



Family Connect Home Visit Program

Denver Public Schools

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Denver Public Schools (DPS) staff believe every student deserves to thrive, and that starts with strong families. The FACE Family Connect (FFC) Program, created by two social workers and founded in 2019, empowers families by helping them connect with crucial resources. These multi-generational strategies remove barriers, allowing families to engage deeply with their children's education. Families enter the FACE Family Connect program through referrals from school social workers or psychologists, who expertly identify those with intensive needs and can precisely gauge necessary supports. The home-based model is crucial, allowing for deep, personal engagement with parents and guardians. This approach provides an unparalleled understanding of family dynamics, environment, existing strengths, and specific needs.

The intention of FFC is capacity-building, equipping families with the essential skills to proactively prevent crises or confidently navigate future challenges. Program staff prioritize cultivating positive family-school relationships, forging vital bridges of communication, and delivering the highest standard of customer service to both families and the schools they serve.

The primary tool used for evaluation is a fourteen category itemized matrix adapted to fit the needs of DPS families. The tool measures family functioning using a 1-5 scale from crisis to thriving that cover fourteen areas including food, housing, clothing, employment, transportation, utilities, children's attendance, student transportation, health care coverage, parent-school involvement, mental health and access to services and resources with two additional optional categories to assess childcare and student disability. Whether a client completes their goals is another metric used to evaluate program efficacy. All clients have primary goals which are typically the identified reason the family was referred to the program. Finally, the program uses a satisfaction survey to assess whether schools feel that the program is adequately supporting them and their families. The survey focuses on questions around customer service, how well the program engages families, whether they were satisfied with services, and if they plan to continue referring to the program. It also elicits qualitative data through open-ended questions which supports future planning.

One recommendation to effectively replicate this practice is to exclusively employ licensed master's level school social workers. Their clinical expertise is invaluable for assessment and intervention, and their deep knowledge of the school system is crucial for helping families navigate its intricacies. Another is to establish well-defined program boundaries and evaluation methods. This clarity is essential for demonstrating the program's positive influence on family stability.

"You all are an amazing group of professionals! Thank you for supporting parents in such tangible and meaningful ways. I trust you all 100% to build rapport with families and you always seem to contribute to the success of students through your support of the parents"

-School Partner