

Scenario 1—Emily is the parent of a Deaf 4-year-old who graduated from ESIT with services through HSDC. When her NEW baby is referred to ESIT by their audiologist, Emily knows she wants to continue with HSDC. Emily has also heard her pediatrician’s concern about the baby’s weight gain.

STEPS:

- a. **Referral**-Emily’s audiologist makes a referral to WithinReach. Emily lets them know she wants HSDC again. WithinReach explains that she will need a Family Resources Coordinator too and asks for her address to identify which ESIT agency can provide that and forwards the referral to that agency.
- b. **Intake**-The DHH/FRC calls Emily to gather information, explain how ESIT and DHH work in King County, and schedule the assessment. They tell Emily about the choice of three DHH agencies and encourage participating in the Welcome Session. Emily explains that she doesn’t have time for that and knows she wants HSDC.
- c. **Assessment/Evaluation**—The DHH/FRC helps the assessment get scheduled including a feeding therapist and invites the HSDC provider right away, allowing enough time to arrange for interpreters as needed.
- d. **Initial IFSP**—The DHH/FRC schedules with the family, HSDC provider and feeding therapist.

Scenario 2—Carmen and her children just moved from a rural area in Mexico. She tells the pediatrician that the toddler is not talking the way her older children did and turning to look at fire engines or sirens. The pediatrician refers them to an audiologist who refers to ESIT.

STEPS:

- a. **Referral**-WithinReach sees from the referral that the family lives in an area where they have a choice of full service agencies. One of their Spanish speaking staff members calls Carmen to explain the process and to let her know she can choose between full service agencies. Carmen chooses and the referral is transferred.
- b. **Intake**-The Spanish Speaking DHH/FRC calls Carmen to gather information, explain how ESIT and DHH work in King County, and schedule the assessment. They tell Carmen about the choice of three DHH agencies and encourage participating in the Welcome Session by Zoom. They also send a text with the Spanish DHH Flyer and Spanish video links.

Carmen’s work schedule doesn’t allow for attending the regularly scheduled Welcome Session happening in two weeks. The DHH/FRC reaches out to Norma to find out other options and let her know a Spanish interpreter will be needed. It takes another 3 weeks to get an early evening Welcome Session scheduled and the assessment will happen before that time.

- c. **Assessment/Evaluation**—The DHH/FRC helps the assessment get scheduled including an interpreter, a Spanish speaking SLP and an educator. All three DHH agencies are informed of this referral right away, explaining that the family hasn’t chosen a provider yet.
- d. **Initial IFSP**—After the welcome session, Carmen chooses Family Conversations and the FRC schedules the IFSP meeting to work at a time for the family and the Family Conversations provider.

Scenario 3—Toby and Terri’s first baby was just had a 2 month follow up with their audiologist. Toby is also wondering about whether they’re dealing with post-partum depression. It feels really hard to make decisions of any kind right now.

STEPS:

- a. **Referral**-The audiologist refers to WithinReach. WR sees from the referral that just one full-service agency serves their address and transfers the referral to that agency.
- b. **Intake**-The DHH/FRC calls parents to gather information, explain how ESIT and DHH work in King County, and schedule the assessment. They tell T&T about the choice of three DHH agencies and encourage participating in the Welcome Session by Zoom. Parents want to do their own research and FRC shares the flyer and video links.

They sign up for the Welcome Session happening in two weeks. After the Welcome Session they have more questions and aren't ready to decide. They ask to meet with providers individually but then cancel because they're feeling overwhelmed.

- c. **Assessment/Evaluation**—The DHH/FRC helps the assessment get scheduled including a motor therapist and IMH provider and invites the all three DHH agencies right away, explaining that the family hasn't chosen a provider yet. A week before the Assessment, the FRC contacts parents again who still can't make up their mind. The FRC lets DHH Agencies know that they may be able to release the times from their calendar.

The FRC offers that they can choose more than one DHH agency if they want. But this feels overwhelming for these parents.

- d. **Initial IFSP**—The DHH/FRC schedules with the family who is sharing how stressed they are. The family shares their priorities are getting better sleep so they can think more clearly. Services include IMH supports, an educator who is the sleep whisperer, and connection with Guide by Your Side.
- e. **IFSP Review**—After 2 months, parents are ready to choose Listen and talk and the services are updated to include them.

