

Engaging Families to Support Attendance

How you can help
(and how you can avoid hurting)

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What we'll do

- Explain the work done in the David Douglas School District.
- Focus on Engagement

Elements of Engagement

- Thinking about the situation from the family's perspective
- Leveling the playing field
- Working to prevent damaging the relationship
- Establishing positive relationships
- Developing Skills and Practices - Tools for your tool belts!

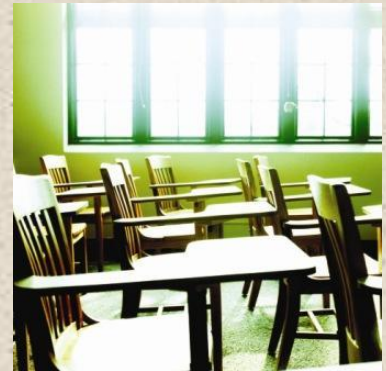
Seat Belts ON!

- We're about to go FAST
- Get out your Red Pens!



Why are Kids Absent?

- Past 40 years = School Issues, Teachers
- Currently = Shifting to a deeper understanding of the family and their challenges
- These Issues Include:
 - Poverty, Homelessness, and Transportation
 - Intergenerational Experiences with School
 - Health, Mental Health, Dependency
 - Crises, Trauma, Stress
 - Cultural Norms and Differences
 - Readiness for School
 - Becomes Aversion & Academic Gaps



David Douglas School District

Attendance Efforts

- Green Zone, Yellow Zone, Red Zone Actions/Interventions
- Data – Current, Accurate, Accessible
- Attendance Protocol – Calls, Letters, Contact/Connection, Meetings
- Student Level Systems – CICO, Good Job Slips, Attendance Awards
- Partnerships- SUN, Head Start, Human Solutions, Trillium, DHS
- Basic Needs – Safety, Food, Utilities, Housing, Clothing, Health, Mental Health

David Douglas Attendance Specialist (That's me!)

- Social Worker
- County level work
- District level work
- School level work
- Individual/Family Work – My Caseload
 - Engagement and Outreach
 - Relationship Building
 - Resources and Referrals
 - Parenting Skills

Three “Sets” – From Assertive Engagement

- Skill Set =



- Mind Set =



- BUT HEART SET =



Elements of Engagement

- Leveling the Playing Field
- Avoiding the Ravine
- Understanding Tunneling
- Belief in your Client's capacity and ability
- Empathy
- Listening
- Real is **better** than perfect
- Avoiding Judgment
- Ask – Offer – Ask
- Patience, Persistence, and Creativity
- Don't take things personally



Parenting Skills & Tools

- Limits and Standards
- Incentives and Consequences
- Relationship Building
- Consistency and Role Modeling
- Use of Time and Attention
- Avoiding Power Struggles
- Family Meetings
- Positives 4:1
- Self Care



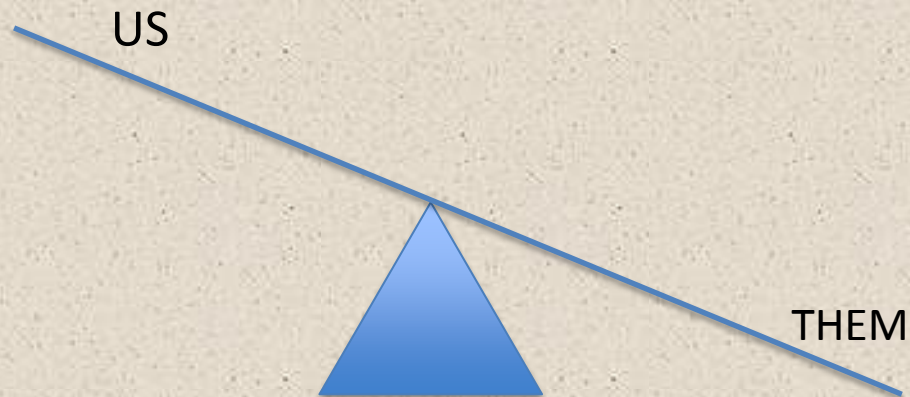
The Case for Caution

- Hierarchy
- Tunneling
- The Ravine
- Standard Deviations



Societal factors

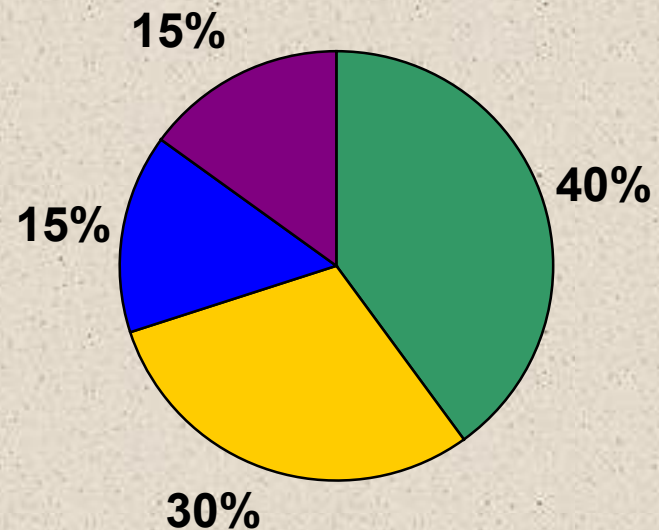
- Class/Poverty
- Gender
- Race/Ethnicity
- Health and Mental Health
- Employment
- Others?



What Works?

Research has shown that only 15% of client success is attributable to the model used.

85% percent of factors identified for successful treatment come from client factors, hope & the relationship between the provider and client



So we Know the What...

...And Now to the HOW!

- Tools
- Mind Set
- Concepts



Guiding Concepts

- **How** we do things is more important than **What** we do
- **Level** the playing field
- Real is **Better Than Perfect**

Interview Activity

(Imagination Version...)

Information Giving

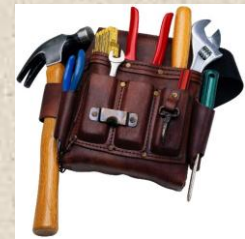
- Our desire to **Give** advice is much higher than our clients desire to **Receive** advice.
- Information giving often **Backfires**.
- Arguments for change must come out of the **Right Mouth**.



How to give information

ASK - OFFER - ASK

1. Ask what they already know
2. Ask permission to provide new information
3. Offer the information
4. Ask what they think



HOPE

- Keeping the Candle Lit
- Various Types of Hope
- Costs nothing
- Needs no knowledge, information, or skill
- You always have it with you



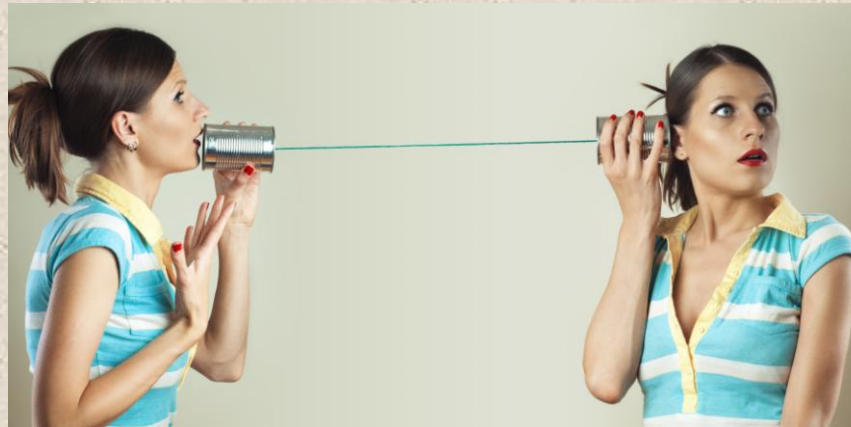
How we view our Clients

1. Staff must believe that clients are capable rather than difficult, challenging, barriered, resistant etc.
2. If staff don't believe it, clients won't either.
3. If clients don't believe this, then what happens to their ability to make great changes?



The Importance of Listening

Listening Activity -3 Minutes



Non-Judgment

- The Flatscreen TV
- The Doctor who Drinks



A few More Tools for your Tool belt

- Talk About Talking
- Asking Permission
- Ambivalence and Change Talk
- Questions, Summaries, and Reflections



Review

- Importance of Relationship
- Hierarchy
- Heart Set
- What Works
- Ask Offer Ask
- Listening
- Hope
- Clients are Capable
- You Add Some.....



Questions

- What do you want to learn more about?
- What didn't you hear?
- What didn't I explain clearly enough?
- Did I leave enough time for questions?
(Answer – Maybe...)

How to get more info...

Communities Supporting Youth

Co-convened with the SUN Service System
Coordinating Council

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Assertive Engagement

Why “How” we do what we do is
much more important than what
we do

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