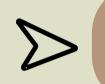
The HOPE Toolkit Section 2

STAFFING & CASE MANAGEMENT

Building a Foundation of Support for McKinney-Vento Youth

SECTION 2 PREVIEW: STAFFING & CASE MANAGEMENT

Section 1: City & Community Partnerships



Section 2: Staffing & Case Management

Section 3: Funding & Resources

Section 4: Assessment, Tracking, & Reporting

Section 5: Outreach & Marketing

- Consider the value of embedding McKinney-Vento efforts in broader student support services.
- Develop programs & services that can support students in-house or offered in conjunction with city and community partners.
- Build a team of support around McKinney-Vento liaison.

HOPE Support Services

HOPE serves all district students & families with children ages 0-21.

- Builds relationships with families early on, providing early academic support for student success in the classroom.
- Reduces stigma for MV students, as outreach efforts target ALL students with needs, regardless of housing status.
- FRCs throughout district provide case management services, referrals, and support for MV students to address housing and other needs.

HOPE UMBRELLA OF SUPPORT SERVICES

| TYKES | MV CARE | EXCEL Youth | Community | Family |
|---------------|----------------|--------------------|-----------|---------------|
| Program | Program | Mentoring | CARE | Resource |
| Serving | Serving | Academic | Closet | Centers |
| families | MV-eligible | support & | Emergency | (FRCs) |
| vith children | students & | mentoring for | clothing, | Located |
| 0-5 | families | teens | hygiene/ | throughout |
| | | | school | CVUSD |
| | | | supplies | |

- Dedicated classroom spaces at selected schools are transformed into Family Resource Centers (FRCs).
- They serve as an office space for case managers and a relaxed setting for students & families.

HOPE Spotlight: Family Resource Centers









 The Community CARE Closet is located on the Adult School campus. Chino Valley families in need or in crisis can "shop" for clothing, emergency hygiene products, and school supplies at no cost to the family.

• For 2021-22:

- 847 students/families received school clothing and personal care/hygiene/ emergency supplies.
- 559 students received backpacks with school supplies

HOPE Spotlight: Community CARE Closet



Clothing



Full Dressing Room



Toiletries



School Supplies

- TYKES program allows HOPE to serve families with children 0-5 years old, providing one-on-one case management support and the opportunity to enroll in the Nurturing Families classes.
- TYKES allows HOPE to build trust with families and to support children before & during school-aged years.

HOPE Spotlight: TYKES Nurturing Families





PARENTS SERVED THROUGH NURTURING PARENTING

> % INCREASE IN IMPROVED FAMILY **DYNAMICS***

CHILDREN SERVED AGES 0-5

CASE MANAGEMENT SESSIONS PROVIDED

VIRTUAL SESSIONS WERE PROVIDED





*PER AAPI PRE & POST ASSESSMENT

 Case managers provide one-on-one academic support and college & career planning for McKinney-Vento high school students enrolled in CVUSD schools.

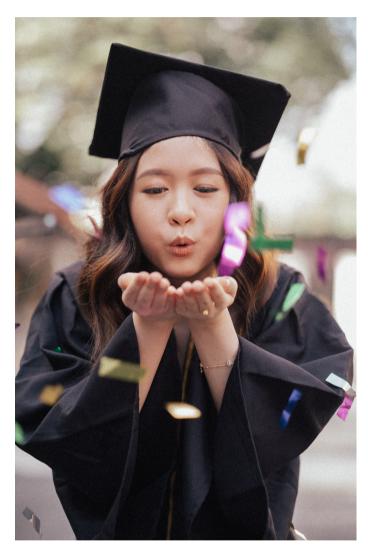


HOPE Spotlight: EXCEL Mentoring

2021-22

EXCEL CASE MANAGEMENT & YOUTH MENTORING

- 17 STUDENT PARTICIPANTS
- 3 SENIORS/ GRADUATES
- VISITS TO LOCAL COLLEGES
- 15 STUDENT-LED VOLUNTEER OPPORTUNITIES
- 9 STUDENTS IMPROVED THEIR GPA



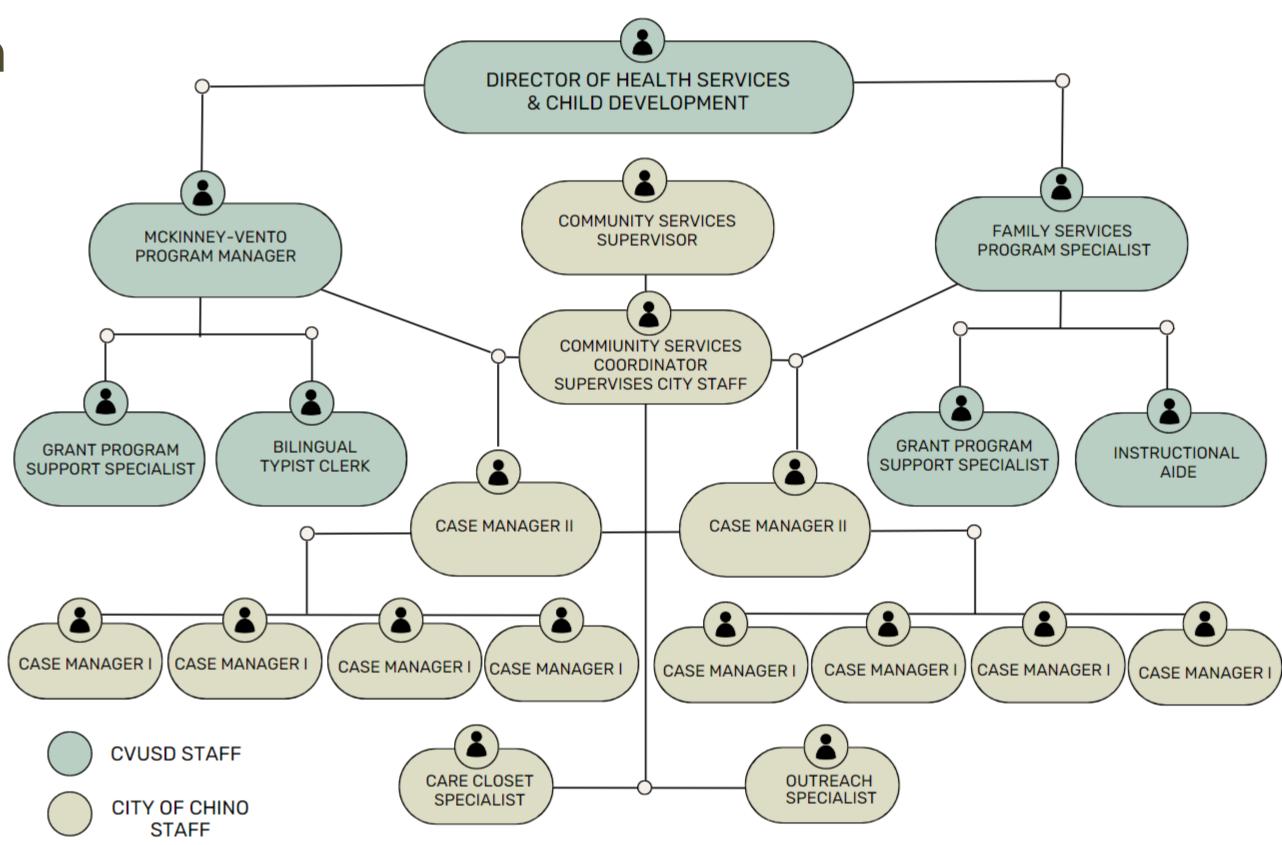
HOPE Spotlight: The Full HOPE Team

Chino Valley USD Staff

- 1 Director of Health Services/MV Liaison
- 1 Family Services Program
 Specialist
- 1 McKinney-Vento Program Manager
- 2 Grant Support Specialists
- 1 Bilingual Typist Clerk
- 1 Instructional Aide

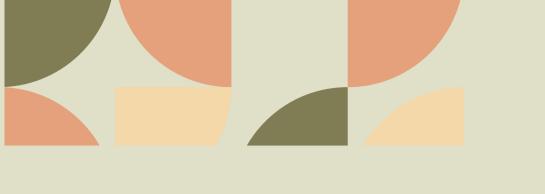
City of Chino Staff

- 1 Community Services Supervisor
- 1 Community Services
 Coordinator, supervises city staff
- 10 Case Managers I & II
- 1 CARE Closet Specialist
- 1 Outreach Specialist



ABOUT OUR CASE MANAGERS

- Case Managers (bilingual, Spanish) are City of Chino employees and serve all CVUSD students, regardless of residence status or geographic area.
- Typically work part-time, averaging 20-35 hours per week
- Mornings are spent on-site at assigned Family
 Resource Centers in the morning on specified days. All
 Case Managers return to the main office in the
 afternoons.
- Two Case Manager II positions serve as mentors for new case managers, as well as supporting the Coordinator
- HOPE Leadership consists of a team of 3:
 City Community Services Coordinator (direct City supervisor), MV Program Manager, and the Family Services Program Specialist.



Tier I - Low Level

Promote and offer meaningful resources, referrals, and support to all families.



HOW CASE MANAGEMENT FITS INTO OUR MODEL

Tier II - Mid-Level

Utilize HOPE Family Resources Centers as a gateway to social service support through case management.

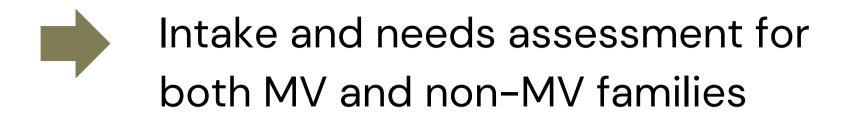


Tier III- Crisis Intervention

Provide crisis intervention for unaccompanied youth, MV families that are unsheltered, struggling with domestic violence or other emergencies, and grandparents needing kinship support.



ROLE & PURPOSE OF CASE MANAGERS





- CARE Closet
- EXCEL youth mentoring
- TYKES Nurturing Families
- Health & mental health services

Social services

- Utility & housing assistance
- Medi-Cal application assistance
- Emergency food assistance
- And more (see complete list in guide)



HIRING THOUGHTS

- All case managers are required to be bilingual in English & Spanish.
- Most of our case managers attended our school district as kids. They grew up in the communities we serve, and have existing relationships with the schools. They see this community as their community and care about the students and families we serve.
- Most are young professionals, with 2or 4-year degrees.
- Entry-level positions, but with room to grow

"I have 5 siblings, and my parents had to figure out how to make ends meet. They did their best to keep food on the table, keep us clothed, and involved in community events and recreational activities, but they couldn't have done it alone. For that, I am committed to paying it forward." - Michelle Meza Community Services Coordinator

ONBOARDING & TRAINING

Our goal is to equip and support the Case Managers to understand MV rights and responsibilities, to understand systems and processes for referrals and services, and to help the Case Managers be successful in serving all students and families.

- 3-Day HOPE Staff Retreat Organized annually for new and returning team members
 - McKinney-Vento Law and scenarios
 - Team building & group activities
 - Self-reflection and self-care activities
 - Logistics & Administrative Processes
- Case Manager II/Mentors (2)
 - Mentor and support new case managers in handling cases, navigating paperwork, and supporting families

ONGOING SUPPORT

The HOPE Team prides itself on creating a supportive working environment for case managers to avoid burnout, work through active cases, and support each other in the hard work of providing services to students and families. We are a team.

Central HUB: Our central office, located at the Adult School, promotes shared space and time together. After serving at school sites in the mornings, case managers return to the office in the afternoons to enter notes, meet clients at the CARE Closet, and reconnect with each other.

File Review: In bi-weekly meetings, case managers share tough cases, propose solutions, decompress, and identify next steps together.

CHALLENGES

- Staff turnover & retention Staff transitions can be disruptive to families. Yet, the case manager positions are entry-level positions. Attracting and retaining staff is an ongoing challenge and priority.
- Communication With a large team, communication is essential. HOPE recently invested in an online case management system to make it easier to access & share information in real-time.
- MV Outreach For 2021–22, we served 2,855 total students but only 451 of 1,856 MV-eligible students (24.2%) through case management. Through investment in a new Outreach Specialist, we hope to close that gap to engage and serve more MV-eligible students.

HOPE CORE VALUES

EQUITABLE ACCESS

INDIVIDUALIZED APPROACH

STRENGTH IN DIVERSITY

TRUST & RELATIONSHIP

EMPATHY

INTEGRITY

IMPACT

FAMILY IMPACT

MENTAL HEALTH REFERRALS

173



HOME VISITS

120





FOOD BANK REFERRALS

1,163



STUDENTS SERVED THROUGH KIDS PACK

125



HOUSING & UTILITY
ASSISTANCE

\$26,699

Rental & Utility assistance through City of Chino CDBG Funds EMERGENCY GIFT CARD ASSISTANCE

\$25,138

A total of 166 families were provided gift cards through donations and grants

"Our Case Manager was amazing and went out of her way to get us connected with the resources and support services that would be most beneficial." - Parent nothing Grafitude!

"They gave my family and myself a lot of help and trust." - Parent

IN THEIR OWN WORDS

I have seen families who were homeless, with very little hope, obtain housing, join counseling services, obtain employment and be successful. It brings me much joy to see families move forward and come out stronger, more resilient than when they first came to our program."

-Josselyn Andronic, MSW McKinney-Vento Program Manager





Scan or click here to listen to Josselyn Andronic, McKinney– Vento Program Manager, discuss how case managers welcome, embrace, and support students and families.

IN THEIR OWN WORDS

Going to school was difficult because we didn't have a place to stay. I was worried and thinking about what I was going to do. How can I help my mom? Before the HOPE program, I had to walk like an hour to school because I live far and because of the HOPE program, I had transportation and didn't have to walk anymore.

-Jahayra HOPE student

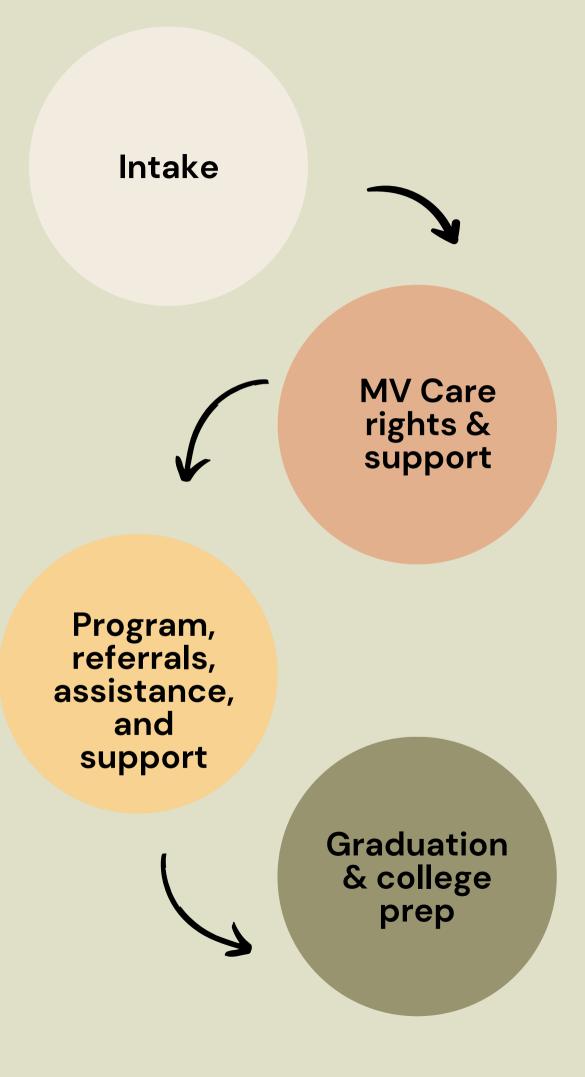




Scan or click here to watch the HOPE for Tomorrow video featuring Jahayra, a McKinney-Vento high school student, and her mom discuss how HOPE helped her stay in school and find the support needed to succeed.

ABOUT MCKINNEY-VENTO PROGRAM SPECIFICALLY

- Follow-up with selfidentified MV students who have not requested services
- Helping students locate or obtain missing documentation
- Providing transportation assistance
- Advocating for students to stay at school of origin
- Educating students on graduation requirements and credit minimums under MV AB1806
- Assistance with FAFSA and accessing/connecting to services at the college level



THE DEDICATED MCKINNEY-VENTO TEAM

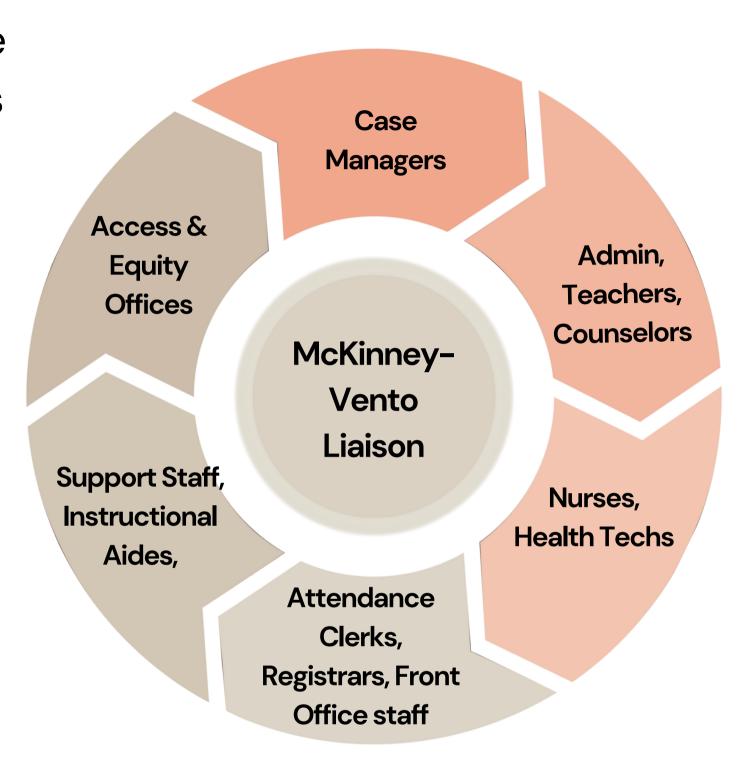




BUILDING A MCKINNEYVENTO TEAM OF SUPPORT

For those without a case management model, it is still possible to build a team of support around your McKinney-Vento liaison.

If you can't be at every school, connect with those who are, those who already have relationships with the students you serve and are already positioned to help you reach and serve them.





POTENTIAL TEAM MEMBERS

Building long-term relationships at the school is helpful in providing a consistent and visible presence so school staff and students know where to go for MV support.

Administration & Teachers

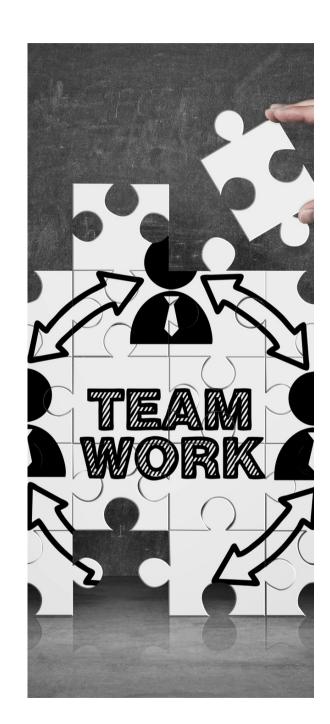
Building relationships and visibility at the schools is vital, so that principals and teachers know about MV rights and know where to direct students. Principals can allocate meeting space on-site to make case management services more accessible. Often, principals are thankful for additional support in meeting student needs.

Attendance Clerks and Registrars

These individuals already have obligations under McKinney-Vento and existing familiarity with MV qualifications. There is an opportunity to build trusting relationships with them that leads to connecting with MV-eligible students. Clerks and registrars may also relay information to families about programs and services available.

School Counselors, Nurses, Support Staff

These individuals often have valuable insight into what issues students and families are facing, as they are on-site and often a first point of contact for a student who is struggling academically or personally.



POTENTIAL TEAM MEMBERS CONTINUED

Student Support Department Access & Equity Department

Staff in these offices are often committed to helping students succeed, to identifying obstacles to learning, and to working with students to move toward success inside and outside of the classroom.

Other School Support Staff

Also, consider janitors, cafeteria workers, front office staff, school resource officers, bus drivers, and others, as they often are on the front lines of interactions with students and often observe changes or issues that others may miss.



You don't have to have a big team, and you don't have to do it alone.

SECTION 2 SUPPLEMENTAL RESOURCES

Check out these additional tools and others in the Supplemental Resources Guide:

- Case Management 101 Presentation
- Case Manager I & II Position Descriptions
- City of Chino Organizational Chart
- Confidentiality Form (English/Spanish)

- CVUSD Organizational Chart
 FRC Site Schedule 2022-2023
- HOPE Case Management by **Feeder School**
- HOPE Contact Form
- HOPE/MV Client Intake Form (English/Spanish)

Complete the Reflection & Evaluation form for this section.

SECTION 2 SUMMARY

- Embed McKinney-Vento efforts in broader student support services
- Develop programs & services that can support students in-house or are offered in conjunction with city and community partners.
- Build a team of support around McKinney-Vento Liaison
 UP NEXT

Section 3: Funding & Resources