



High Desert Area-In-Service

[3/12/2021](#)

Agenda

- Welcome
- Ice Breaker
- Customer Service PD- Kelly Bishop
- WIOA Partner- Goodwill- Alejandra Isabel Carrillo
- Break
- Homeless and Foster Training
- Lunch
- Data Dive
- Parent Success Seminar- Bernadette Grant
- Senior Portfolio- Danielle Ott
- Break
- Equitable Conversations- Cynthia Martin



Ice Breaker Time!



Customer Service PD



SERVE

—

Building Stronger Connections Through Questions

S

Smile and welcome!

- ★ Be positive and set a tone of optimism
 - ★ Build rapport by welcoming and greeting the student and family
 - ★ Build their comfort with sharing information with you about their situation
-

E

Engage!

- ★ Ask probing questions to uncover needs/wants
 - Level 1 - The facts/The data - “Why are you looking for a new school?”
 - Level 2 - The impact - “What will having a safe social environment do for you?”
 - Level 3 - The emotions of it all - “What do you think your family life will be like when your daughter feels safe at school?” or “How will your daughter feel about school knowing she is safe?”

 - ★ Use reflective communication to confirm that you are hearing them correctly
-

R

Recommend!

- ★ Summarize what you learned in the “Engage” section
 - ★ Using the facts and emotions you just learned about, recommend our service by connecting the features and benefits of our program to their stated needs
 - ★ As you recommend, confirm *their* understanding of how the feature or benefit will meet their need
 - ★ If they disagree with the connection...
 - Reconfirm your understanding of the need
 - Probe for information that may not have been originally stated
-

V

Verify!

- ★ Verify that they want to move forward
- ★ Examples
 - Student/Family - “Based on what we’ve discussed, do you have any other questions or concerns before we start registration?”
 - Partner - “Based on what we’ve discussed, do you have any other questions or concerns before we set up the agreement?” (...or “set up our event” or “add you to the event announcement”?)
- ★ If they do have barriers to moving forward
 - Do NOT solve the barrier just yet, set them aside and reconfirm
 - “If we could solve that problem, would there be any other concern about moving forward?”
 - Repeat until you have no other barriers
- ★ Address any barriers that came up
- ★ Reverify

E

Enroll or **E**stablish next steps!

- ★ Student/Family
 - Begin the registration/enrollment process or...
 - Set up next steps to complete the registration/enrollment process
 - ★ Partner - establish next steps to moving forward
-

More Examples of Level 1 Questions for Families

- ★ What are your goals after high school?
- ★ What classes have you enjoyed the most in school?
- ★ What courses have presented challenges for your progress in school?
- ★ Which teachers have helped you in school the most and why?
- ★ Is there anything else I should know about how you learn best?
- ★ Have you ever been on a field trip? Tell me about it.
- ★ What prevented you from completing work this week?
- ★ What excites you the most here at OFY?
- ★ If you could wave a magic wand, what would you get to help you with this assignment?

More Examples of Level 2 Questions for Families

- ★ How has that impacted your grades?
- ★ Are you enjoying school as much since that happened?
- ★ What has this meant at home--are you able to be happy at home?
- ★ How is this incident impacting your goals?
- ★ How did that encouragement help you succeed?
- ★ Is your mom happy with your recent grades?
- ★ Now that you've read the story, what new things did you learn?
- ★ Seeing that you actually can do math, what else do you think you might be able to do?

More Examples of Level 3 Questions for Families

- ★ If this issue could be addressed, how would that make you feel?
- ★ With the opportunity to work and complete school, how would that impact your family life?
- ★ Mom, how would you feel if she felt safe at school?
- ★ How will you feel when you walk across that stage at graduation?
- ★ If you get to stand at The Great Wall, what will you think about your life and your future?
- ★ How does it feel to make an “A” on that unit?
- ★ Congratulations on your ASB election, how do you feel?!?

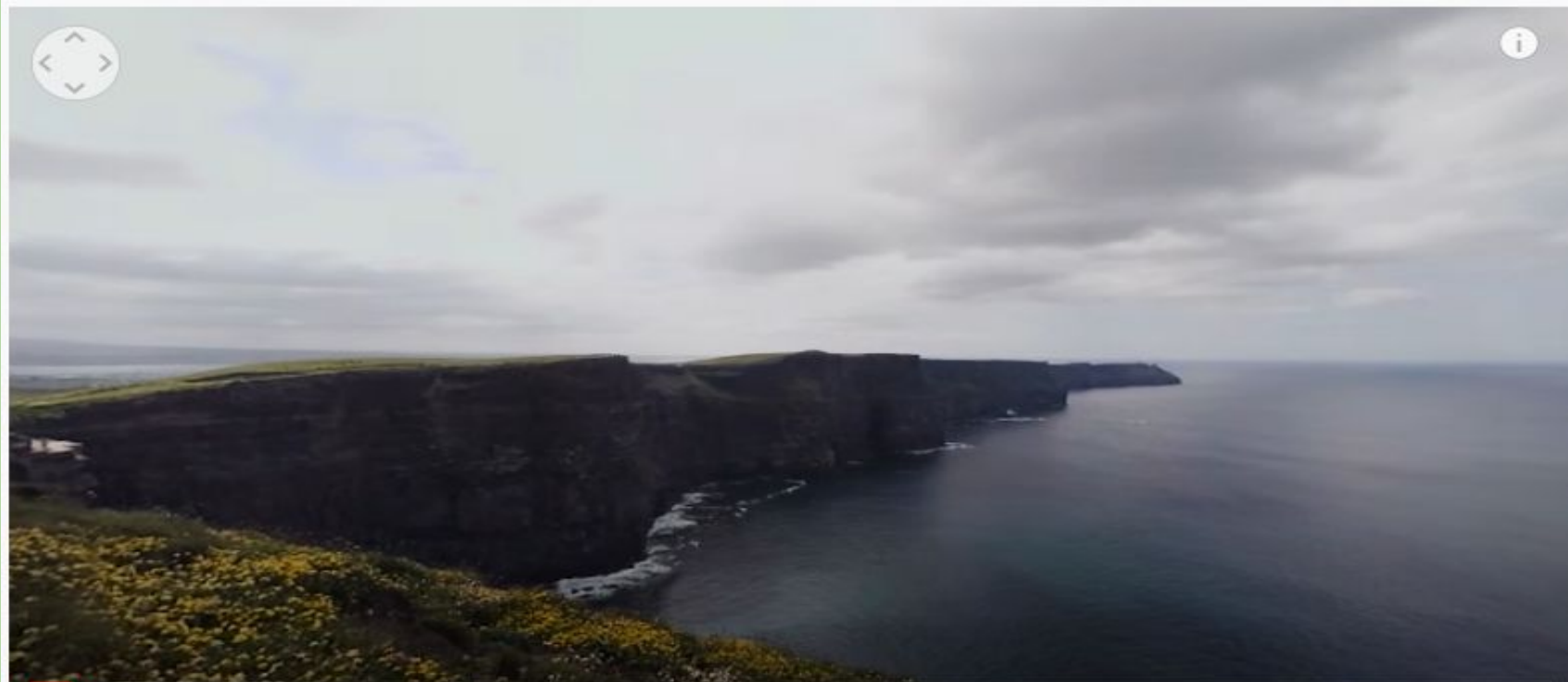
Lucky Charms!



WIOA Partner: Goodwill



Virtual Tour of Ireland- Break Time!! 10 mins



Homeless and Foster Training



LUNCH BREAK



**“It might not be easy, but
it’ll be amazing”**

Toyota's commercial featuring American Paralympic swimmer Jessica Long is one that's sure to pull at the heartstrings. Long, a 13-time Paralympic gold medalist, shows the "hope and strength in all of us,"

https://youtu.be/fqWG5_7nwyk



**“We believe there is hope and strength in
all of us”**



DATA DIVE

MSP 19-20 (M1-M9)	All
DU - City of Industry (OFY)	85.60%
DU - Cudahy	83.05%
DU - Koreatown (DUA)	81.33%
DU - Lancaster	88.68%
DU - Palmdale	86.39%
DU - Pasadena (OFY)	80.30%
DU - Vermont	74.06%
DU - Overall	82.77%

MSP 20-21 (M1-M7)	All
DU - City of Industry (OFY)	65.43%
DU - Cudahy	58.56%
DU - Koreatown (DUA)	52.77%
DU - Lancaster	51.15%
DU - Palmdale	56.52%
DU - Pasadena (OFY)	65.32%
DU - Vermont	72.14%
DU - Overall	60.27%

You Wondered What Other Teachers in the Network are Doing:

What teachers are doing

Clear expectations around check ins. Holds intervention type meetings as soon as 1 unit is missing. Texts every single student every morning. Immediate follow up. Lowest month has been 86.67

Daily/Weekly structure

Clear and specific expectations

Use of Digital Weekly Expectations in place of student planner

Daily text/chats

Offering Office Hours

Giving Tough Love

What Teachers In Network are Doing Cont.

What teachers are doing

Presentation in group IS appt., WIOA opener, attendance reminder, social/emotional check in, then breaking into conversations, one on one check ins as needed.

Going above and beyond.
That means meeting with students at the center to give SAWs, going to students, chunking units, checking EDM constantly, utilizing support staff, all hours resets/check ins

Set expectations on touch points, ensuring each student was seen and contacted at least 2x per week

What Teachers in Network are Doing Cont.

What teachers are doing

Digital monthly planner. It's a personalized central hub. Takes time to set up, but is a powerful tool

Do assessments /assignments w/teacher present. Improvised doing assessments over phone at times when there are internet issues.

Structure: starts 2 hr appointment with cameras on, reviews announcements/WIOA, 1 on one virtual time, Bringing normalcy by trying to emulate traditional appt.

What Teachers in Network are Doing Cont.

What teachers are doing

Kept regular appointments (times, practices, and expectations) same as regular model, but moved appointments to Google Meet.

What Centers are Doing

What centers are doing

Regional calendar for IS group appointments

Using the team as a whole.

Offering open study hall hours each day, including Friday. Team student conversation on Google chat, team meetings. Culture is all students are everyone's students.

Maintained a culture of growth through PLCs to allow for collaboration.

What Centers are Doing

What centers are doing

Developed a strong sense of community and teamwork.

Meet as a center 2x per week. Huddles keep staff united and on the same page

Monthly PLC time.

What Centers are Doing

What centers are doing

AP routine intervention meetings and follow up. Accountability is successful because once he backs off, students begin to slack again.

Kept SGI classes, but moved to virtual synchronous instruction. Appointments and expectations mirrored in person instruction.



Increasing Student Outcomes

What's Next?

Commit to piloting one best practice

You can adapt to fit your students' needs

Be prepared to discuss with Leadership and your PLC meetings. What did you try? What worked? What wasn't the right fit?

Reaching for improvement is constant and this will be an ongoing conversation at each of your AP/P meetings

Continue with the passion and dedication that is already being put in

Lucky Charms!



Parent Success Seminar

With endless hours of phone calls, texts, video calls, and reminds this is where we stand as of M7:

Overall charter average decrease of 27.18% in progression.



New Student Seminar

Addendum

Parent Seminar



The activities and questions in this unit are designed for you to answer through exploration, investigation and reflection.

The goal of this unit is for you, the parent, to know and understand the resources and programs available to you at your new school

Parent Success Seminar: What?/Why?



What is it? It is a tool for parents to reflect on what it was like when they were in High School and what made them or could have made them a successful student.

Why? Hopefully this reflection will help parents truly partner with teachers to help their student succeed in our program.

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Parent Success Seminar: How?

1. Through the use of several Lessons and Activities:
 - Definition of Independent Studies and alternatives
 - Attitude
 - [Adolescent Brain and How it works.](#)
 - Communication in the home.
2. Tools at School: Parent Resources

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Parent Success Seminar: Results?

New Student Seminar

Addendum

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MORE PARENT PARTICIPATION!!!

The Parent unit will be a addendum to the New Student Seminar packet. Students can't receive credit without the completed parent unit.

*Why did the Leprechaun climb
over the rainbow?*

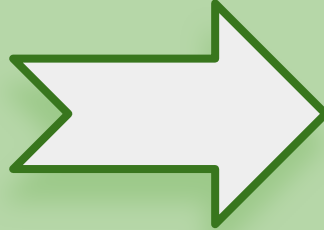


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To get to the other side!

Senior Portfolio

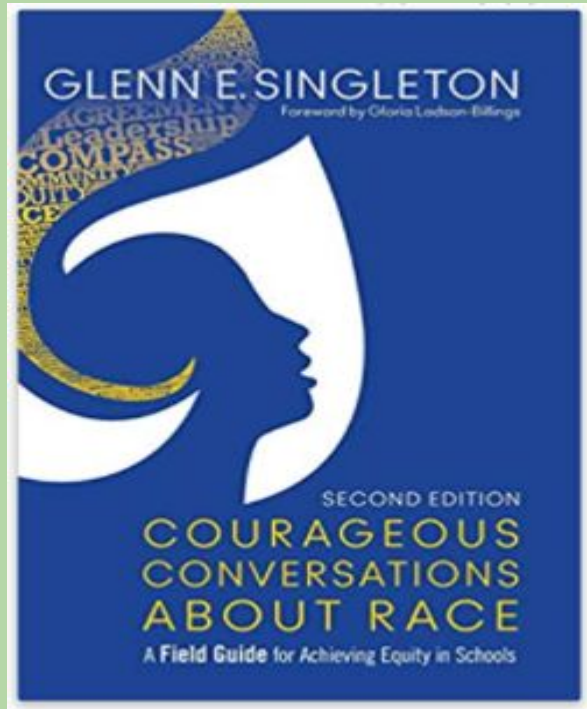
College Plan



Break Time!! 5 mins



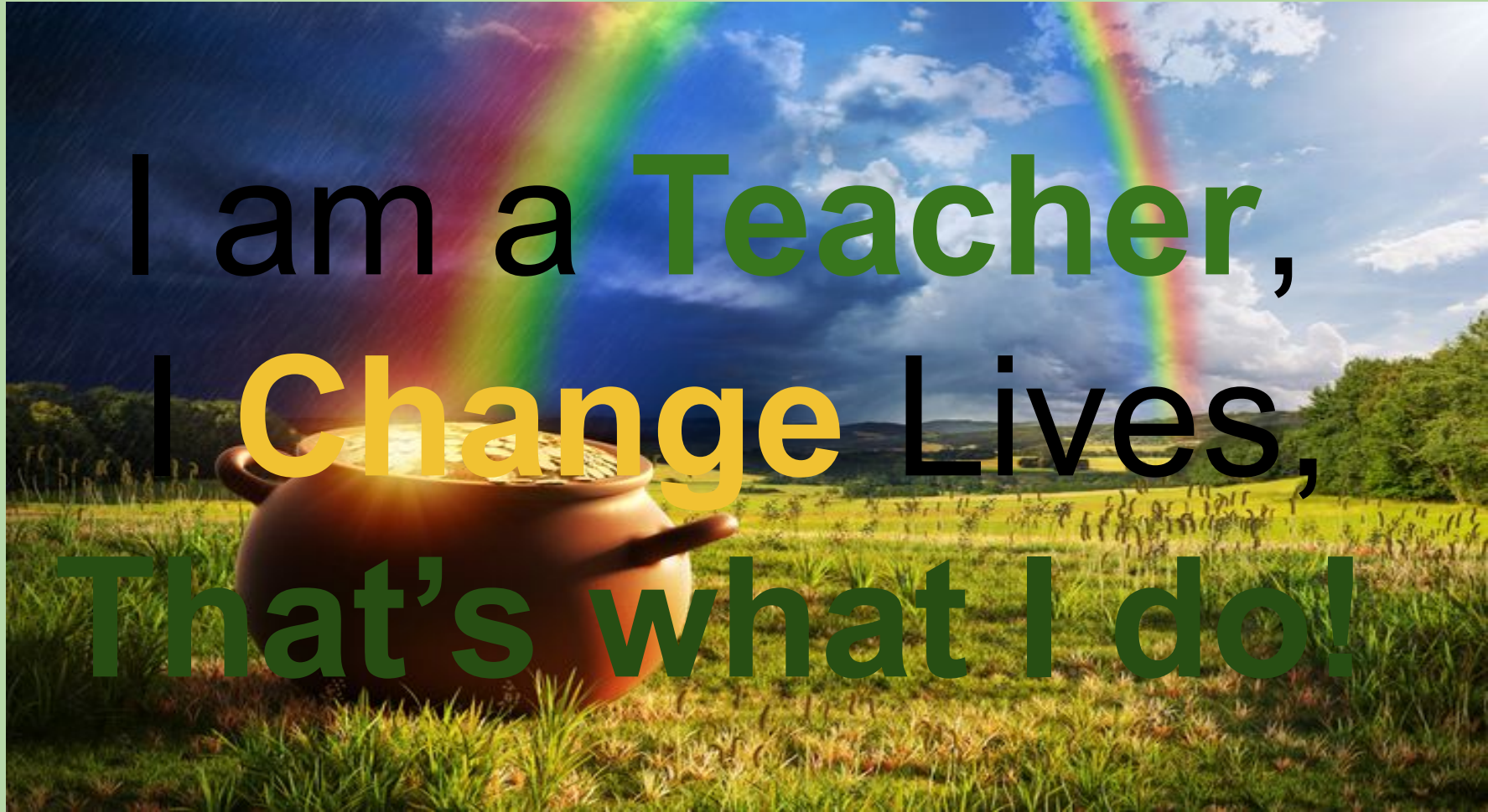
Equitable Conversations



ST. PATRICKS DAY' ON THE RANGE

Lucky Charms!





I am a **Teacher**,
I **Change** Lives,
That's what I do!