



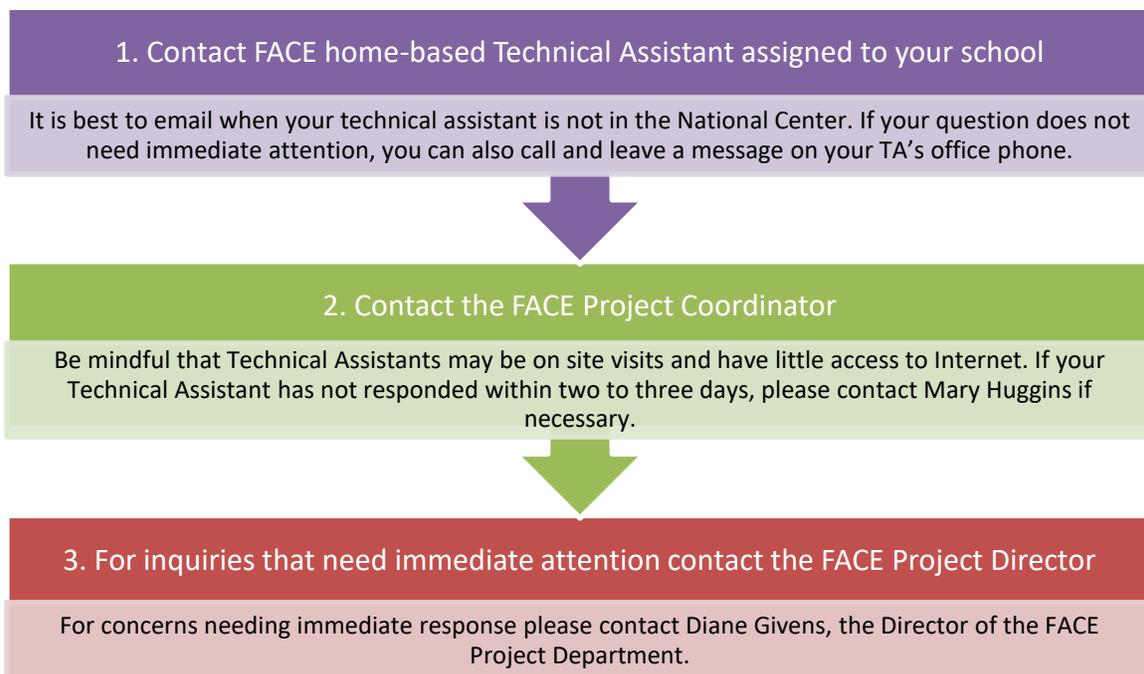
Connecting Parent Educators to the Right Source

The FACE Model is a uniquely organized structure incorporating the expertise of four stakeholders- Bureau of Indian Education, Parents as Teachers National Center, National Center for Families Learning, and Research and Training Associates- that provide oversight in operations and budget management, technical assistance for all aspects of the FACE Model, and data and evaluation. There is a longstanding history between all stakeholders to ensure that all FACE programs implementing the FACE Model are adequately knowledgeable of program aspects.

The purpose of this technical assistance brief is to provide you with communication guidance. Parent educators are tasked with many duties and responsibilities in their daily operations. We, at Parents as Teachers, want to ensure that all questions get the best answer possible and straight from the source. The following diagram lists the various stakeholders in the program and some examples of focus area. In order to better prepare parent educators so they may serve FACE families properly, we thought it necessary to provide parent educators and coordinators with a communication protocol should they find themselves uncertain of how to complete a task.

Communication Protocol for Parent Educators and Coordinators

Parents as Teachers FACE Technical Assistants want to ensure that your questions are answered in a timely manner. FACE Technical Assistants are tasked with supporting over 40 FACE Programs. In order to properly provide assistance to each school, FACE Technical Assistants are assigned 10 schools each and are responsible for conducting technical assistance site visits. In the event that a Technical Assistant is conducting a site visit and is not available to answer a question, be sure to follow the protocol below.





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FACE Frequently Addressed Topics

Registering for Foundational and Model Implementation Training

Parent educators new to their role are expected to become certified in Foundational and in Model Implementation. Parent educators who have lost certification will need to attend Foundational and Model Implementation training as well.

Parents as Teachers FACE Project Department will pay for registration fees only per the contract agreement between Bureau of Indian Education and Parents as Teachers National Center. Air travel, per diem, hotels, and other miscellaneous items are covered by the school.

For a list of upcoming trainings visit www.parentsasteachers.org, hover over the Training & Curriculum tab, hover over Training Gateway, and click on Training Calendar. All FACE Parent Educators are expected to travel to and attend trainings in St. Louis, MO.

For more information on how to register for Foundational and Model Implementation training please contact Mary Huggins, FACE Coordinator at 314-432-4330 ext. 1206 or email mary.huggins@parentsasteachers.org. All training inquiries must go through Mary Huggins.

Registering for Parents as Teachers Conference

When registering for the Parents as Teachers Conference, be sure to notify your Parents as Teachers Technical Assistant along with Mary Huggins, the FACE Project Coordinator. For more detailed information on the theme and workshops for the upcoming Parents as Teachers Conference please visit www.parentsasteachers.org/training/conference.

Home-based On-Site Technical Assistance

The purpose of each Technical Assistance site visit is to identify strengths and make recommendations for growth. Together, the FACE staff and the technical assistant develop recommendations for continuous improvement. FACE programs receive 1-2 site visits annually, as well as regular contact between visits for problem-solving and support.

Site visits are typically 1-2 days long during which the Technical Assistant will observe the parent educator conduct a personal visit, review program documentation, and prepare a written summary of findings to share with the parent educators and the FACE coordinator during an exit meeting. Detailed information regarding the dates and times of the technical assistance site visit will be sent to the FACE coordinator and the parent educators by the Technical Assistant.

FACE Family File Folder

Each parent educator will need to create a Family File Folder for each family. Folders should have the family surname(s) labeled on the folder. All necessary documents listed in the Home-based FACE Family File Recordkeeping Review 2016-2017 will need to be added to each FACE Family File Folder. For families with multiple enrolled children, parent educators should organize folders to keep all documentation in one Family File Folder.



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Preparing and Delivering Personal Visits

Parent educators are expected to plan and conduct personal visits with families weekly. Experienced parent educators should have a caseload with 24 families and meet with families bi-weekly with a total of 12 personal visits per week. New parent educators are expected to have a caseload with 12 families and meet with them weekly for a total of 12 personal visits per week.

To prepare for the delivery of personal visits, parent educators utilize the Foundational Personal Visit Plans 1-8 or the Personal Visit Planning Guide and Record. Parent educators should begin utilizing the Foundational Personal Visit Plans 1 through 8 with families that are new to FACE. Once foundational topics are covered thoroughly, the parent educator will then begin planning to meet specific needs of the family. All components of the Personal Visit Planning Guide and the Foundational Personal Visit Plan should be completed fully.

Preparing and Delivering FACE Family Circles

Parent educators should prepare and deliver monthly FACE Family Circles for FACE home-based families. If FACE Family Circles are intended and planned for all FACE families including center-based, then center-based staff is involved in supporting the planning and facilitating of the FACE Family Circle. Please refer to the FACE Family Circle Planning Guide for details on how to prepare and conduct FACE Family Circles.

FACE Family Circle Kits are sent to each FACE program to support parent educators in planning a FACE Family Circle for families. FACE Family Circle Kits are prepared by Parents As Teachers FACE Technical Assistants.

Screenings and Family-Centered Assessments

Ages & Stages Questionnaires®, Third Edition (ASQ-3™)

The ASQ-3™ is used to help FACE programs improvement of pinpointing the developmental progress of FACE children between the ages of one month to 5 ½ years. Each enrolled child, birth through Kindergarten entry, should receive the ASQ-3 screening two times a year: 45 days after enrollment and once in the spring (before May) using the age-appropriate questionnaire. Results should be inputted into Penelope and shared with families. Contact your assigned Technical Assistant for more information.

Ages & Stages Questionnaires®: Social-Emotional, Second Edition (ASQ:SE-2™)

The ASQ:SE-2™ is a screening tool designed to identify children who may be at risk for social or emotional difficulties. The tool does not diagnose serious or emotional disorders, rather it should be seen as the first step in identifying young children who may benefit from in-depth evaluation and/or preventative interventions designed to improve their social and/or emotional competencies.

Each enrolled child from 1 to 72 months should receive the ASQ:SE-2 screening once a year, between December and March using the age-appropriate questionnaire. Score and share results with the family in the next personal visit. Findings should be shared with the family.



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Life Skills Progression

FACE parent educators complete and document a family-centered assessment within 90 days of enrollment and then every 6 months thereafter, using the Life Skills Progression. It is important that the approach to the Life Skills Progression is strengths-based and respectful of families' cultural background. The Life Skills Progression assists FACE parent educators with understanding families' strengths, resources, and needs in a multitude of categories. The assessment should be conducted every 6 months by the parent educators and results inputted into Penelope. The Life Skills Progression supports FACE parent educators in developing and facilitating goal-setting conversations with families. For more information on the Life Skills Progression, please contact your program's assigned Technical Assistant.

Resource Connections and Referrals

Each FACE home-based family should receive at least two resource connections during the program year. Parent educators partner with families to identify formal and informal resources that address their needs, opportunities to empower parents to develop self-advocacy skills, and increase self-sufficiency. A formal resource connection is a referral to an external service provider including medical, early intervention program, etc. FACE parent educators should utilize *the Documentation for FACE Referral(s) and Follow-Up* and the *FACE Referral Form*. Copies should be kept in the families respective FACE Family File Folder.

Informal resource connections provide families with new information that complement their goals or increase their support. Some examples include connections to job training workshops, events hosted within the community, Child Find, support groups, etc. All resource connections should be documented within the Penelope data management system.

FACE Programs should have a FACE Resource Directory kept in the office and annually updated with resources offered within the community. Each family should be given a FACE Resource Directory that is kept in the home.

Imagination Library

Imagination Library is a project funded by the BIE for FACE families. Age-appropriate books are mailed each month to children actively-participating FACE families. For issues regarding the FACE program's Imagination Library account, the administrator or other FACE personnel should contact Imagination Library directly.

Please contact one of the following numbers for assistance:

Data Entry: Kathy Brown; kbrown@dollyfoundation.com, 865.428.9606

Log-in Recovery, Username, and Password: Jane Lambert; jlambert@dollyfoundation.com, 865.428.9607

Be sure to email the log-in information to important staff in case the administrator is reassigned to a new position or is not available to update the list when needed.



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Penelope: Data management system

Penelope is a web-based data management system used to document recordkeeping forms and centralize data entry for home-based services. Data must be inputted into Penelope daily by parent educators. Penelope has replaced Visit Tracker as the main data entry system. Penelope will now be used to document personal visits, screenings, FACE Family Circles, and resource connections. Parent educators new to Penelope are strongly encouraged to review webinar and recorded video trainings found within the Parents as Teachers eBusiness Portal under the Penelope Tab. Information regarding log-in and how to navigate and utilize features will be found here.

Be sure to contact your Technical Assistant with concerns regarding Penelope once you have viewed the online Penelope training videos.

Advisory Council

The advisory committee provides a space where members can provide insight and input to strengthen the services an organization provides and maximize operational efficiency. Time should be allocated for members to raise a concern or idea of their own or one they have been asked to bring forward.

Each FACE program has an advisory committee that meets at least every six months (can be part of a larger committee, community network or coalition as long as the group includes a regular focus on the FACE program). Contact your Technical Assistant if you have questions regarding the establishment, purpose, and how to plan for an advisory council.



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FACE Program Organizational Communication Flowchart with Topics

