

NC Department of Health and Human  
Services

# North Carolina Early Hearing Detection and Intervention Programs that Engage and Empower Families

**EHDI Conference**

**Cincinnati, OH**

**March 13-15, 2022**

**Jenna Rankin – NC EHDI Parent Consultant**

**Lara Pike and Daphne Peacock – Parent Partners**

# Learning Objectives

- 1. Participants will be able to discuss the importance of family support for families of children who are deaf or hard of hearing (D/HH).**
- 2. Participants will be able to describe the importance of family engagement in EHDI programming.**
- 3. Participants will be able to describe the role collaboration plays in making new programming successful.**

# How can we make EHDI programs successful?

**The Joint Committee on Infant Hearing (JCIH) emphasizes that Early Hearing Detection and Intervention (EHDI) programs' success is reliant on the development of well-coordinated and strong parent-professional partnerships working toward a shared goal.**



Photo Credit: NC EHDI Program

# How can we make EHDI programs successful?

It is important for families to be trained, empowered, and engaged as partners in the development of the EHDI system of care that is designed to address their family's needs.



Photo Credit: NC EHDI Program

# How can we make EHDI programs successful?



Photo credit: The CARE Project

**The NC EHDI Program aspires to empower families of children with hearing loss by increasing parent engagement throughout the EHDI system.**

# NC EHDI Fosters Parent Leaders

**We have cultivated a variety of environments that allow families to engage with other parents as well as professionals.**

- Education**
- Training**
- Meaningful Opportunities to Connect with other Families**
- Communication**
- Continued Involvement**
- Growth and Increased Responsibility**



Photo Credit: NC EHDI Program

# The Parent Support Team


- **The Parent Support Team is a diverse network of parents formed to provide parent-to-parent support for families that have a child who is D/HH.**
- **Each parent mentor is trained to provide support for families in an unbiased way.**
- **The role of the parent mentor is to listen, help when asked, and connect families to various parent resources available in our state.**

# Parent Support Team Form

North Carolina Early Hearing Detection and Intervention Program

**Do you want to talk to another parent of a child who has hearing loss?**

**Get connected to the EHDl Parent Support Team!**



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**What is the EHDl Parent Support Team?**


The Early Hearing Detection and Intervention (EHDl) Parent Support Team is a diverse network of parents that was formed in order to provide parent-to-parent support for families that have a child who is deaf or hard of hearing. Each parent mentor has been trained to provide support for your family in an unbiased way as you and your child navigate the journey of hearing loss. The role of the parent mentor is to listen, help when asked, and connect you to various parent resources available in our state.

**How can I get connected to the Parent Support Team?**

- In order to get connected, please email, call, or text the EHDl Parent Consultant:
  - Email: [Jenna.Rankin@dhhs.nc.gov](mailto:Jenna.Rankin@dhhs.nc.gov)
  - Cell: 919-909-3501 (call or text)

**What happens next?**

- The EHDl Parent Consultant will speak with you via your preferred mode of communication.
- After finding out what kind of support you would like, the Parent Consultant will connect you with a parent support team member that is best suited to help you and your family.



Jenna Rankin is the Parent Consultant for North Carolina EHDl. She lives in Raleigh, North Carolina with her husband John and two daughters Sadie and Colette. Her husband's parents are both profoundly deaf as well as her youngest daughter Colette. Jenna and her family love spending time together playing games, watching movies, and having backyard campfires.

**"I look forward to speaking with you and learning how EHDl can help support you and your family!"**

North Carolina Early Hearing Detection and Intervention Program | Toll-free phone: 855-431-7434 | Email: [jenna.rankin@dhhs.nc.gov](mailto:jenna.rankin@dhhs.nc.gov) | 1



# Parent Support Team Form - Spanish

Programa de detección e intervención temprana de servicios auditivos en Carolina del Norte

**¿Le gustaría hablar con otros padres con niños que con pérdida de la audición y sordera?**

**¡Conéctese con el grupo de apoyo para padres de EHDI!**



¿Qué es el equipo de apoyo para padres de EHDI?

El Equipo de Apoyo para Padres de Detección e Intervención Temprana de Audición (EHDI) es un grupo diverso de padres que se formó para proporcionar apoyo a las familias que tienen un niño con pérdida de la audición y sordera. Cada padre mentor ha sido capacitado para brindar apoyo a las familias de manera imparcial, mientras los padres navegan el camino de los servicios para sus hijos con pérdida de la audición y sordera. El papel del padre mentor es escuchar, ayudar cuando se le solicite y conectarlo con los recursos necesarios y disponibles en nuestro estado.

¿Cómo me puedo conectar con el Grupo de Apoyo para padres?

- Para conectarse, por favor mande un correo electrónico, llame por teléfono o mande texto al consejero de padres:  
Correo electrónico: [Jenna.Rankin@dhhs.nc.gov](mailto:Jenna.Rankin@dhhs.nc.gov)  
Llame o mande texto al: 919-909-3501

¿Qué pasa después?

- Un consejero de padres de EHDI se comunicará con usted a través de su modo de comunicación preferido.
- Después de escuchar qué tipo de apoyo necesita, el Consultor de Padres lo conectará con un miembro del equipo de apoyo para padres que sea más adecuado para ayudarlo a usted y a su familia.



Jenna Rankin es una consultora de padres para EHDI de Carolina del Norte. Ella vive en Raleigh, Carolina del Norte con su esposo John y sus dos hijas; Sadie y Colette. Los padres de su esposo y su hija menor, Colette tienen Pérdida Auditiva profunda. A Jenna y su familia les encanta pasar tiempo juntos jugando, viendo películas y haciendo fogatas en el patio.

**"Espero poder hablar con usted y aprender cómo EHDI puede ayudarlo a usted y a su familia!".**

# Monthly Family Focus Email

- **A monthly email specifically designed for families covering five topics:**
  - **Resource Spotlight – This section highlights one of the many parent support resources we have available in our state.**
  - **Community Events – This section lists events that may be of interest to families with deaf or hard of hearing (D/HH) children.**
  - **Spot of Joy – This section highlights something that can lift your spirits and make you smile.**

# Monthly Family Focus Email

- **Did You Know?** – This section differs each month and aims to inform families about different facts and resources allowing them to become better advocates for their children.
- **Personal Stories** – This section shares the story of a local family as well as a national or world success story about D/HH individuals.

# Monthly Family Focus Email – Example:

## Personal Stories:



Photo Credit: NC EHDI Program

### **Local – The De Naples Family**

Meredith De Naples and her four children (Jaden, Kiley, Grayson, Silas) live in Raleigh, NC. Meredith is Deaf, along with three of her children. The De Naples family enjoy traveling, spending time together, and playing games together.

Check out the [touching narrative](#) that Meredith wrote about her son Grayson who is Deaf-Plus.

# Parents as Collaborative Leaders Training

- **This free training program offers 10 modules that help teach parents how to become good leaders.**
- **The modules are presented by trained parents who have children with special health care needs.**
- **These trainings are available in English and Spanish, in person or virtually.**

# Parents as Collaborative Leaders Training

- The flyer to the right is an image of the information that can be found at:

- <https://publichealth.nc.gov/wch/doc/families/Parent-Leadership-Training-Flyer2020.pdf>

- This website gives more information about each module and how each one can help parents become better leaders.



**Parent Leadership Training** 

Our training program is:

- ✓ Free.
- ✓ Presented by parents of children with special health care needs.
- ✓ Offered in selectable modules to fit your group's needs.
- ✓ Available in English and Spanish, in person or virtually.

**Participants have said:**

"I feel more confident in my ability to participate more effectively in group settings and realize I have a leadership role."  
"I hope to be a stronger voice in my community."  
"The information and skills I developed today will allow me to be a more confident and more effective leader in the groups in which I already participate."

For more information or to schedule trainings for your group, please contact:

**Holly Shoun**  
Family Liaison Specialist  
NC Department of Health and Human Services  
Children and Youth Branch - Division of Public Health  
[Holly.Shoun@dohhs.nc.gov](mailto:Holly.Shoun@dohhs.nc.gov)  
(919)707-5605

**Module Overview**  
Each module is approximately 90 minutes.

- Module 1: Parents as Leaders**
  - Define leadership as it relates to participants and their current and future roles as parent leaders.
  - Describe the critical roles that parents have played in the history of education of children with special needs.
  - Share personal concerns regarding parents' roles as leaders and advocates.
- Module 2: MAPS (Making Action Plans System) for Leadership**
  - Complete MAPS for the purpose of tracking one's history, dreams, fears, qualities, strengths, and needs as a parent leader.
  - Use MAPS results to create an action plan related to leadership development.
- Module 3: Critical Elements of Collaboration**
  - Define collaboration as it relates to parent leadership and collaboration in a variety of settings.
  - Internalize the defining characteristics and principles of collaboration.
  - Follow the elements of an effective collaborative training process.
  - Identify the status of team development.
- Module 4: Stages of Group Development**
  - Learn about the four stages of team development.
  - Recognize the characteristics and challenges encountered at each stage of development.
  - Outline strategies for team leaders and team members to help teams move through the stages of team development.
- Module 5: Tips for Leading Effective Team Meetings**
  - Identify strategies and processes that teams can use to structure and facilitate effective meetings.
- Module 6: Listening and Asking Clarifying Questions**
  - Define the importance of listening and asking clarifying questions in collaborative team settings.
  - Demonstrate the ability to use the skills of listening and asking clarifying questions in role-play situations.
- Module 7: Understanding Conflict**
  - Define various approaches to dealing with conflict.
  - Understand the uses, strengths and limitations of various approaches to conflict.
  - Reflect on personal strengths and challenges in relation to conflict, and the ways in which these can enhance or serve as a barrier to effective leadership and collaboration.
- Module 8: Re-Framing Agendas: From the Personal to the Policy Level**
  - Identify the difference between a personal concern and a policy concern.
  - Demonstrate the ability to re-state personal concerns as policy issues.
  - Demonstrate the ability to describe your policy issue to a person whose support you need to make changes in policy.
- Module 9: Solving Problems in Groups**
  - Identify the steps needed to engage in effective group problem-solving.
  - Participate in a group problem-solving activity related to a common issue.
- Module 10: Understanding Diversity**
  - Identify ways each of us represents some form of diversity.
  - Define the benefits and challenges of collaboration involving people from diverse backgrounds.
  - Consider ways to promote the benefits of diversity in future collaborative situations.

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# The CARE Project Family Fun Days



Photo credit: The CARE Project

- **These in-person events are designed to bring together families with children who are deaf and hard of hearing to connect, bond and strengthen relationships in a fun family friendly environment.**
- **Each event is at no cost to families and includes lunch and different activities for children of all ages.**

# The CARE Project Parent Learning Experiences

- **Parent Learning Experiences bring together families to explore on a deeper level the emotional journey, empathy, building relationships with professionals and unconscious bias.**



Photo credit: The CARE Project



# The CARE Project Family Retreats

- **Family Retreats bring families together to share their personal journey of raising a child with hearing loss, connect with other parents and learn from professionals in the hearing loss field.**



Photo credit: The CARE Project

# CARE Connect Facebook Live Collaboration

- **Monthly Facebook Live events hosted by The CARE Project focus on unique topics that relate to families and professionals.**
- **Each month a new topic is explored by at least one parent and one professional who have experience in the area of discussion.**
- **Engagement is encouraged through questions and comments posted on Facebook throughout the duration of the talk show by the audience.**

# The CARE Project Parent-Professional Collaborative



Photo credit: The CARE Project

**This collaborative brings together parents with children who are D/HH and professionals who provide services for these families to bring about a deeper understanding of their emotional journeys after receiving an unexpected diagnosis.**

# The CARE Project Parent-Professional Collaborative

- **Parents gain resources to help better navigate the journey and the systems of services available to families.**
- **Professionals gain a deeper sensitivity of the emotional journey and how to change their own culture of communication from a medical/clinical/educational perspective to a more sensitive perspective reflecting the family's emotional journey.**

# A Parent's Perspective: Daphne Peacock

## About me:

- Mom of a Deaf teen son.
- Middle school science teacher at NC School for the Deaf.
- I am Deaf and use American Sign Language (ASL).
- Attended a school for the deaf and public schools growing up.
- Was enrolled in an excellent Early Intervention program on the Northwest University campus in Chicago.

# A Parent's Perspective:



Photo Credit: NC EHDl Program

## My son is unique:

- **Uses bilateral cochlear implants and spoken language in the general population.**
- **Uses ASL at home and with Deaf people.**
- **Many people are curious about how I established two communication modes for my son.**

# **A Parent's Perspective:**

## **Engagement with EHDI:**

- **Served on a panel at The CARE Project's 2020 Parent Professional Collaborative.**
- **Contacted by Jenna Rankin, the EHDI Parent Consultant, to be a mentor parent for the Parent Support Team.**
- **Panel member for CARE Connect Facebook Live Event.**

## **My Experience as a Mentor parent:**

- **Positive experience.**
- **Hope to learn a lot and show families the possibilities a D/HH child can have.**
- **Helped a foster family with a young deaf child.**

# Contact Information

– Email: [jenna.rankin@dhhs.nc.gov](mailto:jenna.rankin@dhhs.nc.gov)

– Phone/Text: 919-909-3501

– Questions?



Photo Credit: NC EHDl Program