



Safe Schools Healthy Students

family resource



one family one plan

centers of muskegon

Muskegon Public Schools

- We are a 2008 SSHS recipient site
- We are an urban district of about 5200 students (65% African American, 20% Caucasian , & 15% Hispanic)
- 90% free and reduced lunch and approximately 45% to 55% unemployed
- There are 8 elementary 2 middle schools, 1 High School 1 alternative High School and 1 Centralized EI program

What are we talking about when we say Family Resource Center?

The FRC is the place to refer a child who has any or all of the following concerns:

- Disruptive behavior in the classroom
- Unexplained absences or frequent tardiness
- Emotional outbursts or breakdowns
- Serious academic performance issues
- Is being bullied
- Is bullying
- Medical or dental concerns
- Other?

What's behind the behavior?

The child may be:

- Stressed because of a home or school situation
- Grieving the loss of a loved one
- Transitioning in a placement or living situation
- Experiencing a chronic disease
- Have a parent who is ill or not functioning in their parent role very well
- The victim of abuse and/or neglect
- What else?

What do I do first?

Meet with the parent or guardian to:

- Listen to their concerns
- Learn what they see as their strengths (what do they bring to the table)
- Discover what goals they have for their child and/or family
- Get informed consent to participate in the FRC process
- Get a release of information

How to make a referral

1. Gather some preliminary information about the child:
 - Name, birth date, home address, school attending if school age
 - Parent/Guardian contact information
 - Reasons being referred
2. Complete the referral on the SSHS website:
<https://parent.muskegon.k12.mi.us/sshs/default.aspx>
3. Complete the Family Centered Conference on the website

What happens next?

- Referrals are sorted based on type
 - FRC referral
 - Single Service provider
 - Single Agency (Court, CMH, School Counseling etc...)
- Single Service provider or agency
- FRC referrals are scheduled for initial meeting

Single Service provider or agency

Process continued

- Information from referral is entered into the data base system.
- Service and contact data is collected and stored in the data base system
- Contact and service reports are generated through this system for each service provider, by individual, group, classroom, family, school or total caseload

Opening an FRC referral

The SSHS office will schedule an initial FRC meeting to be attended by:

- School staff
- Family Court staff
- DHS staff, to include the FIS worker, Prevention worker
- Parent or guardian
- Health care provider if needed
- Any other service provider currently working with the family

FRC referrals are scheduled for initial meeting

What happens at the FRC Meeting?

At the FRC meeting:

- The referral is reviewed
- The Initial Assessment is completed and recorded in the database
- Initial outcomes and strategies are identified and recorded in the database
- Service providers and services are identified for each strategy and recorded in the database
- The Lead Person or Case Manager for the child is identified
- Assignments are made if needed
- A review date is set

How do we monitor service delivery?

- All services provided to the student and/or family are recorded into service activity notes on the project website
- Any FRC team member can go to the project website to review all activity for an individual student
- Any provider can go to the project website to get their own caseload reports

How do we review and modify service delivery?

Case Review at the FRC Meeting:

- Review agendas are sent to participants so they can prepare their updates
- A quick review of the previous meeting about the student is done
- Updates from providers are given
- Additional outcomes/strategies are identified if appropriate
- Tasks to be completed are identified if appropriate
- Next review date is scheduled

How do we participate at the FRC meeting?

Expectations for the FRC Meeting:

- Meetings will start on time
- Meetings will be facilitated
- Participants will come prepared with updates
- Participants will complete whatever tasks they've been assigned
- The focus will be on the cases being discussed

Recommendations for Tracking Services to MPS Students & Families

Enter all your service activity directly into the
database:

<https://parent.muskegon.k12.mi.us/sshs/default.aspx>

Keys to Good Data

- Enter only those events where you spent 15 minutes or more with an FRC student or family member, or ...
- Enter only those events where something urgent occurred or some significant information was learned
- Submit the Service Activity Note as soon as possible after the service
- The student id number is the field that links everything together
- All forms contain required fields, such as the student id number
- The referral form is completed by whoever makes the referral.

What happens to the data?

1. The database being designed for the project will contain all of the data collection forms for FRC students as well as those receiving single agency service:
<https://parent.muskegon.k12.mi.us/sshs/default.aspx>
2. Ongoing reporting will allow for levels of reporting:
[SSHS Project MASTER V1.16.mdb](#)
 - Individual students
 - Sets of students
 - Building level data
 - Other as need arises
3. Results will be used to improve service delivery and increase student outcomes