

## RETHINKING TEEN TRUANCY: COMMUNITY COLLABORATION AND SYSTEMS CHANGE AS STRATEGY TO IMPROVE ATTENDANCE



### SESSION LEARNING OBJECTIVES

1. Understand key strategies and elements used to form & lead a community improvement collaborative
2. Learn fundamental methods & tools applied to discover & test process level changes that lead to improved systems level outcomes
3. Engage in facilitated discussion to:
  - Share experiences with and opportunities for community collaborations
  - Explore challenges to successfully form such partnerships
  - Generate ideas for overcoming these obstacles

### FAMILIES IN SAFE HOMES NETWORK (FISHN)

*Families in Safe Homes Network is a partnership of agencies that improves agency collaboration to ensure that families have the support they need to stay together.*



### PARTNERING AGENCIES

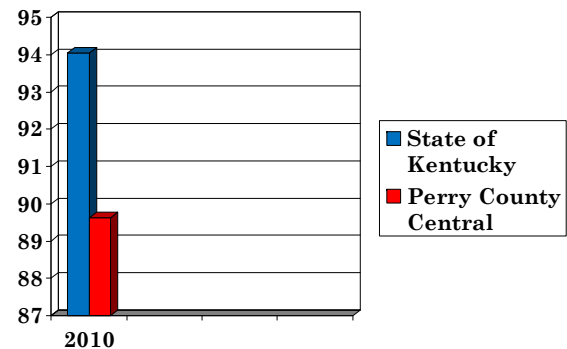
- Kentucky River Community Care
- Department for Community Based Services
- Perry County School System
- Kentucky Administrative Office of the Courts
- Hazard Perry County Community Ministries
- Knott County School System
- Kentucky River District Health Department
- University of KY- Targeted Assessment Program
- LKLP Community Action Council
- KVC

## WHAT IS THE CONCERN?

*Rethinking truancy---Increase attendance!*



## Attendance Comparison



## KEY STRATEGY: NIATx

### A COLLABORATIVE MODEL FOR IMPROVEMENT

- We needed a structure to help us create a cohesive group working together to improve youth attendance
- Based on our experience with multiple organizations and change, we chose the NIATx Model

## WHAT IS SPECIAL ABOUT NIATx?

- Field-tested (Evidence-based practice)
- Customer focused
- Uses data to make decisions and measure effectiveness
- Involves staff across organizations who will be affected by the change
- Provides a simple structure

*...for real people working on real problems.*

## "BURNING ISSUE"

- Susan Howard, *Service Region Administrator for Dept. Community Based Services (Child Welfare) of the Eastern Mountain Service Region.*
  - District Court Judge and staff raised serious concerns about the number of truancy cases appearing in the courtroom
  - Perry County School's strategic priority

## CREATING A SUCCESSFUL CHANGE TEAM

1. Visible Support from the Superintendent
  - Help to provide resources and free up time where it is scarce
  - Removing obstacles
  - Motivating of staff
  - Sustaining the project

## CREATING SUCCESSFUL CHANGE TEAM CONT'D...

2. Select the Right Team Members
  - Representatives bringing a unique perspective
  - Those who represent key elements in the system
  - Those who are passionate about increasing attendance
  - A Consumer (student and parent)
  - Team composition may change

## DEVELOP A PROJECT CHARTER

PROJECT CHARTER  
Name of Organization: Perry County Schools

1. CHANGE PROJECT TITLE	PCC Attendance Project
2. What AIM will the Change Project address? Choose one aim and indicate baseline measure and target.	The aim of this project is to increase the daily average attendance of PCC students from 895 students attending daily to 905 students attending daily. This is approximately 1%.
3. LOCATION	Perry County Central High School
4. START DATE and expected completion date	Start Date: November 2010 Expected Completion Date: May 2012
5. LEVEL OF CARE	High School
6. What CLIENT POPULATION are you trying to help, e.g. clients in a specific program?	PCC Students
7. EXECUTIVE SPONSOR	Mr. Amis, Superintendent
8. CHANGE LEADER	Cris Rush
9. CHANGE TEAM MEMBERS	Amanda Barger, Jeff Brashear, Doug Campbell, Patricia Engle, Denise Gray, Sabrina Miller, Jonathan Jett, Mike Kadish, Beta Owens, Karen McIntyre
10. How will you COLLECT DATA to measure the impact of change?	School data collection system, Infinite Campus.
11. What is the expected FINANCIAL IMPACT of this change project? How will the Executive Sponsor know?	As student attendance increases the daily rate of student reimbursement from the state will increase as well. This will be evident through data collection and financial records.

## PREPARING FOR THE 1<sup>ST</sup> CHANGE TEAM MEETING

- Formal invitation from Superintendent John P. Amis
- Personal conversation with Change Leader
- Follow-up memo from Change Leader with details of first meeting



## CONDUCTING THE FIRST CHANGE TEAM MEETING

- Team building
- Help them feel connected
- Introducing the Change Team Charter



### Perry County Central—Steps Related to Unexcused Absences

1st Unexcused Absence	2nd Unexcused Absence	3rd Unexcused Absence	4th Unexcused Absence	5th Unexcused Absence	6th Unexcused Absence
<ul style="list-style-type: none"> <li>• Parents get a phone call from automated system—even if child is tardy</li> </ul>	<ul style="list-style-type: none"> <li>• Parent gets a phone call from automated system</li> <li>• Teacher calls parent</li> <li>• Warning letter sent to parent</li> </ul>	<ul style="list-style-type: none"> <li>• Parent gets a phone call from automated system</li> <li>• Call home, conference with Mr. Campbell</li> <li>• Attendance clerk calls</li> <li>• Letter sent home</li> <li>• Parent/principal meeting</li> <li>• DPP parent called</li> </ul>	<ul style="list-style-type: none"> <li>• Referred to central office</li> <li>• Name sent to truancy officer</li> <li>• Parent may excuse absences (3) per semester</li> <li>• Parent gets a phone call from automated system</li> </ul>	<ul style="list-style-type: none"> <li>• Letter sent from DPP</li> <li>• Call home from truancy officer</li> <li>• Principal call</li> <li>• Parent gets a phone call from automated system</li> <li>• Referral made to Central Office</li> </ul>	<ul style="list-style-type: none"> <li>• Home visit</li> <li>• Jones, Refer to DPP</li> <li>• Parent gets a phone call from automated system</li> <li>• 2<sup>nd</sup> home visit</li> </ul>
<ul style="list-style-type: none"> <li>• Final notice to DPP—call letter</li> <li>• Contacted by truancy officer</li> <li>• Letter of possible court notice</li> <li>• Parent gets a phone call from automated system</li> </ul>	<ul style="list-style-type: none"> <li>• Final notice from DPP</li> <li>• DPP home visit</li> <li>• Visit by truancy officer</li> <li>• 3<sup>rd</sup> home visit</li> <li>• DPP gets involved</li> <li>• Parent gets a phone call from automated system</li> </ul>	<ul style="list-style-type: none"> <li>• Court referral from DPP</li> <li>• Parent gets a phone call from automated system</li> <li>• Truancy officer makes home visit then turns in court.</li> <li>• Court action</li> <li>• Home visit</li> </ul>	<ul style="list-style-type: none"> <li>• Parents can be jailed or fined</li> <li>• Parents can be waiting on court date</li> <li>• Committed to Cabinet</li> </ul>		

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## ON-GOING CHANGE TEAM MEETINGS

- Weekly, consistent
- Set agendas
  - Understand the “system”
  - Prioritize and focus on one small process at a time
  - Engage other influential players as needed
- Use NIATx Tools



## NIATx TOOLS & PRINCIPLES

- Nominal Group Technique
- Seek ideas from outside the field
- Understand and involve the consumer
  - Walk-through
- Rapid Cycle Changes



## FIRST RAPID CYCLE CHANGE

- From broad concern
  - Improve school attendance
- To specific process
  - Mentoring
  - Connecting kids with help



## QUESTIONS OR COMMENTS



## CONTACT INFORMATION

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