**Reviewed: 01/28/2021 \*new information**

**NC TPOL Parent support** is operationally defined as **consultative support** provided to a parent/caregiver upon their written request via email using the TPI Guidelines developed by TPI for Online support (see document) by a Level 4 certified Triple P provider in Standard TP and Teen TP. Parent Support request data is collected in an access TPOL Parent Contact data base saved in the DPH C&Y S drive. Motivational, informational support and technical assistance are recorded in the Access Data base but not counted as consultative support.

**SUPPORT REGISTRATION PROCESS**

1. All NC parent/caregivers registered with a Triple P Online individual code (Standard English, Standard Spanish and Teen versions) receive a follow-up email by the system with the link to the **Parent Support Request Form** via TPI.
2. IF/when parent completes and submits the 8-question online form, it is received and read at [TPOL@dhhs.nc.gov](mailto:TPOL@dhhs.nc.gov)

by TPOL Manager.

1. Parent information is recorded by TPOL Manager in the **Parent Contact Access Data Record** saved in S drive.
2. The Parent/caregiver then receives a short **initial email response** from TPOL Manager:
   1. Usually within 48 hrs.
   2. Stating that their request for support has been received.
   3. Giving them a date/time the following week for a short telephone call to discuss how best they can be supported and recorded on TPOL manager’s Outlook calendar and on the **Parent Support Data Record** which is saved in H drive (if at all possible).
   4. If not, convenient parent is asked to offer a convenient/preferred day and time for this conversation and this date is recorded.
3. On the day of the scheduled planning meeting, the parent’s name in CMS is located and the module progress is noted, and **Follow-up** day recorded in CMS.
4. A hard file is created with pertinent forms.
5. **The Support Form document** with information about Parent Support is reviewed during the planning call as well as the child’s information.
6. **After the planning meeting is held** the case is marked **Opened.**
7. The Case becomes **ACTIVE** after the first session is held or parent emails first question/issue.
8. A Parent/caregiver’s Case **is Closed** after all parent support has been provided and/or if parent stops participating.
9. All forms and letter/email templates noted above are updated or marked reviewed at least annually or as needed.

**REFERRAL PROCESS**

1. If parent/caregiver resides in a NC county that is able to provide TPOL Parent Support (i.e., by a Level 3 or 4 certified TP provider and at no cost to parent/caregiver) an email is sent to the respective TP Coordinator and copied to parent/caregiver with parent’s contact information and pertinent information shared asking Coordinator/or designee to contact the parent and to respond to TPOL Manager when contact has been made**. Case is marked Referred.**
2. Referral providers are encouraged to follow the lead and needs of the parent customizing support as best fits the needs of the parent/caregiver. **The TPI Guidelines** developed by TPI for Online support (see document) have been shared with all TP Coordinators with a request to share with their TP providers in their LIA/Service Area especially with those providing Support for Parents referred by the state and also those providing TPOL support to their own clients. This document is saved in the TPOL Project in Base Camp.
3. In order to have an accurate **list of TP LIA/Service Areas/counties providing consultative support** (part of Infrastructure building) the List is updated annually usually in January or when major changes have occurred. TP Coordinators are asked to notify TPOL Manager when caregiver support changes have occurred in their Service Area.
4. Input and Peer group discussions are offered to all NC TP Providers by the TPOL Manager especially those providing support for TPOL.