



Session Audience Console

National Center on Parent, Family, and Community Engagement

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Learning Objectives

- Engage in a discussion about scenarios that follow a family through the ERSEA process
- Explore strategies to work with families with complex needs.

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Agenda

- Scenario One: “We Are in It Together”
- Break
- Scenario Two: “Open Minds, Open Hearts”
- Break
- Let’s Talk: Teaching and Learning Together

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Scenario One: “We Are in It Together”

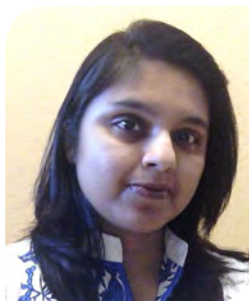


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Scenario One Facilitators



Dr. Jennifer Olson
Senior Training & Technical
Assistance Specialist



Dr. Jhumur Saeed
Senior Resource
Development Specialist

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“We Are in It Together”

“Together Head Start Programs” recently re-opened after delivering services virtually for several months. During a recent management team meeting, Ms. Luna, center director of one of the programs, said that her program is trying to increase consistent attendance and struggling to maintain full enrollment.

Ms. Luna spoke with many parents who said they are finding it challenging to balance their work and family duties during the pandemic. Some families have returned but are not bringing their children consistently. Other families have not been attending at all and have not decided if they will return.

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“We Are in It Together” (cont.)

During this same period, some families relocated to work at a new shopping mall in Duran, a town located about 15 miles from the center. About 60% of families who moved are using the free transportation offered by the new Supermart to get their children to Ms. Luna’s center. The remaining families are relying on friends and family members to provide care at home. Duran does not have a Head Start center available to families, and there is only one private child care center with a long waitlist.

The cost of living in Duran is high. Apartment rental rates are unaffordable for many of the families who relocated, forcing multiple families to live together in one-bedroom apartments.

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Reflection


Share Your Thoughts Using the Q & A Tool.

- What are some key issues identified in this scenario?
- What are some approaches and strategies you could suggest to support families in the program and community?
- How could you help the program meet the enrollment and attendance requirements?

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**SEE YOU IN
5 MINUTES**

ALMOST EVERYTHING
WILL WORK AGAIN IF YOU
UNPLUG IT FOR A FEW
MINUTES...INCLUDING
YOU.

~ANNE LAMOTT

Scenario 2: “Open Minds, Open Hearts”



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Scenario Two Facilitators



Brandi Black Thacker, MA, MSW
Director of Training and Technical
Assistance Collaboration



Dr. Catherine Knowles-O'Brien
Program Integration Manager

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“Open Hearts, Open Minds”

Ana enrolled her son, Joshua, in the program three months ago. She would regularly chat with staff when dropping off or picking up Joshua. For a few weeks now, Joshua’s grandmother has been bringing him to the center. Bella, the classroom teacher, is concerned because Joshua has been increasingly withdrawn, sad, and often has tears in his eyes. Other than very basic greetings in the grandmother’s home language, Bella hasn’t been able to engage in a conversation with her to share her concerns about Joshua and ask about Ana.

During a bi-weekly case management meeting, Bella asked Monique, the FSW, if she has heard from Ana recently. The response was, “No, I haven’t. I know she was trying to get a job. Maybe she did and is working nights. I will find out.”

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“Open Hearts, Open Minds” (cont.)

The reality is that Ana could not get a job because she was at home recuperating from a broken rib following a fight with her live-in boyfriend. Monique was suspecting that Ana was receiving harm but was aware that she was not ready to share yet. Ana was contemplating putting an end to this relationship but did not have a job to provide for herself and her family. She was enrolled in school and thought she could complete her CDA soon in hopes of a better job, but this dream was coming to a halt as well.

Reflection

Share Your Thoughts Using the Q & A Tool.

- What are some key issues identified in this scenario?
- How would you assist Monique to support the entire family?
- What are some strategies you would put in place to enhance communication and break down silos in your program?





SEE YOU IN
5 MINUTES

TAKE MORE TIME TO
SIMPLY SIT &
BREATHE.
LIKE, LOTS
MORE TIME.

~KAREN SALMANSOHN

Teaching and Learning Together



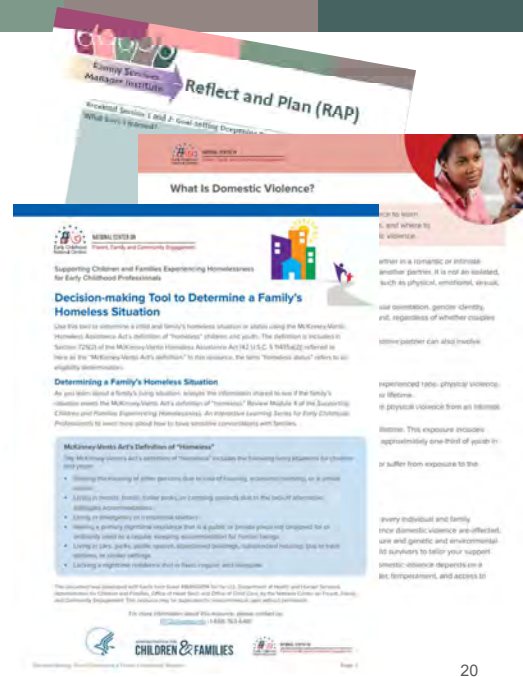
Family Services
Manager Institute

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Resources

- Supporting Children and Families Experiencing Homelessness Resource Collection on ECLKC
- Preventing and Responding to Domestic Violence Resource Collection on ECLKC
- Reflect and Plan Handout


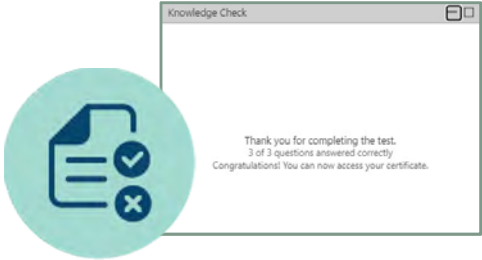


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