Talk, Tips & Tools:

Improving Parent Center Capacity with the Written Individualized Assistance Tool Kit

Agenda for Today

We will:

• Explore The Appropriate Written Individualized Assistance Toolkit
• Discuss and share how Parent Centers are using the resources in the Tool Kit

Types of Tools in the Toolkit

- Training PowerPoints
- Dialogue Guides
- Scenarios & Answer Keys
- Self-Assessment Tool & Sample Policies
Training PowerPoints

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

1. Written Individualized Assistance
2. Unauthorized Practice of Law

Dialogue Guide Contents

1. Overview of the Issue
2. Dialogue Starters:
   • Reaction Questions
   • Application Questions
Scenarios & Answer Keys

Written Assistance Scenarios

- Is it appropriate written individualized assistance?
- Why or why not?
- What could be done differently?

STRENGTHENING Parent Center CAPACITY
STRENGTHENING Parent Center CAPACITY

Unauthorized Practice of Law Scenarios

Facts

Is it unauthorized practice of law?

Why or why not?

What could/should be done differently?

Unauthorized Practice of Law Scenarios

Answer Key

Unauthorized Practice of Law Scenarios

Is it unauthorized practice of law?

Why or why not?

What could/should be done differently?

Unauthorized Practice of Law Scenarios

Answer Key

Unauthorized Practice of Law Scenarios

Is it unauthorized practice of law?

Why or why not?

What could/should be done differently?
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Self-Assessment Tool; Sample Policies & Procedures

Parent Center Checklist

- Policies and procedures/written guidance
- Ongoing staff development
- Supervision
- Feedback loops

Providing Quality, Appropriate Written Individualized Assistance Checklist
Samples

- Data Collection & Documentation
- Case Note Policies & Procedures
- Confidentiality & Records Release
- Policies & Procedures
- Purpose/Role of Parent Center
- Unauthorized Practice of Law
- Written Individualized Assistance
- Unauthorized Practice of Law

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Next Steps for You

- Develop, implement, and widely disseminate a POLICY AND PROCEDURES re:
  - Written individualized assistance
  - Unauthorized practice of law

- Provide TRAINING to all staff and volunteers on policy, reason for policy, how policy is implemented and overseen, how they can ensure quality individual assistance and avoid UPL:
  - Initial training
  - Ongoing training

- Identify RESPONSIBLE PARTY(ies) to oversee:
  - Written individualized assistance
  - Provisions to avoid UPL
Questions?

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?