

Family Constituency Services

Denver Public Schools

Denver, CO



COLORADO

Department of Education



The Family Constituency Services team (FCS) is a unique and important team within Denver Public Schools (DPS). The FCS team is the hub where families, community, and schools can reach out for supports in many different areas. FCS Specialists manage the DPS Helpline, the main call center for the district where families can call and ask for complex supports as well as simple information such as school closures, family trainings, and other district related information. The team provides high-quality services to staff, families, and the community members who need assistance accessing school and district resources, addressing pressing concerns, and building skills to be strong advocates and partners in their students' education. The FCS Specialists support incoming calls both in English and Spanish but are also prepared to utilize Interpretation Services to communicate with all families. The FCS team offers trainings and workshops to schools and staff to strengthen communication and build positive school/family relationships on managing conflict, effective communication and high-quality services and de-escalation.

In supporting DPS families and schools, the FCS team's goals are:

1. Families and staff have a greater understanding of DPS policies and initiatives.
2. Families and staff are able to support and participate in a positive and equitable experience within our school community.
3. Families and staff are familiar with the helpline and its services.
4. Families and staff are able to work together more effectively to support student success.

All of team's interactions with families, staff, and communities are documented and tracked by school, network, and type of call. This allows staff to implement proactive measures to address the most common concerns and obtain the data to make appropriate recommendations to departments and school leadership.

Between the months of Aug. 2021 and March 2022 the FCS team received 8000+ phone calls through the FACE Helpline. During this same period, we facilitated 505 mediations to resolve school and family challenges. On a weekly basis the team receives 200-300 calls per week. The data also inform the district of top areas of concern types: bullying, safety, communication, discipline etc. Trends are monitored and used to identify specific schools and key areas of concern that supports can be created for targeted improvements.

In conclusion, DPS families and community members are always a call or email away from support or information they are in need of. DPS has FCS Specialists who follow up with families within 24 hours from when they initially made the call. FCS Specialists are dedicated in supporting families and community members to be able to support their children in having a successful school year.

Standard 3—Supporting Student Success
Essential Element 2—Build Trusting Relationships