



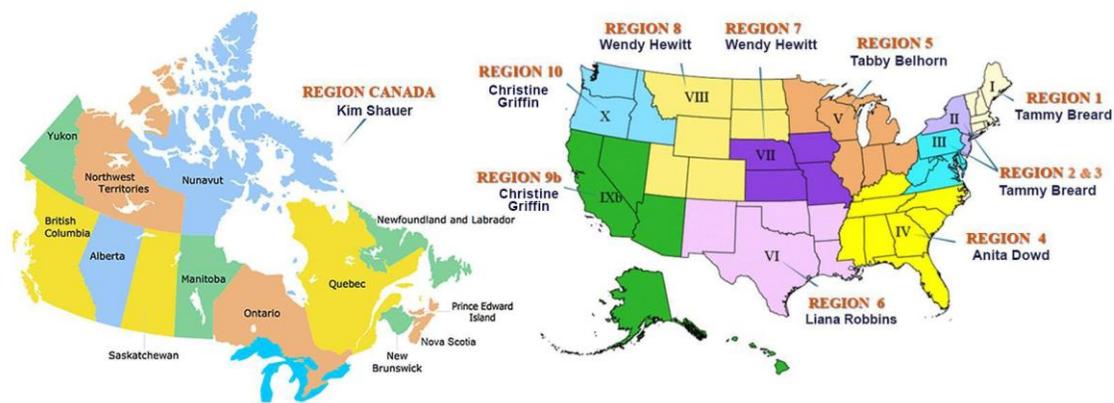
REGIONAL COORDINATOR PROJECT

Hands & Voices

2019-20 Annual Report

This project meets a need within our organization and in the EHDI system to continue to develop collaborative partnerships which will produce better outcomes for children who are Deaf/Hard of Hearing.

Terri Patterson
H&V HQ Director of Chapter Support



Project in Review

The Hands & Voices Regional Coordinator project is now beginning its eleventh year. Each Regional Coordinator lives in the region in which they are assigned, (Coordinators may temporarily support neighboring regions when a position is open), holds a leadership role (or roles) within their respective Chapter, and have shown strong leadership within the organization. Each Regional Coordinator works on different aspects and activities based on the needs in each of their regions, including a Canadian region that was added in 2013. (See Regional reports below). The Regional Coordinators meet by phone or virtually a minimum of 2-3 times; and at least once, face to face, annually with the Project Manager, as well as with their respective regions. We continue to grow this project as a forum for support to families, H&V Chapters/programs, and other regionalized activities with partner agencies such as AAP. We continue to incorporate leadership from the 26 H&V Guide By Your Side (GBYS) Programs to maintain cohesion between Chapters and GBYS programming. We also have 11 approved Advocacy Support and Training (ASTra) programs in our network which we also include. Our goal this year was to continue to increase awareness among all our Chapters and programs to help them understand the support offered and provided through this project, as well as how they “fit” into our organization’s new model of providing technical assistance. The 2019 Annual H&V Leadership Conference enhanced awareness of this project and the connections that may be made across state and provincial borders through a variety of in-person, as well as group activities. Terri Patterson, H&V HQ Director of Chapter Support provides oversight of this project. Find more details on the dedicated page of the Hands & Voices website here, <http://www.handsandvoices.org/Chapters/regionalCoordinators.html>.

Activities include:

- Providing ongoing technical assistance and support to Chapters within designated regions
- Creating network amongst states/provinces within the regions for interaction and collaborative events/trainings
- Representing the H&V HQ organization at regional events in the assigned regions
- Providing a platform for Chapters/programs, within their regions, to interact and communicate as needed (Facebook closed groups; Zoom virtual meetings, etc.)

This project meets a need within our organization and in the EHDI system to continue to develop and enhance collaborative partnerships which will produce better outcomes for children who are Deaf/Hard of Hearing. We host H&V HQ staff-led webinars and interactive flipped classroom sessions on Zoom for individuals and/or all Regions on a regular basis, built on need-to-know topics around Chapter leadership, family engagement and nonprofit management.

Current Hands & Voices Regional Coordinator Assignments 2019 – 2020

Region 1,2,3: ME, VT, NY, RI, CT, MA, NH, NJ, DE, DC, MD, PA, VA, WV – Tammy Breard (CT H&V President/GBYS Coordinator)

Region 4: FL, AL, NC, SC, TN, KY, MS, GA – Anita Dowd (KY H&V President)

Region 5: MI, IN, IL, OH, MN, WI – Tabby Belhorn (OH H&V Director)

Region 6: TX, LA, AR, OK, NM – Liana Robbins (AK H&V Director)

Region 7, 8: KS, IA, MO, MT, UT, ND, SD, WY, CO, NE – Wendy Hewitt (WY H&V Director)

Region 9a: HI, CNMI, Guam, Pacific Islands – Combined with Regions 9b, 10

Region 9b, 10: ID, OR, WA, AK, AZ, CA, NV – Christine Griffin (WA State H&V President/GBYS Coordinator)

Region Canada – Kim Shauer (BC H&V GBYS Coordinator)

H&V Region 1, 2, 3: Coordinator: Tammy Breard, President, CT H&V/ GBYS Coordinator

Activities:

- Met with Chapter Leadership informally at the H&V Leadership Conference – September 2019, and at the EHDl Conference - March 2020.
- Region 1,2,3 Zoom virtual meeting – 12/4/19
Subjects covered in Zoom meeting included:
 - How can we help each other, sharing Chapter information on programs, board make-up, FL3 update, etc.
- Using Region 1,2,3 Facebook Group to share resources and activity ideas
- Welcomed Rhode Island and New Hampshire as Authorized Hands & Voices Chapters
- Participated in Regional Coordinator Zoom Meetings – 8/22/19, 11/5/19, 2/6/20, 5/6/20

Goals/Next Steps

- Region 1,2,3 in-person meeting at the H&V Leadership Conference – 9/2021 (2020 H&V Leadership Conference has been postponed due to COVID-19). A virtual meeting will be planned in place of the 2020 in-person meeting.
- Continue to encourage the practice of Chapters Without Borders. Chapters to share ideas and mentoring from state to state.
- Plan and facilitate 2-3 Region 1,2,3 Conference calls in 2020-2021 fiscal year.
- Increase utilizing Region 1,2,3 Facebook Group to better facilitate sharing of information.
- Facilitate group meetings focused on how to build and maintain healthy Chapters through recruitment, board appreciation and tailoring personal interest to meet the needs of the Chapter.
- Will encourage Chapter leadership to visit other Chapters trainings/family events.

Region 4: Anita Dowd, KY Hands & Voices Board President/ H&V HQ Board Member

Activities:

- Attended all the HQ Regional Coordinator Meetings (phone and in-person).
- Region 4 members were able to meet at the 2019 Leadership Conference in September for an informal meeting and introduction of new leaders.
- Kentucky Hands & Voices and Tennessee Hands & Voices leadership participated in multiple Zoom meetings and phone calls to plan the 2020 National Leadership conference in Franklin, TN. Unfortunately, due to COVID-19 the conference has been postponed to 2021.
- Manages and moderates the H&V Region 4 Facebook closed group, providing resources, HQ reminders/news, opportunities to exchange individual Chapter activities and news.

Goals/Next Steps:

- Schedule one on one phone calls with each state leader in Region 4 to determine Zoom meeting date for August or September. Zoom meetings have not happened yet as I was not confident enough in my technical abilities to run an effective meeting via online platform. However, thanks to COVID-19 I have had no choice but to sharpen my skills during the last 3-4 months and am now at a place that I believe I can host meetings with little or no damage.
- Set up regular email/Facebook reminders to touch base with all Chapter leaders in the region at least quarterly.
- Investigate possibility of regional leadership training in Spring 2021.
- Most Chapters in Region 4 are running steady and have not reached out for technical assistance of any kind. I have continued to stay in touch with one Chapter that experienced leadership change over and needed to back things up and begin re-establishing things.
- Continue to share information and remind the region about news and events from HV HQ. This is something that I do not do with every piece of information shared from HQ since I know that all Chapter leaders receive this information directly from HQ, I do not want to bombard them with the same information. I do, however, share information from other sources that I believe Chapters would benefit from.
- Continue to use Facebook group but will start using email and relay calls to stay in better touch with Chapter leaders.

Region 5: Tabby Belhorn, OH Hands & Voices Executive Director

Activities:

- This year Region V's activities focused mostly on connecting and virtually supporting one another. This was accomplished through a Facebook group, email, text messages, and phone calls. We continued to share resource materials and knowledge with each other.
- Ohio and Michigan offered a combined online ASTra Level 1 workshop for their states. Janel and Tabby presented the content and Chapters organized registration and all the details individually.

Ohio and Michigan continued to offer Lunch & Learns, those were revived in January and the spring and are scheduled into next fall.

- Meetings: Region V leaders had in-person meetings during Leadership Conference 2019.
- At the National EHDI Meeting in March 2020, Tabby personally connected with each state's leaders to check-in and offer support.
- In March, Region V worked closely together and leaned on each for support when the impact of the coronavirus hit schools and families and our organizations. Leaders communicated often to share events and responses in their states. Leaders worked together to create an information sheet for families, that was used and shared by HQ, "Consideration for Families with DHH Children During COVID-19," which was an early response to the pandemic and families need for support and resources.
- On March 13, 2020 we had a virtual meeting to discuss this document and events in our state.

Goals/Next Steps:

- Schedule all yearly quarterly conference calls for the next year.
- Continue with MI & OH Lunch & Learns
 - Other states are welcome to join and participate too.
- Region V ASTra Monthly Q&A
 - Region V ASTra programs are collaborating to host monthly drop-in Q&A sessions for our members. We will meet on the first Monday of every month, from August 2020 to May 2021, and each state will have its ASTra Coordinator join the call to answer questions and address concerns of our members.
 - MI HV has offered use of their live captioning service and IN HV is providing interpreters for each monthly session.
 - Maybe...if we can figure out the technology we will be able to offer the sessions on a Live streaming app to increase and vary participation options.
- Region V Level 2 ASTra Training
 - Beginning in July, Region V is hosting a joint Level 2 training for new advocates and any advocate that wants a refresher course. Tabby and Janel will be presenting the material. MI HV offered their Zoom account to have live captioning services.

Region 6: Liana Robbins, AR Hands &Voices Executive Director

Activities:

- As this is my first year as Regional Coordinator, I met with Terri several times to discuss job duties.
- Attended H&V Leadership conference in September 2019 and met with Chapter leaders and Regional Coordinators.
- Attended all HQ Regional Coordinators meetings.
- Attended all H&V HQ Chapter Teleconference meetings.
- Sent personal emails to each Chapter in the region.

- Met with Chapter leaders via Zoom from Region 6 on June 1st, 2020. Discussed what each Chapter needed and wanted from the Regional Coordinator. Discussion topics were:
 - Board recruitment and sustainability.
 - Fundraising ideas
 - COVID-19 precautions
 - Virtual meetings and activities
 - Involvement of D/HH guides in GBYS/Chapter events
 - Grant opportunities
 - We also discussed meeting every other month instead of quarterly, as it helps with cohesion between Chapters and makes the sharing of information easier.

Goals/Next Steps:

- Schedule virtual meetings with Chapter Leaders in region for every other month/quarterly.
- Determine which method of communication works best for more fluid sharing of information...FB group, email, etc.
- Continue personal calls and emails to each Chapter in the region.
- Strengthen relationships between Chapters.

Region 7 & 8: Wendy Hewitt, WY Hands & Voices Executive Director

Activities:

- An attempt was made to contact each state with an active Chapter at least quarterly this year, via email, our quarterly meetings, the Facebook group and/or at conferences. Highlights:
 - South Dakota became a Hands & Voices Authorized Chapter in December 2019!
 - In December I had conversation with a TOD in WY that does tele-therapy with families in KS about how to start a Chapter in KS.
 - Utah moved from a Provisional Chapter back to start up.
 - North Dakota welcomed Mistie Bouilly as the new ND GBYS Coordinator in March.
 - ND, NE, CO, WY, MT, SD, and IA were quite active.
- I worked to remind Chapters about the EHDI conference, Leadership Conference, and the Hands & Voices *Communicator* newspaper article deadlines, Headquarter meetings, Regional meetings and other HQ required data deadlines.
- We had four conference calls – September 2019, and December 2019, March 2020, and June 2020. We have found it is better to set up meeting dates at the beginning of the year.
- Our regions had several group emails and Facebook posts with HQ news, deadlines, or opportunities that became available. Several one-on-one emails with other states as questions would arise. All Chapters either were represented or contacted me before or after the meetings.
- Our March and June meetings were very well attended, and the participation was great. I believe this is because the 2020 pandemic kept people home and allowed them to have time for the meetings. The March meeting was great because states were able to give great updates on the knowledge, they took away from the EHDI Conference. Unfortunately, many states had to postpone

or cancel events, conferences, activities, etc. because of the pandemic. Some things were able to be moved to a video conferencing platform. Some states feel like members, staff, boards etc. are 'Zoomed Out' from so many online meetings.

- The 2019 Leadership Conference H&V was held in DC. At the H&V Directors meeting on Friday morning I was able to meet several new people from NE, ND, and SD. I was able to get their contact information to put them on the FB page and email list.
- The Region 7 & 8 Facebook page continues to grow for this closed group. We have 24 members with each Chapter represented.
- Training and Family Event opportunities: Encouraged the region's Chapters to register for various webinars that have been provided by H&V Headquarters. Have discussed doing some bordering state trainings and/or activities, Iowa/Nebraska, Nebraska/Colorado, Wyoming/Nebraska and Wyoming/Colorado, and Wyoming/Montana, in particular.

Next Steps:

- As the Region 7 & 8 Director, once again this next fiscal year I hope to make more time to contact other states personally through phone or email to see if there is anything I can help them with. Especially Utah (start-up) and Missouri (new leadership).
- 2020-21, I will work to post more regularly on the Facebook, contact different states in between meetings, and improve my timeliness on typing up meeting minutes and making them available on our FB page and through email. I am setting a goal/plan to have a certain 1-2-hour time frame each month to focus on calling or emailing states to find out what they might need, and posting tips, reminders, or ideas on social media.
- I am excited for the new Technical Assistance model that will be available this year.

*Regions 9a, 9b, 10 Coordinator: Christine Griffin, WA H&V President/GBYS
Coordinator*

Activities:

- Newly appointed to the role of Regional Coordinator in January 2020
- 3.5.2020 - Held online Zoom Meeting with Chapter and staff leadership in CA, NV, AZ, OR
- 3.17.2020 - Sent online survey "Let's Begin Connecting" to identify the needs of Chapters and best times to host online Zoom meetings
- Became admin for H&V Region 9/10 Facebook group
 - Posted periodically updates from HQ, support, and conversation starters
 - Emailed group the same information from HQ.
- 6.11.2020 Reached out to Latino family leaders in Regions 9/10 and created a Latino group based on Chapter interests.
- Attended Regional Coordinator calls in Jan and June of 2020

Next Steps:

- Quarterly Zoom meetings scheduled for the year.
 - Topics the group is interested in discussing:
 - Fundraising, donor retention membership, meeting the needs of rural areas
 - Volunteers for events/committee
 - Collaborations as a region
 - Starting up
 - Board roles vs Program roles (GBYS/ASTra); fundraising ideas
 - Board training would be cool! New information for guides would be awesome... maybe what we had talked about- the Guide handbook...?
 - Ways to Connect virtually
 - Event/fundraising ideas
 - Considering inviting additional Chapter/program leaders/Guides/Advocates to specific Regional meetings.
- Ideas of ways our Region can collaborate include the following:
 - Collaboration on webinars. Sharing event ideas and how to support those who do not live near our events. Grant writing/fundraising tips and strategies. Newsletter samples. Building relationships with professionals.

Region Canada Coordinator: Kim Shauer, BC GBYS Coordinator, Board Member BC H&V

Activities:

- 3-4 Regional meetings (Met in-person on Sep 19, 2019; Video Conferences held Dec 5, 2019, March 25, 2020, and June/July TBA) - British Columbia & Alberta are CDN Chapters
- Discussion themes of our regional meetings have included:
 - Challenges we are facing cancelling events & balancing work/home during Covid-19 Pandemic, the shift to Virtual events
 - Economic struggles in province of Alberta due to Oil & Gas industry. Alberta Health Services currently not willing to fund Guide By Your Side program.
 - Getting to know new board members, building trust and openness in discussing leadership challenges, strengths, and areas where support is needed
 - Strategic planning areas (i.e. Partnering/collaborating with other D/HH organizations when appropriate)
 - Support to Alberta continues for potential of GBYS program implementation / grant opportunities
 - Board member sustainability and recruitment
 - Improvements that could be made during future leadership transitions to support the new leaders during succession planning
- Relationships among Chapter leaders continue to strengthen even as new leaders join
- Regional Coordinator provides individual support calls/emails with Alberta as needed (minimal need this year, info around GBYS data for BC)
- CDN Facebook page not actively being used as just two Chapters watch each other's FB pages so no need to duplicate. Email another leader when required.

- Participated in all HQ Regional Coordinator calls scheduled.

Next Steps:

- Next meet up was planned to be held in September 2020 during the H&V Leadership Conference but if pandemic prevents this, we will schedule Zoom video conference.
- Continue to provide the platform and coordination for Canadian Chapters to interact and learn from one another to grow our Chapters while remaining engaged to lead and support families in our provinces.
- No new requests for information over the last year from other Canadian provinces/territories. BC & AB receive a “Sufficient” grade but many others continue with an “Insufficient” grading according to the Canadian Infant Hearing Task Force https://www.sac-oac.ca/sites/default/files/resources/report_card_canada-2019_en.pdf <https://www.sac-oac.ca/sac-work/early-hearing-detection-and-intervention-ehdi>