

2009 Service Coordinator Statewide Meeting Evaluation/Assessment, Eligibility, and Established Conditions Session

Script for Service Coordinator/Parent Interview

Background Information:

Child is 12 months old and the primary concern is cognition.

Telephone ring sounds in the background.

Mom: Hello.

Service Coordinator: Hello, Mrs. Ramos, this is your service coordinator with Early Steps. Do you have a few minutes?

Mom: Sure, that's fine. I just put Alex down for a nap.

Service Coordinator: Great. I'll only take a few minutes so that you can have some time to yourself while Alex naps.

I just wanted to talk more about Alex's appointment next week. I've arranged for our speech therapist and infant toddler developmental specialist to come out to your home on Tuesday at 10:00am to do the evaluation and assessment. I'll be there too. Is this still a good day and time for you and Alex?

Mom: Yes, he's up and alert at that time. Also, my husband was able to get off work so he'll be here too.

Service Coordinator: That's excellent! Is there anyone that is involved with Alex that you think should be there.

Mom: Well, his four year old brother, Jacob, will be there because he's usually home anyway.

Service Coordinator: That's perfect because Jacob is a big part of Alex's life and the evaluators will want to see Alex in his everyday life. Let me tell you a little about what to expect during the evaluation and assessment. The speech therapist's name is Sonia Sanchez and the infant toddler developmental specialist's name is Janet Jones. They'll do the evaluation and assessment together. Some of the time, they will be asking you and your husband questions. Other times, they will be playing with Alex. The evaluators will have to give specific instructions and see certain items performed in certain ways in order to score those items. So, it's important to just observe during this part. Do you have any questions so far?

Mom: What if I see that Alex isn't doing something that I know he can do. I can't help him?

Service Coordinator: This is important information and the evaluators will ask you about this later, so you'll have a chance to explain just not during the actual testing part.

Mom: Oh, I understand.

Service Coordinator: Also, the testing set up will need to be a place where there aren't many distractions. Like a place where Alex can sit at a table without other toys and extra items around. Do you have a place like this available in your home?

Mom: I think the dining room table will be good. I'll make sure we clear it off and put away any toys in there.

Service Coordinator: That'll be great. Any other questions for now?

Mom: Not now.

Service Coordinator: Okay. So, the appointment next week will take about 1 ½ hours and you'll get the results of the evaluation that day. We'll be able to tell you if Alex is developmentally delayed in any area. If he is, he'll be eligible for Early Steps. If he's eligible, we'll develop a plan called an Individualized Family Service Plan that will list goals for Alex and your family and the services needed to achieve these goals.

Mom: What if he's not eligible?

Service Coordinator: If he's not eligible, that means that he's not developmentally delayed or just mildly delayed. In that case, I'll make any needed referrals to other programs that may help if you continue to have concerns about Alex's development. I'll also let you know how to refer Alex back to Early Steps if additional concerns come up.

Mom: Oh, that'll be good.

Service Coordinator: Yes. Now, let me get some additional information from you to pass on to the evaluators so that they can be prepared. What are some of the Alex's favorite toys and activities?

Mom: He loves toys that vibrate and light up. Oh, and he likes to bounce in his bouncy seat. He's still doing a lot of mouthing, so he'll put everything in his mouth.

Service Coordinator: Okay, I'll be sure to pass on this information. Also, I know that you and your husband speak Spanish. Do you speak Spanish to Alex?

Mom: Yes, all the time. I know he will pick up English at school, from the TV and from friends. So, I want to make sure he also learns Spanish and grows up to be bilingual.

Service Coordinator: So, which one does he understand better?

Mom: At this point he understands both, but mostly Spanish.

Service Coordinator: Okay, so we'll plan to conduct the evaluation with Alex in Spanish.

Service Coordinator: Is there anything else that you think the evaluators need to know for next week?

Mom: Well, we have a big dog so if they are afraid we can put him in the back room if we need to.

Service Coordinator: I'll check on this and call you and let you know if we need you to contain him. Thanks for letting me know.

Mom: Sure.

Service Coordinator: Do you have any other questions about the evaluation and assessment next week?

Mom: No, I think I've already told you everything.

Service Coordinator: Thank you so much for your time. I look forward to seeing you next Tuesday at 10 o'clock. Call me in the meantime if you have any questions.

Mom: Thank you for the information you provided. See you next week.

Service Coordinator: Bye bye.

Mom: Bye.