

Family Vignette for Embedded Coaching Learning Module #1 – Williams Family**Meet the Service Coordinator:**

Family Background and Referral to Early Intervention: Peter and Joan Williams are young parents of a 24 - month old girl named Samantha. They called 311 and made a referral to the New York City Early Intervention Program (EIP) at the recommendation of Dr. Singh after Samantha's last medical appointment. Dr. Singh, who is a new pediatrician for the family, was concerned that Samantha had not been referred already to Early Intervention given her increased risk factors such as a brain bleed, prematurity and possible developmental delays. Dr. Singh addressed the Williams' questions about how Samantha's prematurity and health history may impact her development. Her parents are worried because she is not walking like the other children in her family at this age.

The initial service coordinator (ISC), Patricia Morales, met with the family to inform them about the purpose of Early Intervention and the process; their reasons for referral; their concerns, priorities, and resources; their family rights; about natural environments and family-centered best practices (Embedded Coaching); health insurance; and addressed the family's questions. Joan had already reviewed *The Early Intervention Program – The Parent's Guide* on the NY State EIP website. In addition, Patricia discussed the evaluation process and the Williams' choice of evaluation provider agency.

Medical History: From Patricia's meeting with the parents, she learned that Samantha is their first child and was born about 10 weeks early. Peter and Joan were visiting her mother in New Jersey when she went into labor. Samantha remained in the Neonatal Intensive Care Unit in New Jersey for 11 weeks before coming home to Brooklyn. Her parents are wondering if her prematurity is affecting her development. According to her hospital discharge papers and her parents, Samantha's birth weight was 1120 grams (about 2.46 pounds); and she had a Grade 3 Intraventricular Hemorrhage (or IVH-bleeding inside the brain) and mild Retinopathy of Prematurity (or ROP-abnormal blood vessel development in the eye). She also had 2 infections while in the hospital and her first hearing evaluation was inconclusive.

After coming home to Brooklyn, Samantha has been receiving medical care in their neighborhood health clinic for immunizations. Due to different reasons during the past year, the family had to cancel some of their scheduled medical appointments. Each time the family does go to the health clinic when Samantha gets sick, Samantha has been seen by a different pediatrician and Samantha's parents are worried about consistent medical follow up.

Patricia, the ISC, reinforced with the parents that it's good to have a primary care physician for Samantha. The parents decided that they want Dr. Singh to follow Samantha since he was the pediatrician who saw her last but also because he explained why a referral to Early Intervention would be good for Samantha. Due to her prematurity, medical history and diagnoses (Grade 3 IVH and mild ROP) as well as her missed hearing evaluations, Dr. Singh also gave the Williams referrals for Samantha for follow-up hearing and vision examinations as well as a pediatric neurology appointment.

Joan Williams is generally organized and maintains a notebook and a folder to track all of Samantha's health history and appointments. Prior to this, her parents felt that she was meeting her milestones or was pretty close because Peter and Joan Williams consider Samantha a child who was 2 ½ -months younger since she arrived 10 weeks early. Also, they read in a blog that premature babies tend to catch up in development by the time they are two years old.

In the past, they have cancelled two follow up hearing evaluations because Samantha had an ear infection and a cold. During meal times, whenever Samantha is sick or tired, she does not eat well. Samantha will refuse solid food and gestures for the bottle. In addition, she becomes very irritable and is difficult to soothe. Dr. Singh noticed at her last visit that Samantha is not gaining weight as quickly as she had before but she is not underweight. He reassured them that it's not unusual for children who are sick or exhausted to not eat well or to be irritable.

Family Information: Samantha is generally a happy and curious child who loves when her family reads story books and when they sing songs. Peter and Joan report that she understands a lot of words and she talks to them all the time. One of their family games is to look at the living room wall of framed photos or hanging posters in her room, and have Samantha point to them or say the names of the people or Sesame Street characters in the photos/pictures. During play times, Samantha prefers to crawl or tries to walk around sometimes when she is able to hold onto furniture or people. She does not appear stable when she tries to stand up or as Peter noted, "Samantha's legs do not look like they can hold her up and she is unsure". Samantha clearly likes to play with her cousins and sometimes gets frustrated when she cannot do what they do. Her parents would like to see her walking around without holding onto anything so that she can play and interact with her family and her cousins. Peter and Joan are now worried about Samantha's development since she is already two years old. Recently, Joan has been doing research on the internet and is concerned that maybe Samantha's brain bleed has affected her walking.

Peter was recently promoted to line cook at, *IL Grande Gusto*, a popular Williamsburg restaurant and works many hours. If he needs it, Peter's boss will let him adjust his work schedule as long as Peter gives her a week's notice in advance.

When Joan is not taking accounting classes at City College, she is usually home with Samantha. Since Peter's mother, Loretta, and sister, Raquel, live within a half mile of the Williams, they help out whenever Peter and Joan need child care. Raquel also has a 3 year old son and a 5 year old daughter who are Samantha's cousins (John and Yvonne). Samantha is the first premature baby in the family and both grandmothers believe that Samantha is doing well given her medical history.

Joan's mother, Laurie, comes from New Jersey and stays with them a week at a time every 3 or 4 months to give them a break. Between Laurie's visits, Joan calls her mother weekly. Both Peter and Joan appreciate the support they receive from the whole family.