



LOWELL SCHOOL DEPARTMENT

Family Resource Center
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Coordinator

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To: Jeannine M. Durkin, Superintendent
From: Rebecca Duda, Coordinator, Family Resource Center
Date: June 12, 2019
RE: Family Resource Center Hours of Operation

In order to better service the families of Lowell during peak enrollment periods, I am respectfully submitting proposals for possible schedule changes for the Family Resource Center.

Currently, the Family Resource is open 8:00 a.m. – 4:00 p.m. on Monday, Tuesday, Wednesday and Friday and 8:00 a.m. - 6:00 p.m. on Thursday. During the months when school is not in session, the Family Resource Center is open from 8:00 a.m. – 3:00 p.m. This schedule limits how we can service families during peak enrollment periods. Peak enrollment periods would be defined as March 1st through April 30th as well as ten (10) days before the first day of school through September 30th. In order to guarantee service, families must arrive forty-five (45) minutes prior to closing to complete a registration. For families who work during the week these hours present a great deal of difficulty. In the past, the district has paid overtime to extend the hours of the Family Resource Center during peak enrollment time.

Please see the attached table that provides four (4) possible alternate schedules for peak enrollment periods.

In each of the four (4) proposed schedules, the Family Resource Center's hours are extended to provide more opportunities to service working families. The proposed schedule also includes opening on Saturday's to provide service for families unable to register their child during the week. The schedules also include time when the Family Resource Center would be closed to the public in order to engage in weekly meetings, professional development, and have dedicated time to process assignment letters. All four (4) options presented eliminate the need for overtime during peak enrollment periods.

Additionally, the Family Resource Center operates with three (3) full time clerks. This staffing model provides little flexibility as the clerk's hours are fixed and there is no system for covering sick calls or vacations. If the Family Resource Center, depending on volume and scheduling needs, had additional part-time clerks who worked no more than eighteen

(18) hours per week, the Family Resource Center would be able to better service families especially during peak enrollment periods. These part-time clerks would also be able to be cross-trained with the Transportation Department which currently operates with only one (1) clerk.

Lastly, during non-peak enrollment periods, the data does not support opening on Thursday evenings. During the months of October and November 2018, there were several evenings when no families came to the Family Resource Center. During the remainder of the fall and winter, we had only one (1) or two (2) families come in on Thursday evenings.

The Coordinator recommends the following:

1. Negotiate a new schedule for the Family Resource Center to be worked during peak enrollment periods.
2. Eliminate Thursday evenings during non-peak enrollment periods.
3. Hire part-time clerks to be cross trained with the Transportation Department.