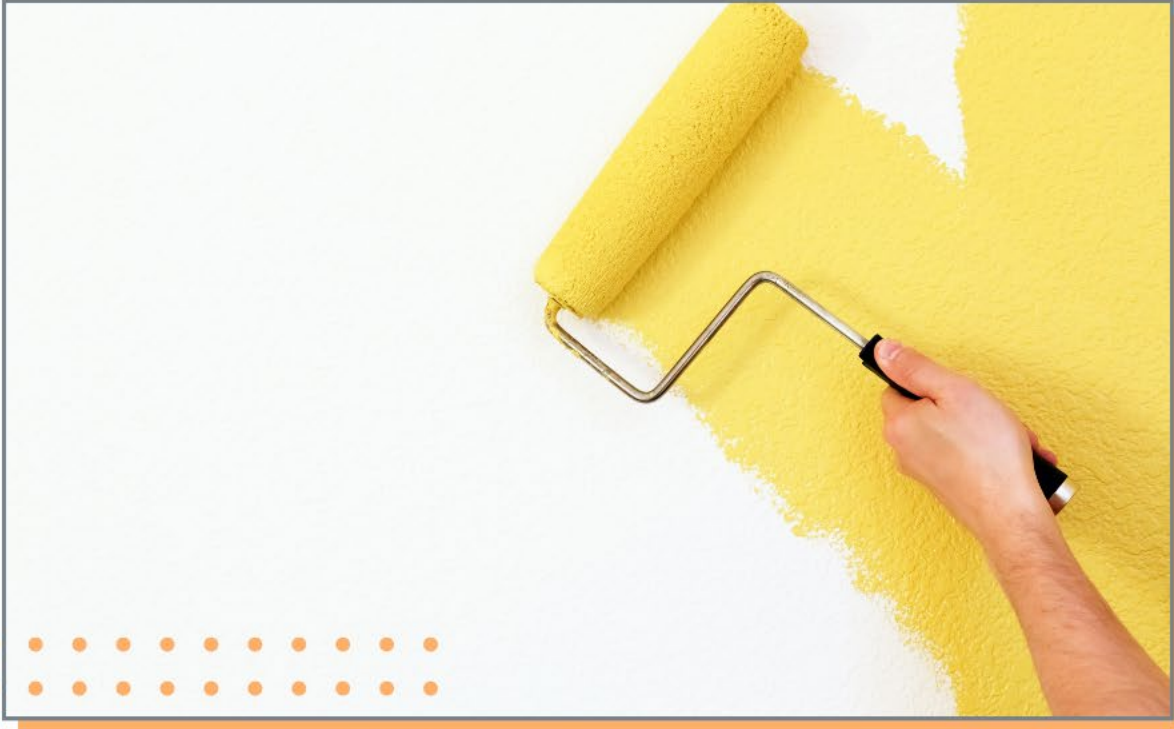


# **EQUALITY THROUGH DIRECT REFERRALS TO PARENT TO PARENT SUPPORT**

**CARRIE BALIAN – IL HANDS & VOICES GUIDE BY YOUR SIDE**

**GABRIELLE BIRES – IL EHDI**

**GINGER MULLIN - IL EHDI**



In respect for all stakeholders, it is acknowledged that there are situations where alternative wording could be used.

## Before we begin

This presentation was supported by the Illinois Department of Public Health and funding received through the Centers for Disease Control and Prevention and Health Resources and Services Administration. Information may not reflect the opinions or beliefs of these affiliates.



# **PARTNERS IN PROGRESS**



**Carrie Balian**

**IL H&V GBYS Coordinator**



**Gabrielle Bires**

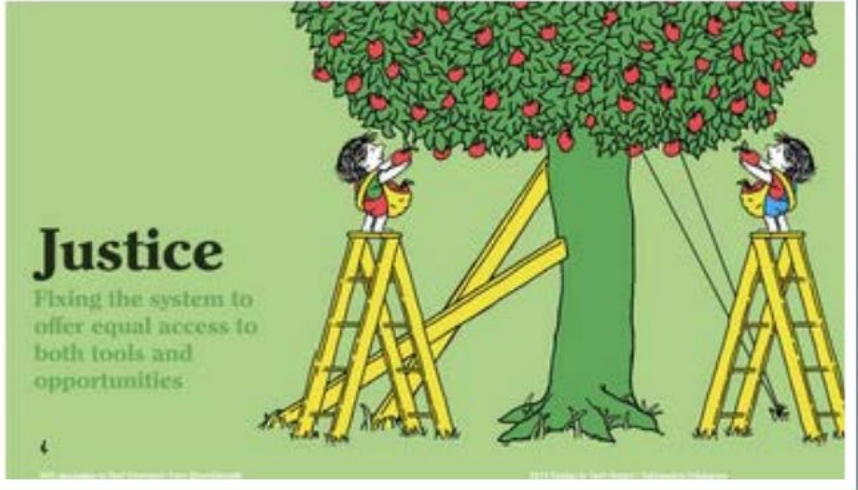
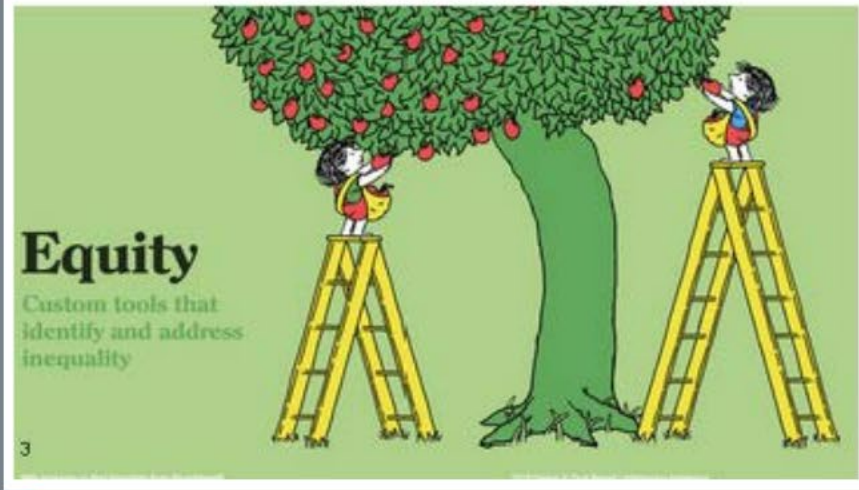
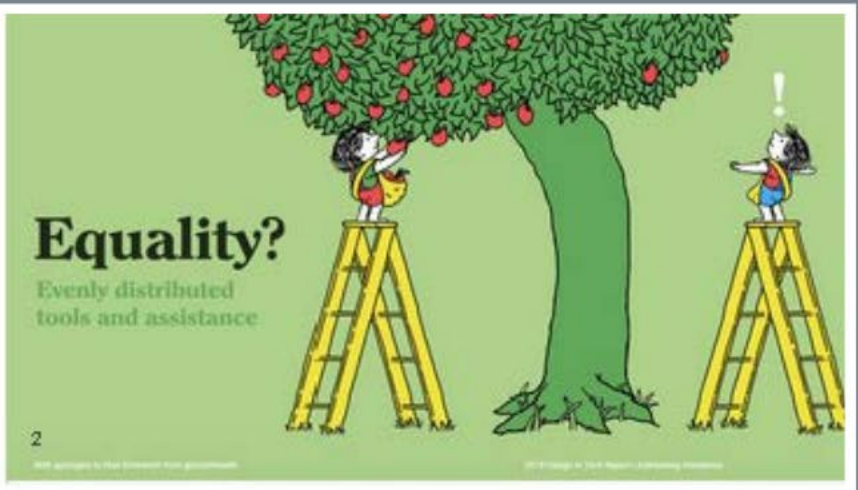
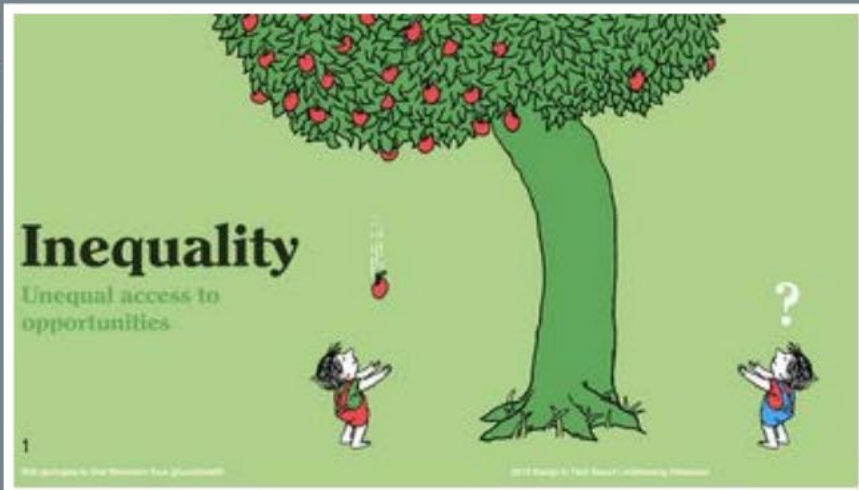
**IL EHDI**



**Ginger Mullin**

**IL EHDI Coordinator**

# LEARNING AND GROWING FROM EQUALITY TO EQUITY



# DBA (DOING BUSINESS AS AGREEMENT)

## HRSA NOFO

Increase by 20 percent from baseline the number of families enrolled in family-to-family support services by no later than 6 months of age.  
(published July 2019)

## EHDI & GBYS partnership since 2009

Received HRSA funding  
No formal way to share child-specific information

## IDPH investigated opportunities

DBA  
Fully executed: March 2020

## How it evolved

Led to meaningful discussions in the FEHDI work



# PARENT-TO-PARENT SUPPORT

## Before direct referrals

### **One-on-one support**

Matched with a Parent Guide, ongoing support

### **Opt in**

Parents had to find us in order to utilize our services

### **Outreach**

Had to consistently reach out to providers and share about our program

## After direct referrals

### **One-on-one support**

Matched with a Parent Guide, limited time of 6 months

### **Opt out**

All confirmed hearing losses get referred to our program

### **Outreach**

Put on pause

# MINDFUL START-UP / TIMELINE

- Divided tasks by quarters
- April to June - planning
- July - Sept.
  - Direct referrals
  - Limited access to the EHDI-IS





Change of age of infant at referral and enrollment

Expansion of geographic impact

Ability to reach more diverse families

Equality after diagnosis

Earlier support and connections



# **WHAT WE EXPERIENCED THROUGH CONTINUOUS QUALITY IMPROVEMENT**



# DATA ANALYSIS

Before direct referrals: July 2019-June 2020

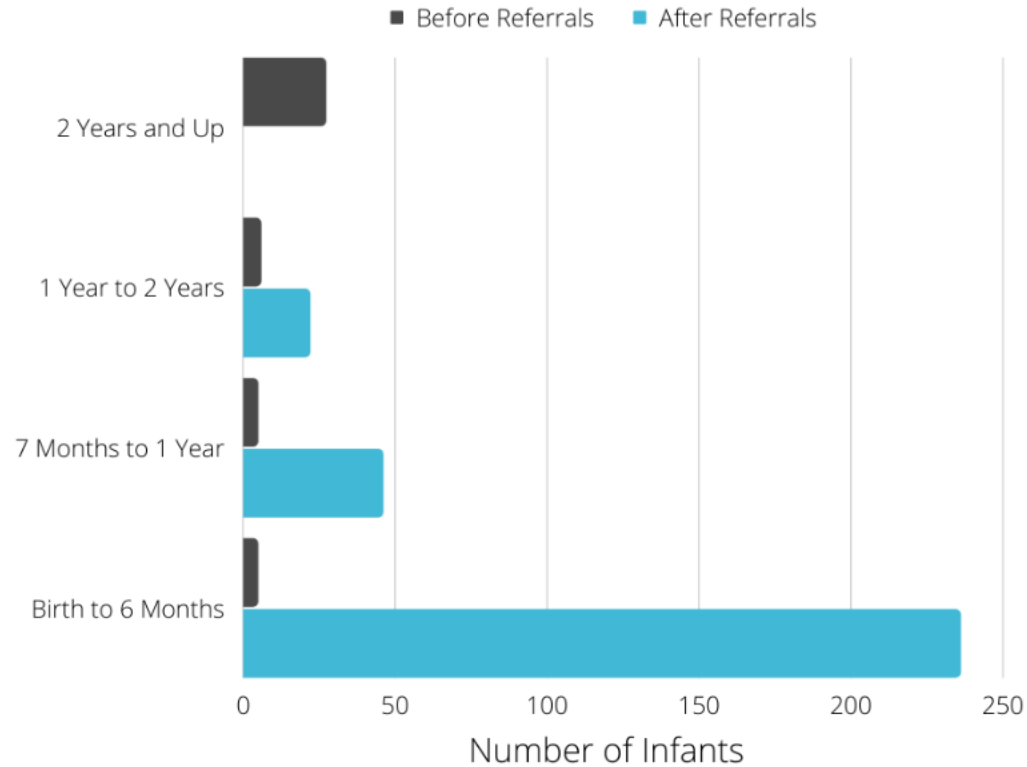
After direct referrals: July 2020-June 2021



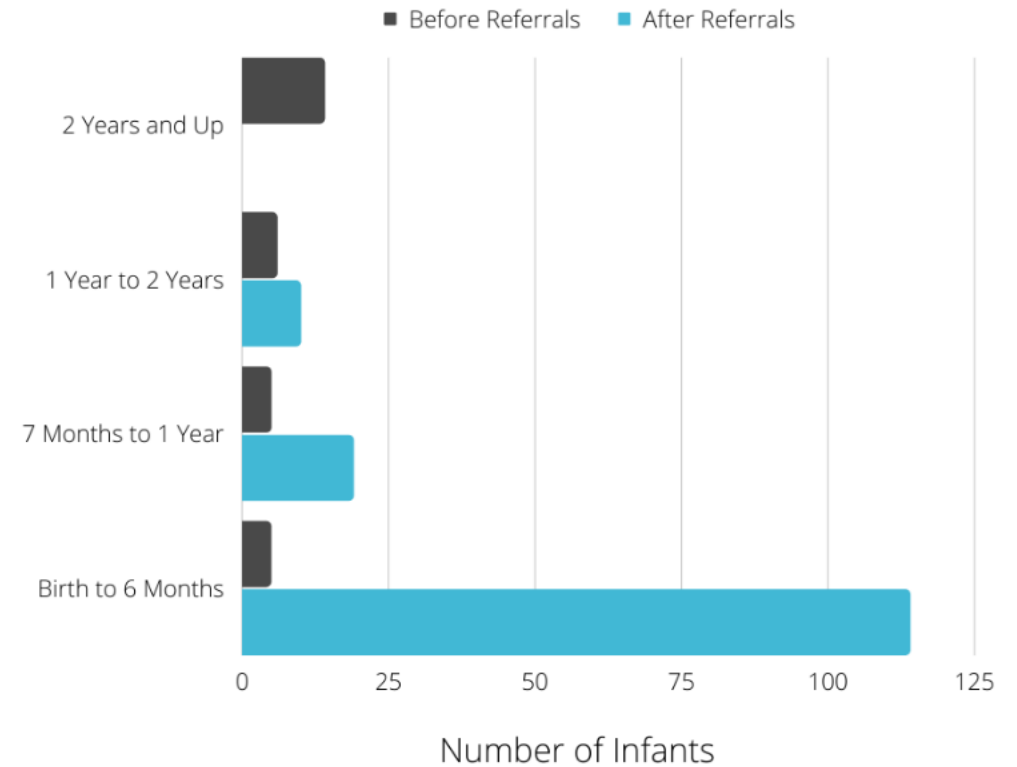
# CHANGES IN AGE OF INFANT AT REFERRAL AND ENROLLMENT



## Age of Infant at GBYS Referral



## Age of Infant at GBYS Enrollment



# ENROLLED IN PARENT-TO-PARENT SUPPORT

## NO LATER THAN 6 MONTHS OF AGE

### EARLIER SUPPORT

Before Direct Referrals

# 12%

Enrolled in GBYS no later than  
6 months of age



After Direct Referrals

# 80%

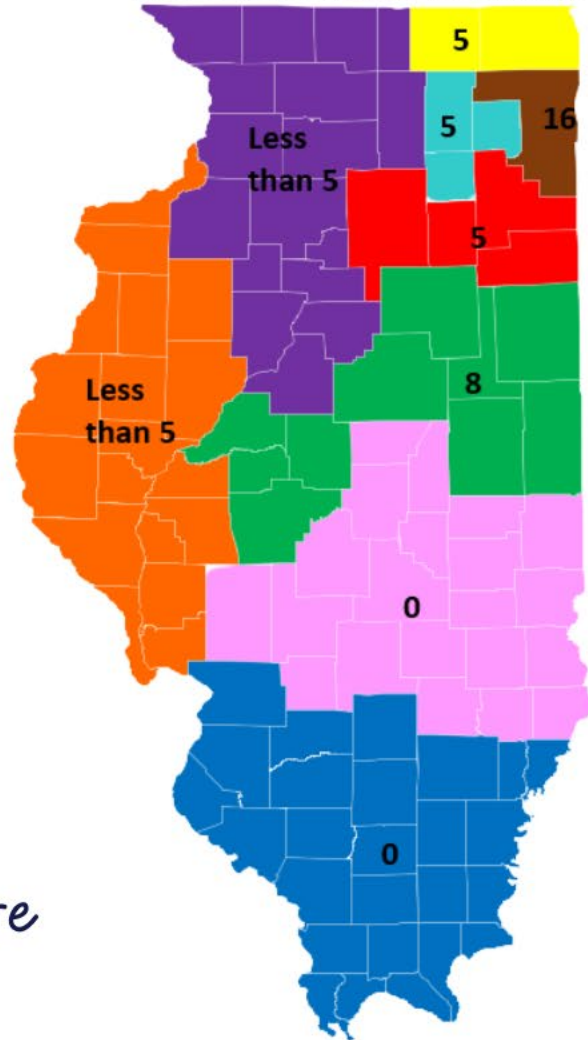
Enrolled in GBYS no later than  
6 months of age

These percentages reflect infants who were enrolled in GBYS.



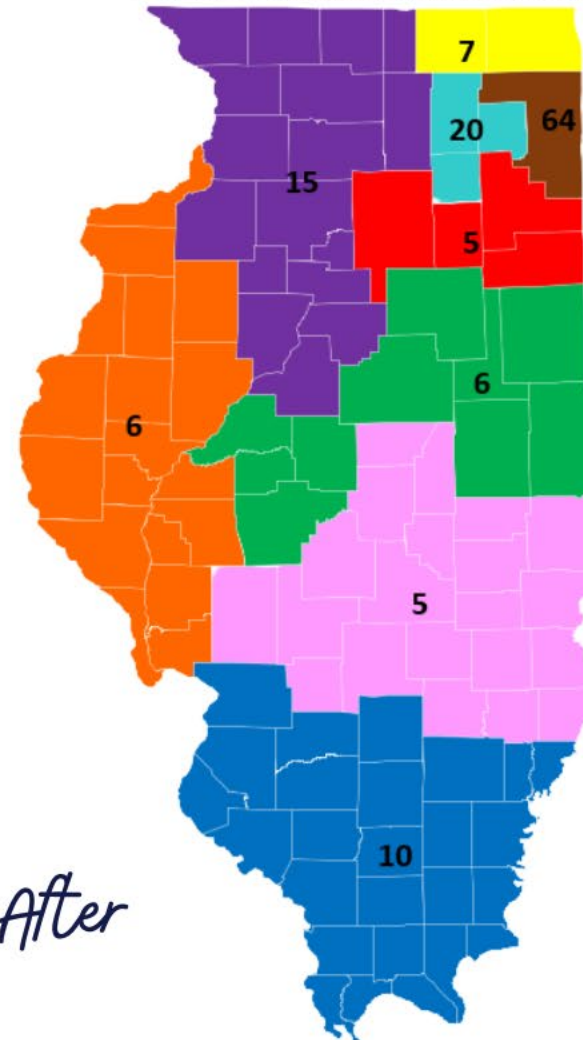
# EQUAL ACCESS GEOGRAPHICALLY

Direct Referrals Guide By Your Side Region Breakdown



*Before*

Direct Referrals Guide By Your Side Region Breakdown



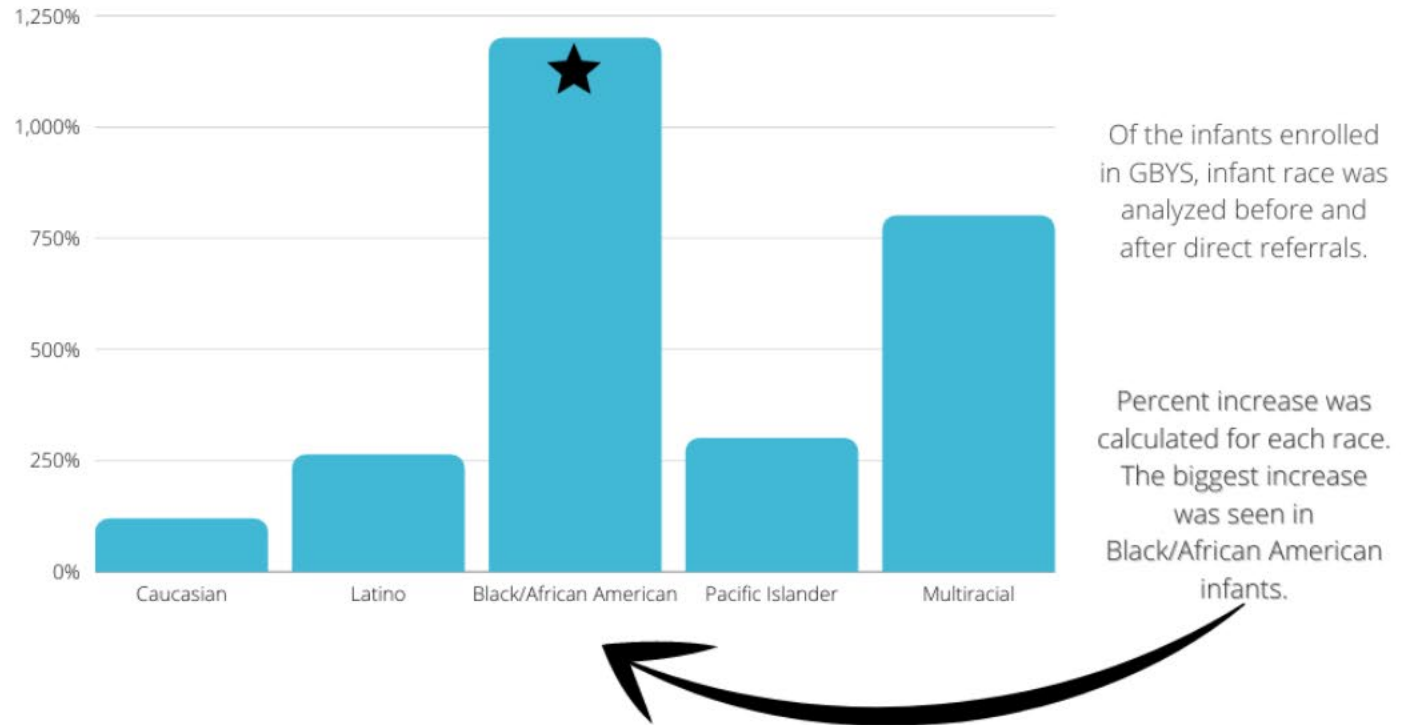
*After*



# RACIAL EQUITY



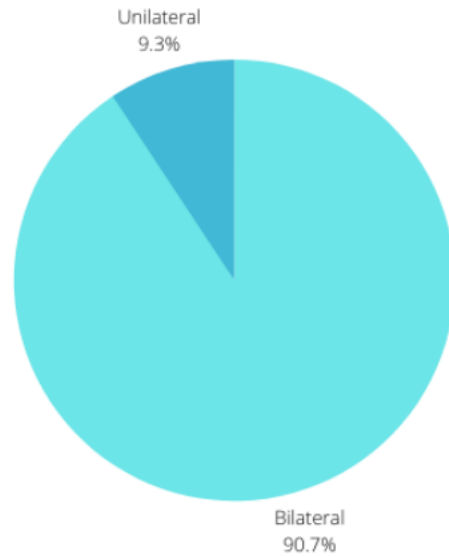
## Percent Increase of Infant Racial Diversity of Infants Enrolled in GBYS



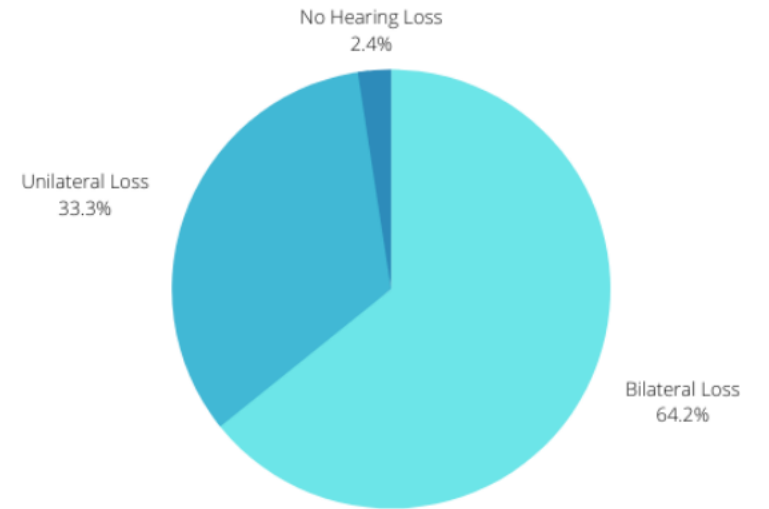
# EQUALITY AFTER DIAGNOSIS

## GBYS Enrollment: Type of Hearing Loss

### BEFORE REFERRALS



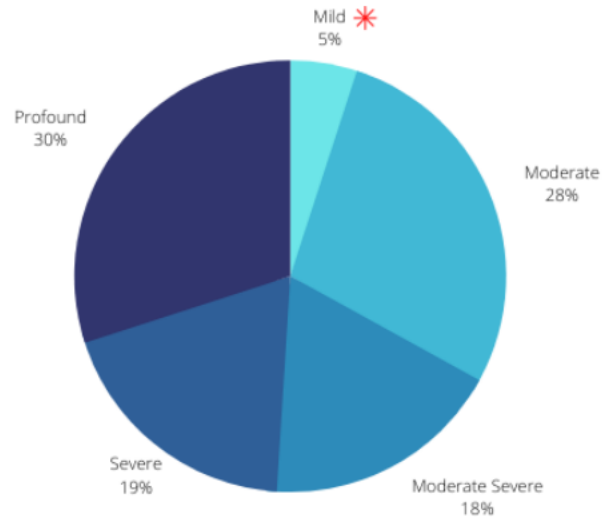
### AFTER REFERRALS



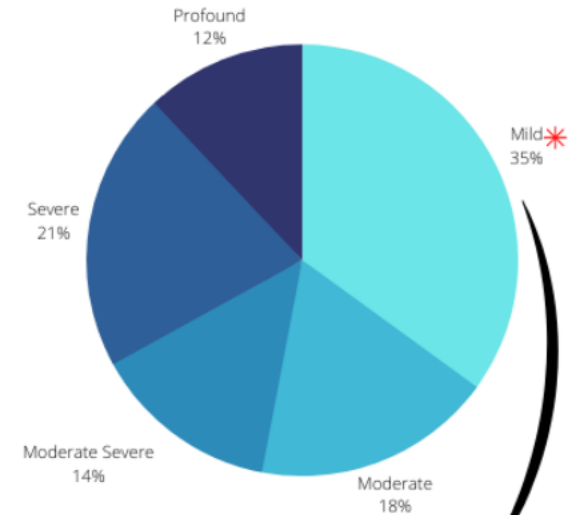
# EQUALITY AFTER DIAGNOSIS

## GBYS Enrollment: Degree of Hearing Loss

### BEFORE REFERRALS



### AFTER REFERRALS



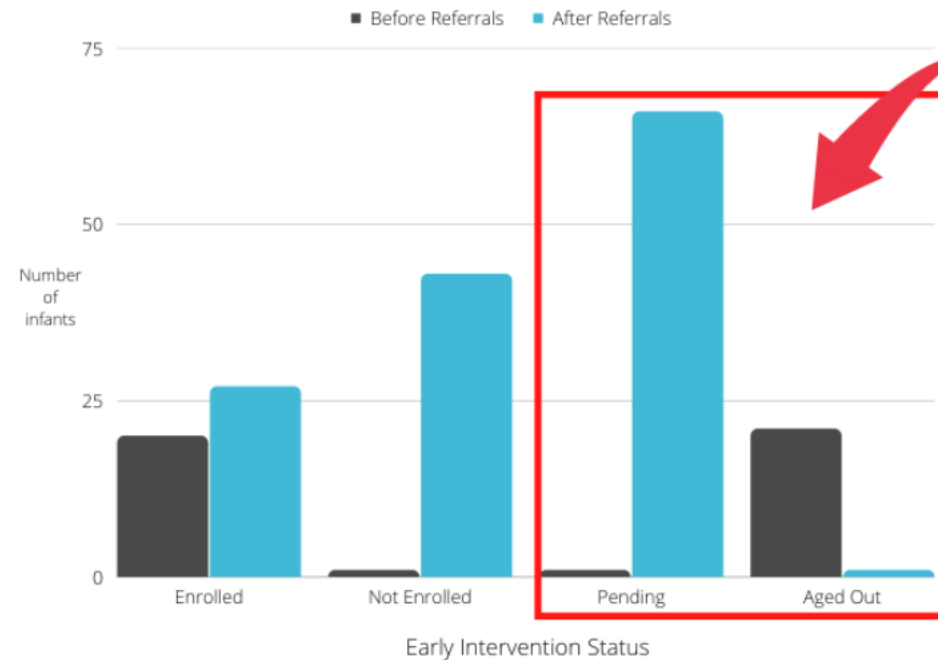
Able to offer services to an infant population with a larger variety of degrees of hearing loss



# CONNECTION TO SERVICES

- Enrolled** - Have an active IFSP with EI
- Not enrolled** - Not connected with EI
- Pending** - Received paperwork and/or a call but no IFSP
- Aged out** - Child is too old for EI services

## GBYS Enrollment: Early Intervention Status Change



Reaching families earlier than ever. No infants after referrals were aged out of Early Intervention by the time of GBYS enrollment.

The majority, 76%, of infants enrolled in GBYS were either pending or not enrolled in Early Intervention.

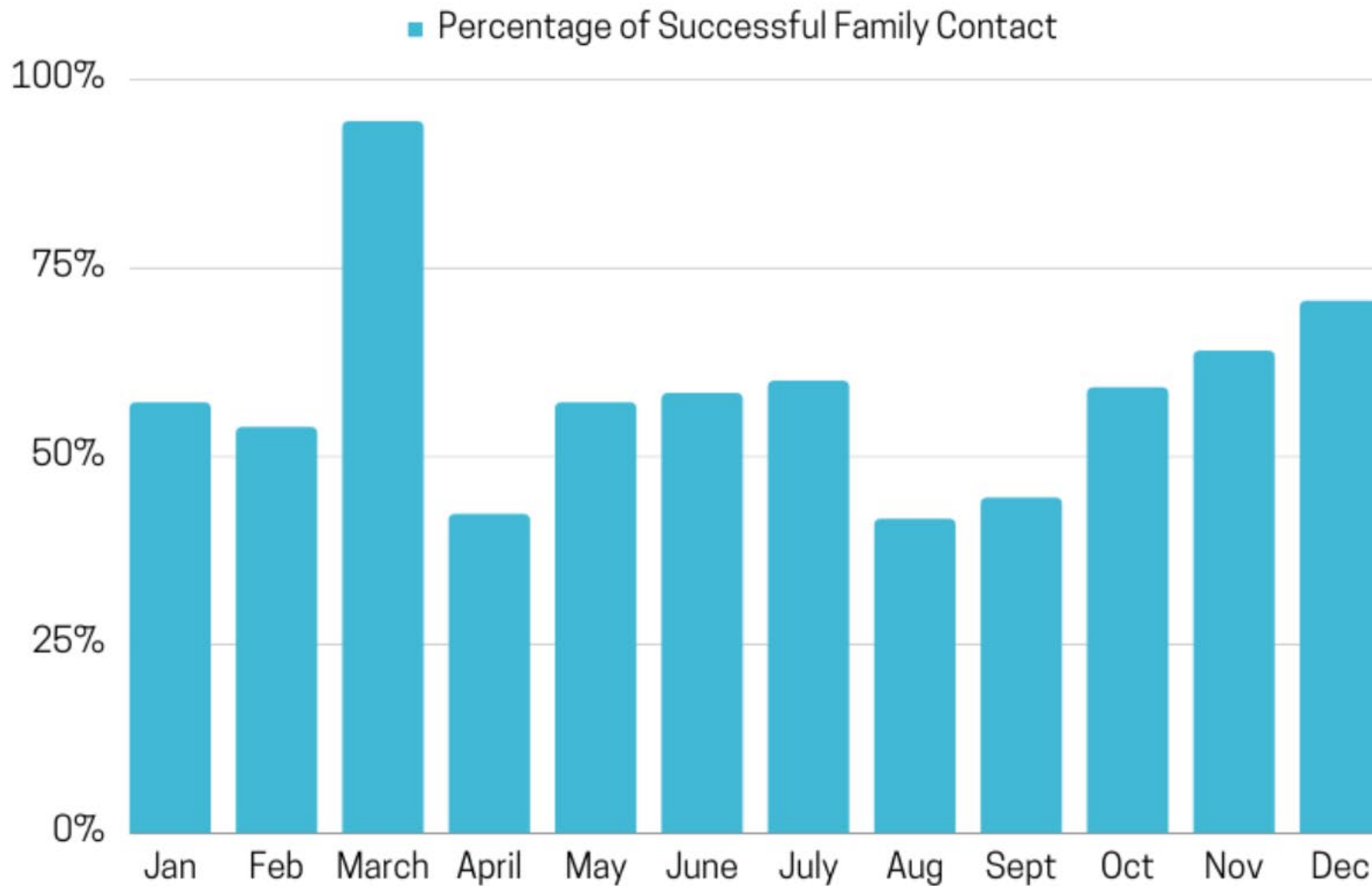


# TRANSITION SPECIALIST

- Part C (Early Intervention) to Part B (School) support
- Backup during COVID
- Transition Guide



# 2021 Percentage of Successful Family Contact by Transition Specialist per Month



**58.6%**  
2021 Average  
Success Rate



# TRANSITION SPECIALIST

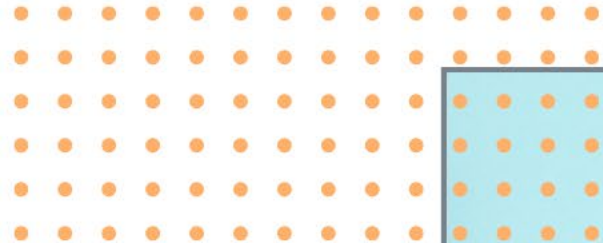
- Text, Call, Text
  - No texting restrictions
- Birthday Card



# LTF SPECIALIST

- COVID 19 Pilot project
- Educate the family
- Answer questions
- Help with connections
- Renewed sense of purpose





**Information sharing**



**Ongoing discussions**



**Ongoing QI**



**Flexibility**



# **RECOMMENDATIONS**



**QUESTIONS?**



# THANK YOU



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