

# 15 Ways to Ask Key Indicator 11

**Key Indicator 11.** Encourages the caregiver to describe what it will look like when the intervention is working - *specifies measurable targets, strategies, and routines for the plan*

- 1 "Close your eyes and tell me what it looks like for you when Patrick plays independently. Now, what's the 1<sup>st</sup> step he can work on this week?"
- 2 "You have a babysitter coming in, and she is going to make sure that Kim feeds herself. What are you going to tell her so that she knows what to expect from Kim?"
- 3 "What will 'it' look like when it happens? So, what are you hoping to see him do this week that helps him get there?"
- 4 "What would you want to see between now and next time to say, 'it's going great?'"
- 5 "I know your long-term goal is for him to walk at the wedding in May. Thinking of what he's doing now, what would you like to see him do this week that will tell you he's getting there?"
- 6 "We've talked about how you'll know it's working for Marie this week—she'll sit up more, support herself with her hands. How are you going to know it's working for you? What's that going to look like? Is the routine longer/shorter? Do the kids engage together? Are you less frustrated?"
- 7 "What could he do this week (that he didn't do last week) that would make you smile?"
- 8 "How will you know when he understands YOUR words more? What will he do?"
- 9 "Thinking about last week's celebrations, what do you want your 'celebrations' to be this week?"
- 10 "What will make you think, 'Ah-ha! She's getting it?'"
- 11 "We want her to gesture to show you what she wants, what's a realistic first step for this week? A reach?"
- 12 "How can we track how often/how long she is (sitting, following directions, taking turns with you, feeding herself, gesturing, using words, etc.)?"
- 13 "Last week you mentioned that he needs a little less help than before, what are you going to look for this week?"
- 14 "Your overall goal is for her to be able to walk to the car while holding your hand in the morning. How will you know that she's getting a little bit closer?"
- 15 "You want her to start gesturing to show you what she wants, so when will you know she's got it?"

## Problem Solving and Planning (PP)

Problem Solving is not necessarily an exchange unique to a “problem” or challenging situation. It refers to a verbal exchange between the parent and provider that serves to gather information, discuss and evaluate the ideas and options to develop or revise an action plan. It is a coaching strategy that encourages caregivers to think and talk about what they are doing and how the child is learning with the intention to improve or increase participation. When Problem Solving, caregivers share their knowledge of the child, their priorities, and their experiences of what works best for their family. The caregiver also gains new information by brainstorming options, discussing the pros and cons of the possibilities, and formulating plans with the provider. Taking the ideas generated and forming specific plans encourages caregivers to act on their decisions.

Both Problem Solving and Planning use the parent’s metacognitive skills, that is, their ability to think and talk about what they are learning and doing (Knowles, Holton, & Swanson, 2005). Guiding adults’ use of reflection and evaluation of their child’s targets, intervention strategies, and routines or activities helps increase their ability to use, retain, and generalize new skills (Dunst & Trivette, 2009). In this component, the focus is on ensuring there is a match between the intervention strategies the caregiver is using to embed the intervention, the child’s targets, and the routines and activities. Problem Solving throughout the session, but especially at the end of each routine and prior to the provider’s departure, offers opportunities to try out the plan to ensure the caregiver feels competent and confident in its feasibility. Planning provides support for deliberate and systematic practice throughout the family’s daily activities as they occur.

## Reflection and Review (RR)

Reflection and Review are inter-related. We encourage the use of Reflection to inform the review process. Reflection is a useful coaching strategy to motivate caregivers to think and talk about what they are seeing and doing with their child to intentionally support learning. Reflection builds confidence and autonomy when the provider supports the caregiver through open-ended questions and encouraging comments to discuss what has worked, what is happening now, and what the caregiver wants to do next. Reflection is key to caregivers’ understanding of their knowledge and skills as they build capacity for participation in both child and family outcomes and occurs in all components of SS-OO-PP-RR.

When Reviewing, caregivers identify what they have discussed, practiced, and experienced during the home visit that will help them organize knowledge in their framework to facilitate retrieval and application. The provider listens carefully to the caregiver’s descriptions and provides additional support as needed. Reviewing ensures the caregiver and provider are on the “same page” about family priorities, what will occur between visits, and what the plan is for the next visit. The process clarifies the plan and helps the caregiver retain and systematize what, how, when, and where the intervention will occur throughout the day.

When caregivers lead the review process rather than the provider, they use their own words to relate it to their everyday experiences. They describe how they participate and how they will know the intervention is working as their child participates. Review supports the caregivers' retention of the information and their commitment to action and informs the provider's documentation.

# Implementing FGRBI Using SS-OO-PP-RR Coaching

## FGRBI

SS-OO-PP-RR

	<b>Family Centered, Individualized, Culturally Responsive Supports</b>	<b>Everyday Routines, Activities, and Places</b>	<b>Functional, Participation Based Outcomes</b>	<b>Embedded, Evidence-Based (EB) Intervention</b>
<b>Setting the Stage</b>	Listen to the family as they share updates, ideas, and identify their choices and priorities for the visit.	Establish and specify the family identified routines, activities, places, and partners to support learning.	Prioritize caregiver and child’s functional outcomes that support meaningful participation.	Discuss EB strategies that are working well, the pros and cons of others to try, and how and when to embed them.
<b>Observation and Opportunities to Embed</b>	Discuss and observe what the family does, how they do it, what they enjoy, and what they believe is important and relevant for their plan.	Observe the caregiver-child participating in routines. Comment on strengths and identify opportunities for embedding.	Coach caregiver to increase participation on identified targets and measurable steps to increase engagement and independence.	Coach caregiver to use EB strategies which match the child’s learning and promotes caregivers’ ability to teach new skills and support child participation.
<b>Problem Solving and Planning</b>	Problem solve and engage in planning for the caregivers’ current priorities and the next steps between visits.	Brainstorm how to expand participation or add repetition in current routines meaningful to the family.	Discuss what is working (and not) for the child and caregiver and discuss steps to revise or expand targets to achieve.	Promote caregiver decision-making on the systematic use of EB strategies for targets in each routine and throughout the day.
<b>Reflection and Review</b>	Reflect/review with the caregiver on strengths and possible challenges if plan matches their priorities and additional supports needed, if any.	Review plan for expansion to new, diverse routines with other partners or places for generalization.	Reflect/review on action plan linking current targets/ skills to long-range outcomes. Review the sufficiency of support for learning.	Review/reflect on how the strategies are working, what progress looks like, and what the backup plan should be if needed.

### References

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