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| **Engagement Goal:** The environment or culture in which engaging programs take place must consider and plan for: families to feel welcomed, valued, and respected by program staff; two-way communication and relationship building with families are adapted to meet changing family and community circumstances; opportunities are provided for family support and development through the family partnership process and through intentional parent/family peer groups within the program and community. | | | | | | |
| **Strategy     (Specific action, including cultural proficiency connections as appropriate)** | **Date** | **What needs to be done for the activity? When does it need to be done?** | **Who is responsible?** | **What is our objective?** | **How will we measure our progress?** | **Identify artifacts to be uploaded** |
| Review Customer Service survey.  Identify key area(s) to address. Create a plan. | Within the first 30 days | Share Customer Service survey results with faculty and staff. Discuss the findings, identify key areas(s) to address and devise a plan for improvement. | Chris Brightman | Provide exceptional customer service to families and community stakeholders | By comparing our 2020-2021 Customer Service survey results to previous years. | Upload Customer Service survey with a summary of findings.  Online PD: (training titles) |
| Conduct a Quarterly Resource fair to connect families with school, District and local community resources. | Upload documents by the fifth week of each quarter | Convene a FACE Resource Team comprised of one representative from administration, instructional, paraprofessional, cafeteria, custodial, after school program, social worker, and school counseling.  Meet once each quarter to identify needs of community and discuss available district / community resources and services for families that will minimize barriers - food, shelter, illnesses, hardship assistance, job referral agencies, etc. Update FACE SPACE with relevant information based on identified needs. | Chris Brightman | Provide ongoing updated relevant resources to families and the community | Progress will be measured with data from stakeholder survey results. | Upload photos of FACE resource space; Use pictures to document any virtual activity. Upload names of programs and/or types of refferals; Provide name and position of FACE Resource Team. |
| Recognize the cultural uniqueness of families served in the school/community. | Between the 5th and 6th week of school | Complete Cultural Awareness sheet. Identify ways to give value to and celebrate the traditions of the community and integrate them into the school culture. (ex. serving dishes from a particular culture during school events; acknowledging traditions and holidays; signage in different languages, etc.)  These are in addition to the 4 Cultural District Mandates and should be ongoing. | Chris Brightman | Bridge the Cultural Gap between families & staff | We will measure our progress through surveys and feedback from stakeholders | Upload completed Cultural Awareness sheet.  Upload images, artifacts and messaging depicting the intentional integration of diverse cultures. |
| “Catch Them Being Great”. Continue implementing programs and practices recognizing individuals within the school supporting a positive environment/culture in your school. | Monthly | Highlight faculty and/or staff who have been “Caught Being Great”.  Recognition should express specific **steps** or **actions** taken to achieve the accolade/recognition. | Chris Brightman | Provide incentives to maintain a positive school environment | Progress will be measured by analyzing the number of “Caught Being Good” recognitions given, and also based on feedback from staff. | Upload an example (image) of how and why recognition is given. |
| We will host a Challenger Family Literacy Night. | January/February | We will determine the needs of parents through a survey and then work with our staff to organize a Family Literacy Night that will address the needs of our Challenger Families. This will strengthen our relationships with families and the community, and enhance the educational experience of our students. | Kelly Barbera | Provide full opportunities for participation in parent/family engagement activities for all parents/  families. | Progress will be measured through family attendance and stakeholder survey results. | Upload a copy of each agenda, sign-in sheet, photos, Twitter. |