MTSS Individualized Problem Solving Team Sample Phone Script

Hello, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I am a teacher/psychologist/social worker/counselor/administrator at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. {It is presumed that family and teacher have been working together on universal supports.} As \_\_\_\_\_\_\_\_\_\_\_\_ (child’s teacher) has shared with you, we have a process that helps teachers and families to plan interventions when students are struggling. Your child has been referred to our school’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_ {name of team}. The problem solving team is a group of educators, including\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ {specific for school, situation} who meet regularly to monitor an individual child’s progress and to explore options to help each of our students reach his or her highest potential. You are a member of your child’s team.

I am going to serve as the liaison for you, the teacher and your child through this process. This means\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ {describe specific role on team, in process}. As a team member, you are invited to all team meetings. If you can’t attend a meeting we will try to reschedule or find a time to share information so that we have your input and ideas. The team determines your child’s current learning levels, chooses interventions, sets goals, measures progress, and decides if other options should be considered. Another team purpose is to decide how home and school can work together in supporting school success.

We would like to hear about how you see your student, as you know your child best, and give you the opportunity to ask questions. This will take about 15 minutes. Is this a good time? Or would you prefer I call again? Or is it better to share information another way? We can email or send home information and questions. Or you are welcome to come to school and we can talk in person.

(If now, proceed to #1 - #6; if another time, venue then make arrangements to follow-up accordingly.)

1. I have some questions about how you see your student and school. This information will be helpful to the \_\_\_\_\_\_\_team. Please share your thoughts if you are comfortable doing so – if not, that is fine or you can share with us at a later time.

* + 1. What are your child’s strengths and interests?
		2. Do you have any academic or behavior concerns about your child? If so, please identify.
		3. Please share any information about your child, which might be helpful in understanding his/her school life. Please comment on the following: homework, previous school history (any school problems?), attitude about school, special support outside of school (tutoring, therapy etc.), past or present medical issues.
		4. Any other information you would like to share?
		5. What information/support/materials would be helpful to you in working with your child at home?

1. How is the best way for us to communicate? Email, phone, text, note?
2. We will be sending some written information home about our problem solving process and what specifically you can expect as a team member. {Brochure? Insert? Home information Form? Meeting Invitation?}
3. Our first meeting is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. How does that work for you? {discuss any changes, or how information can be shared}
4. Do you have any questions for me? Please feel free to contact me in the future. My number is\_\_\_\_\_\_\_\_\_\_\_\_. My email is\_\_\_\_\_\_\_\_\_\_\_\_.