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| **NOTE TO DISTRICT PARTNERS:****PLEASE DO NOT EDIT THIS COPY.** **THIS COPY IS TO BE EDITED BY THE SCCOE ONLY.****Revisions are made to this copy first. After changes have been reviewed, this file is saved as a revised copy for districts to use. In the revised file name, you will see a version number as well as the date.** |

**COVID-19 Communication Protocol: Foster Youth**

The purpose of this protocol is to provide some guidance on how to check-in with your Foster Youth students. Foster Youth include students in foster placement as well as those in family maintenance. A suggested Google form has been created for you to capture your notes during each call. This form may be accessed [here](https://docs.google.com/forms/d/1S_TsZRxD1TdltKsBpXVbFWaNy295j9xog7-aTdkZbuk/edit).

At this time of instability, many Foster youth and their families may experience additional trauma and anxiety. Previous trauma due to instability may also be triggered. If systematic screeners are in place, review screening data last collected (ex. Winter screenings) to look for students who might be particularly vulnerable (ex. Children with moderate or high risk scores for internalizing issues). Be prepared to offer assistance for needs beyond academic.

**It is important to verify all information regarding resources prior to making contact**. While on the call, if you do not know the answer, ask if you may:

* place them on hold (if you can get the answer quickly); **OR**
* contact them within 24-48 hours with an answer.

**Important Contacts:**

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| **District Foster Youth Liaison** | **Santa Clara County Office of Education**  |
| <<INSERT DISTRICT CONTACT HERE>> | **Joann Vaars, Ed.D.**Coordinator of Educational Services, Foster & Homeless Youth408-453-6928**jvaars@sccoe.org** |

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| **Preparing To Call** |
| **Step 1: Gathering information about foster students***Purpose: To prepare for a phone call with foster students.*Person Responsible: District Foster Youth Liaison**Note to the District Foster Youth liaison:** *The following is a list of suggested actions to take prior to contacting foster students and families. Review steps 2 to 9 and add any local information that will be relevant for making contact with foster students/ families. Consider where information from the calls will be stored (i.e. Google sheet, student information system) for follow-up. You are encouraged to contact other district liaisons to share ideas. To view a list of Foster Youth liaisons for all districts in Santa Clara County, click* [*here*](https://www.sccoe.org/safe-and-healthy/foster-homeless/PublishingImages/Pages/default/2020-21%20FY%20MV%20Liaison%20List.pdf)*.* * Generate a list of your foster students.
* Review screening data (ex. behavioral and academic screeners) if available.
* Verify the information to triangulate the data from SIS, Fostervision & CalPads.
* Determine which students are living with their family (under family maintenance) and which students are living with a resource family/ parents.
* Reach out to Social Services to determine which students have received contact from Social Services and which have not. (NOTE: The students who have not received any contact from Social Services may need to be prioritized).
* What distance learning resources have been provided to the student (i.e. a device and hotspot, other learning materials).
* Verify all information regarding resources for [housing](https://docs.google.com/document/d/178c6n1aQtr5zU3WU5sCeVir5yxx-w60YR5N2B_cqMqM/view), [food](https://docs.google.com/spreadsheets/d/1BlbYygQRELBWyY29NoLXKGXchAV0NHcV01GHYv-0Q1Y/edit#gid=0) and medical care (the current instability is causing regular change, so it is **important** that you provide reliable and updated information).

**Move on to step 2** |
| **Making Contact** |
| **Step 2:** Is the student living with family or with a resource/foster caregiver?*Purpose: to determine the placement of the child and encourage additional support as needed.*You should have this information before the call (as part of step 1). |
| **Yes:**Introduce yourself as a district/ school representative.Establish the purpose of your call: to check in to see how the district can support the student and family at this time of COVID-19.Inquire about any support systems or supportive people they can currently rely on during this time. **Move on to step 3** | **No:** Introduce yourself as a district/ school representative. Establish the purpose of your call: to check in to see how the district can support the student and family at this time of COVID-19.**Move on to step 3** |
| **Step 3: Checking in on Basic Needs (housing and food)***Purpose: To provide resources for housing, food, and health to the family.*Ask: Do you have any need for assistance with housing or food?SCCOE Resources: [Santa Clara County Housing Agencies](https://docs.google.com/document/d/178c6n1aQtr5zU3WU5sCeVir5yxx-w60YR5N2B_cqMqM/view), [SCC District food distribution list](https://docs.google.com/spreadsheets/d/1BlbYygQRELBWyY29NoLXKGXchAV0NHcV01GHYv-0Q1Y/edit#gid=0) |
| **Yes:*****Housing needs:***Refer to the resources provided by your district’s McKinney-Vento liaison. <<Link local housing information here. >>Also refer to the [Santa Clara Housing Agencies list](https://docs.google.com/document/d/178c6n1aQtr5zU3WU5sCeVir5yxx-w60YR5N2B_cqMqM/view).***Food assistance:***Refer the family to Second Harvest distribution centers (408-455-5181 & 800-984-3663 & [SHFB Get Food](https://urldefense.com/v3/__https%3A//www.shfb.org/get-food/__;!!LqsEMg!E9FlViocRr7JAOmmf0XTeltS1NOLkQYxo_vaj_AVNIqFQNtyMCkJBsx682gCJ-9TMaKQiXKJ$)) or other resources in your district’s vicinity(see this [list](https://docs.google.com/spreadsheets/d/1BlbYygQRELBWyY29NoLXKGXchAV0NHcV01GHYv-0Q1Y/edit#gid=0) by district).**Move on to step 4** | **No:**Let the family know who they should contact if that need comes up.<<List district Foster Youth Liaison contact information here>>**Move on to step 4** |
| **Step 4: Medical/ Physical Health***Purpose: To inform the family of local hospitals should they need medical attention for physical health needs.* Ask: Do you have any urgent (non-emergency) medical needs? |
| **Yes:**For emergencies, remind them to call 9-1-1For immediate medical attention (but not an emergency), refer them to:SPARK Clinic777 E Santa Clara StreetSan Jose 95112O’Connor Hospital2105 Forest AveSan Jose408-947-2500Open 24 hoursORSanta Clara Valley Medical Center751 S. Bascom AveSan Jose408-885-5000Open 24 hours **Move on to step 5** | **No:**Remind them of the resources available:SPARK Clinic777 E Santa Clara StreetSan Jose 95112O’Connor Hospital2105 Forest AveSan Jose408-947-2500Open 24 hoursORSanta Clara Valley Medical Center751 S. Bascom AveSan Jose408-885-5000Open 24 hours **Move on to step 5** |
| **Step 5: Medical/ Mental Health***Purpose: To inform the family of local resources to address emerging and/ or existing mental health needs.* Ask any or all of the questions below. Please make this more conversational. The goal is to use these questions to determine if the child has any emerging emotional well-being or mental health needs that they may not yet recognize. If speaking directly with the student (high school only), adjust the questions as appropriate (i.e. replace *your child* with *you*).* With everything going on have you noticed that your child is experiencing any significant changes in sleeping or eating patterns?
* Is your child experiencing any headaches, stomach aches, or other physical symptoms that seem to be stress related?
* Have you noticed that your child has been much more irritated, angry, or sad than they usually are?
* Has your child mentioned that they are experiencing thoughts that repeat in their head and make it hard to concentrate or think about what they want to think about?
* Have any other concerns arise for you?
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| **Yes to any of the above:**Say: *It makes sense that your child (or you) may be feeling this way. These are very uncertain times and we are all out of our normal routines. Was your child receiving any mental health services at school prior to the COVID-19 school closure?*  | **No (to all of the above):** Say: *It would make sense if your child (or you) begins to experience any of these feelings. These are very uncertain times and we are all out of our normal routines. Was your child receiving any mental or behavioral health supports at school prior to the COVID-19 school closure?*  |
| **If yes (to the child receiving services before the school closure):**Ask: “Have you been connected with any mental health resources during the shelter in place order/ school closure?”* If **yes (to being connected with services)**, then note that the family has received this resource.
* If **no (to being connected with services),** then follow-up with the district liaison on how to access mental health services for this child during the school closure. Provide an update to the family within 24-48 hours.

**If no (to the child receiving services before the school closure)**:* **Move on to step 6**
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| **Step 6: School/ Academic Concerns***Purpose: To check in on any academic needs of the student(s).*Ask: Has your child been able to access school work? |
| **Yes:**Ask the following:* What has been working?
* Any trouble with the technology?
* What additional support do you need?

**Move on to step 7** | **No:** Ask the following:* What is preventing your child/ren from accessing class work?
* Do you need a device? Internet access?

Get their information and follow-up within 24-48 hours with information about how they can access the class work or receive differentiated supports.**Move on to step 7** |
| **Step 7: Ongoing Communication** *Purpose: To establish regular communication* Ask: When may I check in with you next week? Would you like to check-in more than once per week?Verify the number and ask if there is another contact number you can add to the file. Set a date and time for your next call. **Move on to step 8** |
| **Step 8: Ending the call***Purpose: To remind the family that you are available to assist throughout these uncertain times.* Thank the family for taking your call. Ask if there is anything else you can assist with. Remind them that you are reaching out to assist. Wish them well. **Move on to step 9** |
| After the call |
| **Step 9:*** Record /complete notes and share with your district’s Foster Youth liaison.
* Note anything you need to follow-up with the family.
* Add to your calendar a reminder to make a follow-up call within 24-48 hours.
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