



# Developing a Seamless System

Kris Ching, Kerianne Christie, Jane Tabor

WA State Center for Childhood Deafness & Hearing Loss (CDHL)



## Center for Childhood Deafness & Hearing Loss (CDHL)

On May 9, 2009, Engrossed Second Substitute House Bill 1879 is signed into law (Now RCW 72.40.015) and establishes the WA State Center for Childhood Deafness & Hearing Loss



### MISSION OF THE AGENCY

- To provide statewide leadership for coordination and delivery of education services for deaf, hard of hearing and deaf-blind children
- Represent and support the full range of communication modalities
- Collaborate with appropriate public and private organizations to provide training & professional development to professionals who serve deaf and hard of hearing (D/HH) children

### NEEDS ASSESSMENT PLAN

#### Recommendations Specific to Early Childhood Involvement from CDHL Report to the Legislature Dec. 2010<sup>1</sup>

- Early Identification and Early Intervention & Involvement (EI) Services
- Families have access to trained pediatric audiologists throughout the state
- Professionals are sensitive and responsive to unique cultural differences
- Need system of support to assist families through identification & referral prior to EI services enrollment

#### Improve Early Intervention Services

- Convene a multi-agency workgroup to address issues and ensure all families have access to EI services
- Early identification and appropriate EI for babies can reduce and eliminate gaps in development
- Increase opportunities to communicate using sign language, English (listening, speech, and print) and home language – esp. during the first years
- More training for Family Resources Coordinators in variety of service options available to families to address unique needs of D/HH infants & toddlers
- Parents need to know developmental milestones for language acquisition, thinking skills and social-emotional development
- Adjust programming when child is not developing or gaining progress
- Services to include:
  - Unbiased information
  - Uniform evaluation protocols that identify typical developmental benchmarks
  - Use data from assessment to adjust EI programming & services
  - Specially trained professionals

#### Early discovery of D/HH babies & appropriate and timely services for families

- Prevent loss to follow-up with comprehensive tracking system from identification to referral and into services
- Training for audiologists, pediatricians, IFSP case managers, EI providers, SLPs
  - Referral process – Flowchart from birth to 3
  - Speech & language development for deaf & hard of hearing infants
  - Considering other disabilities
- Understanding the impact on child development without appropriate services in a timely manner
  - Parents work with a well rounded group of professionals to consider and support how the child will acquire language and access communication
  - Surveillance of child development from infancy to childhood – adjust course if necessary
- Parents receive complete and unbiased information about services, resources, communication development, and education
- Integrated service delivery system
- Parent to parent support and access to deaf and hard of hearing adults



## Mission Statement

CDHL will have a centralized tracking system to reduce loss to follow-up and connect families & their young children to timely and appropriate services to ensure kids reach their full potential.

### Current Action:

- DHH ECE Workgroup Members – Quarterly Meetings
  - CDHL
  - Department of Health
    - WA State Early Hearing Detection, Diagnosis and Intervention (EHDDI)
  - Department of Early Learning
    - Early Supports for Infants & Toddlers (ESIT) Part C Program
  - WA Sensory Disability Services – Office of Superintendent of Public Instruction
  - Office of Deaf & Hard of Hearing

### Working Towards:

- Creating a Registration to follow all D/HH children from Birth-age 21
- Developing statewide data management system to collect demographic information, track child development and direct services
- Create a systemic network of ECE professionals to provide better language services and EI techniques used in the home and community
- Developing a consistent standard for the delivery of information related to communication modality choice so parents can make informed decisions which leads to the best outcomes for children
- Use distance technology to offer sustainable services to support ongoing learning during critical brain development period of a young child's life
- Ensure every child is on a healthy trajectory of auditory and language development gaining a year's growth in a year's time



## County Survey Results

Needs Assessment survey sent to all 39 counties in the state, 14 counties responded – 6 were identified by the state EHDDI program as targeted counties: 3 with existing structured D/HH services and 3 without

	Grant	King	Snohomish	Spokane	Whatcom	Yakima
<b>Successes</b>						
Access to SKI*HI Coach	X		X	X	X	X
Refer to GBYS program				X	X	
Collaboration amongst hospital, audiologist & Lead FRC			X		X	
Teamwork amongst EI providers			X		X	
Parent to parent is working	X					
Can meet families' needs		X				
Have the needed providers available				X		
Good connection with GBYS and WSDS TOD					X	
<b>Challenges</b>						
No sign language classes for families	X				X	
Limited access to Deaf Community and Deaf adults	X				X	
No D/HH programs available	X				X	
Need training working D/HH children						X
Limited resources for families	X					
No family support group	X					
Limited referrals from audiologist or doctor				X		

## OUR PLAN

### The 8-Step Process of Successful Change<sup>2</sup>

#### SET THE STAGE

##### Create a Sense of Urgency!

- CDHL identified and presented issues in Deaf Education to WA State Legislature
- Several recommendations are related to Early Childhood
- EHDDI Stakeholder meeting June 2012 - participants decided CDHL will provide oversight to EI services and develop tracking system from identification to preschool

##### Pull Together a Guiding Team

- DHH EC Workgroup Re-established – quarterly meetings

#### DECIDE WHAT TO DO

(What we're doing RIGHT NOW!)

##### Develop the Change Vision & Strategy

- Create a flowchart of EHDDI-to-Part C process
- Provide training and workshops to providers including: Audiologists, Pediatricians, SLPs, EI providers, Therapists, Parents
- Needs assessment of all counties in WA State
- Develop plan for statewide tracking system to address loss to follow-up and timely and appropriate early services

#### MAKE IT HAPPEN

##### Communicate for understanding and buy-in

- Presenting at and attending state and national conferences and meetings
- Information to parents – complete & unbiased
- Annual stakeholder meetings
- Collaboration amongst medical, early intervention, educational, community, other organizations

##### Empower others to act

- Parents, families and professionals
- Together we make change and support more children

##### Produce short term wins

- Working partnerships with state agencies
- Flowchart
- Statewide Outreach Team

##### Don't let up – NO EXCUSES!

##### Work on the Horizon...

- Expand trainings/workshops to EI providers, audiologists, parents, pediatricians
- Create functional Data Management System
- Strategic planning & thinking outside the box – what makes sense!
- Guide By Your Side<sup>3</sup> and Deaf Mentor<sup>4</sup> programs (of all modalities) offered to families



#### MAKE IT STICK

##### Create a new culture

- The Child First Campaign<sup>5</sup>
- Team Approach with Parents and Professionals
- Monitoring progress to support the child's language and overall development
- Families can explore and experience all communication opportunities with their infant before deciding on a path – and is allowed to change course if their child isn't making progress

#### REFERENCES

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