

# Family Resource Center

Update  
February 7, 2024



# Agenda

1. Overview of Student Demographic Data
2. Overview of the Family Resource Center
3. Goals of Student Assignment Department
4. Changes to FRC Operations
5. Next Steps

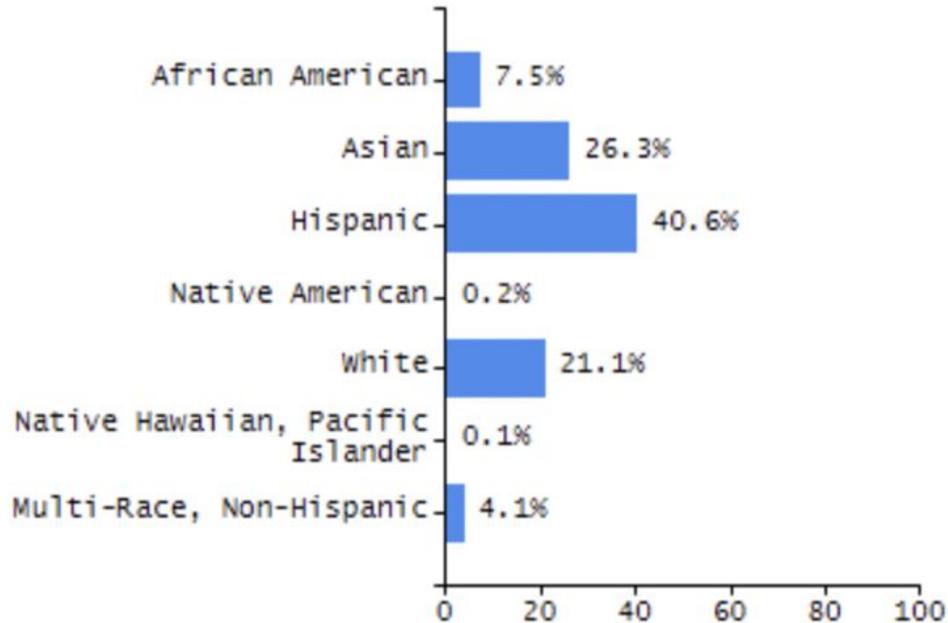
# Lowell Public Schools Demographics

## 2023-24 Enrollment

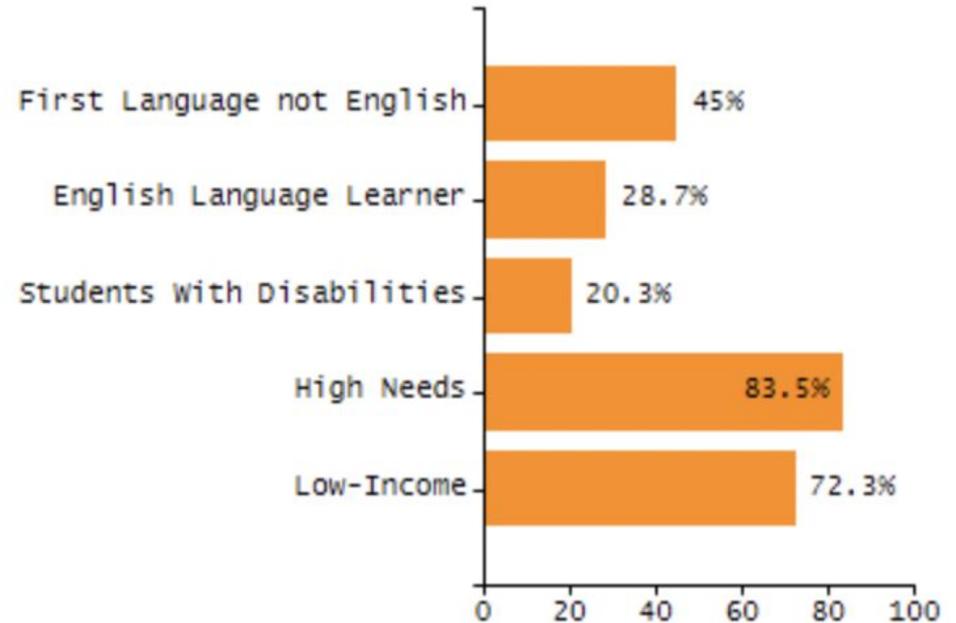
2023-24 Enrollment



Student Race and Ethnicity



Selected Populations

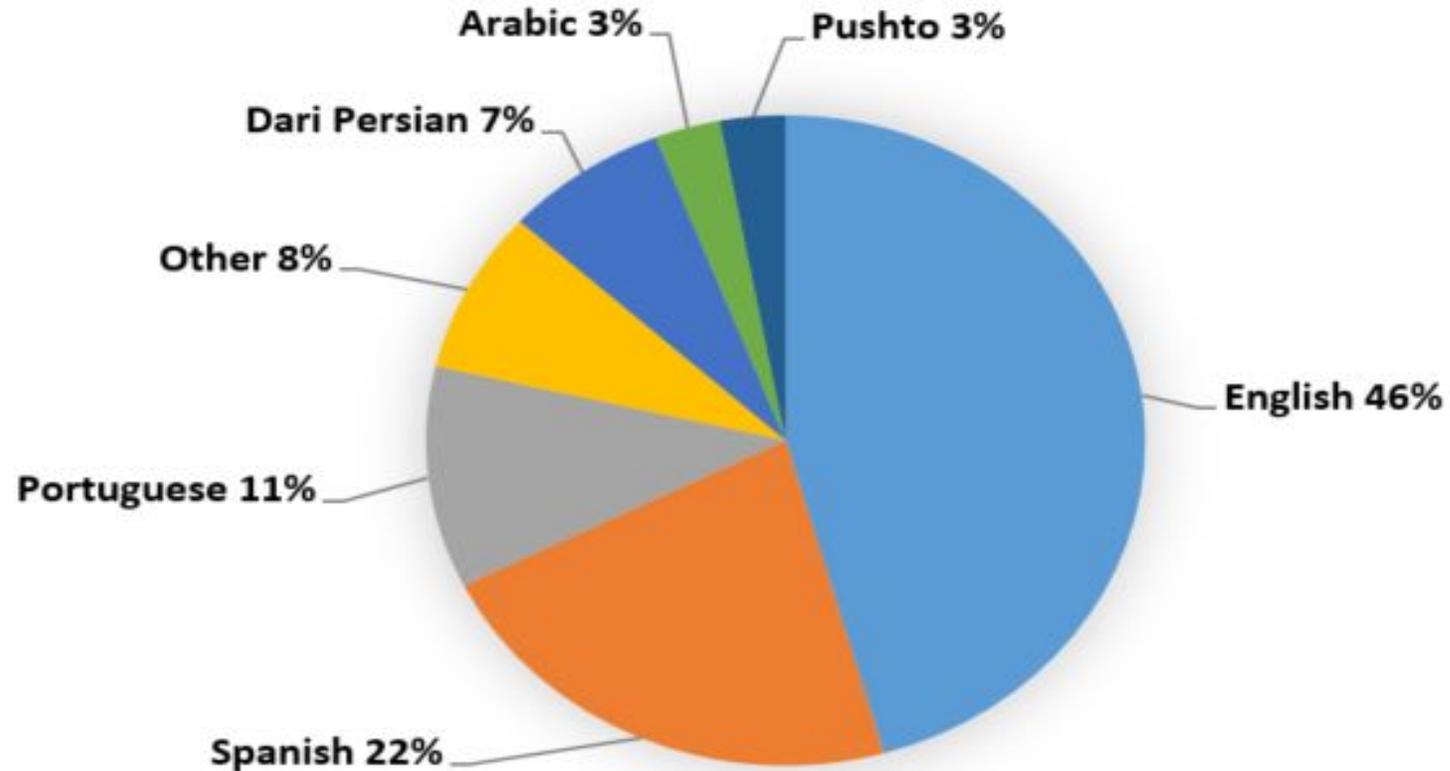


## Selected Populations 2023-2024 (DESE Accountability Data)

Title	% of District	% of State
First Language not English	45.0	26.0
English Language Learner	28.7	13.1
Low-income	72.3	42.2
Students With Disabilities	20.3	20.2
High Needs	83.5	55.8

# Most Recent Enrollments (Dec 2023) - Breakdown by Language

## Languages Spoken by the Registrants



## Current Year Enrollments (Dec 2023) - Breakdown by Home Country

Country	Number of Registrants
United States of America	61
Brazil	17
Afghanistan	14
Ecuador	14
Colombia	5
Iraq	4
Antigua And Barbuda	3
Vietnam	2
Honduras	2
Congo (Democratic Republic of)	2
Kenya	2
Dominican Republic	2
El Salvador	2
Spain	1
India	1
Cambodia	1
Nicaragua	1
Philippines	1
Haiti	1
<b>Grand Total</b>	<b>136</b>

# Family Resource Center

The Family Resource Center is centrally located downtown (155 Merrimack Street, 1st Floor) and houses the following departments:

- School Assignment Department
- McKinney Vento Homeless Services
- Bilingual Family Support Services
- Student Work Permit Services

To accommodate the need for additional office space, the transportation department was moved to the 5th Floor beginning in August 2023.

All of these departments have a primary role in supporting Lowell families with enrolling their children in Lowell Public Schools, which is the primary function of the Family Resource Office.

***The Family Resource Center has also become the central location where families call or visit when they have general questions or needs related to school and public education.***

## Family Resource Center

There are also several departments that are located at Central Office but not housed within the Family Resource Center which also have a critical role in the process of student assignment:

- Multilingual Learner Office - Administers the WIDA screener which is an English language proficiency assessment given to new students to identify whether they are English learners
- Special Education Office - Reviews and/or evaluates IEPs and determines any special placements for students with special needs
- Performance Management Office - Primary contact for Aspen's Online Registration Platform
- Transportation Office - Determines rider eligibility and disseminates bus passes after a student has been assigned a school

## **Overarching Goals of the School Assignment Department within the Family Resource Center**

1. To enroll students in a Lowell public school of their choice.
2. To provide an efficient school assignment service that places students within a short window from the time of application to the time of enrollment.
3. To treat families with respect and dignity throughout the school assignment process.
4. To connect families with available workshops, trainings and resources from the Family Leadership Institute, Adult Education Center, Early Childhood Department and other community/family resources.

# Changes Made During the 2023-24 School Year

## Physical Space

- A partition was erected between the family receiving space (lobby) and the registration space (clerk desk space) to alleviate distractions during the processing of online registrations and to allow for greater privacy for families during appointments.
- Mobile registration sites across the district were coordinated with schools to support Kindergarten registration.

## Call Center

- A call center was set up at the FRC to receive calls during the peak period of registration (July-Sept).

## Hours

- An after-hours appointment system was instituted to provide flexibility for families.
- FRC Operating Hours were extended until 6pm during peak hours
- During non-peak hours, the FRC is piloting Wednesday late hours until 6pm through the end of this school year.

# Changes Being Made for the 2024-25 School Year

## Phones

- A new phone system being is being explored to enable callers to select different departments in the FRC as well as options to connect directly with a multilingual staff person.

## Appointment, Ticketing and Surveying System

- Sign-in software is being reinstated at the front desk to facilitate a smoother process for walk-in customers/families.
- A survey system is being reinstated as part of the customer service feedback process..
- An online appointment system is being instituted to improve the efficiency of providing service to callers or walk-ins to the FRC.

## High School Placement and Highly Mobile Students

- Per the 2022 Audit Report, the FRC drafted an Assistant FRC Coordinator Position to support the placement of High School Students and Highly Mobile Students who require more support than the typical student in ensuring the best placement for their individualized needs. .

# Ongoing Process Improvements

## Metrics Being Analyzed on a Weekly Basis

- Number of new online applications submitted on a weekly basis.
- Percentage of online applications which get processed and assigned within a week of the submission date.
- Percentage of incoming online applications that are submitted which meet 100% of processing requirements at the time of submission.
- Frequency of the type of missing document (i.e. proof of residency, license, immunization card, etc.)
- Numbers of students being placed across the different levels (elementary, middle, high), schools and zones  
This data is being analyzed to determine the effectiveness of the online application system and inform ongoing improvements to the school assignment process.

## ENROLLMENT INFORMATION

- **Family Focus Groups:** Focus groups were held for families who enrolled in August and September for the district to learn about their enrollment experience and ways we can make improvements to our enrollment process for late enrollees.
- **Information Session :** An Information Session event was held in the Fall for current LPS Pre-K families and incoming Pre-K and K families to begin preparing them for the upcoming enrollment period; over 100 families were in attendance.
- **New registration materials** were prepared and distributed to parents to inform them of the enrollment process

# ICC SITE Incoming Families and Students

- In January, the Family Resource Center registered 36 students who arrived at the ICC from Fairhaven, Swansea and Dartmouth.
- The registrations were completed on site at the ICC where teams from multiple central office departments provided enrollment and family support. The district utilized existing Bilingual Family Liaisons and contracted new resources to support Haitian-Creole speaking students and families.
- Equity Office staff supported families in applying for transportation and coordinating with the ICC coordinating agency to communicate bus stops and pick up times; additionally, Equity Office staff coordinated interpreters at schools to support families in completing the school-based student intake process.
- Equity Office staff are currently working with the ICC Coordinating Agency to identify transportation options for families to be able to engage in-person with their child's school.

## Next Steps

- Continue to monitor the weekly and monthly placement data to determine ongoing improvements to the registration process.
- Identify and implement new staff trainings based on ongoing improvements to the registration process.
- Update the FRC website and continue communication with families around the current open registration and upcoming lotteries.
  - Round 1 - Register for Pre-K and K on or before April 19th to be eligible for the first lottery on May 10th.
  - Round 2 - Register for K on or before May 31st to be eligible for the 2nd K lottery on June 7th.
  - Round 3 - Register for K on or before July 19th to be eligible for the 3rd K lottery on August 2nd.

Contact Abisola Ogunseye, Coordinator of the Family Resource Center  
aogunseye@lowell.k12.ma.us or (978) 674-4321.