

COVID-19 AND
TELE-INTERVENTION:
LESSONS LEARNED



THE EAR FOUNDATION®
OF ARIZONA





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AGENCIES AND ORGANIZATIONS

FUNDING

Arizona State Schools for the Deaf and the Blind

- Early Learning Program
- Deaf Mentor Program

Arizona Hands & Voices

- Parent Guides
- Deaf and Hard of Hearing Guides

The EAR Foundation of Arizona

- AzEHDI Coordinator

Pilot 2015-2017

- Arizona Community Foundation

Extended Pilot 2017-2020

- HRSA EHDI grant

Expansion related to COVID 19

- HRSA EHDI Grant (carryover)
- EAR Foundation of Arizona
- HRSA Supplemental grant
- AMCHP CARES Grant

2015 PILOT



Multi-Year-funding through

Arizona Community Foundation



The EAR Foundation of Arizona

Purchased equipment & data plans
Paid for Zoom for State & private providers
Trained core group of Early Intervention staff



ASDB and private practice providers

Transferred equipment to ASDB
Trained and coached providers
Implemented in limited areas

PANDEMIC RESPONSE

Problem

- Pandemic required services be provided to families in unconventional ways

Available Resources

- Funding from the end of HRSA EHDI grant 2017-2020
- 5 tablets with data plans
- Contract with Zoom
- Core group of trained tele-intervention providers

Needs

- Tablets
- Data plans
- Distribution of equipment statewide
- Technical Assistance
- Personnel coaching and training

INITIAL RESPONSE- APRIL 2020

Equipment Distribution

- EFAz Purchased 109 tablets
- 70 SIM cards with month-to-month prepaid data plans
- Used furloughed EFAz staff, parents and ELP staff to distribute

Accelerated training

- Experienced new staff trained in Tele-Intervention
- Existing staff trained during pilot
- Created captioned/ASL professional training videos
 - Tele intervention and Deaf Mentors
 - How to use Zoom (beginning and advanced)
 - Making the most of virtual sessions

INITIAL RESPONSE- APRIL 2020

Parent Support

- Distribution of equipment across the state
- Educating parents on use of tablets
- Practicing with parents on Zoom
- Supporting families via Zoom events

YIKES- RETHINK AND TRY AGAIN

Prepaid SIM Cards

- Time intensive to renew each month (15 minutes per card per month)
- Did not work in many areas including all of Tucson
 - 3G vs 4G
 - Single internet provider

Technology

- Information Technology needs
- Parents and technology challenges
- Larger screen for DM
- Tracking and inventory management

UH OH-
RETHINK AND
TRY AGAIN

Distribution

- Sovereign Nations, distant, locked down and in crisis
- Rural Areas including very remote
- Language barriers

Population in crisis

- Transient population
- Lost jobs
- Other children with needs

NEW OPPORTUNITIES- NEW SOLUTIONS

AMCHP CARES Act funding

- Through the EAR Foundation
- Laptops with larger screens for families learning ASL
- Data solutions
 - Kajeet
 - One year contract
 - 30G per month
 - Limited access to internet sites
 - Ability to monitor use and access

NEW OPPORTUNITIES- NEW SOLUTIONS

Enhanced Parent support

- Ongoing contact with parents
- Virtual support

Family centered approach

- Tele health
- Any tele intervention
- Home visiting services
- Parent support