

**CHAPTER 7**

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**Office of Community Engagement and Partnerships**

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**Office of Community Engagement and Partnerships**  
**Summary of Resources**  
**By Object of Expenditure**

OBJECT OF EXPENDITURE	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2013 CURRENT	FY 2014 BUDGET	FY 2014 CHANGE
<b>POSITIONS</b>					
Administrative	3.000	3.000	3.000	3.000	
Business/Operations Admin.					
Professional	1.000	1.000	1.000	1.000	
Supporting Services	17.000	15.500	16.500	16.500	
<b>TOTAL POSITIONS</b>	<b>21.000</b>	<b>19.500</b>	<b>20.500</b>	<b>20.500</b>	
<b>01 SALARIES &amp; WAGES</b>					
Administrative	\$321,011	\$434,704	\$434,704	\$407,425	(\$27,279)
Business/Operations Admin.					
Professional	100,297	103,694	103,694	106,314	2,620
Supporting Services	1,062,441	1,055,440	1,121,295	1,116,760	(4,535)
<b>TOTAL POSITION DOLLARS</b>	<b>1,483,749</b>	<b>1,593,838</b>	<b>1,659,693</b>	<b>1,630,499</b>	<b>(29,194)</b>
<b>OTHER SALARIES</b>					
Administrative					
Professional	16,005	14,996	9,996	9,996	
Supporting Services	4,115	8,465	8,465	8,465	
<b>TOTAL OTHER SALARIES</b>	<b>20,120</b>	<b>23,461</b>	<b>18,461</b>	<b>18,461</b>	
<b>TOTAL SALARIES AND WAGES</b>	<b>1,503,869</b>	<b>1,617,299</b>	<b>1,678,154</b>	<b>1,648,960</b>	<b>(29,194)</b>
<b>02 CONTRACTUAL SERVICES</b>	<b>65,982</b>	<b>86,502</b>	<b>23,143</b>	<b>23,143</b>	
<b>03 SUPPLIES &amp; MATERIALS</b>	<b>21,796</b>	<b>21,756</b>	<b>21,756</b>	<b>21,756</b>	
<b>04 OTHER</b>					
Local/Other Travel	11,480	14,690	14,690	14,690	
Insur & Employee Benefits					
Utilities					
Miscellaneous	50,130	50,300	50,300	50,300	
<b>TOTAL OTHER</b>	<b>61,610</b>	<b>64,990</b>	<b>64,990</b>	<b>64,990</b>	
<b>05 EQUIPMENT</b>					
<b>GRAND TOTAL AMOUNTS</b>	<b>\$1,653,257</b>	<b>\$1,790,547</b>	<b>\$1,788,043</b>	<b>\$1,758,849</b>	<b>(\$29,194)</b>

# Office of Community Engagement and Partnerships

<b>Chief Engagement and Partnership Officer</b>	<b>1.0</b>
<b>Assistant to Associate Superintendent (N)</b>	<b>1.0</b>
<b>Administrative Services Manager (17)</b>	<b>1.0</b>

<b>Division of Family and Community Partnerships</b>	
Supervisor (0)	1.0
Instructional Specialist (B-D)	1.0
Partnerships Manager (24)	3.0
Parent Community Coordinator (20)	9.0
Communications Assistant (16)	1.0
Fiscal Assistant III (16)	0.5
Administrative Secretary II (15)	1.0
Office Assistant IV (11)	1.0

**Mission** *The mission of the Office of Community Engagement and Partnerships is to become the primary catalyst in MCPS's effort to engage the communities of the children and families we serve to empower the core functions of their education.*

## Major Functions

The Office of Community Engagement and Partnerships oversees the work of staff in the Division of Family and Community Partnerships (DFCP). DFCP's community engagement is guided by the following theory of action: If we provide direct services to children and families that empower them to fully access all that MCPS and the community have to offer, and if we develop strategic public and private partnerships in order to expand the services we provide to children and their families, then all MCPS students and families will have the supports needed to be college- and career- ready.

DFCP is responsible for developing and coordinating system-wide parent and community outreach to support student learning to improve student achievement. DFCP works with school staff, central services staff, families, parent organizations, community and civic organizations, government agencies, and businesses to implement partnership programs that empower families to become active partners in their children's education, which in turn strengthens student learning.

DFCP's efforts to support schools include, but are not limited to, assisting schools with parent meetings; conduct workshops and meetings for parents in different languages; facilitating parent focus groups to provide schools with feedback for the school improvement process; facilitating welcoming environment walk-throughs to gather feedback for school leadership teams; assisting schools with parent surveys; collaborating with school staff to conduct home visits; providing parents with strategies they can use at home to promote student learning; serving on School Improvement Teams and family involvement committees; sharing resources and information with families that may not traditionally take part in school activities; and providing information to school staff that promotes understanding of students' families and home cultures.

DFCP is committed to engaging families in meaningful and culturally respectful ways to help parents actively support their children's learning and healthy development. Parent community coordinators work directly with schools by helping parents advocate for their children; connecting families to resources in the community; assisting with minimizing the cultural and linguistic barriers; and helping to resolve issues. The Parent Involvement Toolkit provides schools with an electronic resource of best practices aligned to the national Parent Teacher Association (PTA) standards

and Policy ABC, *Parent and Family Involvement* that can be adapted to any school's improvement plan.

DFCP coordinates the Parent Academy, the annual Back-to-School Fair, ASK MCPS events, the ASK MCPS e-mail drop box, and the ASK MCPS call center. DFCP staff identifies community resources for families and advises and accompanies parents to Educational Management Team, Individualized Education Program (IEP), mediation/due process, and other school meetings. The office coordinates training for parent outreach staff in central office and in schools on key topics so that staff can share accurate and timely information with parents.

DFCP oversees a robust volunteer program that is responsible for training volunteer coordinators, managing system-wide volunteer data, as well as recruiting and training volunteers to support academic programs, including tutoring for students. In addition, the division coordinates the Connection Resource Bank, which provides speakers, judges, and mentors for schools throughout the county.

The division works closely with numerous parent and community groups to support student success, including conducting parent workshops at the George B. Thomas, Sr., Learning Academy, Inc. Saturday School program that are designed to provide parents with information about the curriculum and instructional program and tools to advocate effectively for their children.

The division coordinates the MCPS Parent Advisory Council, whose mission is to provide feedback and advice to the school system on parent engagement efforts. The Parent Advisory Council collaborates with DFCP on multiple projects: development and implementation of parent advocacy workshops, welcoming environment walk-through process, and family involvement tips for schools and parents; building the capacity of diverse parent leaders that share information in their communities; and providing a diverse parent perspective on school-system communication tools and strategies.

DFCP develops informational resources for parents and maintains the DFCP website for families, staff, students, and the community. DFCP creates feedback forms and surveys and plays a pivotal role in organizing community forums, focus groups, and informational meetings where parents can voice their opinions, questions, and concerns. The division also collaborates with MCCPTA, NAACP Parents' Council, and other parent organizations on various meetings and events for parents.

DFCP continues to enhance and expand existing partnerships with community programs, agencies, and nonprofit organizations that provide support with the Parent Academy, the Back-to-School Fair, Ruth Rales Comcast Kids Reading Network, Connection Resource Bank and collaborative support for families. These organizations include, but are not limited to, the following:

Montgomery County Department of Health and Human Services; Montgomery County Office of Community Partnerships; Montgomery County Federation of Families for Children's Mental Health; YMCA Youth and Family Services; Montgomery County Department of Recreation; Montgomery County Volunteer Center; Montgomery County Collaboration Council for Children, Youth, and Families; Montgomery County Public Libraries; Montgomery County Mental Health Association; Heyman Interages Center; OASIS Intergenerational Volunteers; Impact Silver Spring; Identity, Inc.; Kaiser Permanente; Montgomery County Police Department; Montgomery County State's Attorney's Office, the ARC of Montgomery; Children and Adults with Attention Deficit/Hyperactivity Disorder; National Institute of Mental Health, GUIDE Youth Services; Ana G. Méndez University; Montgomery College; The Universities at Shady Grove; Peer2Peer Tutors; Family Support Center; and Montgomery County Safe Routes to Schools.

DFCP collaborates with businesses that host ASK MCPS events and school supply drives. DFCP also collaborates with businesses that provide monetary or in-kind support for the annual Back-to-School Fair. DFCP develops, promotes, and coordinates efforts of the business community to create and foster relationships that are beneficial to the entire school community.

### **Trends and Accomplishments**

Effective two-way communication and positive family-school partnerships are essential to student success. Students, staff, and parents depend on clear, timely, and relevant information to make decisions, to be effective partners in the work of the school system, and to be successful in the classroom and the workplace.

Parents must have access to accurate and clear information in a variety of formats and languages if they are to be effective advocates for their children. An average of 1,200 calls a month are logged to the ASK MCPS call center, which provides assistance in English and Spanish five days a week. Staff responded to more than 1,400 questions and requests for support posted on the ASK MCPS e-mail drop box in 2011–2012.

In-person support to parents is invaluable, particularly for parents new to the school system and unfamiliar with MCPS programs and procedures. During the 2011–2012 school year, DFCP staff interacted with more than 7,200 parents and community members at ASK MCPS events held at shopping centers, community and county government events, school events for families, as well as Drop-In Coffees at the Family and Community Partnerships office. These events provide parents the opportunity to have their questions answered and gain a better understanding of the school system. Following those events, 427 follow-up contacts were made with school staff and parents to answer questions and resolve issues.

The Parent Academy offers parents the opportunity to attend workshops that were developed in response to feedback from parents and in collaboration with community and organizations and partners. During 2011–2012, 101 free Parent Academy workshops were offered to 2,050 parents at 82 schools and community sites. Sessions were designed to help parents understand the school system, strengthen parenting and advocacy skills, raise awareness of school and community resources, and learn computer skills. More than 220 parents took advantage of simultaneous interpretation services available in five languages at all workshops and more than 500 parents utilized childcare services. Sixteen workshops were conducted in Spanish. The evaluation and overall feedback from parents were positive and will guide improvements for 2012–2013. Staff also conducted an additional 399 workshops at the request of schools and parent organizations, with 12,679 parents participating. More than 350 parents attended the two workshops conducted by DFCP staff in English and Spanish at 12 sites of the George B. Thomas, Sr., Learning Academy, Inc. Saturday School.

The MCPS Parent Advisory Council developed and facilitated six workshops on Parent Advocacy in English and Spanish attended by more than 150 parents. The fourth annual Back-to-School Fair in 2011 was cancelled due to weather conditions; however, 7,000 backpacks/bags filled with school supplies were distributed to families in need on the first day of school. Approximately 12,000 individuals attended the Back-to-School Fair, held August 25, 2012, and more than \$200,000 in services and goods was donated. Additionally, 8,133 backpacks filled with school supplies donated by staff members, businesses, and community members, were distributed to families in need at the 2012 Back-to-School Fair.

DFCP staff supported 1,342 families with direct support at special education meetings, parent-teacher conferences, suspension and expulsion hearings, and other school-related issues. Additionally, staff conducted home visits in collaboration with schools and helped 604 parents activate Edline and access other MCPS online resources. In collaboration with the Maryland State Department of Education, Partners for Success grant, and the MCPS Department of Special Education, all parent outreach staff in DFCP will continue to receive ongoing professional development in special education so that they will be able to assist parents with the special education process.

The division continues to provide technical support to schools to strengthen and enhance volunteer programs by providing training to volunteer coordinators and assisting schools with data collection. Volunteer coordinators submit monthly reports on the DFCP website. During the 2011–2012 school year, 160 schools reported volunteer data, with 458,185 volunteer hours served. DFCP recruited and trained volunteers to serve as reading tutors for 625 second grade students as part

of the Ruth Rales Comcast Kids Reading Network in 59 schools and trained and coordinated 459 volunteers in the Extended Learning Opportunities summer program that served K–5 students in Title I schools. Through the Connection Resource Bank 305, speakers, judges, and mentors were recruited and matched to fulfill requests from schools to support classrooms and events.

The division collaborates with all school-system offices and more than 220 community partners on the Back-to-School Fair. One hundred seventy volunteers from the community assisted DFCP with the annual Back-to-School Fair. During August 2012, 47 students earned student service learning hours and 6 volunteers from Kohls Cares assisted DFCP with the sorting and packing of backpacks with school supplies. Additionally, more than 250 families attended a College Preparation Fair, conducted in collaboration with the Universities at Shady Grove and Montgomery College and other offices and community partners. The College Preparation Fair was open to all MCPS middle and high school students. However, DFCP targeted outreach to families of middle and high school students who would be the first in their family to attend college.

**Major Mandates**

- The *Americans with Disabilities Act* requires reasonable modifications for individuals with disabilities. Documents or products are provided in alternative formats when requested.
- The Maryland State Board of Education (Board) requires each school district to implement a parental involvement program. The policy encourages schools and local school systems to implement long-term comprehensive programs that build on the strength of families and communities to improve student achievement.
- The *No Child Left Behind Act of 2001* includes requirements for parent and community involvement.
- Montgomery County Board Policy ABA, *Community Involvement*, requires collaboration with a broad range of community members and access and opportunity for diverse community stakeholders to be involved in decision-making processes.
- Montgomery County Board Policy ABC, *Parent and Family Involvement*, and MCPS Regulation ABC-RA *Parent Involvement* require effective, well-structured, and comprehensive parental involvement practices that align to the national standards for parent involvement and reflect the diversity of local school communities.
- MCPS Regulation IRB-RA, *Use of Volunteer Service*, outlines the process and procedures for developing and establishing a volunteer program and outlines the responsibilities of staff and volunteers.
- The MCPS strategic plan, *Our Call to Action: Pursuit of Excellence*, for 2011–2016, requires systemic efforts

to strengthen family–school relationships and continue to expand civic, business, and community partnerships that support improved student achievement.

**Strategies**

- Provide workshops and resources in multiple languages to empower parents to be engaged in their children’s education.
- Collaborate with government agencies and community, business, and civic organizations to conduct ASK MCPS informational events, Parent Academy workshops, and the Back-to-School Fair to provide information and resources for families to support student learning and healthy development.
- Facilitate a Parent Advisory Council to advise MCPS on ways to improve communication and parent and community outreach efforts and to provide training and support to other parents on effective advocacy.
- Implement ongoing processes to gather stakeholder feedback on the effectiveness of communication and parent and community outreach, including facilitating school focus groups to support the school improvement process.
- Provide services, technical assistance, and multimedia resources to schools for staff, students, and parents.
- Implement processes and cost-effective technologies that streamline and strengthen parent and community engagement.

**Performance Measures**

**Performance Measure:** Number of partnerships with community organizations.

FY 2012 Actual	FY 2013 Estimate	FY 2014 Recommended
200	250	250

**Explanation:** Several programs, such as Parent Academy, Back-to-School Fair, Connection Resource Bank, Ruth Rales Comcast Kids Reading Network, College Preparation Fair, ASK MCPS events, community workshops and meetings are dependent on the collaboration with nonprofit and faith-based organizations, government agencies, and business.

**Performance Measure:** Average yearly number of calls handled by ASK MCPS call center.

FY 2012 Actual	FY 2013 Estimate	FY 2014 Recommended
10,829	11,000	13,000

**Explanation:** This service provides telephone customer service assistance and gives information to parents, students, staff, and community members in a timely manner, efficiently, and with consistency. The service is provided in both English and Spanish. Additionally 1,482 e-mail questions and requests for support were handled through the ASK MCPS e-mail drop box.

**Performance Measure:** Number of parents participating in the Parent Academy.

FY 2012 Actual	FY 2013 Estimate	FY 2014 Recommended
2,050	2,500	2,800

**Explanation:** The Parent Academy provides free workshops on a range of topics to support parents’ understanding of MCPS, strengthen parenting skills, and raise awareness of school and community resources. During the 2011–2012 school year, 101 Parent Academy workshops were conducted.

**Performance Measure:** Number of parents participating in workshops conducted in response to requests from schools and parent and community organizations.

FY 2012 Actual	FY 2013 Estimate	FY 2014 Recommended
12,679	12,800	13,000

**Explanation:** Additionally, during the 2011–2012 school year, 399 parent workshops and meetings were conducted by DFPC staff in response to requests from schools and parent and community organizations.

**Performance Measure:** Number of parents provided with direct one-on-one support.

FY 2012 Actual	FY 2013 Estimate	FY 2014 Recommended
1,342	1,400	1,500

**Explanation:** Parent outreach staff serves as a link between families and schools. Staff facilitates direct one-on-one support to families to help parents advocate, resolve issues, and effectively partner with the school regarding their children’s education. The support is provided at parent-teacher conferences, Educational Management Team and Individualized Education Program meetings and other meetings to discuss a student’s progress.

**Budget Explanation  
Office of Community Engagement and  
Partnerships—522/521**

The current FY 2013 budget for this department is changed from the budget adopted by the Board of Education on June 14, 2012. The change is a result of a realignment of \$63,359 from contractual services and \$5,000 from stipends to the Equity Initiatives Unit to support the Study Circles Program. Also, there is a realignment of \$65,855 from the Office of the Deputy Superintendent for Teaching, Learning, and Programs to fund a 1.0 administrative services manager I position.

The FY 2014 request for this office is \$1,758,849, a decrease of \$29,194 from the current FY 2013 budget. An explanation of this change follows.

***Continuing Salary Costs—(\$29,194)***

There is decrease of \$29,194 for continuing salary costs for current employees. The annualization of the salary step to be provided to eligible employees on May 4, 2013 is offset by reductions for staff turnover.

# Office of Community Engagement and Partnerships - 522/521

Timothy B. Warner, Chief Engagement and Partnership Officer

Description	FY 2012 Actual	FY 2013 Budget	FY 2013 Current	FY 2014 Request	FY 2014 Change
<b>01 Salaries &amp; Wages</b>					
Total Positions (FTE)	21,000	19,500	20,500	<b>20,500</b>	
Position Salaries	\$1,483,749	\$1,593,838	\$1,659,693	<b>\$1,630,499</b>	(\$29,194)
<b>Other Salaries</b>					
Summer Employment					
Professional Substitutes					
Stipends		14,996	9,996	<b>9,996</b>	
Professional Part Time					
Supporting Services Part Time		8,465	8,465	<b>8,465</b>	
Other					
Subtotal Other Salaries	20,120	23,461	18,461	<b>18,461</b>	
<b>Total Salaries &amp; Wages</b>	1,503,869	1,617,299	1,678,154	<b>1,648,960</b>	(29,194)
<b>02 Contractual Services</b>					
Consultants					
Other Contractual		86,502	23,143	<b>23,143</b>	
<b>Total Contractual Services</b>	65,982	86,502	23,143	<b>23,143</b>	
<b>03 Supplies &amp; Materials</b>					
Textbooks					
Media					
Instructional Supplies & Materials					
Office		16,880	16,880	<b>16,880</b>	
Other Supplies & Materials		4,876	4,876	<b>4,876</b>	
<b>Total Supplies &amp; Materials</b>	21,796	21,756	21,756	<b>21,756</b>	
<b>04 Other</b>					
Local/Other Travel		14,690	14,690	<b>14,690</b>	
Insur & Employee Benefits					
Utilities					
Miscellaneous		50,300	50,300	<b>50,300</b>	
<b>Total Other</b>	61,610	64,990	64,990	<b>64,990</b>	
<b>05 Equipment</b>					
Leased Equipment					
Other Equipment					
<b>Total Equipment</b>					
<b>Grand Total</b>	<u>\$1,653,257</u>	<u>\$1,790,547</u>	<u>\$1,788,043</u>	<u>\$1,758,849</u>	(\$29,194)



# Office of Community Engagement and Partnerships - 522/521

Timothy B. Warner, Chief Engagement and Partnership Officer

CAT	DESCRIPTION	10 Mon	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2013 CURRENT	FY 2014 REQUEST	FY 2014 CHANGE
2	Chief Engage & Partn Officer			1.000	1.000	<b>1.000</b>	
2	P Director I		1.000				
2	O Supervisor		1.000	1.000	1.000	<b>1.000</b>	
2	N Asst. to Assoc Supt			1.000	1.000	<b>1.000</b>	
2	N Coordinator		1.000				
2	BD Instructional Specialist		1.000	1.000	1.000	<b>1.000</b>	
2	24 Partnerships Manager			3.000	3.000	<b>3.000</b>	
3	24 Partnerships Manager		3.000				
3	20 Parent Community Coord		10.000	9.000	9.000	<b>9.000</b>	
1	17 Admin Services Manager I				1.000	<b>1.000</b>	
2	16 Communications Assistant		1.000	1.000	1.000	<b>1.000</b>	
1	16 Fiscal Assistant III		1.000				
2	16 Fiscal Assistant III			.500	.500	<b>.500</b>	
2	15 Administrative Secretary II		1.000	1.000	1.000	<b>1.000</b>	
2	11 Office Assistant IV		1.000	1.000	1.000	<b>1.000</b>	
	<b>Total Positions</b>		<b>21.000</b>	<b>19.500</b>	<b>20.500</b>	<b>20.500</b>	