

# Overcoming Barriers: Effective Parent Navigation for DHH Families

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## DHH Family Engagement Program

- The DHH Family Engagement Program is dedicated to supporting rural, vulnerable and underserved families of children who are Deaf or Hard of Hearing (DHH) as they navigate their unique journeys. Our team of five experienced Parent Navigators provides tailored guidance and resources to empower families. Through these initiatives, we aim to foster positive academic outcomes for DHH students across Georgia.
- Free services for families of DHH children 0-22 years old

# Supporting the Vulnerable

Family with  
transportation needs

Family missed multiple  
appointments

Families speaks a  
language other than  
English

Family has not signed  
up for Early Intervention  
services

Child does not have  
insurance

Low socio-economic  
factors

Family lacks  
family/community  
support

Parents are in denial,  
scared, withdrawn, etc.

Child has low wear time  
or broken equipment  
after multiple  
conversations with  
provider

Family stated need for  
support with school  
system

Parental age is younger  
than 25 or older than 45

Family resides in rural  
Georgia



# How we got here

- Ordinary People, Simple Solutions—  
No Rocket Science Required!
- Determined
- Persistent
- Connection, Connection, Connection



# Obstacles

Understanding of diagnosis and language development  
(Lack of urgency)

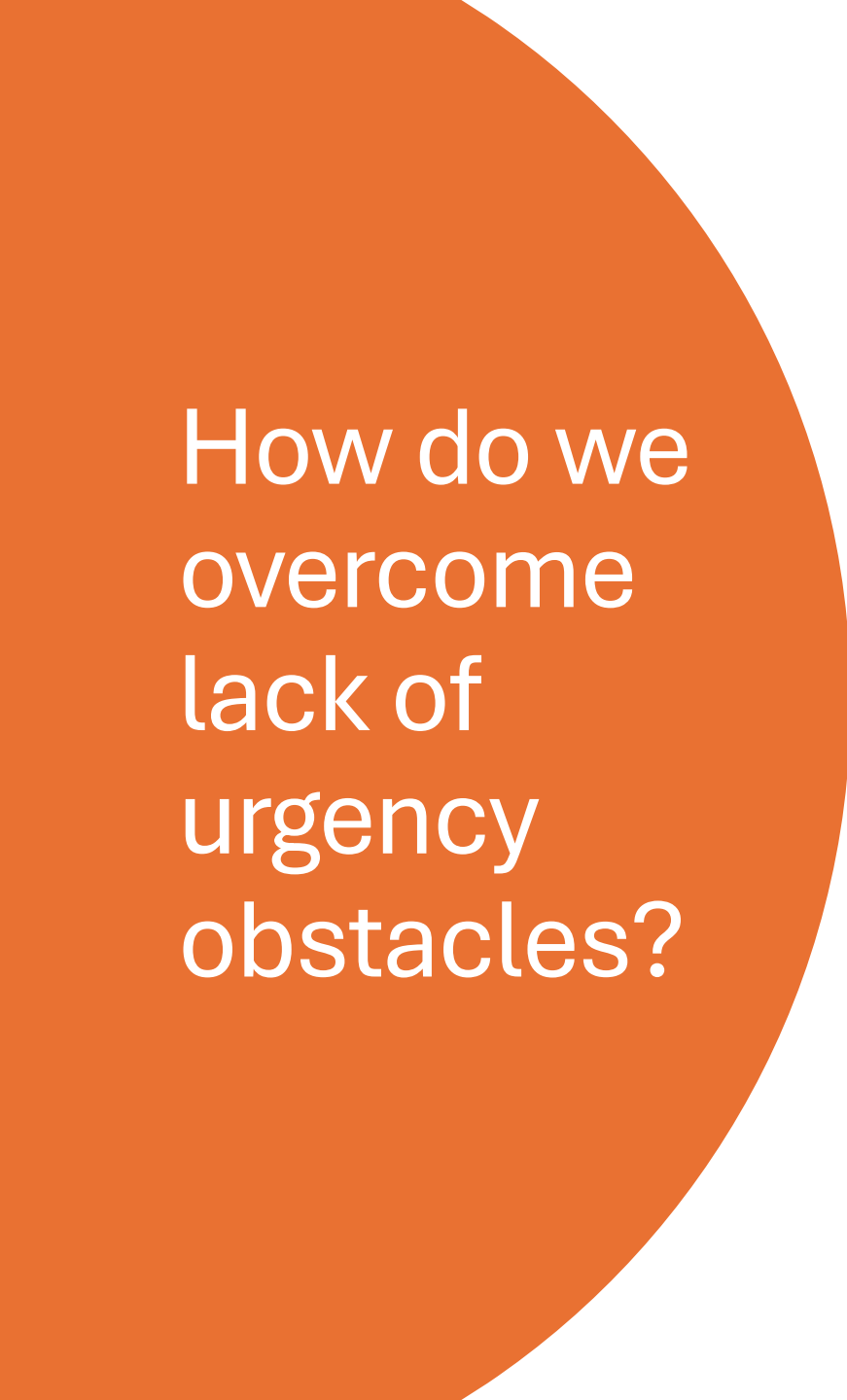
Limited Community Resources/Transportation

Insurance


Financial Barriers

Navigation of healthcare system

Cultural and Linguistic barriers

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How do we  
overcome  
lack of  
urgency  
obstacles?

- **Educate parents on understanding their child's diagnosis**
  - **Educate parents about the importance of early intervention**
  - **Provide resources and support**
  - **Create a supportive environment**
  - **Encourage open communication**
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# How do we overcome limited community resources and transportation?

- Know your community
- Make real connections with community partners
- Think outside the box – shared services (NEGA RESA)
- Clear communication with community partners – let people know what is and isn't working for families
- Family education for families to advocate for themselves for additional services



# How do we overcome insurance obstacles?

## Medicaid Coverage

- Enrollment/loss of coverage/renewal
- Help families determine financial eligibility
- Best practices for how to apply (online, in-person, call)
- Affordable options if denied

## Insurance Coverage Limitations Help applying for services that provide straight Medicaid

- Connection with state resources - CMS
- Katie Beckett application
- SSI application

## Insurance Coverage Limitations

- Knowing which practices accept which insurance
- Connection with financial resources



# How do we overcome healthcare systems obstacles?



Family education



Connections



Transportation to appointments



Financial resources beyond insurance

# How do we overcome financial obstacles?

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Know the financial resources in your area

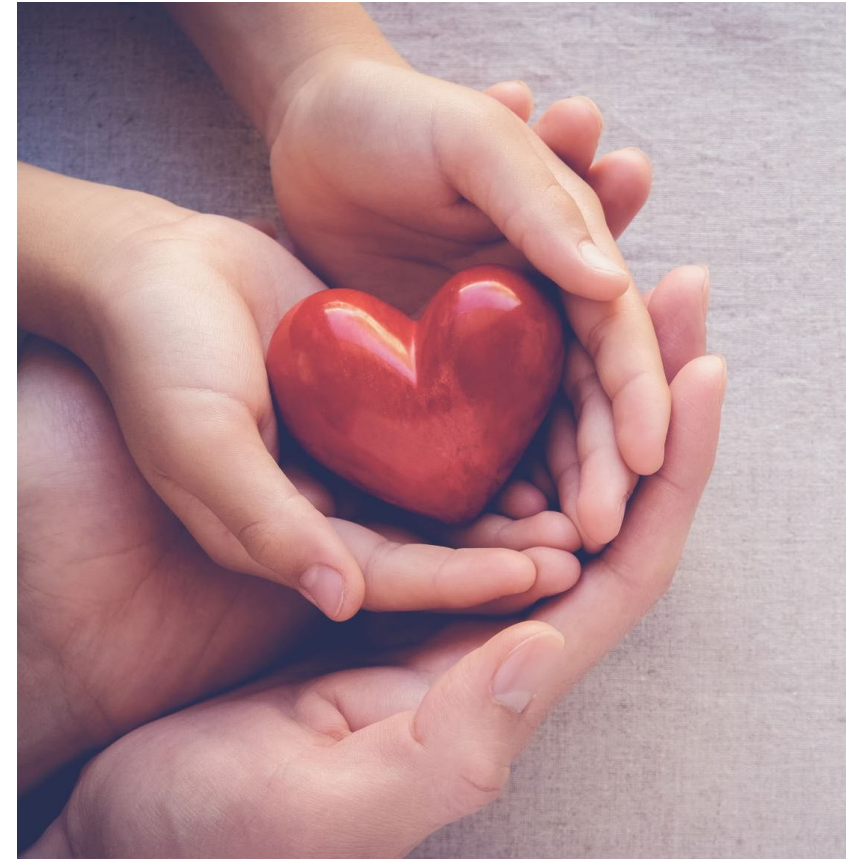
Georgia Government Funded Programs:

- Children Medical Services (CMS)
- Katie Beckett – secondary insurance
- Hearing Aid Dispatch program (GCCN) - funded by the Public Service Commission

Supplemental Security Income (SSI) - low income

Non-Profit Organizations

- Jason Cunningham Charitable Foundation
- Champions for Children
- Dallas Hearing Foundation



# How do we overcome cultural and linguistic barriers?

## Language Barriers:

- Provide translation services and information in native languages
- Train interpreters on hearing loss
- Simplify medical info and offer accessible resources for informed choices

## Cultural Differences:

- Train healthcare providers in cultural competency
- Involve families in decision-making
- Address direct/indirect forms of communication
- Offer culturally sensitive training for navigating healthcare systems

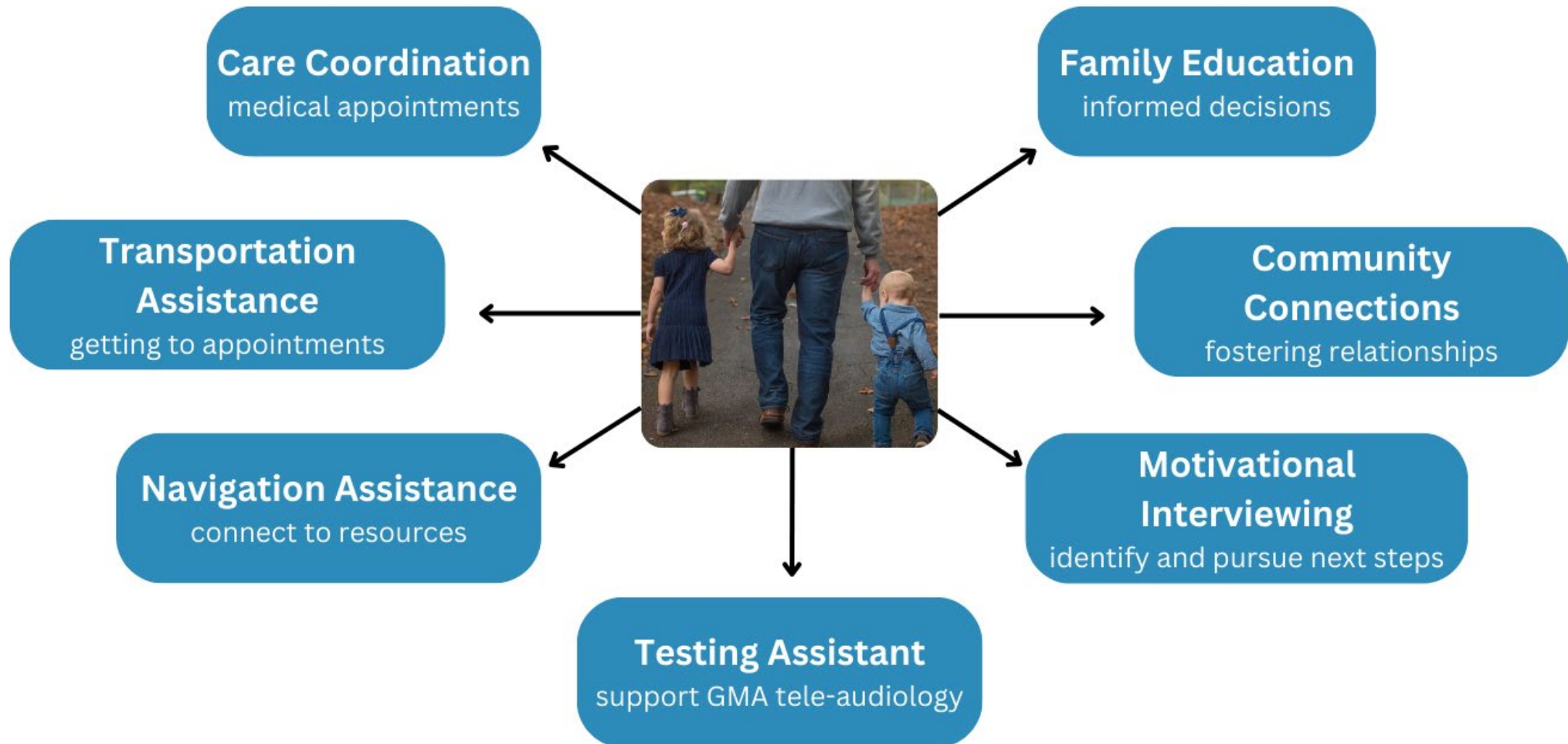
## Facilitating Communication and Trust:

- Supporting communication/trust between families and providers
- **Educate** parents on their rights, **encourage** open communication, and **empower** them to advocate for their child's needs



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# Parent Navigation Services: Connecting Families to Overcome Barriers





# Appointments October 2024- February 2025

556 appointments, 70 families, 54 DHH professional appointments, 20 ABR assistant appointments

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Care Coordination	Family Education	Motivational Interviewing	Transportation Assistance	Navigation Assistance	Community Connections	Test Assistant ABR	Test Assistant Booth	Grand Total
74	26	9	14	79	12			214
39	7	4	3	42	6	6		107
35	15	2	2	27	3			84
1	1			2		5	9	18
31	18	6	10	48	11	9		133
180	67	21	29	198	32	20	9	556



# Questions





# Contacts:

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