

## **COEHDI Family Task Force Agenda**

**2/5/21**

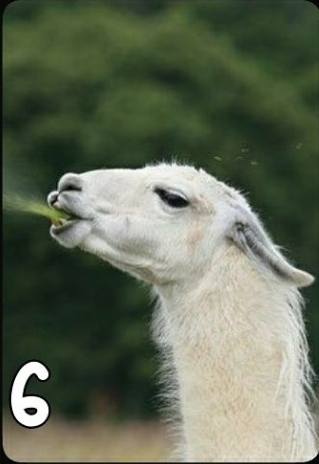
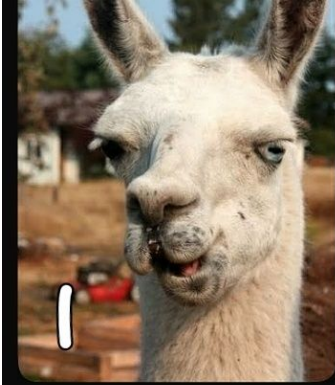
**12:00-1:00 PM**

### **Outcomes:**

- Collection of feedback and resources for the COEHDI website
- Education and input regarding Family-to-Family supports

### **Agenda;**

- *Introductions (5 Minutes)*
  - Who are you?
  - How are you (llama)?
  - Time Constraints?
- Grounding - Grant Structure (10 Minutes)
- Website Feedback (20 Minutes)
  - Tour of website
  - Group feedback
  - Identification of Resources
- Family-to-Family Supports (20 Minutes)
  - Review of work plan goals
  - Review of previous discussion
  - Review of organizations throughout the state
  - Identification of next steps in relation to work being done by multiple task forces
- *Wrap Up (1 Minute)*
  - One word check out





## Experiences & Reflections

### What went well?

- Immediately given resource guide, still happens today in most situations
- Invited to hearing events, if hadn't have gone, wouldn't have had that connection
- Treated with respect and views and opinions are respected and acknowledged
- Late identified so crap shoot who got paired with, lucky to have an audiologist who was open-minded and connected to Deaf Community, gave a variety of options
- Mom in EI and guided them through. Haven't had family to family support, found audiologist from another person who happen to know, haven't had introductions -
- Late ID, had some familiarity with system, but didn't get information from system
- Value being respected, perspective shifts - as professionals before being a parent, your perspective shifts
- All professionals think they are open-minded and think they value it but there is a different of best practice and real world.
- Need emphasis on importance of FtF support in helping you get through day and life
- Neither audiologist or EI person listened to what were saying regarding Eli - how would a family know if can't get connections
- If mom and dad are feeling overwhelmed at the beginning then they become resistant to support because they don't see the value
- From time of hearing screen, three different entities that don't interface
- Terrible experience with a CO-Hear - needs to be meaning behind the role of what a CO-Hear is - haven't heard from
- Get this list of resources and it's on you to do the follow up - no continuity

Families don't receive the benefit of the support

- FtF support helps connect the dots
- Texting with resource is helpful
- If everyone shares the same message, that would be helpful - from screeners, choices, how to access services - giving things to families to do isn't helpful
- Consistency - even if it's a bit of a script that tells what people do - help families see EHDI as a system
- Would love that every family who finds out gets a partner who will be with them to navigate the system (late identified parent)
  - Had a lot of misses and people who failed at their job because there wasn't a central person - no central resource
- Concept of a medical home to coordinate all services that you need
- FRAGMENTATION
- Central point of communication, guide to walk with you
- Explanation of system more than once

## Professional Development

What is ftf support and what the benefits are?

How to refer families?

How to imbed supports in all areas of the system?

Diversity, equity and inclusion

Their ideas and opinions might not be the same

Families don't fit in mold, so how do you

CO-Hears need knowledge and ability to connect with families

Soft, warm handoffs

Knowing to listen for teachable moments

First VIsits are conducted in a wide variety of ways - those who are listening and responding are doing a better job than those that go through the folder are not

First visit was experiencing bias - needed audiologist to advocate because felt like unable o advocate for child

Diversity and inclusion, cultural awareness (other cultures, Deaf/hearing piece)