



NC Department of Health and Human Services



The North Carolina Early Hearing Detection and Intervention (NC-EHDI) Parent Support Team

Jenna Rankin, NC-EHDI Parent Consultant

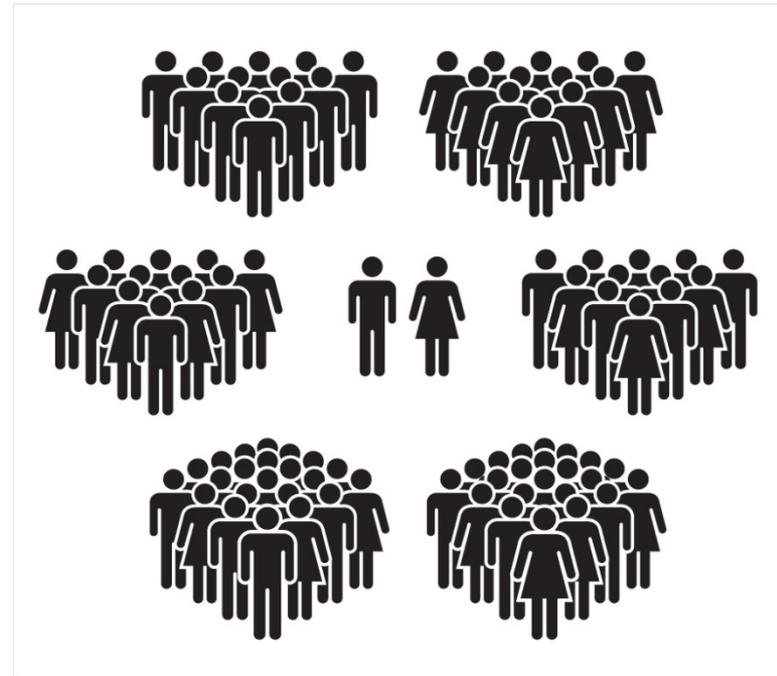
EHDI Annual Meeting, March 2-4, 2021

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 role of the parent mentor in the NC-EHDI Parent Support Team.**
- 3. Participants will be able to describe the role collaboration plays in making new programming successful.**

Why is Parent-to-Parent Support So Important?

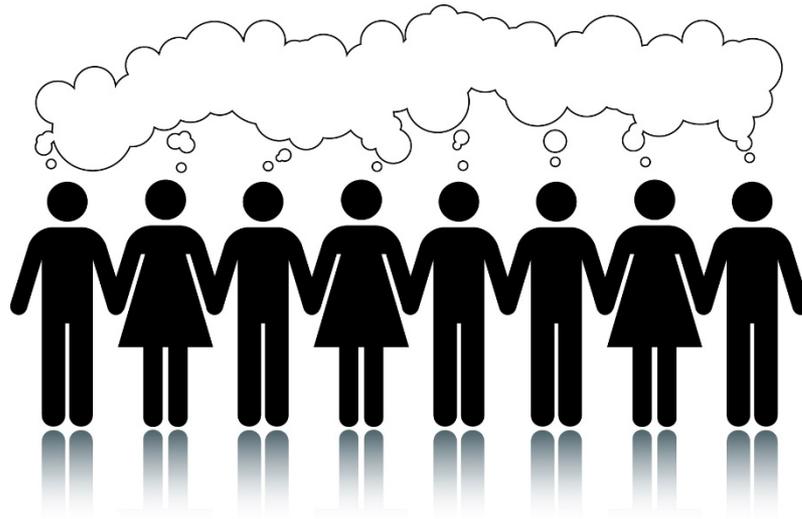
Because of the low incidence of hearing loss, families of children who are D/HH often feel isolated from each other and do not typically have support opportunities in their already established community.



SOURCE: <http://handsandvoices.org/fl3/topics/fam-fam-support.html>

What Does Meaningful Parent-to-Parent Support Provide Families?

- **A way to share information.**
- **A safe place to brainstorm/express feelings.**
- **A means of learning practical parenting skills.**



SOURCE: <http://handsandvoices.org/fl3/topics/fam-fam-support.html>

What Does Meaningful Parent-to-Parent Support Provide Families?



- A place to validate feelings.
- An increased sense of confidence and empowerment.
- An increased acceptance of the situation and hope for the future.
- An increased capacity to cope.

SOURCE: <http://handsandvoices.org/fl3/topics/fam-fam-support.html>

Why Create a Parent Support Team?

- **According to the Family Leadership in Language and Learning (FL3) national family needs assessment survey and a 2018 NC family support survey, families with children who are D/HH report that the most valuable source of support comes from families with a shared experience of having a D/HH child.**
- **Fostering parent-to parent support is priority area for NC-EHDI.**

What is the NC-EHDI Parent Support Team?

A diverse network of parents that provides parent-to-parent support for families that have a child who is D/HH.



Who is on the Parent Support Team?

- **Currently six team members.**
 - The EHDI Parent Consultant
 - 5 Mentor Parents - mothers of children with hearing loss
- **Diversity is represented in many ways:**
 - Race/Ethnicity
 - Communication Mode
 - Bilingual Mentor Parents (ASL, Spanish)
 - Regions of North Carolina
 - Amplification Used (cochlear implants, hearing aids, none)

Do Mentor Parents Receive Training?

- **Yes! A formal training given by the EHDI Parent Consultant.**
- **Topics covered:**
 - **Process for getting families connected.**
 - **Privacy issues (HIPPA/FERPA).**
 - **How to provide unbiased support.**
Keeping in mind implicit bias, health equity, social determinants of health, and cultural humility.
 - **The importance of listening.**
 - **Connecting families to resources.**

What is the Role of the Parent Mentor?

- **Listen**

Allow the parent some time to explain their situation, feelings, and struggles.

- **Share**

Tell the family about their own experiences with hearing loss.

- **Clarify**

**What does the family want for their child's future?
How can they assist them in achieving those goals?**

What is the Role of the Parent Mentor?

- **Answer**

Answer questions to the best of their ability or use the provided resource list to direct them to someone else that can.

- **Connect**

Help the family find ways to connect to others in the hearing loss community.



Parent mentors are reminded to be sensitive to parent choice as the family they are supporting may choose a different path than the one they have chosen for their child.

How Do Parents Access the Support Team?

- **The EHDI Parent Support Team is collaborating with the Early Learning Sensory Support Program (ELSSP) and early intervention teachers to connect parents to this resource.**
- **When an ELSSP teacher sees that a family is receptive or has the desire for parent-to-parent support, they help that family get connected by:**
 - **Calling/Texting the EHDI Parent Consultant together.**
 - **Getting them in contact with the Parent Consultant via email.**

How has Collaborating with ELSSP led to Programming Success?

- **Collaborating with ELSSP has allowed our program to be more easily accessible to a wide range of parents.**
- **Teachers across the entire state know about this resource.**
- **Since early intervention teachers are the ones that meet with families on a regular basis, they are better equipped to sense when parents need and will be most receptive to parent-to-parent support.**

How do Parents Get Connected?

- **The Parent Consultant reaches out to the family via their preferred mode of communication in order to:**
 - listen to the family’s desires.
 - match that family to a parent mentor best suited to help them.



How is a Parent Matched with a Mentor?

A mentor parent is matched with a family based on what that particular family needs.

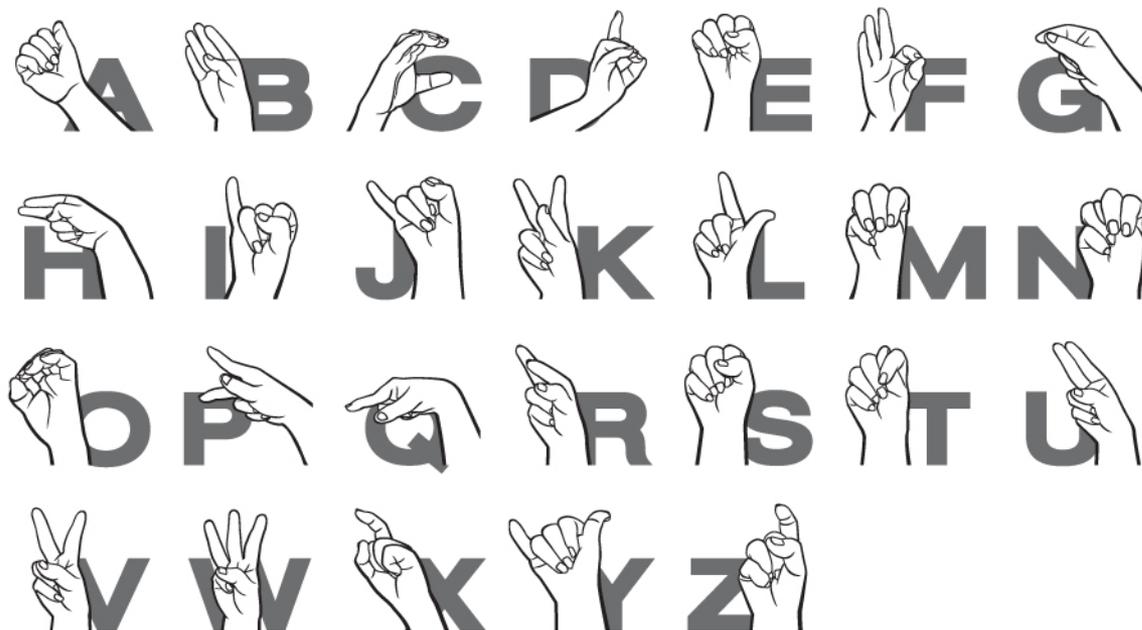
Example 1: A family is looking for someone they can meet and spend time with face-to-face.



***Location of the mentor parent would be the most important factor to consider**

How is a Parent Matched with a Mentor?

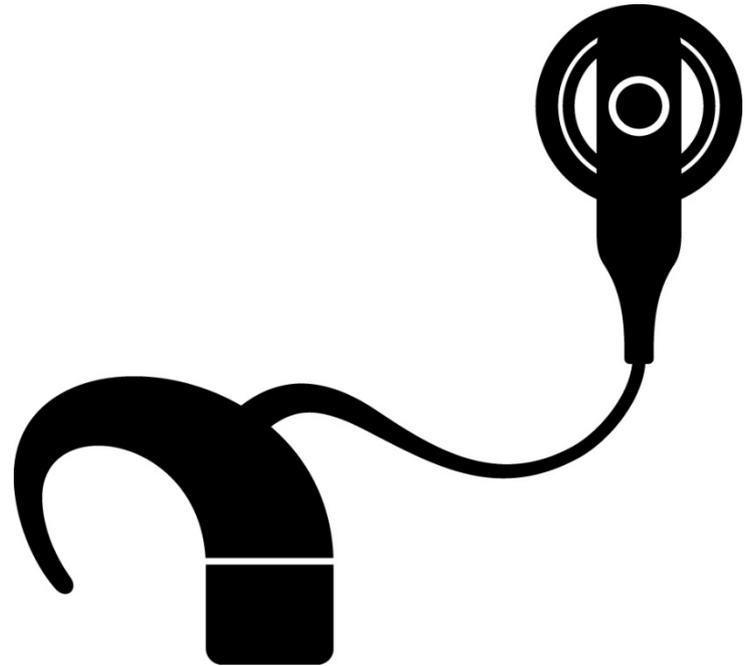
Example 2: A mom wants someone that can help her find resources for learning ASL.



***A mentor parent who has achieved ASL fluency as an adult would be ideal for this family.**

How is a Parent Matched with a Mentor?

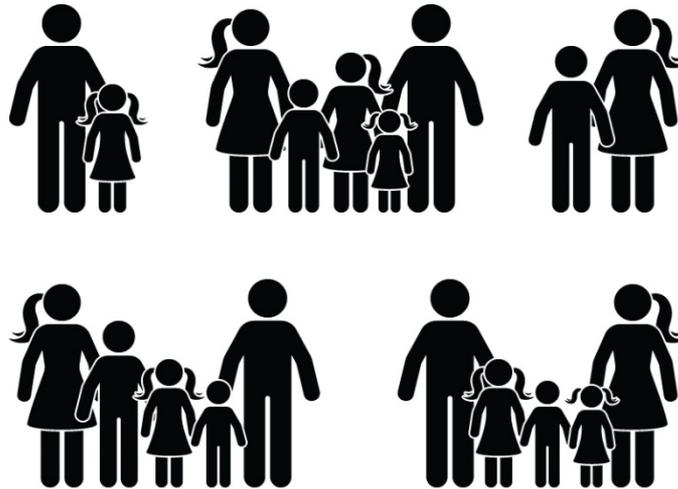
Example 3: A parent wants to talk to someone who can tell them more about cochlear implant surgery.



***This family would be referred to a parent that has a child who has undergone cochlear implant surgery.**

How is a Parent Matched with a Mentor?

- **The Parent Consultant will then inform the Parent Mentor that they have been matched with a family.**
- **The Parent Mentor will be given the family's information and asked to contact them in a timely manner.**



EHDI 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 EHDI Parent Support Team!



What is the EHDI Parent Support Team?

The Early Hearing Detection and Intervention (EHDI) 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 EHDI Parent Consultant:
 - Email: Jenna.Rankin@dhhs.nc.gov
 - Cell: 919-909-3501 (call or text)

What happens next?

- The EHDI 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 EHDI. 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 EHDI can help support you and your family!"

EHDI 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
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!".

Highlights

- **The Parent Support Team officially launched in August of 2020.**
- **In October, after careful review, some adjustments were made in the collaboration and referral process between EHDI and ELSSP.**
- **In mid-October, a live webinar reintroducing the program was held for parents and early intervention teachers.**
- **Five (5) successful parent mentor matches have been made.**

Next Steps

- **In the spring of 2021, NC-EHDI plans to distribute a satisfaction survey to see how we can improve the visibility and accessibility of our program.**
- **New parents have expressed an interest in being trained as mentor parents as demand for the program grows.**
- **Continuing education for our parent mentors regarding empathy and the role it plays in successful relationships.**

Contact Information

– Email: jenna.rankin@dhhs.nc.gov

– Phone/Text: 919-909-3501

– Questions?



Photo credit: C&Y Branch