

Family and Provider Perceptions of Tele-Intervention Services During the COVID-19 Pandemic

Main Goal

Explore the perceptions of service providers and families participating in Part C First Steps Early Intervention Services on the transition from in-person to tele-intervention services (e.g., physical or developmental therapy sessions) as a result of COVID-19.

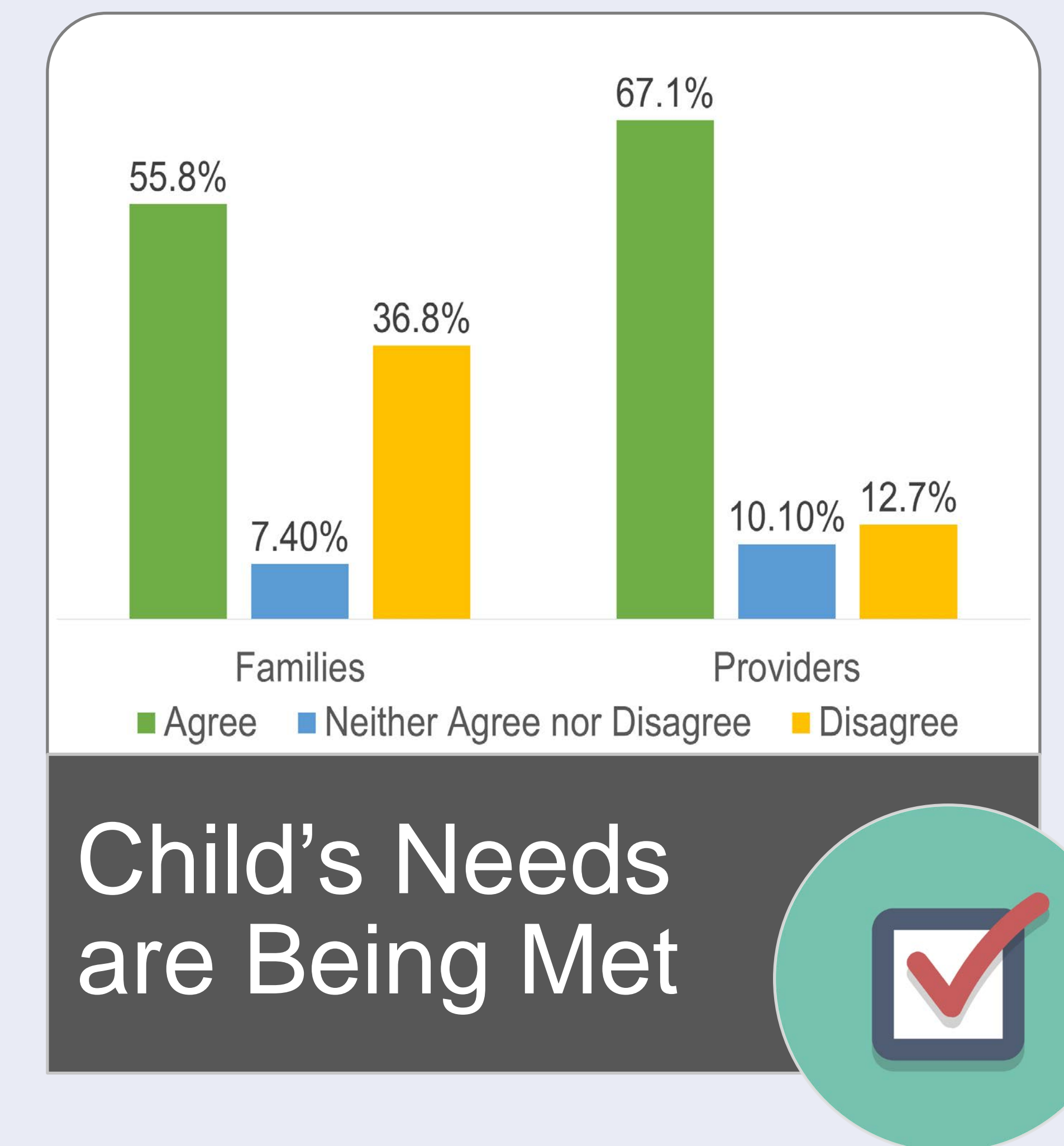
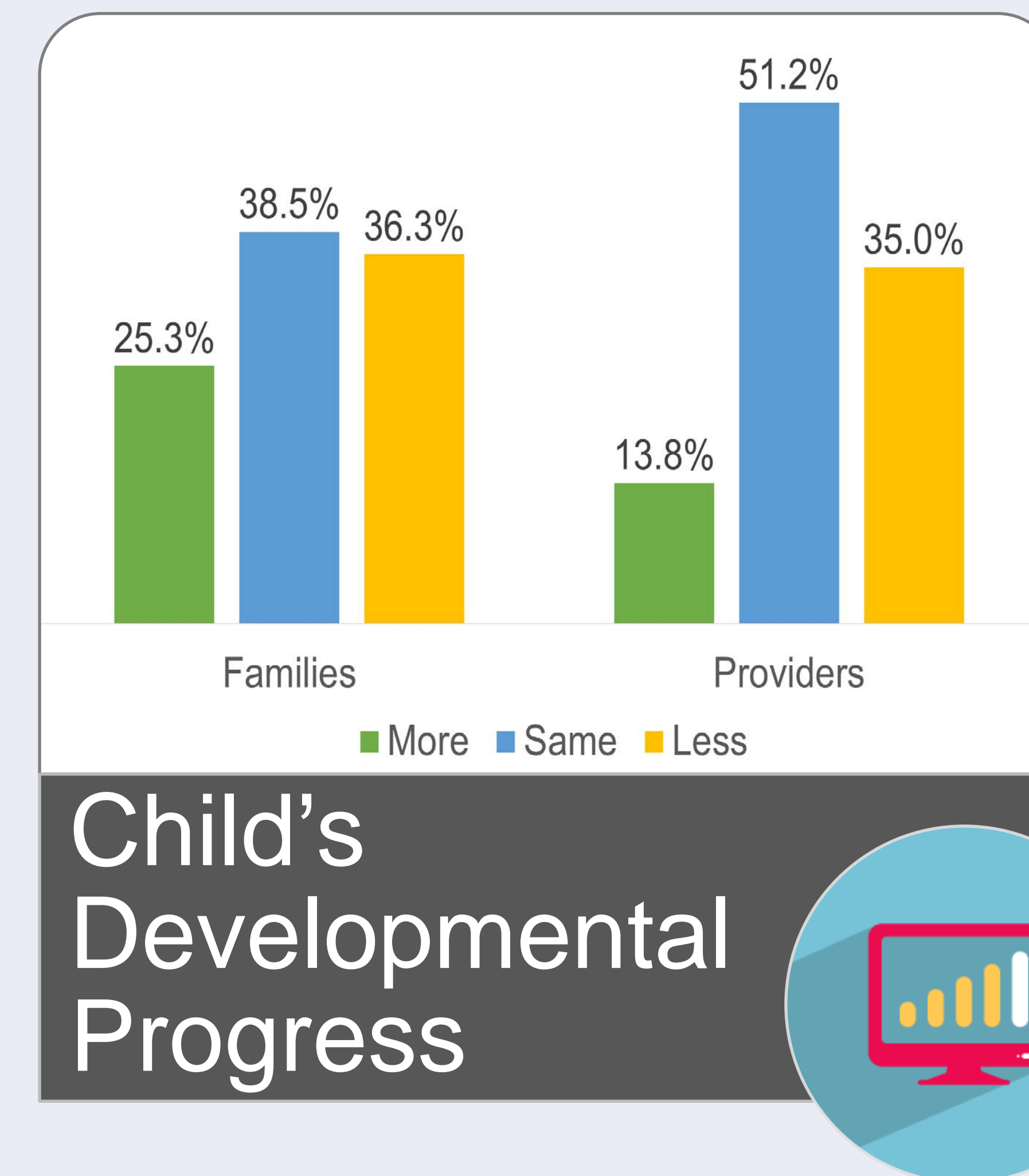
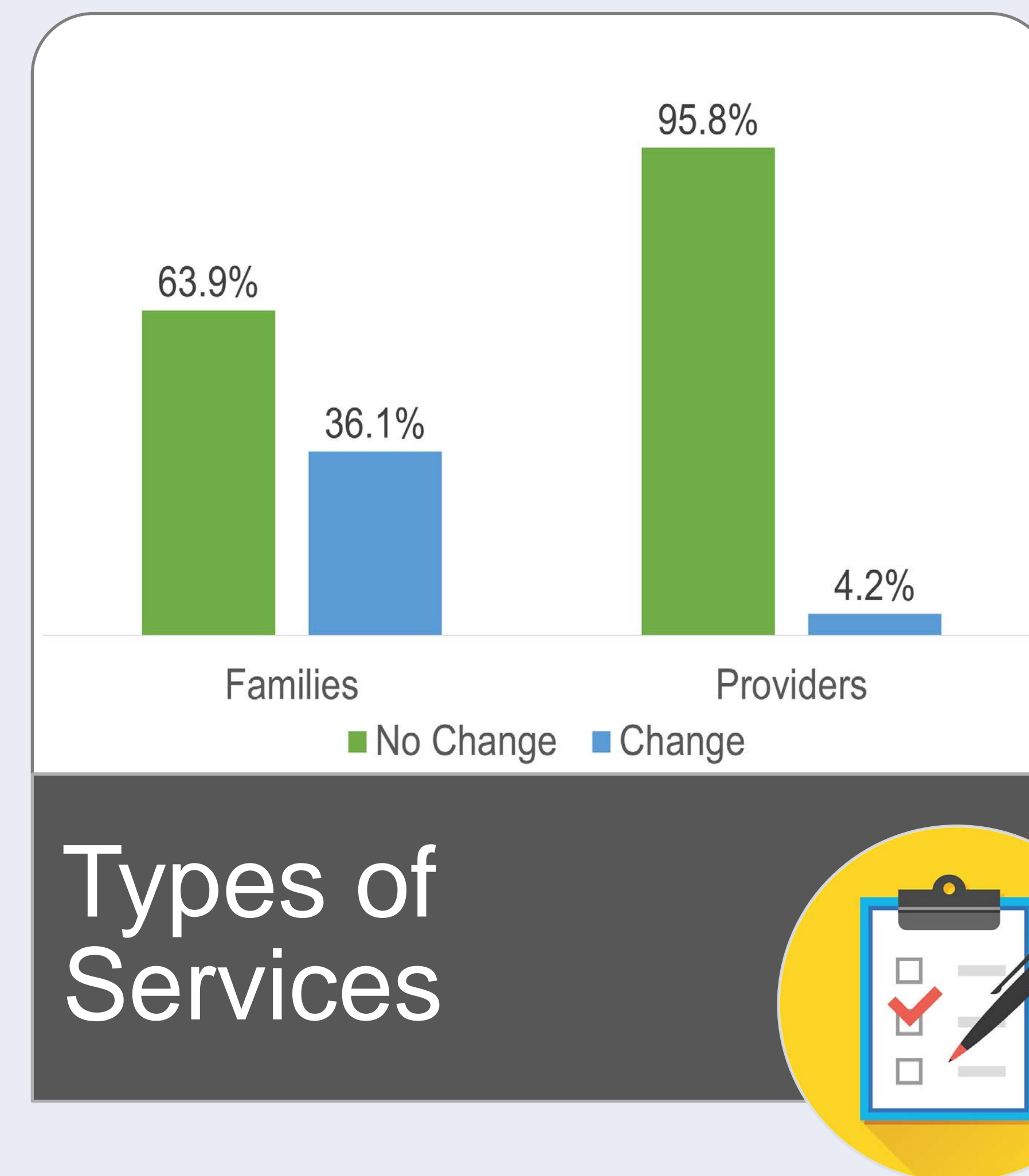
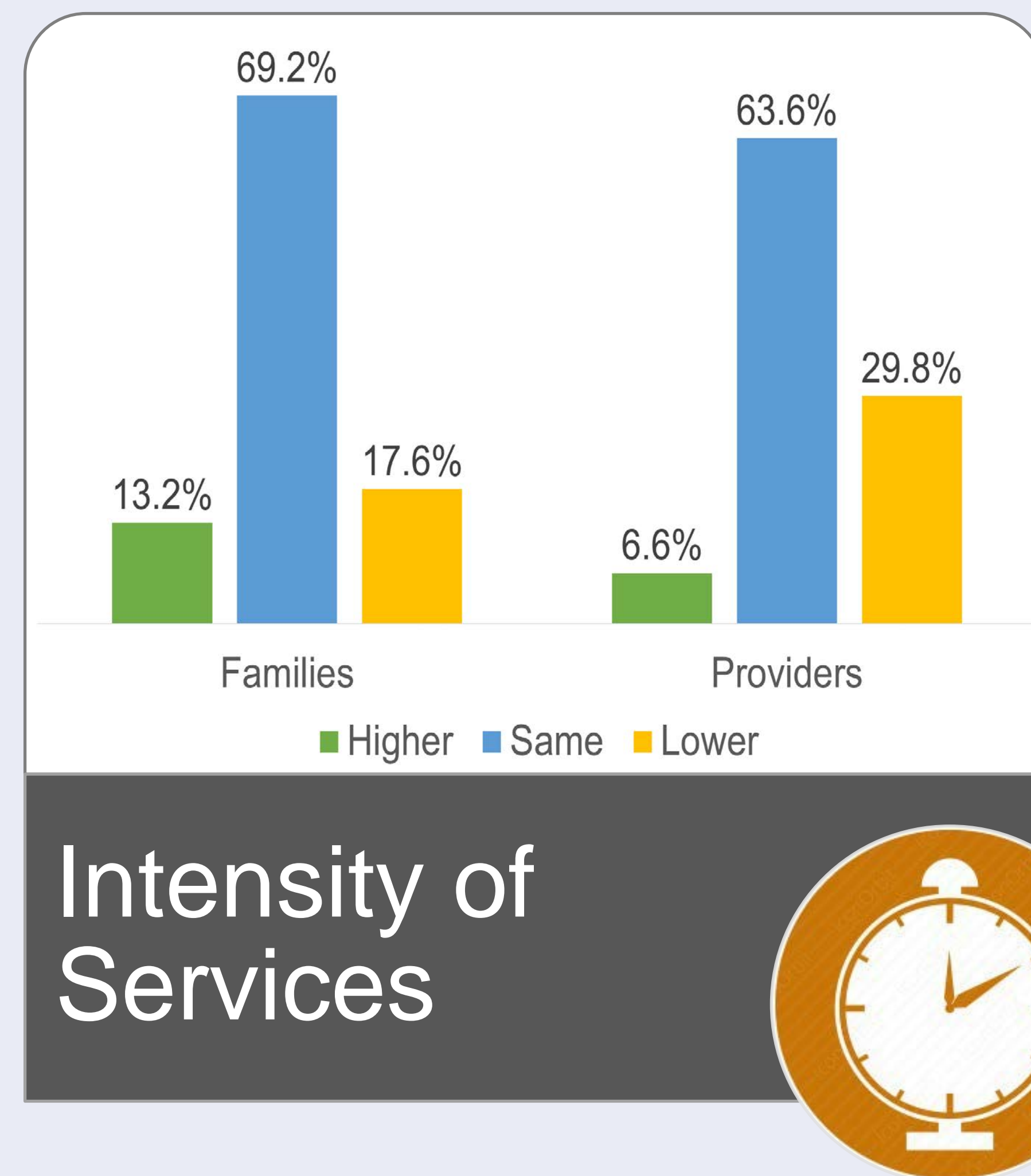
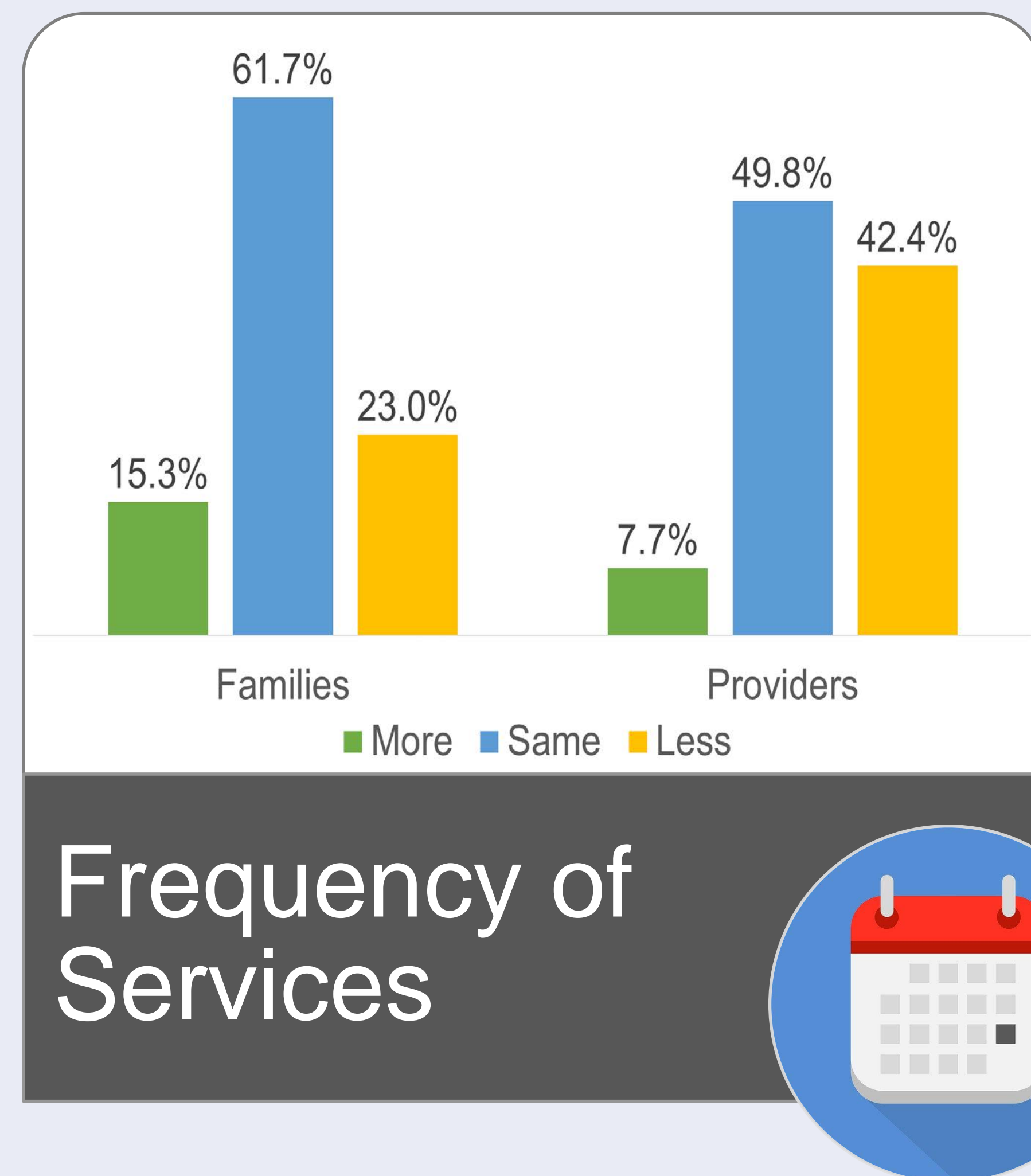
Objectives

- Provider and family perceptions via survey, focused on the
- 1) impact of moving from in-person to tele-intervention services (types, frequency, and intensity of services provided);
 - 2) advantages and disadvantages of participation in tele-intervention services;
 - 3) influence of tele-intervention services on child progress; and
 - 4) service coordinators perceptions on why families and providers may have chosen not to participate in tele-intervention services.

Sample

106 Families
265 Providers

Major Findings Pre- to Post-Transition to Tele-Intervention



Advantages of Tele-Intervention

Families
Increased interaction/engagement; continuation of services; health and safety; convenience, time management, and flexibility

Providers
Less travel; convenience; health and safety; increased engagement; increased availability; provision of services to previously inaccessible families

Disadvantages of Tele-Intervention

Families
Lack of guidance; inability to engage child; low self-confidence; limited provider availability; unreliable internet/technology

Providers
Difficulty keeping child's/family's attention and connecting with them; families unsure of tele-intervention; lack of hands-on opportunities in home environments; inability to provide group therapy; decreased child progress; unreliable internet/technology; loss of income due to fewer referrals, smaller caseloads, frequent cancellations; assessment delivery issues; security concerns

Barriers to Participation

Families and Providers
Lack of reliable access to internet or video devices; conflicts with work schedules; other commitments