



Northwest Center Early Intervention

Parent Handbook

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OUR PHILOSOPHY

Northwest Center Kids Early Intervention department is a family centered program. We believe that families are the most important members of our early intervention team. Our job as professionals is to ensure that families have strategies and supports that address their individual concerns.

We believe that children learn best in their natural environments, and for infants and toddlers, this is typically at home or in the childcare setting. Working in natural environments provides opportunities for caregivers to work together to learn new strategies within daily routines and work on functional goals.

Children should have the opportunity to interact and learn from their peers, and we encourage caregivers to take advantage of daily learning opportunities. We use evidence-based practices, multidisciplinary team collaboration, and family-focused service delivery.

EARLY INTERVENTION SERVICES AT NORTHWEST CENTER

Early Intervention services are for families of children with developmental delays from birth to age three. The purpose of the early intervention program is to support families through the early detection of a developmental delay and to develop and implement goals that support their child's development.

Our early intervention team members have expertise in child development and experience working with children of all abilities and their families. The team typically works within a primary service provider model. Assignment of a child's primary therapist or educator is a collaborative team decision based on the child's needs and therapist expertise.

Our team represents several disciplines with a wealth of knowledge regarding child development. If your child needs support from a discipline other than the primary provider, other team members can provide consultations or co-treatment visits. These visits can be requested by you or recommended by your primary therapist or educator. If needed, your child's Individualized Family Service Plan (IFSP) can be established to include multiple providers.

❖ REFERRAL

Children may be referred by a family member, pediatrician, another therapist, or a community health organization. If you have any questions or concerns about your referral, you can contact a Northwest Center Family Resources Coordinator (FRC) at 206-691-2598. Interpreters are available for return phone calls.

❖ DEVELOPING AN INDIVIDUALIZED FAMILY SERVICE PLAN (IFSP)

After we receive referral information, a FRC will contact your family to discuss our service model for early intervention services. If you wish to pursue services, your FRC will schedule an appointment for the intake/assessment. You will need to sign several forms during the intake process. You may request a copy of any form from your FRC.

❖ INTAKE

At the initial meeting, you will sign a Consent Form for Family Resources Coordination, Consent for Evaluation, and Consent to Bill Insurance. The FRC will provide you with information about the provision of early intervention services in Washington, parent's rights and the Northwest Center's Privacy Notice. We will not provide any of your confidential information to another agency without a specific written release you sign. You must sign additional forms required by Washington State Early Support for Infants and Toddlers (ESIT) in order to enroll your child in the program.

❖ ASSESSMENT AND EVALUATION

The assessment tools our team uses explore both your child's strengths and needs. Assessments consider the resources, priorities, and concerns of your family and your child. Additionally, the assessment evaluates the supports and services necessary to enhance your family's capacity to meet the developmental needs of your infant or toddler with a disability.

A standardized evaluation will look at your child's development. Parents, child and early intervention professionals are involved together in the process of identifying the developmental levels of the child. Evaluations examine these areas of development:

- Cognitive - ability to learn and how a child learns
- Physical/Motor - ability to move, see and hear
- Communication - ability to understand language and express needs
- Social and Emotional - ability to relate with others
- Adaptive Skills - ability to dress, eat and take care of themselves

❖ ELIGIBILITY

To qualify for early intervention services through the Washington State Early Support for Infants and Toddlers (ESIT), your child must show a delay of 25% or greater in one of the five areas above, or have a medical diagnosis which meets the criteria for receiving services. Two separate evaluation tools will be used by service providers, representing two different disciplines, to determine eligibility.

❖ INDIVIDUALIZED FAMILY SERVICE PLAN MEETING (IFSP): DEVELOPING OUTCOMES

The IFSP meeting is held with your FRC and other service providers to establish a written, goal-based plan stemming from your family's concerns and priorities for your child. Outcomes are designed to be functional and should reflect the changes that your family would like to see happen for yourself and your child. It must be based on family priorities and the developmental needs of the child. Outcomes should fit into your family's routines and build upon activities that are motivating to your child. To help determine outcomes, the primary provider will ask questions about your child and your family's routine and activities. Our model of service is founded on the philosophy that the primary caregivers are integral to the success of the plan. Our team focuses on helping families recognize natural learning opportunities that happen throughout the day (even when the therapist is not present).

The IFSP will be reviewed a minimum of every 6 months. If you want to make changes by adding to or discontinuing any part of our services, a meeting to amend the IFSP can be held at any time.

❖ **WHAT A HOME VISIT LOOKS LIKE**

Our goal during home visits is to jointly develop plans to support you in finding ways to encourage and develop your child's participation in a variety of everyday activities. Because caregiver participation is integral to our services we encourage you to invite other family members or caregivers to participate in home visits.

Most visits follow this structure:

- *Review Joint Plan*
Therapist/educator and caregiver review the plan from the last visit and what was tried between visits.
- *Observation/Modeling*
Therapist/educator observes caregiver and child, then, after discussion, models strategies or ideas to try with the child while caregiver observes.
- *Action*
During spontaneous or planned activities, therapist/educator invites caregiver to try, practice, or refine modeled strategies and ideas with their child.
- *Reflection*
Therapist/educator and caregiver debrief and analyze how the action (what the caregiver tried) worked.
- *Feedback*
Constructive feedback is provided by therapist /educator based on observation during action phase.
- *Joint Plan*
Therapist/educator and caregiver plan activities to occur between visits.

❖ **TRANSITIONING SERVICES AT AGE THREE**

Your local school district helps fund Early Intervention Services for children from birth to age three. When your child turns three, early intervention services end. At age three, the local school district takes over the actual provision of services if your child continues to qualify for services. Services are typically provided at a school near your residence. Your FRC and primary service provider will help your family with the transition process with the school district to determine if your child is eligible for ongoing services.

Six months before your child's third birthday transition planning begins. Your FRC will ask if your family has an interest in having your child referred to a school district for continued services. If so, a referral is made to the school district. Four to five months prior to your child's third birthday a transition meeting will be scheduled with you, your NWC team, and a representative from the school district to further discuss the transition procedures. Your child will be re-evaluated no more than 90 days before his/her birthday to determine if he/she are eligible for school district services.

If your child is eligible and you would like to access school district services, a meeting to develop an Individualized Education Plan (IEP) will be held with the school district before the child turns three.

If your child is not eligible for services and you feel your child would continue to benefit from ongoing therapy services, your FRC will help explore other options and community resources.

Please refer to the brochure titled, “Transition: a Time of Change- Growing Up,” for detailed information on the transition process.

❖ **CONSENT FOR FAMILY RESOURCES COORDINATION**

The FRC helps coordinate the assessment and service planning for your family. Your FRC is responsible for meeting timelines and meeting compliance standards per state and national regulations. You may only receive Family Coordination services from one Early Intervention agency at a time.

If you would like to change FRC services and access another agency, you can contact the Community Health Access Program at 1-800-756-5437.

❖ **CHILDCARE BASED SERVICES**

Early intervention visits can take place in your child’s childcare. To ensure collaboration between the therapist or educator, childcare staff, and parent/guardian, an initial meeting between all parties is required prior to beginning services. The therapist or special educator’s role is to integrate into the routines and activities in the classroom, while focusing on specific techniques to help the child succeed in his or her IFSP goals. Please let your FRC or therapist know if you are interested in childcare visits.

FUNDING SOURCES AND CLIENT RESPONSIBILITY

As a contracted early intervention program, Northwest Center Kids receives funding from both public and private sources including Federal Part C, King County Division of Developmental Disabilities (DDD), the local public school districts, Medicaid, and private insurance.

Part C of the Individuals with Disabilities Education Act (IDEA), was designed by Congress to be a comprehensive, coordinated system of early intervention services for eligible infants and toddlers with disabilities and/or developmental delays. Part C services are funded by a combination of federal, state, and local fund sources, including public and private insurance.

Part C of IDEA requires that some early intervention activities are provided at no cost to your family. Those activities include:

- **Child Find** (outreach to find children who might be eligible for EI).
- **Initial Evaluation and Assessment** (to determine if a child is eligible for EI).
- **Service Coordination (Family Resource Coordination)** (activities that find resources for families).
- **Individualized Family Service Plan (IFSP)** development and reviews of family plan.

During the intake meeting you will be asked to sign a “Consent to Bill Insurance” form which will collect your insurance information. This information will be used for the initial evaluation and ongoing early intervention services if your child is found eligible. Your signature on this form signifies your understanding of our billing policy. You will not be billed out of pocket expenses for this evaluation.

If your child is determined eligible for early intervention services your Family Resources Coordinator (FRC) will give you a Family Cost Participation packet for you to read and fill out. The information contained in that packet will contain thorough explanation of Washington State’s system of payments and fees. The IFSP cannot be completed until those forms are signed and completed.

Our contracts with King County and Federal guidelines requires us to bill private insurance/Medicaid, use medical coupons as well as bill the family out of pocket expenses, including co-pays deductibles and co-insurance. Please refer to your insurance policy to see if these fees will apply to you. A separate handout is available to assist you in determining your insurance coverage and benefits. For further questions about determining fees associated with your insurance policy, please contact Northwest Center’s internal insurance biller, Karen LeVasseur at 206-286-2322.

Based on your specific insurance policy, Northwest Center Kids will mail an invoice to you each month detailing the charges for the patient responsibility portion of your insurance. You should expect to receive an invoice approximately three months following your child’s first appointment, which is the amount of time it takes for claims to be submitted to your insurance company and returned. Please note this invoice is separate from the Explanation of Benefits (EOB) that you receive from your insurance company.

Northwest Center Kids is committed to ensuring that all children are able to access quality services, regardless of ability to pay. We understand the financial burden that out-of-pocket expenses may bring to your family. If you need assistance covering the patient responsibility portion of your insurance, financial aid is available to qualifying families.

If you have any questions, please do not hesitate to contact your FRC, Karen or Early Intervention director at 206-286-2322.

❖ DIVISION OF DEVELOPMENTAL DISABILITIES (DDD) APPLICATION

If your child qualifies for early intervention services, we will submit an application to King County DDD, which is one of our funding sources. Your signature is required on the DDD application. We will ask your permission to list King County DDD on the release of information so that we can share documents with this agency for funding purposes. Your child will be assigned a DDD number, which stays in effect until age four or until your child exits our program. To maintain DDD eligibility at age four, a child will need to meet ongoing criteria. Otherwise, the DDD number is no longer valid at that time.

❖ SCHOOL DISTRICT REGISTRATION

Your local school district is also one of our funding sources. Your signature is required on the School District application form. We will ask your permission to list your local school district on a release of information so that we can share documents with the district for funding purposes. Your child's registration with the district will stay in effect until age three or until your child exits early intervention services. As your child approaches age three a transition plan is discussed. Should your child be eligible for ongoing services, he/she would be re-registered with the school district.

NORTHWEST CENTER POLICIES

❖ ATTENDANCE POLICY

Our mission is to provide quality early intervention services to families. We collaborate with you and your family to create individualized goals for your child. Regular attendance and participation by you and your child is essential in achieving the set goals.

If your child is unable to attend an early intervention visit, it is important that you contact us as soon as you know that you will be unable to make the appointment. Please call Northwest Center at 206-286-2322, 24 hours in advance to let staff know of a cancellation. If this is not possible, phone us no later than 8:00 AM the day of your appointment.

If you fail to notify us for two consecutive appointments, your child will lose his/her appointment time. You will then receive a letter from your FRC restating the attendance policy. In order to reestablish early intervention services, you must call to reschedule an appointment time. If your time slot has to be rescheduled twice, we will reevaluate whether we can continue services with your family.

❖ CODE OF CONDUCT

Northwest Center Early Intervention services typically occur in the home, childcare, or other community settings. When providing therapy services to your child it is important that parents, guardians, caregivers, and Northwest Center staff work in environments which promote mutual trust and respect.

Parents, guardians, caregivers and Northwest Center Staff are expected to treat one another with respect, fairness, discretion, and integrity. Adhering to these guidelines ensures a welcoming and safe environment for our staff, your family, and the public.

Inappropriate or unsafe behaviors will not be tolerated and may result in immediate termination of a child from services. Should you have concerns about staff conduct please follow the grievance policy listed on page ten of this handbook.

❖ SICK POLICY

Your family's health is a matter of importance to us. We ask that you follow the health guidelines below.

Please cancel your appointment if your child or anyone in your family has the following:

1. *Fever of at least 100 ° F* as read under arm (axillary temp—in the armpit.) accompanied by one or more of the following:
 - Diarrhea or vomiting
 - Earache
 - Headache
 - Signs of irritability or confusion
 - Sore throat
 - Rash
 - Fatigue that limits participation in daily activities
2. *Vomiting*: 2 or more occasions within the past 24 hours.
3. *Diarrhea*: 3 or more watery stools within the past 24 hours or any bloody stool.
4. *Rash*: especially with fever or itching.
5. *Eye discharge or conjunctivitis (pinkeye)*: until clear or until 24 hours of antibiotic treatment.
6. Sick appearance, not feeling well, and/or not able to keep up with program activities.
7. *Open or oozing sores*, unless properly covered and 24 hours has passed since starting antibiotic treatment, if antibiotic treatment is necessary.
8. *Lice or scabies*:
 - Head lice: until no nits are present.
 - Scabies: until after treatment is begun.
9. Illness that prevents the child from participating comfortably in program activities
We ask that you refrain from attending any therapy appointments until your child is free from all symptoms. We notify parents and guardians when their children may have been exposed to a communicable disease or condition (other than the common cold) and provide them with information about that disease or condition.

Staff members follow the same exclusion criteria as children.

❖ HOURS AND CLOSURES

Our normal business hours are Monday through Friday from 8:30am to 5:30pm. Therapy visits typically begin no earlier than 8:30am and the last visit of the day typically begins no later than 4:30pm. Therapists and educators try to accommodate the schedule of families to their best ability and on rare occasions can make exceptions to this schedule.

Northwest Center is closed New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the Friday following Thanksgiving. Additionally a winter closure takes place from December 24th through January 1st.

Our department holds training days several times per year. Therapists may cancel standing appointments or reschedule appointments which would normally occur during these times. These dates will be discussed with families in advance.

❖ INCLEMENT WEATHER

Closure of the Early Intervention department due to inclement weather will be at the discretion of the program director(s) or Executive director. Should the program close, your child's

therapist or educator will contact you directly to cancel. If you do not hear from your therapist you may call the office at 206-286-2322 and a voicemail will be posted after 6:30am if a closure is in effect. Because therapy services are provided in home and community settings closures or cancelations are generally made on a department wide basis for the entire Seattle city area. Thus, the weather may be decent in your area but treacherous in another part of the city. We appreciate your understanding of safety concerns.

❖ **NON-DISCRIMINATION POLICY**

At Northwest Center we honor diversity of all kinds. We strive to be culturally sensitive to all families, respecting their values and attitudes and celebrating the diverse populations we serve. No person shall be the subject of discrimination on the basis of race, color, national origin, gender, disability status, sexual orientation, marital status, age, or HIV/AIDS status.

❖ **CONFIDENTIALITY**

Information provided to Northwest Center Kids regarding your child and family is confidential. Neither the fact that your child is receiving Early Intervention services or the details of these services will be revealed without written permission from the child's parent/guardian. Information will only be released after a "Release of Information" form has been signed. You may add to or revoke permission to share information at any time.

All Northwest Center staff members are mandatory reporters. If any of the below situations occur it is required by law to be reported to the Washington State Department of Social and Health Services (DSHS) and, in some cases, law enforcement.

The confidentiality statement above has the following EXCEPTIONS as provided by law:

- 1.) In the event of threat to oneself or someone else, if that threat is perceived to be serious.
- 2.) In the event of suspected child or elder abuse, neglect, or exploitation. The actions do not have to be witnessed to be reported.
- 3.) If ordered by a judge or judicial officers.
- 4.) If records are subpoenaed by an attorney in the State of Washington - Department of Health, unless you file a Protection Order within 14 days of the subpoena.

Electronic Confidentiality

The Federal Health Insurance Portability and Accountability Act (HIPPA) ensures the confidentiality of all electronic transmission of information about your child. When information is transmitted electronically by fax it will be done with special safeguards to ensure confidentiality.

If you elect to communicate with Northwest Center staff by email, please be aware that email is not a completely confidential form of communication although we take precautions to make email as secure as possible.

INDIVIDUALS WITH DISABILITIES EDUCATION ACT (IDEA) **OVERVIEW OF PART C PROCEDURAL SAFEGUARDS (PARENT RIGHTS)**

Please refer to the “Parents Rights” brochure in your new parent packet for a complete description of your rights.

Within the Washington Early Support for Infants and Toddlers (ESIT) program, you, as a parent, have the following rights:

- The right to a multidisciplinary evaluation and assessment and the development of an Individualized Family Service Plan (IFSP) within 45 calendar days from referral to early intervention.
- The right to receive evaluation, assessment, IFSP development, service coordination and procedural safeguards at no cost to families.
If eligible under Part C, the right to receive **appropriate early intervention services** for your child and family as addressed in an IFSP. When authorized by the parent, private and/or public insurance may be billed for services.
- The right to refuse evaluations, assessments and services.
- The right to be invited to and participate in all meetings in which a decision is expected to be made regarding a proposal to change the identification, evaluation, or placement of your child, or the provision of appropriate early intervention services to your child or family.
- The right to receive written timely notice before a change is proposed or refused in the identification, evaluation, or placement of your child, or in the provision of appropriate early intervention services to your child or family.
- The right to receive each early intervention service in natural environments to the extent appropriate to meet your child’s developmental needs.
- The right to maintenance of the confidentiality of **personally identifiable information**.
- The right to inspect and review and, if appropriate, amend your child’s records.
- The right to request mediation and/or an impartial due process hearing to resolve parent/provider disagreements.
- The right to file an administrative complaint. In addition to the rights noted above, you are entitled to be notified of specific procedural safeguards under Part C. These rights are described below.

Dispute Resolution Procedures

If you disagree with an early intervention services contractor or early intervention services provider on the identification, evaluation, placement of your child, or provision of appropriate early intervention services to your child or family, you may request a timely resolution of your concerns. The three formal procedures available to you for dispute resolution include mediation, an impartial due process hearing and an administrative complaint.

Early Intervention Grievance Policy

We hope that you are satisfied with the service you receive from Northwest Center Kids Early Intervention team. In the event that you are unsatisfied or have concerns with your services we would like to hear from you. First, we encourage you to talk directly to your service provider(s) about any concerns. Your FRC can be a great resource to help you resolve any conflicts or concerns and she can be reached at 206-691-2598. Should you need additional negotiations to solve a conflict or concern you may also contact the Early Intervention Directors Becky Smith or Lottie Olver at 206-286-2322 or

bsmith@nwcenter.org or lolver@nwcenter.org. If you continue to need support in solving the conflict in a satisfactory manner, please contact Northwest Center Kids Executive Director, Vice President, Jane Dobrovolny at jdobrovolny@nwcenter.org or 206-286-2322. Throughout this process you are able and encouraged to have an advocate assist with negotiating the conflict. Contact your FRC if you need assistance in finding an advocate.

You may also choose to use mediation to help resolve disputes relating to the identification, evaluation, or placement of your child or the provision of early intervention services to your child and family. Mediation will be provided at no cost to you. The mediation process is voluntary and does not deny you the right to a due process hearing or any other procedural safeguard under Part C of IDEA. Please see the above procedural safeguards for more information.

At no time will Northwest Center retaliate against you for using this grievance policy. We strive to solve conflicts or concerns in a timely manner.

If you do not get a satisfactory response please follow the King County grievance procedures listed above and in the parent rights brochure you received at intake.

ABOUT NORTHWEST CENTER

Northwest Center was founded in 1965 by parents who refused to institutionalize their children with developmental disabilities or accept the prevailing notion that their children could not be taught. Banding together to form Northwest Center, they hired their own teachers to develop education programs targeted to meet special needs and found that their children could indeed learn.

That was only the first step. Still frustrated that children with disabilities were not accepted in public schools, these parents authored and won approval of civil rights legislation that opened the doors of Washington state public schools to all children-with no exceptions. The Education for All Act was the first such law in the nation and served as the model for federal legislation.

The spirit of advocacy and innovation that gave rise to our organization has continued to influence our development. Now over four decades later, Northwest Center has grown to become the largest community service organization serving the needs of children and adults with disabilities in the Pacific Northwest. Our unique model includes a wide range of enterprises that help to fund both the programs for children and adults.

Our Mission is to promote the growth, development and independence of people with disabilities through programs of education, rehabilitation and work opportunity. Please visit www.nwcenter.org for more information.

❖ MEMBERSHIP

Northwest Center is a membership based organization. Our membership is comprised of families who have children enrolled in our Early Learning, who take part in Early Intervention Services or who receive vocational support through our Community Services division. Our Board of Directors is elected by our members and/or their representatives. Our Board of Directors and administrative team feel it is important that the voice of Northwest Center's membership is

heard. That tradition which was set in motion by our founding parents is essential to the day to day running of our enterprises and enables us to continue to provide the highest quality of programs in the community.

❖ **FAMILY RESOURCES & LIBRARY**

Our therapists and FRCs have extensive informational resources available to parents. We have information on a wide variety of topics including: developmental milestones, finding childcare, funding support, housing, Social Security Disability applications, parenting classes, divorce resources, and much more. If you would like support, or are looking for information, please check with your FRC.

Located just inside the doors of our Queen Anne center is a family library established just for you! The library is designed to provide parents and caregivers with information so that you can support your child's development. Our library is comprised of information related to specific conditions, as well as a plethora of general information on topics such as developmental milestones, sleep routines, and feeding.

In addition to books and brochures, there is a computer available for your use. Consider stopping by to browse or check out a book. It is a great place to spend time if you have a child attending a playgroup at our Queen Anne Center. Our library is open to families from 7am to 6pm Monday-Friday and is located at 2919 1st Ave W., Seattle, WA 98119.

❖ **OTHER NORTHWEST CENTER PROGRAMS**

Northwest Center Kids

Northwest Center Kids Early Learning Programs at Queen Anne and Downtown (Chinook Center) follow an inclusive model, meaning that there are children of all abilities in each classroom. Northwest Center Kids Early Learning Programs serve children aged six weeks to 12 years. Children with and without disabilities take part in the same program and each child is respected as a unique individual. Children of all abilities play side by side, learning valuable lessons from each other. The philosophy is that through inclusive environments, children have greater opportunities to reach their highest potential and develop positive attitudes toward people of all abilities.

The early intervention team benefits greatly from this unique learning environment. While we offer home-based services, and can provide therapy in a community setting or in a child's preschool, we also offer our families the opportunity to have sessions at our own school if determined by IFSP goals. This is especially valuable for children who may not be enrolled in a preschool, or may not have many chances to play and interact with same age peers. If a family would like to, we can set up weekly playgroups as part of the family service plan.

Northwest Center Teens

Northwest Center teens operates a full-time & part time supported care program for participants aged 13 -18 (with exceptions made for up to 21 years old). Northwest Center Teens staff work directly with participants, parents and partners to facilitate inclusion, safety

and the practice of independent living skills. Northwest Center Teens is a qualified respite care provider; reduced tuition scholarships are available to those who qualify.

Vocational Services for Adults

Staff in our Community Services division work directly with adults with disabilities to determine areas of interest and training and then place them in jobs where they can succeed and feel confident about what they achieve. NWC specializes in job skills assessment, training, placement, and supporting individuals with disabilities in community-based employment.

EARLY INTERVENTION STAFF BIOGRAPHIES

Julia Bentley, M.A. – Family Resources Coordinator

Julia graduated with a B.A. in Psychology from West Virginia University and worked as a preschool teacher for several years. In 1993, she received her Masters in Marriage and Family Therapy from Antioch New England Graduate School and established a private practice in Maine. After relocating to Seattle, Julia worked as a family therapist with clients receiving services through the Department of Social and Health Services and later as a Case Manager with Childhaven. Julia joined the staff of Northwest Center in 2002, first working for adult services and then moving to the children's program in 2005.

Shannon Clark, B.S. - Special Educator

Shannon has been a part of the Northwest Center Kids Early Intervention team since 2008. She loves working with the children, families and others involved with the child's life and care. Shannon enjoys working with children in all settings and continues to attend trainings to expand her knowledge in all areas of early intervention. Shannon began her career as a public school special education teacher and has also worked for other non-profits that serve children with special needs. Shannon has two children, a daughter a recent college graduate and a son in seventh grade. She enjoys reading, figure skating, tennis and dreaming of traveling the world.

Bridget Goglia, PT, OCS – Physical Therapist

Bridget earned her Bachelor of Health Science- Physical Therapy degree from the University of Missouri-Columbia in 1995. She is board certified in orthopedics from the American Physical Therapy Association. Through her career, she has worked primarily in the outpatient setting with the pediatric population motivating and inspiring people to enjoy life to the fullest. Gait evaluation and improving efficiency are her passion and she has had many continuing education courses to include NDT training, clinical decision making, gait evaluation, Baby Treatment and sensory integration. She feels very fortunate to join the Northwest Center team in 2012 and continue their mission to serve all and work with families in their natural environments. In her spare time, she enjoys spending time with her two children and husband camping, biking, jogging, and hanging out at the beach.

Amanda Harper-Phillips – OTR/L – Occupational Therapist

Amanda earned her Bachelor's in Psychology from Whitman College in 2003. She then earned her Master's in Occupational Therapy from the University of Washington in 2010. Amanda enjoyed her second internship with Northwest Center Early Intervention so much, she jumped at the opportunity to fill an open position and joined the team in early 2011. Amanda believes in the importance of family-centered care and working with children and their families in their homes and communities. Amanda grew up in Seattle and in her free time she enjoys reading, playing board games, going to the beach, and playing Ultimate Frisbee with her husband

Jonelle Held- Family Resources Coordinator

Jonelle graduated from the Western Washington University in 2007 with a General Studies degree with a minor in Communication Sciences and Disorders. As part of her studies at WWU, she took classes in Early Childhood Education, Special Education, and Audiology. Throughout college, she worked in a variety of childcare settings (home-based and center-based), here in Seattle and in Bellingham. In 2007, she came to Northwest Center Child Development Program as a toddler teacher, and loved every minute getting to know all the wonderful families. In May 2010, Jonelle joined the Early Intervention Team as a Family Resource Coordinator, to continue her passion for helping and connecting with families. Jonelle enjoys spending time with her family and friends, being outdoors, and doing a little shopping here and there.

Kayla Buswell Khan, MS, CCC-SLP – Speech-Language Pathologist

Kayla received a BS in Speech and Hearing Sciences and a BA in Psychology from the University of Washington and a Masters degree in Speech-Language Pathology from Gallaudet University in Washington DC. Kayla's training and experience has focused on serving children with hearing loss from birth – 5. She has presented papers on the topic of Deaf and Hard of Hearing Children in Early Intervention at the American Speech and Hearing Association annual conference and the Early Hearing Detection and Intervention annual conference. She is conversationally fluent in American Sign Language. Her training also includes PROMPT and Cued Speech. Kayla recently moved back to the Pacific Northwest from Washington, DC bringing with her two transplants, her husband and her daughter!

Tracy L. Kaplan, M.S., CCC-SLP – Speech-Language Pathologist

Tracy has a Master of Science degree in Speech, Language, & Hearing Sciences from the University of Arizona and a Bachelor of Science degree in Communication Disorders from New Mexico State University. Although Tracy's clinical training and experience spans people of all ages with a variety of conditions, her passion lies within early intervention and serving children birth to 5 years of age. She specializes in helping infants and children with communication disorders and feeding/swallowing difficulties. Most recently, Tracy worked as a Clinical Assistant Professor in the Department of Speech, Language, & Hearing Sciences at the University of Arizona.

Among her other involvements, Tracy is a Certified Lactation Counselor and she is also in the process of completing a Master of Public Health from the Mel and Enid Zuckerman College of Public Health at the University of Arizona. In her free time, Tracy enjoys spending time with her husband, playing outdoors, cooking, being active, and visiting the local farmers markets each week.

Lynn Kemmerer- Family Resources Coordinator

During school, Lynn worked as a preschool teacher, interned as a teacher in public schools and as a nanny for two different families. In 2005, she earned a degree in Community Health Education from Central Washington University. As part of her degree, she completed a public health internship in Peru which included working together with the Peruvian government and local schools. After returning to the US she was able to work for Sea Mar as a Health Educator and for Visiting Nurse Services as a bilingual Outreach Worker and Infant Case Manager. She also had the opportunity to work in South Korea as an ESL teacher which gave her the

opportunity to spend all of her extra money on traveling. Lynn joined Northwest Center in 2012 as a Family Resources Coordinator and is excited to be able to use her Spanish and work with families again. In her free time, Lynn loves yoga, hiking, running with her Chihuahua and cooking with her friends.

Alison Lombardi, M.S., CCC-SLP- Speech Language Pathologist

Alison received a Master of Science degree in Speech Pathology from the University of Oklahoma Health Sciences Center in 1999. After moving to Seattle in 2000, she worked with young children in a variety of settings including the Lake Washington School District, a private practice, and Childhaven. Alison joined the Northwest Center Early Intervention Team in June of 2010 and believes strongly in the mission and philosophy of care where families and therapists work together to help children grow and learn. She is excited to continue working closely with children in their natural environments with the collaboration of a wonderful therapeutic team. Her continuing education includes PROMPT Level 1, and a special interest in infant mental health including trainings from Bruce Perry's Neurosequential Model of Therapeutics at the Child Trauma Academy, an introduction to Promoting First Relationships® and cultural competency. Alison enjoys spending time with her husband and two young daughters, cooking, and traveling.

Betty Lucas, MPH, RD, CD – Nutrition Consultant

Betty has been the nutrition consultant for the Northwest Center Kids Early Intervention program since 2007. She enjoys working with the team, and gets professional and personal satisfaction from helping families with their children's nutrition and feeding challenges. Betty retired from the Center on Human Development and Disability (CHDD), University of Washington where she worked with children with special health care needs and their families for many years. That job included clinical service, working with nutrition trainees, and supporting nutrition and feeding team services in Washington State. In her free time, Betty likes to garden (she has a P-Patch in the Seattle program), travel, and go kayaking and biking with her husband.

Becky Martin, M.Ed. – Special Educator

Becky graduated from Western Washington University with a BA in Education, majoring in Child Development/Family Relationships. She received her Master's in Education in 2003 in Reading and Literacy. She has worked in several roles with 0-5 year old children and their families: Head Start as a Home Visitor and Lead Teacher in Skagit County, Preschool Special Education with school districts and Resource Room Teacher. Becky has worked with children of many backgrounds and abilities. Her training includes inclusive preschool environments and Autism training from University of Washington. Most of her work with young children has had a strong base in family involvement and she feels that working with encouraging families to advocate for their children is one of the most important parts of what she does as an educator. Becky joined Northwest Center in February 2011 and believes Northwest Center is an organization where she can continue working in her passion area of young children and their families. She enjoys spending time outside of work with her daughter and grandson, enjoying time with friends, crafting, cooking, church activities, and sightseeing around the local area.

Elizabeth McKee, MSS, LSWAIC – Family Resources Coordinator

Elizabeth received a Bachelor of Social Work degree from the University of Portland in 2007. After working in as an administrator at a non-profit inclusive childcare program for two years, Elizabeth ventured to Philadelphia to earn her Master of Social Service degree from Bryn Mawr College. Elizabeth has extensive experience working with children and families of all abilities including those with special needs, behavior issues, and mental health diagnoses. In August of 2010, Elizabeth joined the Northwest Center and feels her position in the Early Intervention Team is a great way to combine her interests in social work and education. Elizabeth is a Licensed Social Worker Associate and is working towards her full clinical license. Elizabeth is a Seattle native and in her free time enjoys baking, crafting, exercising, traveling and spending time with family and friends.

Joah McPherson, M.S., CCC-SLP – *Speech Language Pathologist*

Joah received a Bachelor of Science degree in Speech and Hearing Sciences from the University of Washington in 1998. She earned a Master of Arts degree in Speech-Language Pathology from the University of Washington in 2000, participating in internships at a private practice clinic and at Seattle Children's Hospital. Joah has worked both in a private practice clinic and in the Mukilteo School District. She enjoyed working with the team of educators and therapists in the school district. She also valued the close communication with families and the one-on-one therapy model of the clinic. Northwest Center combines the best of both of her previous work settings. She joined the NWC Early Intervention Team in September, 2009. She is thrilled to be working with young children and their families in natural settings, with the support and camaraderie of the therapeutic team. Joah grew up in Seattle and she and her husband enjoy taking their two young boys to the beach, mountains, museums and all the other places where she played as a child.

Katherine (Katie) Motschall, M.A., CCC-SLP-Speech Language Pathologist

Katie joined Northwest Center Kids Early Intervention team in June 2012. She has worked in different types of early intervention programs for 10 years. She received her Bachelor's degree from Arizona State University and her Master's in Communication Disorders from California State University-Long Beach. While at Arizona State she was a nanny for a family whose son was diagnosed with autism. This experience created her passion for speech and language therapy, specifically doing early intervention services for families in the community. She enjoys spending her free time traveling, visiting her friends and family in San Diego.

Regina Nagy-Steinert RD CD - Nutrition Consultant

Regina (likes to be called Gina) earned her Bachelor's in Nutrition from Oregon State University in 1999. She completed her Dietetic Internship from Oregon Health Sciences University in 2000. She worked as a Registered Dietitian (RD) at Emanuel Hospital in Portland, Oregon before moving to Seattle in 2003. From 2003 to present she works as an RD at Seattle Children's Hospital and just started working here at the Northwest Center Kids Early Intervention program. She enjoys working with the team and loves to help families facing feeding challenges.

Gina grew up in Michigan and completed an Associates Degree in Culinary Arts before becoming a Dietitian. She has a husband and 2 children and in her free time enjoys going to the beach, kayaking, and making crafts.

Lottie Olver, PGDip. CCC-SLP – *Speech Language Pathologist & Early Intervention Director*

Lottie moved from England to work at Northwest Center in February 2005. After graduating in 2002, she worked in London, UK with children and adults with developmental delays, and their families. Moving to Seattle was a temporary move but she's been here for years! Some things she loves about Northwest Center is working closely with families to support their child's development and working as a collaborative team to support children's development holistically. She divides her time between having a caseload and co-directing the early intervention department. Her training includes Beckman Oral motor, Picture Exchange Communication System (PECS), Hanen It Takes Two to Talk; More Than Words and Learning Language and Loving It caregiver training, PROMPT, TEACCH, sensory integration and Neurodevelopmental Treatment (NDT). Outside work Lottie is doing an extensive house re-model and loves to spend time with her husband and daughter.

Diana Rende Dallas, OTR/L – Occupational Therapist

Diana earned her Master's in Occupational Therapy from the University of Washington in 2006. She spent her first year of practice in a private pediatric clinic with clients ranging from infants to adolescent. After finding her passion to be working with little ones, she joined Northwest Center Kid's early intervention team in January, 2006. In 2009, she joined the NWC feeding team.

Diana greatly enjoys the opportunity to meet her families at home or out in the community (where life happens) and the collaborative culture of her team. Diana has taken a variety of continuing education courses to support her therapeutic skills including NDT trainings, feeding courses to support infants, toddlers, and tube-fed children, and treatments for sensory processing issues.

In her free time, Diana enjoys traveling the world, cooking with her husband, and anything involving sunshine.

Ashley Sharer, M.A., CCC-SLP – Speech Language Pathologist

Ashley earned a Bachelor of Science in Speech and Hearing Science from the University of Illinois at Urbana-Champaign in 2007. She worked as a teacher at Early Learning in Champaign, IL for a year before returning to the University of Illinois to earn a Master of Arts in Speech and Hearing Science in 2010. Her continuing education includes Hanen It Takes Two to Talk® caregiver training, PROMPT Level 1, Oral motor/Feeding workshops, and NDTA: Focus On The Rib Cage (Level 1). Ashley has taken a special interest in feeding, becoming our Feeding Team Coordinator in 2013.

Ashley moved to Seattle from Illinois to join the Early Intervention team at Northwest Center in August 2010. She enjoys reading, crafting, and hiking with her husband and their Sheltie, Random.

Becky Smith, OTR/L - Occupational Therapist & Early Intervention Director

Becky joined the Northwest Center Kids Early Intervention team in July 2004. In 2003 Becky earned her Master's degree in Occupational Therapy from the University of Washington and started practicing with school aged children and adults. Becky is now completely dedicated to early intervention after seeing such positive effects that early intervention and Northwest Center provides to families and communities. She enjoys being able to co-direct the early intervention team while continuing to provide occupational therapy in community settings and homes. Her occupational therapy practice draws from a variety of experience, courses and frameworks including typical movement and child development, NDT, Feeding strategies and sensory processing challenges.

Outside of work Becky firstly loves spending time with her son and husband, enjoys the great outdoors (camping, hiking swimming), traveling, reading, finding great restaurants to frequent and is always trying to find balance in her life.

Meghan M.Trigg, MSPT – Physical Therapist

Meghan graduated from the Medical College of Virginia with her Master's of Science Degree and Physical Therapy degree in 1995. She worked with adults for 9 years focusing on neurological disorders and deficits. She transitioned to a pediatric focus in her practice to challenge herself and fulfill her initial purpose of becoming a physical therapist. She has had a career focus on education as well. She has taught in the physical therapy assistant program at Whatcom Community College and has provided clinical education to students from all over the state, as well as being an item writer for the National Physical Therapy Examination. Meghan's treatment philosophies focus on neurodevelopmental treatment and she has always been interested in working on not just getting the task done, but HOW the task is done—and individualizing this for every client.