



TLC Handbook 2011-2012

Philadelphia Teaching & Learning Collaborative 2011-2012

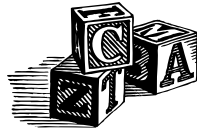


Table of Contents

Philadelphia County Infant/Toddler Early Intervention Model -----	3
Cultural Competence in Early Intervention -----	4
What is TLC? -----	7
Questions about TLC -----	7
Early Intervention Professional Development -----	8
When does the training year begin and end? -----	8
Note about contractors who work with multiple agencies ---	9
Transcript System for Credits Earned Through TLC ----	10
How Does the Transcript Work?	
Sample Transcript -----	11
2011-12 TLC Course Schedule -----	12

**Philadelphia Infant/Toddler Early Intervention Training
Requirements—2011-2012**

Supervisors ----- 13

New Staff ----- 14

Experienced Staff ----- 14

Competency Initiative ----- 14

County Update----- 14

Self-Choice Options ----- 15

Assistive Technology ----- 17

Frequently Asked Questions ----- 18

Directions to Training Locations ----- 24



Philadelphia County's Model for Infant/Toddler Early Intervention

Family-Centered services are provided by implementing practices in four areas:

- ◆ Meaningful Outcomes for families and their children;
- ◆ Child Interventions that promote participation in everyday activities and routines and provide learning opportunities so that children acquire and practice functional skills;
- ◆ Family Interventions that engage and teach families strategies to help their children participate and learn; and
- ◆ Progress Monitoring and use of progress monitoring information to show families how their children are learning and to make decisions about the benefits of interventions.

Each service coordinator and service provider who works in Philadelphia will demonstrate skill in implementing practices in each of these 4 areas.

Cultural Competence in Early Intervention

The Commonwealth of Pennsylvania's Early Intervention Regulations define culturally competent service delivery:

"Conducted or provided in a manner that shows awareness of and is responsive to the beliefs, interpersonal styles, attitudes, language and behavior of children and families who are referred for receiving services."

PL 14-452, Title 55, section 4226.5

Philadelphia County's position on cultural competence:

It is the goal of Philadelphia County that **everyone** providing services in birth-3 early intervention is **culturally sensitive**. Philadelphia County's perspective on culturally sensitive service delivery encompasses the above definition contained in the Commonwealth of Pennsylvania's Early Intervention Regulations and also maintains that:

There are many cultures, races, nationalities and religions represented among the population we serve that we value equally.

The nature of Early Intervention being delivered in a family's home and community places the service provider face-to-face with the intimacies of a family's culture, practices, attitudes, interpersonal styles, and belief systems.

Regardless of the orientation of the service provider, or the level of their education or training, no individual can truly be competent in another person's culture but **all individuals** can work toward developing an appreciation and understanding of another person's culture.

It is every service provider's responsibility to become *sensitive* to the fact that their presence in a person's home and community *will* impact the family and has the potential to breach certain beliefs and practices; and it is their responsibility to determine what the impact will be and to eliminate or alleviate it.

We take a family-centered approach to cultural sensitivity. Therefore, **in every situation** the family is the expert and should be "asked" if they are comfortable with what we are doing/using/etc. and if we have permission to proceed.

When family-centered practices are being used, the service provider lessens the chances of offending a family or overstepping their cultural boundaries. Our focus on family-centered practices takes into account the family's interpersonal styles, centers around using the things in the family's home, joining in on the family's already established routines and activities and has the family implementing the interventions that the service providers have demonstrated for them.

Culturally sensitive service provision will be determined by the context in which the evaluations, assessments and interventions are framed as noted in the MDE, IFSP, contact notes, correspondence, and service support plan.

We will meet the Commonwealth's regulation that each birth to 3 service provider receive annual "training related to cultural competence" by assuring that in every competency initiative or topical training opportunity offered (or approved) by Philadelphia County there will be a discussion that considers what the impact of that subject/practice area might be relative to a family's practices, interpersonal styles, race, belief attitudes, language, nationality and/or ethnic group.

Developing Cultural 'Sensitivity'

- Acknowledge differences
- Increase your level of respect for others' values, views, and characteristics that may differ from your own
- Build upon the capacities of others

Enhancing Cultural 'Sensitivity'

- Use self-examination to value who you are and where you come from
- Ask for and use information from others as to how they want to be treated
- Accept discomfort with differences and work toward appreciating differences

How is diversity expressed?

- Culture
- Ethnicity
- Race
- Socioeconomic status
- Gender
- Sexual orientation
- Religion
- Education
- Political affiliation
- Language
- Personal characteristics



What is TLC?

The Philadelphia Teaching and Learning Collaborative (TLC) offers programs of training and technical assistance in order to improve the quality of services for families and their infants and toddlers.

Philadelphia Mental Retardation Services (who oversees the Infant/Toddler Early Intervention Program) contracts with TLC to provide opportunities for the 65 supervisors and more than 300 staff and independent contractors who work within Philadelphia County, to meet the State and County annual training requirements (page 8). Some TLC training sessions are also available to parents in early intervention and to staff who work in the Preschool Early Intervention Program.

Questions about TLC

Staff should contact their supervisor for questions that cannot be answered after reviewing the TLC Handbook, FAQ's, and referring to the TLC website at <http://jeffline.jefferson.edu/tlc>

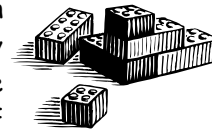
If any question remains unanswered, supervisors should direct the question to TLC via email:

teaching.collaborative@jefferson.edu

Early Intervention Professional Development

State: All Early Intervention direct service staff in Pennsylvania are required to complete **24 credit-hours** of training each year. Current Pennsylvania Regulations that specify this requirement are available on the TLC website (<http://jeffline.jefferson.edu/tlc>—click on Early Intervention Regulations/Guidelines for PA and Philadelphia County). This requirement includes Preservice Requirements to be met before working with children and families as well as annual updates in selected Preservice areas.

Philadelphia County: All Early Intervention staff (supervisory and direct—including contractors) working in the Philadelphia County Infant/Toddler Early Intervention Program are required to complete 24 credit-hours of training each year, most of which is available through TLC.



When does the training year begin and end?

The 24 credit-hours of required training are tracked on a July 1st through June 30th calendar for all infant-toddler early intervention staff, after their initial year of employment in the Philadelphia Infant/Toddler Early Intervention system.

During their initial year of work in the Philadelphia EI system, new staff need to complete pre-service and other specific requirements (see page 18) within their first 12 months of employment. For most staff, the end of their initial year of employment in Philadelphia will not coincide with start of the July-June tracking period.

Note about contractors who work with multiple agencies:

When a contractor signs a contract with an agency and can document that they have been in the system with another provider and they have previously taken and completed the Core Training in Philadelphia County, they do not need to take the Core Training again. The current agency tracks training for these contractors on the July 1st thru June 30th year basis.

When a contractor has not worked in Philadelphia County Infant/Toddler Early Intervention with another provider, or there is no documentation that they have completed Core Training, they are treated as an employee who is new to Philadelphia EI. Please note that they must take and complete the Core Training in their first year of employment.

Transcript for Credits Earned through TLC

TLC offers a "transcript system" to provide documentation of annual training credits.

This feature enables internet access to a customized listing for each person who registers for a TLC course. Go to <http://jeffline.jefferson.edu/tlc> click on My TLC Transcript and use your WEBID to log in.

How does the transcript work?

When an individual registers for any course through the TLC website, the course title and date, along with the registration date are automatically recorded into that person's transcript. Once the person's attendance at a TLC program and their satisfactory completion of any specific course requirements, are entered into TLC records, the transcript indicates that credits have been earned. A link is then visible so that if needed, individual course verifications may be printed and given to the EI agency for inclusion in the provider's file. The entire transcript can be printed at any time for a current and complete record.

Sample Transcript

The date user accessed the transcript

Topic	Dates	Registration	Cred-	Credits Earned
Using the OUNCE Scale in Philadelphia	7/31/08	7/7/08	-	No
AAC for Young Children	8/11/08	8/1/08	3	Yes (print certificate)
Promoting Positive Behavior	8/3/09	7/19/09		
Including Children with Disabilities in Typical Settings	8/13/09 9/28/09 10/1/09	7/2/09 (cancel registration)	n/a	n/a

When the transcript was accessed, this course had already occurred, but attendance data was not yet recorded into the transcript system, so credit status was not yet available

2011-12 TLC Course Schedule

Registration for Courses Sponsored by TLC

You must register through the website for all TLC courses.

1. After you identify a course you wish to attend, follow the prompts on the screen to register for that specific course.
2. You may want to print your registration confirmation.
3. Remember to check back onto the TLC website during the week of your program to confirm the course location and time.

Changes in TLC Course Schedule

TLC does not cancel classes when the Philadelphia school district closes or delays its opening. *TLC program cancellations are RARE*—and are made only in extreme situations. Last minute changes due to inclement weather or to instructor illness are posted on the TLC phone line. Please call 215.503.4019 and stay on the line to hear the most up-to-date information. If there is no cancellation message posted, your course will be held.

What do I need to do if I need to cancel my course registration/



If you find that you are unable to attend a course after you register, please cancel your registration through the website. Many of our meeting rooms have limited space and this will free up the seat for someone else who is waiting to attend the course.

To cancel, click on "My TLC Transcript" at <http://jeffline.jefferson.edu/tlc> Once you log in using your WebID, upcoming courses for which you are registered are listed, along with a cancellation link (see sample on page 11).

2011-12 Requirements for Supervisors

Supervisors Meetings:

Wednesday, October 12, 2011 - 9:00 A.M. to 4:00 P.M.

Wednesday, December 14, 2011 - 9:00 A.M. to 4:00 P.M. .

Wednesday, February 15, 2012 - 9:00 A.M. to 4:00 P.M.

Wednesday, May 9th, 2012 - 9:00 A.M. to 4:00 P.M

Supervisors should register for these meetings at

<http://jeffline.tju.edu/cfdocs/cfsrp/supervisor.cfm>

<p>New staff (providers and service coordinators) initially hired into the Philadelphia EI system anytime during the 2011-12 calendar year), complete the following during their first year of employment</p>	<p>Experienced staff (providers and service coordinators) initially hired into the Philadelphia EI system anytime during the 2011 or earlier), complete the following from July 1, 2011- June 30, 2012</p>
<ol style="list-style-type: none"> 1. Pre-service Training requirements are completed through your agency. Resources agencies may use are at http://jeffline.tju.edu/cfsrp/tlc Click on Resources. 2. CORE Requirements <ol style="list-style-type: none"> A. Policies & Procedures Online B. An Introduction to EI in Philadelphia 3. Introduction to the Transdisciplinary Approach 4. Using the OUNCE Scale 5. The OUNCE Online System in Philadelphia 	<ol style="list-style-type: none"> 1. Competency Initiative 2011-2012 (10 credits) 2. Self-choice - 10 credits 3. County update 4 credits 4. Annual pre-service renewal/update - completed through agency. Resources agencies may use are at http://jeffline.tju.edu/cfsrp/tlc Click on Resources.
<p>Register for all TLC programs at http://jeffline.tju.edu/cfsrp/tlc Click on TLC Courses/Programs</p>	

Self-Choice Options

There are a variety of ways that early intervention providers and service coordinators can fulfill the Philadelphia County Self-Choice training requirement

Examples of Self-Choice Opportunities

- ◆ TLC-sponsored Self-Choice options: TLC offers a variety of options for self-choice requirements including short topical workshops, multi-session topical workshops, or self-study. These options *supplement* the many other ways available for meeting self-choice including attending conferences, workshops, and training sessions in the community.

This year's workshops cover topics related to helping caregivers promote children's positive behavior, inclusion of young children in early childhood setting and more, to help providers learn about exemplary practices in early intervention. Parents are welcome to attend these workshops.

Self-choice outside of TLC:

- ◆ **Annual Delaware Valley Association for the Education of Young Children**, Early Childhood Conference (DVAEYC) Conference, Philadelphia Convention Center, May 11-12, 2012. The number of self-choice credits earned is based on documented earned CEU's. Details available at <http://www.dvaeyc.org/conference/index.htm>
- ◆ Elwyn training sessions, EITA or state-sponsored training sessions (*number of credits based on Act 48 approvals*)
- ◆ Documented CEU credits from local, state or national conferences related to EI or to the individual's discipline
- ◆ University courses **approved by the county** on recommendation for approval by the agency supervisor and county program analyst— and for which a minimum C grade is earned. (See procedures for approval under the Frequently Asked Questions, pages 19-24).
- ◆ Participation in PICC (Philadelphia Interagency Coordinating Council) general meetings and topical sessions with prior approval of agency supervisor (www.philadelphiaicc.org)
- ◆ Training sessions/meetings held in agencies can be approved to meet county training requirements if the agenda and handouts are submitted to the county in advance along with information about the presenters, the number of hours of the training and the outcomes and applicability to EI. Information should be submitted (in advance) to your County Program Analysts for review and approval.
- ◆ Any Commonwealth trainings that are required can be counted towards self-choice. Staff should sign in and obtain a certificate from any PaTTAN trainings they attend for documentation in their personnel records.



Assistive Technology Consultation

Consultation services are available from the Pennsylvania's Initiative for Assistive Technology (PIAT), a program at Temple University. You can request a consultation and a PIAT staff member will arrange to work with you, the family and child care providers as you explore options. Short-term loan of devices is available and PIAT has information about funding resources. If you would like to request technical assistance for a family in the Philadelphia birth-3 system, complete the AT Request Form (<http://jeffline.jefferson.edu/tlc>—click on TLC Forms) and submit it to PIAT according to the instructions on the form.

Frequently Asked Questions

Questions related to Philadelphia Early Intervention training requirements

What are pre-service requirements?

The Commonwealth has established pre-service requirements for all personnel who are working in early intervention. Most of these requirements are met through an EI provider agency and not through TLC. Topics include:

Met one time only on initial hire	Met initially and updated annually
PA early intervention regulation and fiscal operations, natural environments, family centered practices, social/emotional, health, and educational/developmental needs of children, local and state community resources.	First aid, child CPR, fire safety, emergency evacuation, transition, cultural competence, mediation, procedural safeguards, child abuse and neglect, universal precautions

In Philadelphia, in order to meet some of the pre-service requirements, personnel are required to complete two Core courses that are offered through TLC:

1. Policies and Procedures Online Course
2. An Introduction to EI in Philadelphia: Providing Family-Centered Participation-Based Services within Everyday Activities and Routines



What resources does TLC have available to help providers complete pre-service requirements?

The Philadelphia Infant/Toddler Early Intervention Pre-Service Support Handbook (2010) is available on the TLC website, jeffline.tju.edu/Preservice. This focuses on the one-time only requirements listed on page 18. An assessment (completed online) to measure knowledge (<http://jeffline.tju.edu/cfsrp/tlc/ppcourse/toc.cfm>) is also available on line.

Resource Fund providers can access information on course requirements by going to <http://jeffline.jefferson.edu/tlc> and clicking on Philadelphia's Current Requirements/Programs.)

I started working in Philadelphia County 7 months ago and I have completed some of the CORE Requirements. I'm leaving this agency and beginning to work for another Philadelphia company next week. Do I start over again and will I have another 12-month period to complete the pre-service requirements?

Pre-service and CORE requirements are based on your entry into the Philadelphia County Infant/Toddler Early Intervention system, and not on the time you work for a particular agency. The CORE Requirements that you have already completed are valid and you should let your new supervisor know what you have already accomplished, providing copies of your TLC Transcript and any completion certificates you've earned. You will still need to complete all of the pre-service requirements within the first year you are providing services in Philadelphia County. In your case, you have 5 more months to complete the pre-service requirements.

Can the classes that I'm taking in graduate school, or the training provided by my agency, be used to meet Philadelphia Infant/Toddler Early Intervention annual training requirements?

The county is responsible for the content of all training and will consider requests for substitutions on a case-by-case basis. Your coursework or
Philadelphia Teaching & Learning Collaborative 2011-2012

agency trainings may be accepted as self-choice credits. The criteria for acceptance are as follows:

- College classes must be for graduate or undergraduate credits. (Most continuing education courses will not be sufficient, but if there is a course that meets the criteria outlined, the County will consider it).
- Class or agency training must directly relate to the individual's area of service delivery in Infant/Toddler Early Intervention.
- There must be direct 'skills building' application to infants and toddlers and/or families served.
- Course content or agency training must support the philosophical direction and service delivery focus of the Commonwealth and Philadelphia County
- The course or training must be relevant to early intervention services, child development, community resources, or services for children with disabilities.
- Content should include discussion of cross-cultural application or cultural competence.
- Assignments must assess level of skills acquired, or individual must be willing to do a subsequent assignment (from TLC) that will enable skills to be assessed by the County.

Documentation needed for consideration is as follows:

- ◆ Request must come to your county program analyst from the EIP Director (not from the individual staff), after the agency EIP Director has reviewed the information and determined that it meets the criteria for county review/acceptance.
- ◆ EIP Director in conjunction with staff should identify (in the request to the County) the areas of relevance as outlined above and how the 'skill building' requirements will be met.
- A complete description of the class must be provided to the county in the original form that was distributed by the institution providing the course (course catalog, college issued pamphlet or brochure). Please include how many and the type of credits that will be given for the class.
- Additional information should be submitted if it is needed to substantiate the inclusion of identified areas listed above.
- Contact information for the course instructor must be provided so direct contact can be made about the course subject matter or assignments as needed.
- Before TLC Credit is given, an individual must document that a grade of C or better was received for the course.



What are PICC activities and why is early intervention service providers' participation valuable?

Federal Law (IDEA) and Pennsylvania State Regulations require that each county establish an inter-agency coordination council that is supported by the Part C (0-3 Early Intervention) and Part B (3-5 early intervention) coordinators. Our region's group is called the Philadelphia Interagency Coordinating Council (PICC). The PICC is a collaboration of families, early intervention providers and early childhood community agencies. Parents are informed about the PICC when they initially enter early intervention and they receive the quarterly PICC newsletter, annual calendar of events and other mailings.

Early Intervention service providers also need to be informed about the PICC and its purpose and activities because they are the ones who see families in their homes and communities on a routine basis. They can encourage parent involvement and be a source of information to parents who may have questions about the PICC. Additionally, whenever possible, early intervention service providers should also participate in the activities of the PICC to ensure that the issues, concerns and perspectives of EI service providers generally are brought to the attention of the PICC. Information about PICC scheduled meetings and events is available at www.philadelphiaicc.org/picc2.html

I work in surrounding counties and I only provide services for two children/families in Philadelphia, can I just do part of the credits?

The EI regulations require all people who are working with children and families in EI to complete pre-service and annual training requirements. Philadelphia County MRS requires providers to complete specific training activities in order to meet training requirements. Even if you provide services for only one child/family in Philadelphia County, you must complete all of the required training activities. The requirements prepare you for working in the Philadelphia County Infant/Toddler early

***Questions related to registering for TLC classes,
attendance and obtaining proof of completion***

intervention system and help ensure that all children and families receive quality services.

How do I know what courses TLC offers this year and how do I register?

You can check TLC online to see course titles. Courses and registration are also listed on the website by type, such as all Self-Choice options. Go to <http://jeffline.jefferson.edu> and click on TLC Courses/Programs.

If the weather is bad, how do I know if a training has been cancelled?

Every effort is made to hold trainings and TLC courses are RARELY cancelled. If the presenter makes the decision to cancel, a message will be posted on the TLC phone at 215-503-4019. The training will then be rescheduled. It is important to listen to the phone message the entire way through. The message about cancellation will not be the first thing you hear (also see pages 12-13).

How do I document my attendance at a TLC course?

Make sure that you sign in when you attend training sessions. If you do not sign in, you will not get credit. Attendance is generally NOT the only requirement to earn credit for course completion. Course instructors will explain any assignments or activities that are required in order to earn credits for the specific course (see pages 10-11 for more detailed information about certificates).

What if I need to leave a training session early?



You are expected to stay for the entire length of the session. You will not access all of the content of the presentation and you may not be given credit for attending the program if you leave before the end of the session. If you know that you will need to leave early, select another session to attend. If you have an unexpected need to leave early, discuss this with the course instructor who will make a decision regarding the credits you earn.

Who tracks my TLC credits?

You should keep track of your own training. There is a worksheet on the TLC website that you can use to help you plan your training activities. Go to <http://jeffline.jefferson.edu/tlc> and click on "TLC Forms." Your registration for a TLC course, and your completion of course requirements are recorded into your TLC Transcript. You can access this transcript from the website (see details on pages 10-11).

Both Philadelphia County and the Commonwealth (Office of Child Development and Early Learning, OCDEL) require agencies to ensure and document that each person who works for the agency has completed all required training. Check with your supervisor to learn about how the agency maintains files and what information you need to provide them for documentation.

How do I obtain a certificate for training completed through the state, EITA, or PATTAN?

TLC does not provide certificates for PaTTAN-sponsored sessions nor are these automatically sent to you. You need to go to the PaTTAN website (www.pattan.net) and click on "Online Registration." Follow the directions to log on and view your transcript. Print a copy of your transcript and give it to your supervisor to document your attendance at the course.

Driving Directions to Training Locations

(If you are uncertain about where to go when you arrive at a location, ask at the reception or information desk for directions to the "TLC Meeting" location or for Thomas Jefferson University meeting).

Driving directions can be accessed through GPS systems, reading the directions below or viewing the postings on the TLC website. Go to <http://jeffline.jefferson.edu/tlc> and click on Directions to TLC Training Locations. You can also contact SEPTA at (215)580-7800 for directions using public transportation.

Family Support Services is located at 5448 Chestnut Street in West Philadelphia. Google Family Support Services for a map and driving directions to customize your trip.

SPIN is located at 10541 Drummond Road in northeast Philadelphia. Google Spin to access a map and driving directions to customize your trip. Training is held in the Employee Services Building. Enter through the rear.

Lankenau Medical Center

100 Lancaster Avenue — Wynnewood, PA 19096

.From Route 76 (Schuylkill Expressway): Exit (#339) to City Avenue/Route 1, and turn right at the bottom of the ramp. Travel South on City Avenue for approximately two and a half miles to the intersection of Lancaster Avenue (Route 30). Turn right onto Lancaster Avenue to the first traffic light. Turn left into Lankenau Drive.

LaSalle University
1900 West Olney Avenue
Philadelphia, PA 19141

LaSalle University: Student Union

From Olney Ave (near Broad and Ogontz), enter the LaSalle parking lot just west of 20th Street (no fee for parking). LaSalle Union is on the east side of 20th Street, take McHale Walk and continue to the Union Building, just past Wister Hall.

La Salle University West Campus/Moss Rehab (This is the old Germantown Hospital Campus)

From Broad Street & Olney Avenue:

Take Olney Ave West 4 blocks (5th street light)

Make left onto Penn Street there will be an
Emergency Room sign at entrance.

Park in "J" Lot; identify yourself as having a meeting
with Bill Durham.

From Chelton Ave & Chew Ave:

Take Chew Ave to 3rd light

Make right onto Penn Street and Chew Avenue,
across from the LaSalle Shoppes

Park in "J" Lot; identify yourself as having a meeting
with Bill Durham.



Thomas Jefferson University

Detailed directions are on the Jefferson website

Edison Building: Corner of 9th and Samson Streets (TLC staff are located here in Child & Family Studies offices on 5th floor)

Hamilton Building: Locust Street between 10th and 11th Sts.

Metered street parking plus garages are located on 10th Street, between Chestnut and Walnut Streets.

