

## Gathering & Giving Information for Service Coordination

Gathering and giving information is an ongoing reciprocal process between caregivers, service coordinators, and EI providers that supports the participation and decision-making of the family throughout their enrollment in Early Intervention. Conversations with caregivers are more than asking questions. It is listening to, learning from, and encouraging the caregiver to participate in the discussion of how they want to participate in supporting their child's learning in everyday routines and activities. The exchange of information is purposeful, collaborative, and respectful of the partnership between the caregiver and team members. When using SS-OO-PP-RR, you will intentionally use open-ended questions that encourage reflection, problem solving, planning, and decision-making by caregivers. While your questions and comments will vary based on the purpose and context of the conversation, the conversation will always use strengths-based communication strategies to strengthen caregiver confidence and to build on what they already know and do.

### Setting the Stage

- How are you and your family? What would you like to talk about today?
- What did you and your child do this week that made you smile? Please share a few of your recent activities.
- What do you feel are her biggest needs or next steps to continue the current outcomes right now?
- How do you feel your early intervention services are going? How are the services and supports making a difference? Do you have any concerns? What do you believe is important for your child's learning?
- What else would you like to learn about that could help you and your family support your child's learning? What resources would help you? How can we work together to access information and resources?

### Observations & Opportunities to Embed

- What are you learning about your child and how you can help him?
- Which strategies or "what you do" help her to participate? What do you think you do that works the best?
- Will you show me one of your routines or an activity? What did you do to make this interaction work? How can you use that at other times or in other activities?
- Ask the caregiver, "What did you see?" after observing. How does that help your child learn and participate?
- You looked confident giving him choices and waiting. How comfortable were you? How do you think it went?
- What activities or routines are working best for you and your child? What is it about those routines that make them work best for you?
- What do you do with your provider(s) that helps you work with your child between visits? What doesn't work as well or feels uncomfortable? What might make it better for you?
- Would you describe what you did as easy, getting easier, or still unsure or hard? Let's plan our next step.

### Problem Solving & Planning

- If your child could learn a specific skill, what would it be? How would it make your day go more smoothly?
- How would you like to move this priority or outcome forward? (*If caregiver identifies a new priority for their family or the child, share ideas and discuss options for next steps*)
- How will this outcome help you encourage his participation in family activities? Where can he use it?
- What does your family like to do? How could these activities be a part of the plan?
- Let's make a list of what you have tried so far and see what might work for this next step.
- The place I feel stuck is \_\_\_\_\_.
- Who else could participate in supporting your child's learning and what could they do?

### Reflection & Review

- As we reflect on our conversation today, is there anything you would like to do differently?
- What have we talked about that you want to add/change in your plan? How do you want to proceed?
- What will he be doing when he accomplishes these next steps? How will you know he is making progress?
- What do you want to see her doing when I come next time? What would you like to be doing or have done?
- What was the most valuable during this visit that you will keep doing? When?
- How would you like to communicate this new information with your EI providers?
- What other questions or comments do you have?