.

On September 15, the Interpreter I attended a Mental Health Peer Group workshop facilitated by the Department for Behavioral Health, Developmental and Intellectual Disabilities. The workshop provided CEU's opportunities required to maintain interpreting licensure.

Staff Meetings

KCDHH held staff meetings on August 11, September 21 and September 30, allowing each department within the agency an opportunity to discuss projects staff are currently involved in, personnel issues and upcoming assignments or projects, as well as discussing the communities needs and feedback to those projects.

Kentucky Employee Charitable Campaign

On July 30, the Interpreter Referral Specialist called a staff meeting to kick off the Kentucky Employee Charitable Campaign (KECC). Staff watched the KECC video, "Compassion at Work: Serving Our Neighbors in Need", discussed fund-raising ideas, and divided into three teams to implement those ideas. On the same date, the Interpreter Referral Specialist also attended the Cabinet level KECC Kick-Off themed "Galaxy of Games" and hosted a booth at the event.

On August 12, KCDHH raised \$90 for KECC during a luncheon even and "Blue Jean Days" are also being utilized, to meet the goal of \$650. KCDHH is currently 21% above that goal, raising \$798 to date, the only agency within the Education and Workforce Cabinet to do so!

Birthdays

During the last quarter, KCDHH staff celebrated the birthdays of the Interpreter I, Information Office Supervisor and Interpreter Referral Specialist.