

Outreach Methods to Ensure Students are Safe and Engaged During Learning at Home

April 21, 2020

A concern for schools during the coronavirus (COVID-19) public health emergency and learning at home is decreased contact with students and families to ensure they are safe and continue to engage with schools. When connecting with families, schools can use the [Family Wellness Check-In Guidance for Educators](#), created by the Flamboyan Foundation, which includes the purpose of the checks and a list of helpful questions to ask on phone calls.

Outreach methods to locate students include but are not limited to:

- Call, text, and email the student and their family
- Call, text, and email the emergency contacts of the students
- Call, text, and email the student's friends to see if they have heard from the student
- Track student engagement through log ins with learning applications or other learning at home resources
- Mail "We Miss You" postcards with messaging that the school is concerned because they have not heard from the student and contact information for them to be in touch
- Every message from the Principal and Teachers should include how concerned the school is that they have not been in touch with every student and ask families to let the school know if they think someone is having a difficult time and to tell their friends to check in with the school
- Contact aftercare providers and other partner organizations the school is aware of the student working with to inquire if they have been in touch with the student and get current contact information

CFSA Referral Process for Schools

Each school should have exhausted all the outreach options above before referring families to CFSA for a wellness check. See "[Guidance for CFSA and DCPS/DCPCS in Responding to Concerns About Student Contact](#)." All outreach attempts should inform the family of the updated CFSA referral process and provide notice that if the school is not in contact with the student regularly, they will be referred to CFSA for a wellness check.

Please note the following:

- **For children ages 0-4 and youth ages 14-18** for whom there are contact concerns, call the Child Protection Services Hotline at 202-671-7233.
- **For children of any age** for whom there are safety concerns, call the Child Protection Services Hotline at (202) 671-7233.

For resources and additional information on the District of Columbia Government's response to coronavirus (COVID-19), please visit coronavirus.dc.gov.