TLC HANDBOOK

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Philadelphia County's Model for Infant Toddler Early Intervention

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

- Meaningful Participation-Based 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;

- 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.
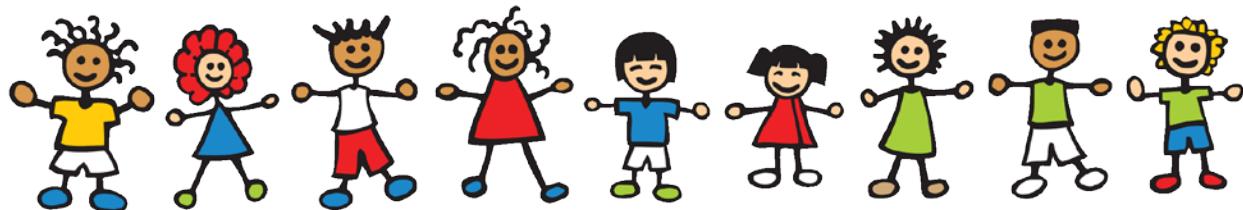
CULTURAL COMPETENCE AND HUMILITY IN EARLY INTERVENTION

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 and humility:

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 within 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 breech certain beliefs and practices; it is the provider's responsibility to determine the potential impact and 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, session notes, and correspondence.

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' and 'Humility'

- Acknowledge differences
- Have an awareness of own possible biases
- 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' and 'Humility'

- 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
- Listen with interest and curiosity
- Seek to understand the perspective of others
- Strive to be non-judgmental
- Be willing to be taught and to learn from the family

How is diversity expressed?

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

Provider Responsibility for Sharing Resources

Families may need information or access to resources to help them within their daily lives and in optimizing their children's development. When a service provider is asked for information or for help in obtaining a particular resource such as heating, different housing, food, etc., the provider has responsibility for making sure that a family gets the information and assistance needed. A provider

may not personally know the information or know what is culturally appropriate to suggest but is responsible for contacting the service coordinator and for then following through to make sure that the family receives information and support. Child Link, Partnership for Community Supports, and other resources at the county or agency level are available for service provider access. Contact your supervisor for more assistance.

The Philadelphia Teaching and Learning Collaborative (TLC)

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

Philadelphia Department of Behavioral Health and Intellectual disAbility Services (who oversees the Infant Toddler Early Intervention Program) contracts with TLC to provide opportunities for the 65 supervisors and more than 500 staff and independent contractors who work within Philadelphia County, to meet the State and County annual training requirements. Some TLC training sessions are also available to parents in early intervention, to staff who work in Preschool Early Intervention, or to community-based child care infant, toddler, and preschool staff.

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QUESTIONS ABOUT TLC

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

If any questions remain unanswered, supervisors should direct the question to TLC via email: teaching.collaborative@jefferson.edu

Early Intervention Professional Development

Pennsylvania

All Early Intervention direct service staff in Pennsylvania are required to complete **24 hours** of training underline each year. Current Pennsylvania Regulations that specify this requirement are available on the TLC website under PA and Philadelphia EI Regulations and Policies. This requirement is in addition to pre-service training to be met as specified in the PA EI regulations as well as annual updates in selected Pre-service areas.

Philadelphia County

All Early Intervention staff (including contractors) working in the Philadelphia County Infant Toddler Early Intervention Program are required to complete 24 hours of training each year, most of which is available through TLC. All supervisors and EI staff must take any TLC training related to the County's verification improvement plan and any required OCDEL training.
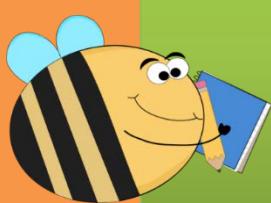
Link to PA and Philadelphia EI Regulations and Policies:
http://jeffline.tju.edu/cfsrp/tlc/regulations.html

WHEN DOES THE TRAINING YEAR BEGIN AND END?

The 24 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.

In addition to pre-service training, during their initial year of work in the Philadelphia EI System, new staff needs to complete other specific requirements 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.

Date of Initial Hire into Philadelphia Infant Toddler Early Intervention	Pre-service and first year requirements met	Intermediate Year Begins (begin tracking 24 credit hours)
January—June, 2022	Within 12 months of initial hire date	July 1, 2023— June 30, 2024
July—December, 2022	Within 12 months of initial hire date This means that completion of first year requirements may overlap with Intermediate year.	July 1, 2023— June 30, 2024

PROVIDERS WHO WORK WITH MULTIPLE AGENCIES

EI providers within their first year of employment in Philadelphia County are required to complete specific first year requirements. Providers who leave one agency for another or work for multiple agencies must provide all agencies with documentation of previously completed first year requirement.

COURSE REQUIREMENTS FOR EI PERSONNEL

The training requirements for EI personnel depend on the type of EI professional and the level of experience. There are three experiential tracks:

NEW STAFF: Providers, Service Coordinators, Supervisors new to Phila EI	INTERMEDIATE STAFF: EI Personnel in their 2nd year	EXPERIENCED STAFF: EI Personnel 3 years and longer

The course requirements change each fiscal year (July 1 – June 30). View the requirements for your role and year on the TLC website: http://jeffline.jefferson.edu/cfsrp/tlc/courses.html.

Courses are also displayed in calendar-view on the TLC website: http://jeffline.jefferson.edu/cfsrp/tlc/calendar/

Provider License Renewal

TLC is a program of Thomas Jefferson University. TLC professional development courses are approved by the following licensure boards:

- Physical Therapists
- Occupational Therapists
- Social workers
- Psychologists
- Nurses

Profession	Renewal Dates
Social Workers	February 28 in the odd-numbered years
Occupational Therapists	June 30 in the odd-numbered years
Psychologists	November 30 in the odd-numbered years
Nurses	RNs are assigned one of the following renewal dates (and will be notified of license expiration by the state board): April 30 in the even-numbered years; October 31 in the even-numbered years;

|	April 30 in the odd-numbered years; or
	October 31 in the odd-numbered years
Physical Therapists	December 31 in the even-numbered years

All of the above boards approve TLC continuing education courses for licensure renewal since Jefferson is a higher education institution. The courses must be within the provider's scope and relevant to practice. If you have questions about specific requirements, contact your licensure board. If your profession is not listed, contact your board to inquire about preapproval of a specific TLC course. Licensure boards will consider the number of course contact or face-to-face hours.

TLC Transcript

ACCESSING TRANSCRIPT

EI personnel can view completed courses and upcoming courses in their TLC transcript. The transcript can be accessed by following this link:

http://jeffline.jefferson.edu/cfsrp/tlc/transcript/, and entering the individual's WEB-ID. Supervisors may access providers' transcripts to maintain accurate training records. The entire transcript may be printed at any time for a current and complete record.
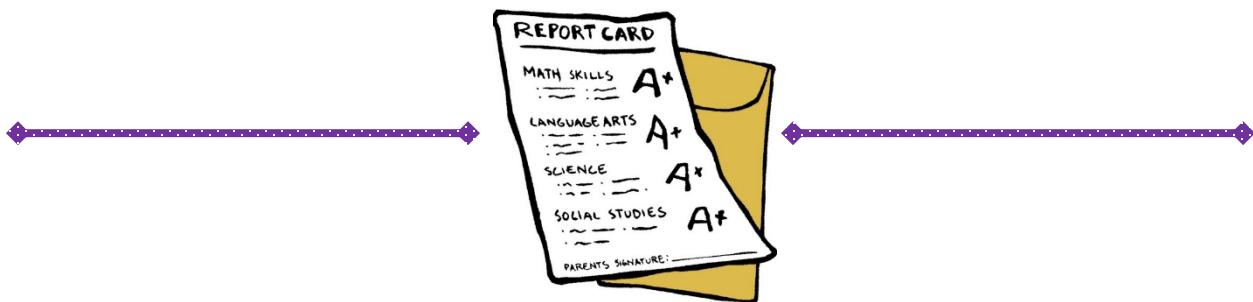
Reminder: Under Pennsylvania's Act 31, practitioners must complete mandated Child Abuse Recognition and Reporting training as part of licensure renewal. More information is available on the state's webpage (use search terms: Act 31 PA licensure renewal) or on the individual profession's website.

WEB-ID Details

The WEB-ID is an individual's last name and the last four digits of their social security number, i.e. smith1234. The WEB-ID is used for course registration and transcript access. **The correct WEB-ID must be entered every time participants register for a course.** Entering a new ID will result in two separate transcripts. If a participant wishes to change his/her name or information, he/she can do so by clicking "update contact information" on the TLC transcript. Although the information is updated, the WEB-ID will remain the same.

SAMPLE TRANSCRIPT

Date user (Susie Smith) accessed the transcript

Date of course (most recent first)

Participants must make sure their contact information is up to date.

Susie Smith's Transcript as of 3/5/23

print view 🖨
update contact information

Topic	Date(s)/Time(s)	Registration Date	Credits	Credits Earned
Informed Clinical Opinion	3/7/2023 1:00pm-4:00pm	3/5/23 **(cancel registration)**	3.0	n/a
2022-2023 Intermediate Competency	9/20/2022 9:00am-12:00pm 10/18/2022 9:00am-12:00pm	9/12/22	9.0	Yes **(print certificate)**
County Update Spring 2022	4/20/2022 1:00pm-3:00pm	2/24/2022	2.0	Yes **(print certificate)**
Education for Children and Youth Experiencing Homelessness (ECYEH)	n/a	12/20/2022	.5	not completed
2022-2023 Competency	3/6/2023 1:00pm-4:00pm 4/3/2023 1:00pm-4:00pm	2/5/23 **(cancel registration)**	12.0	

Participant may cancel registration prior to the course starting date. Once the course has started the option is no longer available.

Credit status- If participant completed the course and received the course credits

TLC Course Registration

Register through the [website](#) for all TLC courses

1. EI personnel should select a course that contributes to their annual training requirements. All courses can be viewed on the [TLC Calendar](#).
2. Select "register for this course," enter the WEB-ID and information, and click "register now!"
3. Registered courses will be visible on the individual's TLC transcript.
4. Once registered, the participant will receive e-mail and text notifications (if signed-up) about course changes and updates.
5. Note: once you register for a course, you cannot register for the same course on another date. You must cancel your registration first.
6. Remember to check back onto the TLC website during the week of your program to confirm the course location and time!

Cancelling Course Registration

To cancel, select "TLC Transcript" on TLC Website. Once you are logged in (using your WEB-ID), upcoming courses for which you are registered are listed along with a cancelation link, select the cancelation link to cancel course registration.

Receiving Course Notifications

In order to receive course notifications, open the TLC transcript and click on update contact information. Scroll to the bottom of the contact information screen and complete the Email and Text Alerts field.

Changes in TLC Course Schedule

TLC does not cancel when the Philadelphia school district closes or delays its opening. TLC program **cancellations are rare.** Cancellations due to inclement weather or instructor illness are sent to registrants via e-mail and text message.

Participants will be notified via e-mail if changes to the course schedule are made in advance. Cancelled courses will be listed on the TLC Calendar.

- COURSE IS CANCELLED

Self-Choice Courses

TLC sponsored self-choice options:

TLC offers a variety of options for self-choice requirements including short topical workshops, multi-session topical workshops, or online classes. Any TLC course can count towards self-choice if it is not a part of one's specific annual requirement. Other ways to meet self-choice outside of TLC include attending conferences, workshops, and training sessions in the community.

See page http://jeffline.jefferson.edu/cfsrp/elearning.html on the website to view all Self-Choice courses within TLC and outside of TLC.

PROCEDURES FOR APPROVAL OF UNIVERSITY COURSES

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 agency trainings may be accepted as self-choice credits.

The considerations for approval are:

- 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).
- 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.
- EIP Director in conjunction with the staff personnel should identify (in the request to the County) the areas of relevance and how the 'skill building' requirements (described under criteria) 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.
- 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.

Tots 'N Tech

Access http://tnt.asu.edu for up-to-date information and resources about adaptations, including assistive technology, to use with infants and toddlers, for Early Intervention providers of all disciplines, and families across the country.

Tots 'N Tech help desk

Utilize this search engine to select from a range of low tech to high tech devices and adaptations by activity, routine and functional skill.

The Pinterest page Tots 'N Tech provides ideas of adaptations and assistive technology tools used, as well as instructional videos on how to make and use them.

Assistive Technology Consultation

Consultation services are available from TechOWL: Technology for our Whole Lives, Institute on Disabilities at Temple University.

You may request a consultation and a TechOWL 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 TechOWL has information about funding resources.

If you would like to request technical assistance for a family in the Philadelphia birth to 3 system, complete the AT Request Form available on our website and submit it to TechOWL according to the instructions on the form.

Link to AT Request form: http://jeffline.jefferson.edu/cfsrp/tlc/pdfs/AT_Request.pdf

Frequently Asked Questions

1. What do the terms "new," "intermediate," and "experienced" tracks mean?
   New staff are new to the Philadelphia EI system, but may have practiced in EI in another location. Intermediate staff are in their second year of the Philadelphia EI system. Experienced staff are in the Philadelphia EI system for three or more years. Course requirements depend on which track the EI professional is in.

2. How do I cancel my registration for a course?
   Login to your [transcript](#) and click "cancel registration" under the "registration date" column.

3. I can't remember my web ID.
   The system suggests your web ID should be your last name and the last four digits of your social security number. If the system does not recognize your account, please do not create a new account. Ask your supervisor to look up your account information under "Agency Login."

4. What should I do if I cannot attend any of the posted courses?
   TLC aims to provide classes at various locations, times, and days of the week. If you feel a day, time, or location is under represented, contact your supervisor. TLC will consider adding another course if enough people request one. Please do not wait for the end of the fiscal year to request another course date.
   Tip: Attend two classes in one day to efficiently fulfill your requirements.

5. What classes am I supposed to take and when?
   Visit this page http://jeffline.jefferson.edu/cfsrp/tlc/courses.html to view the requirements. Course requirements depend on the type and track of the EI staff. Course requirements change every fiscal year (July 1st – June 30th).

6. When can I take self-choice?
   First, ensure you are also taking the mandatory courses listed on their section of this website http://jeffline.jefferson.edu/cfsrp/tlc/courses.html. Self-choice can be from within [TLC](#) or outside of TLC as long as those courses have supervisor and county approval. Self-choice is typically taken by providers, ASD, and MDE team members in the experienced track.

7. Does my self-choice count as continuing education for my professional license?
   Many professional licensing boards approve TLC continuing education courses for licensure renewal since Jefferson is an accredited university. The courses must be within the provider's scope and relevant to practice. If you have questions about specific requirements, contact your licensure board. Licensure boards will consider the number of course contact or face-to-face hours, not TLC credit. Contact hours are listed on the TLC certificate.

8. What if the course I need to take is full and my hire date deadline is approaching?
   Ensure you register early for courses. We recommend registering for all of the required courses at the beginning of the fiscal year. If you need to take a course that is already full, reach out to your supervisor and TLC may be able to fit you in.

9. Why am I required to take two competency courses in my second year?
   Second year staff will take the previous year's competency as well as the current year's competency.

10. Where can I provide feedback to TLC?
    Send feedback to teaching.collaborative@jefferson.edu.

11. Foundations Course: I don't have a working camera, where can I get the support materials?
    TLC lends camera equipment. E-mail teaching.collaborative@jefferson.edu to schedule pick-up from 901 Walnut Street.
    Most providers use the camera on their cell phone.

12. Where do I find resources to determine ECO ratings?
    The following pages include resources to support this process:
    Forms are here

13. I am a supervisor. Are there any resources to help me keep track of my providers' courses?
    A comprehensive overview of required classes and tracking years is in this Handbook and on this page: http://jeffline.jefferson.edu/cfsrp/tlc/courses.html
    Agencies can login to our system under Agency Login and view their providers' transcripts. E-mail teaching.collaborative@jefferson.edu for your agency's password. Please note that first year, second year (intermediate), and experienced providers have different requirements.

14. I took a class that was similar to a training topic; can I earn credit without attending that course?
    Speak to your supervisor and program analyst for approval.

15. How do I receive notifications about upcoming classes?
    Once you register for a course, you will receive e-mails (and text alerts if you enroll by updating your contact information through your transcript). The messages will serve as reminders for attendance. To ensure you are completing the prerequisite work, check the course page on the website.

16. Where do I find resources to support ICO?
    Forms are here

17. How do I sign up for classes?
    Ensure you created a login first. Search for your class and click "Register for this course."

18. Where do I find a list of my classes and credits?
    On your transcript

19. What if I don't have credit for a class I took last year?
    First, ensure you have completed the class requirements. Some classes ask that you complete an activity, survey, or online course as well as attending face-to-face. These requirements are listed on the course page. If you've completed the requirements and do not have credit, you may contact your supervisor. They should then e-mail teaching.collaborative@jefferson.edu.

20. What if I want TLC to provide a specific self-choice topic?
    Submit requests for self-choice topics and instructors to teaching.collaborative@jefferson.edu.

21. I'm a supervisor and want to take a class to learn more about the topic. Do I need to complete the assignment?
    We don't typically require supervisors to complete the assignment, but it may help in understanding the providers' requirements. To ensure you receive credit, you may reach out to us at teaching.collaborative@jefferson.edu.

22. I'm a supervisor. How do I know what a course's assignment instructions are?

All course instructions and additional activities are posted on the course page.

23. What resources are available to support my job?
    [TLC website](#)

    [EITA website](#)

24. Where can I read about the state and county policies?
    Policies and regulations are neatly presented on our page [here](#)

25. How do I mail something to TLC?
    Our address is:
    > TLC
    > 901 Walnut Street, Suite #600
    > Philadelphia, PA 19107

26. Where do I find details about course location and parking information?
    Please read [this page](#) for information on course locations and parking. The specific room locations will be listed on the course registration page.

27. Where do I get a copy of assessments?
    Agencies typically owns copies of assessments used within the Philadelphia EI system.

28. I'm new to the system. What resource can I use to understand the system guidelines more? What do I need to complete before my job begins? Then what do I need to complete in my first year?
    Welcome! See our [Preservice Training page](#) for resources including the Preservice Handbook, Preservice Assessment and more! Your agency will guide you through what you need to complete before your job begins. Once you officially start your first year, you can register for the courses under "New Staff".

Completed one time only on initial hire	Completed 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

29. I started working in Philadelphia County 7 months ago and I have completed some of the first-year training expectation. I'm leaving this agency and beginning to work for another Philadelphia agency next week. Do I need to start over?
Pre-service and first-year training expectations are based on your entry into the Philadelphia County Infant/Toddler Early Intervention system, not when you began working for a particular agency. The training that you have already completed is 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 training expectation within the first year you are providing services in Philadelphia County. In your case, you have 5 more months to complete the pre-service training expectation.

30. 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. Contact your supervisor who may then ask the agency's program analyst. Your coursework or agency trainings may be accepted as self-choice credits.

The considerations for approval are:

- 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 and humility.

- 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:
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- 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.

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- 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.

- 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.

31. 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 philadelphiaicc@yahoo.com

32. I work in surrounding counties and I only provide services for one child/family in Philadelphia, can I just do part of the credits?

Even if you provide services for only one child/family in Philadelphia County,

DBHIDS mandates you must complete all of the required training activities to ensure children and families receive quality services. If you work in multiple counties, the training that you received there may be counted towards your self-choice credits. You will be required to get documentation that you participated in that training, how much credit you received and supply that to the agency that you work with in Philadelphia so they will have a complete record of all of your training for that year.

33. 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.

34. Who tracks my TLC credits?
    You should keep track of your own training. 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 TLC website.
    Both, Philadelphia County and the Commonwealth (Office of Child Development and Early Learning, OCDEL) require agencies 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.

35. 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 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.

36. I am an agency supervisor and lost my Agency Login password.
    You may request your password by emailing teaching.collaborative@jefferson.edu

37. How do I update my contact information? For instance, I may want to change my last name, enroll in text alerts, or add/delete agency to my account.
Log into your transcript. Click "update your contact information" on the upper right hand corner of the screen. Make the appropriate changes and click "update account".

38. How do I contact Philadelphia County Early Intervention Personnel?

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