



Goals & Guardrails Progress Monitoring

Guardrail 3: Parent & Family Engagement

Tony B. Watlington, Sr. Ed.D.
Superintendent

Tonya Wolford, Ph.D.
Chief
Office of Evaluation, Research, and Accountability

Jermaine Dawson, Ed.D.
Deputy Superintendent
Division of Academics

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Overview

1. Parent/Family Engagement Highlights
2. Where Have We Been
3. Where Are We Now
4. Current Activities and Future Focus





Parent & Family Engagement Highlights

- Parent engagement was a common theme in Dr. Watlington's Listening and Learning sessions in 2022-23.
- We have data on family engagement events sponsored by Central Office, but not school-sponsored events.
- Data collection for school-sponsored community events is starting in Spring 2024.
- Central Office currently supports families with language access through Bilingual Counseling Assistants, Language Line, and Translation & Interpretation Services.



Where Have We Been?



Why is Parent Engagement Important?

- Many studies have found that students with involved parents were more likely to earn higher grades and test scores, attend school regularly, have better social skills, and graduate and go on to postsecondary education.
- Fast-improving schools work deliberately to involve parents with academic content.

Parent-Community Ties is one of Five Essential Supports for School Improvement:





Challenges to Parent/Family Engagement from Listening and Learning Tour 2022-23

While translation services are appreciated, District staff and stakeholders felt multilingual families were not always prioritized:

- More support is needed for newcomer students and families
- Bilingual Counseling Assistants (BCAs) are invaluable to schools but there aren't enough to meet needs at all schools



Families and community members did not feel like communication from the district was clear, timely, and respectful:

- Families and stakeholders want SDP to make it clear how feedback was considered in making decisions
- It can be difficult to get in touch with someone at the District, and there's no accountability to receive a response

See results of the Listening and Learning Tour at:
<https://www.philasd.org/era/listening-learning/>



What We Have Done to Address Language Access Challenges

Increased Bilingual Counseling Assistant (BCA) positions (161 allocated positions in 2023-24)

- Used American Rescue Plan Act (ARPA) funds to add 50 additional BCA positions starting in 2022-23
 - SDP committed to keeping additional positions to support schools when ARPA ends in 2024-25
- BCA fill rates increased from 64% in 2022-23 to 74% in 2023-24

Expanded Language Access Services

- Investing an additional \$800k through 2026 to expand translation and interpretation services
- Released RFP for vendor who can continue current telephonic interpretation services and expand to video conferencing
- Piloted 12 AI translation devices

Strategic Actions 2.1, 2.2, & 2.3

Two-Way Communication System; Updated District & School Websites; Parent & Guardian Advisory Board



Let's Talk Two-Way Communication System (SA 2.1)

- Publicly introduced at State of Schools event in April
- Integrated on web pages of several key District offices, including the Office of Family and Community Engagement, and provided training for staff in those offices

District Website (SA 2.2)

- Re-designed and launched the District's homepage, and all web pages for Academic Services and Student Support Services, to make them outward-facing, universally accessible, and easier to navigate for students and families.
- FACE, Operations and Talent web pages will be updated during the spring and summer months.

Parent & Guardian Advisory Board (SA 2.3)

- Began development of application and selection process for Parent and Guardian Advisory Board



Where Are We Now?



Guardrail 3 Leading Indicators

Guardrail 3: Every parent and guardian will be welcomed and encouraged to be partners in their child's school community

Leading Indicator 1: The number of school-sponsored community events held at each school **New**

Leading Indicator 2: The percentage of staff trained to use language access services **New**

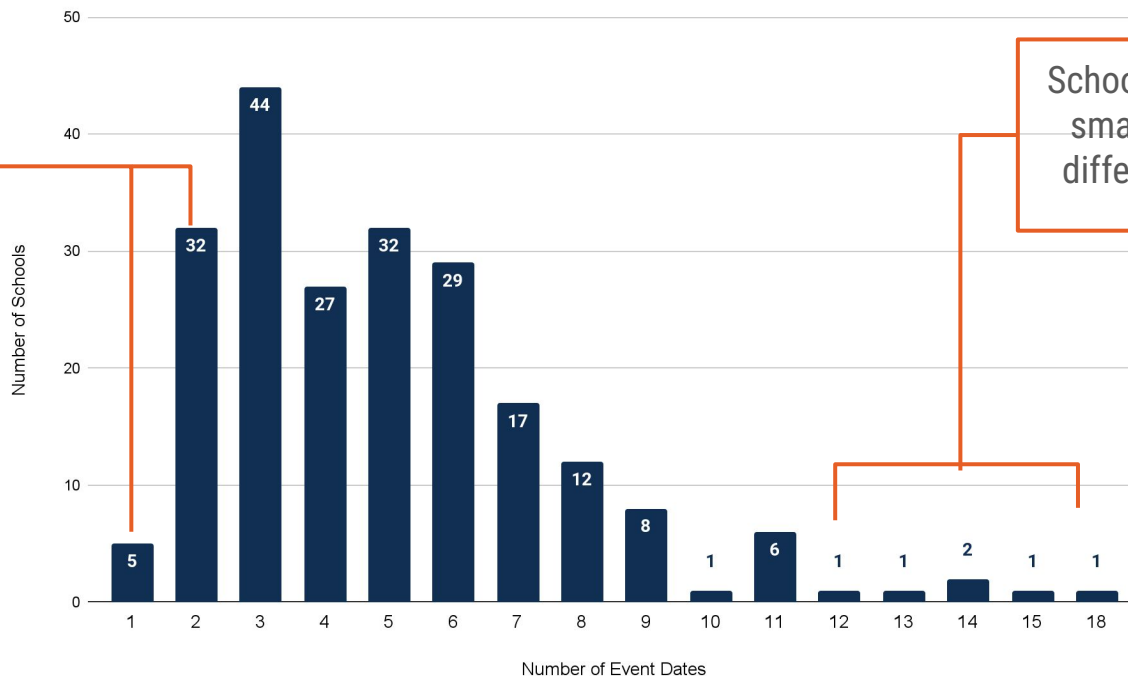


Guardrail 3 Indicator 1: School-Sponsored Community Events

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Parent & Family Engagement

All 219 schools had at least 1 district-sponsored event supported by FACE. Most schools (164, or 75%) had between 2 and 6 events.



Schools held more meetings but did not have 3+ parent/guardians attend

Schools held multiple small sessions for different languages

Note: Numbers provided by Office of Family and Community Engagement. Includes only events with 3 or more attendees. Data counts the number of unique dates for each school to eliminate duplication, may be undercounting of a school had multiple events on the same day.

Guardrail 3

Parent & Family Engagement

The Office of Family and Community Engagement (FACE) sponsored **1,636** events, meetings, and/or workshops across 219 schools.

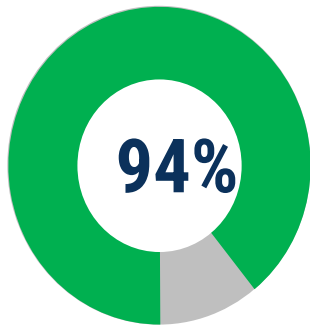
Information about FACE-Sponsored Events

Number of events, meetings, and/or workshops sponsored by FACE (<i>School Advisory Councils, Parent Portal Trainings, Workshops related to academics, attendance, and other key topic areas</i>)	1,636
Range in the number of parent/guardian attendees at each event	3 - 211
Average number of parent/guardian attendees	13
Number of schools that held events with 100+ parent/guardian attendees	13
Number of schools with an average of fewer than 10 parent/guardian attendees per event	97

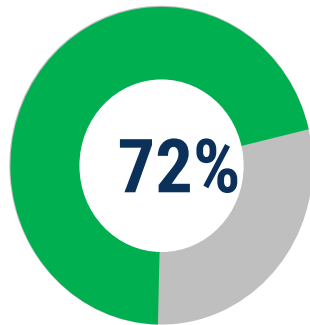
Note: Numbers provided by Office of Family and Community Engagement. Includes only events with 3 or more parent/guardian attendees. FACE supports all 218 District schools plus one Alternative school.

Philly School Experience Survey (2022-23)

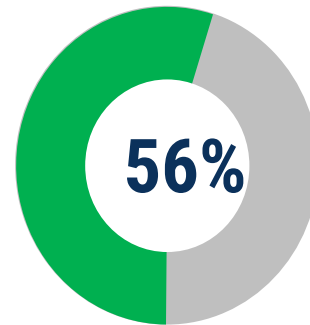
Of 26,492 parent/guardians who responded to the Philly School Experience Survey in 2022-23:



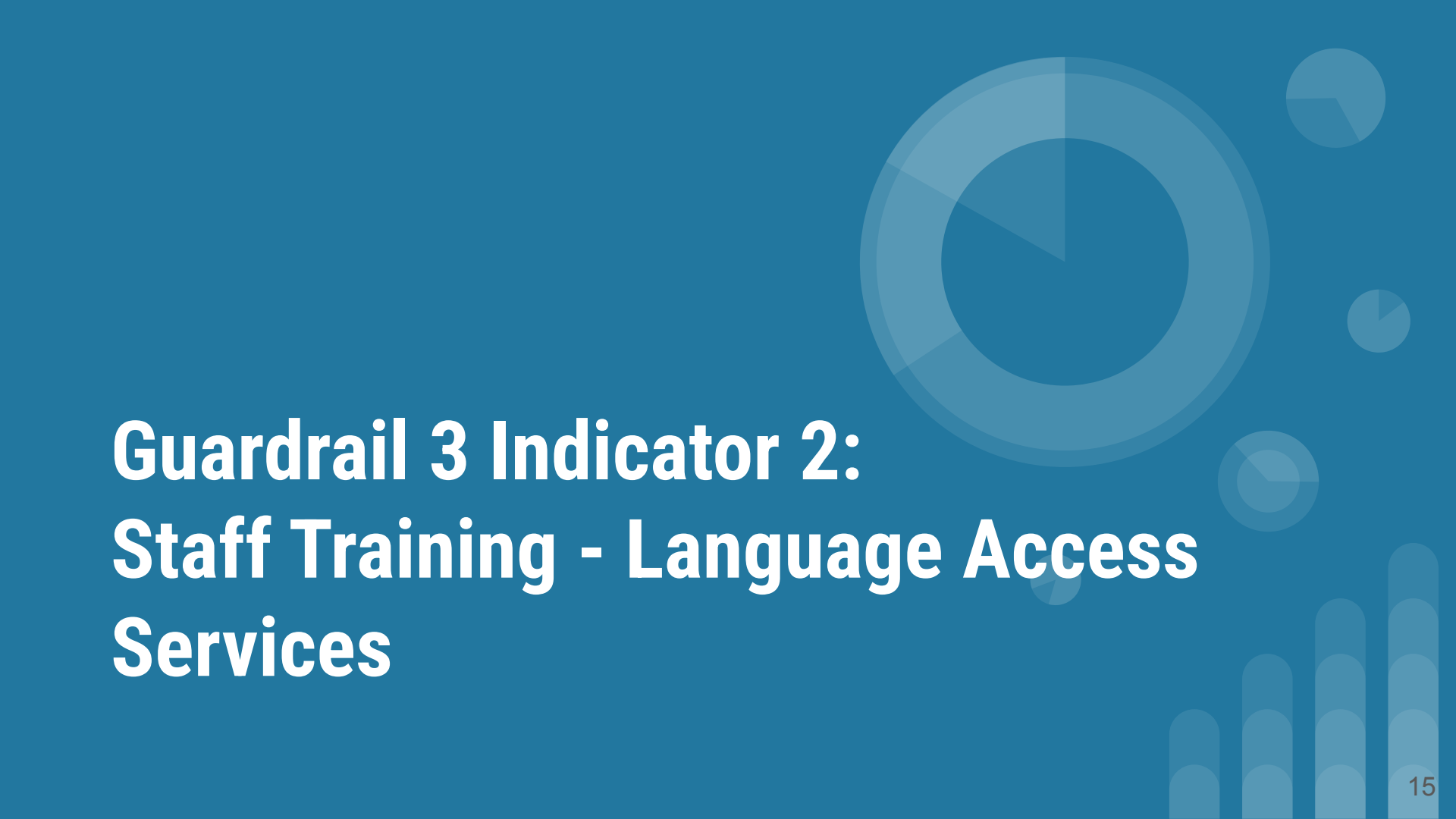
Agreed that their child's school **lets them know about meetings, special school events, and family education opportunities**



Said an adult in the household had been **invited to be part of a parent/guardian group** at their child's school



Said an adult in the household **attended a school-sponsored event** at their child's school (such as a play, sports game, art show, or science fair)



Guardrail 3 Indicator 2: Staff Training - Language Access Services

Why is Staff Training for Language Access Services Important?

- The population of English Learners (ELs) in SDP is increasing
 - The percentage of ELs increased from 9% in 2014-15 to 20% in 2023-24
 - ELs make up 20% or more of the student population in 67 schools
- 160 home languages (including English) are spoken in households of students enrolled
- Language access services are designed to assist families whose primary language is not English so they can communicate with staff and access services, activities, or other programs
- Families access language services through District staff, so employees need to know how and when to use each type of service



Language Access Services: Office of Family and Community Engagement

- **Bilingual Counseling Assistants** - Support schools in communicating with families that speak a specific language other than English
- **Language Line** - Allows staff to communicate with limited-English proficient families via telephonic interpretation in more than 200 languages and dialects
 - Language Line Requests through 5/16 (2023-24): 33,276
- **Translation & Interpretation Services** - Provides language access to District information, services, and programs to non-English speaking communities, by phone or in person
 - Translation Requests through 5/16 (2023-24): 4,156
 - Interpretation Requests through 5/16 (2023-24): 1,144



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Parent & Family Engagement

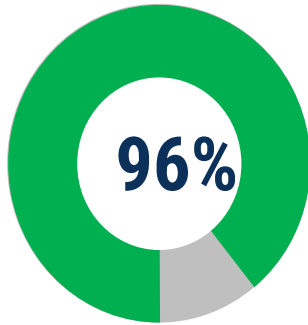
The Office of Family and Community Engagement (FACE) provided trainings on language access services for 172 teachers, secretaries, and school staff members in 2023-24.

Training Name	Topic	Target Audience	Number of Attendees
New Hire Orientation (Aug 2023)	Supporting Multilingual Families in SDP	New Teachers	37
Secretary Training (Aug 2023)	Customer Service and Language Access	Secretaries	32
Tune Up Tuesday (Dec 2023)	Welcoming Spaces for Multilingual Families	Teachers and School Staff	103
TOTAL (2023-24)			172

Note: Numbers provided by Office of Family and Community Engagement. Staff members may be counted multiple times if they attended more than one event.

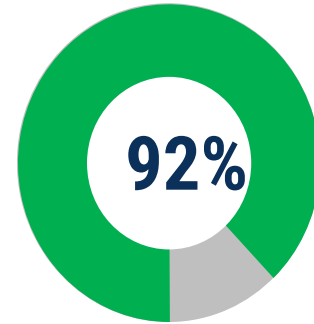
Philly School Experience Survey (2022-23)

Of 26,492 parent/guardians who responded to the Philly School Experience Survey in 2022-23:



Agreed that their child's school **communicates in a language they understand**

Of 4,724 parent/guardians who responded to the Philly School Experience Survey in 2022-23 in a language other than English:



Agreed that their child's school **communicates in a language they understand**



**Current Activities and Focus for the
2024-25 School Year**



2024-25 and Beyond

- Creating a new process to collect data from principals through the Philly School Experience Survey on school-sponsored community events
- Developing a robust district-wide plan for all staff to be trained on language access services
- Moving translation services out of FACE into Office of Diverse Learners
- Looking to streamline relationship with language access vendors to be a one-stop-shop approach to achieve faster response times

Strategic Action 2.9

Relaunch Parent University (Year 2)



- Parent University will provide continuing education opportunities and build the capacity of parents and families so they can grow personally as caregivers
- There is a need for adult education programming in Philadelphia: 22% of Philadelphians are living below the poverty line, and 13% do not have a high school diploma
- Engaging parents and guardians in workshops and training is a way to increase engagement, build positive relationships, and repair trust
- Students can benefit when their parents and guardians have the skills and resources to be engaged in their education



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