

What are the advantages of Primary Service Provider (PSP)?

- PSP emphasizes “joint thinking” through multiple perspectives about what is working and then problem solving what isn’t.
- PSP visits with families are more holistic and less fragmented or time consuming for caregivers
- PSP supports the family/caregivers to promote the child’s learning in “real” situations
- PSP focus is evidenced-based and supported by many professional organizations, including;

ASHA – American Speech & Hearing Association

AOTA - American Occupational Therapy Association

APTA – American Physical Therapy Association

DEC – Division of Early Childhood



What if I have more questions?

Contact your Early On Service Coordinator

OR

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Information contained in this booklet was adapted from the works of Dr. Robin McWilliam (Routines Based Intervention) Dathan Rush & M’Lisa Sheldon (Facilitative Coaching and Teaming), Lynda Cook Pletcher and Naomi Younggren (Essential Practices for Quality Services)

Primary Service Provider (PSP)

For children with developmental delays or special needs birth to three years old.

Approach to Early Intervention



“Early Intervention builds on and provides supports and resources to assist family members and caregivers with enhancing children’s learning and development through everyday learning opportunities.

-The Early Intervention Workbook: Essential Practices for Quality Services

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What is Early On?

Early On is Michigan's early intervention program and is designed to help parents, other caregivers, and children birth to three with delays or special needs gain the knowledge and confidence they need to be successful. Through visits with Early On, the family receives support, information, guidance and consultation about improving the child and family's quality of life. Early On is intended to be provided in the home, child or day care setting, the park, or other natural settings in the community.

- It is a collaboration between a child's parents, caregivers, childcare providers, other community supports and the Early On team.
- It is a process that helps the adults in a child's life learn to help the child develop.
- It has been proven to improve a family's quality of life and helps adults be more confident in their caregiving abilities.
- It is a program that provides support to the entire family – not just the child.

What Early On is not...

- A service provider bringing a bag of toys and playing with the child one on one
- A program that only works with children
- A program that tells families what to do without asking for input and planning jointly
- A program without goals or objectives



What is your role?

You might have expected home visits to focus only on your child, but your Early On primary service provider's focus is actually on the adults in the child's life. Why does this work? Because children learn from the interactions and other opportunities that occur in everyday life. **You are your child's greatest teacher**, and you have the opportunity to work with them throughout the day, every day. We will provide information and support you need to make the most of your "teachable moments" with your child. This way, your child receives quality intervention all the time, not just during a home visit.

You will work closely with your primary service provider during your time in Early On. The PSP should change as infrequently as possible. However, if concerns should arise, it may be necessary to change PSPs. In situations where families or PSP feels that even with support and coaching from team members the PSP is unable to effectively support the child, family, or caregivers it may be necessary to change primary providers. PSPs may also change if there is personality or working conflicts between the PSP and child, family, or caregiver.



What is the frequency of services with Primary Service Provider approach?



The frequency and intensity of services is a team decision with parents, caregivers and the PSP. Determination of frequency and intensity is based upon many factors; including the needs of the child and the individual circumstances of the family. Services and supports in a PSP model will be better individualized to meet the needs of each child and family since the focus will be on team-identified routines, strengths, and needed supports unique to each child and family.

The team also considers the opportunities the family/caregivers have to implement the strategies in the daily routines, rather than increasing the amount of direct services delivered by the team or PSP. As the child develops and parents/caregivers become more confident the need for support may decrease.

A common misconception of PSP is that families receive watered-down, less intensive services. In reality, PSP provides children with multiple opportunities to practice activities throughout the day, promoting a sense of mastery for the child. Families and caregivers have an important role in implementing strategies multiple times a day across a variety of settings and situations. This approach often results in increased participation and more learning opportunities for children.

What is the Primary Service Provider (PSP) approach?

Early On of the Eastern Upper Peninsula is utilizing Primary Service Provider (PSP) approach to support families of infants and toddlers in achieving the outcomes established in the Individualized Family Service Plan (IFSP). With this approach, a team of professionals work together to provide assessment, evaluation, intervention, consultation, and education to support children, families, and caregivers.

One member of our highly qualified team serves as the primary contact for each family and is the person that sees families on a regular basis. The primary service provider approach to early intervention is based on research that demonstrates how conflicting ideas brought in by multiple people can be confusing and not helpful to families. Although one person serves as the primary service provider, a team of highly qualified professionals provide support to children and families. Our team of specialists has a variety of backgrounds and qualifications such as speech-language pathology, occupational therapy, physical therapy, special education, and early childhood education. We also work with psychologists, social workers, and behavioral specialists. The team meets at minimum weekly to address questions/concerns and to provide support to the primary provider, child, and family. The PSP receives consultation and support from team members and may use adult learning strategies, such as coaching, as way to teach team members, including family members and caregivers. The PSP approach strives to build the capacity of parents and caregivers to support and promote children's growth and development through natural learning opportunities.



What you can expect from your Primary Service Provider

Your Early On Primary Service Provider (PSP) will visit your family regularly (sometimes weekly) at home, childcare centers, Early Head Start, or other locations within the community that your family visits frequently. At the beginning of each visit, the PSP will ask you what you would like to talk about. The visit will focus on the goals identified on your Individualized Family Service Plan (IFSP) or other needs you may have. Please read our commitments below.

- We will have comprehensive discussions with you regarding your child's engagement, independence, and social relationships—three critical areas of your child's development.
- We will listen to you to understand your family's routines and overall satisfaction with our support.
- We will make suggestions for strategies individualized to meet your family's needs.
- We will provide you information and resources specific to your child and family.
- We will be supportive of your entire family and will work as partners with you to meet the goals identified in your IFSP.



What is the role of the Primary Service Provider?

The role of the PSP is to provide early intervention support for children and families, with consultation and coaching support from the highly qualified team. The PSP serves as the primary contact for families throughout their time in Early On.



What is the role of other team members in Primary Service model?

All team members attend regular weekly meetings in order to provide and receive colleague-to-colleague consultation, and to ensure the child and family are making progress toward all IFSP outcomes. With the permission of families and caregivers, the use of technology is also used to support children, families, and the overall team. Recording videos, phone conferencing, or utilizing apps such as FaceTime, allow for observation of individual child and family situations.

Joint visits are also another avenue in which families receive support. Joint visits are conducted when PSPs, families, and caregivers have questions that can only be answered with direct observation. During a joint visit, a team member often will observe, facilitate coaching or modeling of strategies and will provide consultation to the PSP, parents, and caregivers. After the joint visit(s), the PSP will provide ongoing support and guidance in order to successfully implement meaningful strategies during the child's daily routines and activities.