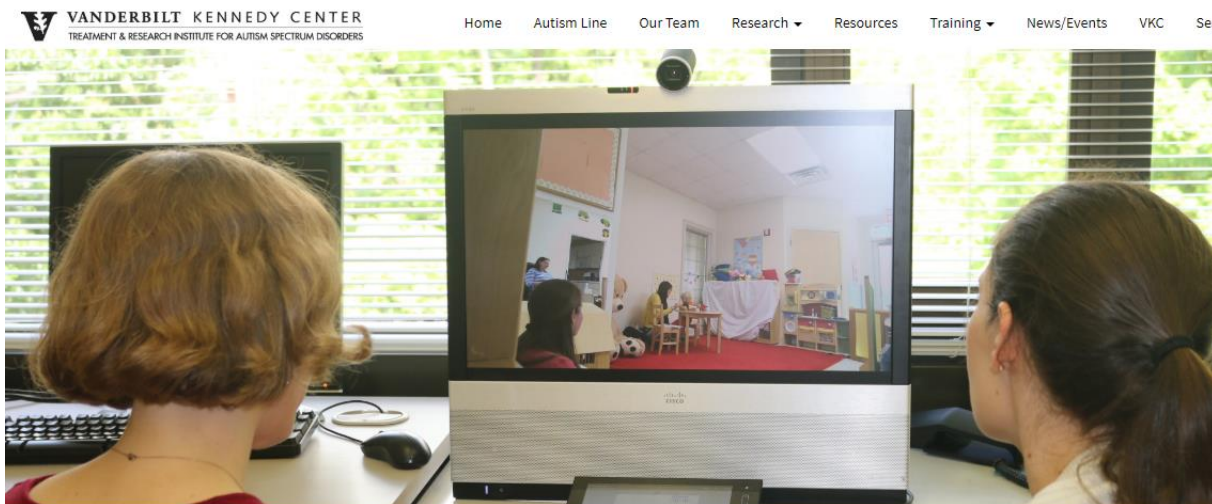


TRIAD Teleservice Service Delivery

A Guide for Early Intervention Providers



TRIAD: *Treatment and Research Institute for Autism Spectrum Disorders*

Our mission is to improve assessment and treatment services for children with autism spectrum disorder and their families while advancing knowledge and training.



FOR FAMILIES



FOR EDUCATORS AND
SERVICE PROVIDERS



FOR COMMUNITY
ORGANIZATIONS



FOR SELF ADVOCATES

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Teleservice Checklist

Before the Teleservice

- Call the family and describe what the tele-visit will look like (e.g. I will “see” you and your family via videoconference during our visit as opposed to in person. I may share videos or tip sheets electronically)
- Send the family instructions on how to access the platform you are using
- Identify family needs (i.e. internet connection, tablet, computer, smart device)
- Send an agenda to all teleattendees (For example; parents, supervisors, etc.) prior to the appointment along with any materials that will be reviewed (e.g., tip sheets, visuals)
- Identify your focus for the appointment
- Identify how you will use evidenced-based coaching strategies to address your focus for the appointment

During the Teleservice

- Have all teleattendees introduce themselves and ensure that the camera is positioned where you can see, and everyone can see you
- Begin the visit with a positive statement
- Discuss progress since the last visit with the caregiver
- If possible, briefly observe the caregiver using previously learned strategies
- If an observation is conducted, ask the caregiver to reflect on the activity
- Provide supportive feedback on the observation
- Use evidenced-based coaching strategies to address appointment’s focus (be sure to include active practice for the family along with feedback and repeat the cycle if possible)
- Create an action plan for the family to use the strategies practiced during the session
- Schedule the next visit
- Thank the family for their time and attention during the visit

After the Teleservice

- Follow-up with the family via email/phone when possible to debrief the visit and remind them of next steps
- Include words of encouragement



Teleservice Fidelity Checklist

COACHING CYCLE INFORMATION		
Coach:	Trainee:	Date: _____

PRE- Teleservice CHECKLIST	Check One		
	Yes	No	NA
Call the family and describe what the tele-visit will look like			
Send the family instructions on how to access the platform you are using			
Identify family needs			
Send an agenda to all teleattendees			
Identify your focus for the appointment			
Identify how you will use evidenced-based coaching strategies to address your focus for the appointment			
TOTAL Yeses/ 6= %			

During the Teleservice	Check One		
	Yes	No	NA
Have all teleattendees introduce themselves			
Begin the visit with a positive statement			
Record your session for later review-If Able-			
Observe the family using previously learned strategies			
Provide supportive feedback			
Ask the family to reflect on the feedback			
Use the evidenced- based coaching strategies to teach this appointments focus			
Create an action plan for the family to use the strategies practiced during the session			
Schedule the next visit			
Thank the family for their time and attention during the visit			
TOTAL Yeses/ 10 = %			

COACHING STRATEGIES <i>(Check Mark if Used)</i>	Include the strategy being taught to the caregiver	How successful was this strategy? 1=Not successful at all 2=Slightly Successful 3=Moderately Successful 4=Very Successful
<input type="checkbox"/> Observation		1 2 3 4
<input type="checkbox"/> Information sharing		1 2 3 4
<input type="checkbox"/> Problem solving		1 2 3 4
<input type="checkbox"/> Direct teaching		1 2 3 4
<input type="checkbox"/> General Feedback		1 2 3 4
<input type="checkbox"/> Specific Feedback		1 2 3 4
<input type="checkbox"/> Caregiver Practice		1 2 3 4
<input type="checkbox"/> Demonstration with narration		1 2 3 4
<input type="checkbox"/> Reflection		1 2 3 4
<input type="checkbox"/> Review		1 2 3 4
NUMBER of strategies used in cycle ___ / 10		Success of the strategy ___/40x100 = ___%

FOLLOW UP		
TASKS	Completed? If no, provide explanation	Date
Follow-up with the family via email/phone		
Send the action plan		
Include words of encouragement		
The family replied		
Complete the procedural fidelity check-list		
Identify which coaching strategies were successful		
Create a plan to address unsuccessful coaching strategies		
Review the video recording		
TOTAL Yeses/ 8= %		

Calculate	Overall Fidelity for coaching cycle
Add all 4 percentages and divide by 4	_____%

SCORING INSTRUCTIONS

For Self- fidelity:

- Complete yes/ no for each task. At end of each coaching component total your fidelity.
- At the end of the coaching cycle complete the Overall Fidelity for coaching cycle.

For others completing fidelity on you:

- The other rater will need to participate in all remote meetings, or they need to be recorded for later review.
- The other rater will need to be copied on all communications with the family.

TRIAD Teleservice Planning Tool

Child Name: _____

Date: _____

Session Goal(s): _____

Notes from last conversation to revisit:

Time	Activity/Key questions to discuss	Notes
Include Time in Minutes <i>(For example. 10 mins)</i>	1. Review shared goal and action plan <i>Key Questions:</i> <ul style="list-style-type: none"> • What was the goal and identified action steps? <i>Materials needed for this session:</i> <ul style="list-style-type: none"> • Include any materials here you will use (Tip-sheets, data collected, videos, etc.) • Include any materials here the family will use (Toys, etc.) 	
30 mins	2. Focused observation reflective conversation <i>Key Questions:</i> <ul style="list-style-type: none"> • <i>What specific strategies (instructional or behavioral) do you feel are working well? How can you tell?</i> • <i>Here is what I observed (present data)</i> • <i>Based on the observational data, here is what I saw that worked towards goal</i> • <i>How could we take what is working and apply it to other parts of the assessment to continue to move towards the goal?</i> 	
5-10 min	3. Identify 1-3 areas to target before the next session	4. Collaborate to discuss next steps

Next Visit: (Date and Time) _____