



SPS Universal Family Engagement 2020-2021 Family Point Person Outreach and Logistics

The district has embraced a comprehensive and universal approach to family engagement that relies on all teaching staff to utilize the tools available to effectively communicate with families. This approach ensures each family has a point of contact who regularly reaches out to check in and ask if caregivers have what they need to engage in their child's remote learning experience. We are calling this role the Family Point Person. Below are four documents that outline and clarify the purpose and process of the Family Point Person calls.

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[Translation for Family Point Person Calls](#)

Overview of Family Point Person Purpose and Role

The purpose of the Family Point Person is to ensure every child and family is connected to their school community and has needs identified and met. All SPS students are assigned a Family Point Person. Each Family Point Person will have a caseload of up to ten families and will:

1. provide connection
2. streamline information
3. assess and track needs and tier 1 engagement
4. refer to tier II and III interventions and services

The Family Point Person will address needs should they arise within the **engagement domain**. Other domains (food, technology, mental and physical health, etc.) will be referred to Student Support Teams, who will coordinate the response.

What is the Family Point Person responsible for and how often?

A Family Point Person is responsible for checking in with assigned families once per week for the first month and every two weeks thereafter for managing needs that arise through **direct response** or **referral**.

Direct response-issues that the Family Point Person can resolve themselves.

Referral-issues that the Family Point Person should refer to the Student Support Team, whose members include the Family Engagement Facilitator, City Connects Coordinator, School Adjustment Counselor, College and Career Counselor, Principal/AP, etc.

The list below includes items to be discussed during the check-in call with indicators about what types of issues should be referred to the Student Support and/or Technology Teams for follow-up.

Check in calls include the following elements:

- Greeting/explanation of the Family Point Person
- Internet and technology access (**refer to Tech Team**)
- Mental health (**refer to Student Support Team**)
- Physical health (**refer to Student Support Team**)
- Access to stable food sources (**refer to Student Support Team**)
- Engagement in learning/school (**Point Person responds directly**)



- Open ended opportunity for questions (***Point Person responds directly***)

Each call will be tracked through a ***Check-in Call Tracker*** (schools will get their own form with student lists embedded). Student Support Teams will monitor the spreadsheet on a regular basis to coordinate the response to referrals. Once the referral has been addressed, CCNX Coordinators or a representative from the SST will email the Family Point Person to close the communication loop. Families whose home language is not English should receive calls in their home language. To do this, educators should use Bay State Interpreters. In the past, schools have called upon Family Engagement Facilitators to do the initial outreach to families. In this new universal approach, Family Engagement Facilitators are called upon to assist the Student Support Teams in addressing tier II and III needs as they arise, rather than initial tier I phone calls. Please see instructions in the [Translation for Family Point Person Calls](#) for directions on using Bay State Interpreters.



FAQs for Families

We know that these are difficult times for everyone and want to do our absolute best to ensure that student and family needs do not go unmet. This is why Salem Public Schools is trying a new strategy this fall to proactively identify and meet the needs of our families. We are calling every family regularly to ask about some of the basics like food and technology access, mental and physical health and your child's overall experience in school.

This comprehensive and universal approach to family engagement and support is new and evolving, and we have been able to identify needs that would otherwise have gone unnoticed. As we face this global pandemic together we thank you for your patience, flexibility and continued care not only for your own children but for our whole Salem community.

Here are a few frequently asked questions:

Q: I already answered these questions, why are you calling me again?

A: The questions are intentionally designed to ask about needs that are constantly changing. We know the pandemic has caused great instability. Access to food, internet and health services can change quickly, so we want to provide support before families are experiencing a crisis.

Q: I don't have any issues, can I get off the list?

A: We designed this process to be for everyone. We are tracking positive data as well as needs so we can understand how many of our families are secure and in what ways. We want to refrain from making assumptions about who is in need and who is not. Circumstances for students and families change quickly in these uncertain times. We are also asking a question about your child's learning experience which is important to gather regularly, regardless of need, so we can understand how kids are doing in this remote environment.

Q: Why have I not received a call?

A: This process has helped us check that our contact information is up to date. If you have not yet received a call, please contact your school to ensure the right number is being called. Just like families, our educators have had many adjustments to grapple with and some calls did not get started right away. This process, however, is now fully underway and you should be getting a call soon.

Q: How long will the calls continue?

A: We intend to do the calls weekly for the first month of school and then switch to every other week. Most schools have now moved to an every other week schedule and this will continue at least up to the winter break and then we will reevaluate.

Q: Who do I contact to get more information or to ask a question?

A: If you have questions about the process please reach out to your school principal.

Additional FAQs for Staff:

Q: What happens with the data?

At the school level, Student Support Teams review the data regularly and respond to the needs that emerge by reaching out to the family and connecting them with district and community resources. The district also regularly looks at trends across all schools to identify patterns that inform outreach, support and intervention strategies. This is a new process for everyone, and it is still evolving. This system may change to adapt to those using it. Thank you for your patience as we work to support our families in holistic ways.



Q: What are examples of ways to respond to families for difficult topics?

- *Examples of opening:*
 - “Hello again, this is your weekly call from _____. Just like last week, I want to check in on how _____ is doing and if there are any changes.”
- *Examples of answers when issues arise:*
 - “I’m sorry to hear that you’re struggling with food. I’m going to have a colleague call you back with resources and support to make sure you’ve got everything you need.”
 - “I’m so sorry that your family’s mental health is a struggle right now, I’m not a mental health professional but I’m so glad that I have colleagues who can help. I’m going to have someone call you back and figure out a plan to get you support.”
 - “I’m so sorry that your family’s physical health is a struggle right now. Thank you for letting me know. I’m going to have a colleague call you back and figure out a plan to get you support.”

Q: Why do we need to do this so often?

A: The questions are intentionally designed to ask about needs that are constantly changing. We know the pandemic has caused great instability. Access to food, internet and health services can change quickly, so we want to provide support before families are experiencing a crisis.

Want to see a model FPP call in action? Watch [this video!](https://youtu.be/CQmBfsJfE3w)
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