

# Asian Family Support Coordinator

## Denver Public Schools

### Denver, CO



In Denver Public Schools (DPS), the office of Family and Community Engagement (FACE) fosters a school community that is educated, engaged, and empowered to share the responsibility in creating thriving schools where Every Child Thrives. As a district, staff value and understand that engaging the families and communities across Denver is critical to students' learning and success. In 1990, DPS experienced challenges engaging with Asian families and students. School leaders began to look for support with their Asian families due to language and cultural barriers. In response, the district created a position to help families receive support and important information in their own language, support with navigating the DPS educational system, and most importantly, be heard. Today, the Asian Family Support Coordinator has been able to cultivate and implement many systems that support Asian families at the district, school, and community levels for over 30 years.



In DPS, any Asian family in the district can call, email, or text the Asian Family Support Coordinator with any questions or concerns. The Asian Family Support Coordinator then guides families via a warm handoff to the correct department, service, or organization, providing active communication with the family until the concern or question is resolved. The Asian Family Support Coordinator also makes sure to advocate for families by hosting focus groups in Vietnamese for families to ensure their voices and opinions are heard. Families feel more comfortable sharing their feedback and knowledge when this space is intentionally created. When COVID hit, the Asian Family Support Coordinator also supported families with learning how to navigate the technological elements of our day to day or the “new normal.”

The Asian Family Support Coordinator has also created capacity building opportunities and dedicated specific resources for the greater Asian community and their families by hosting Saturday Classes at Abraham Lincoln High School for the past 19 years. The Saturday classes are a multi-generational effort to support students and their families. Every Saturday, families can attend ESL classes, Citizenship classes, and Martial Arts. The Asian Family Support Coordinator is also housed at Abraham Lincoln Monday through Thursday afternoons for families to drop-in for personal support, as needed. The Asian Family Support Coordinator also partners with the community to do monthly videos and podcasts on important topics, as well as a monthly newsletter. Every month, the newsletter includes videos, community events, DPS events, and resources for families to have easy access in English and Vietnamese.

The Asian Family Support Coordinator position has had a positive impact on the DPS community, allowing families to feel more comfortable asking questions, sharing their feedback, and reaching out for support or guidance!

Standard 4—Speak Up for Every Child

Essential Element 3—Design Capacity Building Opportunities



