

## What's the Issue?

MDH/EHDI mails a binder of printed resources to families of young children recently identified as deaf and hard of hearing (DHH). Extended family members, Teachers of DHH, and Parent Guides wanted the materials to review with parents, but printing costs for additional copies were prohibitive. Stakeholders identified these needs:

- Consistency in material sharing
- Current and updated materials shared with professionals and others
- Multiple ways to access resources (online, by mail, through interpreter)

## Background

Inter-agency stakeholders agreed that information provided to families around the time of diagnosis should be basic, accurate, current, well-balanced, unbiased, culturally relevant, cost-effective, and accessible (based on Joint Committee on Infant Hearing (2013) Goal 1.2). The following resources were historically provided in print to families by the MDH/EHDI Program:

- Hearing Screen Refer Result Notification
- Beginnings book (2011) customized with Minnesota-specific resources
- Comprehensive 3-ring binder of resources, "What You Need To Know: Resources For Families"

### References

Beginnings for Parents of Children Who Are Deaf or Hard of Hearing. (2011). Understanding your child's hearing loss: A guide for parents. Version 1.3.

Joint Committee on Infant Hearing (JCIH:2013). Supplement to the JCIH 2007 position statement: Principles and guidelines for early intervention after confirmation that a child is deaf or hard of hearing. *Pediatrics*, 131, e1324-1349. doi: 10.1542/peds.2013-0008

## What We Did

- We convened a birth-to-age-5 workgroup and evaluated state EHDI performance using the self-assessment tool based on Joint Committee on Infant Hearing (2013).
- State agencies pooled both human and financial resources to make the 3-ring binder of printed materials electronic, downloadable, and accessible.
- Stakeholders promoted the new electronic resource through video blog in both English and ASL, a printed bookmark with the link, emails to families and service providers, and social media.

## Next Steps

- Results based accountability (RBA) project to survey parents and professionals regarding awareness and use of this electronic resource
- Annual review to ensure resources meet JCIH goal 1.2 and are updated yearly.
- Continued focus on cultural and linguistic diversity. Some of the printed materials are available translated to Hmong, Somali, and Spanish. Currently the electronic version is in English and contains a page with instructions on how to access a live translator.

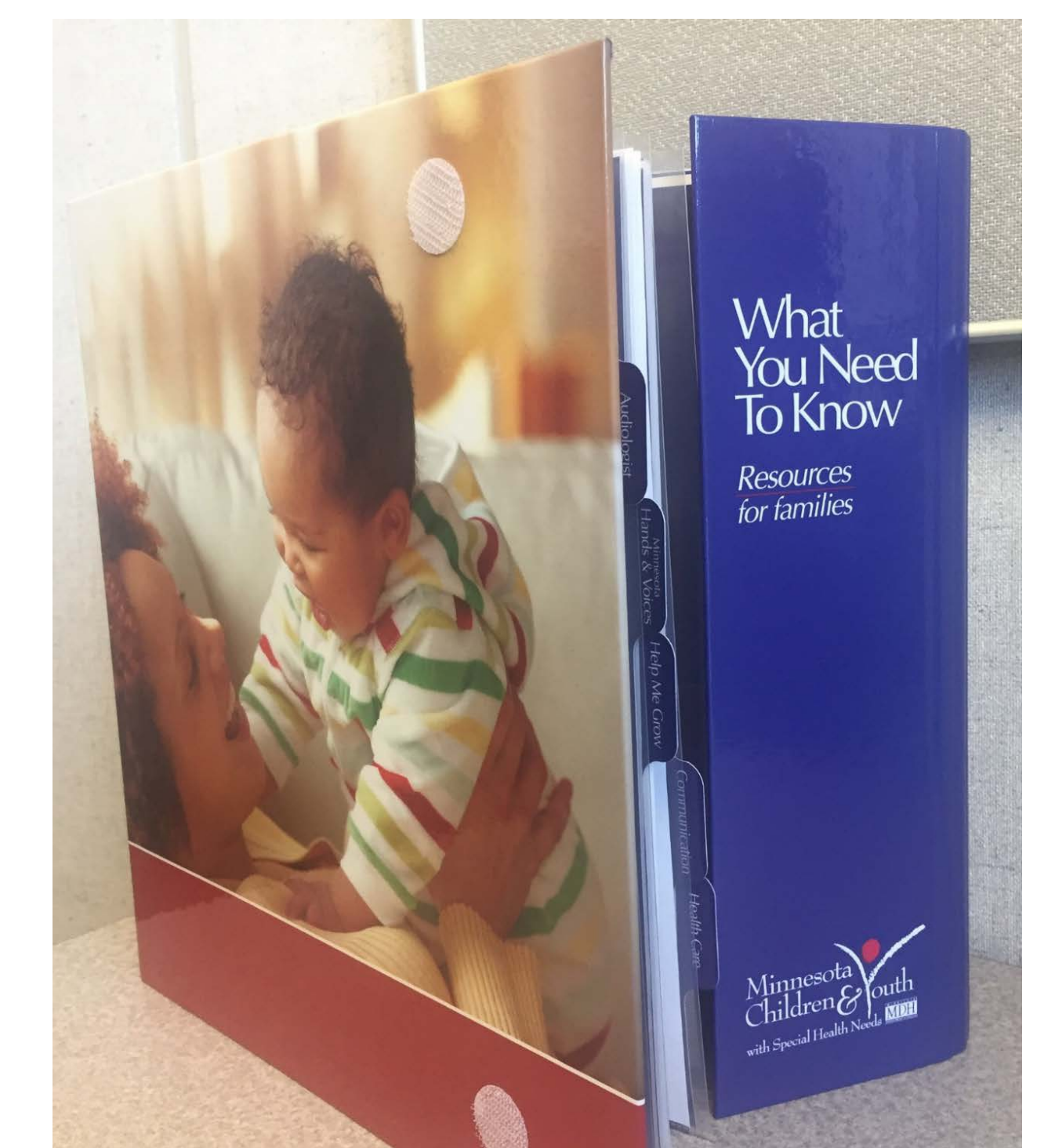
## Results

The team reviewed and updated all printed materials in the 3-ring binder over a period of several months. A consultant was hired to combine the print materials into a single electronic fillable PDF file with hyperlinks and table of contents. The electronic document was made fully accessible in compliance with state law. Providing the resources as an electronic PDF has the following advantages:

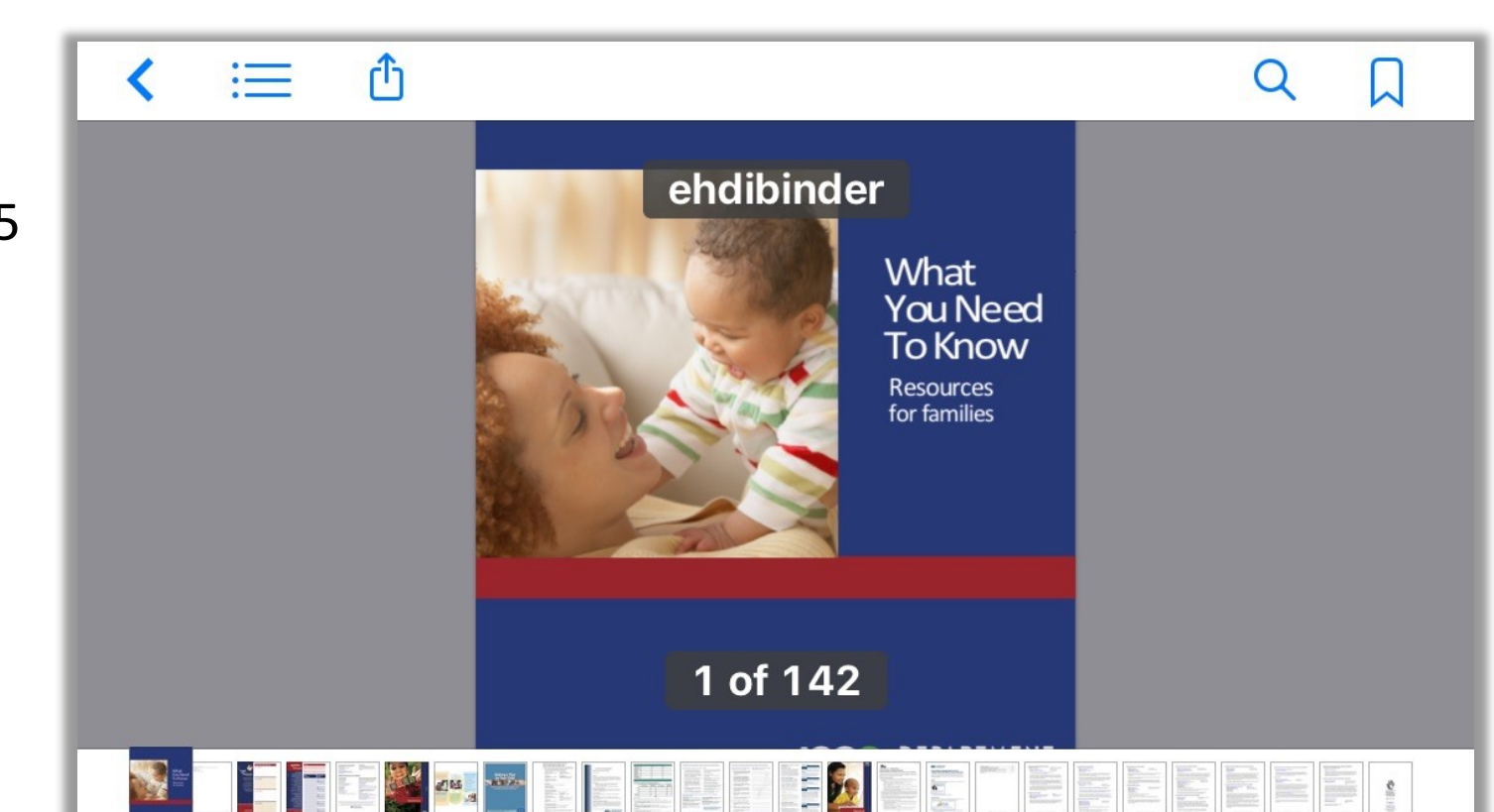
- Parents can have immediate online access to the information when their child's hearing loss is confirmed. The printed binder is still mailed to families and arrives several weeks later.
- Extended family members and professionals now have access to the same information as parents, allowing them to review resources together.
- Families with intermittent access to internet (especially in rural areas) can download the resources and view them offline at any time.
- Access this resource online now at: <http://bit.ly/2vmx4KM>

## Stakeholder Group Members

- Kathy Anderson<sup>10</sup>, Nicole Brown<sup>7</sup>, Darcia Dierking<sup>7</sup>, Anne Grace Donatucci<sup>11</sup>, Laura Godfrey<sup>8</sup>, Debbie Golos<sup>16</sup>, Danelle Gournaris<sup>4</sup>, Michelle Isham<sup>13</sup>, Doobie Kurus<sup>15</sup>, Susan Lane-Outlaw<sup>2</sup>, Erin Loavenbruck<sup>12</sup>, Gloria Nathanson<sup>3</sup>, Anna Paulson<sup>1</sup>, Chelsea Paulson<sup>5</sup>, Lyndsey Raffelson<sup>14</sup>, Deanna Rothbauer<sup>9</sup>, Kara Tempel<sup>6</sup>
- Commission of Deaf, DeafBlind & Hard of Hearing Minnesotans (MNCDHH)<sup>1</sup>
  - Metro Deaf School<sup>2</sup>
  - Minnesota Association of Deaf Citizens<sup>3</sup>
  - Minnesota Deaf Mentor Family Program<sup>4</sup>
  - Minnesota Deaf/Hard of Hearing Role Model Services<sup>5</sup>
  - Minnesota Department of Education<sup>6</sup>
  - Minnesota Department of Health (MDH)<sup>7</sup>
  - Minnesota Hands & Voices<sup>8</sup>
  - Minnesota Low Incidence Projects: DeafBlind<sup>9</sup>, EHDI<sup>10</sup>
  - Minnesota State Academies<sup>11</sup>
  - Northern Voices<sup>12</sup>
  - Teachers of DHH from Regions 5/7<sup>13</sup>, 10<sup>14</sup> and Minneapolis<sup>15</sup>
  - University of Minnesota<sup>16</sup>



Printed resource binder



Electronic resource binder

<http://bit.ly/2vmx4KM>