Specialized assistance for students and their families is for the relatively few problems that cannot be handled without adding special interventions. The emphasis is on providing special services in a personalized way to assist with a broad-range of needs. To begin with, social, physical and mental health assistance available in the school and community are used. As community outreach brings in other resources, these are linked to existing activity in an integrated manner. Additional attention is paid to enhancing systems for triage, case and resource management, direct services for immediate needs, and referral for special services and special education as appropriate. Ongoing efforts are made to expand and enhance resources. While any office or room can be used, a valuable context for providing such services is a center facility, such as a family, community, health, or parent resource center.

A programmatic approach in this arena requires systems designed to provide special assistance in ways that increase the likelihood that a student will be more successful at school, while also reducing the need for teachers to seek special programs and services. The work encompasses providing all stakeholders with information clarifying available assistance and how to access help, facilitating requests for assistance, handling referrals, providing direct service, implementing case and resource management, and interfacing with community outreach to assimilate additional resources into current service delivery. It also involves ongoing analyses of requests for services as a basis for working with school colleagues to design strategies that can reduce inappropriate reliance on special assistance. Thus, major outcomes are enhanced access to special assistance as needed, indices of effectiveness, and the reduction of inappropriate referrals for such assistance.
**Student and Family Assistance Programs and Services**

Indicate all items that apply.

**I. Providing extra support as soon as a need is recognized and doing so in the least disruptive ways**

Are there classroom-based approaches to reduce the need for teachers to seek special programs and services (e.g., prereferral interventions in classrooms; problem solving conferences with parents; open access to school, district, and community support programs – see the Survey on Classroom-based Approaches)?

**II. Timely referral interventions for students & families with problems based on response to extra support**

What activity is there to facilitate and evaluate requests for assistance?

A. Does the site have a directory that lists services and programs?

B. Is information circulated about services/programs?

C. Is information circulated clarifying how to make a referral?

D. Is information about services, programs, and referral procedures updated periodically?

E. Is a triage process used to assess
   1. specific needs?
   2. priority for service?

F. Are procedures in place to ensure use of pre-referral interventions?

G. Do inservice programs focus on teaching the staff ways to prevent unnecessary referrals?

H. Other? (specify) ______________________

**III. Enhancing access to direct interventions for health, mental health, and economic assistance**

A. After triage, how are referrals handled?
   1. Is detailed information provided about available services (e.g., is an annotated community resource system available)?
   2. Is there a special focus on facilitating effective decision making?
   3. Are students/families helped to take the necessary steps to connect with a service or program to which they have been referred?
   4. Is there a process to assure referral follow-through?
**Student & Family Assistance Programs and Services (cont.)**

**B. What types of direct interventions are provided?**

1. Which medical services and programs are provided?
   - immunizations
   - first aid and emergency care
   - crisis follow-up medical care
   - health and safety education and counseling
   - health and safety prevention programs
   - screening for vision problems
   - screening for hearing problems
   - screening for health problems (specify)
   - screening for dental problems (specify)
   - treatment of some acute problems (specify)
   - medication monitoring
   - medication administration
   - home outreach
   - other (specify) _______________________

2. Which psychological services and programs are provided?
   - psychological first aid
   - crisis follow-up counseling
   - crisis hotlines
   - conflict mediation
   - alcohol and other drug abuse programs
   - pregnancy prevention program
   - programs for pregnant and parenting students
   - gang prevention program
   - gang intervention program
   - dropout prevention program
   - physical & sexual abuse prevention & response
   - individual counseling
   - group counseling
   - family counseling
   - mental health education
   - home outreach
   - other (specify) _______________________

3. Which of the following are provided to meet basic survival needs?
   - Emergency food
   - emergency clothing
   - emergency housing
   - transportation support
   - welfare services
   - language translation
   - legal aid
   - protection from physical abuse
   - protection from sexual abuse
   - child care
   - employment assistance
   - other (specify) _______________________

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<table>
<thead>
<tr>
<th>Yes</th>
<th>but</th>
<th>more of</th>
<th>this</th>
<th>needed</th>
<th>No</th>
<th>is this</th>
<th>something</th>
<th>you want?</th>
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41
### Student & Family Assistance Programs and Services (cont.)

<table>
<thead>
<tr>
<th>4. Which of the following special education, Special Eligibility, and independent study programs and services are provided?</th>
<th>Yes</th>
<th>more of this is needed</th>
<th>No</th>
<th>If no, is this something you want?</th>
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<tr>
<td>early education program</td>
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<td>special day classes (specify) ______________</td>
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<td>speech and language therapy</td>
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<td>adaptive P. E.</td>
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<td>occupational and physical therapy</td>
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<td>special assessment</td>
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<tr>
<td>Resource Specialist Program</td>
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<td>Title I</td>
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<tr>
<td>School Readiness Language Develop. Program</td>
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<td>other (specify) _________________________</td>
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<th>5. Which of the following adult education programs are provided?</th>
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<td>citizenship classes</td>
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<td>basic literacy skill</td>
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<td>parenting</td>
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<td>helping children do better at school</td>
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<td>other (specify) _________________________</td>
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| 6. Are services and programs provided to enhance school readiness? specify ______________ | | | | |

| 7. Which of the following are provided to address attendance problems? | absence follow-up | attendance monitoring | first day calls | |
|---|---|---|---|
| | | | |

| 8. Are discipline proceedings carried out regularly? | | | | |

| 9. Other? (specify) _________________________ | | | | |

### III. Care Monitoring, Management, Information Sharing, and Follow-up Assessment

**A. Which of the following are used to manage cases and resources?**

<table>
<thead>
<tr>
<th>1. Is a student information system used?</th>
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<tbody>
<tr>
<td>2. Is a system used to trail progress of students and their families?</td>
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<td>3. Is a system used to facilitate communication for &gt;case management? &gt;resource and system management?</td>
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<td>4. Are there follow-up systems to determine &gt;referral follow-through? &gt;consumer satisfaction with referrals? &gt;the need for more help?</td>
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<td>5. Other? (specify) _________________________</td>
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**Student & Family Assistance Programs and Services (cont.)**

B. Which of the following are used to help enhance the quality and quantity of services and programs?

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<tr>
<th></th>
<th>Yes</th>
<th>Yes but more of this is needed</th>
<th>No</th>
<th>If no, is this something you want?</th>
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**IV. Mechanisms for Resource Coordination and Integration**

Is there a resource-oriented mechanism (e.g., a Learning Supports Resource Team) that focuses on

A. Coordinating and integrating resources
   ___ ___ ___ ___

B. Braiding resources
   ___ ___ ___ ___

C. Pursuing economies of scale
   ___ ___ ___ ___

D. Filling gaps
   ___ ___ ___ ___

E. Linking with community providers (e.g., to fill gaps)
   ___ ___ ___ ___

F. Is there a special facility to house student and family assistance programs and services (e.g., health center, family or parent Center, counseling center)?
   ___ ___ ___ ___

**V. Enhancing Stakeholder Awareness of Programs and Services**

A. Are there written descriptions of available learning supports programs?
   ___ ___ ___ ___

B. Are there written descriptions about
   1. how to make referrals?
      ___ ___ ___ ___
   2. the triage process?
      ___ ___ ___ ___
   3. the process for case monitoring & management?
      ___ ___ ___ ___
   4. the process for student review?
      ___ ___ ___ ___

C. Are there communication processes that inform stakeholders about available learning supports programs and how to navigate the systems?
   ___ ___ ___ ___
V. Capacity Building to Enhance Student and Family Assistance

A. Are there programs to enhance broad stakeholder involvement in enhancing student and family assistance?

B. With respect to programs used to meet the educational needs of personnel related to student and family assistance
   1. Is there ongoing training for learning supports staff with respect to student and family assistance?
   2. Is there ongoing training for others involved in enhancing student and family assistance (e.g., teachers, administrators, volunteers)?
   3. Other (specify) ____________________

C. Which of the following topics are covered in educating stakeholders?
   1. broadening understanding of causes of learning, behavior, and emotional problems
   2. broadening understanding of ways to ameliorate (prevent, correct) learning, behavior, and emotional problems
   3. developing systematic academic supports for students in need
   4. what classroom teachers and the home can do to minimize the need for special interventions
   5. enhancing resource quality, availability, and scope
   6. enhancing the referral system and ensuring effective follow through
   7. enhancing the case management system in ways that increase service efficacy
   8. Other (specify) ____________________

D. Indicate below other things you want the school to do in providing student and family assistance.

- Indicate below other ways the school enhancing student and family assistance.

- Other matters relevant to enhancing student and family assistance are found in the surveys on

  >Survey of Learning Supports System Status
  >Home Involvement in Schooling
  >School-Community Collaboration