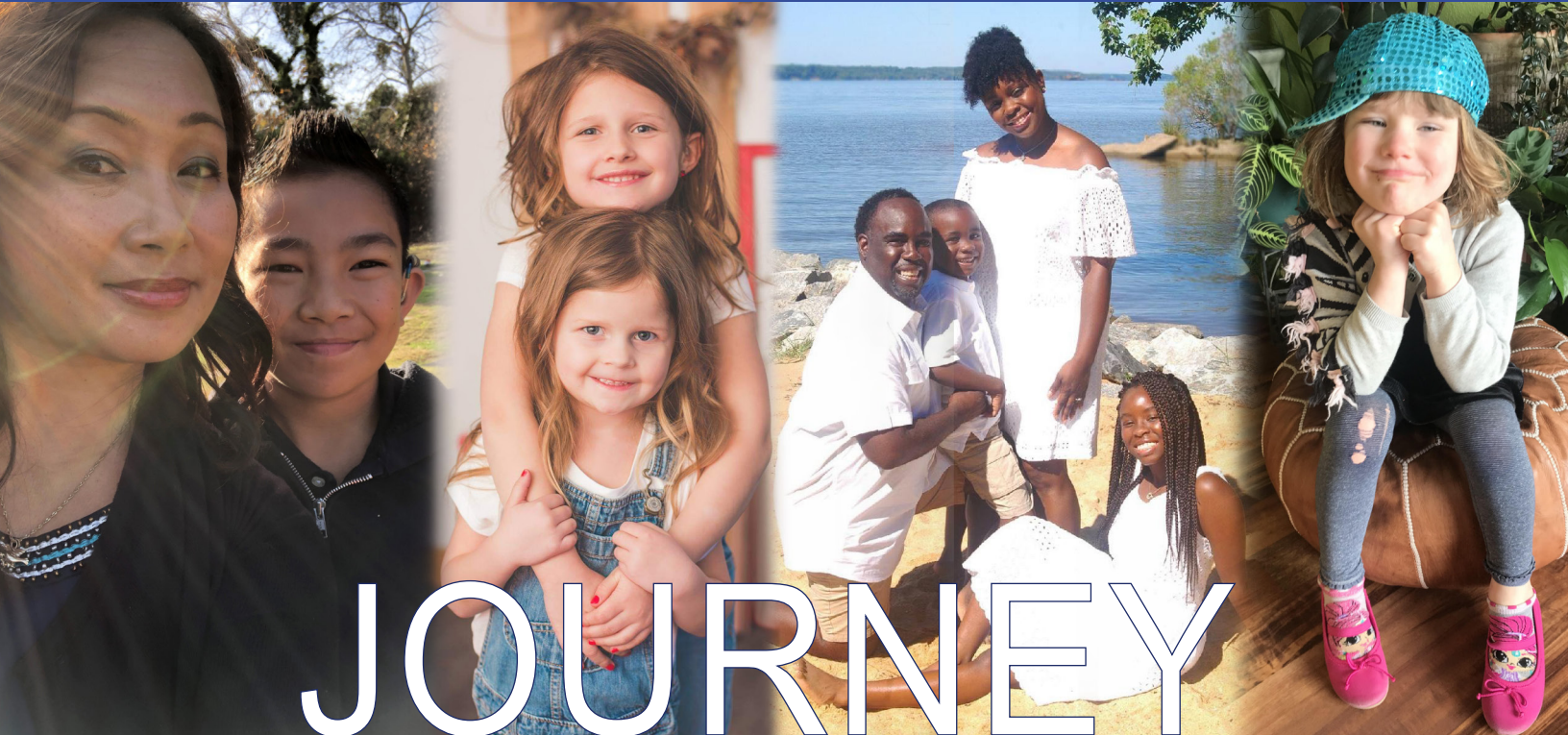


Hands & Voices

Annual Report
2019-2020



JOURNEY

Leadership

PARENT-DRIVEN

UNBIASED SUPPORT

"We never know the journey another person has walked, so be kind to everyone."

— Lynette Mather



HANDS &
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Janet DesGeorges, Executive Director

**HQ Emeritus directors*

MISSION STATEMENT

Hands & Voices is a parent-driven organization that supports families with children who are Deaf or Hard of Hearing without a bias around communication modes or methodology.

VISION STATEMENT

We envision a world where children who are Deaf and Hard of Hearing have every opportunity to achieve their full potential.



“...Since I am new to Hands & Voices, this was my first conference. It was a wonderful experience. I cannot believe I have not been a part of this before now.”
– a new Parent Leader at the 2019 H&V Leadership Conference

“I cannot begin to tell you how much Hands & Voices has helped me and my 4-year-old son who has hearing loss. They ...have never stopped giving me encouragement and resources along the way. My parent guide always listens to my concerns and makes me feel so important and cared for. She has helped me be there for my son and be the best advocate and caregiver I can be as I navigate this world of hearing loss.” – Mom from Alabama

“What works for your child is what makes the choice right.”

The H&V Year at a Glance

Who We've Reached

Social Media/Website presence

- Hands & Voices on **Twitter**: 91,900 (a 51% increase)
- Hands & Voices **Instagram**: 3, 473 (a 58% increase!)
- Hands & Voices **Facebook** page has over 11,953 'likes' (an increase of 42% over last year). Over 35,838 followers reported at the Chapter level
 - Hands & Voices D/HH Plus Facebook page has 695 followers
 - Hands & Voices Military Facebook page has 305 followers, (a 43% increase over last year)
 - Hands & Voices Spanish Facebook page has 223 followers
 - Hands & Voices Unilateral Facebook page has 1,260 followers (a 27% increase over last year)
- H&V **E-News** published cutting-edge news six times a year disseminated to up to 11,400 people per issue.
- **www.handsandvoices.org** has over 12,000 unique visitors a month; Spanish resources on website.

H&V Programs

- H&V U.S./Canada **Chapter Count**: Authorized: 44; Provisional: 2 Utah, Kenya
 - New Chapters were started in New Hampshire, Rhode Island and South Dakota
- H&V **Guide By Your Side** Programs: 25; promoting social, emotional well-being of families, systems navigation, and empowerment by trained Parent Guides and D/HH Guides. 3,737 families supported one-to-one: 167 trained parent guides
- H&V **ASTra Programs** (Educational Advocacy Support and Training) Programs: 12; 633 families served; 62 ASTra Advocates (38% increase over last year); ASTra Basic Training conducted in 20 states with over 716 individuals.
- **Tech Support from HQ staff** to Chapters, programs and their leaders; responded to over 4,248 inquiries/reaches.
- **Chapters held 510 events for families** in the U.S. and Canada reaching approximately 12,000 individuals.
- Many Chapters with **expertise serving families including unique populations**: Deaf/HH Plus, CMV, unilateral, premature infants, Auditory Neuropathy, Deaf/Blind, Connexin 26, BAHA implants, families in low resourced communities, Deaf/Autism, Microtia, Atresia, Deaf/Mental Health, Deaf/Down Syndrome, Foster children, LVAS, Chinese speaking, Hmong Speaking
- H&V **Leadership to Leadership Program**: Year 2 - 14 new parent leaders trained in year two.
- When asked to estimate the % race/ethnicity of parents/families their Chapter serves, the breakdown is as follows (as reported by 19 Chapters); 71% white, 12% Hispanic or Latino, 7% Black or African American, 5% non-white, 4% Asian. 24 Chapters did not report data about race/ethnicity.

What We've Done

Developed and Represented Family Engagement and Leadership in Educational and ELDI Systems

- 16th Annual Hands & Voices **Leadership Conference** held in Sept. 2019 at Gallaudet University in Washington DC with 310 participants.
- Continued **Latino** Support Council with increased leadership and materials on website.
- H&V **Regional Coordinators** served 11 geographical regions of North America and Canada for H&V Chapter interaction.
- Dissemination of **online, accessible webinar, Office Hours,**

and Zoom Classes for Board and Chapter development, with an expansion to other family-based organizations.

- **2019 Seaver Vision Award** given to Teresa Kazemir (British Columbia)
- H&V **Representation** on national/international Boards and committees.
- H&V **D/HH Infusion Project** ensures meaningful involvement of adults who are D/HH; Increased number of Chapter Boards with D/HH representation and increasing family opportunities for Deaf/HH mentors and role models.
- Partnering/representing families with **Research/National Projects**: The CU Boulder NECAP Project; The University of Kentucky; CDC-hosted projects from the EHDI Parent to Parent Committee; NCHAM Parent Advisory; AAP EHDI Committee; NTID Family App project, Oberkotter Family Engagement projects, DHAA Alliance; NLCS, AUCD/LEND Program; AMCHP.
- Family Engagement in **Quality Improvement** efforts with NCHAM and the AAP.

Dissemination of Information, Tools and Resources from H&V HQ and the FL3 Project

- 20 blog entries reaching over 7,000 Blog readers with Eight new blog entries at **H&V Blog**
- Developed the Guidelines for D/HH Mentor/Guide/Role Model Programs.
- Created the Checklist for Program Implementation of Unbiased Support for Families with D/HH Children.
- The **Hands & Voices Communicator** distributed to over 5,800 4 times a year.
- H&V **Products** Educational Advocacy Guidebook, *Book of Choice* in English and Spanish, *We are Hands & Voices – Stories of Families* dissemination continued.
- **Social Media** presence (see 'who we've reached' above)
- **Research section** of the website recruited many parents for research/survey studies.

Additional Projects

- In progress – updating the H&V **Deafed.net** website with 34,000 registered users, content areas for professionals in the education of children who are D/HH.
- The **O.U.R. Project** – Observing, Understanding, and responding to Child Abuse and Neglect for our children who are Deaf/Hard of Hearing; presented at national conferences, started Literacy project, disseminated the Safety Toolkit for families.
- **International** projects including: Family Centered Early Intervention Conference, support to family-based organizations around the world, Board member for Coalition for Global Hearing Health and Global Parents of Deaf/HH Kids (GPODHH)
- **The Hands & Voices Family Leadership in Language and Learning Project (FL3) -Year Three**
 - **FL3 website** <https://www.handsandvoices.org/fl3/index.html>
 - Two advisory Boards (language and literacy; Deaf/Hard of Hearing)
 - FL3 E-news sent 6 times/year to over 850 recipients.
 - Parent Tip Sheets in Language and Literacy downloaded 2,043 times.
 - 5 goal areas addressed in the areas of: parent leadership, increased partnerships in EHDI, language and literacy development, increased access to parent-to-parent support, increased access to D/HH mentors/role models/guides.

Financial Support

2017-2020 Health Resources and Services Administration (HRSA) of the U.S. Dept. of Health and Human Services (HHS). HRSA supports the Family Leadership in Language and Learning project activities. This new program's goal is ensuring that families of children who are D/HH are leaders within their states' ELDI system. The H&V FL3 is supported under grant number UJ1MC30748-01-00 for Family Leadership In Language And Learning for \$1,500,000.00. (three years)



Hands & Voices is grateful for the financial support received from the following organizations:

- National Center for Hearing Assessment and Managements (NCHAM) - Hands & Voices is proud to partner with NCHAM, as a primary funder to Hands & Voices and collaborative partner for the efforts of family engagement.
- Caption Colorado
- Deafed.net project
- Gallaudet University (RERC Grant)
- Clerc Center at Gallaudet (FL3 partner)
- Annual Conference Sponsors:
 - Med-el
 - National Technical Institute for the Deaf
 - National Deaf Center
- Oticon
- Akouos
- Gallaudet
- Giving Tuesday
- Oberkotter Foundation
- University of CO Boulder NECAP and RERC Grant
- Center for Disease Control (CDC)

And of course, individual donors like you!

We are very proud of the impact we have as an organization and utilize every dollar for the fulfillment of our mission to support families who have children who are Deaf/Hard of Hearing.



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