



Plugged In: Continuity of Services

Learner Outcomes

- The participant will define the coaching process as it applies to virtual service delivery.
- The participant will define parental self-efficacy and discuss the impact on family participation in early intervention services.
- The participant will examine case studies related to intensity of service delivery, family involvement and quality of life during a global pandemic.

St. Joseph Institute for the Deaf – Tele Intervention

- Developed in 2009, iHear
- Each year provide thousands of sessions for children with hearing loss across the country
- 50% of these children typically are children aged 0-3
- Early Interventionists at SJI have been providing therapy virtually and “in person”



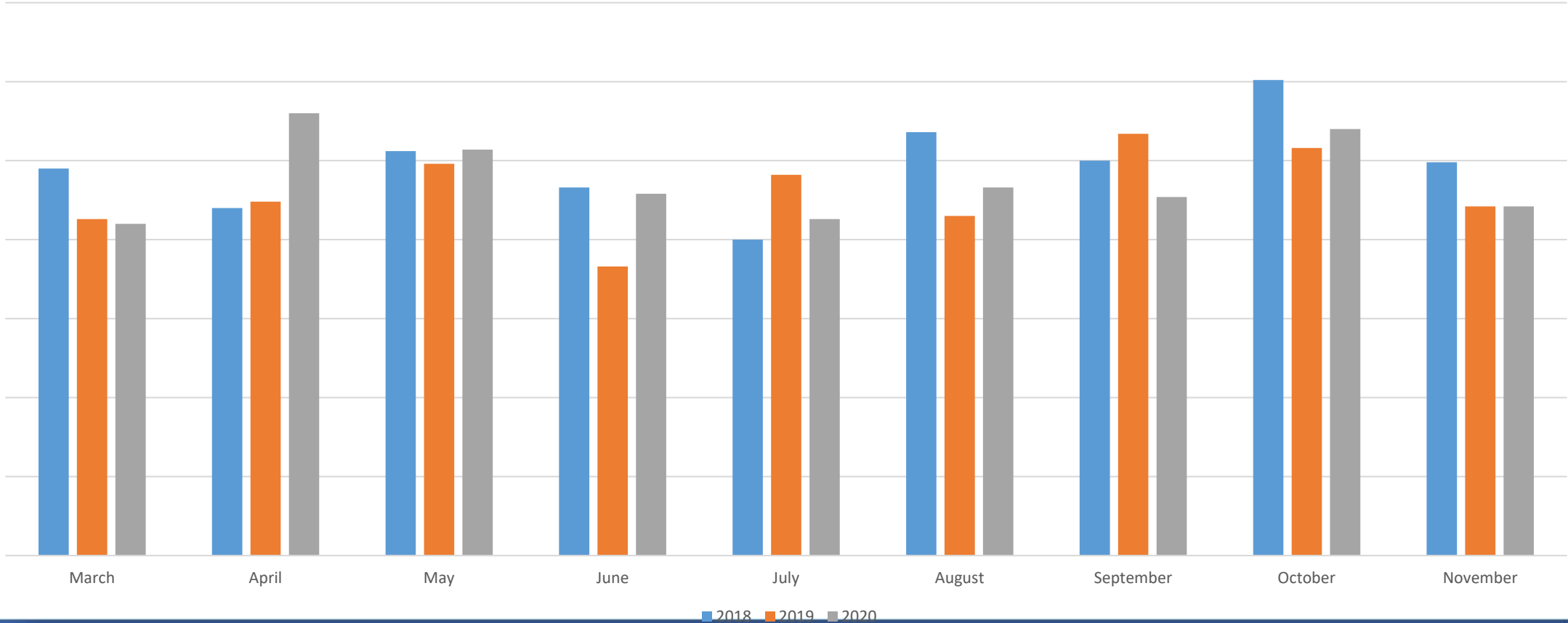
Amid the concerns and changes that have resulted from the COVID-19 pandemic, EHDI programs are finding creative and successful ways to use technology to provide access to the resources and services needed by the children and families they serve.

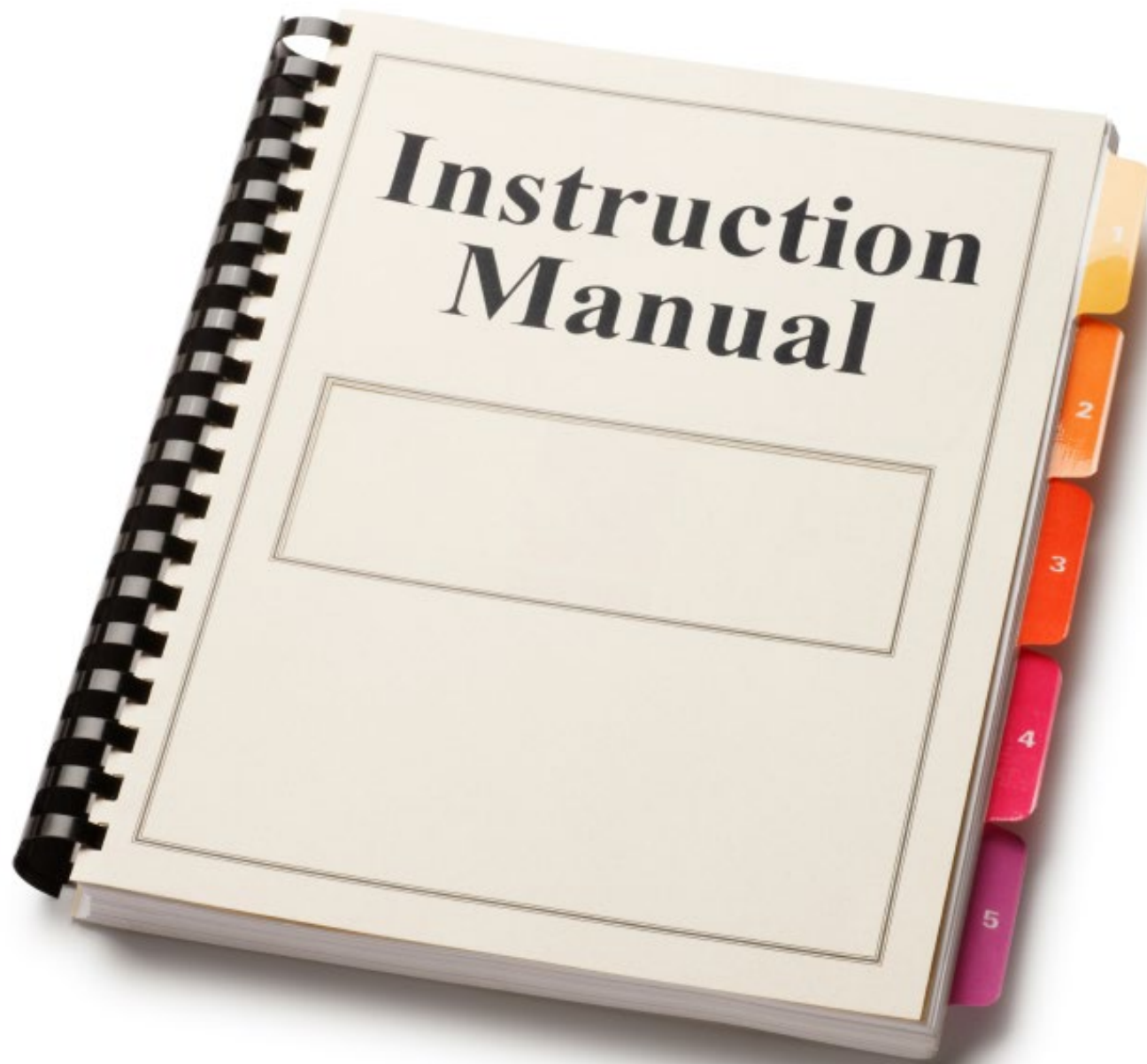
-CDC

What we were wondering.....

- What was the percentage of families that we were seeing in person who chose not to be seen virtually? (2%)
- What was the percentage of families who missed sessions or wanted to decrease sessions as the pandemic continued. (24%)
- Was there a difference between iHear families and EI in person families in decrease of sessions and or left due to tele vs in person?
(Yes, iHear families did not decrease nor leave due to the pandemic.)

Three-year comparison of in-person sessions





Family Centered Intervention

- Empowering a family to gain knowledge, develop skills and maintain confidence using their newly acquired skills.
- Helping parents become advocates by understanding their potential to influence child outcomes, build their own knowledge self-efficacy, and facilitate continued development.

Parental Self-Efficacy

© Randy Glasbergen / glasbergen.com



“Well being (emotions and functioning) is a concept that encompasses physical and mental health and provides insights into perceptions on how people feel their lives are going (CDC, 2018b). When people have higher levels of well-being, they are better able to manage typical daily routines (Healthy People, 2020).”

“Knowing when a parent is experiencing challenges has important implications for clinical practice, including supporting parents in finding solutions when sub optimal daily intervention practices are occurring.”

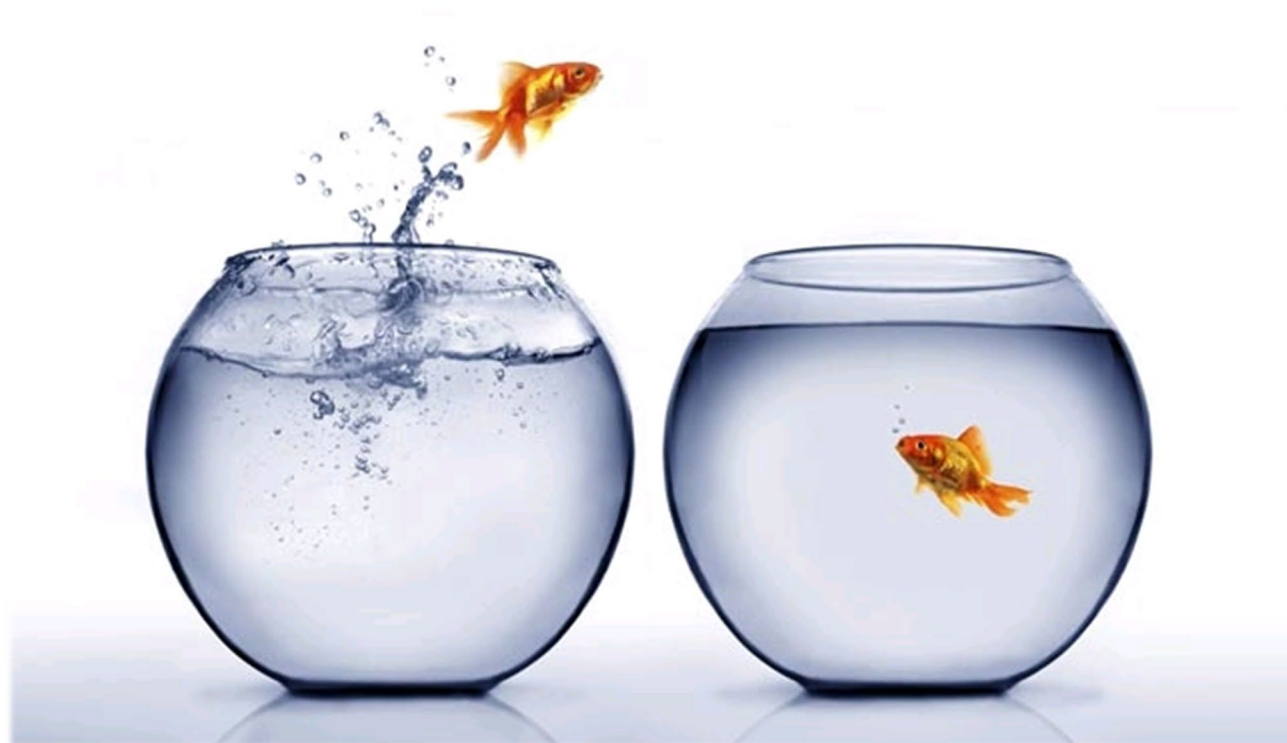
JEHDI 2020



“To fully support families, it is imperative not only to monitor children’s hearing device use and language development, but also to assess parents’ perceptions of their beliefs, knowledge, confidence, and actions all of which can affect how they facilitate their child auditory access and language skills. When early intervention professionals obtain parents’ perceptions of these constructs, professionals can identify parents’ strengths and area in which they may need additional support and guidance.”

JEHDI 2020

Adaptability



New processes to allow for virtual service delivery

- Availability of loaner devices
- Adapting frequency and/or length of sessions
- Collaboration with professional team members



✓ Joint Planning

✓ Observation

✓ Practice

✓ Reflection

✓ Feedback

Creating Positive Alliances with Families

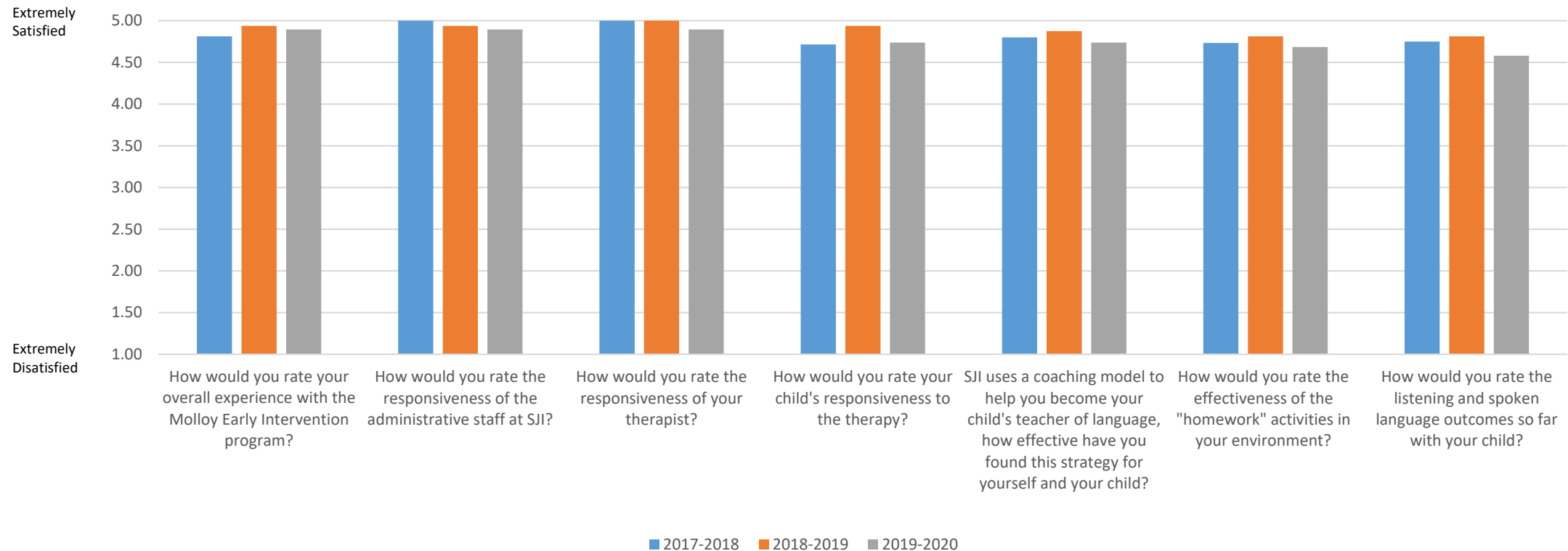
- Know yourself
- Honor cultural diversity
- Affirm and build on family strengths
- Promote family choice
- Know the family
- Have high expectations
- Communicate positively
- Foster trust and respect

-Bodner Johnson and Sass-Lehrer, 2003

Family Participation Rating Scale



Quality of Program Survey (three year comparison)



Cheryl Broekelmann, MS LSLS Cert. AVEEd.
Listening and Spoken Language Specialist
Executive Director
cbroekelmann@sjid.org

Michelle Graham, MS LSLS Cert. AVEEd.
Listening and Spoken Language
Lead Early Interventionist
mgraham@sjid.org