

SUN Community Schools - COVID-19 Services and Response

Collaborating with community partners and connecting families to resources, supports, and services have always been an important component of SUN Community Schools (SUN CS). During this critical time, SUN Community Schools are focused on meeting the immediate and growing need for emergency relief services for families.

SUN CS Site Managers are available to help families get connected to the resources they need, including:

- Food and Basic Supply Needs
- Unemployment Benefits
- Signing up for Medicaid/OHP
- Rent and Utility Assistance

SUN Community Schools have many programs and partners working with youth and families already. SUN CS Site Managers are part of student support teams at their schools and are working with school staff and community partners to coordinate services to meet the needs of families. In part, this includes tracking who is being served by various programs which may include SUN Youth Advocacy (SYA), P-3*, Successful Families 2020, Promise Neighborhoods, and more.

* Some SUN Community Schools may have SUN Youth Advocacy (SYA) and/or P-3 services. SYA and P-3 staff work closely with SUN CS Site Managers to coordinate resources for families. Here's what you should know about these services during this time:

SUN Youth Advocacy (SYA)

- Advocates/case managers continue to work one-on-one with their caseload of middle and high school-aged youth.
- Checking in by phone and virtual means to support distance learning of their students and support families' social service immediate & pressing needs (food, bills, cleaning supplies, clothing, internet access, acquiring school devices).
- Some SYA organizations have capacity to take referrals and work with new students at this time.

P-3 Coordinators

- P-3 Coordinators continue to work with families who have children ages 0-5 who are currently enrolled in Play and Learn groups.
- Supporting families navigate resources and providing wellness checks via phone, email or virtual meeting; some are providing virtual Play and Learn and Parent Cafe groups.
- Some P-3 Coordinators have capacity to work with new, referred families who have children in grades K-3 at SUN Community Schools with P-3 services.

SUN CS Site Manager Role and Primary Responsibilities During School Closure

SERVICE BROKERING AND ACCESS

- Link to social, health and mental health services, culturally specific organizations, and other organizations that may be able to provide services for families
- Be responsive to family needs, and coordinates with school to prioritize time and resources including supporting families with access to distance learning

SERVICE COORDINATION FOR INDIVIDUAL STUDENTS AND FAMILIES

- Develop and maintain a communication and referral system among partners to ensure the linkage of students and families to a range of services
- Identify a tracking strategy to ensure family needs are shared and services identified. If school already has one in place, school and the site manager should share a common tracking system and use it if it makes sense to reduce duplication of effort.
- Participate in groups of school staff and/or service contractors supporting families at the school that identify specific students needing assistance through the crises (such as Student Attendance Response Teams, Building Screening Committees, Student Intervention Teams)

PARTNER COORDINATION

- Connect with all school-based and school-linked service and program partners in the school for coordination and information sharing
- Create and manage a list of which families are connected with partners
- Schedule and meet regularly with partners a minimum of every other week, or weekly, as appropriate

SERVICE ACCESS/INFORMATION AND REFERRAL

- Collaborate with the school to problem solve family needs and link to resources
- Adapt as necessary and seek resources for emerging needs
- Some site managers may have access to assistance funds