



FAMILY AND PROVIDER PERCEPTIONS OF TELE-INTERVENTION SERVICES DURING THE COVID-19 PANDEMIC

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Main Goal

Explore the perceptions of service providers and families participating in Kentucky's Part C 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.

Methods

Data were gathered via survey. Demographic data were collected for children, families, and providers to determine factors that may have impacted both decisions to participate or not in tele-intervention services, as well as differences across impacts reported. The surveys also contained open-ended questions related to perceived challenges and benefits of tele-intervention.

Sample

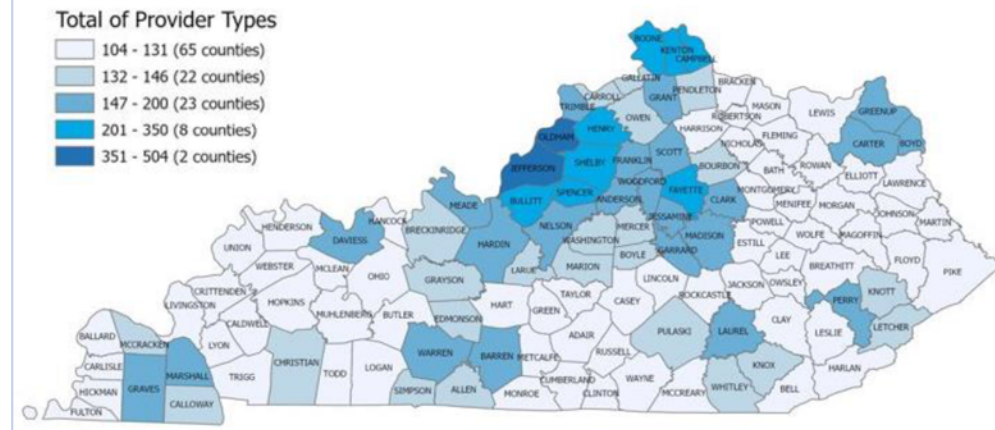
Survey was distributed through email to 3,608 families and 1,048 KEIS service providers or coordinators. Responses were received between October 9 - 30, 2020 from 144 families (4%) and 289 service providers or coordinators (27.5%).

Benefits of Participation in Tele-Intervention

"A Speech Language Pathologist outside of our area is **able to work with my child** through tele-intervention. Otherwise, we would have received services, but not with an SLP specialist." - *Family Response*

"I can **see more children** every week than I ever could if I was driving to their homes. I am able to more accurately provide coaching and modeling for the parents and feel that I have helped them to be able to learn how to help their child more than if I were to show them and do. The parents are more engaged overall and I am seeing significant progress with achieving many more of my children's outcomes... Finally, I am **able to provide OT services to an area where there aren't as many OTs available** and help children who really benefit from my services." - *Provider Response*

KY Service Provider Availability



Challenges of Participation in Tele-Intervention

"It is **harder to keep my child's attention** on a computer versus in person. She seems shy on the computer and tends to talk lower making it hard for the SLP to hear everything she is saying. Also, being in a rural area can cause **connection issues**." - *Family Response*

"Disadvantages can be **internet glitches/freezing**; families will sometimes give their child the phone/iPad instead of participating during the visits; **tele-intervention isn't the best for every child/family**. I have a family in which grandparents are guardians of their grandchildren. The grandmother can NOT physically get on the floor or help the child during our visits due to her physical limitations." - *Provider Response*

Families

- Increased interaction
- Continuation of services
- Time management
- Flexibility

Providers

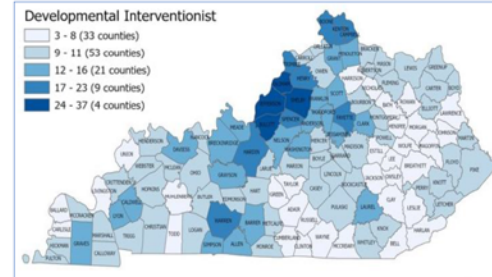
- Less travel
- Increased availability

Both

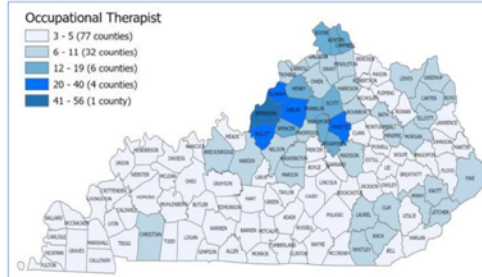
- Convenience
- Increased interaction/engagement
- Provision of services to previously inaccessible families
- Health and safety



KY DI Availability



KY OT Availability



Families

- Lack of guidance
- Inability to engage child
- Low self-confidence
- Limited provider availability

Providers

- Difficulty connecting and keeping client's attention
- Families unsure of tele-intervention
- Lack of hands-on opportunities
- Inability to provide group therapy
- Decreased child progress
- Assessment delivery issues
- Security concerns

Both

- Unreliable internet/technology
- Conflict with work schedules
- Other commitments