



# Heart Work:

Building Liaison Capacity to Best Serve  
Families in Rural Areas



# Welcome and Introductions

## Maggie Joyce

Coordinator Youth Support Services  
Shasta County Office of Education



## Kim Miller

Site Principal and District Liaison  
Shasta Union Elementary School District and  
Igo-Ono-Platina School District

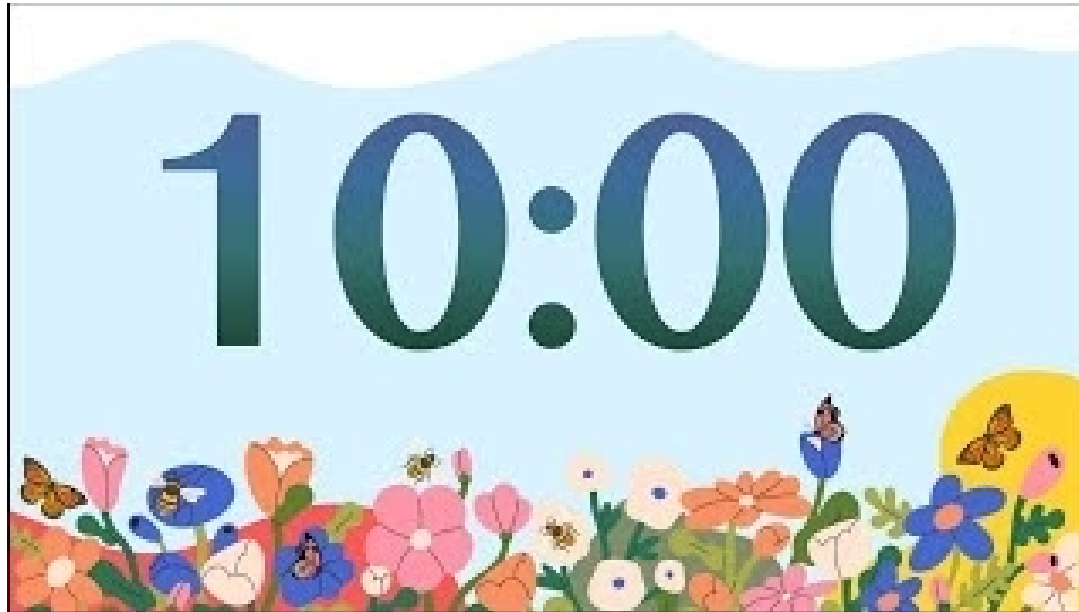


## Shelby Price

Administration Assistant and District Liaison  
Enterprise Elementary School District



# Resource Bingo



**RESOURCE  
BINGO**

FIND SOMEONE WHO...

knows how to apply for <b>Calfresh</b>	has supported a student living in a <b>shelter or motel</b>	knows what <b>Calpads</b> is	Has helped a family with <b>vital documents</b>	knows what <b>School of Origin</b> means
knows where to refer a family for <b>food assistance</b>	works at a <b>district office</b>	has provided a family with <b>school supplies</b>	is a <b>first time</b> attendee at this conference	has supported a student living in an <b>RV, car, or camper</b>
works at a <b>community-based organization</b>	has helped a student who is <b>couch-surfing</b>	<b>FREE</b>	has worked to assist a family with <b>housing resources</b>	is a <b>district liaison</b>
can name a <b>school-based resource</b> for homeless students.	knows what a <b>housing questionnaire</b> is	can name a <b>community-based organization</b> that supports homeless youth	works at a <b>school site</b>	has provided a family with <b>hygiene products</b>
has referred a student to <b>mental health services</b>	has built relationships with <b>neighbors or local businesses</b> to help families	has <b>met</b> someone here who can help them <b>grow</b> in this work	has advocated for <b>bringing services</b> to rural families	works at a <b>COE</b>






# Shasta County Demographics

**180,366**

Population  
Diverse rural community

**91**

Schools

Includes 15 charter schools

**26,693**

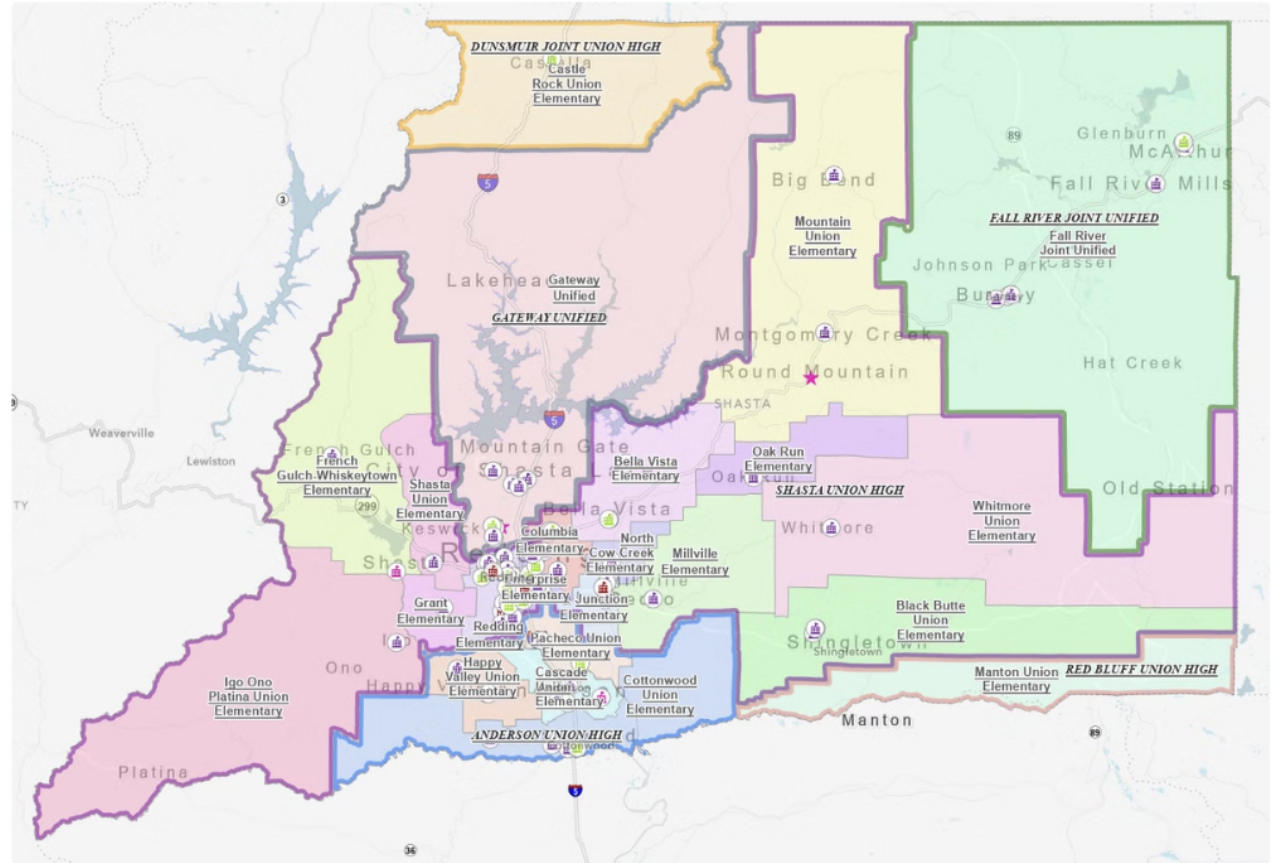
TK-12 Students

Across 24 school districts

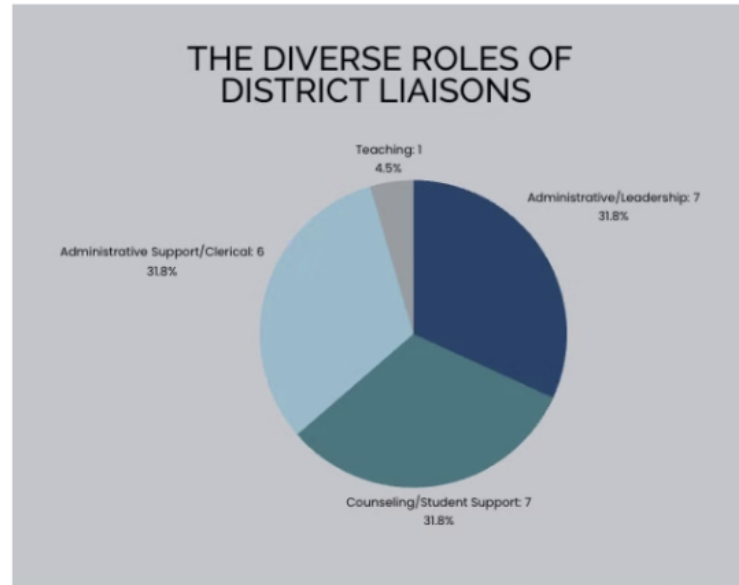
**1,014**

Homeless Students

Requiring specialized support



# District Liaisons: Who Are They?



District Liaisons in Shasta County have diverse roles spanning administrative support, counseling, and leadership, with a small percentage involved in direct teaching

1

Experience Gap

Most in role less than 3 years

2

Training Needs

Require ongoing skill development

3

Support Systems

Need structured mentorship

4

Role Complexity

Navigate multiple responsibilities

# Building a Liaison Community



## Annual Trainings

Fosters a shared understanding among all school staff and community partners to effectively support homeless families.



## Quarterly Meetings

Enhanced capacity and knowledge through shared learning and expertise



## Scenario Activities

Practical problem-solving skills



## Community Partners Presentations

External resource integration



## Youth Support Services

Supports for LEA's and Community Partners



### Professional Development

- Annual Training
- Quarterly Liaison Meetings
- Role-specific school staff training
- Community Partner Education
- Community Schools Training
- One-on-one District support

### Technical Assistance

- Dispute Resolution process
- Identification and Awareness
- Community Partner Education
- LCAP Guidance
- AB 1806 sample forms
- HETAC

### Community Engagement

- NorCal Continuum of Care
- Homeless Youth Alliance
- Case Manager Planning Committee
- SHARC
- Annual PIT Count Committee

### Resources

- Shared Google Folder
- Awareness Posters
- District Liaison contact list
- Liaison requirements
- "You Can Enroll in School" Posters
- Eligibility flow charts
- Motel 6 Program
- Food Pantry Partnership/toolkit
- New Liaison Toolkit
- HMIS access point
- Backpack/School Supplies
- Hygiene items
- Soles 4 Souls

# District-Specific Training Strategies

## Liaison Leadership

Actively involve and acknowledge the LEA liaison during trainings to build their confidence and role within the district

## Tailored Content & Local Data

District-specific statistics, strengths, and challenges increase relevance

## Interactive Format

Active participation boosts engagement



# Empowering Liaison Leadership



## Building Brighter Future Award

Honored at SCOE's Annual Educator Appreciation celebration



## Summer Planning

Liaisons shape upcoming year priorities



## Collaborative Input

Liaisons guide staff training content



## Ongoing Support

One-on-one assistance always available



# Service Coordination



## Health Care

- Partner with rural health care centers to improve access for families
- Warm handoff referral process

## Training & Guidance

- County Wide immunization guidance
- School Nurse training & collaboration
- Case Manager Planning Committee

## Community Schools Partnership

- Bi-annual training on homeless student needs
- Assistance with case management & community partner referrals
- Food Pantry Program
- Motel 6 Program

# Community Engagement Strategy



Homeless Youth Alliance

Awareness Posters

Homeless Families/Youth specific

MDTs

Community Resource Fair



Community Connect



Continuum of Care

Awareness of McKinney Vento Law

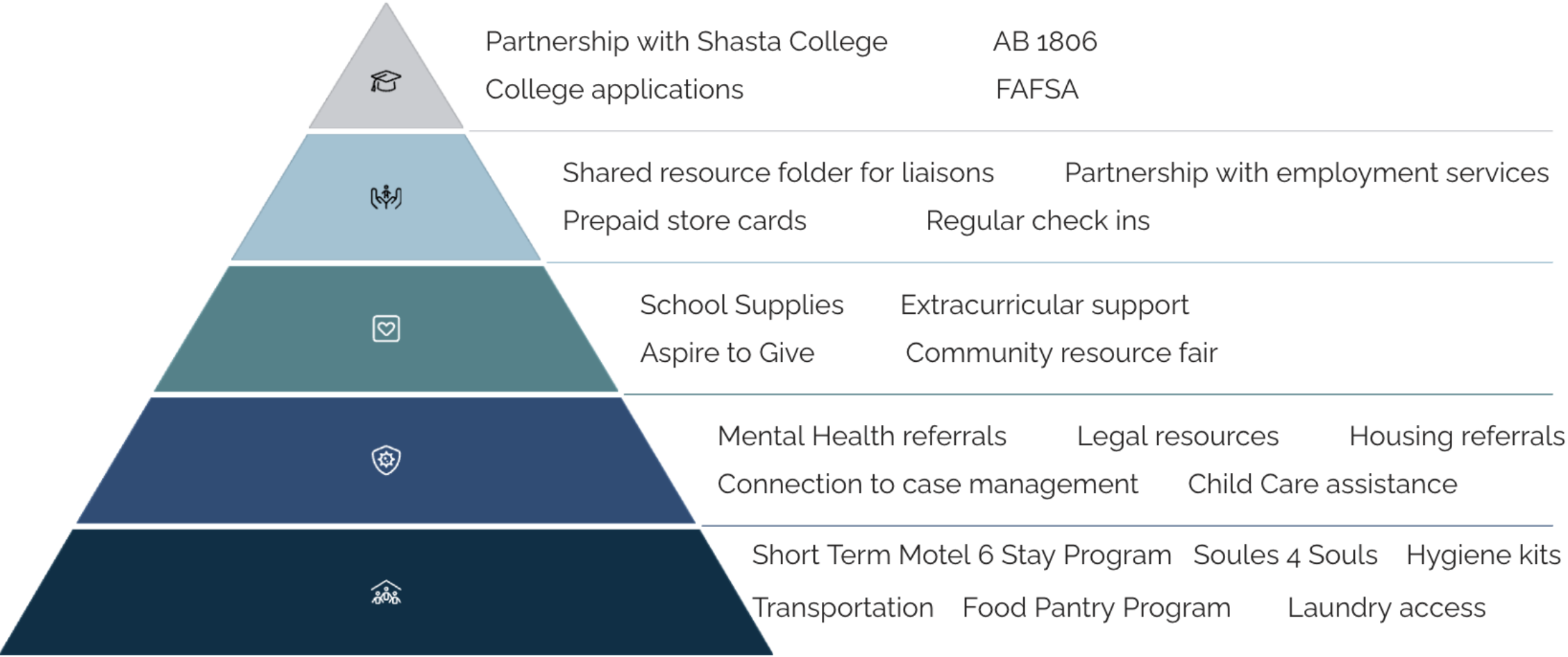
Strategic Planning Committee

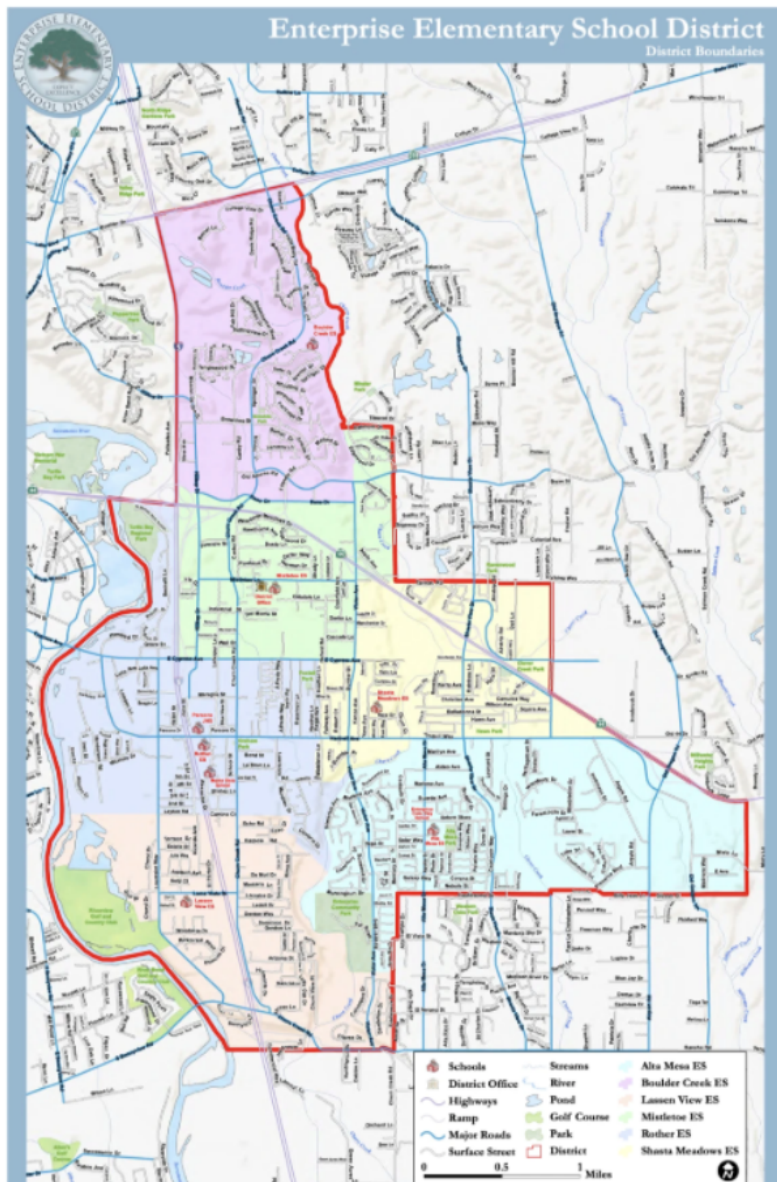
Funding-Youth Set Aside

Relationship building



# Equal Access to Resources





# Enterprise Elementary School District

## Demographics

**104.6**  
Square Miles

**9**  
Schools  
Including 1 charter

**3676**  
TK-12 Students

**97**  
Homeless Students

# Embracing the Role & Learning Along the Way



## Trust

Even though I didn't actually realize that I had just become the district's liaison, the district knew what they were doing.



## Relationships

Lean on existing ones, build new ones to have success in this new role..



## Heart

Let compassion guide your work.

# Build Your Village



# Installing Bridges

Utilize County Office  
EHCY staff

Prioritize  
Professional  
Development

Lean on Fellow  
Liaisons

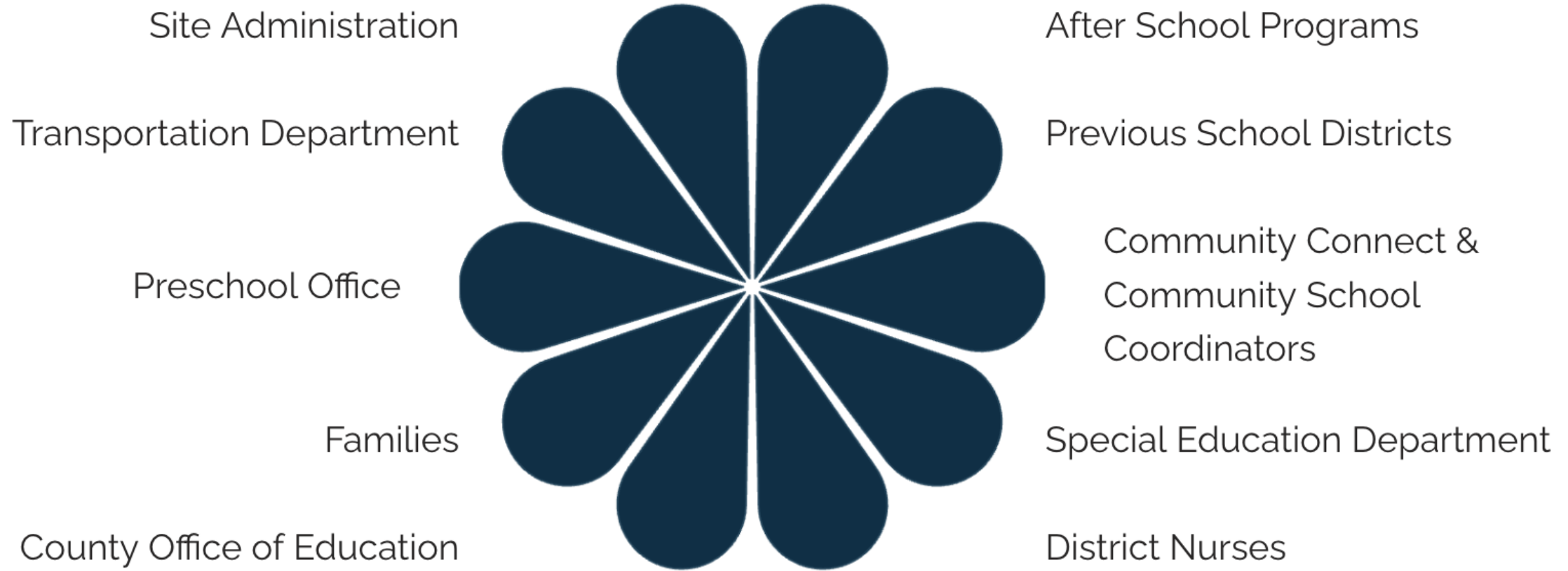
Get Involved in  
Community  
Organizations

Advocate for Families

Network with Community Partners



# Communication is Key



# Leveraging Relationships to Strengthen Families

**TRANSPORTATION AGREEMENT**

Name: **Student Name** Grade: **7<sup>th</sup>** Birthdate: **12/12/2012**  
School: **Parsons Junior High** Teacher: **Name**  
Current Address: **2600 Street Name Dr Redding, CA 96001 / 1400 Street Name, Redding, CA 96001**  
Address History: **488 Street Name Redding CA / 2250 Street Name Redding CA 96003**  
Phone: **555-555-5555**

Siblings:	Grade:	Birthdate:
<b>Student Name</b>	<b>7<sup>th</sup> - Parsons</b>	<b>1/01/2000</b>
<b>Student Name</b>	<b>3<sup>rd</sup> - Rother</b>	<b>1/01/2000</b>
<b>Student Name</b>	<b>1<sup>st</sup> - Rother</b>	<b>1/01/2000</b>
<b>Student Name</b>	<b>6<sup>th</sup> - Rother</b>	<b>1/01/2000</b>
<b>Student Name</b>	<b>9<sup>th</sup> - Enterprise HS</b>	<b>1/01/2000</b>

Transportation History: **Parent has provided transportation via personal vehicle since the onset of enrollment**  
Reason for Need of Transportation Assistance: **The Family currently resides in their car and cannot stay at the same address every night. The district is unable to provide district transportation.**  
Miles to School: **4.4 miles** District of Residence: **Redding / Shasta Union High School District**

Transportation Plan: **I, Parent Name, have received 1 \$50 and 1 \$10 gas card from Enterprise Elementary School District for a total of \$60. Enterprise Elementary School District and Enterprise High School will alternate each month on providing gas cards. Gas cards will transport the above-mentioned children to and from Enterprise High School, Parsons Junior High, and Rother Elementary. Please note that if all children are not in attendance on any given day, the length of time transportation is calculated will be extended. Two round trips are 17.6 miles. This is \$3.87 per day at \$0.22 (IRS variable mileage reimbursement rate). These gas cards will provide transportation from Sept 9, 2024, to Sept 27, 2024, with \$3.25 remaining to be applied to October.**

**I understand, the next set of gas cards will be available for pick up from Staff Name, the Community Connect Coordinator at Parsons Junior High on Sept 30th. I, Parent Name, have received one card in the amount of \$\_\_\_\_\_ I further understand receipts for the previous**

## Transportation Agreement

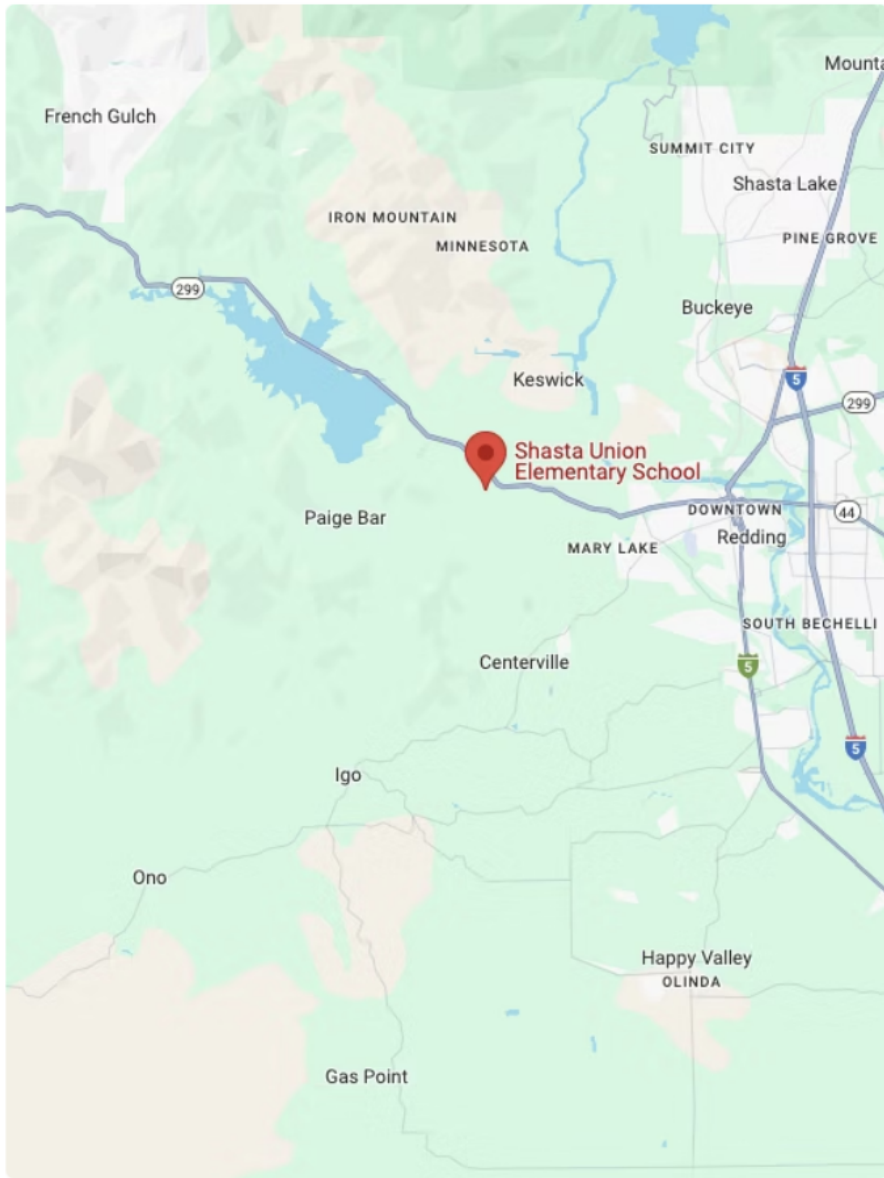
Sharing transportation costs across districts can help ensure all students have access to education.



## Homeless Youth Alliance Homeless Awareness Poster

Having a seat at the table and being part of the idea—from its creation to bringing it back to the district and taking action





# Shasta Union Elementary

**50.3**

Square Miles

**1,660**

Population

Population Density 33 people/sq mi

**1**

School District TK-8th Grade

**102**

TK-8th Grade Enrolled Students

**7**

Homeless Students



# Igo-Ono-Platina Elementary

**313.9**

Square Miles

**979**

Population

Population Density 3.1 people/sq mi

**1**

School School District

**34**

Tk-8th Grade Enrolled Students

**7**

Homeless Students

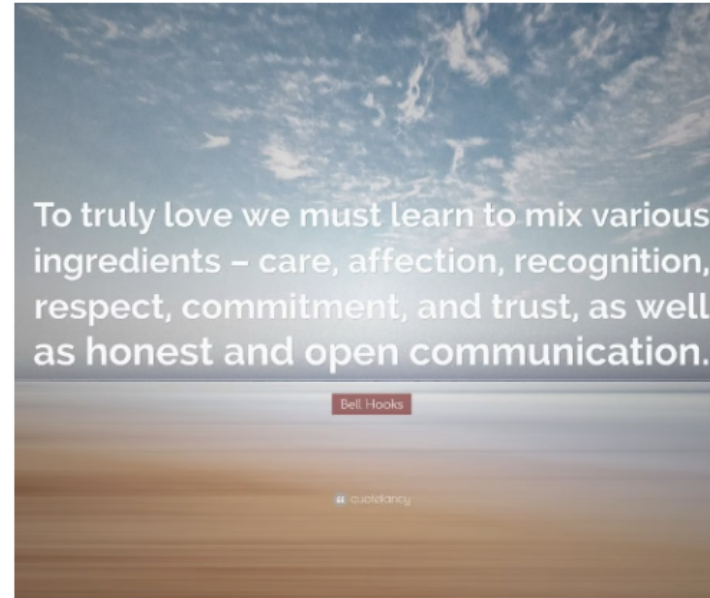


# The Work Begins and Ends with Heart

## Passion Matters



The first responsibility of love is to  
listen deeply



The best thing we can give our  
families is love

# Relationships Building Takes Time and Patience



## Relationship building takes consistency

- Families are often experiencing stress and chaos
- Keep showing up even when they can't/don't
- Quick check-ins show you still care
- Often simply being present is enough to provide comfort in the struggle and motivation to strive for better

## Relationships are the key to success

- Between on-site staff and students
- Between on-site staff and families
- Between school and community



# Building Trust: Overcoming Barriers



## Barriers to Trust Can Include:

- History of difficult relationships
- Previous negative school experiences
- Previous failed support systems
- Feelings of shame

Trust takes years to build, seconds to break and forever to repair

# Trust-Building Principles

## We can't help families until they trust us, so

No judgement

Respect confidentiality

Begin by meeting families where they are

Follow their agenda, not yours

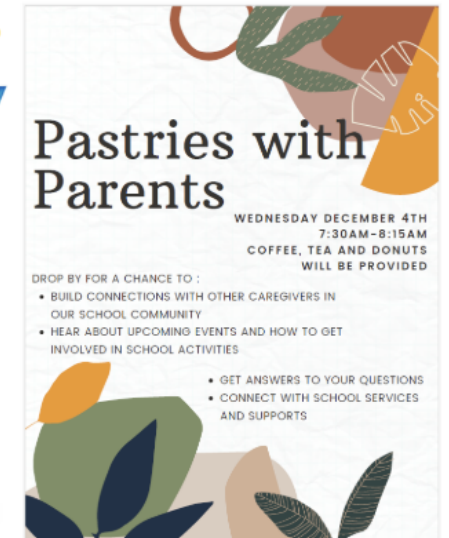
Provide physical resources (food, clothing, hygiene, laundry)

Offer assistance with applications, paperwork, etc.

Allow space for pride

## You don't have to have all the answers

Your fallibility makes you more relatable



# The Work Begins and Ends with Heart



## Passion matters

- The best liaisons are following a calling, not doing a job
- Don't just check the boxes
- Look for ways to provide a hand up instead of a handout
- Don't be afraid to think outside the box

## This is not easy work

- Expect your heart to be broken
- Allow the wins to heal you

# Success Story #1

Enterprise Elementary School District

- Rother Elementary School
- Parsons Junior High School
- EESD Preschool

Shasta Union High School District

- Enterprise High School

- ❖ Single mom
- ❖ History of DV
- ❖ Previous enrollment in two district in Shasta County
- ❖ Seven children
- ❖ Preschool to 9th grade
- ❖ Living in the car



# Family Success Story (26)



**Workforce Development and Employment Services (leading to a sense of accomplishment and self-worth):** SMART Workforce Center

**Education:** Rother, Parsons, and SUHSD School Staff (as educators) EESD Preschool EESD & Shasta High School District Liaisons (enabling access to education)



**Mental Health Services (addressing emotional well-being and self-perception):** Internal SCOE Therapy HHSA Mental Health

**Community and Youth Programs (fostering social interaction and belonging):** Enterprise Elementary School After School Program YMCA Membership

**Holiday Support (can foster a sense of community and care):** Giving Tree



**Financial/Public Assistance:** Calworks

**Case Management and Support Services :** SCOE Community Connect Program (case management) SCOE Youth Support Services OneSafe Place HHSA ILT

**Transitional Living (provides a safe and structured environment):** Private Housing Investor



**Food:** Dignity Health Food Assistance Rother Elementary School Based Food Pantry Calfresh

**Shelter:** Redding Housing Authority OneSafe Place Motel 6 Short Term Emergency Stay Program HUD

**Healthcare:** Anderson Walk-in Clinic (immunizations) Shasta Community Health Center Lion's club (glasses)



# Success Story #2

Shasta Elementary Family

**“You and your team changed our lives. You saved us! I never expected to be able to give my kids the life we have now. I don’t even know how to say thank you!” ~ Chyanne**



# Family Success Story Resource Connections (33)



**Workforce Development and Employment Services (leading to a sense of accomplishment and self-worth):** SMART Workforce Center CIMC  
WorkForce Development (California Indian Manpower Consortium)

**Education:** Shasta Elementary School Staff (as educators) Shasta High School Transportation Department (enabling access to education)

**Mental Health Services (addressing emotional well-being and self-perception):** Internal SCOE Therapy Thrive Psychotherapy and Wellness Center



**Community and Youth Programs (fostering social interaction and belonging):** Shasta Elementary School Project SHARE After School Program  
YMCA Summer Program Shasta County Lions Cyber Club

**Tribal Support (cultural connection and belonging):** SUHSD Tribal Support

**Holiday Support (can foster a sense of community and care):** SCOE Aspire To Give Holiday Program

**Financial/Public Assistance:** Calworks Supplemental Security Income TANF - Temporary Assistance for Needy Families HHSA The  
Phone Guys



**Case Management and Support Services :** SCOE Community Connect Program (case management) SCOE Youth Support Services NVCSS  
- Northern Valley Catholic Social Services SUHSD Tribal Support

**Transitional Living (provides a safe and structured environment):** No Boundaries (Transitional Living)

**Vital Documents:** Department of Motor Vehicles Shasta County Recorder

**Food:** Dignity Health Food Assistance Dutch Bros Thanksgiving/Food Support CalFresh



**Shelter:** Redding Housing Authority County Supportive Housing Readiness Program Motel 6 Short Term Emergency Stay Program  
Deluxe Mobile Park Kennet Court/Heritage Plaza Apartments HUD No Boundaries (Transitional Living)

**Healthcare:** Redding Rancheria (healthcare)



# Scan Here for Resources





# Questions

