



RCC POCKET GUIDE

NSA Chapters

The addition of an NSA Chapter into an area where we have not previously had a presence provides a tremendous opportunity for the NSA to positively impact the lives of PWS. As an RCC you are responsible for interviewing the potential Chapter Leader (CL) candidates. The interview process should ensure they are a good fit for the role, they have done the proper planning e.g., identified a meeting space as well as date and time. All CL candidates should understand the commitment involved to ensuring a successful launch and continued growth of an NSA Chapter.

Adding a new NSA Chapter:

1. The RCC confirms with the National Office that the NSA has appropriate reach in the city and surrounding area the chapter is being established in, and there is a large enough population to support the chapter.
2. The RCC conducts an interview with the CL candidate.
3. If the CL candidate is believed to be a good fit, they must complete [Anti-Harassment Training](#) and submit the following forms online –
 - [Chapter Leader Agreement Form](#)
 - [NSA Volunteer Screening Form](#)
 - [Submit Attestation \(Anti-Harassment Training\)](#)
4. Once the CL passes the basic background check, an email will be sent to the RCC and the CL notifying them of approval.
5. Chapter information is added to the website – i.e., Chapter Leader name, contact information, date, time, and location.
6. The RCC assists the new CL with accessing the [Chapter Leader Resources](#).
7. The RCC adds the new CL to Chapter Leader Facebook group, and posts a welcome introducing the new CL.
8. The RCC will follow up with the CL after the first meeting to inquire how the meeting went and if there is anything they need assistance with.

Replacing/Adding a New CL or co-CL for an Existing Chapter

There may be instances that require changes to or addition of CLs within local chapters - relocation, family circumstances, etc. If a CL needs to be replaced and/or added to an existing Chapter, please follow the steps listed on the previous page (Adding a New NSA Chapter).

Recruiting New CLs

There may be times the NSA needs to recruit a new leader for an existing Chapter. The following are ideas to find someone to lead a Chapter –

1. Contact a nearby CL to ask if they know of someone.
 2. Contact your local university communication sciences/allied health department(s) to inquire if they know someone who might be interested.
 3. Contact area SLPs (private practice, public schools, hospital SLP, etc.) to inquire if they know someone who might be interested.
 4. Contact the NSA office to ask for possible recommendations.
 5. Reach out to CLs on the CL Facebook Group asking if they can recommend someone.
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Trimester Reports

Three times per year, the NSA requires CLs to submit a Trimester Report. Each report contains a set list of questions that measure the overall health of a chapter and a revolving set of questions that probe for ideas and opinions. Responses to these Trimester Reports help the Adult Programs team refine/develop current and future activities. It is critical that EVERY chapter completes a Trimester Report.

Please follow the steps below to ensure that the Trimester Report is completed.

1. 3 weeks prior to the reporting deadline, email CLs the Trimester Report link. Be sure to include the date it must be completed.
2. Send a reminder email 2 weeks prior to the reporting date deadline.
3. If a CL has not completed the report and/or acknowledged the request 1 week before the deadline reporting date, you will need to follow up with them directly.
4. Send a text and include the link.
5. Send a message through Facebook including the link.
6. Follow up with a phone call.
7. Completed reports (all CLs reporting), should be sent to info@westutter.org.

NOTE: RCCs can fill out the Trimester Report on behalf of a CL by asking the questions on the report when you contact them by text, Facebook, or phone. If an RCC does fill out the form, please note that on the Trimester Report spreadsheet.

Trimester Report Follow-Up

RCCs are responsible for reviewing the responses of the CLs in their region. Many times, there are action items RCCs need to address to assist a CL. These action items can range from updating Chapter information on the website or learning that a Chapter is struggling and needs support.

Action Items

RCCs have access to the Google Form with all the Trimester Report responses. When you identify action is needed, change the line item to **RED** to indicate action is needed. Once you have followed-up on the action needed, change the line item to **BLUE** to indicate the action item has been addressed.

“Struggling” Chapters

Sometimes, CLs will inform a RCC that getting people to attend meetings has become challenging. If a CL indicates their Chapter is struggling due to poor attendance, please contact them to develop a plan of action. Below are some suggestions of questions to ask –

- Does the Chapter maintain a set meeting location/time?
- Is the CL regularly communicating with members?
- Do members meet outside Chapter meetings?
- Is the CL getting to know fellow members on a personal level?
- Is CL utilizing social media (Facebook) to communicate with members?
- Does the CL send out reminder texts/emails a few days before the meeting?
- Is the CL using the [Meeting Topics Guide](#) and/or [60+ Things to Do at Your Chapter Meetings](#) (Adult Chapters), and the [Family Chapter Activity Guide](#) (Family/Teen/Kids Chapters)?

After identifying any improvement areas, help the CL develop a list of action items to follow-up on. Schedule a call for after the Chapters next meeting to discuss progress and/or areas that need additional attention.

Monthly Emails to CLs

RCCs are expected to send a monthly email to their CLs sharing regional updates, important NSA happenings and other interesting news to help keep CLs informed to the greater mission of the National Stuttering Association.

The following are ideas and best practices to use with your monthly emails:

- Create a Group Email Contact List in your email system (Outlook, Gmail, etc.)
- Follow a set day/time each month to send your emails.
- Consider using a set subject line like: "NSA Chapter Leader Monthly Update".
- Share/reshare important upcoming NSA events (regional and national)
- Highlight the recent success of Chapters.
- Recognize recent accomplishments of CLs.
- Make each email personal and meaningful.
- Remember, people like shorter emails. Keep emails brief and to the point.