

Family Engagement Solution Plan

For the Northside Achievement Zone (NAZ)

NAZ Family Engagement Result:

Parents will increase their belief, intention, skills, and commitment to support their child(ren)'s academic development and successful path to college.

[1] ORGANIZATIONAL CAPACITY & CHARACTERISTICS

<i>Essential Active Ingredient</i>		<i>Necessary Conditions</i>		<i>Frequency (Dosage)</i>
(1)	<p>NAZ builds an infrastructure around the values of:</p> <ul style="list-style-type: none"> • Results-based accountability • Neighbors providing ground-level leadership • Supporting NAZ families as they progress through the cradle-to-college pipeline • Strengthening families through protective and promotive factors 	<ul style="list-style-type: none"> • Clearly articulated value statements reinforced in all staff trainings and embedded across the initiative, including: <ul style="list-style-type: none"> ○ Breaking the belief gap ○ Families as leaders ○ Cultural responsiveness ○ Protective and promotive factors • All NAZ systems and processes (e.g., hiring, employee support, supervision, performance review) reflect values. 	Ongoing	
(2)	<p>NAZ hires Connector staff to serve as family coaches and neighbor leaders who actively promote a culture of high expectations and support for families and children in the Zone.</p>	<ul style="list-style-type: none"> • Connectors must: <ul style="list-style-type: none"> ○ Be interested in and committed to positive interactions with families ○ Demonstrate a willingness to learn ○ Demonstrate respect and strong interpersonal skills ○ Demonstrate a commitment to a culture of achievement ○ Live in or have a strong connection with the Northside Community ○ Have a high school diploma • Hiring practices emphasize hiring staff who represent linguistic, cultural and ethnic origins that mirror families on the Northside, including individuals who themselves have experienced living in poverty. 	Ongoing	
(3)	<p>NAZ places all families arm-in-arm with a NAZ Connector who partners with them as a guide, coach, and support system in order to help families support their children’s well-being and educational success and move through the entire cradle-to-college pipeline effectively.</p>	<ul style="list-style-type: none"> • Connectors are assigned no more than 40 families. Of those, it is projected that the “high touch” process will differ based on family achievement planning variations. • When matching incoming families with a Connector, race, ethnicity, and gender match are considered. • Families are typically assigned to the Connector located at the school of the youngest child in the family. • Connectors are not matched with families with whom they have too close of a personal relationship. • NAZ hires and retains adequate numbers of skilled Connectors to meet annual targets for enrolling and supporting families. 	Ongoing; Connectors work a base of 40 hours per week, of which no more than 30 are expected to be in connection with families	

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(4)	NAZ builds and continuously utilizes NAZ Connect as a user-friendly centralized data management system for staff to use to drive and prompt their work with families.	<ul style="list-style-type: none"> • Sufficient training of all NAZ and Partner staff expected to use NAZ Connect. • Clearly communicated expectations of use. • Ongoing support and guidance around use. • Sufficient technical assistance to support daily use. • NAZ Connect is HIPPA and FERPA compliant. 	Ongoing
(5)	NAZ provides value-driven professional development that enables Connectors to promote a context that is culturally sensitive, positive, respectful, engaging, and data driven, with a focus on fostering a culture of achievement.	<ul style="list-style-type: none"> • Adequate resources to support training. • Time for training is factored in to Connector expectations so they can participate in training and still effectively support all of their NAZ families. • Professional development for staff continuously emphasizes respectful, engaging, and positive services. • Connectors receive training on using data from NAZ Connect to drive achievement. 	Each program day

[2] TRAINING, SUPERVISION & PROFESSIONAL DEVELOPMENT

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(1)	Connectors receive comprehensive initial training on how to work with families, including training on key interactional strategies and using data to drive achievement.	<ul style="list-style-type: none"> • Connector training reinforces the Connector’s role as a partner and family coach versus a case worker. • Connector training focuses on using data from NAZ Connect to understand family aspirations, strengths and needs and connect them to services, supports and interventions that ensure family and student success. • Training includes NAZ-specified safety protocol. • Initial two-month training period is probationary. After two month probationary period is successfully completed, then Connector status is official. <p><u>Key Interactional Strategies</u></p> <ul style="list-style-type: none"> • Empowerment Training/Foundations • Academic support strategies • Motivational Interviewing (MI) • Crisis Intervention • Culturally-Informed Practices • Trauma-Informed Practices • Solution Focused Brief Intervention • Protective Factors Strengthening Families Framework • Family Academy 	All staff undergo 6 – 8 weeks of training upon hire.

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(2)	Connectors are trained to use NAZ Connect to drive and prompt their work with families.	<ul style="list-style-type: none"> • Easy-to-follow training process for system use. • Expectations for use of NAZ Connect and the support process in place for timely data entry are made clear during training. 	Ongoing
(3)	Connectors receive support and work in active partnership with a highly effective Program Manager to drive outcomes with families.	<ul style="list-style-type: none"> • To ensure adequate level of supervision and active partnership, Program Managers are assigned 6 to 8 Connectors. Supervision of Connectors is the primary job responsibility for the Program Manager, and is the focus of at least 80% of their role. • Program Managers use reflective supervision to support Connector’s performance and engagement with families to support data driven results. • Program Managers set clear results-oriented goals and expectations as they work with Connectors, providing “high expectations and high support.” <ul style="list-style-type: none"> ○ Facilitated by use of Performance Management Goal Plan in meetings. • Connectors seek and receive support from Project Managers when faced with a family issue they are not prepared to handle independently. 	Weekly: <ul style="list-style-type: none"> • 2 hour Connector Huddle • Hour long 1:1 between Program Manager and Connector
(4)	Connectors set goals for ongoing professional growth and document progress towards goals in their Performance Management Goal Plan.	<ul style="list-style-type: none"> • Goal plan identifies the Connector’s current skills set and identifies steps needed to acquire new skills and further develop their engagement and efficacy with families. • Program Managers regularly review goal plans and provide feedback. 	Program Manager reviews goal plans at least monthly.
(5)	Connectors receive ongoing training and professional development.	<ul style="list-style-type: none"> • All staff have a professional development portfolio (includes 24 hours of MI training). • Time for training is factored in to Connector expectations so they can participate in training and still effectively support all of their NAZ families. 	At least annually, but typically ongoing

[3] ESSENTIAL WORK FUNCTIONS

Essential Active Ingredient	Necessary Conditions	Frequency (Dosage)
<p>(1) Connectors embody NAZ values in their interactions with families by:</p> <ul style="list-style-type: none"> • Communicating high expectations with high supports. • Emphasizing the importance of building a culture of achievement in the home. • Demonstrating a high level of cultural responsiveness in all interactions with families and partner organizations. • Using data to drive results. 	<ul style="list-style-type: none"> • Connectors receive initial training and ongoing supervision and support in how to embody and communicate NAZ values. 	<p>Ongoing</p>
<p>(2) Connectors methodically, strategically and adaptively recruit new families by:</p> <ul style="list-style-type: none"> • Using systematic and targeted recruitment plans set by NAZ Anchor Partner organizations. • Knocking on doors in the Zone. • Supporting parents who have chosen leadership goals related to recruitment of new families. 	<ul style="list-style-type: none"> • Connectors are trained in NAZ’s safety policy and protocol. • Connectors (and parents with leadership goals) use recruitment scripts to inform their own style of engaging new families and helping them understand the benefits of participation in NAZ. • Connectors record recruitment efforts in NAZ Connect. • Program Managers provide Connectors with opportunities to reflect on and receive feedback about recruitment practices in order to make quality improvements as needed. 	<p>Ongoing</p>
<p>(3) Connectors lead families through a stepped enrollment process to establish initial NAZ Connect Family Profile in key areas, with a focus on education.</p>	<ul style="list-style-type: none"> • Connectors are attuned to ensuring that NAZ families feel supported and comfortable in initial meetings. • Connectors obtain a signed Release of Information (ROI) during initial enrollment, and maintain up-to-date ROI in NAZ Connect as an ongoing process • Connectors communicate the importance of data, both to help families achieve their own goals, but also to empower the Zone to use data to drive results in the community. • Families actively engage in the development of their Family Profile. • Connectors complete the Enrollment tab for the head of household and age-appropriate Education tabs for each scholar. 	<ul style="list-style-type: none"> • Upon recruitment • Happens across 1-3 meetings with family.
<p>(4) Connectors engage families in completing the College-Bound Commitment process for each scholar in the family.</p>	<ul style="list-style-type: none"> • College-Bound Commitment assessment for each scholar. • Parent signs College-Bound Commitment pledge, has family photo taken, and participates in public declaration. 	<p>Upon enrollment</p>

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(5)	<p>Connectors work with families to build and continually update an Achievement Plan for each scholar (including an Education Goals Checklist or Early Childhood Checklist).</p> <ul style="list-style-type: none"> Included in this is a goal-setting process in which families pledge commitment to action. 	<ul style="list-style-type: none"> Connectors build trust by discussing confidentiality, practicing appropriate disclosure, respecting the right to privacy, clarifying expectations, and practicing deep listening. Connectors maintain ongoing contact with families following the NAZ High-Touch Approach to fostering engagement. Updates are entered into NAZ Connect on a regular basis. Connectors use the NAZ Connect system that prompts stepped processes and facilitates use of data to drive achievement. Connectors continue to assist with additional goal development as goals are reached; using MI and other key interactional strategies to drive toward college success and family stability. All families are supported in setting completion of Foundations as a goal during initial development of solution plan. Families are supported in setting a goal related to age-appropriate Family Academy offering. Program Managers use data from NAZ Connect on a weekly basis to identify areas of engagement focus. 	<ul style="list-style-type: none"> Initially: Upon completion of the College-Bound Commitment process; Within 2 wks of joining NAZ Implemented weekly to monthly (min of 1 in-person mtg per month) Reviewed quarterly to assess for age appropriateness
(6)	<p>Connectors match families with opportunities that will facilitate meeting the family's stated goals.</p>	<ul style="list-style-type: none"> Connectors do not provide direct service; they connect families to service organizations following NAZ-specified process maps. Program Managers use data from NAZ Connect reports on a weekly basis to identify areas of engagement focus. 	Ongoing

	Essential Active Ingredient	Necessary Conditions	Frequency (Dosage)
(7)	Connectors use key interactional strategies and NAZ operating procedures as guided through NAZ Connect as the basis for all interactions with families.	<ul style="list-style-type: none"> • Use NAZ online protocols to support use of strategies and operating procedures. • Connectors work with families using the NAZ Connect system that prompts stepped process and facilitates use of data to drive achievement. • All Connectors are trained to follow NAZ-specified safety protocol. • Connectors reach out to families using methods that best match the families' needs, including contact via text, email or in person meetings at the home, Partner program, or other location. <p><u>Key Interactional Strategies</u></p> <ul style="list-style-type: none"> • Empowerment Training/Foundations • Academic support strategies • Motivational Interviewing (MI) • Crisis Intervention • Culturally-Informed Practices • Trauma-Informed Practices • Solution Focused Brief Intervention • Protective Factors Strengthening Families Framework • Family Academy 	Ongoing, with a minimum of 1 in-person meeting per month
(8)	Connectors function as ethical and thoughtful neighbor leaders .	<ul style="list-style-type: none"> • Connectors are trained on mandated reporting and risk assessment safety planning and adhere to NAZ procedures around ensuring safety of all household members • Connectors report all potential occurrences of abuse or neglect to their immediate supervisor, who supports them in the mandated reporting process. • Connectors engage with families by adhering to NAZ-defined guidelines for boundary setting. • Connectors utilize individual supervision to discuss challenges in ensuring adherence to NAZ policies. 	Report within 24 hours of potential occurrence.

[4] INFORMAL OBSERVATIONS WITH FAMILIES

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(1)	During in-person contacts, Connectors follow NAZ protocol for noticing and flagging developmental concerns.	<ul style="list-style-type: none"> • NAZ articulates common developmental concern protocol. • Connectors receive training on NAZ protocol for noticing and flagging developmental concerns. • NAZ Connect family achievement plans are up to date and accessible. 	At every in-person visit
(2)	When developmental concerns are identified , staff produce and document specific referrals and linkages for information gathering or services related to developmental concerns. Outcomes of referrals and services are tracked in NAZ Connect.	<ul style="list-style-type: none"> • Partner staff receive ongoing training in protocol for documenting and referring developmental concerns and NAZ Connect. • Partner organization collaborates with EC Navigator. • NAZ Connect is kept up to date. 	As needed

[5] COMMUNICATION AND INFRASTRUCTURE

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(1)	Connectors use the NAZ Connect Data system as the primary method for documenting interactions with families in order to achieve a high level of accountability and to facilitate internal NAZ communication and communication with partner agencies regarding a family's needs, strengths, and progress.	<ul style="list-style-type: none"> • Connectors receive training on effective use of NAZ Connect and using data to drive achievement. • Connectors enter NAZ Notes while interacting with families. <ul style="list-style-type: none"> ○ Each NAZ Note creates a data point (goals set, change made to the family profile, referral made to partners, updating goal status, etc.). ○ When confidential information is received, note is marked as "private" • Connectors review NAZ Note content with their families before ending visit. If a Note cannot be made while interacting with the family, the NAZ Note must be entered the day of the interaction, no later than within 24 hours of meeting. 	NAZ Connect Notes should be recorded during every interaction with the family; 100% of interactions, both in person and over the phone.
(2)	Connectors demonstrate a high degree of communication with other NAZ staff and Partner organization staff to support families and meet their needs.	<ul style="list-style-type: none"> • Regular, ongoing communication about families' progress with key partners regarding a child's/family's progress. • High level of information sharing supported by ROI process. • The Family Achievement Plan documents each family's goals and serves as the central source for connections and communication between and among NAZ and partner staff. • In-person meetings occur as needed to support and promote communication. • After immediate high needs crisis situations have been resolved, communication between Connectors, Program Managers and Partner staff allows for necessary follow-up and referral for additional services as needed. 	Ongoing (specified based on action area)
(3)	Connectors demonstrate a high degree of communication at site team meetings.	<ul style="list-style-type: none"> • Site team meeting processes and protocols are followed. • Connector is supported by Program Manager for more immediate needs on a weekly basis. 	Biweekly