



FAMILY ACHIEVEMENT FAMILY CLOSURE PROCESS DURING COVID-19

This closure process is for families currently enrolled on a coach roster. As stated in Dec 2020, we have PAUSED family removals. We will only remove families for the following reasons:

1. Family requests removal from NAZ
2. Family moves out of state
3. Family does not have scholars in the household
4. Family is not engaging with coach- then the following steps MUST occur monthly over a 90 day period:
 - a. Contact family... notes
 - b. Contact family... notes
 - c. Reach out to site for support (if applicable)....notes
 - d. letter in mail ...notes
 - e. submit for closure

Coaches are expected to meet with all remaining families on their roster to recruit for family academy, tutoring, set goals with adults, offer food support, update ROIs, and refer to PPL as needed.

FAQs:

What if a family is enrolled at a partner site but no longer lives in north Minneapolis? Family will remain on your roster. *Coaches are expected to meet with remaining families on their roster to recruit for family academy, tutoring, set goals with adults, offer food support, update ROI, and refer to PPL as needed.*

Are closures for those in recruitment held to the same closure requirements? Yes. Refer to # 4.

The family only has adult children in the home and are housed with PPL are they still eligible to remain active on a roster? No, refer to #3.

The family has ended participation with the partner site, and coach cannot reach the family - should they be closed? Refer to step #4

What is the role of the manager in the closure process? Is a manager required to follow up with each and every family in which there is a request for closure? Manager and Director will review expectations and follow up with families before a family is closed out.

****scholars are EC through highschool*

****Coaches must make closure request to manager but not remove themselves or complete the closure*