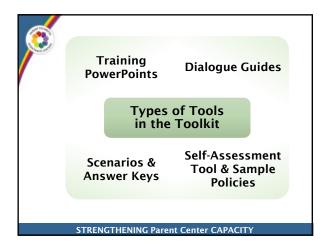


Talk, Tips & Tools:

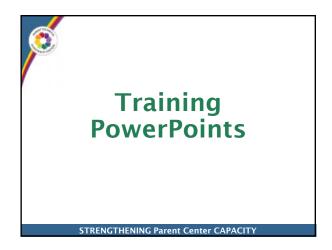
Improving Parent Center Capacity with the Written Individualized Assistance Tool Kit





			"States Can
TOOL	PURPOSE	USED BY	USED WITH
Considerations for Parent Centers re: Individualized Assistance	To provide context and background information to help understand the issues	RFTACs Farent Center Directors	Parent Center Management, Board
Considerations for Parent Centers re: Unauthorized Practice of Law	To provide context and background information to help understand the issues	RPTACs Parent Center Directors	Parent Center Management, Board
Written Provision of Individualized Assistance (ppt)	Professional Development (site visity, Board training, regional conferences)	RPTACs Farent Center Directors	Parent Center Management, Board
Written Provision of Individualized Assistance to Use with Staff (ppt)	Professional Development	RPTACs Parent Center Directors	Parent Center Staff
Dialogue Guide: Written Individualized Assistance	Professional Development (regional conferences, Parent Center staff/ valuateer training) - accompany ppt	RPTACs Parent Center Directors	Parent Center Staff
Dialogue Guide: Unauthorized Practice of Law	Professional Development (regional conferences, Parent Center staff/ volunteer training) - accompany ppt	RPTACs Parent Center Directors	Parent Center Staff
Written Individualized Assistance Scenarios & Answer Key	Professional Development (regional conferences, Parent Center staff/ volunteer training) - accompany ypt	RPTACs Parent Center Directors	Parent Center Staff
Unauthorized Practice of Law Scenarios & Answer Key	Professional Development (regional conferences, Porent Center staff) volunteer training) – accompany pgt	NPTACs Parent Center Directors	Farent Center Staff





Two (2) PowerPoints

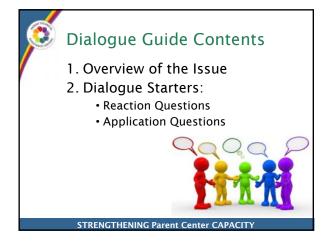
- 1. PowerPoint with trainers' notes for use by RPTACs and Parent Center Directors with Boards and management staff
- 2. PowerPoint with trainers' notes for use by Parent Center Directors with line staff

Dialogue Guides

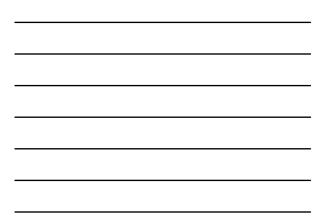
Two (2) Dialogue Guides

STRENGTHENING Parent Center CAPACITY

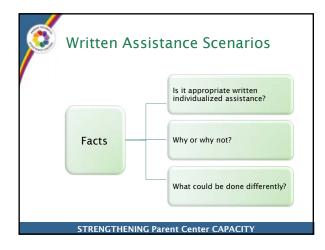
- 1. Written Individualized Assistance
- 2. Unauthorized Practice of Law







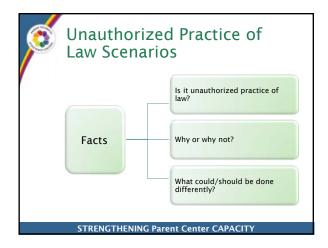






















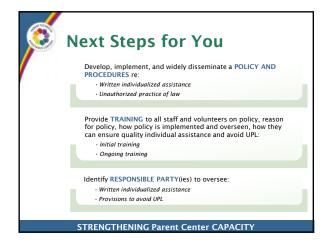
Written Individualized Assistance Checklist					
Policy/Practice	Developed?	Implemented			
Parent Center has a policy governing the provision of written individualized assistance that includes training, supervision, monitoring.					
Parent Center has a policy prohibiting the unauthorized practice of law that includes training, supervision, and monitoring.					
Parent Center has a training for all new staff and volunteers who work with families on appropriate written individualized assistance.					
Parent Center has a training for all new staff and volunteers who work with families on avoiding the unauthorized practice of law.					
Parent Center has a training for all staff who work with families on appropriate written assistance that is provided on a regular schedule.					
Parent Center has a training for all staff who work with families on avoiding the UPL that is provided on a regular schedule.					
Parent Center has assigned knowledgeable supervisory staff who supervise and monitor the provision of written individualized assistance.					
Parent Center reviews parent feedback about written individualized assistance for quality assurance purposes.					
Parent Center makes policy, training, and practice corrections when results of parent feedback indicate quality concerns.					



Õ	Samples				
(Data	Data Collection & Documentation Case Note Policies & Procedures			
	Records	Confidentiality & Records Release Policies & Procedures			
	Disclaimer	Purpose/Role of Parent Center Unauthorized Practice of Law			
	Procedures	Written Individualized Assistance Unauthorized Practice of Law			
STRENGTHENING Parent Center CAPACITY					







7





Sharing

- Have you used the Appropriate Written Individualized Assistance Toolkit to train staff and volunteers? Your Board?
- Are you looking for tips to move forward with implementation?
- Have you improved on the toolkit? Added new resources?
- How are your peers addressing issues you are facing related to written individualized assistance and/or avoiding the unauthorized practice of law?



