



NYSTEACHS

NEW YORK STATE TECHNICAL AND EDUCATION
ASSISTANCE CENTER FOR HOMELESS STUDENTS

Building Partnerships with Families and Agencies through Community Referrals

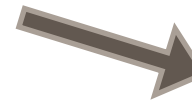
Presented by the **New York State Technical and Education Assistance Center for Homeless Students** (NYS-TEACHS) and the Children's Health Fund's *Healthy and Ready to Learn* Program

Using the Control Panel

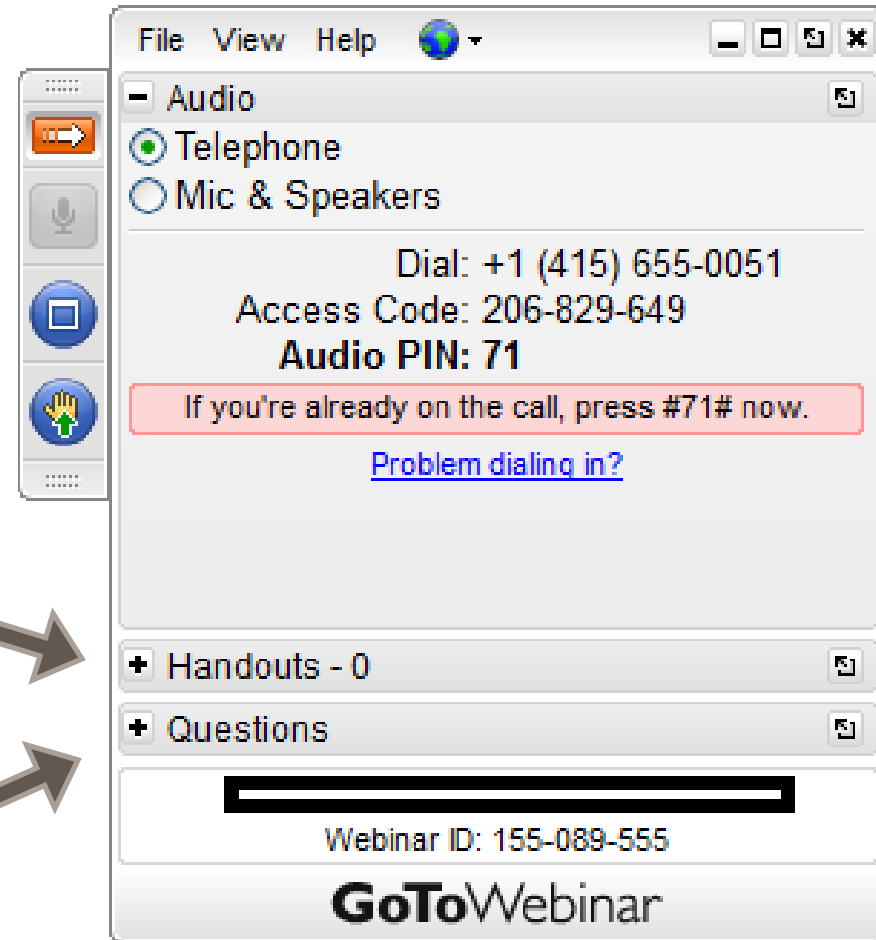
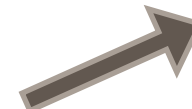
SHOW/HIDE your control panel
using the orange arrow



HANDOUTS are available for
download from the control panel



Ask QUESTIONS by typing them into the
“Questions” box. Be sure to click “send.”



NYS-TEACHS

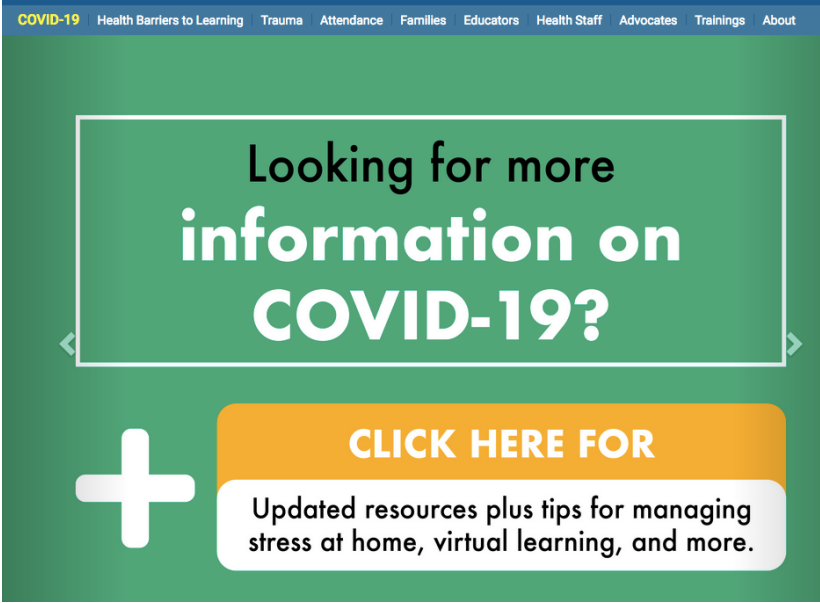
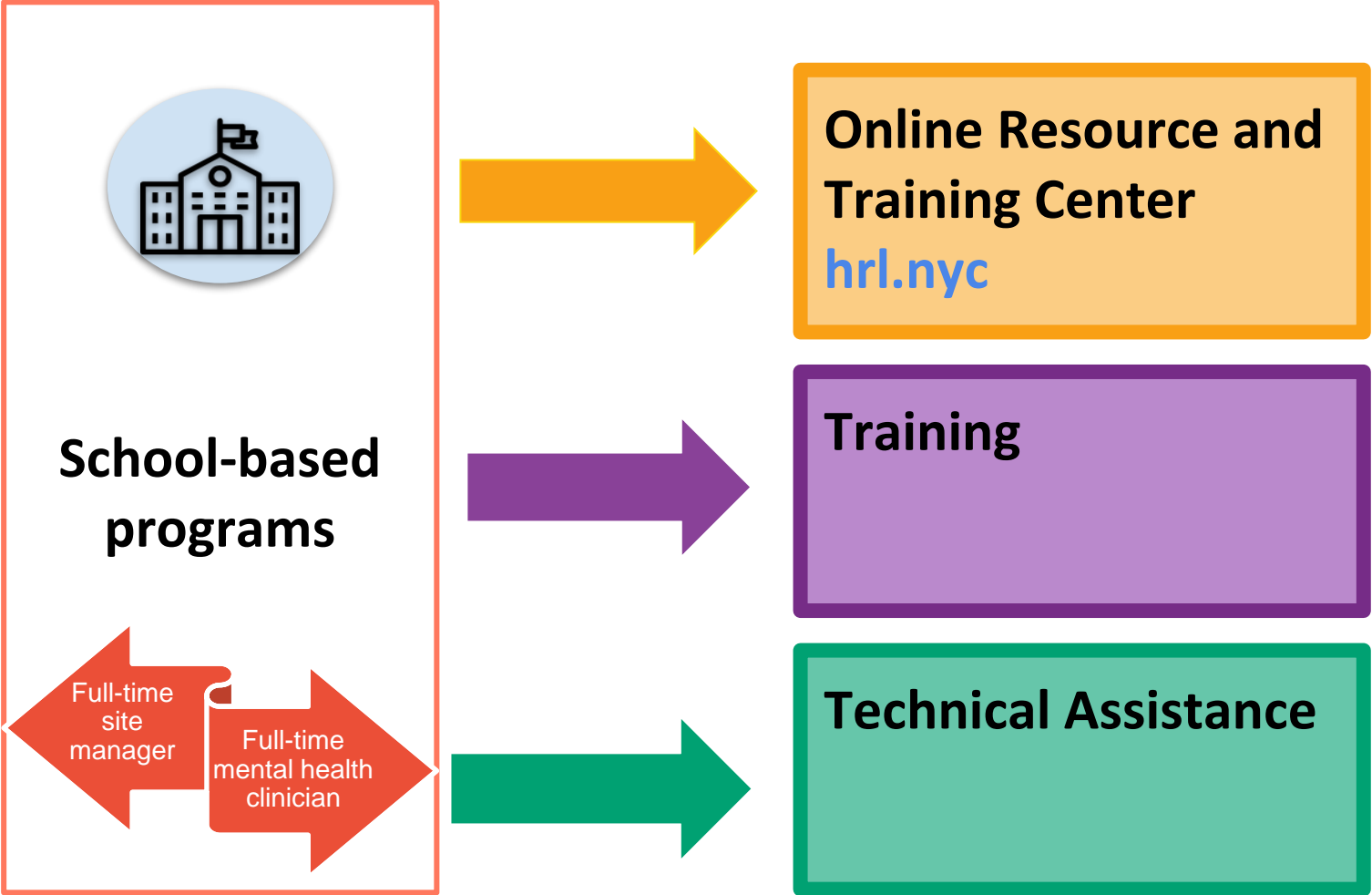
- New York State Technical and Education Assistance Center for Homeless Students
- Funded by the New York State Education Department and housed at Advocates for Children of New York
- Provide technical assistance on homeless education issues. Our services include:
 - Infoline / 800-388-2014 (We're open!)
 - Website (www.nysteachs.org)
 - Trainings
 - Outreach Materials



NYSTEACHS

NEW YORK STATE TECHNICAL AND EDUCATION
ASSISTANCE CENTER FOR HOMELESS STUDENTS

About HRL



Goals

Using information from today's session, attendees will:

- Reflect on how to approach **communications about referrals** with families and share best practices with colleagues;
- **Organize referral lists** and share content with colleagues;
- **Follow up with families** to ensure smooth service delivery and get feedback.

Webinar Agenda

Introductions

Liaison Responsibilities

FERPA & Info Sharing

Making Referrals: Best Practices & Templates

Check all that apply:

**Under the MV Act,
liaisons are required
to provide referrals
to....**

- A. Health Providers
- B. Early Childhood Education programs
- C. Mental Health & Substance Abuse Services
- D. Housing
- E. Other Appropriate Services

McKinney-Vento Liaison Responsibilities

1. Identification
2. Enrollment
3. **Referrals for Early Childhood**
4. **Referrals for Health, Housing, and Other Needed Services**
5. Parent Involvement
6. Posting Public Notice
7. Dispute Resolution
8. Transportation
9. Training for Colleagues
10. Enrolling and Providing Services for Unaccompanied Youth


More on Liaison Responsibilities...

nysteachs.org/lea-liaisons/responsibilities/



INFO BY TOPIC LIAISONS NEWS POSTERS & BROCHURES TRAININGS GRANTEES PARENTS & FAMILIES FAQ 800-388-2014

Liaison Responsibilities



McKinney-Vento liaisons must ensure that:

- ◆ Students in temporary housing are identified by school personnel through outreach and coordination activities with other entities and agencies;
- ◆ Students in temporary housing are enrolled in and have a full and equal opportunity to succeed in school;
- ◆ Facilitate and students in temporary housing have access to and receive educational services from which they...

THINGS TO DO

- [Read Liaison Responsibilities](#)
- [View Top 10 Resources for Liaisons](#)
- [Update Liaison Contact Information](#)

First Up: FERPA

A student's **homeless status is a protected educational record:**

- Cannot be shared with others without parental consent (or the consent of the student if they are 18 or older)
- Parents (or students 18 or older) can decide how homeless status information is shared.
- But FERPA allows the sharing of educational records with internal school staff who have **a legitimate educational interest** in the information.
- See: [6 Things to Know About Privacy, FERPA, and Homelessness](#) (*SchoolHouse Connection*)

Internal Info Sharing: Best Practices

Should a McKinney-Vento liaison tell school staff when a student becomes homeless?

Maybe!

- Explain why
- Be discreet
- Ask permission
- Keep communication lines open

NYS-TEACHS / [Tips on Information Sharing and Respecting Privacy of Students in Temporary Housing](#)

Webinar Agenda

Introductions

Liaison Responsibilities

FERPA & Info Sharing

**Making Referrals: Best Practices &
Templates**

Poll

Schools are prohibited from partnering with outside organizations to serve students in temporary housing.

A.True

B.False

Partnerships

- Reach out to agencies – take the first step!
- Reach out to a diverse set of agencies
 - Consider demographics of families served by various agencies
 - Connect with agencies that provide tangible services/goods *and* those that provide social-emotional supports
- Set up regular phone calls to re-connect with agency contacts and provide mutual feedback.

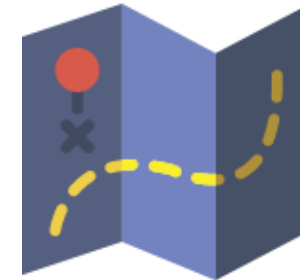


Vet your resources!



Call around your neighborhood, ask others for recommendations based on their experience

Map out your community resources, are they easily accessible?



Call the places on your list so you know you are sending families to places you would go to yourself



How are we thinking about impact?

Typical: outcome first

- Rate of referral follow-up
- Number of parent engagement phone calls

Reframed: relationship first

- Connecting families to other and/or multiple critical resources
- Becoming the reliable point-of-contact for a family

Not either/or, but “relationship first” and then outcomes

Trust is the most important outcome

Poll

Do you keep a list of referrals on hand?

- A. Yes
- B. No
- C. It's in the works

Tips for Sharing Referral Information

- Give contact information to the parent/youth, not an external agency
 - Remember: you **cannot** share student info with an outside agency without express permission!
- Be proactive, but not presumptuous
 - Consider a *Needs Assessment*
 - Share a list of referrals
- Follow up after you give referrals and demonstrate willingness to engage further



Use Resources and Referrals to Connect

- While schools are on remote or hybrid schedules, connecting with families may be more difficult.
 - Calling with resources can help.
- Sharing names of key contacts and/or anecdotes from other families' experiences can personalize the referral.
 - When possible, use feedback from your community of families to inform other families.



Key Resources:

- NYS-TEACHS' Check-In Checklist: [Connecting with Families During COVID-19 Remote and Hybrid Instruction](#)
- SchoolHouse Connection's [Tips for Keeping in Touch](#)


Referral Templates

NYS-TEACHS Referral Templates


- **Four templates:** General Referrals, Housing Referrals, Health Referrals, Youth Referrals
- **COVID-19 Reminder:** Reach out to all referrals to confirm services, availability, protocols


GENERAL REFERRALS


Every school district must have a McKinney-Vento Liaison to help students in temporary housing.





Local Department of Social Services
Shelter and housing, cash assistance, rental assistance, SNAP/food stamps


 **Apply for benefits:** mybenefits.ny.gov/mybenefits/HomePage














Agency Name & Contact Information	LEGAL HELP & EVICTION PREVENTION	HOUSING & SHELTER	FOOD RESOURCES	FAMILY PROGRAMS & SERVICES	CHILD CARE & PRESCHOOL	OTHER (DESCRIBED BELOW)
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Poll

Approximately how many children under 6 experience homelessness in NYS?

- A. 1 in 100
- B. 1 in 50
- C. 1 in 25
- D. 1 in 9

Referrals to Early Childhood Programs

- Head Start and Early Head Start programs in your community
- The district's Pre-K Coordinator
- The county Child Care Resource and Referral agency
- Home visiting programs

“Does your son have any younger siblings?”



NYC DOE's [Early Childhood Learning page](#)

Early Childhood Connection Tool

Overview Page 1

Description of Programs Pages 2-4

Customizable Chart Pages 5-6

Early Care and Education Services in New York State for Young Children Experiencing Homelessness



BACKGROUND

Did you know that participation in quality early care and education are especially helpful for families experiencing homelessness?

High-quality early learning programs are very beneficial for young children experiencing housing instability; such programs stimulate cognitive development and readiness for school. They also provide stability to daily life and reduce the stresses of child care on families experiencing homelessness.

Did you know that children who are homeless are less likely to participate in early childhood programs than children who are permanently housed?

It's true. That's why it is critical that professionals working with families experiencing homelessness share information about available early care and education services and help them access those services. This resource will help you identify the early care and education services in your community and enable you to better connect parents who are homeless with the highest quality services for their young children.

WHO IS CONSIDERED TEMPORARILY HOUSED OR HOMELESS?*

Children living in many different types of temporary situations are considered homeless under federal law, including:

- **Shelters.** This includes stand-alone shelters as well as situations where the local department of social services arranges for a family to temporarily stay in a motel, hotel, or an apartment (referred to as a cluster site in NYC).
- **Temporarily staying with friends or relatives because the family lost their housing** (also referred to as "doubled-up").

For more information about which families may be considered homeless, contact NYS-TEACHS at 800-388-2014 or visit www.nysteachs.org.

WHO SHOULD USE THIS DOCUMENT

- Child care providers
- Shelter providers
- Head Start and Early Head Start programs
- Parents
- Local departments of social services
- Staff from libraries, food pantries, and other organizations working with families experiencing homelessness.
- School district McKinney-Vento liaisons and other school district staff working with families in temporary housing (registration staff, guidance counselors, etc.)

Many of the people listed above are required to help children in temporary housing access early care and education programs, and this document can help them meet these responsibilities. For example:

- **SCHOOL DISTRICT MCKINNEY-VENTO LIAISONS** are required to ensure that young children experiencing homelessness have access to early care and education programs including Head Start, Early Head Start, Early Intervention, preschool special education, and Pre-K.
- **CERTAIN SHELTER PROVIDERS KNOWN AS TIER II SHELTERS** must make sure that families have access to child care so that parents can look for work, look for permanent housing, attend school, or attend a training program.
- **HEAD START PROGRAMS AND CERTAIN CHILD CARE PROVIDERS** must prioritize children who are homeless for enrollment.
- **FAMILY SHELTER PROVIDERS AND LOCAL DEPARTMENTS OF SOCIAL SERVICES** must refer infants and toddlers suspected of having or at risk of having a developmental delay or disability for an evaluation for Early Intervention services.

EARLY CARE AND EDUCATION RESOURCES

Know the early care and education infrastructure in your community and access the highest quality services for young children experiencing homelessness!



Child Care Resource & Referral (CCR&R) Agencies

Ages served: n/a

Services: CCR&Rs provide information and referrals to parents/caretakers about where to find and how to choose a child care provider. Also, they provide information, training, and support to child care providers.

Eligibility: Anyone can contact a CCR&R for information about child care.

Serving children who are homeless: Provides information and trainings about the definition of "homeless" and the requirements early care and education programs have related to serving children who are homeless.

Website: <https://ocfs.ny.gov/main/childcare/referralagencies.asp>

Child Care Subsidies

Ages served: 6 weeks old up to 13 years old (or 19 for children with disabilities).

Services: Child care subsidies help parents/caretakers pay for some or all of the cost of child care services. Families receiving a child care subsidy can choose any eligible child care provider, such as: Day Care Centers, Small Day Care Centers, Family Day Care Homes, Group Family Day Care Homes, School-Age Child Care Programs, or Non-regulated/Informal Providers (typically, home-based care for one to two children in addition to the provider's children). For more information about the different types of child care see: <https://ocfs.ny.gov/main/childcare/brochure.asp>.

Eligibility: Parents must meet income eligibility requirements and may need to meet work/school/training/counseling participation requirements, if any (depends on the county). Contact your local department of social services to find out the eligibility requirements in your county. NOTE: There may be a waiting list for child care subsidies.

Serving children who are homeless:

- **No fees:** Parents who are homeless typically do not have to pay any fees. (Parents who are homeless must pay a fee if they choose child care that costs more than the market rate.)
- **Grace period for records:** Parents have up to 2 weeks from the day the child starts attending child care to get immunization records to the child care provider. If the parent does not have a copy of the child's annual physical (medical statement) when they enroll, the child care provider should submit a waiver to OCFS to give the parent more time to get the annual physical. The child can receive child care services while the parent is getting the records.
- **Outreach:** Contact your local CCR&R and department of social services to learn about outreach to families who are homeless.
- **Priority enrollment:** Families who are homeless may get priority for child care subsidy to the extent that the local department of social services has funds available. For more information see your local child care plan: <https://ocfs.ny.gov/main/childcare/plans/plans.asp>.
- **Enhanced rate:** Local departments of social services pay licensed child care providers at least 5% more for caring for a child who is homeless.

Website: <https://ocfs.ny.gov/main/childcare/localdss.asp>
For NYC see: <https://www1.nyc.gov/site/ocfs/early-care/find-child-care.page> and <https://access.nyc.gov/>

Head Start and Early Head Start

Ages served: Infants and toddlers under 3 and women who are pregnant (Early Head Start), and 3-5-year-olds (Head Start) and their families.

Program	Serves birth-3 years old	Serves 3-5 years old	Statewide list of local/county contacts	What is this program called in my community?
Child Care Resource & Referral (CCR&R) (Provides information and resources only)	X	X	https://ocfs.ny.gov/main/childcare/referralagencies.asp	
Child Care Subsidies	X	X	https://ocfs.ny.gov/main/childcare/localdss.asp	
Head Start/ Early Head Start	X (Early Head Start)	X (Head Start)	https://eclkc.ohs.acf.hhs.gov/center-locator	
Pre-K		X (4-year-olds & in certain school districts programs for 3-year-olds)	http://www.p12.nysed.gov/upk/upkdirectory.html For NYC, contact Pre-K Outreach: 718-935-2009	
Early Intervention	X		https://www.health.ny.gov/community/infants_children/early_intervention/county_eip.htm	

Resource-Sharing Steps

PREPARE

**Having resources
on hand**

REACH OUT

**Collaborating with
school staff**


CONNECT

Get ready to refer!

Building trust

Making Your "Shortlist"

Local Resources



This is a list of trusted resources in our community. Updated _____

Other Resource:

Housing

Food

Cash

Immigration

Health & Wellness

Employment

Organization _____

Contact person _____

Phone _____

Email _____

Website _____

Address _____

Office Hours _____

Notes

Other Resource:

Housing

Food

Cash

Immigration

Health & Wellness

Employment

Organization _____

Contact person _____

Phone _____

Email _____

Website _____

Address _____

Office Hours _____

Notes



COMMUNITY HEALTH CENTERS

(TELE)MENTAL HEALTH PROVIDERS

FOOD

ACTIVITIES FOR KIDS

HEALTH INSURANCE RESOURCES

PREPARE PHASE

Tools to help

GENERAL

[Findhelp.org](https://www.findhelp.org)

[COVID-19 Resource Center](https://www.covid19resourcecenter.org)

FOOD

[Food Policy Center](#)

[Distribution List](#)

[Grab and Go Meals](#)

TECH SUPPORT

[DIIT Remote Learning](#)

[Calendar](#)

[Remote Learning Devices](#)

[FAQs](#)

MENTAL HEALTH

[Covid-19 Telehealth](#)

[Contacts](#)

Local Resources

This is a list of trusted resources in our community. Updated: _____

Best Housing Resource:

Organization: _____ Website: _____
Contact person: _____ Address: _____
Phone: _____
Email: _____ Office Hours: _____

Notes: _____

Best Food Resource:

Organization: _____ Website: _____
Contact person: _____ Address: _____
Phone: _____
Email: _____ Office Hours: _____

Notes: _____

Local Resources List Template

Virtual Resource Binder Idea

Open Resource List During COVID-19 ☆

File Edit View Insert Format Data Tools Add-ons Help All changes saved in Drive

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	A	B	C	D	E	F	G	H	I	J	K	L
12	MedStar Georgetown WISE Center for Wellbeing in School Environments	The WISE Center team has identified some of the most helpful resources pertaining to the mental health impact of COVID-19. Resources are divided into four content areas: everyone, parents, educators, and mental health providers. Includes some good mindfulness and yoga videos, and bonding activities for non-screen time	http://www.medstarwise.org/covid-19									
13	Food Resources											
14	DOE Free Meal Pick Up Locations	Find a school near you where you can pick up 3 free meals a day, for everyone in your family	https://www.schools.nyc.gov/school-life/food/free-meals									
15	Food Bank for NYC	Find local food banks. Some can also help you apply for SNAP benefits.	www.foodbanknyc.org/get-help/									
16	COVID-19 Food Assistance Resources	All families can sign-up create an account for food delivery.Receive up to four meals.	http://NYC.gov/getfood									
17	Institute for Family Health, COVID-19 Information	Emergency food resources for school children, seniors and the community	https://institute.org/bhr-news/covid-19-information-emergency-food-services-for-school-children-seniors-and-the-community-plus-other-resources/									
18	TISCH Resources	Resource updates on food and public benefits	https://www.tc.columbia.edu/tisch/blog/news/covid-19--nyc-update--resources/									
19	Financial Information											
20	Filing for Unemployment Benefits	Access to unemployment benefits	https://labor.ny.gov/ui/how_to_file_claim.shtm									
21	Paid Safe and Sick Leave Rights	Know your paid sick leave rights	https://www1.nyc.gov/site/dca/about/paid-sick-leave-law.page									
22	Rent Hardship Info for NYCHA & Section 8	Updates from NYCHA	https://nychajournal.nyc/information-about-coronavirus/									
23	National Employment Law Project	COVID-19 expanded benefits information	https://www.nelp.org/									
24												
25	Virtual Learning Resources											
26	DOE Learn from Home Website	Many resources for learning at home, including a Google Classroom tutorial and additional worksheets by grade level	www.schools.nyc.gov/learn-at-home									
27	NY Public Library Virtual Tutoring	Access free virtual tutoring from the NYPL	www.nypl.org									
28	DOE iPad Request Survey	Fill out this survey to request and iPad if you are in need	https://www.schools.nyc.gov/learn-at-home/ipad-distribution									

Making Referrals – Some Final Tips!

- If you know the family's needs: **Quality over quantity**
 - Focus on ***immediate needs***
- When creating lists of referrals, consider how they relate to basic elements of trauma sensitivity:
 - ***Safe and supportive environments***
 - ***Secure attachments***
 - Opportunities to ***strengthen non-cognitive skills*** (like memory, attention, empathy, interpersonal skills)
- When it comes to **distribution**, be creative!
 - Try: Email, websites, texting, hard copies tucked into grab-and-go bags or backpacks, mailings

Next Steps

Using information from today's session, attendees will:

- 1. Reflect on how to approach communications about referrals** with families and share best practices with colleagues;
- 2. Organize referral lists** and share content with colleagues;
- 3. Follow up with families** to ensure smooth service delivery and get feedback.



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Infoline: **800-388-2014**

Email: info@nysteachs.org

Website: www.nysteachs.org

Healthy & Ready to Learn (Project of Children's Health Fund)

Email: rtc@chfund.org

Website: healthyandreadytolearn.org

More info on this topic: <https://bit.ly/2Wk5IGK>