

TITLE: Listening to Parent Voices: How technology changes what's possible in Home Visiting and Infant Mental Health Programs

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STUDENT SUBMISSION: No

TOPIC/TARGET AUDIENCE: Policy makers, early learning service providers, researchers, program developers, maternal & child health professionals.

ABSTRACT: A team of researchers from Portland State University, Georgetown, and University of Connecticut supported by Perigee Fund and The Ford Family Foundation set out to hear directly from families about their experience participating in early childhood programs as they shifted to remote services like telehealth during the early months of the pandemic. The research team partnered with programs in seven different communities across the country to interview parents and providers, using a case study approach to better understand what worked and what didn't during the pivot to remote services at the beginning of the COVID-19 pandemic and identify what can be changed to improve services going forward. The research found that telehealth increased connection between service providers and families and the flexibility benefited both families and providers. Remote service provision did not impact retention levels but did allow for greater service reach.

OBJECTIVE(S): Describe parent perspectives of engaging in remote early childhood services. Describe provider experiences supporting families in alternative ways. Discuss implications for service provision moving forward.
