

Just Ask!

Question: My agency bought and distributed training units a while back. I just took over account management and I'm trying to get a clear picture of where every unit is, but I can't quite make the numbers match. Do you have any advice?

Answer: We do! In addition to your basic report, we suggest you pull up a report on units that parents and staff have "spent" to enroll in a class, but then never actually "used" (started the class). A quick look at a few accounts shows that to be a common problem.

To find out if you have this issue, follow these steps:

- ▶ Enter your account
- ▶ Click on *Reports*
- ▶ Select *Activity Detail*

- ▶ Leave date range as *Any*
- ▶ If you have more than one group, select *All*
- ▶ Select *All Members*
- ▶ Select *All Courses*
- ▶ Select Enrollment Status, *Enrolled (Not Started)*
- ▶ Click on *Get Report*



Voila! You can now email those people to encourage them to start their training.

Got a question? *Just Ask!* Email your questions to Lisa at press@northwestmedia.com and she'll find the answer.

System Upgrades Simplify Management of FPC Accounts

The Foster Parent College online account management system recently underwent a valuable overhaul designed to simplify key tasks our agency account holders perform. The changes went live in mid-January, and the feedback so far has been positive.

One of the most exciting changes is that now agencies can quickly and easily get detailed data on parents' training progress. Searches can be refined by last log-in, time frame, course, number of units used, number of units assigned, or course completion dates.

Another key benefit is that agencies can now track down each and every training unit they own. This allows them to stimulate the use of units that are languishing, or reassign those units to other parents.

Those changes also make it possible for agency personnel to create more detailed reports with a greater variety of data.

We invite feedback on the new management system. Please spend some time in your account and then call or email us with your questions and suggestions at 1-800-777-6636 or fpc@northwestmedia.com.

What's Happening

FFTA Member Agency Staff are invited to attend a free Webinar on using FPC. The FFTA Webinar is at 10 a.m. Pacific Time on Monday, February 22. Email Cynthia@northwestmedia.com to sign up.

FPC Advanced Parenting Workshops begin February 2 so sign up your parents today. Workshops are available on Anger and Lying.

Yes, you CAN reprint articles from *Solutions* and *Connections*. Please notify us of your plans, and on the article state the story is "Reprinted with permission from Foster Parent College (*newsletter title*)." Contact Lisa at press@northwestmedia.com.

Email us the titles of your favorite books and videos that help kids feel better about being in care and we'll publish a list in an upcoming issue. Email Lisa at press@northwestmedia.com.

Champions for Children. We'd like to share the story of foster parents, CASAs, volunteers and agency staff whose efforts on behalf of displaced children are above the cut. Please email your nominations to Lisa at press@northwestmedia.com. Thanks.