What You Need To Know

Resources for families

800-728-5420
www.health.state.mn.us/cyshn
what families need to know about Hearing
Children & Youth with Special Health Needs (CYSHN) is part of the Minnesota Department of Health. We provide state-wide leadership through partnerships with families and others to improve the well-being of children and youth with special health care needs and their families.

Children and youth with special health care needs are those who have or are at risk for chronic physical, developmental, behavioral, or emotional conditions. These children require more health and related services than children in general.

Contact us for information regarding:

FINANCIAL RESOURCES
INSURANCE RESOURCES
IDENTIFYING HEALTHCARE PROVIDERS
FAMILY-TO-FAMILY NETWORKING
NEXT STEPS AFTER DIAGNOSIS
EARLY CHILDHOOD INTERVENTION
MEDICAL CONDITION INFORMATION
COMMUNITY RESOURCES

1.800.728.5420
Email: health.cyshn@state.mn.us
Website: health.state.mn.us/cyshn
# Table of Contents

Letter of Welcome from the Minnesota Department of Health (MDH) ........................................... 6

Windows of Opportunity - National Center for Hearing Assessment and Management (NCHAM) .................................................................................................................. 10

Chapter 1 – Roadmap .................................................................................................................. 11
  A Step-by-step Road Map to Help Parents of Children with a Hearing Loss (MDH)
  Children and Youth with Special Health Needs Navigator (MDH)

Chapter 2 – Audiologist .............................................................................................................. 17
  Questions you May Want to Ask Your Child’s Audiologist - Centers for Disease Control and Prevention (CDC)
  Hearing Aids – 18 Years or Younger - The Commission of Deaf, DeafBlind, and Hard of Hearing Minnesotans (MNCDHH)
  Infant Hearing Device Loan Program (MDH)
  Hearing Aid Financial Resources - Minnesota Department of Human Services (DHS)

Chapter 3 – Minnesota Hands & Voices ...................................................................................... 25
  Minnesota Hands & Voices (MNHV)

Chapter 4 – Help Me Grow .......................................................................................................... 29
  A letter from the Minnesota Department of Education (MDE)
  Online Resources for Parents of Children Ages 0-5 (Help Me Grow)
  Help me Grow – When Parents Know... Children Grow (Help Me Grow)
  Questions you May Want to Ask your Child’s Early Intervention Team (CDC)
  PACER Center General brochure (Reprinted with permission from PACER Center, Minneapolis, MN, (952) 838-9000. www.pacer.org. All rights reserved.)
  Making a Plan for Your Child – IFSP Considerations for Children who are Deaf and Hard of Hearing (CDC)
  Schools and Programs for Students who are Deaf or Hard of Hearing - Metro Area (MNHV)
Chapter 5 – Communication

Communication Opportunities (From Beginnings' "Understanding Your Child's Hearing Loss..."

Decision Guide to Communication Choices – For Parents of Children Who Are Deaf or Hard of Hearing (CDC)

Chapter 6 – Healthcare

Genetics of Hearing Loss (MDH)

Questions you May Want to Ask Your Child’s Medical Professional (CDC)

Questions you May Want to Ask Your Child’s Genetics Team (CDC)

Questions you May Want to Ask Your Child’s Ear, Nose and Throat Doctor (CDC)

Questions you May Want to Ask Your Child’s Speech-Language Pathologist (CDC)

Insurance Affordability Programs (IAPs) Income and Asset Guidelines (DHS)

Minnesota Health Care Programs for people who have a disability or are age 65 or older (DHS)

Minnesota Health Care Programs (DHS)

Chapter 7 – Resources

Deaf Mentor Family Program (DMFP)

Deaf and Hard of Hearing Role Model Program (DHRMP)

Deaf and Hard of Hearing Services (DHS)

Family-to-Family Health Information Center (F2F HIC) (Reprinted with permission from PACER Center, Minneapolis, MN, (952) 838-9000. www.pacer.org. All rights reserved.)

If you are looking for help for a child with special health needs – here are some resources (MDH)

Free Online Language Resources for Children Who Are Deaf or Hard of Hearing (MDH)

2016-2017 Resource Directory for Minnesota Families of Children Who are Deaf or Hard of Hearing (MNHF)

Also find the companion website for Minnesota Early Hearing Detection and Intervention (EHDI) at http://www.improveehdi.org/mn/
Dear Parents,

When a child is found to have a hearing loss, the audiologist or diagnosing provider reports these findings to the Minnesota Department of Health (MDH).

Learning your child is deaf or hard of hearing may come with a variety of emotions and questions. Our goal is to support you and your child in the best way that we can. We refer families to two key resources soon after a child is identified with hearing loss. These resources are available to help you understand more about your child’s hearing loss and find answers to your questions. If you do not wish to receive these resources, you have the right to decline when the service provider contacts you.

These important resources are:

**Minnesota Hands & Voices (MN H&V).** MN H&V provides parent-to-parent support to families with one or more children who are deaf or hard of hearing. They have regional Parent Guides, who are also parents of children who are deaf or hard of hearing. A Parent Guide from your region will call you. During this call they will talk with you about your questions or concerns. They can also send you more information on hearing loss and connect you with other parents or professionals in your area.

**Local public health nurse.** Your nurse can link you to services in your community that may benefit your child. Services may include financial help and connection to Minnesota’s Help Me Grow (HMG) Initiative [http://helpmegrowmn.org](http://helpmegrowmn.org). HMG resources include information on developmental milestones, YouTube videos, caregiver strategies to support development, screening and evaluation, and how to talk about developmental concerns. Most children with permanent hearing loss are eligible to receive early intervention and educational support services. Children ages 0-5 years are referred through HMG; children who are older can be connected through your elementary school. Services are provided through your local public school district at no cost to you, regardless of income or immigration status.

MDH works to improve the access to and quality of services for children who are deaf or hard of hearing. We want all children with hearing loss to get the care they need, when they need it. Included in this mailing is a resource guide for you. “What You Need to Know: Resources for Families” will provide information you may find helpful in learning more about your child’s hearing loss.

I am a parent of two young children with hearing loss. I have used many of these resources for my daughters. Please call me if you have questions or would like more information. My team and I are committed to helping children with hearing loss reach their fullest potential.

Best wishes to you and your family.

Yours sincerely,

Nicole Brown
Nicole Brown, MSN, PHN, CPNP
Early Hearing Detection and Intervention Coordinator/Pediatric Nurse Practitioner
PO Box 64882
St. Paul, MN 55164-0882
Phone: 651-201-3737
Toll Free Phone: 1-800-728-5420
If you do not understand this document or if you have any questions, please call 800-728-5420 between the hours of 8am-5pm, Monday-Friday. If you need an interpreter, we will provide one.

Si no entiende este documento o si tiene alguna pregunta, por favor llame a 800-728-5420 entre las horas de 8am-5pm, de lunes a viernes. Si necesita a un intérprete, proporcionaremos uno.

Sanada kana you hubachuudhaha baattan ykn gaaffii akaakuu kamillee yoo qabaattan maaloo lak 800-728-5420 ganama sa’aati 2:00 – 11:00’tti Wixata hanga Jimaataatti bilbilaa. Nama afaan sinii hiiku yoo barbaaddu ta’es tokko sinii dhiheessuu dandeena.

Nếu quý vị không hiểu tài liệu này hoặc nếu quý vị có thắc mắc, vui lòng gọi số 800-728-5420 từ 8 giờ sáng tới 5 giờ chiều, thứ Hai tới thứ Sáu. Nếu quý vị cần thông dịch viên, chúng tôi sẽ cung cấp dịch vụ này.

Если вы не понимаете этот документ, или у вас возникли вопросы, звоните по телефону 800-728-5420 с 8.00 до 17.00 с понедельника по пятницу. Если вам нужен переводчик, мы вам его предоставим.

Yog tias koj tsis nkag siab cov ntaub ntawv nov los yog koj muaj dab tsi lus nug, thov koj hu 800-728-5420 nyob nrab 8am-5pm, hnub Monday-Friday. Yog tias koj yuav ib tug txhias lus, peb mam muab ib tug rau koj.

Haddii aadan fahmin dokumentigaan ama haddii aad qabtid su’aalo, fadlan wac telefoonka 800-728-5420 inta u dhexeyso saacadaha 8:00 subaxnimo – 5:00 galabnimo, Isniin – Jimco. Haddii aad u baahan tahay turjubaan, waxaa lagu siin doonaa mid.
Questions and Answers about the Early Hearing Detection and Intervention (EHDI) Program

Why does MDH gather information about children identified with a hearing loss?

▪ Permanent childhood hearing loss affects between 200 and 400 infants born in Minnesota each year. When a baby is born with a hearing loss, the process of developing language can be delayed. When hearing loss is found early, support from a variety of resources can prevent or reduce these delays. MDH is responsible to see how well systems work for children identified with hearing loss (EHDI Act of 2010; Minnesota Statute 144.966). We collect information about these children to help us do this. We also use this information to help families to access services they may need. We use this information to monitor trends and measure the effectiveness of services. This will help us continue to improve our system.

How does MDH get information about my child’s hearing loss?

▪ When an audiologist diagnoses a child with hearing loss, they report it to MDH [Minnesota Statute 144.966, subdivision 4(c)].

What information does MDH keep about my child related to his/her hearing loss?

▪ MDH collects demographic data in order to connect families with resources. We also collect hearing loss screening, diagnosis, and intervention information. We use it to see how well Minnesota is providing families with recommended services. These include medical and audiology services. These also include services that support growth and development services known as early intervention.

▪ MDH also uses this information for Minnesota’s EHDI Goals. Goals are based on national standards from the Centers for Disease Control and Prevention (CDC). MDH uses them to help improve the outcomes of children who are deaf or hard of hearing in Minnesota. The EHDI annual report can be found at the at the Minnesota EHDI website http://www.improveehdi.org/mn/.

▪ For more detailed information on the information MDH collects, please contact Nicole Brown at 1-800-728-5420.

Who has access to the information related to my child’s hearing loss?

▪ MDH takes your privacy very seriously. Strict laws on data privacy protect this information (Minnesota Statutes, Chapter 13). Only MDH EHDI staff and contractors have access to it. These staff and contractors have all completed data privacy training.
One of the most amazing things your child will learn in his or her lifetime is language. Children who are deaf or hard of hearing communicate in many ways, but just like hearing children, it is best if they start when they are very young.

Early in life, a baby’s brain develops very quickly. This time is often called a “window of opportunity” for language learning. Most babies use their ears, eyes, and other senses to learn about the world. By watching and listening to others, they learn that actions and sounds have meaning. They also learn to express what they feel and want by gestures and sounds.

By about 12 months of age, most babies understand a lot of what they hear and begin to say a few words.

Babies with hearing loss need special help, right away, to learn to communicate.

Children who get that help before six months of age can often learn language at the same pace as hearing children. They can do well in school and become whatever they want when they grow up. Their success depends on getting timely care from family members and professionals.

As a parent, you do not want your child to miss out on anything! Right now is your “window of opportunity” to start. Learn about communication and how to get the best help for your baby.

Source: NCHAM “Communicate with your child” brochure. Used with permission.
The Minnesota Department of Health developed a step-by-step roadmap to help parents of children with hearing loss.

Following this roadmap, you will connect with programs and resources available to you, coordinate with your child’s doctors and follow a plan of care.

Because development can be delayed without immediate action, it is important to start taking steps now.

### Action Steps: After Diagnosis

**Within the 1st Month**

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**Within the 2nd Month**

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**Within the 6th Month**

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**Within the 12th Month**

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651.201.3650

Toll Free: 1.800.728.5420

health.state.mn.us/cyshn
What YOU need to do after your child is identified with a hearing loss...

By the 1st Month

Child’s Primary Doctor
Discuss hearing loss with the doctor.
Appointment Date: / / Time:
Get doctor referrals for the doctors/specialists listed on reverse side.

ENT Doctor
Have your child evaluated.
Appointment Date: / / Time:
Exam should include the medical clearance for hearing aids (if chosen).

Audiologist
Follow-up and test your hearing aids (if chosen).
Appointment Date: / / Time:
Discuss a plan in case your child’s hearing aids are lost or not working.
Plan: ________________________________

Local School District
With your local school district’s early childhood special education staff, develop and review the Individualized Family Service Plan (IFSP) or Individualized Education Program (IEP).
Start Date: / / Time:
Evaluation may include play-based audiological testing.

Help Me Grow (HMG)
Through HMG, connect with your school district to determine eligibility for early intervention services and identify your child and your family’s strengths and needs.
Evaluation Date: / / Time:

Mentor Groups
Connect with families of children with hearing loss (e.g., Minnesota Hands & Voices) and connect with adults who are deaf or hard of hearing.

Gather Information
Learn about communication opportunities.

By the 2nd Month

Child’s Primary Doctor
Review your child’s progress at the well child appointment (or sooner).
Appointment Date: / / Time:

Audiologist
Follow-up and test your hearing aids (if chosen).
Appointment Date: / / Time:
Discuss a plan in case your child’s hearing aids are lost or not working.
Plan: ________________________________

Local School District
With your local school district’s early childhood special education staff, develop and review the Individualized Family Service Plan (IFSP) or Individualized Education Program (IEP).
Start Date: / / Time:
Evaluation may include play-based audiological testing.

IFSP or IEP Team
Continue programs and services as described in your child’s IFSP or IEP.

By the 6th Month

Child’s Primary Doctor
Review your child’s progress at check-ups.
Appointment Date: / / Time:

Ophthalmologist
Have your child evaluated.
Appointment Date: / / Time:

Audiologist
Continue check-ups and follow-up care.
Appointment Date: / / Time:
Evaluation may include play-based audiological testing.

IFSP or IEP Team
Continue programs and services as described in your child’s IFSP or IEP.

Gather & Share Information
Continue to learn about and discuss communication considerations and choices in hearing technology for your child.

By the 12th Month

Child’s Primary Doctor
Review your child’s progress at check-ups.
Appointment Date: / / Time:

Geneticist
Have your child evaluated.
Appointment Date: / / Time:

Audiologist
Continue audiology care as recommended for evaluation and hearing aid testing (if applicable).

IFSP or IEP Team
Continue programs and services as described in your child’s IFSP or IEP.

Gather & Share Information
Continue to learn about and discuss communication considerations and choices in hearing technology for your child.

Mentor Groups
Connect with other families of children with hearing loss (e.g., Minnesota Hands & Voices).
Your child has been identified as having a hearing loss. While you may feel overwhelmed, with the right care, your child will develop good language and communication skills. Development can be delayed, however, without immediate action. So, use this brochure as your road map on the course you need to follow.

In this brochure you will learn the...
- resources and programs available to you
- doctors and professionals that you need to have involved in your child’s care, and
- each step you need to take over the next year to ensure your child’s development

Two symbols are used to help guide you:
- Indicates an action you need to perform
- Indicates a resource available to help your child

The first and most important step you can take is to start now! Children change so rapidly in their first months and years you just cannot wait.

To begin, follow the steps and utilize the programs and support available. Each program will help you to make appropriate decisions for your child and for your family, ensuring your child’s good health and development.

Since every minute matters, let’s get started...

**Minnesota Department of Health (MDH)**

**Minnesota Children & Youth**

**ENT Doctor**

**Ophthalmologist**

**Geneticist**

**Minneapolis Hands & Voices**

**Minnesota Department of Human Services**

**Family-to-Family Networking (Heredity and Gene Specialist)**

**Early Childhood Intervention**

**Healthcare Partner**

**Community Resources**

**Doctor’s Office**

**Insurance Resources**

**Financial Resources**

**Identifying Health Care Specialists**

**Family-to-Family Networking**

**Early Childhood Intervention**

**Medical Condition Information**

**Community Resources**

**Contact:**

**Address:**

**Phone:**

**Email:**

**Webpage:**

**Hospital:**

**Provider:**

**Specialty:**

**In the next few weeks, you need to discuss your child’s hearing loss with your child’s primary doctor. Your doctor may connect you with specialists who work with young children in each of the following care areas:
The Children and Youth with Special Health Needs (CYSHN) Navigator helps families and professionals connect with information and services for children with special health needs.

This tool is helpful for family members, human service professionals, and providers. Topics to explore include mental health, support for parents, transition to adult care - and much more!
• **Connect families to services and support:** From infant health to programs for young adults to support for parents, the CYSHN Navigator connects families and professionals with local services and supports.

• **Help finding resources:** Help is only a click away! The CYSHN Navigator can help you define your needs, search for diagnosis specific resources, and connect with support for many areas of your life.

• **Talk to a live person:** Contact Disability Linkage Line specialists via phone or live chat. They can answer your questions and help you find the services that you need.

• **Connect with another parent:** The CYSHN Navigator can connect you with other parents who have a child or youth with a special health need. These parents are trained in helping guide families through systems and supports for CYSHN.

Audiologist

your hearing care professional
How much hearing loss does my child have?

Is the hearing loss permanent?

Does my child need more testing?

How often should my child’s hearing be tested?

Can you tell if my child’s hearing loss will get worse or change?

Do both ears have the same amount of hearing loss?

How will the hearing loss affect my child’s speech and language development?

What could have caused my child’s hearing loss?

Would you suggest genetic counseling for our family?

Does my child need a hearing aid? If so, what are my choices?

Should my child have a hearing aid in both ears?

How much do hearing aids cost? Can I get help to pay for hearing aids?

Can you help me contact a program that can lend me hearing aids?

What will my child hear with the hearing aids?

How often will my child need new hearing aids or parts?

Be sure to get a copy of the hearing test results and keep it in this folder.
Questions you May Want to Ask Your Child’s Audiologist

Names of Audiologist: __________________________________________________________

Phone/Contact Information: ______________________________________________________

Appointment Date: ______________________________________________________________

Next Appointment Date: __________________________________________________________

Hearing Test Name: ______________________________________________________________

Audiologists can test a child for hearing loss. They can describe the test results and help you consider if amplification (am-pli-fi-kay-shun) devices will help your child. An amplification device, such as a hearing aid, helps people hear better. An audiologist will be able to give you suggestions about hearing aids and some may sell and fit hearing aids for children. Some audiologists can also provide you with information on auditory/hearing training and different options to communicate with children with hearing loss.

The audiologist may work with your family and a team of professionals, such as a speech-language pathologist, ENT (ear, nose, and throat doctor), early intervention specialist, and teacher of the deaf, to provide you and your child with the services you need. Please see some of our other tip cards for information about some of the other professionals.

An audiologist is a person who is trained to test hearing.

For more information about children’s hearing visit www.cdc.gov/ncbddd/hearingloss

Among audiologists, one who has training and experience in testing and providing services for infants and young children will offer the best care for your baby.
Questions about my child’s hearing loss:

1. How much hearing loss does my child have? Please explain the terms: sensorineural, conductive, mixed, mild, moderate, severe, profound, and auditory neuropathy.

2. Is the loss permanent? Does my child need more testing? How often should my child’s hearing be tested?

3. Can you tell me if my child’s hearing loss will change or get worse?

4. Do both ears have the same hearing loss?

5. How will the hearing loss affect my child’s speech and language development?

6. What could have caused my child’s hearing loss?

7. Would you suggest genetic counseling for our family?

8. Please explain the audiogram or the report.

9. May I have a copy of the hearing test results?

Questions about hearing aids and cochlear implants (an electronic device placed under the skin behind the ear):

1. Does my child need a hearing aid? What are my choices? Should he or she have a hearing aid in both ears?

2. How much do hearing aids cost? Where can I get help to pay for the hearing aids?

3. Can you help me contact a program that can lend me hearing aids?

4. What can my child hear with the hearing aids? How do you test if the hearing aids are working just right for my child?

5. How many hours should my child wear the hearing aids?

6. Should my child wear the hearing aids when playing sport activities?

7. What should I do if my child loses his/her hearing aids?

8. What should I do if my child does not want to wear the hearing aid?

9. How often do you need to check or adjust the hearing aids?

10. How often will my child need new hearing aids?

11. Which part of a hearing aid (such as the earmold and tubing) will need to be replaced regularly?

12. What is the difference between a hearing aid and a cochlear implant?

13. Should I consider a cochlear implant (an electronic device placed under the skin behind the ear)? Where can I get more information?

Questions about communication options and education:

1. What are communication options (such as total or oral communication, sign language)?

2. When should I begin early intervention, speech or other therapy? What is available in my area?

Questions about support:

1. Is there a parent group in my area? And who should I contact?

2. Can you help me meet another parent with a child who has a hearing loss similar to my child’s?

3. Where can I look up more information about hearing loss?

4. How do I describe the hearing test result to my family?

5. Do you have tips for my family about how to communicate with my child at home?
Hearing Aids – 18 Years or Younger

In 2007, the Minnesota Legislature passed an expanded bill for coverage of hearing aids for children 18 years of age or younger.

62Q.675 HEARING AIDS; PERSONS 18 OR YOUNGER.

A health plan must cover hearing aids for individuals 18 years of age or younger for hearing loss that is not correctable by other covered procedures. Coverage required under this section is limited to one hearing aid in each ear every three years. No special deductible, coinsurance, co-payment, or other limitation on the coverage under this section that is not generally applicable to other coverage’s under the plan may be imposed.

This bill does not apply to employers who are self-insured (ERISA). Contact your human resource department to determine if your health plan is self-insured or fully insured. For assistance with coverage under an ERISA plan, call the Commission of Deaf, DeafBlind, and Hard of Hearing Minnesotans at 651-431-5961 (voice) or 612-361-0321 (videophone).

*Remember: The Infant Hearing Device Loan Program has hearing aids available for use while insurance approval is pending. Parents and guardians must ask their audiologist to order these hearing aids. The audiologists can submit orders at the UMN Lions Infant Hearing Device Loaner Program.
Infant Hearing Device Loan Program

Visit the hearing device reservation website at http://bit.ly/2mpQc6l. Choose the “Help” menu to access current contact information for loan program administrator.

The Infant Hearing Device Loan Program provides hearing device loans to infants and children who are deaf or hard of hearing in Minnesota.

New and reconditioned devices (including behind-the-ear, bone conduction, and remote microphone devices) are available for loan. For families that choose to use hearing devices, the loan ensures early access to sound while providing families with more time to assess device benefit, secure funding, and purchase devices for their child. Families are responsible for paying for visits to their hearing care provider, batteries, and earmolds.

To request a hearing device, ask your child’s hearing provider to contact the loaner program to order. The program may contact you in the future to ask for your feedback.
Hearing Aid Financial Resources

Updated March, 2017

The organizations listed below are not endorsed by Deaf and Hard of Hearing Services (DHHS) but are included as an informational service. This list of financial resources is not all-inclusive. Any omissions are unintended and regretted. We strive to keep the information accurate and up-to-date, but changes may occur without our knowledge. If you find any incorrect information, please bring it to our attention. Contact your local Deaf and Hard of Hearing services office to see if there is a hearing aid bank in your region.

**AUDIENT Hearing Alliance**
(Administered by EPIC Hearing Healthcare)
EPIC Hearing Healthcare
3191 W. Temple Ave. Suite 200
Pomona, CA 91768
Phone: 866-956-5400, ext. #2
Fax: 909-348-0070
Email: hear@epichearing.com
Visit AUDIENT Hearing Alliance’s website (www.audientalliance.org)

**Community Service Clubs**
Some clubs, such as Kiwanis, Lions, and Sertoma, may have funds to assist community members – but not all clubs give monies directly to individuals. You will need to contact the service club(s) in your area to see if they have funds available to assist in purchasing devices.

**EquipALife Grants to Individuals Program** and **EquipALife Micro Loan Program**
EquipALife
5563 Pioneer Creek Drive, Suite A
Maple Plain, MN 55359
Phone: 763-479-8239 or 866-535-8239
Fax: 763-479-8243
Email: info@equipalife.org
Visit EquipALife’s website (www.equipalife.org)

**HEAR NOW Program**
Starkey Hearing Foundation
Hear Now Program
6700 Washington Avenue South
Eden Prairie, MN 55344
Phone: 800-328-8602
Fax: 952-947-4997
Email: hearnow@starkeyfoundation.org
Visit Hear Now Program’s website (www.starkeyhearingfoundation.org)

**Hearing Aid Manufacturers & Vendors**
Inquire with local hearing aid sellers or manufacturers. They may have reconditioned hearing aids, special financing, special programs, or sell the aids at a reduced rate.

**Lions Affordable Hearing Aid Program**
To learn more about this program you can go to their website and then click on “Contact Us” at the bottom of the screen to submit your question(s) about this program and how to get assistance.
Visit Lions Affordable Hearing Aid Program’s website (www.5mhf.org/affordable-hearing-aid-program.html)

**Medical Insurance**
Check your medical insurance policy. A few policies do cover hearing aids, so it is well worth the call to your insurance company.

**Minnesota Health Care Programs-Medical Assistance (MA)**
Apply online at their website or contact your county human service office.
Visit MA’s website (www.mnsure.org/individual-family/cost/ma-mncare.jsp)

**Miracle-Ear Foundation**
Contact a local Miracle-Ear Location if you have any questions about eligibility.
Visit Miracle-Ear Foundation’s website (www.miracle-ear.com/foundation-eligibility)
TPA Scholarship Trust for the Hearing Impaired
The Travelers Protective Association of America
2041 Exchange Drive
Saint Charles, Missouri 63303-5987
Phone: 636-724-2227
Fax: 636-724-2457
Email: support@tpahq.org
Visit TPA Scholarship Trust for the Hearing Impaired’s website (https://www.tpahq.org/scholarshiptrust/)

Veterans Affairs
To receive hearing aids through VA, you must first register at the health administration/enrollment section of the VA Medical Center of your choice or contact the Veteran’s Service Officer at your county courthouse.

Additional Resources for Children:

First Hand Foundation
First Hand Foundation
2800 Rockcreek Parkway
Kansas City, MO  64117
Phone: 816-201-1569
Fax: 816-571-1569
Email: firsthandfoundation@cerner.com
Visit First Hand Foundation’s Website (www.firsthandfoundation.org)

The HIKE Fund, Inc.
The HIKE Fund, Inc.
c/o Claudia Hauser
530 Elliott Street
Council Bluffs, IA 51503-0202
Phone: 712-325-0812
Email: cbclaud@aol.com
Visit The HIKE Fund’s website (www.thehikefund.org)

UMN Lions Infant Hearing Device Loaner Program
Please Note: The audiologist needs to contact the Lions Infant Hearing Screening Program—not the parents.
Department of Speech-Language-Hearing Sciences
164 Pillsbury Drive SE, Shevlin Hall, Room 28
Minneapolis, MN 55455
Phone: 612-626-7406
Fax: 612-626-0701
Email: lionsear@umn.edu
Visit UMN Lions Infant Hearing Device Loaner Program’s website (https://cfhp.health.state.mn.us/hearbank/home.xhtml)

The UnitedHealthcare Children’s Foundation
UnitedHealthcare Children’s Foundation
MN017-W400
PO Box 41
Minneapolis, MN 55440-0041
Phone: 855-698-4223 (Please call and leave us a message. A Foundation representative will return your call within five business days.)
Email: customerservice@uhccf.org
Visit The UnitedHealthcare Children’s Foundation’s website (www.uhccf.org)

This information is in accessible formats for individuals with disabilities by calling 651-431-5940 or by using your preferred relay service. Additional assistance with legal rights and protections for equal access to human services programs is available.

Contact Information: 651-431-5940 (V)  651-964-1514 (VP)  888-206-6513 (TTY)  651-431-7587 (FAX)  Email: dhhs.metro@state.mn.us  Website: https://mn.gov/dhs/people-we-serve/people-with-disabilities/services/deaf-hard-of-hearing/
Hands & Voices
Minnesota
Hands & Voices
Parent-to-Parent Support
Minnesota Hands & Voices is a non-profit organization dedicated to supporting families and their children who are deaf or hard of hearing; we also support the professionals who serve these families.

Minnesota Hands & Voices staff are parents of children who are deaf or hard of hearing. We respect all communication decisions and our staff keep up-to-date on who the experts are and how to access their knowledge. It is our belief that parents know what is best for their child; parents simply need enough information to make sound, informed choices.

“I wish I knew when my son was little that the decisions I made for him were my decisions for that time. I wish I knew I could change course and that was okay. It would have taken a lot of pressure off.

I wish I realized that as he grew older, he would become the decision-maker and I would become his consultant and biggest fan.”

Candace
Parent of Luke

1.866.346.4543
MNHandsAndVoices.org
EMAIL: MNHV@lifetrack-mn.org

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Sharing powerful common experiences, hopes & dreams.

Minnesota Hands & Voices is a community of families with children who are deaf and hard of hearing. Our staff are themselves parents of diverse and wonderful children who are deaf and hard of hearing. Together, we share the same emotions, decisions, and questions as the families we serve across the state. And, we know this—there are no limits to your child's potential.

“We think back to those early months when our daughter was first identified as hard of hearing. We didn’t know what that meant for raising our daughter or for her older sister. Within a short time of connecting with Minnesota Hands & Voices at Lifetrack, their resources and other families, we quickly saw that this is our family and we felt supported.”

— Christopherson Family

A program of Lifetrack, Minnesota Hands & Voices has been guiding families like yours since 2000. You, as parents, know what is best for your child. We’re here along side you to provide information and share resources, helping you explore the full range of choices to find those that work best for your family.

mnhandsandvoices.org  651.265.2435 • 1.866.DHOHKID  mnhv@lifetrack-mn.org  MNHandsandVoices  MNHandV

Healthy, stable families are at the heart of Lifetrack. For nearly 70 years, Lifetrack has remained a vital resource for families navigating life’s greatest challenges. www.Lifetrack-MN.org
Where you are, we have been there too.

Minnesota Hands & Voices (MNH&V) offers support, information, resources, and hope to empower parents to make the best choices possible for their child who is deaf or hard of hearing.

Guide by Your Side
Located throughout the Twin Cities Metro and greater Minnesota, MNH&V’s Parent Guides are also parents of a child who is deaf or hard of hearing. They are specially trained to be an impartial resource to families and include culturally-specific Parent Guides for the NE African, SE Asian, and Spanish-speaking communities.

Parent to Parent
Connecting with other parents who are farther down the path can offer an incredible amount of support to parents of children who are newly identified as deaf or hard of hearing. MNH&V Parent Guides introduce families to others who have made a variety of different decisions about communication opportunities, educational placement and use of technology.

Educational Information
We often collaborate with other agencies to provide relevant educational opportunities for families through events, workshops, webinars, and publications. Our frequent newsletters, emails, website, and social media outlets also provide reliable news and information.

Networking
Every region hosts events where families can make friends and learn from each other. Professionals and adult role models who are deaf and hard of hearing are honored guests and presenters to share their perspective on daily life and on topics important to families.
Help Me Grow
Help Me Grow has many resources for parents, caregivers, and professionals about the development of young children. This includes information on developmental milestones, videos, caregiver strategies to support development, information about how to get help if there are questions or concerns about a child’s development, and evaluations for Early Intervention Services.

Children who are deaf or hard of hearing may be eligible to receive free Early Intervention services through their local public school district.

An Early Intervention service coordinator will work with families of eligible children to make a plan for supporting each child’s growth and development.

**Contacts**

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**Notes & Milestones**

Notes & Milestones
Dear Family,

Having a baby is one of the most exciting and intense experiences a family can have, one full of hopes and dreams and sometimes challenges, too. With the birth of a baby, every family wonders what the future will hold.

Sometimes babies and young children need extra help to grow and learn. By now, you have been told that your child has a hearing loss. You may have lots of questions. You may be experiencing many different feelings. We want you to know that there are people who can support you on this journey, including family members and friends, members of faith communities, other parents of children who have hearing loss, adults who are deaf or hard of hearing, and health and education professionals across Minnesota.

For babies and young children who are deaf or hard of hearing, these first years of life are an especially critical time for them to learn language to communicate with family and friends, to learn how to interact and play with others, and to learn skills that form the foundation for later success in school. It’s never too early to help your baby start learning! There are many resources and supports that are available in Minnesota that can help you help your child learn and grow.

Compassionate, skilled professionals from Minnesota’s **Infant and Toddler Intervention Services** and **Preschool Special Education Services** are committed to providing families with the information, resources, services, and supports they may need to help their child with special needs grow and develop. These services are provided free of charge to eligible children and families through local public school districts across the state, regardless of family income or immigration status.

Because early childhood is such an important time for development, your child’s clinical audiologist or doctor is required by law to refer all young children who have hearing loss or developmental concerns to Minnesota’s Infant and Toddler Intervention Services or Preschool Special Education Services. Soon after receiving this referral, an Early Intervention or Preschool Special Education staff member from your school district will contact you to tell you more about the possible services and supports that may be available to you and your child. This staff member can also talk with you about next steps if you would like to consider receiving these support services for your child and family. At any time, if you have any questions or concerns about your child’s growth and development, you can also refer your child yourself by calling the “Help Me Grow” toll-free phone number (866) 693-GROW (4769) or completing a referral online at http://helpmegrowmn.org/HMG/Refer/.

We also are here to support you in this journey. If you would like more information about early intervention or preschool services for young children who are deaf or hard of hearing and their families, please feel free to contact us.

**Kathy Anderson, M.Ed., LSLS Cert AVT**
Statewide Early Hearing Detection and Intervention (EHDI) Specialist; Minnesota Low Incidence Projects  
Phone: 612-638-1546  
E-mail: Kathy.Anderson@metroecsu.org

**Mary Cashman-Bakken, B.A., M.A., J.D**  
State Specialist, Deaf and Hard of Hearing  
Minnesota Department of Education  
Videophone: 1-507-412-5214  
E-mail: Mary.Cashman-Bakken@state.mn.us

**Kara Tempel, MA**  
Part C Coordinator, MN Department of Education  
Phone: 651-582-8495  
E-mail: kara.tempel@state.mn.us
Online Resources
for Parents of Children Ages 0–5

What parents and caregivers need to know to help their children grow.

Funded by: The Region 11 Interagency Early Intervention Committee. This initiative is made possible through an interagency agreement from the Minnesota Department of Education to the Metro ECSU using federal funding under CFDA number 84.181 Special Education Grants for Infants and Families with Disabilities.
Help Me Grow

HelpMeGrowMN.org

- No two children develop, grow and learn in the same way or at the same pace. However, children do develop in certain predictable ways. Visit the Help Me Grow website for videos and checklists that show what babies, toddlers and preschoolers typically do at different ages. Download the infographic, and read parenting tips to help your child develop and grow. If you have concerns about your child’s development, contact your child’s health care provider or check HelpMeGrowMN.org for more information.

Information is available in four languages: English, Somali, Hmong and Spanish.

Help Me Grow MN is also on Facebook!
Like us today at facebook.com/HelpMeGrowMN

BabyCenter

babycenter.com

- Find information from BabyCenter on pregnancy, children’s health, parenting and more, including expert advice and weekly newsletters that detail your child’s development.

Parent Aware

parentaware.org

- Parent Aware is a free service to help you find the Minnesota child care providers that are rated best at preparing young children for kindergarten. This tool can help you select high-quality child care and early education.

Information is available in four languages: English, Somali, Hmong and Spanish.

Minnesota Learn the Signs, Act Early

itsae.umn.edu

- Minnesota Act Early aims to educate parents and professionals about healthy childhood development, early warning signs of autism and other developmental disorders, the importance of routine developmental screening, and timely early intervention whenever there is a concern.

Mom Enough

momenough.com

- Mother-daughter co-hosts Marti and Erin Erickson invite you to explore with them the many facets of motherhood—from the daily joys and struggles, to balancing work and family, to considering the big questions of how society views and values mothers and mothering.

Parenting Counts

parentingcounts.org

- Follow the “Developmental Timeline” link for information on physical, social and emotional, cognitive and learning, and language and communication milestones for children from birth to age 5.

text4baby

text4baby.org

Text BABY to 511411

- Get FREE messages each week on your cell phone to help you through your pregnancy and your baby’s first year.

Information is available in English and Spanish.

Zero to Three

zerotothree.org

- Get free parenting resources to support your child’s healthy development from birth to age 3.

Select “Resources for Parents” for a list of free parenting brochures and guides to download.
Parents, don’t wait — get answers to your questions now!

For more information on how young children develop and ideas to help your child learn and grow, visit or call:

HelpMeGrowMN.org

your local health care provider

If you have concerns about your child’s development...

and think your child might need extra help to learn or if your child has significant medical or health issues, visit or call:

HelpMeGrowMN.org

1-866-693-GROW (4769)

Photo provided courtesy of 3 Peas Photography

Visit:
HelpMeGrowMN.org

Call:
1-866-693-GROW (4769)

Partners include:
A child’s early years often bring wonder and excitement for families! Children grow and change rapidly from birth to kindergarten entrance, and are learning every day.

Some babies and young children need extra help to learn and grow

As parents watch their child grow and develop, they may notice when their child smiles, rolls over, sits up, walks, plays, coos, cries and talks. While all young children grow and change at their own rate, some children experience delays in their development.

Special health conditions may affect children’s development, too. Because parents know their child best, they may be the first to notice that their child is developing differently than other babies or young children.

Free help is available

Minnesota children from birth to five-years-old, who are eligible for early intervention, can receive services in their home, child care setting or school. These services are free regardless of income or immigrant status.

Assistance from experts

Early childhood specialists will work with eligible children and families to plan the services and supports they need. These may include:

- Special instruction and other services, including speech, physical and occupational therapy.
- Ways that a family can support their child’s development in everyday activities.
- Connections to community services and programs.

Early childhood specialists can help find community resources and early childhood programs for those children not eligible for early intervention services.
Early intervention is a program for children from birth to 3 years of age who have a developmental delay. Some states also provide services for children who are “at risk” for developmental delay. Children with hearing loss typically need early intervention services. An early interventionist, a specialist who works with infants and toddlers, will help identify your child's needs and create an Individualized Family Service Plan (IFSP). This plan will be used to provide your child with the services he or she needs.

Early intervention services support families to help their children reach their full potential. These services can be offered through a public or private agency. Your child may receive services at home, a clinic, a daycare center, a hospital, or the local health department. Following a federal law called “Part C” of The Individuals with Disabilities Education Act (IDEA), states decide which children will qualify for services.

Each state has an agency that coordinates services for infants and toddlers with hearing loss or other special needs. Once your child is diagnosed with hearing loss, an early intervention coordinator or someone from your state’s agency will contact you. If you do not receive a call, or would like to know more about intervention services in your state, you can call the state office and ask to speak with the agency that serves children with special needs. The state number can be found in your local phone book under “State Government”, or on the Web at: http://www.infanthearing.org/status/cnhs.php

It is important that children with hearing loss begin early intervention services as soon as possible. The goal is to start early intervention no later than 6 months of age or within 3 months of the hearing test result. With appropriate intervention services and support, your child will develop communication and language skills that will last a lifetime.
Questions you may want to ask your child’s early intervention team:

1. What is early intervention? What services do you provide?

2. Can you describe the intervention activities to me?

3. How long and how often are the intervention activities?

4. Where do I bring my child for the intervention activities?

5. Why is it so important for my child to start intervention this early?

6. How much will early intervention services cost?

7. How do you help my child learn how to communicate?

8. Can you tell me about sign language?

9. Are there other ways my child can learn to communicate or talk?

10. Does your program have staff trained to work with very young infants and toddlers with hearing loss?

11. Will you send my child’s progress reports to his or her doctor and the state (or territorial) newborn hearing screening (EHDI) program?

12. Where can I meet other families who have young children with hearing loss?

13. Where can I learn more about children with hearing loss?

14. What will happen when my child is too old for your program? What do you mean by transition?

15. What is Part B? What is Head Start?

After talking with the early intervention team, I/we learned:
PACER Center enhances the quality of life and expands opportunities for children, youth, and young adults with all disabilities and their families so each person can reach his or her highest potential. PACER operates on the principles of parents helping parents, supporting families, promoting a safe environment for all children, and working in collaboration with others.

Incorporated in 1977, PACER is a nonprofit organization that works in coalition with 18 disability groups.

In 2006, PACER founded the National Bullying Prevention Center, which actively leads social change, so that bullying is no longer considered an accepted childhood rite of passage.

PACER receives funding from a variety of government, foundation, and private sources.
PACER HELPS

PACER HELPS IN MANY WAYS
Through more than 30 projects, PACER provides individual assistance, workshops, publications, and other resources to help families make decisions about education and other services for their child or young adult with disabilities.

PACER's National Bullying Prevention Center® (PACER.org/Bullying) provides resources designed to benefit all students, including those with disabilities.

PACER IS FOR:
• Families and their children or young adults with disabilities or special health care needs from birth through adulthood.
• Educators and other professionals who work with students with or without disabilities.
• Parents of all children and schools working together to encourage family involvement in education.

LEARN MORE ABOUT PACER

HOW DO I START?
Give PACER a call at (952) 838-9000
Regular office hours are 8 a.m. to 5 p.m. (CT).
Go online to PACER.org
Send an e-mail to PACER@PACER.org
Follow us on Facebook, Youtube, and Twitter!

WHAT CAN I EXPECT?
By contacting PACER, you're taking the first step toward finding more support for your family.
The majority of PACER staff are parents of children with disabilities who understand what you are experiencing and are ready to help you help your child.

HOW CAN PACER HELP ME?
PACER staff will help you find the resources or information you need.
PACER helps a wide variety of families and professionals on local, state, and national levels every day. Most PACER services are provided free of charge to Minnesota families. Hundreds of downloadable information sheets are available online at PACER.org.
Making a Plan for Your Child

Child’s name:
Parent(s) name:
Date of birth:
Today’s date:

This document is designed to guide conversations between you and your Individualized Family Service Plan (IFSP) team as you address the unique communication considerations for your child.

[You will hear a number of new terms as you build your IFSP. Some of them are bold and blue and included in a glossary at the end of this document.]

The Individualized Family Service Plan is developed by you and your early intervention providers working together to support your child’s healthy development. This is an ongoing process. It begins when your child is referred to Part C early intervention services and it continues through your child’s transition out of early intervention by the time he or she is 3 years of age (in most states). The key to achieving your vision for your child’s future is your continuing work as an empowered parent. As you provide information, you are the driving force to help others see the unique communication needs of your child. The best way to produce successful outcomes for your child is to combine your effort as a deeply invested parent with the help of a responsive, qualified team of early interventionists.

There are many resources available to ground you in the basic IFSP process. The IFSP process includes tasks like deciding who should be at the meeting, writing appropriate functional outcomes, or developing strategies, etc.

Hearing loss is considered a “low incidence disability”. So, often it is up to the parent to ensure that important topics are addressed. These include language, communication choices, access to support, and other considerations unique to hearing loss. This document focuses on things you and your early intervention providers will want to discuss as a team.

Try this link for more resources on IFSP’s - http://ectacenter.org/~pdfs/topics/families/ifsp_process_chart.pdf

Some of the unique communication considerations are:

- Decisions about how to communicate with your child.
- Possible use of assistive technology (for example, amplification options and FM system).
- Family training, counseling, and home visits to help you serve as language models, to facilitate your child’s language development and to become primary advocates for your child.
- How to benefit from peers and role models who are deaf or hard of hearing.
- The best way to work with the family service coordinator. This person should be one of the family’s key service providers. Part C of the Individuals with Disabilities Education Act (IDEA) states that the family service coordinator is to be “from the profession most immediately relevant to the infant’s, toddler’s, or family’s needs.”
- How to link with qualified, knowledgeable service providers. They should have expertise, experience, and training in assessing and working with deaf or hard of hearing children from birth to 3 years of age. They should also know a lot about your family’s chosen communication option, if you have decided on one. (Each service provider should have the appropriate certification.)
- Choosing assessments and curriculums that are tailored for children who are deaf or hard of hearing.
A good team listens to the concerns and ideas of each of its members. You are the decision-maker for your child's modality. Your confidence in your decision making comes from listening to and learning from the professionals who surround you. Know what you want, or at least which approach you most favor. Understand that your family’s needs might change over time depending on many factors. These factors could include:

- Degree of your child’s hearing loss,
- Technology your child might use,
- Primary language used in your home,
- And other special needs your child might have.

With your qualified team, develop family goals and outcomes that address the strengths and challenges specific to your child. You will be gaining knowledge about emerging communication considerations and making decisions related to communication. The outcomes you develop should reflect your new knowledge. The outcomes should be functional; that is, they should take into consideration communication during important family routines, such as meals, bedtime, and play. The “Communication Plan” on the next page will help you gather your thoughts and help shape discussions with your team.

Notes:
**IFSP Communication Considerations for a Child who is Deaf or Hard of Hearing**

The IFSP team should consider each of the following areas and provide opportunities, regardless of the child’s hearing level, the ability of the parent(s) to communicate, or the child’s experience with other communication modes. (Please ask your IFSP team or other resource people to provide information on any of the following terms that are not familiar.)

1. **Language and Communication**
   a. **The language(s) we currently use in our home are:**  
      (Check all that apply)
      - [ ] Home language (English, American Sign Language (ASL), Spanish etc), Specify __________________
      - [ ] Combination of several languages
      
      *Describe:*

   b. **We currently communicate with our child using:**  
      (Check all that apply)
      - [ ] American Sign Language (ASL)
      - [ ] Conceptual signs (Pidgin Signed English or Conceptually Accurate Signed English)
      - [ ] Cued Speech/Cued English
      - [ ] Fingerspelling
      - [ ] Gestures
      - [ ] Home signs
      - [ ] Listening and spoken language
      - [ ] Picture symbols/pictures/photosgraphs
      - [ ] Signing Exact English/Signed English
      - [ ] Speechreading
      - [ ] Tactile/Object
      - [ ] Other, please explain ______________________

   c. **We are considering or would like more information on the following:**  
      (Check all that apply)
      - [ ] American Sign Language
      - [ ] Conceptual signs (Pidgin Signed English or Conceptually Accurate Signed English)
      - [ ] Cued Speech/Cued English
      - [ ] Fingerspelling
      - [ ] Gestures
      - [ ] Home signs
      - [ ] Listening and Spoken language
      - [ ] Picture symbols/pictures/photosgraphs
      - [ ] Signing Exact English/Signed English
      - [ ] Speechreading
      - [ ] Tactile/objects
      - [ ] Other, please explain ______________________

   **Action Plan, if any:**

   d. **Describe the supports that are necessary to increase the ability of parents and family members to become language models**

      **Considerations:**

      **Action Plan, if any:**
2. Assistive technology (AT) is any item that supports a child's ability to participate actively in his or her home, child care program, school, or other community settings. (Some examples are hearing aids, cochlear implants, special FM systems, closed captions, videophones, and adaptive toys.)
   a. We are currently using the following assistive technology devices:
   
   b. We are considering or would like more information on the following:

   Action Plan, if any:

3. Identify opportunities for direct communication with others who are deaf/hard of hearing. Discuss what supports are needed to: Get adult role model connections for the family and identify opportunities for the child to have direct interaction with other children the same age who are deaf or hard of hearing.

   Opportunities considered:

   Action Plan, if any

4. Discuss supports the family needs to access the services and resources recommended or developed by the early intervention team. That could include the environment in which these might need to be provided.

   Services/Programs considered:

   Action Plan, if any

5. List the qualified service providers on the IFSP team who have expertise, experience, and training in assessing and working with children from birth to 3 years of age who are deaf or hard of hearing. Specifically, indicate those service providers with the expertise, experience, and training in the child's and family's chosen communication option(s), if the family has decided on the option(s). (Make sure the providers have appropriate certification).

   Considerations:

   Action Plan, if any

6.a. Identify the community opportunities and activities in which the family would like to participate (for example, playgroups, baby gyms, music programs, and story time at the library).

   Considerations:

   Action Plan, if any:

b. Discuss resources and supports needed to let the child and family fully participate in these community settings with full communication access (for example: visuals, seating, interpreting, FM systems, sound field, and appropriate group size).

   Considerations:

   Action Plan, if any:
GLOSSARY OF NEW TERMS

**ASSESSMENT**
The way in which service providers document a child’s progress and determine his or her developmental level. The methods used can be formal or informal.

**COMMUNICATION**
The exchange of information with intent (can be verbal, nonverbal, gestural, primitive, or iconic).

**INDIVIDUAL FAMILY SERVICE PLAN (IFSP)**
Written plan developed by parents or guardians and a multidisciplinary team. The IFSP will do the following:
- a. Address the family’s strengths, needs, concerns, and priorities.
- b. Identify support services available to meet these needs.
- c. Empower the family to meet the developmental needs of their child with a disability.

**LANGUAGE**
The systematic and rule-governed, conventional method of communicating. More sophisticated than “just” communication, language inspires cognition and cognition inspires language. They are intricately intertwined.

**LANGUAGE MODEL**
Anyone who provides a good demonstration of the family’s chosen language(s) to communicate with the child.

**LOW-INCIDENCE DISABILITY**
Individuals with disabilities that make up a small percentage of the population. Some examples of these might be having a visual impairment, hearing loss, a deaf-blindness disability, or significant cognitive impairment. The definition of low-incidence disability varies from state to state.

**MODALITY**
The sensory channels (that is, vision, touch, or hearing, or a combination of these) through which the family will communicate.

**PART C OF THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT (IDEA)**
Part C is the section of Public Law 105-17 (IDEA) that refers to early intervention services available to eligible children from birth through 2 years of age and their families.

Other resources are available at the following link: [http://www.cdc.gov/ncbddd/hearingloss/index.html](http://www.cdc.gov/ncbddd/hearingloss/index.html).
Families also might be interested in the *Decision Guide to Communication Choices for Parents of Children who are Deaf or Hard of Hearing*, available at the same site.
Schools & Programs for Students who are Deaf or Hard of Hearing—Metro Area

*Minnesota Hands & Voices made this list from information provided by the Minnesota Department of Human Services -Deaf and Hard of Hearing Services Division found at mn.gov/dhs/deaf-hard-of-hearing*

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**Anoka Hennepin Independent School District 11**
2727 N. Ferry Street, Anoka, MN 55303 • 763-506-1000 • www.anoka.k12.mn.us

**Educational Service Center**
2740 Wingfield Avenue North, Anoka, MN 55303
763-506-1367

**Hoover Elementary**
2369 109th Avenue NW, Coon Rapids, MN 55433
763-506-2853

**Hearing Impaired Itinerant Program**
2740 Wingfield Avenue North, Anoka, MN 55303
763-506-1367

**Anoka Hennepin Independent School District 11**
2727 N. Ferry Street, Anoka, MN 55303 • 763-506-1000 • www.anoka.k12.mn.us

**Coon Rapids Middle School**
11600 Raven Street, Coon Rapids, MN 55433
763-506-4803

**Coon Rapids High School**
2340 Northdale Blvd. NW, Coon Rapids, MN 55433
763-506-6539 • 763-506-7119 video phone

**District 112**
11 Peavey Road, Chaska, MN 55318 • 952-556-6100 • www.district112.org

**Eastern Carver County Schools**
309 Hazeltine Drive, Chaska, MN 55318
952-556-6225 • Fax: 952-556-2129

**Intermediate District 287**
1820 Xenium Lane North, Plymouth, MN 55441 • 763-550-7220 • www.district287.org

**Fair Oaks Elementary School**
5600 65th Avenue North, Brooklyn Park, MN 55429
763-533-2246

**Fernbrook Elementary School**
9661 Fernbrook Lane, Maple Grove, MN 55369
763-550-2137

**Osseo Middle School**
10223 93rd Avenue North, Osseo, MN 55369
763.391.7259

**Osseo Senior High**
317 2nd Avenue NW, Osseo, MN 55369
763-391-8800

**Vector North**
*for students who are MMI, PI, OHI, D/HH, DeafBlind, VI, TBI, SLD, EBD, SP/L and/or have Autism Spectrum Disorder*
7008 Northland Drive, Brooklyn Park, MN 55428
763-205-7656

**Intermediate District 917**
1300 145th Street East, Rosemount, MN 55068 • 651-423-8204 • www.isd917.k12.mn.us

**Program for Deaf and Hard of Hearing Students • Gideon Pond Elementary**
613 East 130th Street, Burnsville, MN 55337
952-707-3091

Intermediate District 917 provides special education services to districts in Dakota County and southern Hennepin County. Students who are DHH Intermediate District 917 offers center-based programs, preschool through high school, itinerant services, birth to age 21.

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*Continued on the next page.*
## Minneapolis Public Schools

### Wilder Early Childhood Special Education
3320 Elliot Avenue South, Minneapolis, MN 55406  
612-668-5100 • ecse.mpls.k12.mn.us

### Anne Sullivan Communication Center
3100 28th Street East, Minneapolis, MN 55406  
612-668-5000 • sullivan.mpls.k12.mn.us

### Southwest High School
3414 West 47th Street, Minneapolis, MN 55410  
southwest.mpls.k12.mn.us

### D/HH Itinerant Program
425 Fifth Street NE, Minneapolis, MN 55413  
612-668-5020 • Fax: 612-668-5025

## Northeast Metro Intermediate District 916

### Northeast Metro 916 D/HH Services
Capitol View Center, Suite 205  
70 West County Road B2, Little Canada, MN 55117  
651-415-5546 • 651-964-1274 video phone

### Northeast Metro 916 Auditory/Oral Program
Stillwater Early Childhood Family Center  
1111 Holcombe Street South, Stillwater, MN 55082  
651-321-4036

## St. Paul Public Schools

### Four Seasons A+ Elementary School
318 Moore Street, St. Paul, MN 55104  
651-290-7595 • fourseasons.spps.org

### Humboldt High School
30 E. Baker Street, St. Paul, MN 55107  
651-293-8600 • 651-964-1581 video phone  
humboldt.spps.org

### D/HH Itinerant Program
1930 Como Avenue, St. Paul, MN 55108  
651-603-4895 • 651-964-1581 video phone

### Focus Beyond (Transition Services)
340 Colborne Street, St. Paul, MN 55102  
651-744-1987 • focusbeyond.spps.org

## Charter School

### Metro Deaf School (MDS)—K-12
1471 Brewster Street, St. Paul, MN 55108  
651-224-3995 • 651-964-6887 video phone • Fax: 651-222-0939  
Email: contactus@mdsmn.com • www.mdsmn.org

## Independent School

### Northern Voices – Listening and Spoken Language, Early Intervention Program
1660 West County Road B, Roseville, MN 55113-1714  
651-639-2535 • Fax: 651-639-1996 • www.northernvoices.org

## Statewide Residential

### Minnesota State Academy for the Deaf
615 Olof Hanson Drive, Faribault, MN 55021 • Mailing Address: PO Box 308, Faribault, MN 55021-0308  
507-384-6618 • 800-657-3996 • 507-412-5110 video phone  
Email: msad@msad.state.mn.us • msad.rmsa.state.mn.us

June 2016
Deciding which communication method(s) will be best for your child can be stressful. The right choices are up to your family. Discovering what works for your child is truly a work in progress.

Your child’s needs, and those of your family, may change over time; it is a good idea to review your choices regularly. The communication method you choose now may not be your last or only choice.

What works for your child is what makes the choice right.
Communication Opportunities

VISUAL APPROACH

American Sign Language (ASL) / English as a Second Language

Definition:
A bilingual approach which includes the development of both ASL and English. ASL is a natural, visual / manual language totally accessible to children who are deaf that has its own grammar and linguistic principles. The acquisition of English is addressed through the use of teaching strategies for English as a Second Language.

Primary Goals:
• To acquire an age-appropriate internal language as a basis for learning a second language and opportunities for academic achievement
• To develop a positive self-image and cultural identity providing access to the Deaf community
• To provide a basis for learning written and, when possible, spoken English as a second language

Receptive Language Development:
The child develops early language concepts as well as higher order cognitive skills by utilizing the visual nature of ASL

Expressive Language:
ASL fluency and written English. Ability to code switch from ASL to English (signed, spoken, or written as needed).

Hearing (Audition):
Encourages individual decision about amplification. Amplification may provide access to spoken language and allow the child more opportunity to become bilingual.

Family/Primary Caregiver Responsibility:
Parents are committed to learning and using ASL consistently. Families provide opportunities for interaction with the Deaf community to help ensure a future independent and fulfilled Deaf citizen. ASL is learned through classes, media, websites, and interaction with members of the Deaf community.

Communication Opportunities

**AUDITORY APPROACH**

Auditory Verbal (AV)

**Definition:**
An approach emphasizing spoken language development through listening. Child develops spoken language through on-on-one therapy and use of residual hearing with optimal amplification. Strives to make the most of a child’s ability to learn through listening; therefore, the child does not rely on visual cues.

**Primary Goals:**
- To develop spoken language through listening by following the stages and sequence of typical development
- To develop skills necessary for successful mainstreaming in school and integration into the hearing community
- To promote a positive self-image through natural family and social interactions using spoken language

**Receptive Language Development:**
The child develops understanding of spoken language through early and consistent intervention that emphasizes learning through listening in a developmentally appropriate sequence. Optimal listening opportunities require the use of appropriate hearing technology.

**Expressive Language:**
Spoken and written English.

**Hearing (Audition):**
Early, consistent and appropriate use of hearing technology (hearing aids, cochlear implant(s), FM system) is critical to this approach. Requires ongoing auditory management.

**Family/Primary Caregiver Responsibility:**
Parents are expected to actively participate as partners in sessions with therapist(s) in order to learn strategies and techniques that promote the auditory learning of goals. Families need to carry over the goals established in therapy into the child’s daily routines and play activities. Parents learn to create an optimal “listening” learning environment. Parents must also provide a language-rich environment, to make learning through listening a meaningful part of all experiences.

Communication Opportunities

COMBINED VISUAL AND AUDITORY APPROACH

Cued Speech (CS)

Definition:
An auditory-visual communication approach combining a system of hand cues with the natural mouth movements of speech, specifying each sound (phoneme) of spoken language clearly. A hand shape (consonant groups) at a location (vowel groups) cues a syllable. This integration provides clear access to all the phonemes (sounds) as parents coo, babble, and talk.

Primary Goals:
- To provide clear communication in the spoken language of the home.
- To develop the phonemic language base to achieve full literacy in conversation, reading, and writing.
- To support speechreading, speech, and auditory skill development.

Receptive Language Development:
The child absorbs language through early, consistent, clear communication using Cued Speech, speechreading, and hearing. Cueing boosts auditory awareness, discrimination, and understanding.

Expressive Language:
Cued, spoken, and written English or other languages (60+ cued languages).

Hearing (Audition):
Early, consistent, and appropriate use of hearing technology (hearing aids, cochlear implant(s), FM system) is important with this approach. Requires ongoing auditory management.

Family/Primary Caregiver Responsibility:
Parents are expected to learn to speak-and-cue at all times in order for children to absorb the phonemes critical to language and reading readiness. Families need to provide consistent use of cues and speech during daily routines and play activities. The system is taught in less than 20 hours through multi-media, classes, and Family Cue Camps. Consistent daily use and practice leads to conversational ease within a year.

Communication Opportunities

COMBINED VISUAL AND AUDITORY APPROACH

Auditory Oral (A-O)

Definition:
An approach that teaches a child to use his/her remaining hearing through amplification and the use of speechreading/natural gestures/visual cues to aid the child’s understanding of language. The use of any form of sign language communication is not encouraged.

Primary Goals:
• To develop spoken language through listening and visual cues
• To develop spoken language and communication skills necessary for school success and integration into the hearing community.

Receptive Language Development:
The child develops internal language through early, consistent listening experiences and developmentally appropriate therapy, which includes speechreading and the use of hearing technology.

Expressive Language:
Spoken and written English.

Hearing (Audition):
Early, consistent, and appropriate use of hearing technology (hearing aids, cochlear implant(s), FM system) is important with this approach. Requires ongoing auditory management.

Family/Primary Caregiver Responsibility:
Families are expected to provide appropriate carryover of goals, strategies, and techniques from the child’s classroom setting and/or individual therapy sessions into daily routines and play activities. Parents need to work with the child’s teacher(s) and/or therapist(s) to learn strategies and techniques for developing listening, speechreading, and speaking skills in an oral learning environment.

Communication Opportunities

**COMBINED VISUAL AND AUDITORY APPROACH**

Simultaneous Communication (SimComm, Total Communication)

**Definition:**
An educational philosophy that uses spoken language and sign language simultaneously. Uses an English-based sign language system which can include speech, speech-reading, finger-spelling, natural gestures, and the use of residual hearing.

**Primary Goals:**
- To provide a bridge to the development of spoken language in the very young child
- To provide communication between the child and his/her family, teachers, and peers using sign language
- To support integration into both the hearing and the Deaf communities

**Receptive Language Development:**
The child develops language through speechreading, listening, and exposure to a combination of speech and sign-based systems in English order.

**Expressive Language:**
Spoken English using sign language in English word order and written English.

**Hearing (Audition):**
Consistent and appropriate use of hearing technology (hearing aids, cochlear implant(s), FM system) is strongly encouraged.

**Family/Primary Caregiver Responsibility:**
Families are expected to learn and consistently use the chosen English-based sign language system. Parents need to work with the child’s teacher(s) and/or therapist(s) to learn strategies that promote language expansion.

“I wish I knew when my son was little that the decisions I made for him were my decisions for that time. I wish I knew I could change course and that was okay. It would have taken a lot of pressure off. I wish I realized that as he grew older, he would become the decision-maker and I would become his consultant and biggest fan.”

This pamphlet will help guide you through the steps in deciding about communication. Deciding which communication method(s) will be best for your child can be stressful. The right choices are up to your family. Discovering what works for your child is truly a work in progress. Your child’s needs, and those of your family, along with your long-term goals for your child, may change with time and you’ll want to review your choices regularly. The communication method you choose first may not be your last or only choice.

The keys to making a good decision for your child and your family are:

- Knowing all of the options,
- Learning all you can about those options, and
- Resisting pressure to make a decision until you have enough information and you feel ready to choose.

Learn all you can about the different communication options. You can get information from organizations that support children with hearing loss. You may also want to talk to professionals, other parents of children with hearing loss, and adults who have grown up with hearing loss. Check out books, journals, and quality web sites, too. A list of resources at the end of this pamphlet will help you get started.

This pamphlet will guide you through three steps:

1. Find your starting point in the decision-making process,
2. Identify and explore your decision-making needs, and
3. Plan your next steps.

Step One: Find your starting point

This step will help you describe your starting point in exploring communication options. Please remember, this decision about communication involves the whole family.

How far along are you with your decision?

- I do not know what my options are.
- I am considering the options.
- I am close to making my choice(s).
- I have already made my choice(s).

Are you leaning toward certain communication option(s)?

- No
- Yes. Which option(s)? Why?

Step Two: Identify and explore your decision-making needs

This step will help you move forward in the decision-making process. It will help you assess the knowledge you already have about the communication options and weigh the advantages and limitations of each one. It will also help you evaluate your support system and identify any pressure you might be feeling to choose certain options.

Families that answer “No” to one or more of the questions in this section may be more likely to:

- Delay their decision,
- Feel regret about their choice or
- Blame others for bad outcomes.

Therefore, it is important to focus carefully on your needs. Ideally, after working through this guide, you will be able to answer “Yes” to each of the questions posed. Likewise, if you’ve already made your decision, you should be able to answer “Yes” to each question.

A. Support

- Do you have family members, caregivers, and others who support you and who can help you make an informed choice for your child and family?
- Are you choosing without pressure from others?

- Yes
- No
Support
From whom have you received support?
<table>
<thead>
<tr>
<th>Name:</th>
<th>Name:</th>
<th>Name:</th>
</tr>
</thead>
</table>

Which option does this person prefer?

Is this person pressuring you?

How can this person support you?

What part of the person’s background affects their opinion?

---

**Advantages and Limitations of Communication Options**

This chart helps you work through your needs in the four categories (A, B, C and D) in Step 2 above.

<table>
<thead>
<tr>
<th>Advantages: Reasons to choose this option</th>
<th>How much it matters. Add * to ★★★★★</th>
<th>Limitations: Reasons to avoid this option</th>
<th>How much it matters. Add * to ★★★★★</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Option 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Option 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Combination of Options</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**B. Knowledge**

- Are you confident that you know all the options available?  □ Yes  □ No
- Have you considered the advantages and limitations to each option for your family?  □ Yes  □ No
- Have you looked for more information or talked with others who can help you find more information?  Yes  □ No

*In the Advantages and Limitations table above:* List the options and the main advantages and limitations that you already know. Underline the advantages and limitations that you think you are most likely to experience.

**C. Values**

Are you clear about which advantages and limitations matter most to you?  □ Yes  □ No

*In the Advantages and Limitations table above:* Use stars (★) to show how much each advantage and limitation matters to you. Five stars (★★★★★) means that it matters “a lot.” Zero stars means it matters “not at all.”

**D. Certainty**

- At this point do you feel confident that you know enough about each option and how it might affect your family?  □ Yes  □ No

*In the Advantages and Limitations table above:* Circle the option or combination of options with the advantages that (1) matter most to you and (2) you believe are most likely to happen.

See Step Three on next page . . .
**Step Three: Plan the Next Steps Based on Your Needs**

This final table will suggest specific steps that may help you feel confident about your decision. Don’t give up. Keep looking for the resources you need to get to a level of comfort with this process. You will begin developing an understanding of your long term goals for your child, which may in turn shape your decisions and provide motivation. *You can do it!*

<table>
<thead>
<tr>
<th>If you are having difficulty</th>
<th>What you can do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel you do not have enough support?</td>
<td>• Discuss your options with a trusted person</td>
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<td>• Find out what help is available to support your choice</td>
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<td>Do you feel pressure from others to make a specific choice?</td>
<td>• Focus on the opinions of others that matter most to you</td>
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<td>• Share your guide with others</td>
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<td>• Ask others to complete this guide</td>
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<td>• Find a neutral person to help you and the other people involved</td>
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<tr>
<td>Do you feel you do not have enough facts?</td>
<td>• Find out about the advantages and limitations</td>
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<td>• List your questions and note where to find the answers</td>
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<td>Are you not sure which advantages and limitations matter most to you</td>
<td>• Review the stars in the Advantages and Limitations table to see what matters most to you</td>
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<td>• Find people who know what it is like to experience the advantages and limitations</td>
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<td>• Talk to parents who have made the decision</td>
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<td></td>
<td>• Read stories of what mattered most to others</td>
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<td>• Discuss with others what matters most to you</td>
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**Are there other factors that make the decision difficult? If so, list them here:**

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Here are some of the resources available to help in your decision-making process:

- Early Hearing Detection and Intervention Program at Centers for Disease Control and Prevention  
  [https://www.cdc.gov/ncbddd/hearingloss/ehdi-program.html](https://www.cdc.gov/ncbddd/hearingloss/ehdi-program.html)
- National Center for Hearing Assessment and Management [www.infanthearing.org](http://www.infanthearing.org)
- Boys Town National Research Hospital and National Institute on Deafness and Other Communication Disorders (NIDCD) [www.babyhearing.org](http://www.babyhearing.org/)
- Hands & Voices [www.handsandvoices.org](http://www.handsandvoices.org)

Disclaimer:
We provide links to other web pages if you want to learn even more about a topic. One of these pages is on the CDC web site and others are on outside web sites. Links to organizations outside of CDC are included for information only. CDC has no control over the information at these sites. The views and opinions of these organizations are not necessarily those of CDC, the Department of Health and Human Services (HHS), or the U.S. Public Health Service (PHS).

*Format is based on the Ottawa Personal Decision Guide, University of Ottawa, Canada.*
Health Care
“It seemed like our lives changed overnight, and there were so many appointments that it was overwhelming. It was an “information overload” but I knew that I understood my child better than anyone else and over time, I learned to trust my judgment. It didn’t take long for the number of appointments to decrease, and those that were left to become routine.”

Nicole Brown
Parent of 2 children with a profound hearing loss

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What Causes Hearing Loss?

Hearing loss has many different causes in infants and adults. About half of babies born deaf/hard of hearing have an environmental cause (like injury or a virus), and the other half have a genetic cause. The cause is not always possible to find, but it may be important for parents to try.

How do I know if the cause is genetic?

You can talk with your baby’s primary care provider about a referral for a genetic evaluation. Even if you do not have any family members who are deaf or hard of hearing, the cause of your baby’s hearing loss could still be genetic. If you do have other family members with hearing loss, you should tell your baby’s health provider.

How will it help me to know if the cause is genetic?

When you get a genetic evaluation for your baby, it can help you know how to best care for them. If your baby’s hearing loss is genetic, it could be one part of a larger condition that may affect future health or development. A genetic evaluation may be able to tell you and your health care provider what to expect now and later. It can also help guide what care decisions you make, like how to communicate with your baby and what interventions or education tools will help them learn and grow. Genetic evaluations can also help health providers identify family members who have a greater chance of having a baby who is deaf or hard of hearing.
Medical professionals are trained to diagnose and treat medical conditions in people. Examples include pediatricians, family physicians, primary care doctors, and nurse practitioners. Your child’s medical professional oversees your child’s overall growth, health, and development. You might see your child’s medical professional in an office, clinic, or hospital.

This person will coordinate all areas of your child’s medical care. In addition to receiving routine care, a child with hearing loss may need to see specialists who will look at the child’s specific health needs. These specialists may look at eyes, language or speech needs, genetics, or other areas. Your child’s medical professional will help decide which specialists your child should see and when to see them. In this way, your child will receive coordinated care by all of his or her medical professionals.

For more information about children’s hearing visit [www.cdc.gov/ncbddd/hearingloss](http://www.cdc.gov/ncbddd/hearingloss)
If you have questions or concerns about the care your child receives, you may want to schedule a longer appointment. The following questions can help you better understand your child’s condition and the type of care he or she may receive.

Questions about medical services for my child:

1. Do you know why my child has hearing loss? Could my child’s hearing loss be related to any other medical conditions? Could it be genetic?
2. Will my child need more tests because of the hearing loss? For example, brain scans (CT, MRI) or blood or urine tests? What will these tests tell you about my child’s hearing loss?
3. Are there other specialists knowledgeable about childhood hearing loss my child should see?
4. How do I get referrals to see other specialists if my child needs their services (e.g., speech, audiology, ENT, genetic, ophthalmology)? To get the referrals, do I need an appointment with you first or can I request them by calling your office?
5. If I have problems with the referrals, or if my insurance company has questions, what should I do? Can your office help me?
6. Have you received any reports about my child’s hearing loss (for example, from audiology, ENT)?
7. How do we ensure other specialists’ reports will be shared with you? Will I get copies of other specialists’ reports?
8. What is a “medical home”?
9. Are there any medications that can harm my child’s hearing?
10. Will ear infections or fluid in the ears affect my child’s hearing loss? Should the condition be treated differently because of my child’s hearing loss?
11. Will you need to see my child more often because of the hearing loss? How often?
12. Other than my child’s hearing loss, do you have other concerns about my child’s development? Is his or her development on target?
13. Can you tell me about early intervention services that are available in my area?
14. Do you know of any additional community resources or support groups?

Your medical professional may send your child to some or all of the following specialists:

**Ophthalmologist:** A doctor who specializes in eyes.

**Otolaryngologist:** A doctor who specializes in the ear, nose, and throat. This professional is often called an ear, nose and throat doctor or ENT.

**Geneticist:** A professional who specializes in genetics and the different medical conditions (including hearing loss) that might be related to genetics.

**Audiologist:** A professional trained to test hearing.

**Speech-language pathologist:** A professional trained to test and work with children with speech and language problems.

**Early intervention provider:** A person who provides support services for families and children from birth to 3 years of age, who have or are at risk for developmental delays.

Please see our other tip cards for information about some of these professionals.
Questions you May Want to Ask Your Child’s Genetics Team

Names of Geneticist and Genetic Counselor: __________________________________________

Phone/Contact Information: _________________________________________________________

Appointment Date: ________________________________________________________________

Next Appointment Date: ___________________________________________________________

A “genetics team” is made up of a clinical geneticist, a genetic counselor, and other health care professionals. A clinical geneticist is a doctor who specializes in diagnosing and caring for people with genetic conditions. A genetic counselor is a health care professional who talks with people about the risk for genetic conditions and provides counseling and support. Members of the genetics team work together during a genetics exam.

The purpose of a genetic testing or exam is to find out if the cause of your child’s hearing loss is genetic. About sixty percent of all hearing loss in babies is caused by changes in genes. Genes contain the instructions that tell a person’s cells how to grow and support the body. Some changes in a gene can cause hearing loss. Hearing loss can also be caused by infections, certain medication, and risks such as prolonged loud noise in the environment. For many children, the cause of hearing loss may not be known.

The genetics team will ask you questions about your child and family. They will do a complete physical exam and may recommend that your child and you have a blood test. They may suggest your child see another doctor or specialist to help them better understand the cause of your child’s hearing loss. Knowing the cause may help you and all the professionals who work with your child better plan for his/her future needs. They may also be able to inform you and your family of the chance of having another child with hearing loss.

Sometimes the cause of a child’s hearing loss cannot be found even after a complete evaluation. The genetics team will work with you

For more information about children’s hearing visit www.cdc.gov/ncbddd/hearingloss

The genetics team will work together to offer the best advice and care for you and your child.
## Questions you may want to ask your child’s genetics team:

1. Will a genetic exam or test tell me the cause of my child’s hearing loss? What are some common genetic causes of hearing loss?
2. Why should I try to find out the cause of my child’s hearing loss? How can this information help my child?
3. What will the results of genetic testing tell me? Does a negative test result mean that my child’s hearing loss is not genetic?
4. Can the results of genetic testing tell me if my child’s hearing loss will get better or worse?
5. How will genetic tests be done? What other kinds of tests are needed in order to find out the cause of my child’s hearing loss?
6. Will my child need to come back to your office after testing? If so, why?
7. Why is it important to know if members of my family have hearing loss, what type of hearing loss, and when they started developing the hearing loss?
8. How is hearing loss inherited?
9. If no one in my family has hearing loss, how can my child’s hearing loss be genetic?
10. Should my other children have genetic testing, too? Why?
11. If I have another child, what is the chance that he or she will have hearing loss?
12. Should I share test results with other members of my family? Could other people in my family also have children with hearing loss?
13. Where can I learn more about genetic testing for hearing loss?
14. Where do I meet other families whose children have the same type of genetic condition as my child?

## After talking with the genetics team, I/we learned:

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Questions you May Want to Ask Your Child’s Ear, Nose and Throat Doctor

Names of Ear, Nose and Throat Doctor: ________________________________

Phone/Contact Information: __________________________________________

Appointment Date: _________________________________________________

Next Appointment Date: ____________________________________________

Test Name: _______________________________________________________

A pediatric ear, nose and throat (ENT) doctor is a specialist trained to diagnose and treat children with ear, nose, or throat conditions.

An ear, nose and throat (ENT) doctor (also called an otolaryngologist) may be able to tell you if there is a medical condition in your child’s outer, middle, or inner ear that may have caused the hearing loss. The ENT will ask you questions and do a medical examination of your child. The doctor can also answer any questions about medical treatments. Please see some of our other tip cards for information about other professionals, such as audiologists, speech-language pathologists, and early intervention specialists who may provide services your child needs.

The best care for your child will be provided by ENTs who have training and experience to evaluate and treat infants and young children.

For more information about children’s hearing visit www.cdc.gov/ncbddd/hearingloss
If you have questions or concerns about the care your child receives, you may want to schedule a longer appointment. The following questions can help you better understand your child’s condition and the type of care he or she may receive.

### Questions you may want to ask your child’s ear, nose and throat doctor:

1. Do you have experience in treating babies and children with hearing loss?  
   
2. Do you have the most recent report from my child’s audiologist (hearing specialist)?  
   
3. What type of hearing loss does my child have (sensorineural, conductive, or mixed)? Please explain the terms.  
   
4. Should I make appointments with other health professionals? For example, an eye doctor or a geneticist?  
   
5. Do you think our family should have genetic counseling?  
   
6. Does my child need other tests? For example, scans (CT, MRI); blood, heart (EKG) or urine tests. What will these tests tell you about my child’s hearing loss?  
   
7. Can you tell if my child’s hearing loss will change or get worse?  
   
8. What caused my child’s hearing loss?  
   
9. How do I describe these results to my family?  
   
10. What treatments are available? For example, ear tubes or cochlear implants?  
   
11. Would my child benefit from a hearing aid?  
   
12. Do I need a form signed by you so my child can be fitted with hearing aids?  
   
13. Is a cochlear implant an option for my child? Where can I get more information?  
   
14. How often should my child return for a check-up?

### After talking with the ear, nose and throat doctor, I/we learned:

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A speech-language pathologist (SLP), sometimes called a speech therapist, is a person trained to test and work with people with speech and language problems.

If your child has a hearing loss, you will likely work with a speech-language pathologist (SLP). The SLP, sometimes called a speech therapist, will help your family decide the best therapy approach for your child. The therapy approach can differ depending on how much hearing problem your child has. Some SLPs focus on spoken language only, while others focus on spoken language and sign language.

The SLP may work with your family and a team of professionals, such as an audiologist, an ear, nose, and throat doctor (ENT), an early intervention specialist, and a teacher of the deaf to provide you and your child with the best services you need.

See some of our other tip cards for information about other professionals at www.cdc.gov/ncbddd/hearingloss/freematerials.html

Among SLPs, one who has training and experience to work with infants and young children with hearing loss will offer the best care for your child.
Questions about speech and language therapy services for my child:

1. What kind of training and experience do you have working with children who are deaf or hard of hearing? What age group have you worked with?

2. What communication option(s) do you use in therapy (for example: Signing Exact English (SEE), American Sign Language (ASL), Cued Speech, Auditory-Verbal, etc.)? What is your experience and comfort level using these communication options?

3. How do you test my child’s speech and language development? How often will you check my child’s progress?

4. How do you decide the amount of time my child will spend on speech production, language (spoken or signed), and auditory (hearing) training?

5. What are my costs for the different types of therapies? Where do I go to get help with these costs?

6. Can I observe a speech therapy session with another child who has hearing loss?

Questions to help my child at home:

1. Can you tell me where I can learn more about the different types of communication options?

2. What tips can I use or activities can I do to support my child’s communication at home?

3. Can you suggest any other resources in the community for our family?
## Insurance Affordability Programs (IAPs)
### Income and Asset Guidelines

#### Effective 7/1/17 – 6/30/18

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<td>$3,189</td>
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<td>$968</td>
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**Note:** FPG” stands for federal poverty guideline.

**Note:** Income guidelines are approximations only. Use this chart for general reference only.
**Effective 7/1/17 – 6/30/18**

<table>
<thead>
<tr>
<th>Family Size</th>
<th>80% FPG Monthly</th>
<th>80% FPG Annually</th>
<th>100% FPG Monthly</th>
<th>100% FPG Annually</th>
<th>*MA Qualified Medicare Beneficiaries (QMB) Monthly</th>
<th>*MA Qualified Medicare Beneficiaries (QMB) Annually</th>
<th>*MA Service Limited Medicare Beneficiaries (SLMB) Monthly</th>
<th>*MA Service Limited Medicare Beneficiaries (SLMB) Annually</th>
<th>*MA Qualifying Individuals (QI) Monthly</th>
<th>*MA Qualifying Individuals (QI) Annually</th>
<th>*MA Qualified Working Disabled Individuals (QWD) Monthly</th>
<th>*MA Qualified Working Disabled Individuals (QWD) Annually</th>
<th>Minnesota Family Planning Program Monthly</th>
<th>Minnesota Family Planning Program Annually</th>
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<td>$6,889</td>
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<td>$5,652</td>
<td>$697</td>
<td>$8,364</td>
<td>$697</td>
<td>$8,364</td>
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</table>

**Asset Test**
- $3,000 for a single person
- $6,000 for household of two, plus $200 for each dependent

**MA for Employed Person with Disabilities (MA-EPD)**
To qualify for MA-EPD, you must:
- Be certified disabled by the Social Security Administration (SSA) or the State Medical Review Team (SMRT)
- Have monthly earnings of more than $65 (there is no upper income limit)
- Be employed and have Social Security and Medicare (FICA) taxes withheld or paid from earned income
- Meet the MA-EPD asset limit of $20,000 per enrollee
- Pay a premium and an unearned income obligation, if required

* A $20 disregard is included in each amount listed.

Note: Income and asset guidelines are approximations only. Use this chart for general reference only.
Minnesota Health Care Programs
for people who have a disability or are age 65 or older

This information is effective January 1, 2017 through June 30, 2017

You should also read the “Minnesota Health Care Programs” brochure (DHS-3182) because it provides:
- General program information and
- Information about how to apply.

You can get the brochure from:
- Your county human services or social services office
- Department of Human Services (DHS) at 651-431-2670 (Twin Cities metro area) or 800-657-3739 (outside Twin Cities metro area)
- The website at: https://edocs.dhs.state.mn.us/lfservlet/Public/DHS-3182-ENG

If you have questions after reading this brochure, contact your county human services agency or call the Senior LinkAge Line® at 800-333-2433 or the Disability Linkage Line® at 866-333-2466.

TEFRA (Tax Equity and Fiscal Responsibility Act)
The TEFRA option provides Medical Assistance (MA) eligibility to some children with disabilities who live with their families. This program allows a child to be eligible for MA without counting parents’ income. Parents may be required to pay a fee based upon income. TEFRA provides the same covered services as MA.

To qualify for TEFRA, a child must meet ALL of the following conditions:
- Be under age 18
- Have a disability determination from the State Medical Review Team (SMRT)
- Need a certain level of home health care to stay at home. That level would compare to the level of care provided in a hospital, nursing home or an intermediate care facility for persons with developmental disabilities (ICF/DD)
- The cost to MA for home care must not be more than MA would pay for the child’s care in a medical facility
- Live with at least one parent
- Meet income limits using the child’s income only.
Medical Assistance for Employed Persons with Disabilities (MA-EPD)

MA-EPD can help working people with disabilities pay their current and future medical bills. MA-EPD allows working people with disabilities to qualify for MA under higher income and asset limits. To qualify you must:

- Be certified disabled by either the Social Security Administration (SSA) or State Medical Review Team (SMRT)
- Be employed, and have required taxes withheld or paid from earned income
- Earn more than $65 each month
- Meet asset limits
- Pay a premium if required.

For MA-EPD, you will pay a monthly premium of $35 or more. The amount is based on your own monthly income. Your spouse’s income is not counted. If you have unearned income (like Social Security Disability), you will also pay an unearned income obligation. This is one-half percent of your unearned income. To figure out the amount you will pay, multiply your unearned income by .005. If you give us proof you are an American Indian, you will not pay a monthly premium for MA-EPD.

MA-EPD asset limit

The asset limit is $20,000. Some assets that are not counted include: spouse’s assets, retirement accounts, medical expense accounts set up through an employer and certain assets owned by an American Indian.

Waiver Programs

Waiver programs help people meet health needs, get support to stay at home and stay out of medical facilities. They are called home and community-based services waivers.

You must receive a Long-Term Care Consultation (LTCC) before these services can be paid. Call your county agency if you have not received a LTCC in the past 60 days to find out what you need to do.

For people under age 65, MA determines eligibility without counting the income or assets of spouses or parents. Also, certain assets owned by an American Indian do not count. For people age 65 or older, income and assets are treated as if the person were being admitted to a nursing home.

The following waiver programs serve people under age 65:

Community Alternative Care (CAC)

CAC is a waiver program for people who have a disability and would need care in a hospital without the help of this program.

Community Alternatives for Disabled Individuals (CADI)

CADI is a waiver program for people who have a disability with medical needs that would need care in a nursing home without the help of this program.

Brain Injury (BI)

BI is a waiver program for people who have traumatic or acquired brain injuries that would need specialized nursing home care or specialized hospital services without the help of this program.

Developmental Disabilities (DD)

DD is a waiver program for people with developmental disabilities or a related condition who would need care in an intermediate care facility for persons with developmental disabilities (ICF/DD) without the help of this program.
The following waiver program serves people age 65 and over:

**Elderly Waiver (EW)**
EW is for people age 65 or older who would require care in a nursing home without the help of this program. People with income of $2,205 per month or less may qualify and pay a monthly waiver payment. People with income more than $2,205 may qualify if they spend down income by paying medical bills.

**Medicare Savings Programs**
If you are enrolled or eligible to enroll in Medicare, you may qualify for one of the Medicare Savings Programs. If you qualify, you could save more than $900 a year.

For more information, contact your county human services agency or call the Senior LinkAge Line® at 800-333-2433 or the Disability Linkage Line® at 866-333-2466.

Medicare Savings Programs include:
- Qualified Medicare Beneficiaries (QMB)
- Service Limited Medicare Beneficiaries (SLMB)
- Qualified Individuals (QI)

To qualify for these programs you must:
- Be eligible for or receiving Medicare Part A
- Be willing to assign any medical insurance benefits to the Minnesota Department of Human Services
- Meet program income and asset limits.

**QMB, SLMB and QI asset limits**
The asset limits are $10,000 for one person and $18,000 for a family of two or more. Certain assets owned by an American Indian do not count.

**Qualified Medicare Beneficiaries (QMB)**
The QMB program pays for Medicare Part A and B premiums, Medicare deductibles, co-insurance and copayments.

**QMB income limits**

<table>
<thead>
<tr>
<th>Family size</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly limit</td>
<td>$1,010</td>
<td>$1,357</td>
<td>$1,704</td>
</tr>
</tbody>
</table>

**Service Limited Medicare Beneficiaries (SLMB)**
The SLMB program pays Medicare Part B premiums. SLMB may go back three months from when you turn in your application.

**SLMB income limits**

<table>
<thead>
<tr>
<th>Family size</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly limit</td>
<td>$1,208</td>
<td>$1,624</td>
<td>$2,040</td>
</tr>
</tbody>
</table>

**Qualified Individuals (QI)**
The QI Program pays for Medicare Part B premiums.

**QI income limits**

<table>
<thead>
<tr>
<th>Family size</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly limit</td>
<td>$1,357</td>
<td>$1,825</td>
<td>$2,293</td>
</tr>
</tbody>
</table>

**Qualified Working Disabled (QWD)**
The QWD program can pay Medicare Part A premiums if you can no longer get free Medicare Part A due to your income. If you are eligible for MA, you cannot get QWD.

To qualify for QWD you must:
- Be eligible to enroll in Medicare Part A.
- Meet the income and asset limits.

**QWD income limits**

<table>
<thead>
<tr>
<th>Family size</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly limit</td>
<td>$2,000</td>
<td>$2,694</td>
<td>$3,388</td>
</tr>
</tbody>
</table>

**QWD asset limits**
The asset limits are $4,000 for a family of one and $6,000 for a family of two or more. Certain assets owned by an American Indian do not count.
Attention. If you need free help interpreting this document, ask your worker or call the number below for your language.


Please note, if you need free help interpreting this document, ask your worker or call 1-844-217-3564.

For accessible formats of this publication or assistance with additional equal access to human services, write to DHS.info@state.mn.us, call 800-657-3739, or use your preferred relay service. (ADA1 [9-15])
Minnesota Health Care Programs

Minnesota Health Care Programs can give you and your family coverage for most medical services or provide help paying your Medicare premiums, deductibles and copays. How much help you can get depends on the program you qualify for.

**Medical Assistance**
Medical Assistance (MA) is Minnesota’s Medicaid program. There is no monthly cost to enrollees. MA pays for current and future medical bills. MA may also pay medical bills going back three months from when we get your application.

You can have other health insurance and still qualify. MA may help pay for the cost of your other health insurance.

**Medical Assistance for Employed Persons with Disabilities (MA-EPD)**
MA-EPD gives employed persons with disabilities MA coverage when their income is more than the MA income limit. You must be certified disabled and earn more than $65 a month. An asset limit of $20,000 applies. Assets owned by your spouse do not count. You pay a monthly premium based on your income. American Indians usually do not pay a premium.

**Medicare Savings Programs**
Medicare Savings Programs can help pay Medicare premiums, deductibles and copays for people enrolled or who can enroll in Medicare.

**MinnesotaCare**
MinnesotaCare is a Minnesota health care program. MinnesotaCare is low-cost health care coverage for Minnesotans who do not qualify for MA or Medicare, or cannot get affordable insurance through an employer. Most people pay a monthly premium. The premium is based on your household size and income. Coverage starts the first day of the month after you pay your premium.

**What services are covered?**
MA, MA-EPD and MinnesotaCare covered services include:

- Doctor’s visits
- Outpatient care
- Emergency care
- Hospital care
- Maternity and newborn care
- Mental health care
- Alcohol and drug treatment
- Prescription drugs
- Rehabilitative services
- Laboratory services
- Preventive and wellness care
- Chronic disease management
- Dental care
- Vision care including eye glasses
- Chiropractic care
- Family planning
- Hearing aids
- Medical aids
- Medical equipment and supplies
You may have to pay a copay for some medical services. Pregnant women and children under 21 do not pay copays.

The *Medicare Savings Programs* help pay Medicare related costs.

- **Qualified Medicare Beneficiary (QMB)** pays Medicare premiums, deductibles, copays and coinsurance *(DHS-2087E)*
- **Service Limited Medicare Beneficiary (SLMB)** pays Medicare Part B premiums *(DHS-2087G)*
- **Qualified Individual (QI)** pays Medicare Part B premiums for higher income individuals *(DHS-2087I)*
- **Qualified Working Disabled (QWD)** pays Medicare Part A premiums if you cannot get free Medicare Part A *(DHS-2087F)*

**How can I qualify?**

You must meet program rules including income limits. How much income you can have and still qualify depends on your household size, age, pregnancy status, if you are blind or have a disability, and the health care program you qualify for. NOTE: Income guidelines are approximations only. Use these charts for general reference.

**MA Monthly Income Limits**

<table>
<thead>
<tr>
<th>Family size</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>For each additional person, add</th>
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</thead>
<tbody>
<tr>
<td>Infants under 2</td>
<td>$2,801</td>
<td>$3,782</td>
<td>$4,763</td>
<td>$981</td>
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<tr>
<td>Pregnant Women*</td>
<td>$3,715</td>
<td>$4,679</td>
<td>$963</td>
<td></td>
</tr>
<tr>
<td>Children 2 through 18</td>
<td>$2,722</td>
<td>$3,675</td>
<td>$4,629</td>
<td>$953</td>
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<tr>
<td>Parents and caretaker relatives</td>
<td>$1,316</td>
<td>$1,777</td>
<td>$2,238</td>
<td>$461</td>
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<tr>
<td>Adults age 19 -64 without children</td>
<td>$1,316</td>
<td>$1,777</td>
<td>$2,238</td>
<td>$461</td>
</tr>
<tr>
<td>Adults age 65 and older</td>
<td>$990</td>
<td>$1,337</td>
<td>$1,684</td>
<td>$347</td>
</tr>
<tr>
<td>People who are blind or have a disability</td>
<td>$990</td>
<td>$1,337</td>
<td>$1,684</td>
<td>$347</td>
</tr>
</tbody>
</table>

*A pregnant woman counts as two or more.

**Can I qualify if my income is more than these limits?**

If your income is more than the income limits, you may still qualify for MA by meeting a spenddown. A spenddown is like an insurance deductible. You pay part of your medical bills and MA pays the rest.

**I am pregnant. If I qualify, will my baby get health care?**

If you get MA as a pregnant woman, your baby will get MA through the month of his or her first birthday. During the first year, your baby’s coverage cannot stop if he or she continues to live in Minnesota.

**MA Asset Limits**

Assets are items you own. Assets that may count include cash, bank accounts, stocks, bonds, certain vehicles and property where you do not live. Assets that do not count include the home where you live, household goods, personal items such as clothing and jewelry, and certain assets owned by an American Indian.

There is no asset limit if you qualify as a pregnant woman, a parent or caretaker relative of a child under age 19, a child under age 21, or an adult under age 65 without children. Parents and caretaker relatives who qualify for MA with a spenddown have an asset limit of $20,000.

The asset limit if you qualify as a person who is blind, has a disability or is age 65 or older is $3,000 for one and $6,000 for a household of two or more.

**Medicare Savings Programs Monthly Income Limits**

<table>
<thead>
<tr>
<th>Family size</th>
<th>1</th>
<th>2</th>
<th>For each additional person, add</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualified Medicare Beneficiary (QMB)</td>
<td>$1,010</td>
<td>$1,357</td>
<td>$347</td>
</tr>
<tr>
<td>Service Limited Medicare Beneficiary (SLMB)</td>
<td>$1,208</td>
<td>$1,624</td>
<td>$416</td>
</tr>
<tr>
<td>Qualified Individual (QI)</td>
<td>$1,357</td>
<td>$1,825</td>
<td>$468</td>
</tr>
<tr>
<td>Qualified Working Disabled (QWD)*</td>
<td>$2,000</td>
<td>$2,694</td>
<td>$694</td>
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</table>

*A pregnant woman counts as two or more.

The asset limit is $10,000 for a single person and $18,000 for a family of two or more, except for QWD. The QWD asset limit is $4,000 for a single person and $6,000 for a family of two or more.
MinnesotaCare Yearly Income Limits

effective 1-1-17 – 12-31-17

<table>
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<tr>
<th>Family Size</th>
<th>Income limit</th>
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</thead>
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<td>1</td>
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<td>2</td>
<td>$32,040</td>
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<tr>
<td>3</td>
<td>$40,320</td>
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</table>

For each additional person, add $8,320

There is no asset limit for MinnesotaCare.

What if I do not qualify for a Minnesota Health Care Program but still need coverage?

You may be able to get health care coverage through your work. Ask your employer if they offer health insurance to you and your family. If your employer does not offer affordable health insurance, you may qualify for a tax credit to help you buy health insurance.

Qualified Health Plans (QHP) and MNsure

You may be able to buy Qualified Health Plan (QHP) coverage, with or without a tax credit on MNsure. If you qualify for a tax credit, the tax credit can help pay the monthly premium.

MNsure is Minnesota’s health insurance marketplace. You can find, compare, and choose, quality health care coverage that best fits your needs and budget. QHPs are commercial health insurance plans offered by insurance companies. All plans offer preventive services, mental health and substance abuse services, emergency services, prescription drugs and hospitalization. Some plans include more benefits.

Each plan is reviewed by state regulators, certified as a QHP and approved to be sold on MNsure.

You are able to enroll in a QHP during the open enrollment period of November 15, 2014 through February 15, 2015. You may qualify to enroll at other times due to certain life events such as the birth of a child, marriage or loss of health insurance coverage.

Advance Premium Tax Credit

The Advanced Premium Tax Credit allows you to get a federal tax credit right away to pay a part of your QHP premium. To qualify you must file taxes at the end of the year and enroll in a QHP through MNsure. The tax credit is paid to the health plan you choose. You must pay your portion of the health care premium to the health plan to start and keep coverage.

You may also qualify for cost sharing reduction. This benefit lowers the copays, coinsurance, and out-of-pocket costs you pay for health care services.

How can I apply?

Most people can apply for all Minnesota Health Care Programs:

- Online at www.mnsure.org
- By filling out the paper Application for Health Coverage and Help Paying Costs (DHS-6696). Go to http://mn.gov/dhs/general-public/publications-forms-resources/application-forms/index.jsp or call your local county agency to get the application.

The people listed below should apply for Medical Assistance (MA) by filling out the Minnesota Health Care Programs Application for Certain Populations (DHS-3876). Use this application if you:

- Are a child in foster care.
- Are 65 years of age or older.
- Receive Supplemental Security Income (SSI).
- Only want to apply for a Medicare Savings Program.
- Are applying for Medical Assistance for Employed Persons with Disabilities (MA-EPD).

Go to http://mn.gov/dhs/general-public/publications-forms-resources/application-forms/index.jsp or call your local county agency to get the application.

If you want to apply for payment of long-term care services such as nursing home care or services to help you stay in your home, apply:

- By filling out the Minnesota Health Care Programs Application for Payment of Long-Term Care Services paper application (DHS-3531). Go to http://mn.gov/dhs/general-public/publications-forms-resources/application-forms/index.jsp or call your local county agency to get the application.

Can I get help filling out the application?

You can get help filling out either the online or paper application by:

- Calling 1-855-366-7873.
- Contacting an assister in your area. Visit www.mnsure.org or call 1-855-366-7873 for an assister network list.
- Calling your local county agency.
“I wish I knew right from the beginning how many inspiring people I’d meet. At first I felt isolated, as if I were the only dad anywhere trying to figure this out. Before long I’d met others who’d once been in my shoes, as well as people who have provided positive role models for my daughter as she grows up with hearing loss.

Eventually I realized that I didn’t have to “figure it out” — people have lived with and dealt with hearing loss in more ways than I could imagine. It’s my job as a parent to become aware of the paths others have taken, to guide my daughter down the path that is right for her, and to be open to change. Before long, she’ll be leading anyway.”

Curt Leitz
Parent of Greta
The Deaf Mentor Family Program (DMFP) at Lifetrack is provided to families who have a child identified as deaf or hard of hearing (DHH). We know communication between parents and their child begins naturally at birth through eye contact, smiles, gestures, and bonding. The DMFP is focused on building on those positive beginnings by facilitating early language through American Sign Language (ASL) instruction and sharing valuable insight about the social emotional development of children who are DHH. The program brings together the love of family and the wealth of knowledge from a mentor who is DHH to provide a rich language environment for children who are DHH.

Communication & Support for Families with a Child Identified as Deaf or Hard of Hearing

Healthy, stable families are at the heart of Lifetrack. For nearly 70 years, Lifetrack has remained a vital resource for families navigating life’s greatest challenges. www.Lifetrack-MN.org
Mentors & Families Working Together

DMFP is part of a national initiative to reach out to families who are hearing and have a child who is DHH between birth to 6 years old. Research shows a child’s natural ability to develop language is strongest within the first few years of life and family members are their primary source of language. The goal of the DMFP is to work closely with families to improve their child’s access to language. We know parents are the best language models and the services provided by the DMFP can help children who are DHH to reach their full potential.

How it Works
Parents submit an application to be a part of the DMFP. The DMFP coordinator works directly with the family to arrange mentor services. Mentors then visit families, typically two hours per week, in their homes where their child is most comfortable and ready to learn. Mentors have completed the SKI-HI Deaf Mentor Training and are fluent in ASL. They are selected to represent the DMFP for the ease of their communication style with family members who hear and for their comfortable approach with children. During visits families participate in learning ASL and other communication techniques unique to children who are DHH. In this relaxed setting questions that parents have about ASL, Deaf culture, or life as an individual who is DHH in a hearing world are answered. Although the DMFP mentors come from a variety of backgrounds and life experiences, they are all self-assured individuals who are eager to facilitate the communication and support needs of your child who is DHH.

The Deaf Mentor Family Program is funded in part by the Minnesota Department of Human Services Deaf and Hard of Hearing Services Division and the Minnesota Department of Health.
Just Like Me!
Role Models for Children who are Deaf or Hard of Hearing

Lifetrack’s DHH Role Model Program is founded on the belief that children who are deaf or hard of hearing (DHH) benefit from a positive relationship with a trusted adult who is also DHH. Role Models help children who are DHH practice important, age-appropriate self-advocacy skills and help develop their sense of identity.

We believe parents are their child’s first and most important role models, but for children who are DHH, a Role Model can offer a unique inside perspective.

Trained, Experienced Role Models
Role Models are individuals active in the community who grew up DHH making them a valuable resource of information of their shared experience. They receive specialized training on current issues and interests children who are DHH face today. The Role Models are prepared to share their personal experiences in an unbiased manner and to serve as a positive influence in the lives of children who are DHH.

“Each of the topics was helpful to me as a parent. I learned so much about the challenges and day-to-day life that my child lives with.”
— Parent of a child who is hard of hearing
Role Models Provide:

- Unbiased support from someone who has experienced the challenges of being DHH firsthand.
- A sense of hope to families
- Communication strategies to strengthen the relationship between the child and their parents.
- Practical solutions to navigate some of the common barriers children who are DHH experience.
- Opportunities to develop and practice basic transition skills necessary to living independently.

Benefits for the Whole Family
Role Models focus on strengthening communication within the family and supports the relationship between the child and their parents. Parents develop more trusting relationships with their child, learn successful coping strategies, and develop a stronger sense of competence in raising a child who is DHH.

“I felt as though my child ‘finally’ had an adult that he could share things with that could understand, relate AND offer advice.”

— Parent of a child who is hard of hearing

The DHH Role Model Program is funded in part by the Minnesota Department of Human Services Deaf and Hard of Hearing Services Division and the Minnesota Department of Health.
Deaf and Hard of Hearing Services

Empowering people to effectively access services in their communities

Minnesotans who are deaf, deafblind, or hard of hearing can get help to live independently, engage with their families and participate in their communities. Services are available statewide through five regional Deaf and Hard of Hearing Services offices and community-based providers.

What services are provided?

- Deaf and Hard of Hearing Services regional offices provide information and resources to help Minnesotans who are deaf, deafblind, hard of hearing and late deafened get services in their communities. Services include:
  - Help to families and adults in navigating service systems so they can continue to live independently and productively in their home communities
  - Help to make informed decisions, including training, consultation, direct assistance, advocacy and collaboration
  - Support and guidance for people in the DeafBlind Consumer Directed Services Program to develop service plans and budgets to live independently
  - Training and technical assistance to providers on how to make services accessible
  - Technical assistance in developing community and in-home service options that meet the needs of people who are deaf, deafblind and hard of hearing.

- The Deaf and Hard of Hearing Services Divisions Mental Health Program provides mental health therapy and counseling in American Sign Language to adults who are deaf and have mental illness. Other services include crisis intervention, case coordination, aftercare planning and community placement help. Training is available to mental health service providers who currently work with individuals who are deaf, hard of hearing or deafblind or who are interested in doing so.

- The Telephone Equipment Distribution (TED) Program provides telephone equipment to people who are deaf, hard of hearing, deafblind, or have a physical or speech disability and need adaptive equipment to use the phone. The equipment is provided to eligible consumers at no cost as a long-term loan.

- Community-based services funded by state grants include:
  - Mentors for families with children who are deaf or hard of hearing who help families learn American Sign Language and other means of communication to improve the quality of interaction and informal learning opportunities
  - Interpreter referral services in Greater Minnesota and interpreting services for chemical health recovery groups and funerals
  - Support services for individuals who are deafblind
  - Mental health services, including individual and family counseling and emotional or behavioral assessments for children and youth
  - Certified peer support counselors for individuals who are deaf and have a mental illness

mn.gov/dhs
• Real-time captioning of news programming statewide.

Who is eligible?
Services are provided to Minnesotans of any age who are deaf, deafblind, hard of hearing, late deafened, parents and family of those with a hearing loss, human service providers, employers and business, schools, and other interested individuals and communities.

How many people receive services?
In state fiscal year 2015:

• DHHS regional offices:
  ▪ Served 215 clients with high needs.
  ▪ Provided assistance to 2,817 contacts from agencies and 5,235 contacts from clients.
  ▪ Provided training to 2,606 individuals.

• DHHS regional mental health offices served 127 clients, providing more than 2,815 hours of therapy and clinical case management services.

• Community-based DHHS grant-funded programs served:
  ▪ 282 people in mental health programs
  ▪ 228 in deafblind programs
  ▪ 35 in deaf mentor programs.

• Telephone Equipment Distribution program served:
  ▪ 642 first-time clients
  ▪ 1,467 repeat clients
  ▪ 4,046 pieces of telecommunications and auxiliary equipment were distributed.

How much does Minnesota spend on deaf and hard of hearing services?
In state fiscal year 2015, Minnesota spent $1.9 million on DHHS grant-funded programs. In addition, the Deaf and Hard of Hearing Services regional offices and mental health programs are funded through the general fund. The TED program and grants for real-time captioning of news programming operate with special revenue funding.

Where can I learn more?
For more information, see the DHS Deaf and Hard of Hearing Services Web page, including contact information for regional offices around the state.

For accessible formats of this publication or assistance with additional equal access to human services, write to dhs.info@state.mn.us, call 651-431-2400 (voice), toll-free 800-747-5484, or use your preferred relay service.
Do you have a child with a disability or special health care need?

WE CAN HELP!

FAMILY-TO-FAMILY HEALTH INFORMATION CENTER (F2F HIC)

a project of PACER Center

The Family-to-Family Health Information Center (F2F HIC), a project of PACER Center, provides a central source for families of children and young adults with disabilities or special health needs to obtain support, advocacy and information about the health care system.

Individual assistance over the phone

Call the Family-to-Family Health Information Center (F2F HIC)
Monday to Friday, 8 a.m. to 5 p.m. (CST)
Voice- (952) 838-9000
Toll free- (800) 53-PACER

Free workshops for families and professionals

workshop topics include:
- Understanding health care systems
- Working with medical professionals
- Learning about resources to help fund health care costs
- Understanding the medical home model
- Learning about resources for families to navigate health care systems

Racially, culturally and linguistically diverse staff members

Multicultural advocates can provide assistance in multiple languages:
- Spanish
- Hmong
- Somali

Fact sheets and a variety of publications

Request brochures and fact sheets, including information about:
- Health care systems, rights and records
- Health insurance, both private and public
- Insurance appeals process

Check out our website: PACER.org/health

flip the flyer over for more information
What we can help you with:

Health Insurance Information

The F2F HIC provides information about public and private health insurance programs, including:

- Medical Assistance (MA)
- TEFRA and parental fees
- Home and community-based waiver programs
- General Assistance Medical Care (GAMC)
- MinnesotaCare
- Minnesota Comprehensive Health Association (MCHA)
- Supplemental Security Income (SSI)
- Employer-based insurance
- Personal care assistance (PCA) appeals

Health at School

Children are entitled to a free and appropriate public education. Through the F2F HIC, parents can learn about their child's rights to individual health plans (IHPs) and health-related Individualized Education Program (IEP) services at school, including:

- Creation and development of IHPs, 504s and health care services in IEPs
- Accommodations for children with special dietary needs
- School nurse services
- Health-related IEP services, which includes:
  - Billing for health services received at school

Working with Doctors

The F2F HIC can prepare families to work effectively with doctors and other health care providers.

By taking a family-centered, teamwork approach to health care, parents can collaborate with health care providers to promote a more organized, accessible and compassionate health care plan for their child with special health needs.

Low-Cost Health Care

The F2F HIC website also provides information and tips on accessing affordable health care, including:

- Medical and dental clinics and resources in Minnesota
- Prescription assistance
If you are looking for help for a child with special health needs – here are some resources:

<table>
<thead>
<tr>
<th>Family to Family Health Information Center</th>
<th>Family Voices of Minnesota</th>
</tr>
</thead>
</table>
| Through individual assistance, workshops and publications the Family-to-Family Health Information Center can provide:  
  - Assistance with accessing and navigating both private and public insurance (MA, TEFRA) programs  
  - Parent to parent support from multicultural advocates in multiple languages  
  - Information and resources on working effectively with doctors and school professionals to develop appropriate plans for school, health care and home  |
| 1-800-537-2237 or 952-838-9000  
http://www.pacer.org/health  |
| **Family Voices of Minnesota**  
- Assists families with navigating systems of care re: health and financial resources information, etc.  
- Provides one to one parent matching with trained veteran parents across the state who provide information on resources and emotional support  
- Provides tools that assist families to be partners in their child’s care  |
| 1-866-334-8444  
http://www.familyvoicesofminnesota.org  |

<table>
<thead>
<tr>
<th>Help Me Grow</th>
<th>Disability Linkage Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trusted parent information beginning at birth focused on child learning, development, health and safety. Includes A-Z parenting topics, parent to parent support, age specific developmental milestones and information on how to make a referral through Help Me Grow for young children with suspected developmental concerns.</td>
<td></td>
</tr>
</tbody>
</table>
| 1-866-693-GROW (4769)  
Help Me Grow: [http://www.helpmegrowmn.org](http://www.helpmegrowmn.org)  |
| **Disability Linkage Line**  
- Information and assistance resource for all disability-related questions. Counselors’ help people identify resource and benefit options, manage benefits, overcome barriers, and find  
  - Disability benefits  
  - Financial needs  
  - Legal issues  
  - Work planning  
  - and more  |
| 1-866-333-2466  
Youth in transition tools: [http://www.mn.db101.org](http://www.mn.db101.org)  
Community resource database: [http://www.minnesotahelp.info](http://www.minnesotahelp.info)  |

<table>
<thead>
<tr>
<th>Local Public Health Departments</th>
<th>Department of Human Services</th>
</tr>
</thead>
</table>
| Local public health departments to help answer questions for your special needs child on:  
  - Local community services that could benefit your child/youth  
  - Financial resources available to benefit your child  
  - Receiving well child exams and immunizations  |
| To find a Local Public Health Office in MN:  
http://www.health.state.mn.us/chb  |
| **Department of Human Services**  
- Information about programs including:  
  - Medical Assistance and MN Health Care Programs  
  - Financial resources, TEFRA  |
| 651-431-2000 (TTY/TDD service: 800-627-3529)  
http://www.mn.gov/dhs/general-public/about-dhs/contact-us/index.jsp  
Provider Help Line for billing or other related questions:  
1-800-366-5411 or 651/431-2700  
http://www.dhs.state.mn.us/provider  |

<table>
<thead>
<tr>
<th>The Arc of Minnesota</th>
<th>The Children &amp; Youth with Special Health Needs Program</th>
</tr>
</thead>
</table>
| Promotes and protects the human rights of people with intellectual and developmental disabilities, beginning at birth to end of life. Provides information and connection to resources for people with developmental disabilities and their families.  
  - Assistance with navigating disability service systems, including health care  
  - Assistance with completing health care applications, State Medical Review Team disability certification process  |
| 1-800-582-5256  
http://www.thearcofminnesota.org/  |
| **The Children & Youth with Special Health Needs Program**  
- Monitors and reports the health and well-being of children and youth with special health needs.  
- Engages in the development, coordination and support of state and local systems for children with special health needs.  
- Serves in an advisory capacity to a variety of policy-making bodies to assure the interests of children with special health needs are considered.  |

Division of Community & Family Health  
PO Box 64882  
St. Paul, MN 55164-0882  
http://health.state.mn.us/cyshn  
1-800-728-5420 or 651-201-3650  
CYSHN Resources Revised 3.2017  
IC #52598
Free Online Language Resources for Children Who Are Deaf or Hard of Hearing

The National Center for Hearing Assessment and Management (NCHAM) is funded by the federal government to be the National Technical Resource Center of Early Hearing Detection and Intervention (EHDI) Programs. NCHAM has recently released two free online resources for families of children who are deaf or hard of hearing.

**Sign It!**

*Sign It ASL* is an online curriculum for learning American Sign Language (ASL). It is free for parents of 0-3 year old children who are deaf or hard of hearing.

- **Go to Sign It! website:** [http://infanthearing.org/short/sign_it](http://infanthearing.org/short/sign_it).

**Hear To Learn**

*Hear To Learn* is a free online learning resource to help parents of young children who are deaf or hard of hearing support the development of listening and spoken language development.

- **This online resource available in English:** [http://www.heartolearn.org](http://www.heartolearn.org) and **available in Spanish:** [http://www.oirparaaprender.org](http://www.oirparaaprender.org).
For Minnesota Families of Children Who are Deaf or Hard of Hearing

MINNESOTA HANDS & VOICES™

Lifetrack
Putting Hope Within Reach
Resource Directory
For Minnesota Families of Children
Who are Deaf or Hard of Hearing

Table of Contents

Welcome.................................................................................................................. 3
Message to Parents Whose Child(ren) Have Been Recently Identified.......................4
Minnesota Organizations Table of Contents ....................................................... 5 - 6
Minnesota Organizations ................................................................................... 7-32
National Organizations Table of Contents.............................................................. 33
National Organizations..................................................................................... 34-49
Welcome!

This list of organizations has been created by MN Hands & Voices at Lifetrack to let parents know about some of the most important resources available. Information is current as of November 2016. Our directory is updated annually. This list is not exhaustive, and details about organizations can quickly become outdated. We encourage you to contact the organizations directly for the most current and comprehensive information. Organizations located in Minnesota are listed first, followed by national organizations. Specific staff contacts are given for Minnesota-based organizations where available and appropriate.

If you are the parent of a child who has recently been identified as deaf or hard of hearing, please see our special message to you on the next page.

You may note that when the word “deaf” is used, sometimes the “d” is capitalized, sometimes it is not. For the most part, we are simply using whatever capitalization practice is used by the organization submitting the directory entry. “Deaf” is sometimes used to denote a Deaf cultural perspective, whereas “deaf” often refers to the individual’s hearing status.

Four other directories may also be helpful to parents who are looking for additional resources:

For more on Minnesota-based organizations: See Twin Cities Area Professional and Consumer Resource Guide for Deaf and Hard of Hearing People, Minnesota published by Deaf and Hard of Hearing Services – Metro of the Minnesota Department of Human Services. This directory includes information on churches, synagogues, housing, senior services, and many other services offered by organizations in the Twin Cities metropolitan area.

To obtain a copy, call 651-431-5940 (V) or 651-964-1514 (TTY) or download at: http://www.dhs.state.mn.us/main/groups/disabilities/documents/pub/dhs_id_018937.pdf

For more information on specific topics, contact the regional office nearest you: http://mn.gov/dhs/people-we-serve/adults/services/deaf-hard-of-hearing/contact-us/

For a directory of Twin City schools serving deaf or hard of hearing students, see the Deaf and Hard of Hearing Services Fact sheet at: http://www.dhs.state.mn.us/main/groups/disabilities/documents/pub/DHS_id_018478.pdf

For a complete list of Mental Health Service Providers for deaf and hard of hearing children and adults; please visit the Minnesota Department of Human Services website at: mn.gov/dhs/images/dhhsd_mental-health-resource-list.pdf

We welcome your comments and questions. Please contact us at:

MN Hands & Voices
Lifetrack

Website: www.mnhandsandvoices.org
Email: mnhv@lifetrack-mn.org
709 University Avenue West
St. Paul, MN 55104-4804
Toll-Free Voice: 1-866-DHOHKID
Fax: 651-265-2318
V: (651) 265-2435
Message to Parents Whose Child(ren) Have Been Recently Identified
As Deaf or Hard of Hearing

Has your child recently been identified as deaf or hard of hearing? If so, this resource directory may seem a bit overwhelming. There are so many issues and services under the general umbrella of “deaf and hard of hearing” that it is sometimes confusing to know what is relevant for your particular child and family.

We have some good ideas about where you might want to start. Specifically, these four organizations can be especially helpful to parents who have just found out that their child is deaf or hard of hearing.

Deaf and Hard of Hearing Services (DHHS): page 11
Help Me Grow: pages 16, 19
MN Hands & Voices at Lifetrack: page 24
PACER Center: page 29

These organizations have relevant information and services for you and your family whether your child:

- Has a hearing loss that is mild, moderate, severe, or profound;
- Has a hearing loss that is in one ear (unilateral) or both (bilateral).

These groups are also useful to your family whether you:

- Are already knowledgeable about deaf and hard of hearing issues, or have never met a deaf or hard of hearing person;
- Are considering oral communication, sign language, cueing, and/or any other communication systems; and/or
- Want more information, just want to talk with someone about your child, and/or want referrals for places to get additional information.

For information and links to information on specific topics, please see our website at www.mnhandsandvoices.org. Topics covered there include:

- Awareness
- Causes
- Screening & Testing
- American Deaf Culture
- Communication Opportunities
- Education Resources
- Technology
- Access in the Community

We also have a list of Frequently Asked Questions: http://www.mnhandsandvoices.org/first-stop/frequently-asked-questions.aspx
### MINNESOTA ORGANIZATIONS

<table>
<thead>
<tr>
<th>Organization</th>
<th>Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Role Model Program</td>
<td>7</td>
</tr>
<tr>
<td>ASL Blend</td>
<td>7</td>
</tr>
<tr>
<td>ASL Interpreting Services (ASLIS)</td>
<td>8</td>
</tr>
<tr>
<td>Bridge to Benefits</td>
<td>8</td>
</tr>
<tr>
<td>Can-Do-Canines</td>
<td>9</td>
</tr>
<tr>
<td>Charles Thompson Memorial Hall</td>
<td>9</td>
</tr>
<tr>
<td>Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans</td>
<td>10</td>
</tr>
<tr>
<td>Communication Service for the Deaf, Inc.</td>
<td>10</td>
</tr>
<tr>
<td>Cued Speech Association of Minnesota, Inc.</td>
<td>11</td>
</tr>
<tr>
<td>Deaf and Hard of Hearing Services (DHHS)</td>
<td>11</td>
</tr>
<tr>
<td>Deaf and Hard of Hearing Mental Health Services</td>
<td>12</td>
</tr>
<tr>
<td>Deaf Mentor Family Program</td>
<td>12</td>
</tr>
<tr>
<td>DeafBlind Services of Minnesota</td>
<td>13</td>
</tr>
<tr>
<td>DeafMN.com (Website Only)</td>
<td>13</td>
</tr>
<tr>
<td>Family Voices of Minnesota</td>
<td>14</td>
</tr>
<tr>
<td>Fraser</td>
<td>14</td>
</tr>
<tr>
<td>Greater Minnesota Assessments for Deaf/Hard of Hearing and Deafblind Children (GM Launch PAD)</td>
<td>15</td>
</tr>
<tr>
<td>Harris Communications</td>
<td>15</td>
</tr>
<tr>
<td>Health and Wellness Program Serving Deaf and Hard of Hearing People</td>
<td>16</td>
</tr>
<tr>
<td>Hearing Loss Association of America: Twin Cities Chapter (HLAA TC)</td>
<td>16</td>
</tr>
<tr>
<td>Help Me Grow</td>
<td>16</td>
</tr>
<tr>
<td>InterpreterReferral.org (website only)</td>
<td>17</td>
</tr>
<tr>
<td>Minnesota Academy of Audiology</td>
<td>17</td>
</tr>
<tr>
<td>Minnesota Association of Deaf Citizens, Inc. (MADC)</td>
<td>17</td>
</tr>
<tr>
<td>Minnesota Chemical Dependency Program for Deaf and Hard of Hearing Individuals</td>
<td>18</td>
</tr>
<tr>
<td>Minnesota DeafBlind Project</td>
<td>18</td>
</tr>
<tr>
<td>Minnesota Department of Education</td>
<td>19, 20</td>
</tr>
<tr>
<td>Minnesota Department of Employment and Economic Development (DEED): Vocational Rehabilitation Services</td>
<td>21</td>
</tr>
<tr>
<td>Minnesota Department of Health Early Hearing Detection Intervention (EHDI)</td>
<td>22</td>
</tr>
<tr>
<td>Minnesota Department of Human Services</td>
<td>23</td>
</tr>
<tr>
<td>Minnesota Disability Law Center</td>
<td>23</td>
</tr>
<tr>
<td>Minnesota Hands &amp; Voices at Lifetrack</td>
<td>24</td>
</tr>
<tr>
<td>Minnesota Library Resources</td>
<td>25</td>
</tr>
<tr>
<td>Minnesota Regional Low Incidence Facilitators</td>
<td>26</td>
</tr>
<tr>
<td>Minnesota Registry of Interpreters for the Deaf (MRID)</td>
<td>27</td>
</tr>
<tr>
<td>Minnesota Relay</td>
<td>27</td>
</tr>
<tr>
<td>Minnesota Resource Center: Deaf/Hard of Hearing</td>
<td>28</td>
</tr>
<tr>
<td>Minnesota Special Education Alternative Dispute Resolution (ADR) Services</td>
<td>28</td>
</tr>
<tr>
<td>Minnesota Speech-Language-Hearing Association (MSHA)</td>
<td>28</td>
</tr>
<tr>
<td>PACER Center (Parent Advocacy Coalition for Educational Rights)</td>
<td>29</td>
</tr>
<tr>
<td>Saint Paul College</td>
<td>29</td>
</tr>
<tr>
<td>Organization</td>
<td>Page</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>St. Catherine University</td>
<td>30</td>
</tr>
<tr>
<td>St. Paul/Minneapolis Black Deaf Advocates, Chapter 25</td>
<td>30</td>
</tr>
<tr>
<td>Telephone Equipment Distribution (TED) Program</td>
<td>31</td>
</tr>
<tr>
<td>University of Minnesota Department of Speech-Language-Hearing Sciences</td>
<td>31</td>
</tr>
<tr>
<td>Volunteers of America – Mental Health Clinics</td>
<td>32</td>
</tr>
<tr>
<td>Volunteers of America Treatment Program – Children’s Mental Health Case</td>
<td>32</td>
</tr>
<tr>
<td>Management</td>
<td></td>
</tr>
</tbody>
</table>
Adult Role Model Program

Website: [http://www.lifetrack-mn.org/rolemodel](http://www.lifetrack-mn.org/rolemodel)  
Lifetrack  
Email: [dhhrm@lifetrack-mn.org](mailto:dhhrm@lifetrack-mn.org)  
Main Line: (612) 276-5383  
Contact Person: Chelsea Paulson, Deaf/Hard of Hearing Role Model Coordinator

Deaf/Hard of Hearing Role Model Services offers families a sense of hope and optimism by connecting them to successful adults who grew up with a hearing loss, making them a valuable source of information of their shared experience. They receive specialized training on current issues and interests children who are DHH face today. The Role Models are prepared to share their personal experiences in an unbiased manner and to serve as a positive influence in the lives of children who are DHH.

ASLBlend

Website: [www.aslblend.org](http://www.aslblend.org)  
Email: [info@aslblend.org](mailto:info@aslblend.org)  
Main Line: (651) 340-9514  
Fax: (651) 493-6746

The mission of ASLBlend is to promote independence, collaboration, community and accessibility through American Sign Language (ASL). ASLBlend was created to bridge the gaps witnessed over 30 years working in the community and expand services to people who are Deaf in Minnesota. These deficits are reflected in four main program areas:

- **Interpreting Services** not covered by the ADA for people who are Deaf and their families, non-profit organizations and community groups, business owners who are Deaf, job interviews.
- **Community Education Programs** including ASL Mentors to ASL learners, interpreters, and families, Continuing Education Unit courses for professionals, and Deaf Awareness Training for businesses and organizations
- **DeafBlind Services** including increased Support Service Providers (SSP), education around DeafBlind interpreting and SSP skills.
- **Life Skills Coach Program** providing strong Deaf adult role models and a human link to the Deaf community for transition aged youth.
ASL Interpreting Services (ASLIS)

Website: www.aslis.com 5801 Duluth St., Suite 106
Email: info@aslis.com Golden Valley, MN 55422
V: (763) 478-8963
VP: (952) 388-2141
Fax: (763) 478-3093

Dynamic Communications, Inc. provides educational seminars for both hearing and Deaf audiences. We also provide consultations on Deafness, cultural issues, and the American with Disabilities Act (ADA), and operate ASL Interpreting Services. ASL Interpreting Services is an interpreter referral agency and sister company of Dynamic Communications.

Services include: in-house training programs, sign language instruction, public seminars, consulting, job coaching, and ADA consulting and equipment. ASL Interpreting Services locates interpreters for a wide range of settings such as business events, medical appointments, school meetings, funerals, and musical/theatrical events. We also provide VRI (Video Remote Interpreting) as well as Deaf Mentors to assist with language needs.

Bridge to Benefits

Children's Defense Fund Minnesota
Website: www.bridgetobenefits.org 555 Park Street, Suite 410
Contact: Elaine Cunningham St. Paul, MN 55103
Email: ecunningham@childrensdefense.org
V: (651) 855-1176
Fax: (651) 227-2553

Children’s Defense Fund Minnesota maintains a free eligibility screening website called Bridge to Benefits. The website screens for eligibility in seven public programs and two tax credits. By answering a few easy questions, you can see which programs you are eligible for and learn how to apply.

You can use the website to:

- Find public programs that help pay for health care, child care, food, school meals and energy bills - plus tax credits that could give you cash back or reduce how much you pay at tax time
- Print out applications to apply for seven public programs
- Find out where you can get help with completing applications
- Find out where to turn in applications in your community
- Learn about other resources to help you or your family
Can Do Canines is dedicated to enhancing the quality of life for people with disabilities by creating mutually beneficial relationships with specially trained dogs. We envision a future in which every person who needs and wants an assistance dog can have one. Each fully trained dog is provided free of charge.

Can Do Canines trains five main types of assistance dogs as follows:

**Hearing Assist Dogs** are often selected from local animal shelters. The dog alerts a person who is deaf or hard of hearing to sounds by making physical contact with them and then leading them to the source of the sound.

**Mobility Assist Dogs** work with people who have mobility challenges and other needs. They pick up and carry objects, pull wheelchairs, open doors, and help to pay at tall counters.

**Diabetes Assist Dogs** detect low blood sugar levels by sensing a change in their partner’s breath. The dog alerts their partner by touching them in a significant way.

**Seizure Response Dogs** respond to a person having a seizure by licking their face, retrieving an emergency phone, and alerting other family members.

**Autism Assist Dogs** keep children with autism safe in public settings and help them experience the world more fully by offering comfort and assurance. These special dogs also serve as a social bridge between the family and the public.

Charles Thompson Memorial Hall

**TTY:** (651) 644-3455  
**VP:** (651) 964-1396  
**Website:** [http://thdeafclub.com/](http://thdeafclub.com/)

Thompson Memorial Hall has served as a social and cultural meeting house for the Deaf community for over 80 years.

Services include: meeting rooms, game rooms, a bar/snack area, large dining room, and upper-story assembly hall.
Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans

Website: http://mn.gov/deaf-commission/  
Golden Rule Building  
Contact: Mary Hartnett, Executive Director  
85 East 7th Place, Suite 105  
Email: Mary.Hartnett@state.mn.us  
St. Paul, MN 55101  
V: (651) 431-5961  
VP: (612) 284-0284

The Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans is a Governor appointed Commission that advocates for communication access and equal opportunity with Minnesotans who are deaf, deafblind and hard of hearing. We develop public policy solutions to barriers faced in education, health care, technology, access to public services and employment. We work across agencies, branches of state government and nonprofit organizations.

Services Include:
• Identifies barriers to equal opportunity and develops public policy solutions
• Lobbies for state legislation
• Coordinates the collaborative initiatives of agency stakeholders and parents to improve educational outcomes for children/students from birth through age 21.
• Empowers by building community capacity
• Provides advocacy training, including an online course, “Making Your Case”
• Organizes a Lobby Day at the Capitol every other year

Communication Service for the Deaf, Inc.

Website: www.c-s-d.org  
2800 Rice St., Suite 154  
Contact: Aaron Gutzke  
Saint Paul, MN 55113  
Email: agutzke@c-s-d.org  
Toll Free: (844) 222-0002  
V/VP: (651) 964-2052

A statewide non-profit agency providing direct services to the deaf and hard of hearing communities including (in addition to those listed below): post-secondary tutoring, community education, and information/referral resources are available.

The Adult Education Program: Adult Basic Education (ABE), Computer Training, Citizenship Training, GED, and ESL programming  
Contact: Sarah Hoggard, (V) 612-234-5371, (VP) 651-243-4709, education@csd.org

The Deaf Domestic Violence Program  
Contact: Stephanie Ritenour, VP: 651-829-9089, sritenour@csd.org

Interpreting Services  
Vineya (online only): www.govineya.com

Captioning Services: http://www.csd.org/services/captioning/  
Marketing to Deaf Audiences: http://www.csd.org/services/creative/
Cued Speech Association of Minnesota, Inc.

Website: www.cuedspeechminnesota.org
Contact: Sarah Druley
Email: info@cuedspeechminnesota.org
V: (763) 502-6737

The Cued Speech Association of Minnesota provides information and support regarding the use of Cued Speech for deaf and hard of hearing children in educational and social settings.

Services include: information and research sheets about Cued Speech; family, professional, national, and educational contacts; social events; Cued Speech transliterator certification information; and Cued Speech workshops.

Deaf and Hard of Hearing Services (DHHS)

Website: www.dhhsd.org
Email: dhhs.metro@state.mn.us
V: (651) 431-5940
VP: (651) 964-1514
TTY: (888) 206-6513

For the phone and addresses of DHHS Offices in other areas of the state, call the metro office or visit the website for the location of the DHHS Office nearest you.

DHHS provides information, resources, and empowerment opportunities to assist deaf, deafblind, and hard of hearing Minnesotans and their families effectively access services in their communities. Five regional DHHS offices serve Minnesotans of any age who are deaf, hard of hearing, late deafened, or deaf/blind, as well as parents and family members, public and private service providers, employers and businesses, and other interested individuals and the community at large. DHHS is part of the Minnesota Department of Human Services (see separate listing).

Services include: information and referral, direct client assistance, consultation, trainings, a technology lab, videotape/DVD loan program, and interpreter referral information. DHHS also operates a Telephone Equipment Distribution (TED) Program that provides special telephone equipment at no cost to people who have a hearing loss, speech impairment, or physical disability that limits one’s ability to dial or hold a standard phone. See separate listing for TED in this directory.

A complete list of all Mental Health providers for deaf and hard of hearing individuals compiled by Deaf and Hard of Hearing Services can be found on their website at: https://mn.gov/dhs/assets/dhhsd_mental-health-resource-list_tcm1053-166284.pdf.
Therapeutic Services Agency, Inc. (TSA) was awarded a grant through the Deaf and Hard of Hearing Services Division of the MN Department of Human Services to provide mental health services to deaf, deafblind, and hard of hearing children and adolescents, and their families, living in northeast and northwest Minnesota.

Therapeutic Services Agency Inc. (TSA) is a private agency committed to the mental and social well being of individuals and families. We provide caring professional help to children, adolescents, adults and families. Our licensed mental health professionals help bring hope, healing, problem resolution and individual well being through their professional care. Offices in Pine City, St. Paul, Coon Rapids, and Cambridge MN.

TSA offers a variety of counseling services of personal help to those who are experiencing family problems, childhood abuse, trauma, marital strife, stress, depression and anxiety, grief and loss, parenting and daily living challenges, etc. Our services also promote family health and individual well being. Special assessments are conducted to help identify the type of service that we could provide to you or a family member.

Deaf Mentor Family Program

Website: http://www.lifetrack-mn.org/services/dmfp
Contact: Danelle Gournaris, MA, MS, Coordinator
Email: Danelleg@lifetrack-mn.org
VP: (651) 705-6948

Deaf Mentor Family Program, at Lifetrack, focuses on the communication needs of families with children who are deaf and hard of hearing from birth to age 6. The Deaf Mentor Family program assists these families by providing instruction in American Sign Language, early visual communication methods, and Deaf Culture, through a trained Deaf Mentor.
DeafBlind Services of Minnesota

Website: www.dbsmllc.org
Contact: John Filek
Email: filekj@dbsm.org
V: (612) 843-3441
TTY: (612) 331-2234
VP: (952) 388-2102

1936 Lyndale Ave S
Minneapolis, MN 55403

DeafBlind Services of Minnesota aims to assist Deaf/Blind children and adults in reaching their highest level of independence. The Children, Youth and Family Services (CYFS) program serves Deaf/Blind children from birth through age 21.

Services include: development of an Individual Goal Activity plan that is implemented with the help of Interveners who meet with children and youth on a weekly basis. Programs and services are tailored to meet each individual’s goals and needs.

DeafMN.com (website only)

Website: http://deafmn.com/

DeafMN.com is the successor to Tcdeaf.com. Tcdeaf.com was for all Minnesotans, but the name only reflected the Twin Cities. We have also updated the site in various ways to better serve all Minnesotans. Our new website is only the start of this process. We hope to continue to improve the website to make it easier to use, to be more inclusive and more strongly responsive to the needs of our members. We value your input so please let us know how we can better serve you.
Family Voices of Minnesota

Website:  http://familyvoicesofminnesota.org
Email:  network@familyvoicesofminnesota.org
Toll Free:  (866) 334-8444
V:  (612) 210-5547

Family Voices aims to achieve family-centered care for all children and youth with special health care needs and/or disabilities.

Through our state and national networks, we provide families tools to make informed decisions, advocate for improved public and private policies, build partnerships among professionals and families, and serve as a trusted resource on health care.

What Does Family Voices of Minnesota Do?

- Provides families information about community resources and supports
- Connects families of children with special health care needs and disabilities with one another
- Promotes patient and family-centered care including family and youth involvement in program and policy development, implementation and evaluation
- Promotes cultural competence across all systems
- Collaborates with other health and disability organizations and state agencies

Fraser

Website:  http://www.fraser.org
Email:  fraser@fraser.org  3333 University Ave S
General inquiries (V):  612-861-1688
Clinical intake (V):  (612) 767-7222
Fraser Minneapolis

Fraser is a nationally renowned Minnesota nonprofit serving children and adults with special needs through comprehensive education, healthcare and housing services. Fraser is a leading provider of autism services in Minnesota.

One of the largest community resources of its kind, Fraser offers a lifelong spectrum of services:

- diagnostic evaluations
- comprehensive mental health services including individual and group therapy
- rehabilitation services including physical, occupational, speech-language, and music therapy
- child care and education for children with typical needs and special needs
- housing for adults and children with developmental disabilities
- workshops and seminars for parents, caregivers and professionals
Greater Minnesota Psychological Assessments for Deaf/Hard of Hearing and Deafblind Children (GM Launch PAD)

Website: [http://www.gmlaunchpad.com](http://www.gmlaunchpad.com)
Contact: Dr. Nanette McDevitt
Email: Nanette@gmlaunchpad.com
V/Text: (612) 749-8375

GM Launch PAD is an exciting new program, funded by a generous grant from Deaf/Hard of Hearing Services, a division of the MN Department of Human Services.

We provide culturally affirmative psychological assessments to Deaf, Hard of Hearing & Deafblind children, ages 0-21, who live in Greater Minnesota (outside the 7 county metro area) & attend a school operated by the MN Department of Education.

Psychologists travel to the child’s school or county offices to evaluate children. Travel costs are financed by grant funds. Medical insurance, educational third party billing, county funding & vocational rehabilitation funding options will be explored in order to cover the costs of psychological testing. In cases where the child does not have insurance or does not have adequate coverage, grant funds are available for financial assistance.

Referrals are welcome from the child (18 or older), parents, families, school staff, county social workers, legal guardians.

Harris Communications

(See listing under “National Organizations”)

15 MN Hands & Voices • www.mnhandsandvoices.org
Health and Wellness Program Serving Deaf and Hard of Hearing People

Regions Hospital
Website: [www.regionshospital.com](http://www.regionshospital.com) 640 Jackson Street
Click on “specialty services” and then click
“Deaf and Hard of Hearing Services”
V/TTY: (651) 254-2742
V/TTY: (651) 254-4786 (front desk and appointments)
Videophone: (651) 583-7344
Email: Kristen.L.Swan@healthpartners.com (non-secure; clients are encouraged to use on-line services for email through the HealthPartners portal system)

The Health and Wellness Program is part of the Behavioral Health Department at Regions Hospital. The staff has offices at Regions Hospital, Maplewood Behavioral Health, and Minneapolis at the Hennepin County Health Center.

Services include: Individual, couple and family psychotherapy services to deaf, deaf blind, hard of hearing, cochlear implant candidates/recipients, and newly deafened people of all ages; community education and training, and consultation with other providers. Psychologists are available to work with hearing parents of deaf and hard of hearing children regarding a range of issues, including issues related to the child’s hearing loss.

Hearing Loss Association of America: Twin Cities Chapter (HLAA TC)
Website: [www.hlaatc.org](http://www.hlaatc.org)
Contact: Merrilee Knoll
Email: rknoll5200@aol.com
V/TTY/Cap Tel: (763) 537-7558

Meetings: HLAA TC holds meetings each month (except June, July and Aug.) on the 3rd Sat. of the month. Our meetings run from 9:30 AM to Noon, in the 2nd floor board room at Courage Center. See signs on the wall for directions to the meeting room. The Courage Center is located at 3915 Golden Valley Road in Golden Valley, MN 55422.

Help Me Grow

(See listing under Minnesota Department of Education)
InterpreterReferral.org (website only)

Website: mn.gov/dhs/interpreter-referral
Contact: Sharisse Leier
Email: Sharisse.Leier@state.mn.us
V: (651) 431-3253

Deaf and Hard of Hearing Services Division (DHHS) at the Minnesota Department of Human Services operates this website. It is a valuable source of information about sign language interpreters, how to use them, and how to find them.

Services include: locating a sign language interpreter in Minnesota, locating an interpreter for an emergency, information about how to work with a sign language interpreter, information about services for deaf, hard of hearing, and deaf/blind individuals, and information about federal and state laws related to communication access and interpreters.

Minnesota Academy of Audiology

Website: www.minnesotaaudiology.org
P.O. Box 20103
Bloomington, MN 55420
V: (612) 250-0305

The Minnesota Academy of Audiology is the hearing and balance authority dedicated to promoting excellence in and advancing the profession of Audiology in Minnesota.

The Minnesota Academy of Audiology is committed to developing and supporting audiologists. This is accomplished through leadership in legislative advocacy, best practices, high ethical standards and education of members, healthcare professionals and the public.

MAA is primarily a professional organization for audiologists. We provide referral information to individuals and families who need assistance with hearing and balance issues. Other outreach services include low-cost hearing screenings at area health fairs, participation in high school career fairs, and scholarships for high school seniors pursuing post-secondary education.

Minnesota Association of Deaf Citizens, Inc. (MADC)

Website: www.minndeaf.org
Contact: Adan Burke, President:
Email: president@minndeaf.org
Contact: Becky Thomas, Secretary
Email: secretary@minndeaf.org
1824 Marshall Avenue
St Paul, MN  55104

MADC is a non-profit organization serving and representing Minnesotans who are deaf, deafblind or hard of hearing.

Services include: advocating for the social, cultural, and economic status of people in Minnesota with hearing loss, and protecting their rights as citizens.
Minnesota Chemical Dependency Program for Deaf and Hard of Hearing Individuals

Website: uofmmmedicalcenter.org/DeafHOH
Email: deafhoh1@fairview.org
V: (800) 282-3323
VP: (651) 964-1427
Fax: (612) 273-4516

2450 Riverside Avenue South
Minneapolis, MN 55454

The Minnesota Chemical Dependency Program for Deaf and Hard of Hearing Individuals is a specialized program designed to meet the communication and cultural needs of deaf and hard of hearing persons.

Services include: individual and group therapy, lectures, spirituality group, recreational therapy, grief group, vocational rehabilitation education sessions, participation in Twelve Step groups, comprehensive assessment services, and aftercare planning.

Minnesota DeafBlind Project

Metro ECSU
Website: www.dbproject.mn.org
Toll Free: (800) 848-4905

2 Pine Tree Dr., Suite 101
Arden Hills, MN 55112

Deanna Rothbauer- Project Coordinator & Family Specialist
Email: deanna.rothbauer@metroecsu.org
(612) 638-1531

Cathy Lyle- Education Consultant
Email: Cathy.Lyle@metroecsu.org
(612) 638-1526

The Minnesota DeafBlind Technical Assistance Project is a team of dedicated individuals committed to supporting services to children and youth with a combined vision and hearing loss throughout the state.

Services include: support services for families and school teams, workshops, materials resource center, technical assistance, and training.
The Minnesota Department of Education and Minnesota Resource Center: D/HH works to help improve the well-being of Deaf and Hard of Hearing children and families through partnerships and educational programs that focus on lifelong learning, family educational opportunities and the preparation of young people for the world of work.

MN Department of Education Early Learning Services
“Help Me Grow” Online Referral (See MNH&V online directory for links)


Infant and Toddler Intervention Services (Birth through Two years of age) and Preschool Special Education (Three to Five years of age)

Minnesota’s Infant and Toddler Intervention system is a partnership between the Departments of Education, Health and Human Services and families with young children, birth to two years (overseen by the Minnesota Department of Education). Families who have an infant or toddler with developmental delays, disabilities, or certain health conditions work together with local service providers to access services and resources to help their child grow and develop. These services are provided under federal law, the Individuals with Disabilities Education Act (IDEA), Part C.

For children age birth to two years, Infant and Toddler Intervention Services are provided to eligible children and their families through Individualized Family Service Plans (IFSP). Under three years of age, a child who is Deaf or Hard of Hearing is eligible for services with a certain level of diagnosed permanent hearing loss; the child does not need to show any developmental delays.

In addition to ongoing developmental assessments, early intervention may include home visits by early intervention professionals, coordination of services from a variety of agencies, assistive technology, help with accessing county or health services, parent-to-parent support, information about local, state, and national resources—and a host of other family-focused services.

Preschool Special Education Services are provided to eligible children ages three to five years of age through their local public school districts. The types of educational services and settings provided will vary according to the individual learning needs of each child. Following an evaluation of the child’s development that determines if the child is eligible for special education services, an Individual Education Program (IEP) is written together with the family and frequently reviewed to support the child’s continued learning.
Minnesota Department of Education Continued...

Children who are Deaf or Hard of Hearing may be eligible for special education support services in their local public school districts specific to their unique learning needs throughout their school years under IDEA. (For more information, please see Special Education Services: Deaf Hard of Hearing using the link below.)

http://helpmegrowmn.org/HMG/index.htm

This interactive website developed by the Minnesota Department of Education provides a wealth of information for parents and the public, including topics specific to parent needs and concerns related to child development, learning and health. It also provides interactive tools that parents can use to find Minnesota-specific information and resources.

Minnesota Special Education Services (See MNH&V online directory for links)
Special Education Services: Deaf and Hard of Hearing (See MNH&V online directory for links)

Contacts:
Kara H. Tempel, Coordinator, Part C: Infant and Toddler Intervention Services
(651) 582-8495
kara.hall@state.mn.us

Lisa Backer, Supervisor, Early Childhood Special Education Team
(651) 582-8473
Lisa.Backer@state.mn.us

Joan Breslin-Larson, Supervisor, Special Education Policy Division
(651) 582-1599
Joan.Breslin-Larson@state.mn.us

Mary Cashman-Bakken, State Specialist, Deaf/Hard of Hearing,
Mary.cashman-bakken@state.mn.us
Minnesota Department of Employment and Economic Development (DEED):
Vocational Rehabilitation Services

Website: [http://mn.gov/deed/job-seekers/disabilities/](http://mn.gov/deed/job-seekers/disabilities/)
Contact: Elise Knopf
Email: Elise.Knopf@state.mn.us
V: (612) 318-0805
Fax: (651) 642-0662

1st National Bank Building
332 Minnesota Street, Suite E200
St. Paul, MN 55101-1351

The mission of Vocational Rehabilitation Services is to assist Minnesotans with disabilities to reach their goals for working and living in the community. Parents and families of transition aged youth can find a variety of school and work support and services (e.g. assessment, counseling, career planning, post-secondary training, assistive technology, job placement), delivered through a team of Rehabilitation Counselors serving consumers who are Deaf and Hard of Hearing at various locations.
Detection of hearing loss as early as possible gives families a chance to help maximize their children’s developmental potential. Minnesota state law mandates newborn hearing screening. Hospitals are required to screen babies’ hearing before discharge. The hospitals and providers who complete outpatient hearing rescreening or audiologic assessment are also obligated to report the results to the Newborn Screening Program, the infant’s clinic, and the parents.

Newborn hearing screening is the first part of a comprehensive EHDI program at the Minnesota Department of Health. The Newborn Screening program provides follow-up to ensure that every baby who does not pass hearing screening has timely and appropriate follow-up and audiologic evaluation according to best practice standards. Once identification of hearing loss is confirmed, the Children and Youth with Special Health Needs (CYSHN) program assures that families have access to appropriate and timely intervention, statewide services, and resources. We contract with Minnesota Hands & Voices to provide parent-to-parent support to families of children newly identified with hearing loss.
Minnesota Department of Human Services

Website: mn.gov/dhs
Email: DHS.info@state.mn.us
DHS Info desk: (651) 431-2000
Toll Free: (800) 627-3529 (MN Relay)

Among its many other activities, the Minnesota Department of Human Services (DHS) oversees publicly funded health care programs, namely Medical Assistance (Medicaid) and MinnesotaCare.

Services include: a range of health care, home, and community-based services for individuals, and families meeting income guidelines.

DHS also has several other programs specifically designed for Minnesotans who are deaf or hard of hearing. See separate listings for Deaf and Hard of Hearing Services, the Telephone Equipment Distribution Program, and the Minnesota Commission Serving Deaf, DeafBlind, and Hard of Hearing Minnesotans.

Minnesota Disability Law Center

Website: www.mndlc.org
Contact: Pam Hoopes
Email: phoopes@mylegalaid.org
V: (612) 334-5970
TTY: (612) 332-4668
Toll Free (V): (800) 292-4150

Intake: Monday - Friday 9:30 - 11:30 a.m. and 1:30 - 3:30 p.m.
612-334-5970 (metro); 1-800-292-4150 (toll-free)

The Minnesota Disability Law Center addresses the unique legal needs of persons with disabilities.

Services include: free civil legal assistance to individuals with disabilities on legal issues such as abuse and neglect, right violations, habilitation services, special education, access to public services, public accommodation, case management, vocational rehabilitation services, and assistive technology.
MN Hands & Voices at Lifetrack

Website: www.mnhandsandvoices.org  
Email: MNHV@lifetrack-mn.org

709 University Avenue West  
St. Paul, MN 55104-4804

V: (651) 265-2435  
Fax: (651) 265-2318  
Toll Free: (866) DHOH-KID (346-4543)

Facebook: https://www.facebook.com/MNHandsandVoices  
Página de Facebook: https://www.facebook.com/ManosyVocesdeMN  
Twitter: https://twitter.com/MNHandV

MN Hands & Voices’ mission is to build better lives for children who are deaf and hard of hearing by providing parent-to-parent support to families throughout the state of Minnesota. Trained Parent Guides are located in six regions around Greater Minnesota, as well as staff located in the Metro area to continue to assist families and offer support, information, and referral to families. We also have culturally-specific Parent Guides to assist parents who are Deaf, from NE African, SE Asian and Spanish-speaking communities. All of our Parent Guides are themselves, parents of children who are deaf and hard of hearing. They are passionate about supporting families with whatever personal choices they make regarding their child who is deaf or hard of hearing. Parents contacting MN Hands & Voices can obtain information about a wide variety of topics such as American Sign Language, educational options, Cued Speech, parenting, assistive technology, and auditory training.

Services include: information and referral, FOCUS newsletter, educational workshops, networking opportunities, and connections to other parents with children who are deaf and hard of hearing. The program’s website has many sections that can assist families in better understanding key issues and options. On on-line version of the Resource Directory is available at www.mnhandsandvoices.org. MN Hands & Voices is a chapter of the Hands & Voices HQ organization: www.handsandvoices.org.
Minnesota Library Resources

**Minnesota Resource Libraries: Deaf/Hard of Hearing**

**Contact:** Kristy Hegberg  
**Email:** kristy.hegberg@msad.state.mn.us  
**http://www.msad.state.mn.us/Community/resourcecenter.aspx**

The Minnesota Resource Libraries: Deaf/Hard of Hearing, part of the Minnesota State Academies, is a statewide resource providing information and resources to help families and educators meet the educational needs of Minnesota children and youth who have a hearing loss. The Minnesota Resource Center: Deaf/Hard of Hearing is located in Faribault, Minnesota, at the Minnesota State Academy for the Deaf.

**Merriam Park Library: Deaf and Hard of Hearing Collection**

**Website:** [http://www.sppl.org/about/locations/merriam-park](http://www.sppl.org/about/locations/merriam-park)  
**Contact:** Janet Van Tassel or Rose Ann Foreman  
**Email:** branch.merriam@ci.stpaul.mn.us  
**V:** (651) 642-0385  
**TTY:** (651) 298-4184

Merriam Park Branch Library maintains a Deaf and Hard of Hearing Collection of books and DVDs for children and adults related to such issues as American Sign Language, hearing loss, and Deaf heritage. The library also collaborates with organizations to improve library access for deaf and hard of hearing people.

Library materials are available to anyone with a current library card from a public library in Minnesota, and may also be requested through interlibrary loan through your local library. An online catalog lists the materials in the Deaf and Hard of Hearing Collection by title, author, and subject.

**Described and Captioned Media Program (DCMP)**

[https://www.dcmp.org/](https://www.dcmp.org/)

The DCMP media library has over 4,000 free-loan described and captioned media titles available to registered members, and members can watch media online or order a DVD copy to be shipped to them.
Regional Low Incidence Projects are educational services through school districts and the directors of special education for children who have needs that are less common, such as hearing loss, vision loss, autism, etc. These projects are state-wide (Metro and Greater/Rural-MN). Families who have a child who is deaf/hard-of-hearing that has or has not been referred to their local early intervention program and have questions about children who are deaf/hard-of-hearing or educational audiological services can contact their regional low incidence facilitator to find out contact information regarding local educational consultants for deaf/hard-of-hearing children (birth – age 21).

Region 1& 2 Northwest
Brenda Ackerson, Warren
(218) 745-5628 Ext. 248
backers@wao.k12.mn.us

Region 3 Northeast
Phyllis Hauck, Mt. Iron
(218) 748-7606
phauck@nesc.k12.mn.us

Region 4 Westcentral
Dennis Ceminski, Fergus Falls
(218) 739-3273
dceminski@lcsc.org

Region 5 & 7 Central & Southcentral
Mary Ruprecht, Staples
(320) 496-3013
Mary.Ruprecht@njpacoop.org

Region 6&8 Southwest
Mary Palmer, Willmar
(320) 231-5184
mary.palmer@swsc.org

Region 9 Southcentral
Linda Watson, North Mankato
(507) 389-2123
lwatson@mnscsc.org

Region 10 Southeast
Christian Wernau, Byron
(507) 775-2037
cwernau@zumbroed.org

Region 11 Metro
Ingrid Aasan, St. Anthony
(612) 638-1517
ingrid.aasan@metroecsu.org

Low Incidence State-Wide
Joan Breslin-Larson, Supervisor
Roseville, MN
(651) 582-1599
TTY: (651) 582-8201
Joan.Breslin-Larson@state.mn.us
Minnesota Registry of Interpreters for the Deaf (MRID)

Website: [www.mrid.org](http://www.mrid.org)  
Email: president@mrid.org  
PO Box 4414  
St. Paul, MN 55104

The Minnesota Registry of Interpreters for the Deaf is a non-profit organization of professional interpreters, consumers, and interested persons.

Services include: Provide state/local forums and continuing education opportunities to ensure growth and development of the interpreting profession. Provides information about state interpreting standard practices and acts as platform for community announcements. Collaborates to support relevant legislative action.

Minnesota Relay

Website: [www.mnrelay.org](http://www.mnrelay.org)  
Email: mn.relay@state.mn.us  
Minnesota Relay Outreach Office: 651-602-9005 (Voice)

To place a Minnesota Relay call, dial: 7-1-1 or 1-800-627-3529 (Voice/TTY/ASCII/HCO)  
Speech-to-Speech: 1-877-627-3848  
Voice Carry Over Direct: 1-877-627-3024  
Two-Line Voice Carry Over: 1-866-855-4611  
Spanish Relay: 1-877-627-5448  
24-hour Customer Service: 1-800-676-3777 (Voice, TTY, ASCII)

Minnesota Relay is a free telecommunications service that allows persons with hearing or speech disabilities to place and receive telephone calls.

A specially trained communications assistant (CA) facilitates the telephone conversation between a person with a hearing or speech disability and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.
Minnesota Resource Center: Deaf/Hard of Hearing

Website: [http://education.state.mn.us](http://education.state.mn.us)  
Contact: Mary Cashman-Bakken, Director  
Email: mary.cashman-bakken@state.mn.us  
VP: (507) 412-5214

The Minnesota Resource Center is a “statewide technical assistance resource addressing special education and service for students who are deaf or hard of hearing.” The center is part of the Minnesota Department of Education. Services include: technical assistance, workshops, special events, and an advisory committee all focused on improving services for DHH children 0-21.

Minnesota Special Education Alternative Dispute Resolution (ADR) Services

Website: [www.education.state.mn.us](http://www.education.state.mn.us)  
Contact: Patricia McGinnis  
Email: patricia.mcginnis@state.mn.us  
V: (651) 582-8222  
Toll Free (V): 1-866-466-7367  
Fax: (651) 582-8498  
TTY/Minnesota Relay Service: (800) 627-3529

The Minnesota Special Education Mediation Service assists students, parents, schools, and agencies to resolve conflicts regarding special education issues.

Services include: mediation and neutral facilitation of education planning meetings – Individualized Education Plan (IEP) and Individual Family Service Plan (IFSP).

Minnesota Speech-Language-Hearing Association (MSHA)

Website: [www.msha.net](http://www.msha.net)  
Email: office@msha.net  
V: (651) 290-6292

MSHA is a statewide professional organization for audiologists and speech-language pathologists. The organization promotes prevention, assessment, and treatment of communication disorders and the study of normal and disordered human communication. Audiologists and speech-language pathologists have completed graduate degrees and may be licensed by the State of Minnesota. The Minnesota Speech-Language-Hearing Association is a recognized state association from the American Speech-Language-Hearing Association.

Services include: consumer referrals, legislative representation, continuing education, networking, newsletter, professional placement, and membership for professionals.
PACER Center (Parent Advocacy Coalition for Educational Rights)

Website: [www.pacer.org](http://www.pacer.org)  8161 Normandale Boulevard
Contact: Deanne Curran  Minneapolis, MN 55437-1044
Email: pacer@pacer.org
V: (952) 838-9000
Toll Free: (800) 53-PACER

PACER’s mission is to “expand opportunities and enhance the quality of life of children, youth, and young adults with all disabilities and their families, so each person can reach his or her highest potential.” PACER operates on the principles of parents helping parents, supporting families, promoting a safe environment for all children, and working in collaboration with others.

PACER focuses on educational rights, with programs addressing special needs for all stages of childhood and all disabilities. Services include: staff support to answer questions and offer one-on-one help, publications, puppet programs for elementary students, workshops for parents and professionals, legislative information, and web-based resources. Programs cover a wide variety of topics such as early childhood, bullying prevention, transition planning, multicultural services, health, and assistive technology.

Saint Paul College – American Sign Language

American Sign Language Studies Certificate
Sign Language Interpreter/Transliterator AAS Degree

Website: [http://www.saintpaul.edu](http://www.saintpaul.edu)  235 Marshall Ave.
Contact: Heather Virnig  St. Paul, MN 55102
Email: heather.virnig@saintpaul.edu
Sherri Rademacher: sherri.rademacher@saintpaul.edu
Linda Gill: linda.gill@saintpaul.edu, 651-846-1607
Patty O'Connell: patricia.oconnell@saintpaul.edu, 651-846-1358

Saint Paul College offers a variety of American Sign Language classes, an American Sign Language Studies Certificate and a Sign Language Interpreter/Transliterator AAS Degree Program.

Services include: American Sign Language classes levels one through five; classes related to specific aspects of ASL and Deaf culture; and sign interpreter/transliterator preparation. Many classes are available day and evening, offering convenient and affordable options for parents and adult family members seeking ASL instruction.
St. Catherine University

ASL & Interpreting Department
2004 Randolph Avenue
St. Paul, MN 55105

Website: http://www.stkate.edu/academic/asl_interpreting/
Email: asl@stkate.edu
V: (651) 690-6770
VP: (612) 913-4326

St. Catherine University is a liberal arts university. ASL and interpreting classes are offered as part of the ASL and Interpreting major programs, although many non-majors take ASL to fulfill their foreign language requirement. The university has a unique focus on health care interpreting, and also provides resources related to Deaf/Blind and educational interpreting.

Services include: ASL classes and information about health care interpreting.

For admissions and financial aid information you may also call (651) 690-6933 or (800) 945-4599 or email admissions@stkate.edu

St Paul/Minneapolis Black Deaf Advocates, Chapter 25

Website: http://stpaulmplsdba.org
Contact: Kim Wassenaar, President
Email: stpaulmplsdba@gmail.org

The National BDA is the first and largest consumer organization for deaf and hard of hearing people of color established in the United States. Minnesota BDA was founded in 1997. It has “an active and motivated membership who meets monthly in the public library across from Thompson Hall.”

Services include: advocacy, membership, and social activities.
Telephone Equipment Distribution (TED) Program

Website: mn.gov/dhs/ted-program
Email: ted.program@state.mn.us
V: (800) 657-3663
TTY: (888) 206-6555
VP: (651) 964-1514

444 Lafayette Road N.
St. Paul, MN 55155-3814

The Telephone Equipment Distribution (TED) program provides specialized telephone equipment to eligible deaf, deafblind, hard of hearing, speech, and physically disabled persons, which enables them to access the telephone. To see if you qualify for the program, call the number listed above and they will send you an application. TED Program regional specialists assist qualified individuals in getting the equipment they need. They also provide free presentations to agencies. The TED program is operated through the regional offices of the Deaf and Hard of Hearing Services (DHHS) Division. See separate listings for more information about DHHS and the Minnesota Department of Human Services.

The equipment is on long-term loan from the State of Minnesota. Telephone equipment loaned out include amplified corded and cordless phone, CapTel phones (a telephone that uses a speech recognition software to provide captioning to the user), light flashing ring signalers, amplified telephones, loud ringers, hands-free speaker phones, TTYs/TDDs, large visual display TTYs, and Braille phones.

University of Minnesota Department of Speech-Language-Hearing Sciences

Website: www.slhs.umn.edu
Email: slhs@umn.edu
V: (612) 624-3322
Fax: (612) 624-7586 164

115 Shevlin Hall
Pillsbury Drive S.E.
Minneapolis, MN 55455-0279

Office Hours: 8:00 a.m. to 4:30 p.m. Monday-Friday

The Department of Speech-Language-Hearing Sciences provides a range of hearing services for children and adults of all ages with communication impairments associated with hearing loss. A sliding fee scale is available for families with documented financial need.

Services include: hearing evaluations, hearing aid/assistive listening device evaluation and dispensing, individual speech and language assessment and therapy, auditory therapy, parent discussion, and support groups.
Volunteers of America - MN Mental Health Clinics

Website: http://www.voamnwi.org/dhh-mental-health
Contact: Jaime Monson, Senior Manager of Clinical Services
Email: jmonson@voamn.org
VP: (612) 326-4255
V: (763) 225-4502

The Volunteers of America-Minnesota Mental Health Clinics offer diverse, culturally competent, high-quality mental health services for children, adolescents, and their families. These services may take place in the clinic office, school or home setting and are individualized to meet the unique needs of each child and their family. Our team of professionals who work with deaf, deafblind, and hard of hearing children are fluent in sign language and knowledgeable about Deaf Culture. Treatment is designed with an understanding of the impact hearing loss has on social, emotional, and cognitive development and is provided in the language/communication mode that is most comfortable for the child and family.

The Clinics’ multidisciplinary team of professional staff focus on helping children, adolescents and their families’ cope with and manage emotional/behavior problems and disturbances, depression, anxiety, ADHD, parent/child conflict, grief and loss issues, attachment issues, trauma etc. In addition, our team has specialized expertise to meet the mental health needs of children and adolescents who are living in foster care, returning home from out-of-home placement, as well as culturally and language specific services for those who are deaf/hard of hearing or East African immigrants.

Professional mental health services include psychiatric assessment, evaluation and services; medication management; psychological assessment and psychological testing; individual psychotherapy; family psychotherapy; group psychotherapy; group counseling; and family and parent education.

Volunteers of America Family Treatment Program: Children and Adult Mental Health Case Management

Website: www.voamn.org
Contact: Nicole Argentina
Email: nicole.argentina@voamn.org
VP: (507) 412-5727

Minnesota State Academy for the Deaf
615 Olof Hanson Dr.
Faribault, MN 55021

Mental Health Case Management provides services enabling children and adults with mental health concerns to remain at home. Case Managers help coordinate services such as: mental health, social, education, health, vocational, recreation, volunteer, advocacy, transportation, and legal.
<table>
<thead>
<tr>
<th>Organization</th>
<th>Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alexander Graham Bell Association for the Deaf and Hard of Hearing</td>
<td>34</td>
</tr>
<tr>
<td>The ALLIANCE National Parent Technical Assistance Center (NPTAC)</td>
<td>34</td>
</tr>
<tr>
<td>American Society for Deaf Children (ASDC)</td>
<td>35</td>
</tr>
<tr>
<td>American Speech-Language-Hearing Association (ASHA)</td>
<td>35</td>
</tr>
<tr>
<td>The Autism Network for Deaf/Hard of Hearing and Blind/Visually Impaired</td>
<td>35</td>
</tr>
<tr>
<td>BEGINNINGS for Parents of Children Who are Deaf or Hard of Hearing</td>
<td>36</td>
</tr>
<tr>
<td>Better Hearing Institute</td>
<td>36</td>
</tr>
<tr>
<td>Boys Town National Research Hospital (Center for Childhood Deafness)</td>
<td>36</td>
</tr>
<tr>
<td>Centers for Disease Control: Hearing Loss in Children (website only)</td>
<td>37</td>
</tr>
<tr>
<td>Communication Access Information Center (website only)</td>
<td>37</td>
</tr>
<tr>
<td>Deafed.net (website only)</td>
<td>38</td>
</tr>
<tr>
<td>Deafteens.org (Website only)</td>
<td>38</td>
</tr>
<tr>
<td>Department of Justice (DOJ)</td>
<td>39</td>
</tr>
<tr>
<td>Fetaweb.com (website only)</td>
<td>39</td>
</tr>
<tr>
<td>Gallaudet University</td>
<td>39</td>
</tr>
<tr>
<td>Global Coalition of Parents of Children who are Deaf or Hard of Hearing (GPOD)</td>
<td>40</td>
</tr>
<tr>
<td>Hands and Voices</td>
<td>40</td>
</tr>
<tr>
<td>Handspeak.com (website only)</td>
<td>41</td>
</tr>
<tr>
<td>Harborhouselaw.com (website only)</td>
<td>41</td>
</tr>
<tr>
<td>Harris Communications</td>
<td>41</td>
</tr>
<tr>
<td>Hearing Loss Association of America (HLAA)</td>
<td>42</td>
</tr>
<tr>
<td>House Ear Institute</td>
<td>42</td>
</tr>
<tr>
<td>John Tracy Clinic</td>
<td>43</td>
</tr>
<tr>
<td>Laurent Clerc National Deaf Education Center</td>
<td>43</td>
</tr>
<tr>
<td>National Association of the Deaf</td>
<td>44</td>
</tr>
<tr>
<td>National Black Deaf Advocates (NBDA)</td>
<td>44</td>
</tr>
<tr>
<td>National Center for Hearing Assessment and Management (NCHAM) (Website Only)</td>
<td>45</td>
</tr>
<tr>
<td>National Cued Speech Association: Deaf Children’s Literacy Project</td>
<td>46</td>
</tr>
<tr>
<td>National Institute on Deafness and Other Communication Disorders</td>
<td>46</td>
</tr>
<tr>
<td>National Technical Institute for the Deaf (NTID)</td>
<td>47</td>
</tr>
<tr>
<td>Purple Communications</td>
<td>47</td>
</tr>
<tr>
<td>Registry of Interpreters For the Deaf (RID)</td>
<td>47</td>
</tr>
<tr>
<td>The Signing Exact English (SEE) Center</td>
<td>47</td>
</tr>
<tr>
<td>Sorenson Communications</td>
<td>48</td>
</tr>
<tr>
<td>Supplemental Security Income</td>
<td>48</td>
</tr>
<tr>
<td>Supporting Success for Children with Hearing Loss</td>
<td>48</td>
</tr>
<tr>
<td>Wrightslaw (website only)</td>
<td>49</td>
</tr>
<tr>
<td>Yellow Pages for Kids with Disabilities (website only)</td>
<td>49</td>
</tr>
</tbody>
</table>
The Alexander Graham Bell Association for the Deaf and Hard of Hearing helps families; health care providers and education professionals understand childhood hearing loss and the importance of early diagnosis and intervention. Through advocacy, education, research and financial aid, AG Bell helps to ensure that every child and adult with hearing loss has the opportunity to listen, talk and thrive in mainstream society. With chapters located in the United States and a network of international affiliates, AG Bell supports its mission: "Advocating Independence through Listening and Talking!"

Services include: a magazine, academic journal, financial aid and scholarship awards, special interest section for parents, and many other programs.

The ALLIANCE National Parent Technical Assistance Center (NPTAC)

Website: http://www.parentcenternetwork.org   PACER Center
Email: alliance@taalliance.org   8161 Normandale Blvd.
National Toll Free: (888) 248-0822   Minneapolis, MN 55437-1044
Fax: (952) 838-0199
V: (952) 838-9000
TTY: (952) 838-0190

The ALLIANCE National Parent Technical Assistance Center (NPTAC) provides Parent Centers, Parent Training, and Information Centers (PTIs) and Community Parent Resource Centers (CPRCs), with technical assistance, information, resources, and materials. A major goal of the ALLIANCE National PTAC is to build the capacity of Parent Centers in order to improve results for children with disabilities ages 0 -26 in rural, urban and suburban areas and from underrepresented and underserved populations.

This model of support reflects evidence based practices, addresses the needs of Parent Centers, promotes system changes, and encourages parent-professional partnerships. Project activities are based on a logic model and focus on significant educational initiatives, including the State Performance Plan (SPP) indicators.

The training events, product development, strategic planning, technology, business partnerships, and evaluation offered through the ALLIANCE National PTAC are designed to meet the needs of Parent Centers and support the development of positive outcomes for children with disabilities.
American Society for Deaf Children (ASDC)

Website: [www.deafchildren.org](http://www.deafchildren.org) 800 Florida Avenue, NE #2047
Email: asdc@deafchildren.org Washington, DC 20002-3695
Toll Free: (866) 942-2732

American Society for Deaf Children (ASDC) is a national, independent, nonprofit parent organization that provides support, encouragement, and information to families raising children who are deaf or hard of hearing. ASDC members receive The Endeavor Magazine, special pricing for their Biennial Conventions, unlimited use of their 800 information and referral line, and special pricing for their speakers bureau. Families of deaf and hard of hearing children may join ASDC through their First Year Free Program. For more information visit the ASDC website.

American Speech-Language-Hearing Association (ASHA)

Website: [www.asha.org](http://www.asha.org) 2200 Research Blvd.
Email: actioncenter@asha.org Rockville, MD 20850-3289
Toll Free: (800) 638-8255 (V/TTY)
Local: (301) 296-5700 (V)

ASHA is a professional, scientific, and credentialing association for audiologists, speech-language pathologists, and speech, language, and hearing scientists.

Services include: information on children and hearing aids, cochlear implants, and assistive technology; research journals, and help in finding an audiologist or speech-language pathologist.

The Autism Network for Deaf/Hard of Hearing and Blind/Visually Impaired

Email: HearingVisionNetwork@autism.com 4182 Adams Avenue
4182 Adams Avenue
San Diego, California
San Diego, California
92116

The Network's mission is to raise awareness of communication and education needs, and to promote advocacy and research for those who have autism and are deaf/hard of hearing and/or blind/visually impaired.
BEGINNINGS for Parents of Children Who are Deaf or Hard of Hearing

Website: [www.ncbegin.org](http://www.ncbegin.org) 156-A Wind Chime Court
Email: Raleigh@ncbegin.org Raleigh, NC 27605
V/TTY: (919) 715-4092

BEGINNINGS provides emotional, supportive, objective, and impartial information. It also provides technical assistance to parents of children (from birth through age 21) who are deaf or hard of hearing, deaf parents with hearing children, and professionals who serve them. Although direct services are for North Carolina residents, this organization has an excellent website for parents.

Services include: impartial information about all communication approaches and educational settings, information and support to parents regarding educational rights and procedures, assistive technology, and audiology.

Better Hearing Institute

Website: [http://www.betterhearing.org/](http://www.betterhearing.org/) 1444 I Street NW
Email: mail@betterhearing.org Suite 700
V: (202) 449-1100 Washington, DC 20005
Toll Free Hearing Help Line: (800) EAR-WELL

The Better Hearing Institute is a national organization that provides information on hearing loss and its treatment and prevention.

Services include: Hearing Help Line, which provides comprehensive information on hearing loss, sources of assistance, and other available hearing help.

Boys Town National Research Hospital (Center for Childhood Deafness)

Websites: [www.boystownhospital.org](http://www.boystownhospital.org) 555 N 30th St.
[www.babyhearing.org](http://www.babyhearing.org)
[www.classroominterpreting.org](http://www.classroominterpreting.org)
Email: marypat.moeller@boystown.org
V/TTY: (402) 452-5000

The Boys Town National Research Hospital is an interdisciplinary program providing research, family and child educational/clinical programs, and information dissemination.

Services include: information about early measurement of hearing, effective education for children and families, understanding the causes of hearing loss, sign language, and cochlear implants.
Centers for Disease Control: Hearing Loss in Children (website only)

Website: [http://www.cdc.gov/ncbddd/hearingloss/](http://www.cdc.gov/ncbddd/hearingloss/)
Email: cdcinfo@cdc.gov
(800) CDC-INFO
TTY: (888) 232-6348

Hearing loss can affect a child’s ability to develop communication, language, and social skills. The earlier children with hearing loss start getting services, the more likely they are to reach their full potential. If you are a parent and you suspect your child has hearing loss, trust your instincts and speak with your child’s doctor. Don’t wait!

Communication Access Information Center (website only)

Website: [http://www.captioningmatters.org](http://www.captioningmatters.org)

The National Court Reporters Association (NCRA) sponsors this site that provides information for consumers of captioning and Communication Access Real-time Translation (CART) services, also known as real time captioning. The website provides information regarding captioning and CART, specifically for people who are hard of hearing and deaf as well as for officials who decide how access services will be provided. CART allows deaf and hard-of-hearing individuals to fully participate in activities such as conferences, religious services, appointments, and school. CART captioners accompany people to the appointment, class, etc. and use a stenotype machine and a laptop to instantly transcribe the spoken words into text that a person with hearing loss can read on a screen.

The CART Provider Directory on the NCRA Web site allows you to find a CART provider in your area by city and state. Many of the CART providers offer remote CART services as well. This is a wonderful resource that connects consumers with providers in an easy-to-use manner. Please go to the CART Directory: [http://www.ncrasourcebook.com/](http://www.ncrasourcebook.com/) to find a CART provider near you.

Information includes: how to locate a CART provider, what to expect from a CART provider, where CART can be used, and resources for obtaining CART in the elementary, secondary and post secondary school settings. Additional information can be found at the NCRA Home Page: [http://www.ncra.org/](http://www.ncra.org/)
**Deafed.net (website only)**

**Website:** [www.deafed.net/](http://www.deafed.net/)

**Contact:** Dr. Harold Johnson, Site Director

**Email:** catalyst@kent.edu

"While the site was previously funded via a series of Federal grants with the goal of enhancing U.S. [Deaf Education Teacher Preparation Programs](http://www.deafed.net/), the site is now self-funded with the goal of enhancing collaborative efforts between parents and the professionals as they work to share what we know, and learn what we need, to further improve the social, linguistic, academic, and post-secondary learning opportunities and performance of children who are deaf/hard of hearing (d/hh)."

-Taken from [deafed.net](http://www.deafed.net/)

**Services include:**

- In the "Jobs & Resumes" section you are able to post and search for jobs and resumes.
- In the "Topical Conversations" section, learn about the "frequently encountered problems" (FEPs) that impede the teaching, learning and performance of children who are d/hh, and what can we do to resolve these FEPs?
- The "Knowledge Base & Calendar" section will be used to share both established and emerging information concerning informational resources to enhance the teaching, learning, and performance of children who are d/hh.
- The "Collaborative Opportunities" section is designed to inform individuals of an evolving number and range collaborative opportunities concerning children who are d/hh.

Initially, the Web site will focus upon informing users of researchers requests for participants to be involved within their empirical investigations. An array of such opportunities is currently available via the [Hands & Voices Web site](http://www.mnhandsandvoices.org) section entitled "[Research / Survey Opportunities](http://www.mnhandsandvoices.org)."

**Deafteens.org (website only)**

**Website:** [http://deafteens.org](http://deafteens.org)

“The website is built to help connect deaf teens and families. The website is designed where you can read and share stories that you have about deafness, hearing aids, and/or Cochlear Implants”. – Taken from http://www.deafteens.org.
Department of Justice (DOJ)

Website: www.justice.gov
Email: askDOJ@usdoj.gov
Disability Rights (V/TTY): (202) 307-1035
ADA Hotline (V): (800) 514-0301
ADA Hotline (TTY): (800) 514-0383

Among other things, the US Department of Justice works to enforce laws to ensure “fair and impartial administration of justice for all Americans,” including persons covered by the Americans with Disabilities Act (ADA).

Services include: ADA Mediation Program, ADA Regulations and technical assistance materials, other publications related to disabilities rights laws, and website links to many other resources, such as “children with disabilities” and “resources for parents.”

Fetaweb.com (website only)

Website: www.fetaweb.com

Fetaweb is designed to teach parents effective special education advocacy skills – “Learn to recognize pitfalls and avoid mistakes that prevent parents from successfully advocating for their children.” The site includes articles, checklists, sample letters, charts, and resources.

Services include: on-line access to Yellow Page for Kids with Disabilities, created so that “people who love and work with children can get reliable information, support and connect with one another. Parents can use this site to find many kinds of resources, government programs, grassroots organizations, and support groups.”

Gallaudet University

Website: www.gallaudet.edu
Email: admissions.office@gallaudet.edu
V: (202) 651-5750
TTY: (202) 651-5114
VP: (202) 250-2474

Gallaudet University (GU) is the only liberal arts university in the world designed exclusively for deaf and hard of hearing students. GU’s Laurent Clerc National Deaf Education Center has a Publications and Information Dissemination Office, a good source of information for parents (see separate listing.)

In addition to their undergraduate and graduate academic programs, GU also offers national demonstration elementary and secondary education programs.
Global Coalition of Parents of Children who are Deaf or Hard of Hearing (GOPD)

Website: http://sites.google.com/site/gpodhh/
Email: gpodhh2010@gmail.com

The Global Coalition of Parents of Children who are Deaf or Hard of Hearing (GPOD) is an international collaboration of parent groups dedicated to promoting improved systemic protocols and practices which encourage informed choice and the empowerment of families with a deaf or hard of hearing child throughout the world.

Hands & Voices

Website: www.handsandvoices.org  P.O. Box 3093
Email: parentadvocate@handsandvoices.org  Boulder, CO 80307
V: (303) 492-6283
Toll Free: (866) 422-0422

Hands & Voices is dedicated to supporting families with children who are Deaf or Hard of Hearing without a bias around communication modes or methodology. We're a parent-driven, non-profit organization providing families with the resources, networks, and information they need to improve communication access and educational outcomes for their children. Our outreach activities, parent/professional collaboration, and advocacy efforts are focused on enabling Deaf and Hard-of-Hearing children to reach their highest potential.

Hands & Voices is an organization founded in Colorado that has expanded to many other chapters including Minnesota Hands & Voices. More information can be found at the headquarter website at: www.handsandvoices.org.

Publications: "The Communicator" is a quarterly newsletter full of cutting edge information for families with children who are deaf or hard of hearing and the professionals who work with them. Annual subscriptions are available for $25/family and $40/professional. Checks payable to Hands & Voices c/o Lifetrack Resources; 709 University Avenue West, St. Paul, MN 55104-4804.

Services include: information and referral, outreach events, educational seminars, advocacy, lobbying efforts, parent-to-parent networking, a newsletter, on-site training, workshops, and much more.
Handspeak.com (website only)

**Website:** [www.handspeak.com](http://www.handspeak.com)

HandSpeak is an award-winning, leading resource website on sign language and its culture for ASL students, instructors, families and professionals.

Resources include: on-line ASL Dictionary, fingerspelling, ASL tutorials, ASL literature, sign language articles, language acquisition, signing with baby and toddler, and international sign.

Harborhouselflaw.com (website only)

**Website:** [www.harborhouselflaw.com](http://www.harborhouselflaw.com)

Harbor House Law Press publishes information about special education law and advocacy. Their publications are “designed to meet the needs of parents of children with disabilities, regular and special educators, special education service providers, health care professionals, child advocates, and attorneys who represent children with disabilities.”

Harris Communications

**Website:** [www.harriscomm.com](http://www.harriscomm.com)
**Email:** info@harriscomm.com

15155 Technology Drive
Eden Prairie, MN 55344-2277

**Toll Free:** 800-825-6758 (V) & 800-825-9187 (TTY)
**Local:** 952-906-1180 (V) & 952-906-1198 (TTY)
**VP:** 952-388-2152
**Fax:** 952-906-1099

Harris Communications sells a large variety of products for people who are deaf or hard of hearing, including assistive devices, books, DVDs, CDs, and novelty items. Assistive products include a full line of amplified phones, captioned phones, clocks with loud alarm or vibration alert, signaling systems, and small/large area listening systems. They are a master distributor of the most popular products in this industry and have been providing products to deaf and hard of hearing people since 1982.

Services include: Showroom/store and online catalogs for Equipment and Sign Language Materials. The Sign Language catalog includes these categories: Learning Sign Language, Children’s Sign Language, Teacher Resources & Curriculums, Interpreting, Deaf Culture & History, Hearing Loss Resources, and much more. New products are continually being added to the website. Free catalogs available.
The Hearing Loss Association of America (HLAA) is a national consumer organization representing people with hearing loss. HLAA impacts accessibility, public policy, research, public awareness, and service delivery related to hearing loss on national and local levels. HLAA's national support network includes an office in the Washington D.C. area and an extensive network of chapters and state organizations. The HLAA mission is to open the world of communication to people with hearing loss through information, education, support and advocacy.

Programs and services include membership which includes Hearing Loss Magazine - our bimonthly publication, printed informational materials, annual conventions, our nationwide Walk4Hearing, Americans with Disabilities Act (ADA) implementation guidelines, website and support for parents of children with hearing loss, workshops for members, consumers and professionals in education, rehabilitation, and health care service agencies.

House Ear Institute

Website: www.hei.org 2100 W. 3rd. St
Email: info@housereresearch.org Los Angeles, CA 90057
V: (213) 483-4431
TTY: (213) 484-2642

The House Ear Institute, is a non-profit 501(c)(3) organization dedicated to improving the quality of life for people with hearing loss and related disorders through scientific research, patient care, and the sharing of knowledge. Institute scientists research the auditory system, at the level of function, as well as at the cellular, molecular and genetic levels. We also explore the neurological interactions between the auditory system and brain, and study ways to improve auditory implants, diagnostics, clinical treatments and intervention methods. We share our knowledge with the scientific and medical communities as well as the general public through our education and outreach programs.

The House Ear Institute's Children's Auditory Research and Evaluation (CARE) Center is devoted to improving the communication ability of infants and children with auditory disorders through research, clinical services and education of professionals and families.
John Tracy Clinic

Website: www.jtc.org 806 West Adams Blvd.
Email: pals@jtc.org Los Angeles, CA 90007
(213) 748-5481

John Tracy Clinic provides “global parent-centered services to young children with a hearing loss, offering families hope, guidance and encouragement at little or no cost”

Services include: downloadable publications, links to resources, a full website in Spanish, Distance Education Parent Course, and on site hearing testing and preschool classrooms. In the Parent Courses, available in English and Spanish, “families of children age 5 and under can receive online or mailed materials in conjunction with personalized guidance in language listening, and learning.”

Laurent Clerc National Deaf Education Center

Website: http://clerccenter.gallaudet.edu/ Gallaudet University
V/TTY: (202) 651-5051 800 Florida Avenue, NE
VP: (202) 250-2586 Washington, DC 20002-3695

The Clerc Center provides information, training, and technical assistance for parents and professionals to meet the needs of children who are deaf or hard of hearing.

Our mission is to improve the quality of education afforded to deaf and hard of hearing students from birth to age 21 throughout the United States. The Clerc Center is federally funded and:

• Operates two demonstration schools, Kendall Demonstration Elementary School and the Model Secondary School for the Deaf, both which are located on the campus of Gallaudet University and are tuition-free.
• Publishes several resources, including Odyssey: New Directions in Deaf Education
• Develops and disseminates products
• Provides training across the nation
National Association of the Deaf

Website: [www.nad.org](http://www.nad.org)  
V/VP: (301) 587-1788  
TTY: (301) 587-1789  
Fax: (301) 587-1791

The National Association of the Deaf (NAD), founded in 1880, “safeguards the civil rights of deaf and hard of hearing Americans”. As a national federation of state association, organizational and corporate affiliates, the advocacy work of the NAD encompasses a broad spectrum of areas, including but not limited to, accessibility, education, employment, healthcare, mental health, rehabilitation, technology, telecommunications, and transportation. The NAD website ([http://www.nad.org](http://www.nad.org)) has a wealth of advocacy information and resources.

Programs include: Biennial National Conference, Described and Captioned Media Program (DCMP), Youth Programs (Junior NAD, Youth Leadership Camp, National Leadership Training Program, and Mrs. Deaf America Ambassador). NAD Law & Advocacy Center.

National Association of the Deaf Law Center
The mission of the National Association of the Deaf Law Center is to promote, protect, and preserve the rights and quality of life of deaf and hard of hearing individuals in the United States of America.

Services include: information, advocacy, legal representation, and youth programs.

National Black Deaf Advocates (NBDA)

Website: [www.nbda.org](http://www.nbda.org)  
Contact: Sharon D. White, Secretary  
Email: secretary@nbda.org

National Black Deaf Advocates (NBDA) is the first and largest consumer organization for Deaf and Hard of Hearing people of color established in the United States. NBDA was founded in 1982 because of Black leaders’ concern that the African-American community was not adequately represented in leadership and policy-making affecting their lives. The President must be Deaf and African-American, but membership and advocacy is open to all.

Services include: advocacy, membership, news reports, state chapters, and social activities.
National Center for Hearing Assessment and Management (NCHAM) at Utah State University (Website Only)

Website: [www.infanthearing.org](http://www.infanthearing.org)

NCHAM serves as the National Resource Center for the implementation and improvement of comprehensive and effective Early Hearing Detection and Intervention (EHDI) systems. As a multidisciplinary Center, our goal is to ensure that all infants and toddlers with hearing loss are identified as early as possible and provided with timely and appropriate audiological, educational, and medical intervention.

National Cued Speech Association: Deaf Children’s Literacy Project

Website: [www.cuedspeech.org](http://www.cuedspeech.org)
Email: [info@cuedspeech.org](mailto:info@cuedspeech.org)

Information/Association Office
1300 Pennsylvania Ave NW
Suite 190-713, Washington, DC 20004

The National Cued Speech Association (NCSA) supports and promotes the effective use of Cued Speech for effective communication, language acquisition, and literacy. Cued Speech is multi-modal and sensory-integrated in providing the appropriate phonemic language base for literacy. The Cued Speech system provides cued listening, cued speechreading, cued language and cued speech. Cued Speech has been adapted to more than 70 languages. NCSA offers information about Cued Speech use with children and adults with a variety of hearing, speech, and language needs. Visit our website for comprehensive information and videos of families.

Services include: information and referral/networking, family camps, publications, instructor certification, On Cue newsletter, and Cued Speech charts and a free first-year membership for families new to Cued Speech. The on-line store and catalog has an extensive offering of books, software, games, instructional and information video CD/DVDs, t-shirts and gifts.

CuedSpeech.com (on-line store):

Website: [www.cuedspeech.com](http://www.cuedspeech.com)
Email: [info@cuedspeech.com](mailto:info@cuedspeech.com)

23970 Hermitage Road
Cleveland, OH 44122
4008

Site includes information, event listings, and news

Phone: 877-283-2030; 216-292-6213
National Institute on Deafness and Other Communication Disorders

Website: [www.nidcd.nih.gov](http://www.nidcd.nih.gov) 1 Communication Avenue
Email: nidcdinfo@nidcd.nih.gov 
Toll Free (V): (800) 241-1044
Toll free (TTY): (800) 241-1055
Fax: (301) 770-8977

The National Institute on Deafness and Other Communication Disorders (NIDCD) conducts and supports basic and clinical research and research training in the normal and disordered processes of hearing, balance, smell, taste, voice, speech, and language.

Services include: research, publications, and newsletter. NIDCD’s new Noisy Planet campaign at [http://www.noisyplanet.nidcd.nih.gov](http://www.noisyplanet.nidcd.nih.gov), focuses on tweens and the parents of tweens to educate children about their hearing and how to protect it.

National Technical Institute for the Deaf (NTID)

Website: [http://www.rit.edu/NTID](http://www.rit.edu/NTID) Rochester Institute of Technology
Email: ntidmc@rit.edu 52 Lomb Memorial Drive, LBJ Building
Main Line: (585) 475-6400 (V/TTY)

Mission: To provide deaf and hard-of-hearing students with outstanding state-of-the art technical and professional college education programs, complemented by a strong liberal arts and science curriculum, that prepare them to live and work in the mainstream of a rapidly changing global community.

NTID is one of nine colleges of Rochester Institute of Technology (RIT): More than 1,200 deaf and hard-of-hearing students study and live with approximately 14,000 hearing students at RIT, which has been recognized by U.S. News and World Report as one of the nation’s best educational institutions.

Services include: At RIT/NTID deaf students earn associate, bachelor’s or master’s degrees in more than 200 programs in Applied Science and Technology, Business, Engineering, Computing and Information Sciences, Imaging Arts and Sciences, Liberal Arts, and Science.

RIT/NTID’s deaf and hard-of-hearing students have access to faculty who use sign language, as well as unprecedented support services including interpreting, tutoring, career counseling, academic advising, and direct instruction in some course sections taught specifically for deaf students. Also, cooperative work experiences provide students the opportunity to apply the skills they learn in a job related to their field of study.
Purple Communications

Website: http://purple.us
Office: (800) 900-9478
Customer Care: (877) 885-3172

595 Menlo Drive
Rocklin, CA 95765

Purple Communication Services are available for a wide variety of consumer and businesses based on their specific communication needs. Text and Video Relay Services include: Hands On VRS, i711.com, and IP-Relay. These Purple Services are specially tailored to meet the needs of people who are deaf or who have profound hearing loss. Language Services offer a variety of services for deaf individuals. Purple Language Services also offer video remote interpreting (VRI) which offers on-demand interpreting services delivered over a live Internet video link.

Registry of Interpreters for the Deaf (RID)

Website: www.rid.org
Email: info@rid.org
V: (703) 838-0030
TTY: (703) 838-0459
Fax: (703) 838-0454

333 Commerce Street
Alexandria, VA 22314

RID certifies interpreters and provides various support services to practicing interpreters, students of interpretation, and persons who share an active interest in the field of interpretation.

Services include: presenters, workshops, and classes on such topics as the interpreting profession, interpreter preparation programs, certification, national ethical practices system, and interpreter referral services.

The Signing Exact English (SEE) Center

Website: www.seecenter.org
Email: seecenter@seecenter.org
V/TDD: (562) 430-1467
Fax: (562) 795-6614

For the Advancement of Deaf Children
P.O. Box 1181
Los Alamitos, California 90720

The S.E.E. Center works with parents and educators of hearing impaired children to promote the following: early identification and intervention, development of improved English skills, understanding of principals of Signing Exact English and its use, information to parents on deafness and related topics, and the positive development of self-concept in the deaf child.

Services include: information about the pros and cons of Signing Exact English and other communication choices, information and referral regarding hearing loss, parent information packet, workshops, and videotapes. The center also conducts weekend and weeklong Skillshops to improve sign communication skills of parents, interpreters, aides, extended family members, and anyone involved with deaf and hard of hearing children.
Sorenson Communications

Website: www.sorenson.com 4393 South Riverboat Rd, Suite 300
V: (801) 287-9400 Salt Lake City, UT 84123
TTY: (866) 877-9826
Fax: (801) 287-9401

Sorenson Communications is focused on breaking down communication barriers with its innovative solutions and high quality products, providing communication services for the deaf and hard-of-hearing community.

Services include: Sorenson Video Relay Service (VRS), and Sorenson IP Relay.

Supplemental Security Income

Social Security Administration
Website: www.ssa.gov
National number: 1-800-772-1213
National TTY number: 1-800-325-0778

Twin City Metro Office:
1811 Chicago Ave, Suite 2
Minneapolis, MN 55404-1998

For other offices go to www.ssa.gov and click on “contact us” then “office locator.”

Supplemental Security Income is a cash assistance program funded and administered by the Federal Government.

SSI provides monthly cash assistance to persons who have disabilities and limited income and resources. There is no minimum age limit for establishing eligibility based on blindness or disability.

Supporting Success for Children with Hearing Loss

Website: https://successforkidswithhearingloss.com/ 1775 Garland Ln
Contact: Karen L. Anderson, PhD, Director Minneapolis, MN 55447
Email: Karen@successforkidswithhearingloss.com

This is a ‘go-to’ site for professionals and family members seeking more information about the learning and social issues of children with hearing loss and what you can do to better support the future success of these children. Resources are at no cost, designed to be easy to understand quickly, and practical to use. Products and webcasts are of high value at a minimum price.
Wrightslaw (website only)

Website: [www.wrightslaw.com](http://www.wrightslaw.com)
Email: [webmaster@wrightslaw.com](mailto:webmaster@wrightslaw.com)

Wrightslaw.com provides parents, advocates, educators, and attorneys with “accurate, up-to-date information about effective advocacy for children with disabilities.” There are hundreds of articles, cases, newsletters, and other information about special education law and advocacy.

Services include: on-line access to advocacy library, articles, law libraries, free on-line newsletter, and bookstore. The site also contains two documents created especially for new parents called “Advocating for Your Child – Getting Started” and the “Wrightslaw Game Plan for New Parents.”

Yellow Pages for Kids with Disabilities (website only)

Website: [www.yellowpagesforkids.com](http://www.yellowpagesforkids.com)

Find educational consultants, psychologists, educational diagnosticians, health care providers, academic therapists, tutors, speech language therapists, occupational therapists, coaches, advocates, and attorneys for children with disabilities on the Yellow Pages for Kids for your state.

Services Include: special education schools, learning centers, treatment programs, parent groups, respite care, community centers, grassroots organizations, and government programs for children with disabilities.
MN Hands & Voices
Lifetrack

www.mnhandsandvoices.org
mnhv@lifetrack-mn.org
709 University Avenue West
St. Paul, MN 55104-4804
Toll-Free Voice: 1-866-DHOHKID
Fax: 651-265-2318
V: (651) 265-2435