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# Answers to Frequently Asked Questions

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### **What is the World Wide Association of Specialty Programs, and how does it fit into the overall "Teen Help" system?**

First of all, please understand that the "Teen Help" system is really nothing more than an Admission and Intake organization. They gather information from families regarding placement for their teens in specialty schools. Teen Help does not only refer families to WWASP Programs but to several others as well. Also, Teen Help is not the only Admissions and Intake organization that refers teens to the WWASP affiliates. Others include Adolescent Services International (ASI), Cross Creek Admissions, Teen Help Southeast, Spring Creek Admissions, and others.

The World Wide Association is a membership organization for independently owned and operated specialty schools. The advantages of belonging to an organization such as ours are many. Like other membership organizations, we provide our members with a wide variety of services from providing seminars, consulting, sharing of ideas, a monthly publication (*The Source*) to maintaining a web site and bulletin board, and many other services as well. In another context, we are like a contractor's association or any other trade organization that members would join with the expectation of receiving certain enhancements to assist them in attaining their ultimate goals, such as the benefit of combined purchasing power.

The mission statement of the World Wide Association is:

The World Wide Association of Specialty Programs provides to its associate Programs services that enhance the Program's effectiveness relative to their respective student populations. These services enable Program Staff to better focus attention to their Students and Families thereby improving and strengthening those relationships. WWASP provides a name recognition that is synonymous with quality youth programs, providing the highest in education and specialty program services available. WWASP serves as a central point for screening new and improved services that can be shared with all associated Programs.

- Ken Kay

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### **Where can I find TASKS seminar schedules for parents?**

Information about adult TASKS seminars is available on-line through our Web site Home Page (click on one of the TASKS links there) and by phone through the Resource Realizations Automated Information system at (435)

635-8355.

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## Does WWASP have a BBS?

Yes. The "official" title of our Web-based support bulletin board (BBS) is the Parents Forum. The purpose of the bulletin board is to provide a secure, healthy environment for families to obtain support and coaching while associated with our Programs. Through the built-in HTML format of the BBS, users are able to search for specific items, post new items, respond to items of interest and include attachments (pictures, etc) without receiving mega-email each day. New parents in our Program automatically receive information to set up their BBS accounts as part of their orientation package sent out by the [Parent Coordinators](#).

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## Academic Office Questions

### **Q: Are all the WWASP Schools accredited?**

A: Yes, by the Northwest Association of Schools and Colleges. The Northwest Association is one of the nation's six regional accrediting associations.

### **Q: Do you have certified teachers?**

A: Yes, the teachers are certified by the state or country where the school is located.

### **Q: How do I acquire a transcript for my student?**

A: Contact the school directly, and inform your Family Rep. of your educational needs.

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## What do the Parent Coordinators do?

The Parent Coordinators work for World Wide Association of Specialty Programs and provide support services for the families of students in the Programs, such as: sending a parent packet to all new parents that includes a parent manual, information on the TASKS seminars, an application for the Bulletin Board, and a current copy of *The Source* news magazine.

They also make initial calls to the new parents to schedule an orientation call in order to go over the entire program as it effects the whole family in order to insure the parents are aware of what the full program involves, that their questions are all answered, and they are feeling as comfortable as possible with their decision. During this orientation call they also make sure the parents are aware of what their part of the program consists of and inform them of the many support services available to them, such as: TASKS seminars, the WWASP web site, the on-line bulletin board, *The Source*, and WWASP-sponsored support groups or independent support groups in their area.

They make follow up calls after the students have been in the program for two months to ensure that all is going smoothly, or if any assistance is necessary. Later on in the program they assist the families as the students enter the transition program by processing their Parent/Child I, I -18 and II recommendation request sheets.

After the students are discharged from a Program, the Parent Coordinators make two-month follow up calls to check on how the families are doing. They keep record of these calls and they are used in tracking our success rate, as well as gaining information on what the parents are pleased with and what they feel we need to improve on as far as our programs are concerned. In addition to this they also act as a liaison between the parents and the program in the event that there is a concern that is not able to be handled within the Program itself. They can be reached 24 hours a day in case of an emergency by calling their office number and informing the answering service that it is an urgent situation and to please page. They are provided to the parents as a "coach" so to speak, as the parents embark on this precarious journey of family healing. Their goal is to help ensure the families have a positive experience and gain a greater degree of family unity while involved with the World Wide Association of Speciality Programs.

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