Supporting the frontline responders: Providing accurate, useful information to family support organizations

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Early Intervention Systematic Nationwide Analysis of Programs’ Strengths, Hurdles, Opportunities, and Trends (EI SNAPSHOT)

› Funded by the Maternal and Child Health Bureau & Oberkotter Foundation

› One year study looking at
  - Family reports and perceptions
  - Early intervention provider & audiologist reflections
  - EHDI and Part C collaboration
  - Deaf Education personnel preparation programs
  - Publicly available information for families
What are PTIs and CPRCS?

› Parent Training and Information Center (PTIs) and Community Parent Resource Centers (CPRCs)
  – Are family-led organizations
  – Provide resources on IDEA early intervention and special education for parents of children with disabilities.

› Every state has at least one PTI.

› CPRCs focus on reaching underserved parents of children with disabilities.

› They are funded by the US Department of Education.
There are 5 PTIs serving New York State.

Starbridge
(serving statewide except for the 5 boroughs of New York City and Long Island)
1650 South Avenue, Suite 200
Rochester, NY 14620
(585)546-1700
info@starbridgeinc.org
http://www.starbridgeinc.org/

http://www.parentcenterhub.org/
What are F2F HICs?

› Family-to-Family Health Information Centers (F2F HICs)
  – Are family-staffed organizations
  – Assist families of children and youth with special health care needs and the professionals who serve them.

› F2F HICs provide support, information, resources and training around health issues.

› They are funded by the Health Resources & Services Administration (HRSA).
Find a F2F HIC in Your State

http://www.fv-ncfpp.org/f2fhic/find-a-f2f-hic/
Findings from Parents

› PTIs
  – 38% of families report receiving thorough or good information
  – 41% of families report that information was not provided

› F2F HICs
  – 32% thorough or good information
  – 45% information not provided

› Hands & Voices
  – 56% thorough or good information
  – 29% information not provided

*Preliminary Results - ongoing data collection in progress
Findings from EI Service Providers

*Preliminary Results - ongoing data collection in progress
Methods

› Recruited parent consultants through the NCHAM family advisory council and parents who have attended EHDI meetings.
› Developed, piloted and revised scenarios for script.
› Provided training to parent consultants including a recording of a phone call to a PTI.
› Provided ongoing training and support to families.
For each of the scenarios, please check each of the resources or types of assistance that are offered. If a link or hard paper resource is offered, please put the link or the name of the resource in the notes box along with any specific notes that you think are important. There is no need to repeat information from the yes/no questions in the notes box.

1. *I just found out that my two-week old infant has a hearing loss. We found out through the newborn hearing screening. How can you help me?*
   - Refer to early intervention/Part C (may have a specific name in the state)
     - Specific EI for D/HH
   - Refer to audiology (unspecific)
     - Mention pediatric audiology
     - Provided list of pediatric audiologists
   - Refer to EHDI
   - Refer to pediatrician
   - Refer to other organization(s): 
   - Connection to other parents
     - Specific support groups
     - Direct to specific families
   - Shared or will send resources on early intervention
   - Shared or will send resources specific to hearing loss
Preliminary Results

› Very few families of children who are DHH contact PTIs and F2Fs each year
  – That is expected due to the low incidence of DHH

*Preliminary Results - ongoing data collection in progress
Preliminary Results

› 100% of the organizations either provided direct opportunities to connect to families or referred to another organization that provides opportunities for families to meet.

– 52% provided direct connections to families.
– 69% referred to other organizations
  › Schools for the Deaf
  › Hands and Voices and Guide By Your Side
  › Parent to Parent programs
  › Facebook and other social media

*Preliminary Results - ongoing data collection in progress
Preliminary Results

Scenario: My baby failed his newborn hearing screening and is now two months old but my pediatrician said not to worry about it. What would you recommend?

- 7% referred the parent to the state’s EHDI program
- 44% referred the parent to the Part C early intervention program
- 25% recommended the parent contact an audiologist – 0% pediatric

*Preliminary Results - ongoing data collection in progress*
Preliminary Results

Scenario: I am worried that my 6-month old baby girl cannot hear me, I’m wondering if she has a hearing loss, do you know how I can find out?
Preliminary Results

› Scenario: My son is two years old I am hearing a lot about ASL vs. LSL and people are very passionate about both. Can you explain a bit about the different options and tell me more about potential benefits and disadvantages of each?

- 24% referred to early intervention
- 4% referred to EHDI
- 34% offered connection to other parents
- 51% gave unbiased advice (as judged by parent)
- 13% gave biased advice
  › All but 1 biased to ASL/manual
  › 1 biased to LSL/cochlear implants

*Preliminary Results - ongoing data collection in progress*
Conclusions

› There are opportunities for improvement
   – Connecting **families and providers** to the resources available from PTIs and F2F HICs.
   – Teaching PTIs and F2F HICs about EHDI and about hearing loss.

› There are great resources out there
   – No need to reinvent the wheel about the general IEP/IFSP process.
   – Connection to F2F HICs on integrated health care and other health care issues.

*Preliminary Results - ongoing data collection in progress*
Search: [State] I’m concerned about my child’s hearing

*Preliminary Results - ongoing data collection in progress*
SO WHAT?
Next Steps

› Dig deeper into these data and the connections to the data from the other pieces of EI SNAPSHOT.
› Publish the results.
› Work at NCHAM to develop resources to address the identified gaps.
More about EI SNAPSHOT at EHDI

  – Right now, stick around!
› Part C and EHDI Collaboration at the Administrator Level
  – 3:00 pm, Hanover F