

# Quick Data View

## Family Resource Advocate

### 2019-2020 School Year

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By: Sally Guzmán, MNPL - Family and Community Engagement Coordinator

#### Overview

The Family Resource Advocates in the Edmonds School District serve the four highest needs elementary schools in their feeder pattern. The four schools currently served are Beverly Elementary, Cedar Valley Elementary, Cedar Way Elementary, and College Place Elementary. In the 2019-2020 school year, the Family Resource Advocates were joined by the Student Support Advocates under the coordination of the Family and Community Engagement Coordinator in the Diversity, Equity, and Outreach Department forming the Family Support Team.

During the 2019-2020 school year due to the COVID-19 global pandemic, the Family Support team saw a fluctuation in services rendered to families with a huge increase in referrals. Providing support related to lack of food, housing, internet access, and other resources heightened by the pandemic is currently an ever-expansive task and a huge interdepartmental district task. The level of systematized support we were able to provide families in the Edmonds School District is not visible in the data here and we are grateful to our grantors Verdant Health Commission and the Foundation for Edmonds School District for the ability to be able to support our school communities through this unprecedented time.

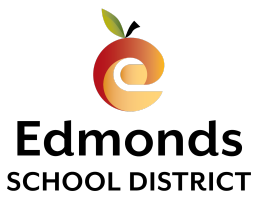
Currently through the collaboration of the district, over 400 students receive weekly meal kits made by our Food and Nutrition Services Department. The meal kits are delivered to families by the Foundation for Edmonds School District who coordinate a group of volunteers. Over 90% of those families have been referred by the Family Support team.

Our Pop-up Food Pantry program in partnership with the Foundation for Edmonds School District and other community partners is currently serving 280 families a month with pantry boxes of food items. During the pandemic, we have seen an increase of need and expanded from 5 to what will be 7 Pop-up Pantry locations by December 2020. This collaboration was only able to stay in motion during the COVID-19 pandemic through the support of the Food and Nutrition Services Department and Facilities Operations team to support our work and the necessary supplies, protocols, and supports to continue doing Pop-ups.

Below is the 2019-2020 data for the Family Resource Advocates illustrating a 60% percent increase in caseload numbers. There were a total of 299 families served during the 2018-2019 school year, the number has increased to 533 this year..

The first data point shows that we served 533 families as a program but that represents 1,805 adults and children supported through the resources and support provided by our Family Resource Advocate team. To avoid duplication only one student is tracked per family when non-individualized services are provided for more than 1 student like mental health, drug/alcohol, behavioral, attendance, and/or grades.

Data from All four schools combined	Total number of families served	Number of adults in the home	Number of children in the home	Total Number of adults and children served
Elementary 1	106	186	225	411
Elementary 2	128	193	311	504
Elementary 3	184	201	243	444
Elementary 4	115	192	254	446
<b>Total</b>	<b>533</b>	<b>772</b>	<b>1033</b>	<b>1805</b>



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#### Quarterly Data

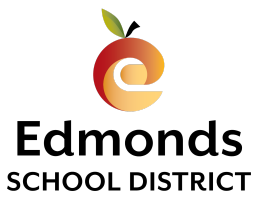
The following data shows the quarterly reporting of families that are continuing services either from the prior year for quarter one or prior quarter for quarters two-four.

School	First Quarter (August 1 - October 31)						
	The family was seen less than 3 times	# of New families this quarter	Advocate worked with Family last school year	How often these are done in a quarter			
				Office Visit	Home Visit	After hours	Calls/ text/ email
Elementary 1	55	66	0	25	0	1	91
Elementary 2	9	32	25	146	4	7	241
Elementary 3	74	90	54	88	2	0	196
Elementary 4	55	45	21	59	3	7	137
<b>Total</b>	<b>193</b>	<b>233</b>	<b>100</b>	<b>318</b>	<b>9</b>	<b>15</b>	<b>665</b>

School	Second Quarter (November 1 - January 31)						
	The family was seen less than 3 times	# of New families this quarter	Advocate worked with Family last quarter	How often these are done in a quarter			
				Office Visit	Home visit	After Hours	Calls/ text/ email
Elementary 1	22	24	15	34	1	2	105
Elementary 2	9	22	48	86	1	4	294
Elementary 3	41	43	41	82	4	0	193
Elementary 4	29	9	34	61	4	4	131
<b>Total</b>	<b>101</b>	<b>98</b>	<b>138</b>	<b>263</b>	<b>10</b>	<b>10</b>	<b>723</b>

School	Third Quarter (February 1 - April 30)						
	The family was seen less than 3 times	# of New families this quarter	Advocate worked with Family last quarter	How often these are done in a quarter			
				Office Visit	Home visit	After hours	Calls/ text/ email
Elementary 1	19	9	26	1	0	0	96
Elementary 2	6	17	69	23	0	11	524
Elementary 3	30	38	54	28	4	3	207
Elementary 4	37	20	43	59	14	13	213
<b>Total</b>	<b>92</b>	<b>84</b>	<b>192</b>	<b>111</b>	<b>18</b>	<b>27</b>	<b>1040</b>

School	Fourth Quarter (May 1 - July 31)						
	The family was seen less than 3 times	# of New families this quarter	Advocate worked with Family last quarter	How often these are done in a quarter			
				Office Visit	Home visit	After Hours	Calls/ text/ email
Elementary 1	20	8	15	0	0	0	51
Elementary 2	0	8	65	0	0	4	489
Elementary 3	56	12	56	5	10	0	227
Elementary 4	34	16	38	10	9	3	180



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<b>Total</b>	<b>110</b>	<b>44</b>	<b>174</b>	<b>15</b>	<b>19</b>	<b>7</b>	<b>947</b>
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#### School support data

The following data show the number of students referred and connected to a resource and/or if there was an improvement in the matter referred for. The below are most related to school day and outcomes have been impacted by the COVID pandemic in a variety of ways.

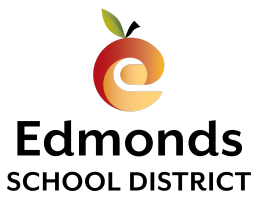
This year we started tracking the number of families we supported with questions about navigating the school system in a general sense and when it came to special programs like English Language Learners, and Special Education Services.

School	School Questions			Special Program		
	Class, field trips, and/or learning	# connected to resources	% of Success	SPED, ELL, and 504 Support/ navigating	# connected to resources	% of Success
Elementary 1	63	63	100%	6	6	100%
Elementary 2	70	69	99%	8	7	88%
Elementary 3	86	86	100%	14	14	100%
Elementary 4	88	88	100%	6	6	100%
<b>Total</b>	<b>307</b>	<b>306</b>	<b>100%</b>	<b>34</b>	<b>33</b>	<b>97%</b>

Every year we receive referrals from families, and staff for students struggling with attendance, behavioral needs in school, and/or concern for academic growth. In 2018-2019 our team had a 69% percent success rate in improving attendance of students; this year there was a decrease of 15% which considering the pandemic is not that high and can be attributed to the hard work our team did of connecting families with Comcast Internet Essentials and District provided hot spots in collaboration with our Technology Department.

Success in improving academic growth in 2018-2019 was 78% this year; it has decreased to a 38% success rate due to COVID and impacts of remote learning. Success in decreasing the behavioral issues seen in school was dramatically improved by the pandemic with the 2018-2019 success rate of 48% increasing to 72%.

School	Attendance			School Discipline			Academic Growth		
	# with attendance issues	# with improved	% of Success	# with discipline issues	# with improved	% of Success	# concerns with Academic growth	# improved growth	% of Success
Elementary 1	5	1	20%	5	4	80%	5	0	0%
Elementary 2	18	10	56%	7	5	71%	1	0	0%
Elementary 3	16	16	100%	9	9	100%	12	10	83%
Elementary 4	20	5	25%	4	0	0%	14	2	14%
<b>Total</b>	<b>59</b>	<b>32</b>	<b>54%</b>	<b>25</b>	<b>18</b>	<b>72%</b>	<b>32</b>	<b>12</b>	<b>38%</b>



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#### Medical and Mental Health Data

The following data show the number of students referred and connected to a resource and/or if there was an improvement in the matter referred for. The below are most related to health and well-being and outcomes have been impacted by the COVID pandemic in a variety of ways.

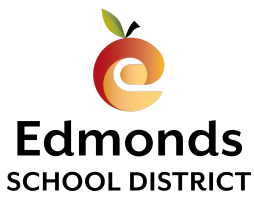
The first data point to note is the lack of referrals for Drugs and/ or Alcohol. These are relatively low in elementary settings and average 1-3 referrals a year usually in the spring. This year there were no referrals at either building.

Supporting families' access to mental health resources is an important part of the Family Resource Advocates role. Family Resource Advocates also help coordinate in-school services from the Center for Human Services to provide support for families. In 2018-2019 data 20% of the families we supported needed help with accessing mental health services. This 2019-2020 school year due to pandemic it decreased to 9% of our families asking for support accessing mental health referrals despite the significant increase in families served.

School	Mental Health		
	# with MH Issues	# connected to services	% of Success
Elementary 1	15	13	87%
Elementary 2	13	9	69%
Elementary 3	8	8	100%
Elementary 4	14	9	64%
<b>Total</b>	<b>50</b>	<b>39</b>	<b>78%</b>

Supporting families access to medical services and insurance is also an important part of the Family Resource Advocate role. Family Resource Advocates often help families complete immunizations, find providers that take their insurance and help apply for Apple Health. In 2018-2019 data 22% of the families we supported needed help with accessing medical services and insurance. This 2019-2020 school year due to the pandemic it decreased to 11% of our families asking for support accessing medical services and insurance despite the significant increase in families served.

School	Medical				
	# with insurance need	# with a medical need	Total # Presented with need	# connected to insurance and/or services	% of Success
Elementary 1	3	6	9	9	100%
Elementary 2	19	17	36	33	92%
Elementary 3	2	2	4	0	0%
Elementary 4	5	6	11	8	73%
<b>Total</b>	<b>29</b>	<b>31</b>	<b>60</b>	<b>50</b>	<b>83%</b>



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#### McKinney-Vento and Housing Data

The following data show the number of students referred and connected to a resource and/or if there was an improvement in the matter referred for. The below are mostly related to families experiencing homelessness and/or the support in providing prevention by advocates. The COVID-19 pandemic has only started to impact the data in this category. While we show an 8% decline in families asking for support by the end of August we know this is mostly due to the moratorium on evictions and expect these numbers to surge once it is lifted.

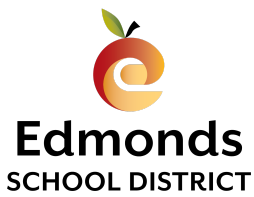
In 2019-2020 only 89 families on the Family Resource Advocate's caseload were identified as McKinney-Vento which is 17% of the families served while in 2018-2019 McKinney Vento families accounted for 30% of the Family Resource Advocate caseload. This aligns with what the Family Support team witnessed during the first few months of the pandemic was the greater impact on all families and the immense need for support.

The number of families requesting support with paying for housing increased by 50% from 39 families in 2018-2019 to 72 families by August 2019-2020 and has only been rising since. Connecting families with resources also became harder as local nonprofits struggled and with other funding requiring more support like CARES applications, Pandemic EBT, and Disaster relief funds the Family Support team had to implement Tier 1 level support to make families aware of resources including mailing, emails, and social media posts. Tier 2 support of having staff other than advocates help families access resources and countless hours of one on one support of families by advocates in accessing these funds.

School	Housing				
	# Need Assistance paying for housing (Maintaining, Keeping, etc. )	# Needed support finding housing	Total # presented with a need	# Able to help maintain or find housing	% of Success
Elementary 1	11	3	14	12	86%
Elementary 2	37	13	50	38	76%
Elementary 3	7	1	8	7	88%
Elementary 4	17	19	36	19	53%
<b>Total</b>	<b>72</b>	<b>36</b>	<b>108</b>	<b>76</b>	<b>70%</b>

Another data point closely related to housing is career growth. We have been working over the last two years to better collect the number of families we support with career growth and tracking referrals to partner agencies and success. The number of families asking for support with career growth tripled this 2019-2020 school but we saw a varying level of success which is mostly related to the timing of the referral. This data collection process is still needing refinement and will be a process we will continue to focus on.

School	Connected to Career Growth Opportunity						
	# with career growth need	# connected to job/career coaching	# Connected to training/ education	Did you refer to LETI?	Did you refer to EdCC	# with career growth	% of Success
Elementary 1	1	1	1	0	0	0	0%
Elementary 2	0	0	0	0	0	0	-
Elementary 3	13	8	9	8	7	1	8%
Elementary 4	25	11	5	14	4	25	100%
<b>Total</b>	<b>39</b>	<b>20</b>	<b>15</b>	<b>22</b>	<b>11</b>	<b>26</b>	<b>67%</b>



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#### Basic needs Data

Support with basic needs continues to be the highest need for families with 607 requests for support in this 2019-2020 school which is a 50% increase in requests from 2018-2019. The percentages for each category have not increased, rather in some cases gone down, with 45% of families requesting support with clothing in the 2018-2019 school year versus this year and only 32% requesting support.

As a district in March of 2020 as we prepared for a “Stay Home, Stay Safe” order from the governor, the Family and Community Engagement Coordinator was able to serve on the District’s COVID-19 emergency response team and coordinate systemic supports with district teams to support with needs of families in the district anticipating the needs that would arise. The District created meal sites for families that included community sites and implemented delivery to families experiencing homelessness, transportation limitations, and medical issues. We also worked to provide childcare for emergency service providers. The needs keep coming and shifting and our team continues to collaborate with other departments to meet the needs. We also signed a Memorandum of Understanding in the middle of the pandemic with a new Nonprofit, Baby Corner who offers clothes, diapers, and other necessities for children birth to age 12 to support families seeing an increase in need.

School	Basic Needs								
	# with food insecurity	# with a need for clothing	# with a utility support need	Childcare/Preschool	Summer resources	# with other basic need	Total # Presented with need	# connect to resources	% of success
Elementary 1	59	36	4	8	1	10	118	95	81%
Elementary 2	75	54	12	4	3	53	201	159	79%
Elementary 3	86	37	5	3	0	6	137	111	81%
Elementary 4	69	43	10	14	0	15	151	144	95%
<b>Total</b>	<b>289</b>	<b>170</b>	<b>31</b>	<b>29</b>	<b>4</b>	<b>84</b>	<b>607</b>	<b>509</b>	<b>84%</b>

#### Legal Resources Data

Currently, legal resources data shows a decrease in % of families requesting the resource and we expect this to change significantly once the moratorium on evictions is lifted and have previously noted a lack of resources in Snohomish County.

School	Legal Issues					
	# needing Custodial	# need Immigration	# with other legal need	Total # Presented with need	# able to connect to resources	% of success
Elementary 1	0	1	2	3	2	67%
Elementary 2	2	13	13	28	16	57%
Elementary 3	0	3	0	3	2	67%
Elementary 4	3	8	1	12	8	67%
<b>Total</b>	<b>5</b>	<b>25</b>	<b>16</b>	<b>46</b>	<b>28</b>	<b>61%</b>