**OSWI Sample SAP Caregiver Phone Call**

(*Prior to calling, please ensure enough time is available for the caregiver in case questions are asked and/or the caregiver wants to further discuss matters pertaining to SAP services*. *Throughout the conversation,* *it is important to speak slowly, allow for pauses, validate caregiver’s feelings, reflect on responses, and practice active listening.*)

Hello, this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I am a member of the Student Assistant Program, which we call SAP [or insert other school team name] at [insert school name]. I am calling as the [SAP case manager, teacher, school psychologist, etc.] Is now a good time to talk? If not, when would be a good time for me to call you back?

Are you familiar with SAP [PAUSE]? The focus of our SAP is on preventing and supporting students experiencing non-academic barriers to learning such as \_\_\_\_\_\_ [provide examples relevant to your school population and developmental level and relate to the referral concern]. We work together with students and caregivers to try to address and remove barriers and put supports in place to help improve your child's success. Participation in SAP is entirely voluntary.

\**Review strengths but skip, if the student is not yet known to you, the caller*: [Student’s name] is [insert positive statement on student’s strength(s) and/or talent(s)].

Your child, [insert student’s name] has been referred to SAP for [insert reason for referral and specific information about the concern(s)]. We need your help because you know \_\_\_\_ [student name] best. We don’t have a lot of information yet, which is why we are calling you for permission to find out more [PAUSE to allow caregiver to process]. We need your written permission before we can collect additional data and begin the SAP process to support them in school. Our SAP team is more than willing to speak with you about the program, concerns you may have, and ways to ensure [insert student name]’s success.

I just gave a lot of information. Do you have any questions at this time? What are you seeing or feeling about your child's behavior and functioning? What are you noticing at home or hearing about at school? Is there anything about SAP that concerns you and what else would you like to know? Would it be helpful to meet in-person or over Zoom to discuss matters further?

If you would like [insert student name] to participate in SAP, please sign and return the permission form that will be emailed to you [or insert specific process]. Instructions on returning the form are on the form itself. Is XYZ the correct email address for you?

Thanks for your time and help. We want your ideas and involvement so please connect with us throughout this process. Please do not hesitate to reach out to me or other members of the SAP team if you have any questions.

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##### Potential questions posed by the caregiver

**Why was my child referred to you**?

Answer:

*Be prepared to refer to behavioral, academic, disciplinary, or other data on the student*. *Use objective data-based descriptions*.

**Is my child in trouble**?

Answer:

It is important to note that the purpose of the SAP is not to discipline your child but to support your child. Information you or [insert student name] share with the SAP team is kept private with the SAP team unless there are concerns about your child’s or other’s safety.

##### **Who referred my child to you**?

Answer:

Referrals can be made by teachers, caregivers, peers, and community members, or students may refer themselves to SAP. In this case, the referral was made by \_\_\_\_\_\_ [a teacher, peer, other staff member].

##### **How does the referral process work**? (Condensed from OSWI Manual, p. 28; Ohio SAP Flow Chart)

Answer:

The referral process can be broken down into 4 steps.

##### Step 1: Your child, [insert student name] is referred to SAP (by themselves, caregiver, school member, etc.). The Student Assistance Team will review the referral and determine how to proceed. Caregiver permission will be required to conduct the screening for services if the student is not at least 18 years of age.

##### Step 2: A legal guardian is contacted about the referral, which is the purpose of this call. If you consent, information will be (e)mailed to you, the legal guardian, and a meeting can be scheduled. With your consent, screening for services will be completed to confirm the concern/reason for referral and determine your child’s level of need. Additional information will be gathered from the student, caregiver, and school staff to determine student strengths and the concern. A team member may contact you for an interview and you might receive forms to complete to share your perceptions of strengths, needs, and barriers to learning.

##### Step 3: The Student Assistance Team will review the information during a student support meeting, which you will be invited to attend. Your child may be invited to attend as well depending on their age, developmental level, and comfort level and the nature of the concern. The team will partner with you and your child on recommendations for a specific intervention, service, or program plan. If the concern is minor, the team may recommend minimal supports (e.g., mentoring, brief skill building, behavior checklist) to try instead of in-depth planning.

##### Step 4: Finally, you or your child will decide on whether or not to consent to the recommended intervention plan or service. The team will schedule follow-up review meetings and invite you to attend.

**I need time to think this over. May I call you back**?

Certainly. Would you like for us to call you back in a few days, or do you want to call us back? If so, the SAP’s number is [(XXX)-XXX-XXXX]. Please ask for me, the case manager when you call. If you prefer email, my email is [casemanager@SAP.com]. As a reminder, we need your written consent before collecting additional information and working with [insert student name]. Let’s speak again on [insert date]. Thanks for your time and help!

**Resource Adapted From:**

[PNSAS Sample SAP Parent Phone Call](https://pnsas.org/Portals/0/About%20SAP/SAP%20Teams/Sample%20SAP%20Parent%20Phone%20Call%201.11.19.docx?ver=2020-01-29-195226-480)

[Sample SAP Call Script: Compass Mark](https://www.compassmark.org/wp-content/uploads/2016/11/SAP_Parent_Script.pdf)

Michigan Sample Parent Letter (p. 31)