



BEYOND THE BASICS OF PARENT-TO-PARENT SUPPORT

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Introduction: After receiving direct referrals from our IL EHDI program we wanted to take our support services and collaboration with the IL EHDI program to the next level. This led to us creating **three specialist roles** to help our program diversify services. They also align with the mission of our IL EHDI program.

10% decrease in LTF from 2020 to 2021 births since implementing this role!

Our Lost to Follow-up (LTF) Specialist contacts families that have not made it back for diagnostic testing after newborn hearing screening; providing resources, information and answering questions.

When we do not reach a family we send them a 3rd birthday card to explain why we called, how to reach us and a QR code with the link to the transition resource guide we created.



Our Transition Specialist reaches out to families who have a child that will be transitioning out of Early Intervention (EI). They answer questions, provide resources and prepare families for their child's transition out of EI. This role was initially implemented to follow up with families and support those who may have dropped out of EI services during the pandemic. However, since our initial contact with families had us supporting them very early in their child's journey, this follow-up allows our program to check in again during another key time in their family's journey.

Last year, our team had discussions and trainings on bias, privilege, allyship and covering.

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Our Diversity & Equity Infusion Specialist provides outreach and assistance for families within underserved communities, connecting them to resources that meet their needs. They also provide bilingual support and diversity training to our team.

In conclusion, these roles have helped our Specialists to focus on specific goals and, in turn, provide thorough and timely support to families during their EHDI journey.