

APPENDIX VII – 28

VII.E.1.d Analyses of the scope and effectiveness of services provided by the Family Center(s)

A variety of classes and workshops were offered at the Family Resource Centers during SY 2015-16. These classes addressed each of the six types of parental involvement, according to National Network of Partnership Schools, Keys to Successful Partnerships: Six Types of Involvement. By facilitating a variety of offerings at the centers, families are able to find supports to truly meet their needs.

Participants who attended classes and workshops at the Family Resource Centers were given a survey with the following questions:

1. Was the presenter of this class well prepared?
2. Did the class meet your expectations?
3. Is this something you will share with your child?
4. Will you recommend this class to other parents?
5. How can we improve services for our TUSD families at the Family Centers?
6. What else would you like to have at the Family Centers?
7. Was the staff at the Wakefield Family Center helpful?

This customer satisfaction survey helped us evaluate the quality and content of classes and workshops being offered at the Family Resource Centers and helped to guide us in future offerings at the Family Resource Centers.

A total of 187 surveys were tallied and overall the participant feedback was positive regarding the quality of classes and workshops attended. Participants indicated satisfaction with the presenters and subject matter. Participants also indicated that classes met expectations and they would share information learned with their own children and other parents. While participants were pleased with the overall quality of offerings and staff, they suggested a need to raise awareness about the program, indicating a general lack of knowledge amongst parents about what is offered at the Family Resource Centers. Many parents also indicated a need for English acquisition and GED classes, and mental health supports.

Additionally, a needs survey was offered to TUSD families at a variety of district and community events. A total of 89 surveys were returned between January and May, 2016. Respondents indicated interest in services related to physical and mental health, financial planning and support, English acquisition, literacy and academic support, parenting and child development, navigating the school system, and health and nutrition. Responses also indicated a need for evening offerings.

The needs survey indicated a need for many of the supports already offered at the Family Resource Centers. This type of response, in addition to the suggestions made on the customer satisfaction survey, indicates a strong need to increase awareness of the program and its offerings throughout the District. To address this need, the following steps have been taken:

1. ParentLink emails and phone calls are used monthly to distribute calendars of offerings and informational fliers directly to parents and guardians. More than 340,000 direct contacts have been made since February, 2016, using this platform.
2. School sites have provided a Family Engagement Contact to coordinate information.

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3. Family Resource Center staff attend family events at school sites and other District and community events to provide information and materials to families.
4. Direct contact and phone calls are used to promote center offerings to District personnel and families.
5. The TUSD Webpages for the Family Resource Centers are updated regularly with new information and have been modified to be more easily navigated and user-friendly.
6. A Family Resource Center Facebook Page was created in October, 2015. The page has grown to 291 page “likes”, and has recorded over 16,000 impressions.
7. Monthly calendars are emailed to school sites, District departments, community partners, and other interested parties.
8. Family & Community Outreach presented at ILA in February and May, 2016.
9. Family & Community Outreach worked with TUSD Communications to create a series of short videos, six in English and six in Spanish, highlighting the services available through the Family Resource Center Program.
10. Family & Community Outreach is in the process of hiring a new Family Engagement Coordinator to support outreach and engagement efforts for the Family Resource Centers and throughout the district.

To address interests or needs indicated on both surveys, the following steps have been taken:

1. English acquisition classes are now offered at Wakefield Center, and steps are being taken to offer these classes at the three other centers.
2. FAFSA and resource events were offered at Wakefield and Palo Verde Centers.
3. Mental Health classes from NAMI and La Frontera were offered at Wakefield Center.
4. Scholarship and financial aid supports are shared regularly on the Family Resource Center Facebook Page.
5. Family Resource Center staff continues to seek out community partners to provide supports based on survey responses.

During FY 2015-16, the Family Resource Center Program increased from one to three sites. These sites facilitated approximately 7,000 center visits and offered more than 500 class and workshop sessions. Community partnerships have increased from 45 to 140 since July, 2015. In order to provide more targeted outreach, new systems for tracking family engagement and participation at the Family Resource Centers and at school sites are being developed for use in SY 2016-17. This data, in conjunction with Synergy data, will be analyzed to identify disengaged and at-risk students, determine their specific needs, conduct outreach, and provide appropriate supports to those students and families.