

AISD School Based Family Resource Centers Austin Voices for Education and Youth Annual Report (Pandemic Response) School Year 2020-21

**Burnet, Dobie, Martin, Mendez, and Webb Middle Schools,
Navarro High School & AVEY Call Center**

AVEY FRCs support Cook & Wooldridge ES in the Navarro Vertical Team; Barrington, Brown, Graham, Hart, Pickle, Walnut Creek and Winn ES in the Northeast Vertical Team; and Barbara Jordan ES in the LBJ Vertical Team

Services and ETO Technology Jointly funded by
City of Austin, Travis County, AISD, and Austin Voices for Education and Youth



Data Reports Generated July, 2021
Susan Millea, Ph.D.

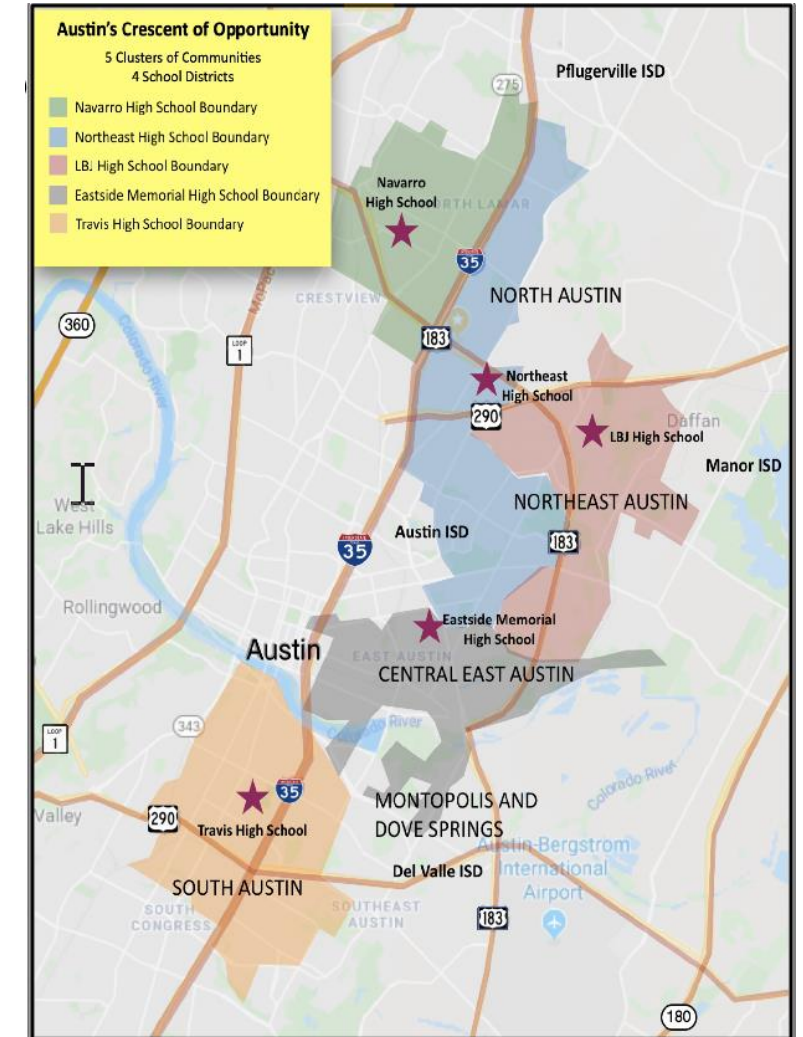


Community School Model

- **Family Resource Centers** are part of a research-based, comprehensive school improvement framework called ***community schools*** that aim to:
 - Reduce barriers to learning
 - Increase opportunities for students and families
 - Improve conditions for learning
- Community School strategies include:
 - Service and Partner Coordination at the campus level
 - Shared planning with school staff, parents, students, and community
 - After school and summer programs
 - Early childhood programs
 - Wraparound supports for students and families through FRCs
 - Family and community engagement including adult education

Family Resource Centers

- Serve vulnerable populations by neighborhood across Austin's "crescent of opportunity," within AISD targeting:
 - Physical and Mental Health
 - Basic Needs: food security/nutrition, clothing
 - Housing, rent and utility assistance
 - Legal/immigration
 - Economic opportunity, employment and affordability
 - Youth and adult education
- Support and link with AISD, City, County and Community Partner services

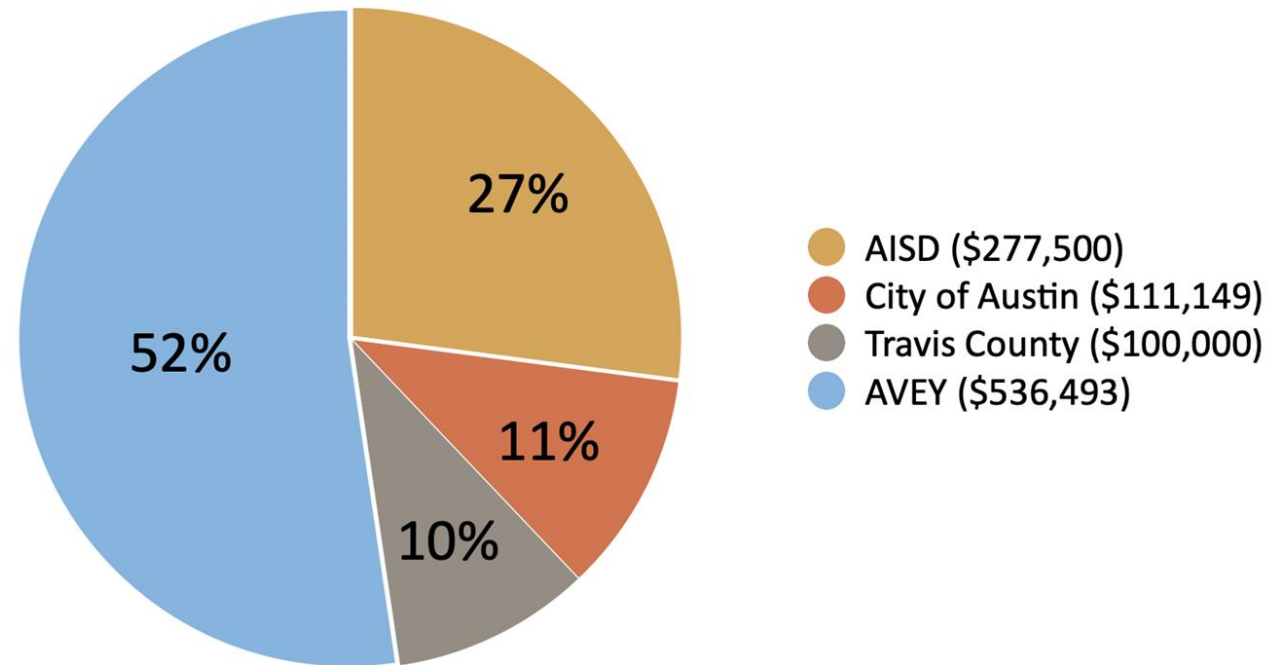


Family Resource Centers

- AVEY FRCs are located at Burnet, Dobie, Martin, Mendez, Webb MS and Navarro Early College High School
- AVEY FRCs support Cook & Wooldridge ES in the Navarro Vertical Team and Barrington, Brown, Graham, Hart, Pickle, Walnut Creek and Winn ES in the Northeast Vertical Team and Barbara Jordan ES in the LBJ Vertical Team
- AVEY started a Call Center as a virtual FRC for service navigation in August 2020
- FRCs stabilize families in transition and crisis where they live to improve student outcomes and reduce student mobility
- Wrap-around model includes:
 - Family Need Surveys
 - Outreach and Family/Community Engagement Events
 - Adult Learning Classes and Workshops
 - Responsive Services (examples: food pantries, clothing, SNAP/Medicaid benefits enrollment) based on family-identified need
 - Family Case Management (including emancipated students in high schools)

Funding for the 8 Sites Served by Austin Voices (AVEY)

2020-21 Cost for 6 MS/HS FRCs: \$1,025,142 (Avg \$170,857)



Notes

- 1) AVEY has taken over support of Navarro FRC funding with end of federal FSCS grant on 9/30/20.
- 2) AVEY receives \$30,000 additional from AISD for data/admin/training support for Northeast/LBJ FRCs

FRC Staffing & Activities

- Staffing for FRCs:
 - Burnet, Dobie, Webb & Navarro FRCs have a Bilingual Social Worker, Director and part time administrative support who are AVEY employees
 - Mendez FRC has only a social worker
 - Martin FRC has a ½ FTE Director/Social worker who is also 1/2 FTE PSS
 - Navarro & Burnet FRCs, Cook & /Wooldridge ES share a Community School Coordinator
- AISD contracts with AVEY to support alignment of LBJ and Northeast Early College High Schools where social workers are AISD employees
- AVEY hired 25 social service specialists to staff a Virtual Call Center, Mon-Fri, 8am-8pm, Aug-Dec 2020, for the High Risk Worker Grant Program. In January 2021, Call Center staff reduced to 3 workers

Community School Partnerships, Community Engagement & Planning

- August 2020 - started the Community Block Leader Training Program with weekly virtual meetings by Zoom, now with 62 parent leaders doing community organizing and communicating with family, friends and neighbors about resources, programs, opportunities and events
- FRCs host monthly Community School Alliance partner meetings to promote community collaboration and integration of partner services to support students and families through direct services, resource fairs and adult education
- December 2020 - hosted the virtual Housing, Health & Hunger Summit with over 250 people participating
- June 2021 - hosted a state-wide Community School Planning Summit “Re-Engage” with 21 AISD schools, 8 Texas School Districts and 44 community partners and 225 people participating in planning re-engagement strategies for the next school year

**Removing non-academic barriers to learning:
Understanding and responding
to family needs during the pandemic,
SY 2020-21**

SY 2020-21 COVID-19 Pandemic Response

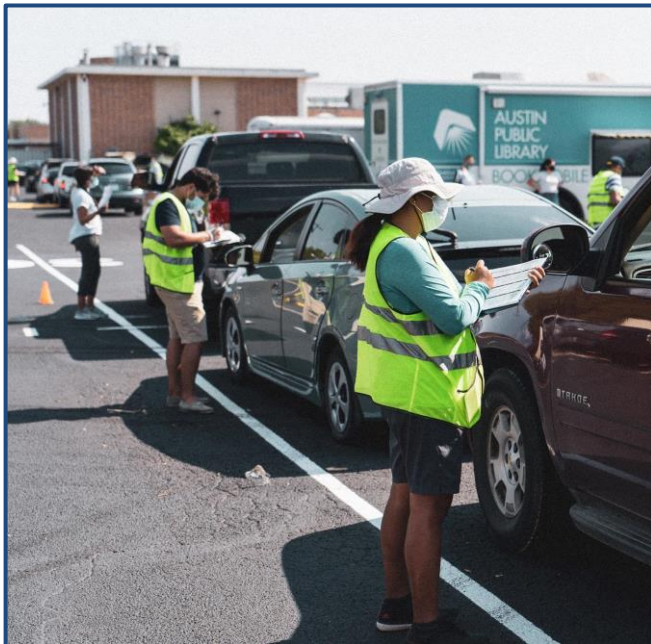
On March 13, 2020, schools and FRCs closed due to COVID-19. AVEY staff shifted to a virtual service delivery model to expand capacity to serve the increased number of families in need during the pandemic. This virtual service delivery model continued through SY 2020-21:

- Virtual Needs Assessment processes:
 - Rapid Response Needs Assessment (3-Tiered algorithm) instead of Family Developmental Matrix
 - Family Needs Survey and COVID-19 consents completed verbally with clients, verbal consent process reviewed and approved by AISD.
- Models for Rapid Response Service Delivery:
 - Disaster Relief Responsive Services by FRC & Call Center (Tier 1 & 2 family needs)
 - Disaster Relief Case Management (Tier 3 family needs by social workers in FRCs and Call Center)
 - Drive-Thru Responsive Services for distribution of basic needs such as food, household supplies, school supplies, coats, PPE, box fans, diapers, books, etc.

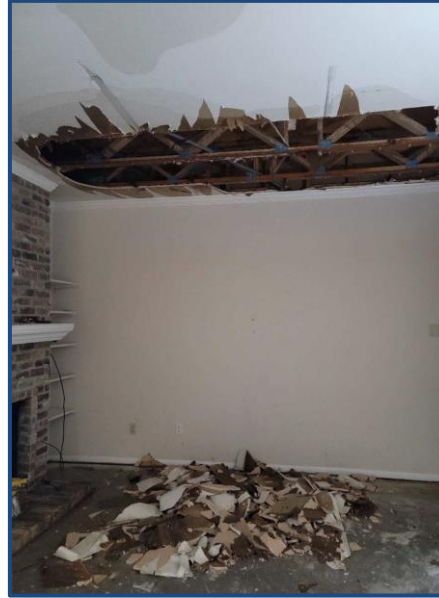
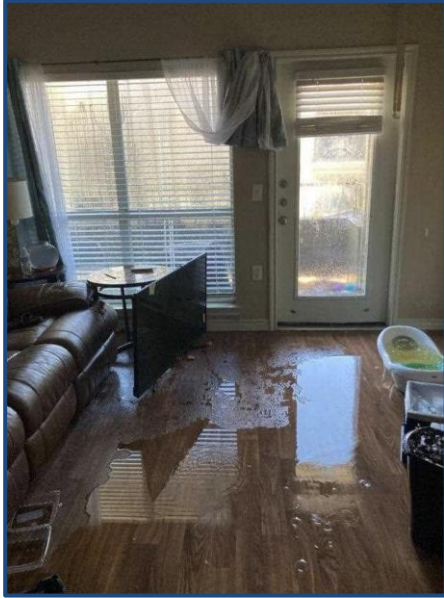
SY 2020-21 COVID-19 Emergency Food Distributions



24,776
families
received
food since
3/15/2020



February 2021 Winter Storm Uri Emergency Response



AVEY mobilized an army of volunteers & resources!

20 families received \$1000 in cash assistance for emergency home repairs from FRCs/Powered by People

3,893 families received emergency food & water in 7 AVEY drive-thru mass distributions



SY 2019-20 Early COVID-19 Pandemic Response Grants

- **AllTogether ATX 1.0 (United Way, April 2020) - \$20,000** - CTFB food handling fees for AVEY Drive-Thru food distributions (serving 300-500 families weekly) and Community Block Leader stipends (new virtual leadership training program)
- **AllTogether ATX 1.0 (Assistance League/United Way, April 2020) - \$20,000** - direct financial assistance for rent for families (also distributed through LBJ and Northeast FRCs)
- **RISE (City of Austin, May-July 2020) - \$450,000 with \$367,000** for direct financial assistance for rent, utilities and other creditors for families (also distributed through LBJ and Northeast FRCs)
- AVEY has **7 Austin Energy Plus 1 contracts** to pledge direct utility assistance for families - **\$199,316.22**
- Total COVID-19 Direct Financial Assistance for families = **\$606,316.22**

SY 2020-21 COVID-19 Pandemic Response Grants

- **AllTogether ATX 2.0 grant (United Way, Aug-Dec 2020) \$70,000** to provide digital literacy classes for 265 adults and distributing 100 laptop computers
- **City of Austin RENT grant (Oct-Dec 2020) \$25,000** for staff to do outreach and rent application assistance for RENT 2.0 through FRCs and Call Center
- **City of Austin High Risk Worker grant (Oct-Dec 2020) \$350,000** to staff an AVEY Call Center to provide information, screening and application assistance for the High Risk Worker rent/utility assistance program
- **AllTogether ATX 3.0 grant (United Way, Dec '20-June '21) \$10,000** to provide catered holiday meals for 350 families at the Burnet MS food distribution
- **Powered by People-Winter Storm Uri (Mar 2021) \$20,000** for housing repairs
- **AVEY has 7 Austin Energy Plus 1 contracts \$199,316** to pledge direct utility assistance for families + additional **COVID Relief Plus 1 funds \$304,218 = \$503,534** (thru Aug 2021)

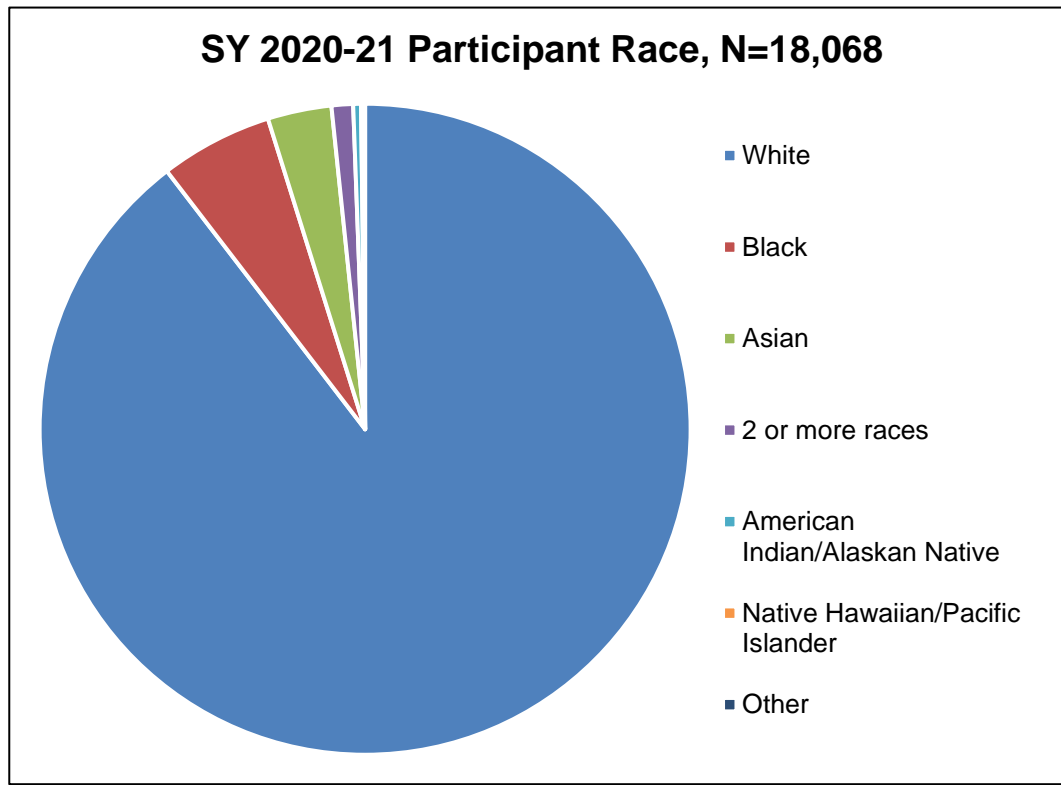
Describing the Families Served by AVEY FRCs

(Gender: Female 57%, Male 43%, Unknown <1%)

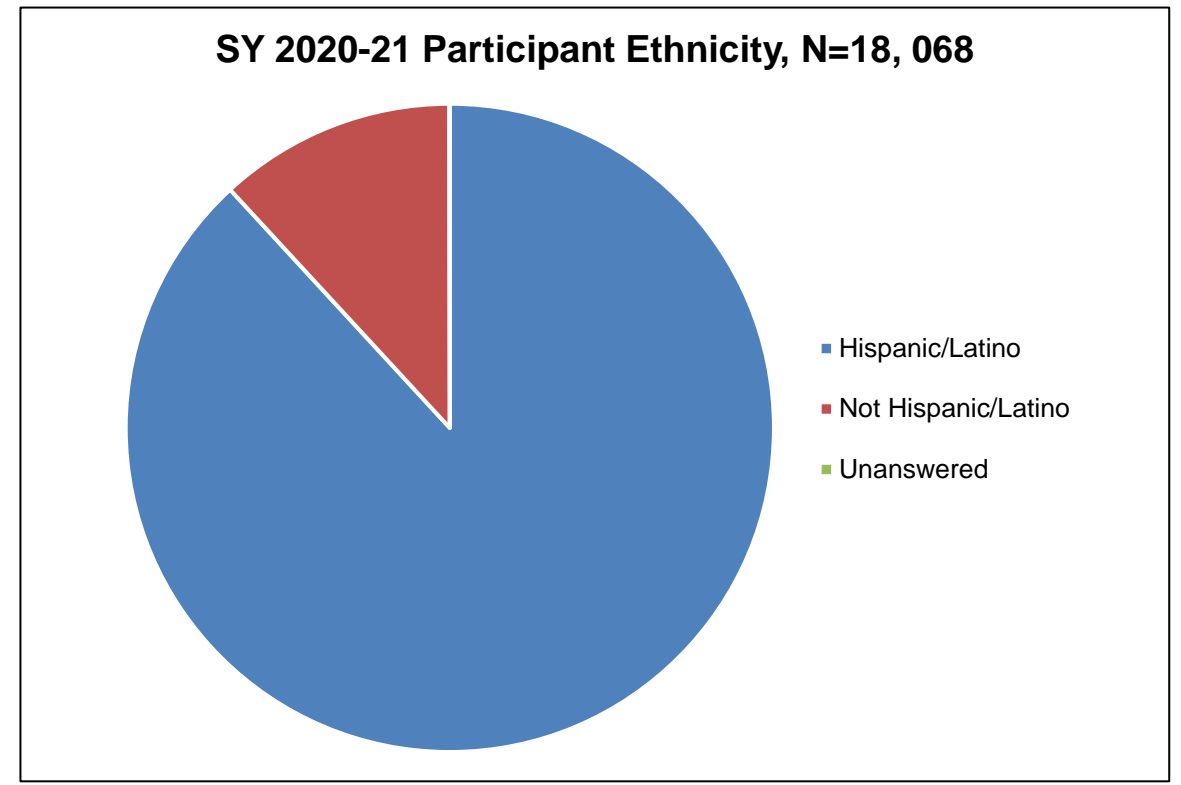
Total Unduplicated Participants: 18,070
5% increase over prior year

Total Families Served: 6,863
21% Increase over prior year

Participant Race



Participant Ethnicity

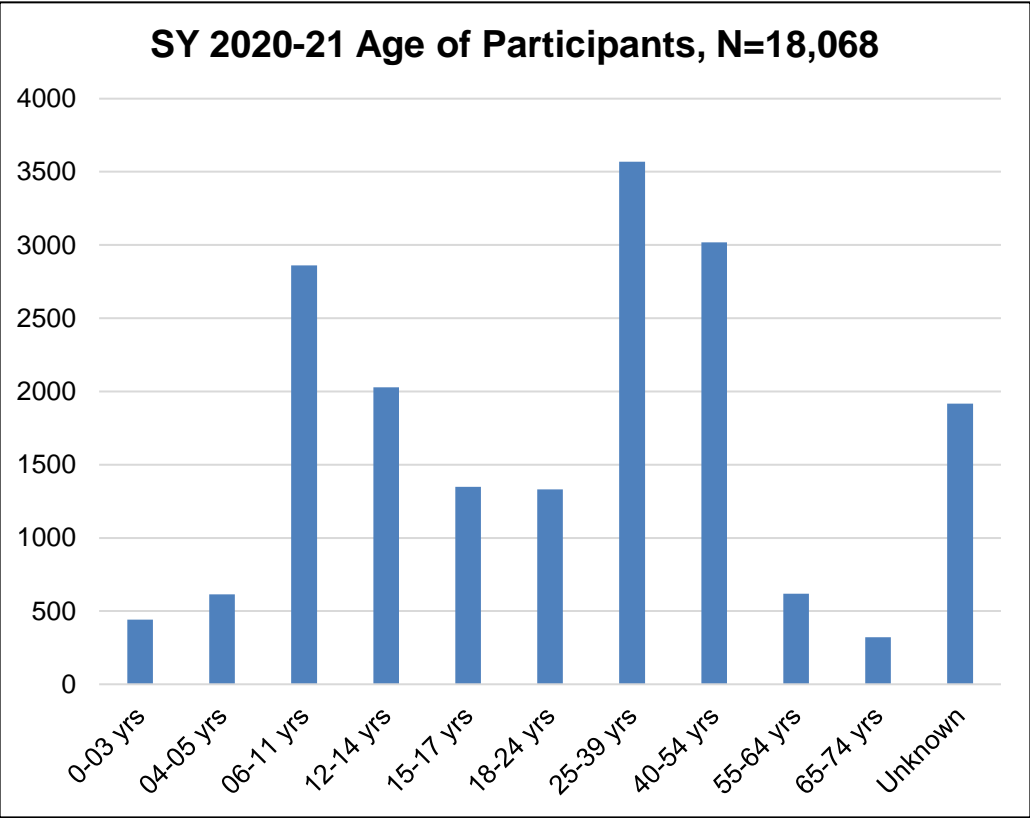


Campus Free/Reduced Lunch rates reflect that the majority of families have income \leq 185% federal poverty level.
All Family Resource Centers have English/Spanish bilingual staff.

Describing the Families Served by AVEY FRCs

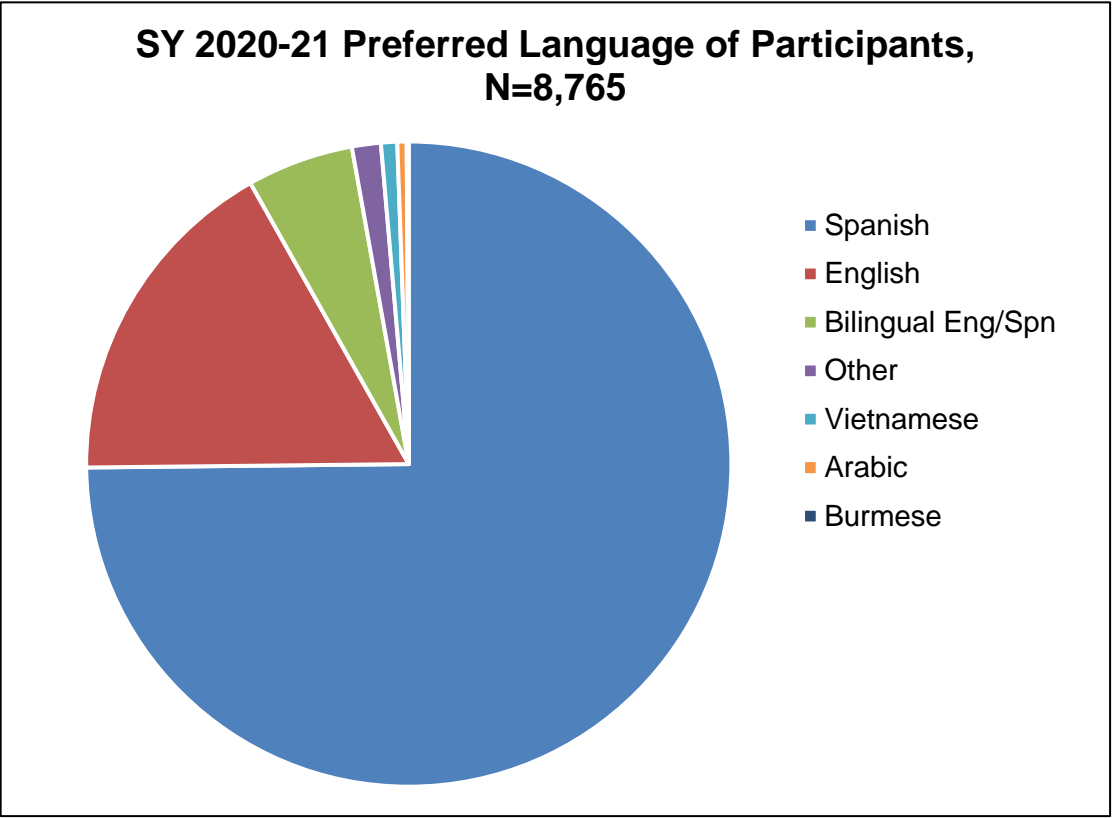
(Gender: Female 57%, Male 43%, Unknown <1%)

Age



Total Participants: 18,068

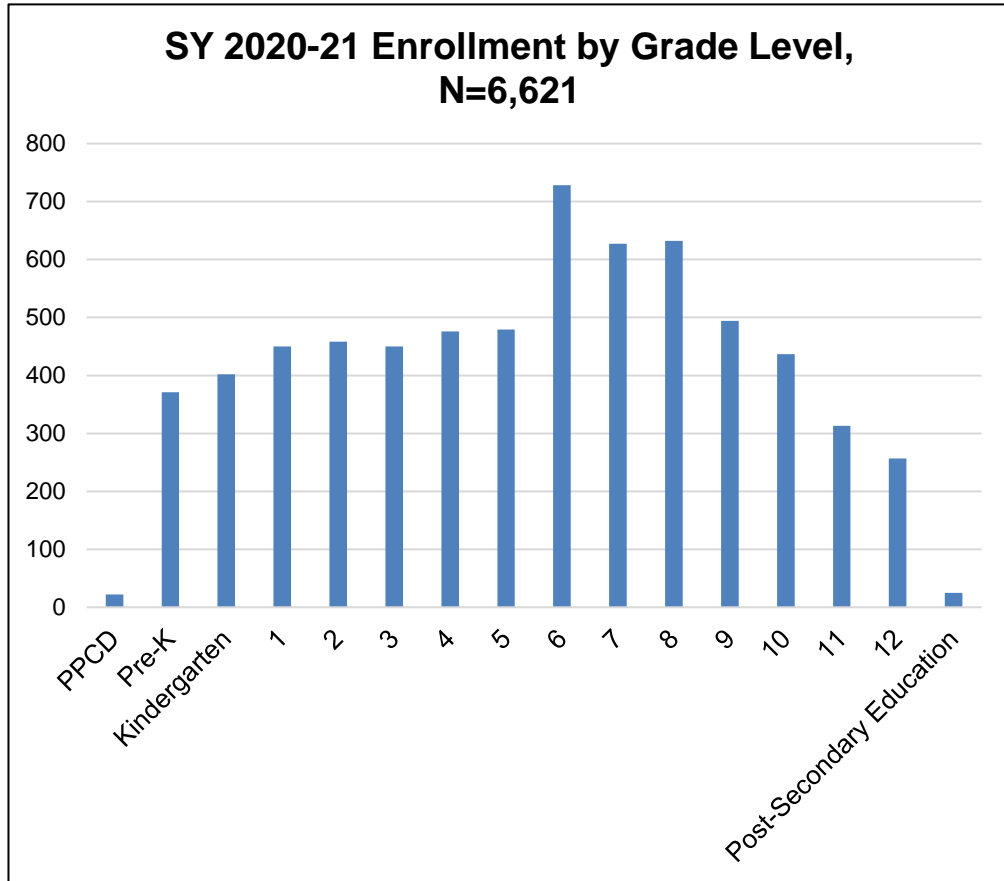
Language of Preference (Adult Participants)



80% of respondents were Spanish dominant or bilingual in English/Spanish

Describing the Families Served by AVEY FRCs

6,621 Students in Families Served



Although both the count of families and of total persons served increased over the prior year, the count of students decreased by 959 students (13%). There were more community members being served with pandemic response services.

Of 6,621 Enrolled Students Served:

- 6,094 are AISD Students, attending 109 campuses
 - 92% of all students served by AVEY are enrolled in AISD
 - 1,643 attend the 5 Middle Schools sites with FRCs
 - 799 attend Navarro
 - 413 attend Cook and Wooldridge Elementary Schools
 - 3,239 attend all other AISD schools
- 551 students served by AVEY, not enrolled in AISD
 - 327 enrolled in Charter School
 - 219 enrolled in another Public ISD
 - 5 enrolled in Private/Parochial School
- 25 students enrolled in post-secondary education

13 students had completed HS/GED

32 school-aged persons were identified by the family as having withdrawn/dropped out

School Based Family Resource Centers (FRCs)

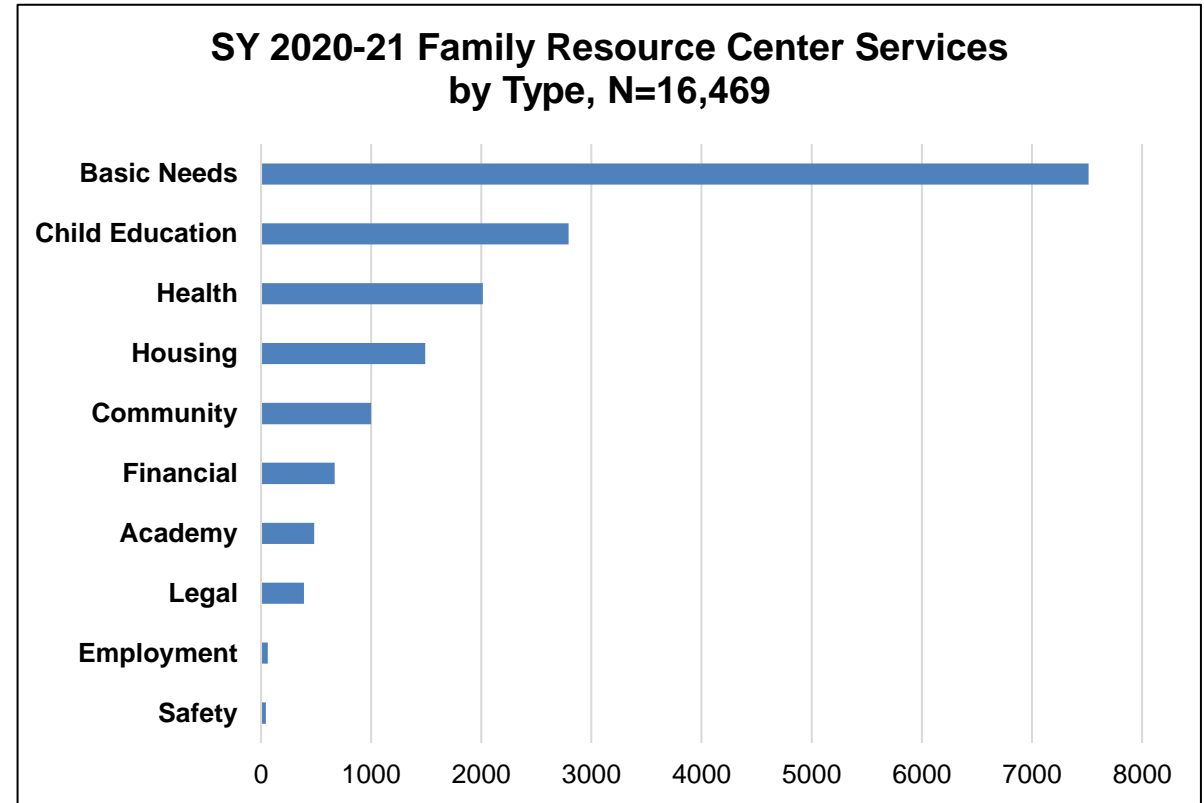
SY 2020-21 Sites: Burnet, Dobie, Martin, Mendez, Webb MS, Navarro HS, Virtual FRC

(FRCs served families from Cook & Wooldridge ES in the Navarro Vertical Team; Barrington, Brown, Graham, Hart, Pickle, Walnut Creek and Winn ES in the Northeast Vertical Team; and Barbara Jordan ES in the LBJ Vertical Team)

Families Served

- **6,863 Unique *Families* Served**
 - 18,070 Unique Persons
 - 6,621 Unique Students; 6,094 in AISD
- **1,652 Family Needs Surveys completed across 8 AVEY campuses**
 - 47.8% reduction in needs surveys from prior year was due to pandemic impact
- **10,117 Unique Service Encounters, 44% increase over prior year**
 - **16,469 Services Provided, 54% increase over prior year**

Services Provided to Families, by Type



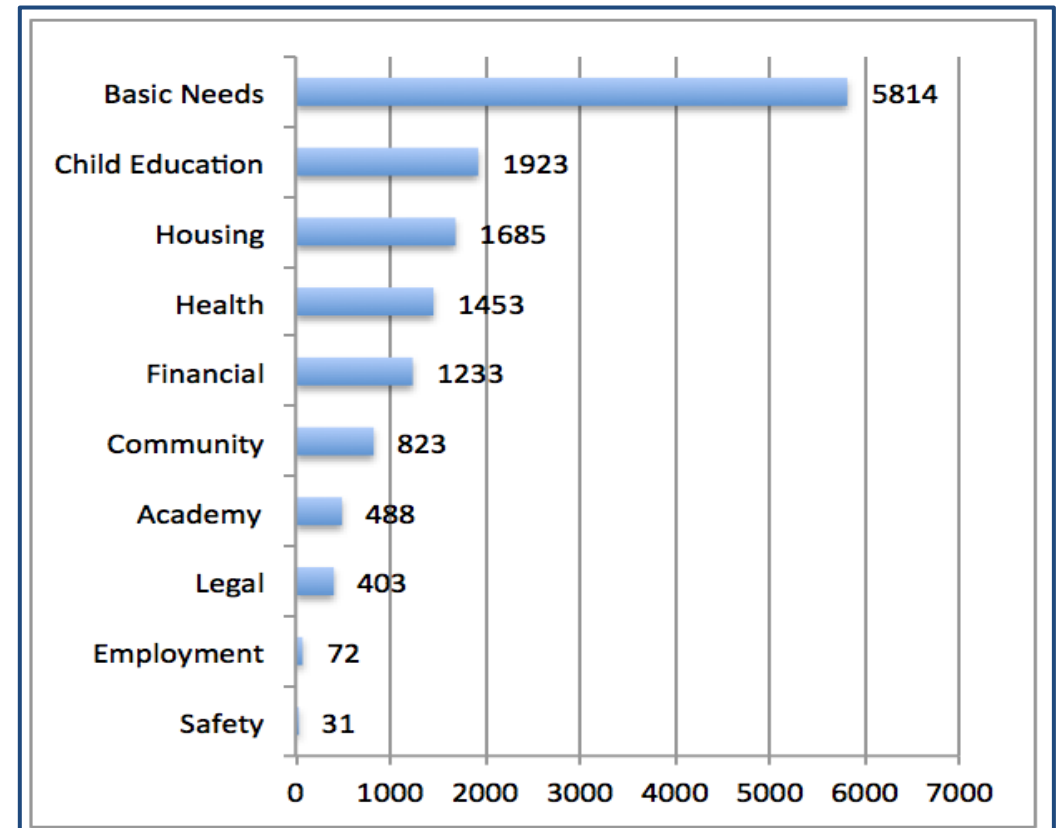
Compared to the prior year, FRC basic needs services increased by 46%, from 5153 to 7513.

School Based AVEY Family Resource Centers + *AVEY Call Center* Service Delivery Impact for SY 2020-21

Impact on Participants & Families

AVEY FRCs + AVEY Call Center Impact for SY 2020-21	Totals
Count of all active participants in ETO in school year date range	19,560
Count of unique participants with Client Contacts	7,533
Count of unique families served with Client Contacts	7,200
Count of unique participants with Disaster Relief Case Management	629
Count of unique participants with Outreach: Events	24
Count of unique participants with Outreach: Classes	530
Count of unique participants with Outreach: Other	100
Count of unique participants with Partner Services	183
Count of unique participants with Disaster Relief Responsive Services	3,817
Count of unique participants with Drive-Thru Responsive Services	4,559

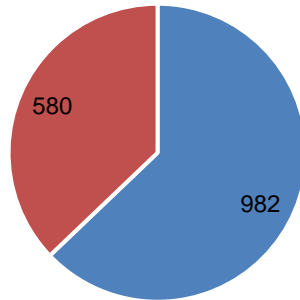
Types of Services Provided to Families in 9,220 Encounters, n=13,925 Services



SY 2020-21 Family Needs Surveys

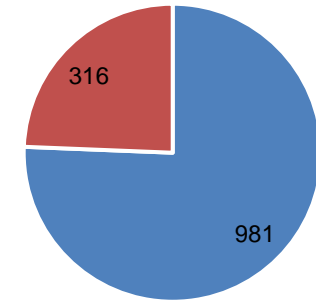
Digital Access

Family Needs Survey SY 2020-21
Computer at Home, N=1562 responses



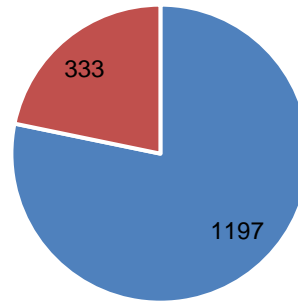
■ Computer at Home ■ No Computer at Home

Family Needs Survey, SY 2020-21
Adults Use Facebook, N= 1297 responses



■ Use Facebook ■ Don't Use Facebook

Family Needs Survey SY 2020-21
Internet Access at Home, N=1530 responses



■ Internet at Home ■ No Internet at Home

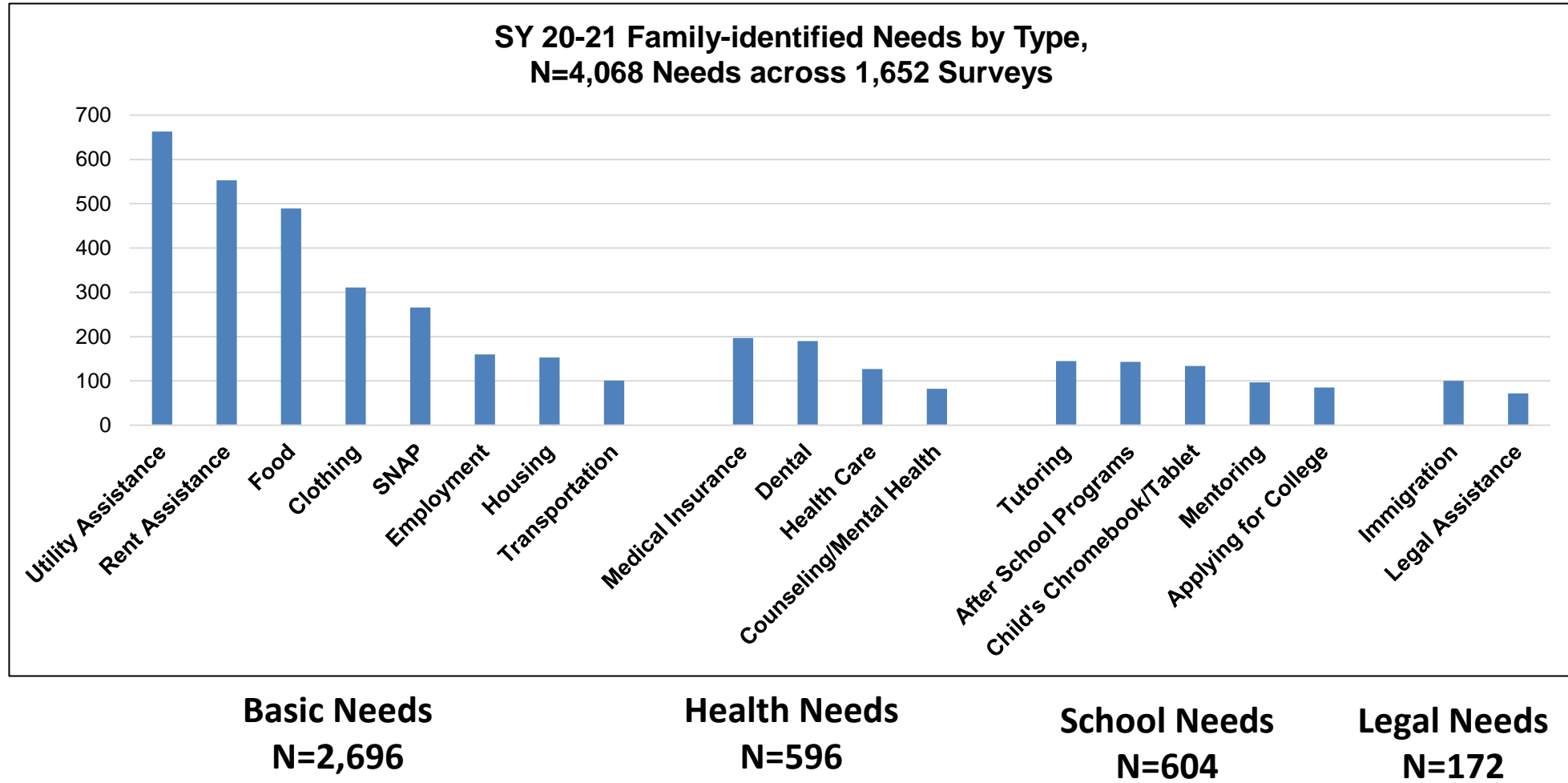
Due to the pandemic and school closures education, health and social services were largely delivered virtually. Many of the families served by FRCs lack access to digital devices, internet access, and the skills to use the technology, exacerbating disparities in access to education, health care, and social services.

Despite exceptional efforts by AISD and community partners to address these challenges, they persist.

SY 2020-21 Family Needs Surveys

Families completing surveys across 8 sites, N=1,652

88% of Surveys Completed were as part of a Disaster Relief Assessment

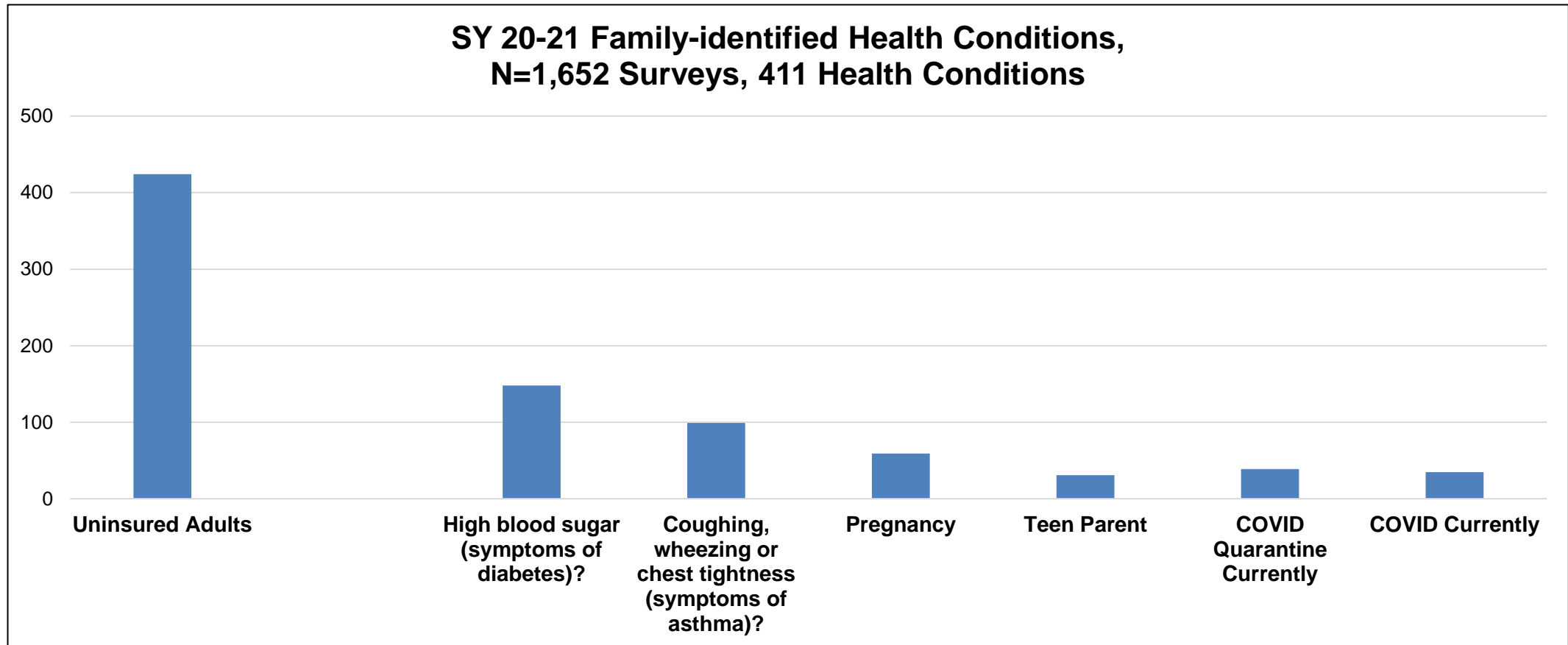


66% of all family needs identified were for basic needs

SY 2020-21 Family Needs Surveys

Families completing surveys across 8 sites, N=1,652

88% of Surveys Completed were as part of a Disaster Relief Assessment

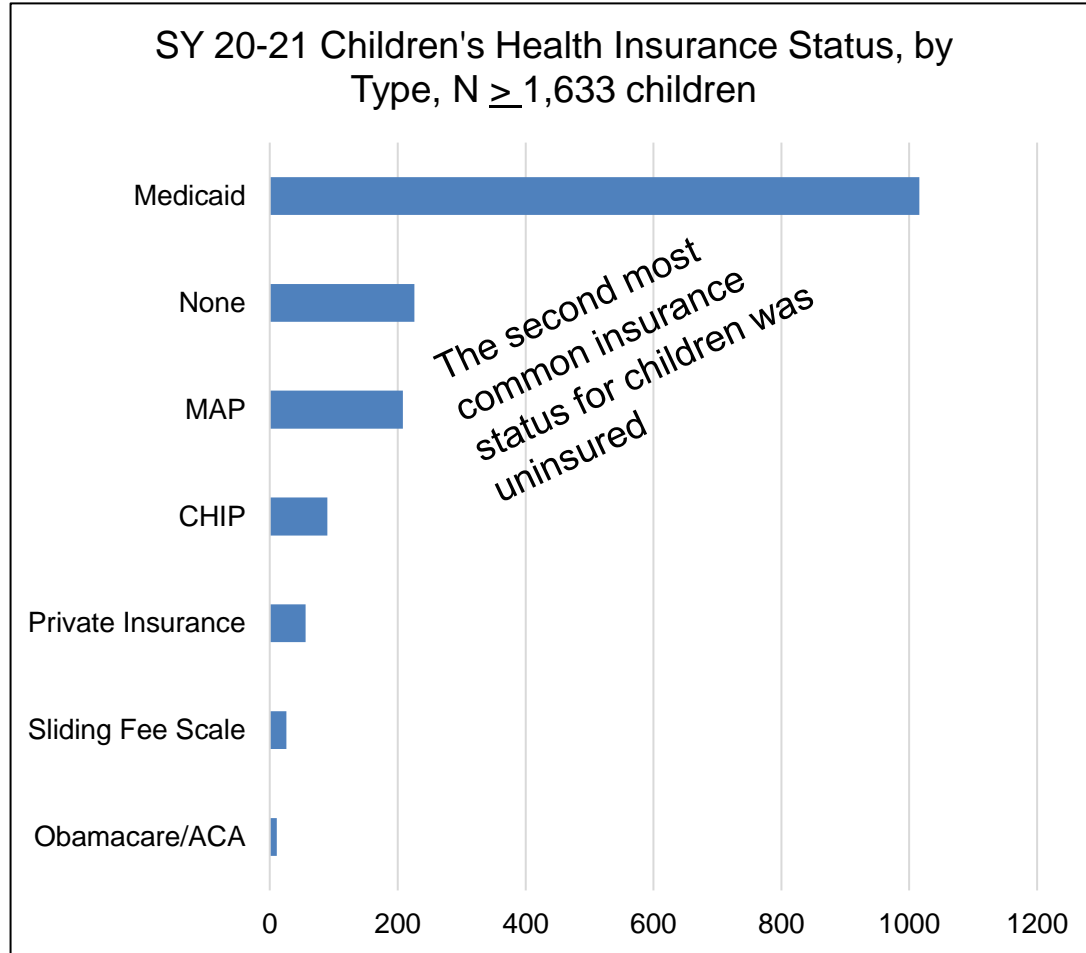


Health Conditions N=411

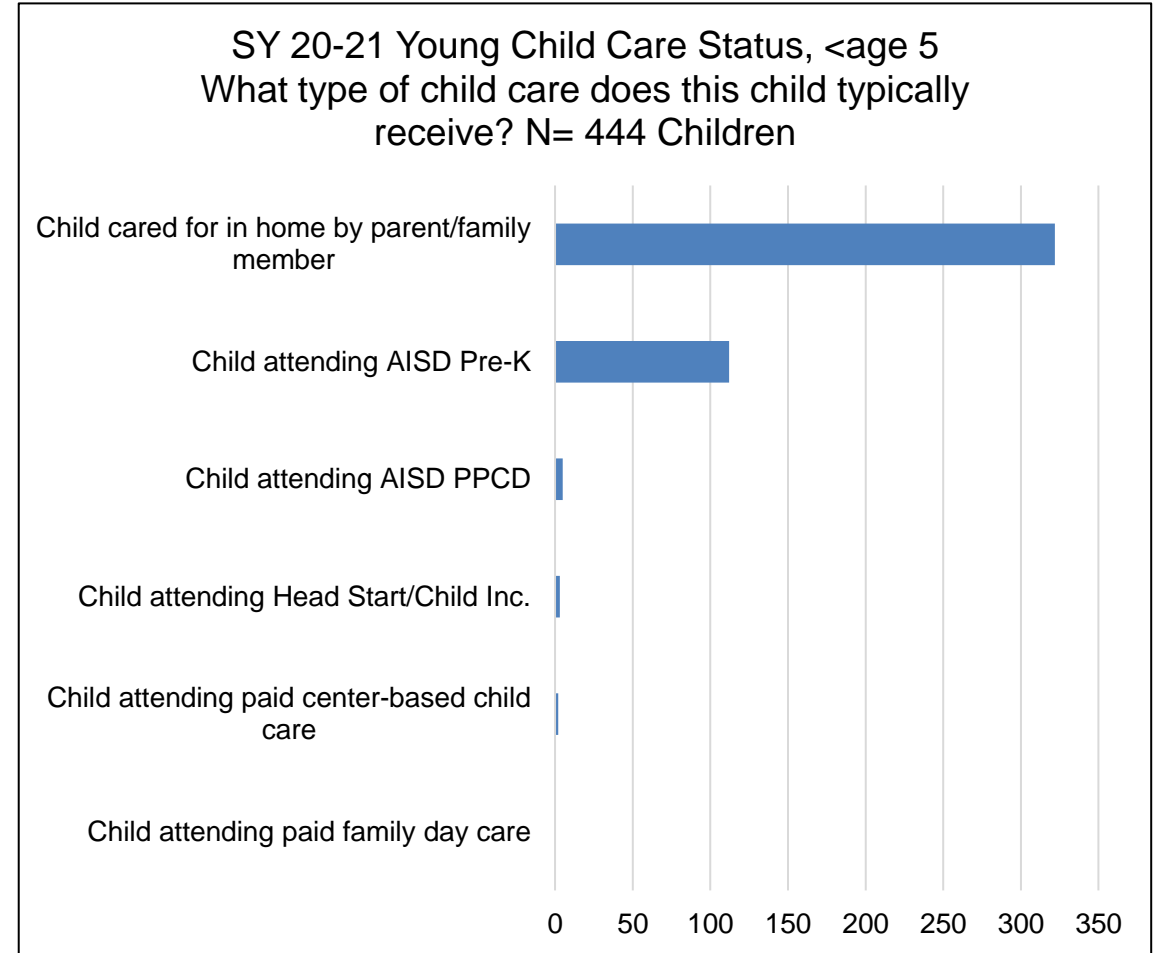
SY 2020-21 Family Needs Surveys

(Based on families completing surveys across 8 sites, N=1,652)

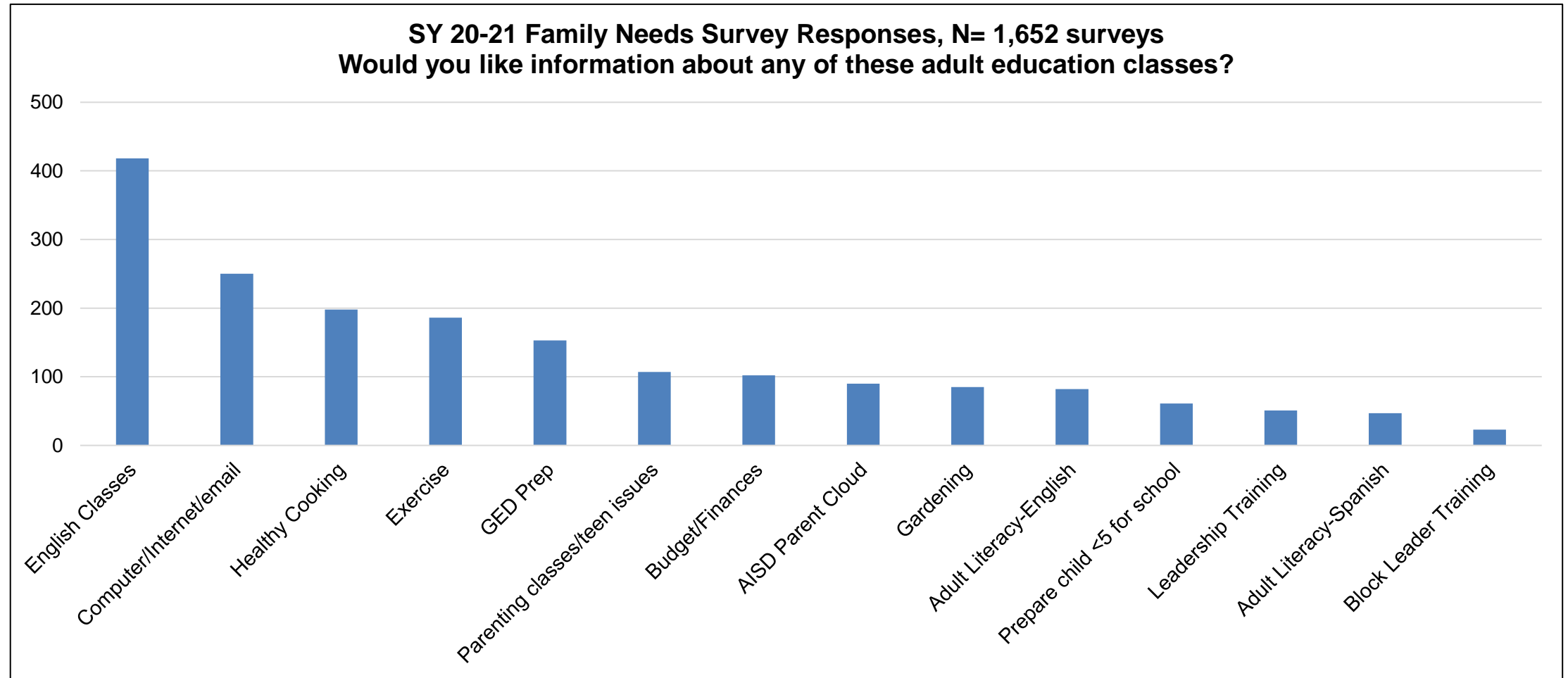
Family-identified **Child Health Insurance Status**,
N ≥ 1,633 Children
(1 or more child/family/insurance type)



Family-identified **Source of Child Care** for Young Children prior to Kindergarten entry, N=444



SY 2020-21 Family Needs Surveys: Adult Education



NOTE: Chart reflects parent interest in learning. Classes are provided through partnerships with other organizations, based on resource availability. In SY 20-21 classes were provided virtually.

SY 2020-21 Virtual Adult Education and Socially-Distanced Family Engagement during the COVID pandemic

Outcomes of engagement effort on participation:

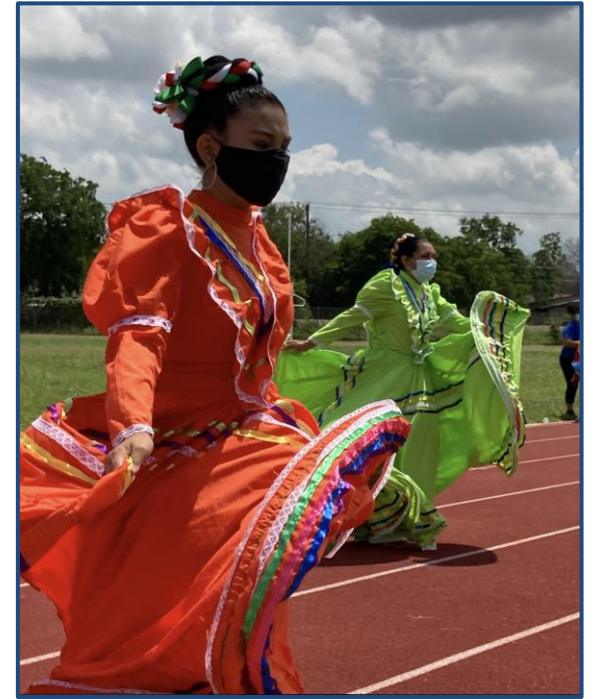
- 358 unduplicated adults attended multi-session Classes/Groups such as AISD ESL, GED Prep, Computer Literacy and Parenting classes; 88% attended at least half of offered sessions (ETO Attendance Collection TP)
- 100 laptops were distributed to adult ed students
- 24 unduplicated youth and children attended multi-session Classes/Groups (Phoenix House Strengthening Families program) with their parents
- 33 unduplicated adults attended single-session workshops provided by community partners.
- 1,922 unduplicated adult and child participants participated in one-time family engagement events and workshops (Data Source: ETO Engagement TP - note, engagement attendance was under-recorded for the school year)
- Total unduplicated participants of all ages in all classes, workshops and family engagement events = **2,240**

SY 2020-21 Drive-Through Mass Distributions



**Books, school supplies,
PPE, household supplies,
diapers, fans, COVID-19
Vaccines by Walgreens
and more!**

SY 2020-21 Drive-Thru/Socially Distant Family Engagement



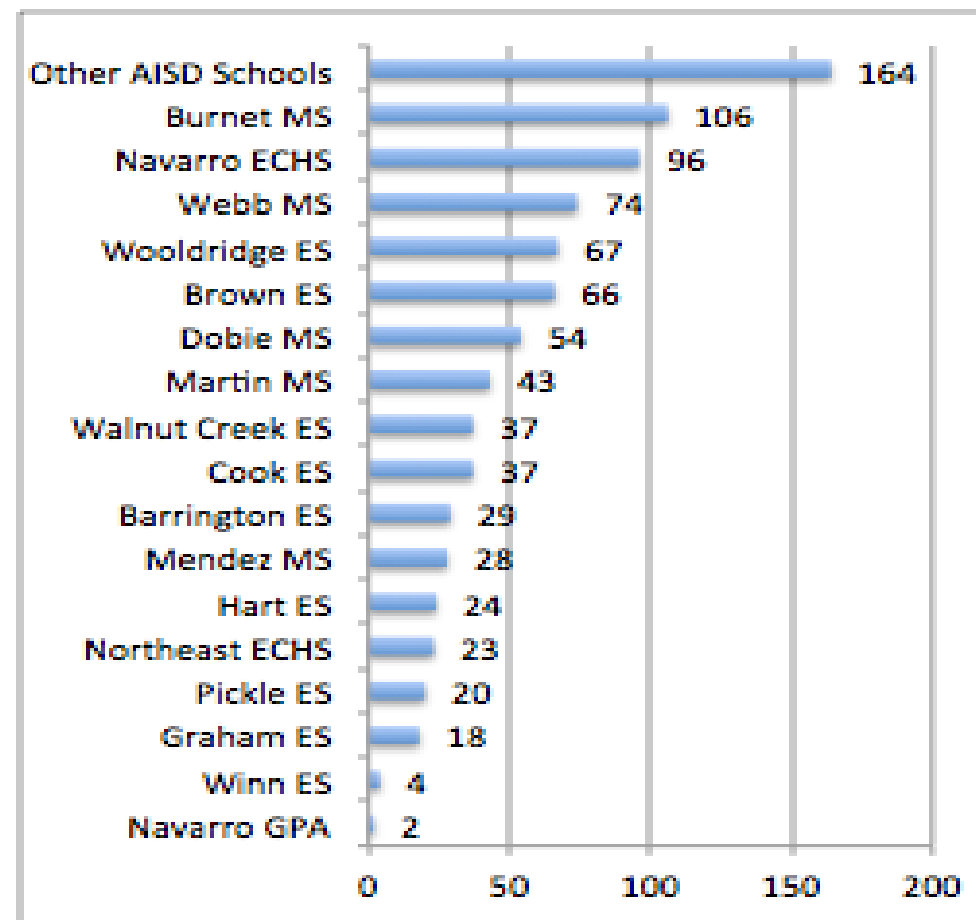
**Drive-thru HopeFest,
KidsFest, Back-to-School,
movie nights, school
festivals, coat distributions
and flu/COVID vaccine
clinics**

Early COVID-19 Financial Assistance provided from April - July 2020

FRC Disaster Relief Case Management

Rapid assessment and response model tracked financial assistance provided through COVID-19 relief grants for families:

- **405 households** served
- **1,712 family members** served
- AISD students who benefited (chart):
 - Total of **892 AISD students** in **61 AISD schools**
 - 728 (82%) students in AVEY's 17 target schools
 - 164 (18%) students in 44 other AISD schools
- Total direct financial assistance provided = **\$362,759.32**, average of **\$896** per family



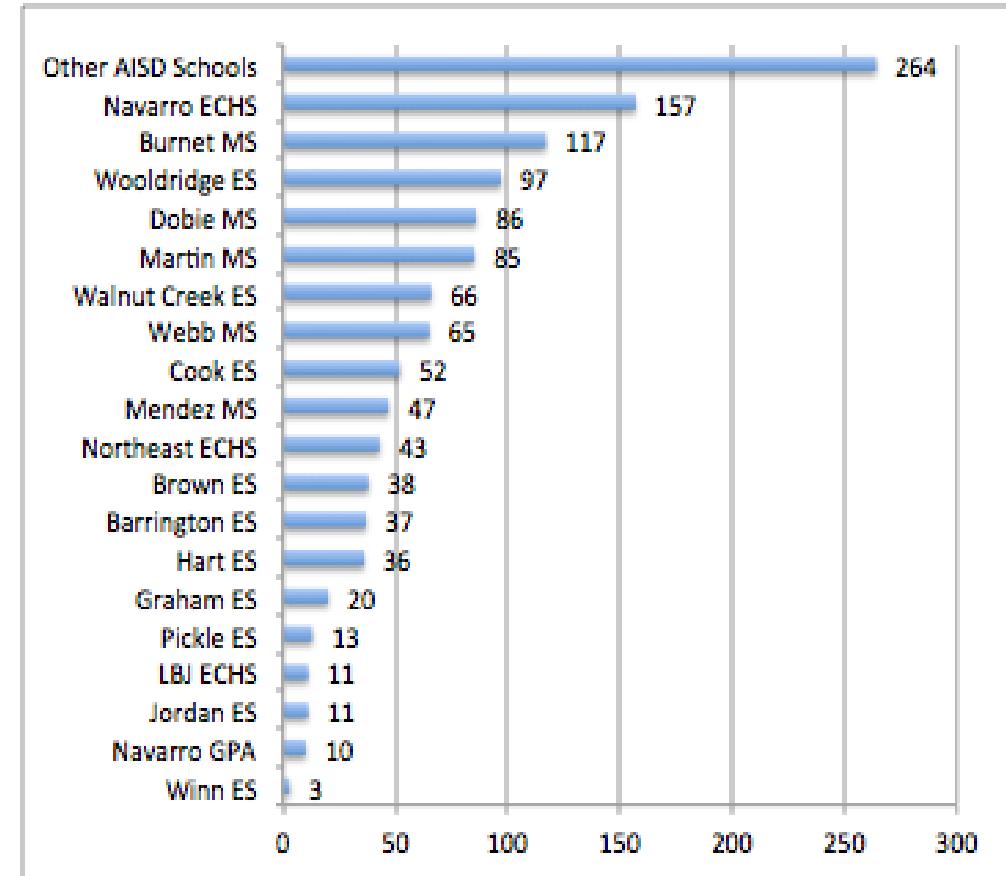
Students by Campus in a Family that
Received Financial Assistance through FRCs

COVID-19 Financial Assistance provided from August 2020 - June 2021

FRC Disaster Relief Case Management

Rapid assessment and response model tracked financial assistance provided through COVID-19 relief grants for families:

- **601 households** served
- **2,489 family members** served
- AISD students who benefited (chart):
 - Total of **1,258 AISD students** in **71 AISD schools**
 - 994 (79%) students in AVEY's 17 target schools
 - 264 (21%) students in 53 other AISD schools
- Total direct financial assistance provided = **\$347,068**, average of **\$617** per family



**Students by Campus in a Family that
Received Financial Assistance through FRCs**

Sources of COVID Direct Financial Assistance provided by FRCs + Call Center from April 2020 to July 2021

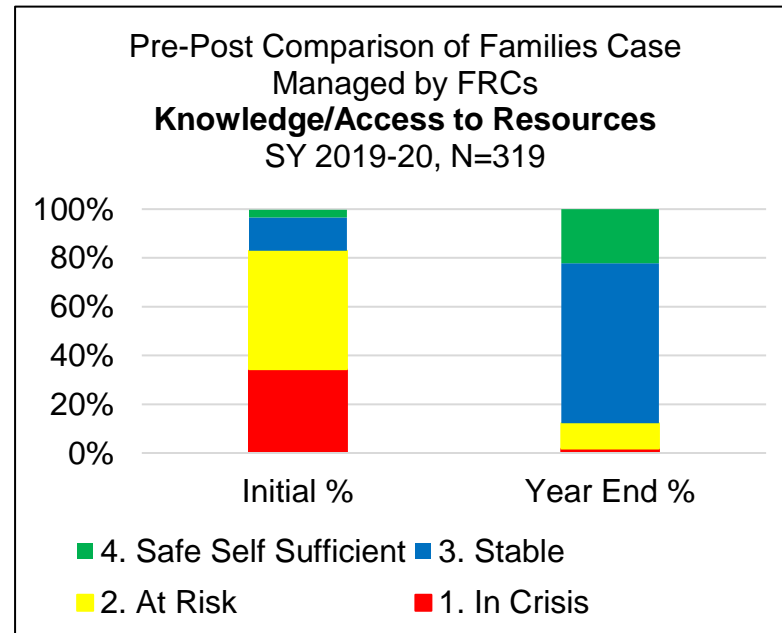
Funding Source	COVID Pandemic: April 2020 - June 2021		
COVID Response Financial Assistance Received	# Families	# People	Amount Received
Assistance League of Austin	20	84	\$ 17,987
Austin Energy Plus 1	454	5782	\$ 500,260
City of Austin RISE	344	1473	\$ 339,955
AVEY Gift Cards	54	231	\$ 12,885
Community Block Leader Gift Cards	48	604	\$ 9,245
Travis County Rent Assistance	1	5	\$ 6,800
Powered by People (Winter Storm Uri Relief)	20	100	\$ 20,000
HACA RENT Assistance	1	5	\$ 7,250
Total	942	8284	\$ 914,382
Applications for COVID Financial Assistance	# Families	# People	Estimated Amount
City of Austin High Risk Worker Program (@ \$2000/family)	1298	5271	\$ 2,596,000
Texas Rent Relief (est. \$6000/family)	138	690	\$ 828,000
HACA RENT (est. \$6000/family)	48	216	\$ 288,000
Travis County Rent Assistance (est. \$6000/family)	20	90	\$ 120,000
Total	1504	6267	\$ 3,832,000
Total Financial Assistance Received + Applied for	2446	14551	\$ 4,746,382

Note: There is a 3-4 month delay for applicants to receive funding from applications submitted for rent assistance.

NOTE: The Family Developmental Matrix, normally a key tool providing a pre/post metric of case management outcomes was not used in SY 2020-21 due to the pandemic response. The case management model changed to one of rapid assessment and response with a focus on meeting basic needs for those in crisis. We intend to return to our use of the matrix as campuses re-open and the pandemic subsides.

Knowledge/Access to Resources
SY 2019-20, N=319

**IMPACT: 228 families (85%) of those initially in crisis/at risk improved family stability
AND 88% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test**



In Crisis: I do not know of or do not have access to resources available in my community to meet my family's needs.

At Risk : I know of resources available in my community but have difficulty accessing them to meet my family's needs.

Stable: I am utilizing resources available in my community to meet some of my family's needs.

Safe/Self-Sufficient: I know how to find resources available in my community and have confidence that I can use them as my family has need.

Campuses with Parent Support Specialists

Parent Support Specialists, who are funded 50% by the **City of Austin***, are placed in Title I schools. That is, they work at schools with student populations from families determined to be of low-income.

Elementary Schools

Allison*	Overton*
Andrews*	Padrón*
Barrington*	Palm*
Blazier*	Pecan Springs*
T.A. Brown*	Perez*
Campbell	Pickle*
Cook*	Pillow*
Dawson	Pleasant Hill *
Galindo*	Reilly
Govalle*	Rodriguez*
Graham*	Sanchez*
Guerrero-Thompson*	St. Elmo*
Harris*	Travis Heights
Hart*	Uphaus*
Houston*	Walnut Creek*
Jordan*	Widén*
Kocurek*	Williams*
Langford*	Winn*
Linder*	Wooldridge*
McBee	Wooten*
Norman & Sims	Zavala*
Oak Springs*	
Odom*	
Ortega*	

Middle Schools

Bedicheck*

Bertha Sadler Means YWLA*

Burnet*

Covington*

Dobie

Gus Garcia YMLA*

Kealing

Lively *

Martin

Mendez

Murchinson

Paredes*

Webb*

High Schools

Alternative Learning Center (ALC)

Ann Richards YWLA

Akins ECHS

Crockett ECHS*

Eastside ECHS*

International

LBJ*

Navarro ECHS

Northeast ECHS

Travis ECHS



Family Engagement Services by Parent Support Specialists

2020–2021

Introduction

Austin Independent School District (AISD) considers family engagement a top priority. Accordingly, the district employs a parent support specialist (PSS) at 69 Title I schools, 52 of whom are funded with City of Austin grant funds. PSSs provide community and parent engagement opportunities to students' families. The [Parent Engagement Support Office](#) (PESO), within AISD's Department of Student Enrollment and Advocacy, monitors, coordinates, and provides support and professional learning to PSSs.

This report summarizes some of the family engagement services provided by PSSs in the 2020–2021 school year. COVID-19 had a significant impact on most aspects of the school experience, including the needs of families and the services PSSs provided.

Family and Community Engagement Services and Impact

AISD's PESO staff offer a variety of services and learning opportunities across the district. In 2020–2021, PSSs provided support to 20,794 unique students' families. Examples of services included home visits, referrals to a social service agency, translation services, and help with a student's attendance or academic success. PSSs also helped organize and/or conduct 1,856 classes, trainings, and meetings to support parent education and life skills. One such learning opportunity was the [ParaEducator Institute](#), provided by Austin Community College, which 141 AISD parents completed.

Results from the Districtwide Family Survey

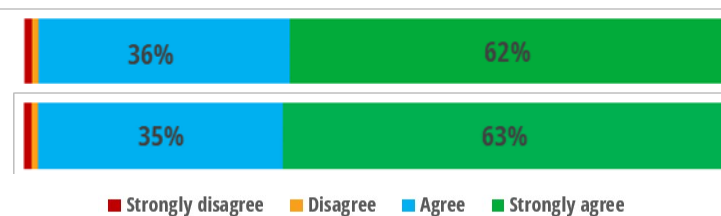
All AISD parents and guardians are encouraged to complete the annual [Family Survey](#), which asks questions about caregivers' experiences with various programs, services, and staff at their student's campus. This year, the survey asked caregivers two new items regarding interactions with the PSS at their student's school (Figure 1), and the majority of respondents answered favorably.

Figure 1

Ninety-eight percent of caregivers agreed that they were treated with courtesy and respect by the PSS and that their involvement was welcomed by the PSS.

I am treated with courtesy and respect by the PSS

My involvement in my child's education is welcomed by the PSS.



Source. AISD Family Survey, 2020–2021.
Family Engagement Services by PSSs

Results from the PSS Impact Survey

The Department of Research and Evaluation (DRE) and PESO leadership collaborated to create a new survey, administered in May 2021, aimed at measuring caregivers' awareness of the PSS program and position, as well as the impact of services provided by the PSS. More than 300 individuals responded to this survey, and results indicated that 96% of family members who used services provided by PSSs found them "very useful." Responses to the item, "Do you know the parent support specialist at your school?" revealed an opportunity for growth, in that 29% of respondents indicated they did not know the PSS at their student's school.

Additional Areas of Impact

Winter Storm Uri

PSSs provided crucial services during the winter storm that affected much of Texas in February 2021. In coordination with PSSs, campuses provided water, food, and supplies through campus distribution centers and home visits. During the 2 weeks following the storm, PSSs served the families of 3,377 students, often providing multiple services to each family.

Enrollment Clinics

When district leaders announced their enrollment goals for the 2021–2022 school year, PSSs were recruited to engage with families to increase enrollment. During the month of June, a limited number of PSSs provided registration assistance and other services to more than 800 students' families at 80 locations.

[Our PSS] organized and delivered most of the teacher recognitions and gifts we did throughout the school year. She helped deliver food and diapers during the snowstorm and on the weekends.

–Campus principal

Conclusion and Recommendations

In meeting the standards set by AISD district leaders for parent empowerment and family engagement, PESO and PSSs play a crucial role. Although school year 2020–2021 was a challenging year for staff, students, and families, PESO and DRE were able to initiate new data collection methods in an effort to understand how the PSS program is being implemented across the district and the variations that may occur from campus to campus. These data will inform future strategic planning and program improvements, and will highlight areas for celebration.

Recommendations for the next school year are to continue to collect implementation and impact data, improve implementation progress monitoring methods, offer professional learning opportunities for PSSs, and inform stakeholders about the valuable services PESO staff provide.

AUSTIN INDEPENDENT SCHOOL DISTRICT

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