

Katie is an 18 month old w/Down syndrome. The family also has two older children who are currently not attending school because of the Covid-19 virus. Beth is a single mom who works in the hospitality sector and is currently unable to work.

<p>Opening and agreeing to agenda/outcome –</p> <p>Services Coordinator (SC) finds out what’s new with the child and family including what child is doing that is new/of interest; what if any are concerns for the family; review of previous visit; talk about immediate concerns and together determine today’s visit focus and corresponding outcome</p>	<p>SC: “How are things going, Beth?” B: “Where do I even start. Things are rough; I’m super stressed about how I’m going to pay the rent because I’m not working. It’s so hard to keep the kids busy and I’m worried about Katie losing skills because I’m not spending enough time with her”. SC: “Oh Beth, I’m sorry things are so challenging. You have so much going on. Last time we were together you were going to talk to Sue (OT) about some of your feeding concerns. We can talk about that a little later in our visit. What is your biggest worry today?” B: “Paying the rent”! SC: “Should we make that the focus of our meeting today? Shall we also touch base about talking to Sue?” B. “Yes, please”.</p>
<p>VC</p>	<p>SC: “We had decided to use Facetime; is this working okay for you? Can you see me ok?” B: “Yes.”</p>
<p>Main Agenda Review progress toward Child/family IFSP Goals Currently addressed.</p>	<p>SC: “Let’s talk about your worry about paying the rent since you’re not working. What have you found out</p>

from your employer about their ability to pay you while you are not working because of the virus”? B: “I haven’t talked to them since I got laid off”. SC: “Well from what I understand, some businesses are getting relief from the federal government in order to support workers who have been laid off. It appears that some businesses will have the resources to pay their employees while they are not working. How do you think you could find out more about that”? B: “I guess I could call HR”. SC: “That’s a good idea. Are you comfortable doing that? Do you feel like you know what questions to ask”? B: “Yes”. SC: “I know how busy you are; when do you think you would be able to do that”? B: “It’s a priority so I’ll do it today”. P: “Great, I could give you a call tomorrow and find out how that went. If you don’t get the information you need, we can talk about next steps in finding a way to get the rent paid. I know it’s a top priority”.

SC: “Last time we were together you were going to talk to Sue (OT) about concerns with Katie’s feeding. How did that go”? B: “Sue gave me some ideas that are working, and I can work on those at mealtime w/out having to fit

	<p>something extra into my day”. SC: “Great, so you feel like you have what you need to work on feeding”? B: “Yes, and Sue will be making a visit next week”. SC: “How is it working to do the visits using Zoom”?</p> <p>B: “It works ok. My biggest problem is keeping the older kids busy when I’m trying to talk to Sue”. SC: “Was Sue able to help you brainstorm what that could look like”? B: “Yes, I just have them eating lunch while I’m working on Katie’s feeding with Sue”. SC: “We have all kinds of new challenges these days, don’t we? You are doing such a great job of making this work and meeting your family’s needs”.</p>
<p>Reflect and Develop a Plan – encourage parent to think about what went well, what didn’t and then make a plan with the SC as to what will happen in between visits.</p>	<p>SC: “So, do you feel ok with the plan that we developed today?” B: “Yes, I just needed to stop and think about what a next step could be”. SC: “So, you’ll make the call to HR today and then we’ll touch base tomorrow. It sounds like you and Sue are working well together; you’re getting what you need from her and Zoom visits are working. Am I right?”</p>

Closing- wrap up, make sure parent is comfortable with the plan and doesn't have any other questions.

Are there any other concerns that we should talk about today"? B: "No, I think I need to focus on rent and then we can talk about other things next time."

SC: " We do need to touch base about the IFSP. What's the best way to touch base about the rest of your IFSP goals since we focused on other things today?" B: "Can we text?" SC: "We can try, although you have several goals and phone might work better." B: "Okay, how about if you call me at 2 during Katie's nap? "SC: "That works for me".

SC: "I think that you are doing a great job of taking these new challenges one step at a time. Hang in there and please let me know how I can help. You can reach me via text as you need to".