FACE PLAN 2025/2026

School: Pasadena Lakes Elementary School
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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)	**BCPS 2027 Strategic Plan Alignment**	**Completion Date**	**What needs to be done for the activity?**	**Who is responsible?**	**What is objective?**	**How will we measure our progress?**	**Identify artifacts to be uploaded.**
Review Customer Service expectations with staff.	Guardrail: Equity	Within the first 30 days (Due September 12, 2025)	Review the draft customer service standards survey with staff. Print and complete Customer Service sheet during staff meeting.	Janet Williams	Provide exceptional customer service to families and community stakeholders.	Surveys	Upload Customer Service activity.
Coordinate opportunities for organizations to provide relevant support to families and communities, and/or fill capacity gaps at the District.	Guardrail: Equity	Upload documents by the fifth week of each quarter (Must be completed by April 30, 2026)	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; discuss available school/ 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.	Meagan Thomson and Chardae Riles	Provide ongoing updated relevant resources to families and the community.	SAC Meetings	Photos of updated FACE space; Upload completed Programs and Services sheet; Upload FACE Resource team members.

FAMILY AND COMMUNITY ENGAGEMENT

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Recognize the cultural uniqueness of families served in the school/community.	Guardrail: Equity	Between the 5th and 6th week of school (Due September 19, 2025)	Print and complete Cultural Awareness sheet.	Massia Bailey	Streamline and focus communications and engagement activities to those which are culturally relevant across varying audiences.	Staff Meeting	Upload completed Cultural Awareness sheet.
Continue the "Catch Them Being Great" program recognizing individuals supporting a positive environment/culture in your school.	Guardrail: Equity	Monthly	During a staff meeting, highlight a faculty and/or staff who have been "Caught Being Great". Have the individual(s) complete the form and share with peers the specific steps or actions taken to achieve the accolade/recognition. Ex… Mr. Smith really knows how to make families feel welcome. Steps/actions Mr. Smith exhibits to help families feel welcome. • Warm genuine smile • Greets parents by name • Gives his fullest attention • Has open body language • Consistent communication about student's progress	Janet Williams and Mokisha Spencer	Provide incentives to maintain a positive school environment.	Staff Meetings and Weekly Paw Print	Upload the completed Catch them Being Great form and a list of staff who were "Caught Being Great".
Support resiliency in families.	Guardrail: Equity	1st Semester (Due December 19, 2025)	Share resiliency resources with families.	Karen Burk and Massia Bailey	Provide education and support on resiliency to families.	Parent Nights	Upload copy of sign-in sheets or information on how resiliency resources were shared with families.