

# SPEAKERS

The School District of Philadelphia

Office of Family & Community Engagement



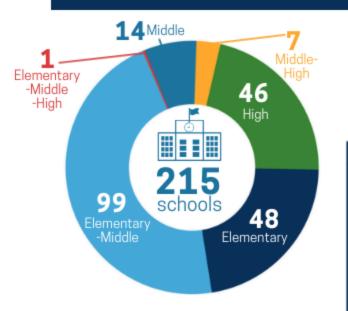
Jenna Monley Deputy Chief

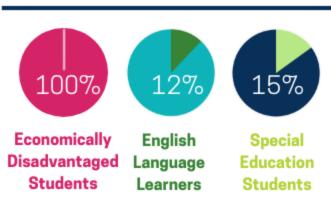


Yolonda Edwards
Director of Operations

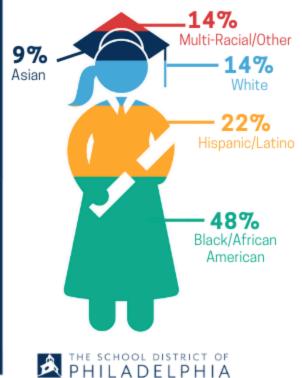


# WW THE SCHOOL DISTRICT OF PHILADELPHIA?





126,994 **Total Enrollment** 





Students & Families come from

Khmer

Bengali

Uzbek

Albanian

Nepali

130+ French

countries and speak

100+

languages!

Mandingo Swahili

Pashto

Malavalam

Ukrainian

Taiik

Portuguese

Vietnamese

Mandarin

French Creole

Arabic

Russian

Spanish



# THE PROBLEM

Before 2016...



Reactive & Problem-Focused



Lack of School Services



Limited Number of Staff



No Policy















School Year 2016-2017

# YEAR ZERO

BUILDING FROM THE GROUND UP The

shifts







of the Office of Family & Community Engagement





## THE 7 SHIFTS

# The **PROBLEM**

Lack of written policies and procedures.



# The STRATEGY

Developed
district-wide
policies that
promote
effective
Family-schoolcommunity
partnerships.











Developed district-wide policies that promote effective family-school-community partnerships.

## THE 7 SHIFTS

# The **PROBLEM**

The STRATEGY

Lack of shared vision among stakeholders about family engagement.

Agreedupon shared vision.













Developed district-wide policies that promote effective family-schoolcommunity partnerships.

## THE 7 SHIFTS

Agreed-upon shared vision.



### The **PROBLEM**

The **STRATEGY** 

Limited program staff to support families and schools.

Hired 30 new Family Engagement Staff.









and structures





Developed district-wide policies that promote effective family- school-community partnerships.

## THE 7 SHIFTS

Agreed-upon shared vision.





# The **PROBLEM**

Lack of opportunities for families to be involved in decision making processes.

# The STRATEGY

Creating opportunities to engage families in a range of services.













Developed district-wide policies that promote effective family-school-community partnerships.

## THE 7 SHIFTS

Agreed-upon shared vision.



Hired 30 new Family Engagement Staff.

# The **PROBLEM**

Lack of training opportunities to build capacity among educators to partner with families.



# The STRATEGY

Developed series
to enhance
educators'
knowledge
and skills in
collaborating
with families

Creating opportunities to engage families in a range of services.









Developed district-wide policies that promote effective family-schoolcommunity partnerships.

## THE 7 SHIFTS

Agreed-upon shared vision.



Hired 30 new Family Engagement Staff.

> Developed series to enhance

> > educators'

knowledge

and skills in

collaborating with

families

The **PROBLEM** 

The **STRATEGY** 

Creating opportunities to engage families in a range of services.

opportunities for parents to build capacity to support their child's education.

Recurring trainings to boost confidence, build leadership, and support learning.









Limited training

Developed district-wide policies that promote effective family- schoolcommunity partnerships.

## THE 7 SHIFTS

Agreed-upon shared vision.



Hired 30 new Family Engagement Staff.

The **PROBLEM** 

The **STRATEGY** 

Creating opportunities to engage families in a range of services.

Developed series to enhance educators' knowledge and skills in collaborating with families

Lack of effective communication. communication, with multiple methods for information sharing

Provide regular

Recurring trainings to boost confidence, build leadership, and support learning.



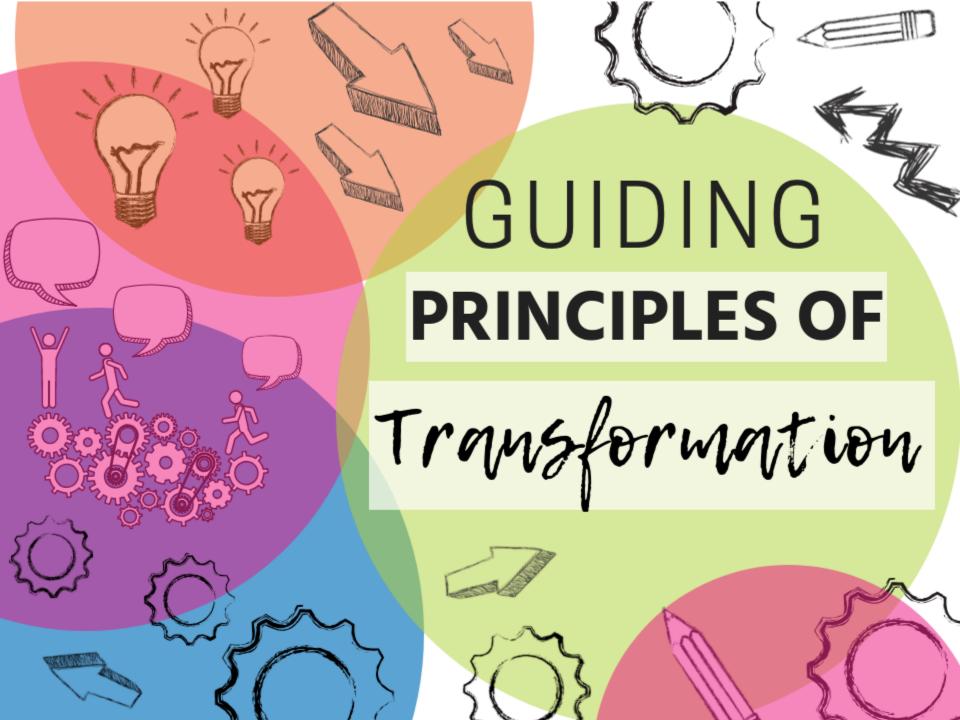








SHIFT #7



# ESSA + FAMILY ENGAGEMENT

What does the Every Student Succeeds Act say about family engagement?

CONDUCT OUTREACH PRACTICE MEANINGFUL INVOLVEMENT

ADDRESS BARRIERS

PRACTICE TWO-WAY COMMUNICATION

BUILD CAPACITY COORDINATE & INTEGRATE SERVICES

PROMOTE ACCESSIBILITY

DEVELOP EVIDENCE-BASED STRATEGIES



# ESSA + FAMILY ENGAGEMENT

How does your family engagement program currently align with ESSA's parent and family engagement guidelines?

#### **AFFINITY MAPPING ACTIVITY**

- 3 Minutes In Silence Brainstorm by writing programs/services on post-it notes.
- 2 Minutes In Silence Categorize your post-it notes by placing them in the relevant ESSA buckets on your table.
  - **5 minutes** Discuss your categorizations as a table group.







# ESSA/FACE ALIGNMENT



## THE POWER OF PARTNERSHIPS

#### **Building Relationships**

Engage key stakeholders to understand the current landscape and invite their participation.

Conduct Outreach
Practice meaningful involvement
Practice two-way communication
Coordinate and integrate services



## THE POWER OF STRATEGY

#### VMOSA: Vision, Mission, Objectives, Action Plan

Develop a strategic action plan and framework to guide the work.

Build capacity
Coordinate and integrate services



## THE POWER OF COMMUNICATION

#### Adopt Marketing Mindset

Promote the importance of family engagement in education.

Conduct Outreach
Practice two-way communication
Promote accessibility



## THE POWER OF INNOVATION

### Imagine, Invent, Imple ment

Design and implement new promising strategies, programs, and initiatives.

Practice meaningful involvement
Promote accessibility
Develop evidence-based
strategies



# THE POWER OF CAPACITYBUILDING SUPPORT

### Cultivating a Culture of FACE Learning

Establish a training program for educators and families.

Address barriers Build capacity



## THE POWER OF DATA & ANALYTICS

#### Measure, Act, Refine

Build systems to collect data and monitor progress.

Address barriers Coordinate and integrate services Develop evidence-based strategies



# ESSA/FACE ALIGNMENT CROSSWALK TOOL

OFFICE OF FAMILY AND COMMUNITY ENGAGEMENT The School District of Philadelphia	CONDUCT OUTREACH	PRACTICE MEANINGFUL INVOLVEMENT	ADDRESS BARRIERS	PRACTICE TWO-WAY COMM.	BUILD CAPACITY	COORDINATE & INTEGRATE SERVICES	PROMOTE ACCESS- IBILITY	DEVELOP EVIDENCE- BASED STRATEGIES
THE POWER OF PARTNER- SHIPS	<b>&lt;</b>	<		<		<b>/</b>		
THE POWER OF STRATEGY					<b>/</b>	<b>/</b>		
THE POWER OF COMM-UNICATION	<b>/</b>			<b>/</b>			<b>/</b>	
THE POWER OF INNOVATION		<b>/</b>					<b>/</b>	<b>/</b>
THE POWER OF CAPACITY -BUILDING SUPPORT			<b>✓</b>		<b>~</b>			
THE POWER OF DATA & ANALYTICS			<b>✓</b>			<b>✓</b>		<b>6</b> ♥ ₹200

# Partnered with other Central Office departments:

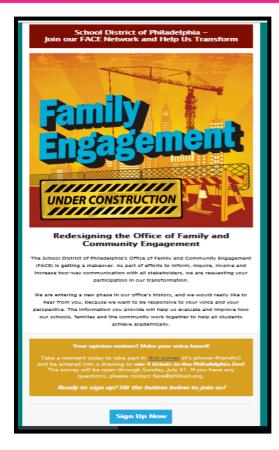
- Grant Compliance and Fiscal Services
- Research & Evaluation Office
- Office of Management and Budget
- Early Childhood Education
- Assistant Superintendents

NAME:	POSITION	t	
WORK EXETENSION:	CELL:	EMAIL:	
	KEY RESPONSIB	LITES	
	ACCOMPLISHM	ENTS	
What five words would you u	ise to describe yourself	?	
What are your areas of stren	gth?		
Which areas do you need to:	refine or continue to de	velop?	
What are your goals?			
what are your goals:			
How could your manager su	pport your work more o	ffectively?	
Write your belief(s) about pa	rent engagement and l	earning	
elieve			









Went through strategic re-branding and re-organization

Solicited stakeholders' feedback in our re-branding process







### Parent & Family Engagement Policy

#### **POLICY DEVELOPMENT**

Annually, the District conducts an evaluation of the content and effectiveness of the district-wide parent and family engagement policy, activities, and programs.



Family and community members are invited via robo-call, social media, email newsletters, and flyers to participate in the input process.





The Office of Family and Community Engagement holds **focus groups** to explain the policy and listen to feedback from stakeholders.





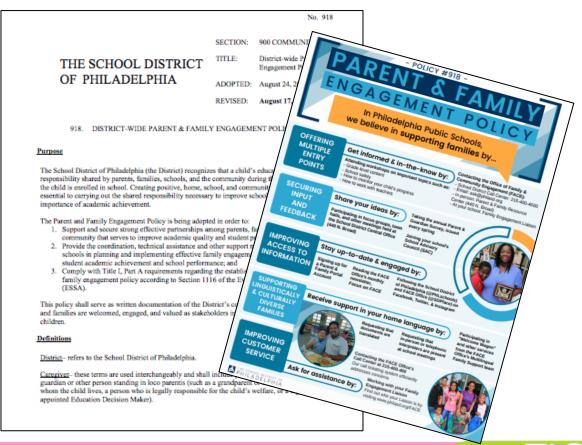
All stakeholders can also share their input, questions, and feedback via an **online survey.** 







### Parent & Family Engagement Policy









### New FACE Vision & Mission

#### **MISSION**

The Office of Family and Community
Engagement will build capacity, and
develop programs and strategies to
support meaningful district-wide
engagement and partnership among
schools, families, and communities that
results in shared responsibility in the
creation of thriving schools where every
child succeeds.

#### VISION

Through full partnership, all schools embrace a collaborative culture for students, families, staff and community that sustains quality family engagement and promotes school improvement and the social, emotional, and academic success of every child.





**New Theory of Change:** 

#### The 3 E's of Action



...then we will achieve a partnership based on trust, respect, and a focus on student learning between families, schools and the community.





# THE POWER OF STRATEGY

### Delineated the scope of the FACE Office's work

#### **DISTRICT-WIDE PROGRAMS & INITIATIVES INCLUDE:**



#### Offering Multiple **Entry Points**

School District Call Center: 215-400-4000

Parent & Family Resource Center at 440 N. Broad

Family Engagement Liaisons at school-level



#### **Improving Access** to Information

Keeping philasd.org up-to-date with information and resources

Utilizing social media platforms

Increasing usage of Parent & Family Portal



#### Securing Input and Feedback

Strengthening family and community involvement in schoolbased decision making through the Districtwide implementation of the School Advisory Councils (SAC)



#### Supporting Linguistically and Culturally Diverse **Families**

Translation & Interpretation Unit: Providing translation of schoolwide documents; telephonic & in-person interpretation

Multilingual Family Support Services: Helping families establish connection with school



#### **Improving Customer Service**

Soliciting feedback through the annual Parent & Guardian Survey

Utilizing a call ticketing system to address concerns







### Delineated the scope of the FACE Office's work

#### **OFFICE OF FAMILY & COMMUNITY ENGAGEMENT**

#### PROGRAMS AND INITIATIVES



**Building families' ability** to support learning at home



**Developing staff** members' family engagement capacity



Supporting Family-Community-School **Partnerships** 



Family Academy: Courses & Training

Offering free workshops to families to support individual & student learning



Tune-up Tuesdays

Equipping teachers with tools and strategies for effectively partnering with families



School Advisory Councils Bringing all stakeholders

together to improve learning outcomes



**FACE Outreach Team** 

School-level support for families:

- Family Engagement Liaisons
- Bilingual Counseling Assistants



Principal Professional **Development Trainings** 

Providing information and resources to principals to support a family partnership culture at their school



Academic Parent-**Teacher Teams** 

Bringing families and teachers together to help students learn



Focus on FACE Newsletter

Providing resources, tools, and best practice stories for families to learn how to partner with schools



New Teacher Induction

Giving new teachers an introduction to family engagement in Philadelphia



Parent & Guardian Survey

Gauging parents' perception of the school so that improvements can be collaboratively made



Parent & Family Portal

Welcome Wagons

Allowing parents to view students' academic history, test scores, attendance, and more



Welcoming Schools Training

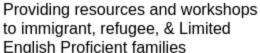
Providing training to staff district-wide on creating safe and friendly spaces for immigrants, refugees, and asylum seekers



Special Events:

- Back-to-School Event
- Roadmap to Navigating the District Conference
- End-of-Year Celebration





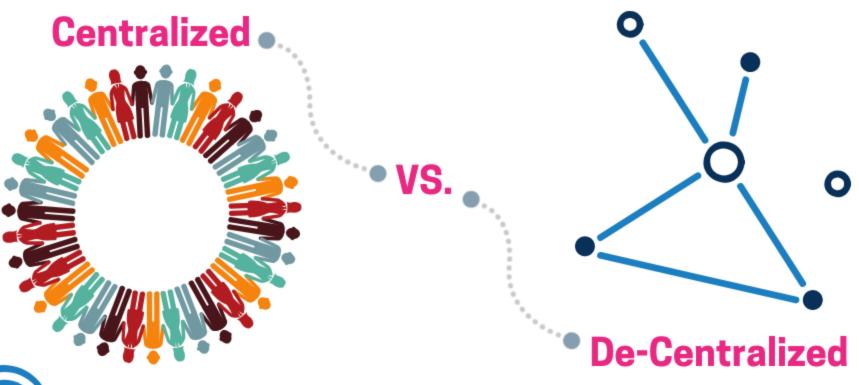
New action plan and budget proposal for each unit within FACE

Funding Options	Number of Days per Year a School Can Receive Services	Family Engagement Staff to Schools Ratio	Value Added Plan: The Office of Family and Community Engagement (FACE) is undergoing a strategic reorganization to increase direct support to schools. The request for a major strategic investment in the support of family and community engagement at the school level is being requested to increase the number of Family and Community Engagement staff. This means that liaisons work with an average of 8 schools (compared to about 30 schools previously), allowing them to support each individual school community more effectively in a range of functions. The goal of this plan is to				
Option 1: 20 Family Engagement Liaisons	22 to 23 Days	1 Staff Serves 8 Schools					
Option 2: 10 Family Engagement Liaisons	14 Days	1 Staff Serves 13 Schools					
Current: 7 Staff	0 to 5 Days	1 Staff Serves 31 Schools	range of fu	oai of this pi t need.	an is to		
			Per Staff	Total	Title I Fund	Operating	
Funding Option 1: 20 Family	Per Staff Salary	Per Staff Benefits (85%)	Salary and Benefits	Additional Cost of Salaries	(40%)	Fund (60%)	
Engagement Liaisons	\$35,000	\$29,750	\$64,750	\$1,295,000	\$518,000	\$777,000	
Funding Option 2: 10 Family Engagement	Per Staff Salary	Per Staff Benefits (85%)	Per Staff Salary and Benefits	Total Additional Cost of Salaries	Title I Fund (40%)	Operating Fund (60%)	
Liaisons	\$35,000	\$29,750	\$64,750	\$647,500	\$259,000	\$388,500	





Reorganization of FACE Staffing Structure







### Reorganization of FACE Staffing Structure

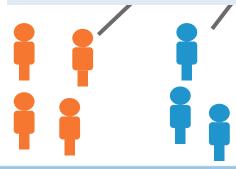


2 Assistant Directors

5 Family Engagement Coordinators



Each Coordinator oversees a team of 3 – 5 Liaisons













# THE POWER OF STRATEGY



Refined scope of work for field staff





Assist schools in development and implementation of an effective family engagement strategy at the school level.

Educates teachers and staff on how to communicate and work effectively with parents as equal partners.

Host parent workshops and meetings members to inform, educate and share techniques to assist with improved academic growth.

Helps parents understand and navigate the educational system so they can become better advocates for their children's education.



Provide information and resources that can help parents to support their children's learning at home.



Work with school and district staff to address and resolve specific family concerns.



Providing technical assistance, monitoring schools progress and keeping parents informed and involved in ESSA activities.



Implement programs at schools to increase family engagement and link to learning.





Created new
office
framework
with Title I
compliance
alignment







# School Family Engagement Framework









#### GOAL #1:

Establish a predictable and consistent path for schools to follow in accordance with the family engagement components of ESSA and Title I.

#### GOAL #2:

Systematically develop and implement family engagement activities and quality programs that truly support student's academic achievement.

# COMMUNICATION

#### **MULTIPLE MODES OF COMMUNICATION**



#### PRINT

- Flyers
- Brochures
- Palm Cards
- Post Cards



- Website
- Videos
- E-Newsletter
- Email Marketing
- · Robo-calls/texts



- Facebook
- Twitter
- Instagram







# THE POWER OF COMMUNICATION

#### Utilizing creative tools to create polished materials









#### **Constant Contact**

Newsletters Announcements Direct Email Marketing

#### Canva

Social Media Posts Flyers Logos Presentations

#### **PowToon**

Videos Presentations Slideshows

#### **Piktochart**

Reports Graphs Infographics





### THE POWER OF COMMUNICATION

### **Focus on FACE Email Newsletter**

- Best practices in family engagement
- Family Leaders spotlight
- Interviews with staff members and principals
- Helpful resources and information
- District announcements
- Community events and programs



#### **FAMILY SPOTLIGHT**

From the Parent's Desk: Joey McAteer on the Importance of Public Education and Being Engaged

"Without good, quality education, communities fall apart." Joey McAteer, a parent of two students at Adaire School, says. "It's a real shame that we as Americans do not value what can be learned in our schools. So often we hear people and politicians railing against teachers, but they do so little to help



#### MULTILINGUAL FAMILY SPOTLIGHT

Spanish Speakers participate in Volunteer Orientation at Central

On Thursday, November 9, Language Access Coordinators from the FACE Office's Translation and Interpretation unit delivered a Volunteer Orientation entirely in



#### SCHOOL SPOTLIGHT



**Download the Checklist** 

**CHECKLIST: Is Your School "Family** Friendly" and Welcoming to All?

one offers to show you around," notes schools. "Maybe you had a bad school experience yourself or come from a country where school participation is discouraged. Parents bring with them







### THE POWER OF COMMUNICATION



PESE FAZAT PER TE REGJISTRUAR

- Shkoni në faqen e internetit të Regjistrimit të Kopshtit: www.philasd.org/kregistration
- Cjeni shkollën tuajtë: www.philasd.org/schoolfinder/sq
- Mblidhni dokumentet tuaja të regjistrimit
- Shkoni në shkollën tuaj të lagjes për të regjistruar
- fëmijën tuaj Flisni me femijën tuaj për kopështin



#### PESË DOKUMENTA PËR TË REGIISTRUAR



Deshmi per moshen e fëmijës

Rekordet e fundit të imunizimit të fëmijës

2 dokumente që tregojnë vendbanimin

Telefononi Zyrën e Regjistrimit dhe Vendosjes së nxënësve në 215-400-4290

### Making meetings and materials accessible in multiple languages

Providing interpreters and/or translating documents into the major languages of the District:

- Spanish
- Chinese
- Arabic
- French

- Vietnamese
- Khmer
- Russian
- Albanian

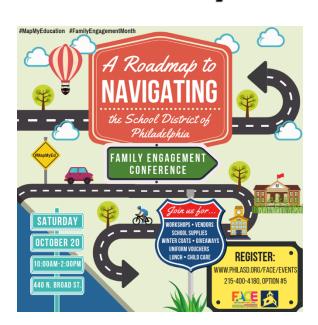




### New events and programs to reinvigorate culture of family engagement across the district and city

Family
Engagement
Month









New events and programs to reinvigorate culture of family engagement across the district and city

Family
Engagement
Awards

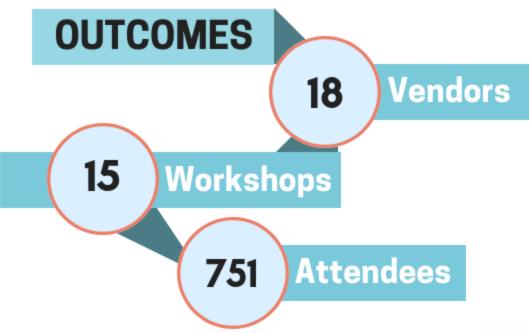






New events and programs to reinvigorate culture of family engagement across the district and city

"Roadmap to Navigating the School District" Conference







New events and programs to reinvigorate culture of family engagement across the district and city

2015-2016

2016-2017

2017-2018

18% of schools have a SAC

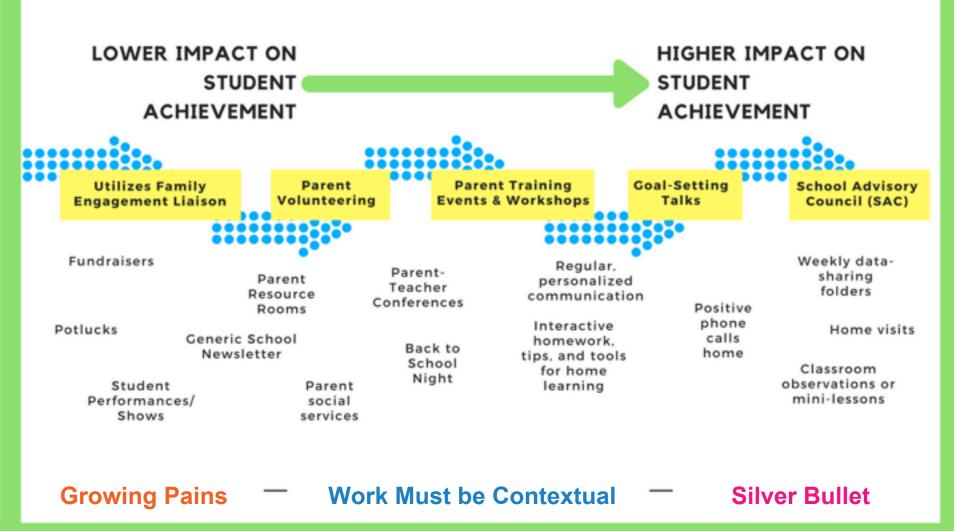
63% of schools have a SAC

94% of schools have a SAC School Advisory Councils (SACs)



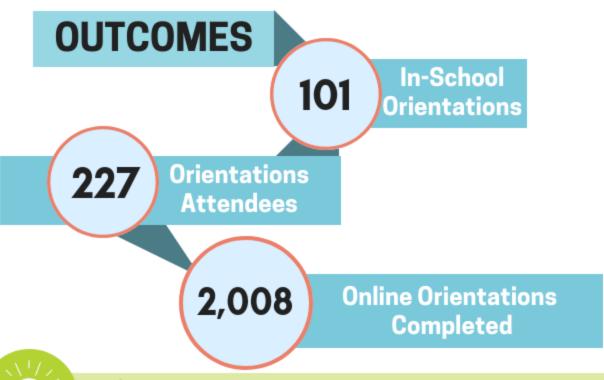


### WHERE DOES YOUR SCHOOL FALL ON THE SPECTRUM OF FAMILY ENGAGEMENT?



Adapted from: Harvard Family Research Project. Achieving Excellence and Innovation in Family, School, and Community Engagement Webinar Series. Building Strategic Partnerships to Foster Community Engagement in Education.

#### Addressing challenges in creative ways



New Volunteer Policy





#### Using evidence-based approaches

Academic
Parent-Teacher
Teams
(APTT)









## THE POWER OF INDOMESIA

### Using evidence-based approaches















# Family trainings that are linked to learning

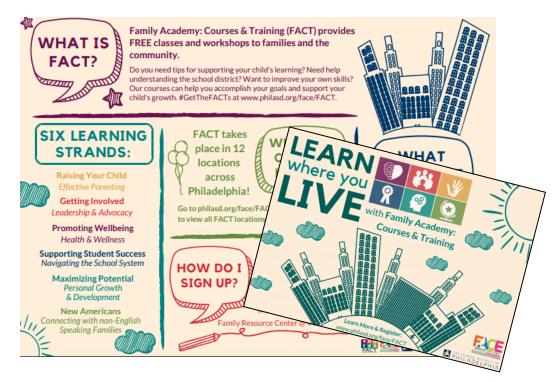
Family Academy: Courses & Training (FACT)





#### **Dual capacity-building model of Professional Development**

Family Academy: Courses & Training (FACT)







#### **Dual capacity-building model of Professional Development**

### Professional Development trainings for FACE staff:

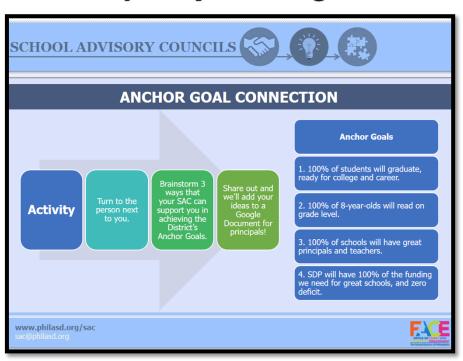
- Overview of policies and procedures
- Family engagement best practices
- Partnering with principals







#### **Dual capacity-building model of Professional Development**



### Professional Development trainings for Principals:

- Understanding Policies and Best Practice
- Making family engagement program seen as value add vs. an "add on"
- Choosing projects that align with principal's goals for the school







**Dual capacity-building model of Professional Development** 

**Professional Development trainings for Teachers:** 

#### **FACE 101:**

Introduction to Successful Family School Partnerships

#### How to Talk to Parents:

Communicating
with Parents
during Sensitive
or Difficult
Conversations

Making Your
Classroom
Parent-Friendly
to Families of
English
Learners

Talking to
Parents About
School and
Student Data

Effective
Two-Way
Communication
between

Schools and Families







### FACE Staff Website



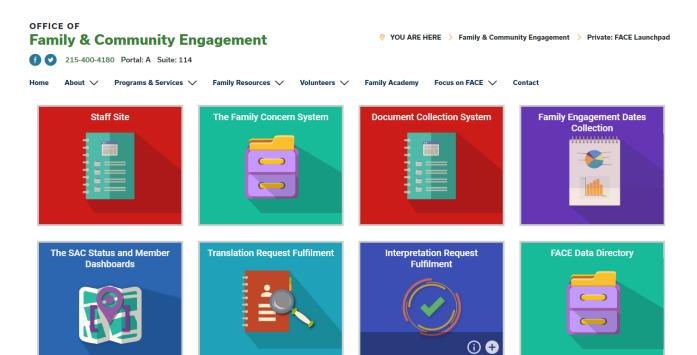






### THE POWER OF DATA & ANALYTICS

**Progress** Monitoring Tools & **Dashboards** 













# Family Concerns System

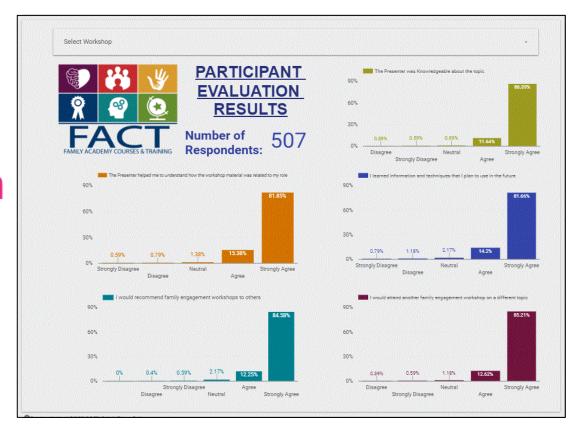








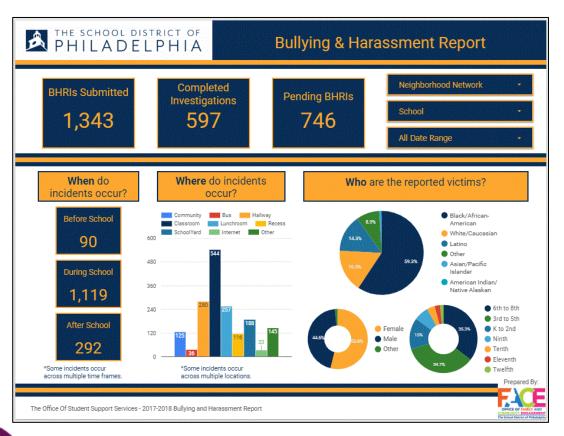
FACT
Attendance
& Evaluation
Results











# Bullying & Harassment System















### THANK YOU!

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Web: www.philasd.org/FACE



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