

BALTIMORE COUNTY PUBLIC SCHOOLS

DATE: January 14, 2002
TO: BOARD OF EDUCATION
FROM: Dr. J. Hairston, Superintendent
SUBJECT: Parent Support Services Overview and Description
ORIGINATOR: Mary Jacqe Marchione
RESOURCE PERSON(S): Director and Supervisor Department of Professional Development

RECOMMENDATION

That participants will have a better understanding of revised Parent Support Services.

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Nature of the Issue: The Director and Supervisor of Professional Development have developed an overview, description, means of advertising and record keeping for the revised Parent Support Services Program.

History of the Issue: The Parent Support Services Program has been in existence to serve parents within the greater Baltimore County community. A redesign of these services to focus on the indicators identified in the Blueprint for Progress was completed when the services were redeployed to professional development. Services, which encompass Special Education, ESOL, Title One, Student Support Services, Curriculum and Instruction, and now county agencies, were combined to better serve a more diverse community.

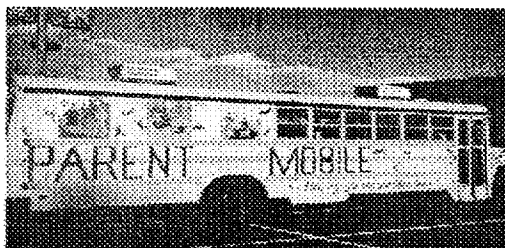
Estimated Operating Funds Fiscal Impact: \$ 7900.00

Possible Funding Source: Operating Budget For School Year: 2001-2002

MJM/dw

- Appendix I The Baltimore County Public Schools and Professional Development Present the Parentmobile!
Appendix II Parent Support Services Program Overview & Alignment

**The Baltimore County Public Schools  
and  
Department of Professional Development  
Present the Parentmobile!**



*"Building the Capacity for Increased Student Achievement in Our  
Schools, Homes, and Communities"*

The Parentmobile is an important component of the Parent Support Services Program within the Department of Professional Development of the Baltimore County Public Schools. This retrofitted school bus travels to schools, community events, local businesses, and apartment complexes as it helps parents and community members access information relative to education in the Baltimore County Public Schools. Visitors to the Parentmobile can learn more about services and resources that promote learning and increased student achievement.

The Parentmobile would like to visit your school for an introductory meeting with your parents and families. Initially, we are seeking opportunities to talk informally with parents about the ways they can support their children in learning. We will schedule visits when parent access is most available.

In addition to the Parentmobile, the Parent Support Services Program will be providing an array of resources, workshops, and educational forums at schools, resource centers, local businesses, and community centers.

To request the Parentmobile at a school function, please complete and return the attached *Parentmobile Request Form* to:

**B. Jane Gordon  
Department of Professional Development  
600 Stemmers Run Road  
Baltimore, MD 21221**

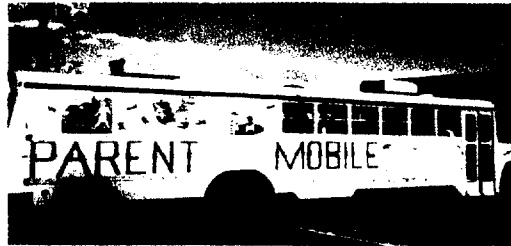
**Fax: 410-391-1130**

To inquire about the ways the Parent Support Program can assist you, contact Jane Gordon at 410-887-0365 or 410-887-6489, or e-mail: [jgordon@bcps.org](mailto:jgordon@bcps.org).

**Attachment: Parentmobile Request Form**

**The Baltimore County Public Schools  
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In addition to the Parentmobile, the Parent Support Services Program will be providing an array of resources, workshops, and educational forums at schools, local businesses, and community centers.

To receive more information on the Parentmobile or to schedule a visit, contact:

**B. Jane Gordon  
Department of Professional Development  
600 Stemmers Run Road  
Baltimore, MD 21221**

**Fax: 410-391-1130**

To request a date for the Parentmobile, please complete a *Parentmobile Request Form* or call: 410-887-6489 or 410-887-6400, or e-mail: [bjgordon@bcps.org](mailto:bjgordon@bcps.org).

# Baltimore County Public Schools

Department of Professional Development

410-887-0365

## PARENTMOBILE REQUEST FORM



Date request made: \_\_\_\_\_ Daytime Phone #: \_\_\_\_\_

Request made by: \_\_\_\_\_  
(Print name clearly)

Title: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

School/Organization: \_\_\_\_\_

*Note: School Sponsored Events require the Principal's Signature:* \_\_\_\_\_

Event: \_\_\_\_\_

Date of Event: \_\_\_\_\_ Timeframe: \_\_\_\_\_

Have you previously offered this event? \_\_\_\_\_

Expected Number of *Adult* Participants: \_\_\_\_\_

Parentmobile Bus Location at Event (Give specific address and directions or attach a map where the bus will be located):  
\_\_\_\_\_

Office Use Only

Date Received: \_\_\_\_\_ DPD Parent Services Assistant \_\_\_\_\_

Calendar: \_\_\_\_\_ Calendar of Events: \_\_\_\_\_ Transportation: \_\_\_\_\_ Web site \_\_\_\_\_ Area Served: \_\_\_\_\_

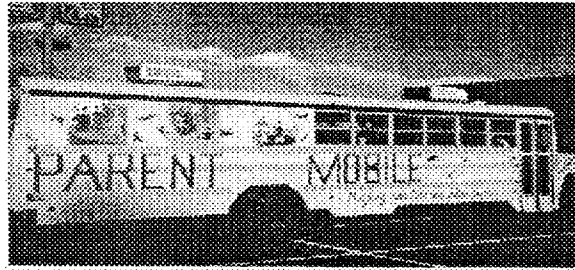
Approved By: \_\_\_\_\_ Driver: \_\_\_\_\_

Date Confirmation Sent: \_\_\_\_\_

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*B. Jane Gordon, Department of Professional Development, 600 Stemmers Run Road, Baltimore, MD 21221  
or fax it to: 410-391-1130.*

# BALTIMORE COUNTY PUBLIC SCHOOLS

Department of Professional Development



*"Building the Capacity for Increased Student Achievement in Our  
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## Parentmobile Confirmation Notice

Thank you for your request to have the Parentmobile and staff on site at your upcoming event. This is to confirm our visit to participate on the date, at the time, and location shown below. The bus will arrive 30 minutes prior to the event. Please contact Flo Bukosky at 410-887-6489 for additional information or to inform our office of any changes or cancellation.

Date: \_\_\_\_\_

Contact person: \_\_\_\_\_ Phone #: \_\_\_\_\_

School/Organization: \_\_\_\_\_

Event: \_\_\_\_\_

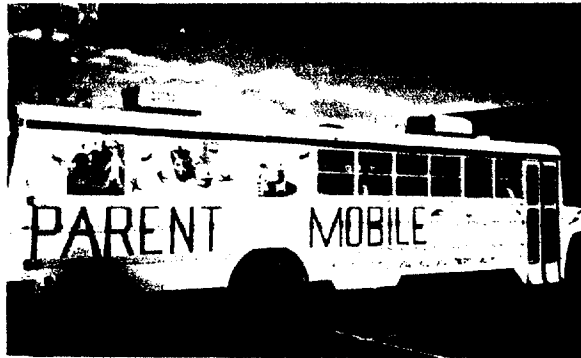
Date of event: \_\_\_\_\_ Timeframe: \_\_\_\_\_

The number of visitors to the Parentmobile is often greater when the bus is parked in an easy-to-access location. Please identify a level parking space that will accommodate a regular-size school bus that is close to the entrance of your school/organization that provides safe access for pedestrians. If the activity is held outdoors, please position the bus near the hub of the activities. Thank you!

*See you on the bus!*

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## The Parentmobile

Unavailable

Thank you for your request to have the Parentmobile and staff on-site at your upcoming event. Unfortunately, the Parentmobile is unavailable for the date of the event listed below.

Contact Person: \_\_\_\_\_ Phone #: \_\_\_\_\_

Organization/School: \_\_\_\_\_

Event: \_\_\_\_\_

Date of Event: \_\_\_\_\_ Timeframe: \_\_\_\_\_

We look forward to servicing your school/organization in the future. Please contact Flo Bukosky at 410-887-6489 to discuss future opportunities for us to serve your needs.

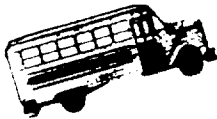
## ***BALTIMORE COUNTY PUBLIC SCHOOLS***

**YOU'RE INVITED TO COME ON BOARD THE PARENTMOBILE!**

**(that big blue bus in the parking lot)**

**Come on board and:**

- Try our computers
- Watch a video on children and behavior
- Talk with other parents, or just browse and have a cup of coffee
- Pick up a pamphlet
- Get materials to use at home with your children



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**PARENTMOBILE REFERRAL SHEET**

Name (Optional): \_\_\_\_\_ Date: \_\_\_\_\_

Questions I have or information I need to help my child: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Person(s) to talk to:

Name

Telephone #

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

If you need further assistance, you may contact Parent Support Services at 410-887-6489.

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Department of Professional Development

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## PARENTMOBILE USER FEEDBACK FORM

Date: \_\_\_\_\_ Location: \_\_\_\_\_

Please check what was helpful to you:

\_\_\_\_\_ Computers

\_\_\_\_\_ Videos

\_\_\_\_\_ Pamphlets

\_\_\_\_\_ Talking with people

\_\_\_\_\_ Worksheets for my child

\_\_\_\_\_ Child's play area

I have children in these grades: Grade \_\_\_\_\_

Is there anything else you would like to see on the Parentmobile? \_\_\_\_\_

Other Comments: \_\_\_\_\_

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Is there anything else you would like to see on the Parentmobile? \_\_\_\_\_

Other Comments: \_\_\_\_\_

**Baltimore County Public Schools  
Department of Professional Development  
PARENT SUPPORT SERVICES  
Program Overview & Alignment**

*"Building the Capacity for Increased Student Achievement in Our Schools, Homes, and Communities"*

Parent Support Services is a resource and development program of the Baltimore County Public Schools designed to implement systemwide processes to strengthen communication among schools, homes, the community, and components of the school system. The program is designed to foster greater understanding, increased involvement, and greater accountability to ensure a quality school system. The framework for the delivery of services is based on national level research on parent and family involvement in the educational process. The Parent Support Services Program has six (6) standards and an alliance of service providers within the school system and the greater community.

**STANDARD I: COMMUNICATION BETWEEN HOME AND SCHOOL IS REGULAR, TWO-WAY, AND MEANINGFUL**

PURPOSE	PROGRAM COMPONENTS AND DELIVERY SYSTEMS	INTERNAL/EXTERNAL RESOURCE PROVIDERS	EVALUATION COMPONENT
To strengthen communication among school, home, and the community in order to foster greater understanding, increased involvement and greater accountability	<ol style="list-style-type: none"> <li>1. Identify, support, and extend BCPS communication networks               <ul style="list-style-type: none"> <li>— BCPS Web site and link for Parent Support Services</li> <li>— Educational Channel (73)</li> <li>— School Bulletins</li> <li>— PTA Newsletters</li> <li>— MSDE Web site</li> </ul> </li> <li>2. Access and distribute BCPS documents               <ul style="list-style-type: none"> <li>— Blueprint for Progress</li> <li>— Parents Rights/Responsibilities</li> <li>— Curriculum Parent Summaries</li> <li>— BCPS Calendar</li> </ul> </li> <li>3. Access Media and BCPS Communications and Special Projects</li> <li>4. Support Parent/Community forums on educational issues</li> <li>5. Develop a network of community bulletin boards on educational issues and events (BCPL)</li> <li>6. Access prototypes of effective home-school communications as models for teachers/schools</li> <li>7. Assist parents in accessing school information electronically</li> <li>8. Enhance respect and appreciation for diverse family backgrounds, cultures, concerns, goals, and needs in order to improve parent relations</li> </ol>	<b>Internal: (BCPS Departments &amp; Offices)</b> <ul style="list-style-type: none"> <li>— Department of Professional Development</li> <li>• Parents As Teachers</li> <li>• BCPS Educational Leadership Training and Development Program</li> <li>• Continuing Professional Development (Inservice)</li> <li>• Mentor Program</li> <li>• Family/Educational Resource Centers</li> <li>• Parentmobile</li> <li>• Bilingual Resource Teachers</li> <li>— World Languages</li> <li>— Department of Technology</li> <li>— Educational Channel (73)</li> <li>— Multicultural and Minority Achievement</li> <li>— Curriculum and Instruction</li> <li>— Communications</li> <li>— Professional Library</li> <li>— Transportation</li> <li>— Food and Nutrition</li> </ul>	<ul style="list-style-type: none"> <li>— Data collection by schools will yield increased percentages.</li> <li>— Parent Support Services Users/Feedback Form will yield information as it relates to customer satisfaction.</li> <li>— Baltimore County Public Schools Survey will indicate improved communication between home and school.</li> </ul>

PURPOSE	PROGRAM COMPONENTS AND DELIVERY SYSTEMS	INTERNAL/EXTERNAL RESOURCE PROVIDERS	EVALUATION COMPONENT
	<p>9. Assist schools and BCPS offices by identifying the need for clear, usable, effective communication that is linked to student achievement</p> <p>10. Assist in the development of bilingual communication systems</p> <p>11. Access and apply results-driven research on parent-family involvement and its link to student achievement</p> <p>12. Support training on effective home-school communication as part of the BCPS Leadership Training and Development Program</p> <p>13. Support training for mentors in strategies for effective home-school communication</p> <p>14. Provide support materials and resources on effective conferencing skills, home-school communication, and use of volunteers in the New Teacher Induction Program</p> <p>15. Examine the inservice course development in order to incorporate effective school-community communication as it applies to course content</p> <p>16. Advertise and promote the Parent Support Services Program to other local educational agencies as a model of effective home-school communication</p> <p>17. Access technology, Channel 73, and TABCO Homework Hotline as a means of supporting homework completion</p>	<ul style="list-style-type: none"> <li>— Health</li> <li>— Special Education</li> <li>— Educational Support Services</li> <li>— Family Studies</li> <li>— Guidance and Counseling</li> <li>— Assessment</li> <li>— Schools</li> </ul> <p><b>External: (Affiliated Associations &amp; Community Agencies)</b></p> <ul style="list-style-type: none"> <li>— Media</li> <li>— PTA Council</li> <li>— Community Resources</li> <li>— Connections (BCPL)</li> <li>— County Executive Ed. Liaison</li> <li>— Hearing Impaired Relay Services</li> <li>— MSDE</li> <li>— MSTA</li> <li>— Area Advisory Councils</li> <li>— Area Advisory Committees: <ul style="list-style-type: none"> <li>• Gifted &amp; Talented</li> <li>• Special Education</li> <li>• Minority Achievement Advisory Group</li> <li>• Alternative Education Advisory Committee</li> <li>• Career/Technology</li> <li>• Adult Education</li> </ul> </li> </ul>	

**Baltimore County Public Schools  
Department of Professional Development  
PARENT SUPPORT SERVICES  
Program Overview**

<b>STANDARD II: PARENTING SKILLS ARE PROMOTED AND SUPPORTED</b>			
<b>PURPOSE</b>	<b>PROGRAM COMPONENTS AND DELIVERY SYSTEMS</b>	<b>INTERNAL/EXTERNAL RESOURCE PROVIDERS</b>	<b>EVALUATION COMPONENT</b>
<p>To support parents in the identification of research-based practices that promote the skills and dispositions of successful learners (i.e., communication, problem-solving, motivation, high and consistent expectations, persistence, self-esteem)</p>	<ol style="list-style-type: none"> <li>1. Access research, materials, and resource agencies that support child development and parenting</li> <li>2. Develop and administer a needs assessment for parents</li> <li>3. Develop materials, resources, and workshops on parenting and related skills</li> <li>4. Access support groups for parents of special needs children</li> <li>5. Access support for multicultural, bilingual parents/families</li> <li>6. Support the PTA in development of Parent Training Programs</li> </ol>	<p><b>Internal: BCPS Departments &amp; Offices)</b></p> <ul style="list-style-type: none"> <li>— Guidance &amp; Counseling</li> <li>— Family Studies</li> <li>— Special Education</li> <li>— Professional Development</li> <li>• Parent As Teachers</li> <li>• Resource Teachers for Special Education</li> <li>• World Languages</li> <li>• Family Educational Resource Centers</li> <li>— Health Services</li> <li>— Drug Free Schools</li> <li>— Infants &amp; Toddlers</li> <li>— Schools</li> </ul> <p><b>External: (Affiliated Associations &amp; Community Agencies)</b></p> <ul style="list-style-type: none"> <li>— PTA</li> <li>— Department of Social Services</li> <li>— Child Care Providers</li> <li>— Community College of Baltimore County</li> <li>— Health Department</li> <li>— Advisory Councils &amp; Committees</li> </ul>	<p>Parent Support Services Users/Feedback Form will yield information as it relates to parent involvement.</p>

**Baltimore County Public Schools  
 Department of Professional Development  
 PARENT SUPPORT SERVICES  
 Program Overview**

<b>STANDARD III: PARENTS AND FAMILY MEMBERS PLAY AN INTEGRAL ROLE IN ASSISTING STUDENT LEARNING</b>			
<b>PURPOSE</b>	<b>PROGRAM COMPONENTS AND DELIVERY SYSTEMS</b>	<b>INTERNAL/EXTERNAL RESOURCE PROVIDERS</b>	<b>EVALUATION COMPONENT</b>
<p>To engage parents in the promotion of quality learning experiences that support and enhance reading and mathematics in order to eliminate achievement gaps and support student achievement</p>	<ol style="list-style-type: none"> <li>1. Research and access electronic Web sites that support student learning</li> <li>2. Research and access BCPS policy (i.e., homework, grading, attendance) and resources that will support, supplement, and extend student learning</li> <li>3. Develop prototypes and models of home-made resources that support reading and mathematical development</li> <li>4. Support schools in the development of workshops and materials that promote learning at home (i.e., study skills, concept development, learning styles)</li> <li>5. Access Parents As Teachers and Teen Parenting Program as resources</li> <li>6. Develop and access a database of community resources that supplement student learning and are linked to curriculum content standards</li> <li>7. Support and encourage resources for the cultural arts within the greater community</li> <li>8. Provide workshops and access programs of BCPL on ways parents and families create a literacy rich environment</li> <li>9. Encourage media resources that support parents as teachers (i.e., Baltimore Sun, Reading By Nine)</li> <li>10. Support daycare providers and after school programs in the development of educationally related experiences</li> </ol>	<p><b>Internal: (BCPS Departments &amp; Offices)</b></p> <ul style="list-style-type: none"> <li>— Curriculum and Instruction</li> <li>• Special Education</li> <li>• Reading</li> <li>• Math</li> <li>— Family/Educational Resource Centers</li> <li>— Technology</li> <li>— Art, Music, Dance</li> <li>— Communications</li> <li>— Educational Channel (73)</li> <li>— Schools</li> </ul> <p><b>External: (Affiliated Associations &amp; Community Agencies)</b></p> <ul style="list-style-type: none"> <li>— Baltimore County Public Library</li> <li>• Read Rover</li> <li>• Bookmobile</li> <li>• Department of Special Events</li> <li>— Art Museums</li> <li>— Cultural Events</li> <li>— PTA</li> <li>— Baltimore Sun</li> <li>— Advisory Councils &amp; Committees</li> </ul>	<p>Parent Support Services Users/Feedback Form will yield information as it relates to parent involvement.</p>

**Baltimore County Public Schools  
 Department of Professional Development  
 PARENT SUPPORT SERVICES  
 Program Overview**

<b>STANDARD IV: VOLUNTEERING — PARENTS ARE WELCOME IN THE SCHOOL; THEIR SUPPORT AND ASSISTANCE ARE SOUGHT</b>			
<b>PURPOSE</b>	<b>PROGRAM COMPONENTS AND DELIVERY SYSTEMS</b>	<b>INTERNAL/EXTERNAL RESOURCE PROVIDERS</b>	<b>EVALUATION COMPONENT</b>
<p>To increase the number of hours donated by parents, business persons, and community members engaged in improving student achievement as volunteers, tutors, mentors, and partners in the educational process</p>	<ol style="list-style-type: none"> <li>1. Publicize the mission and vision of Baltimore County Public Schools and the role of parents and community as stakeholders</li> <li>2. Assist and support BCPS programs designed to recruit, train, monitor, and celebrate volunteerism in our schools</li> <li>3. Publicize the roles and responsibilities of school volunteers</li> <li>4. Develop methods to attract volunteers to assist in the Parent Support Services Program</li> <li>5. Explore alternatives for volunteerism in after school hours and develop prototypes and management systems as a model for schools and teachers</li> </ol>	<p><b>Internal: (BCPS Departments and Offices)</b></p> <ul style="list-style-type: none"> <li>— Communications</li> <li>— Business Relations</li> <li>— Career &amp; Technology</li> <li>— Schools</li> </ul> <p><b>External: (Affiliated Associations &amp; Community Agencies)</b></p> <ul style="list-style-type: none"> <li>— PTA</li> <li>— Business, Religious &amp; Community Resources</li> <li>— Colleges, Universities</li> <li>— Community College of Baltimore</li> <li>— RE-TABCO</li> <li>— Advisory Councils &amp; Committees</li> </ul>	<ul style="list-style-type: none"> <li>— Data collection by schools will yield increased percentages.</li> <li>— Parent Support Services Users/Feedback Form will yield information as it relates to parent involvement.</li> <li>— Baltimore County Public Schools Parent Survey will indicate increased parent involvement.</li> </ul>

**Baltimore County Public Schools**  
**Department of Professional Development**  
**PARENT SUPPORT SERVICES**  
**Program Overview**

<b>STANDARD IV: VOLUNTEERING — PARENTS ARE WELCOME IN THE SCHOOL; THEIR SUPPORT AND ASSISTANCE ARE SOUGHT</b>			
<b>PURPOSE</b>	<b>PROGRAM COMPONENTS AND DELIVERY SYSTEMS</b>	<b>INTERNAL/EXTERNAL RESOURCE PROVIDERS</b>	<b>EVALUATION COMPONENT</b>
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**Baltimore County Public Schools  
 Department of Professional Development  
 PARENT SUPPORT SERVICES  
 Program Overview**

<b>STANDARD V: PARENTS ARE FULL PARTNERS IN SCHOOL IMPROVEMENT PROCESSES, SCHOOL ADVOCACY, AND LEADERSHIP</b>			
<b>PURPOSE</b>	<b>PROGRAM COMPONENTS AND DELIVERY SYSTEMS</b>	<b>INTERNAL/EXTERNAL RESOURCE PROVIDERS</b>	<b>EVALUATION COMPONENT</b>
To build the leadership capacity of parents and community members in order to assure a more comprehensive level of involvement in our schools and to support educational advocates in our communities	<ol style="list-style-type: none"> <li>1. Provide training opportunities on the roles of parents and community members in the School Improvement Process</li> <li>2. Assist schools in the development of structures and skills that encourage parent involvement and leadership at higher levels</li> <li>3. Assist the PTA in the process of developing leadership and increased parent involvement</li> <li>4. Work with Area Educational Councils in encouraging and supporting parent involvement in the legislative process for school funding</li> <li>5. Support business owners, employers, and community agencies in their role as educational advocates</li> <li>6. Support training and resources development for full involvement of parents in students' educational programming (i.e., IEP, 504, IMAP, PSST, Magnet Schools, G/T)</li> </ol>	<p><b>Internal: (BCPS Departments &amp; Offices)</b></p> <ul style="list-style-type: none"> <li>— Communications</li> <li>— Assessment</li> <li>— Curriculum and Instruction</li> <li>— Professional Development</li> <li>— Safe and Drug Free Schools</li> <li>— Minority Achievement &amp; Multicultural Education</li> <li>— Government Relations</li> <li>— Special Education</li> <li>— Schools</li> </ul> <p><b>External: (Affiliated Associations &amp; Community Agencies)</b></p> <ul style="list-style-type: none"> <li>— PTA</li> <li>— Business/Community Resources</li> <li>— Baltimore County Leadership</li> <li>— Politicians</li> <li>— Advisory Councils &amp; Committees</li> </ul>	Baltimore County Public Schools Parent Survey will indicate increased parent involvement.



**Baltimore County Public Schools  
 Department of Professional Development  
 PARENT SUPPORT SERVICES  
 Program Overview**

<b>STANDARD VI: COMMUNITY COLLABORATION</b>			
<b>PURPOSE</b>	<b>PROGRAM COMPONENTS AND DELIVERY SYSTEMS</b>	<b>INTERNAL/EXTERNAL RESOURCE PROVIDERS</b>	<b>EVALUATION COMPONENT</b>
<p>To align and access community resources to strengthen schools, families, and student learning</p>	<ol style="list-style-type: none"> <li>1. Develop and access a database of community resources that support student learning and are aligned with the standards of curriculum and Parent Support Services</li> <li>2. Serve as educational advocates within the community in order to develop resources and services that support BCPS vision and mission</li> <li>3. Advocate for full participation of students with special needs in school and community activities/events</li> </ol>	<p><b>Internal: (BCPS Departments and Offices)</b></p> <ul style="list-style-type: none"> <li>— Communications</li> <li>— Government Relations</li> <li>— Curriculum and Instruction</li> <li>— Bilingual Resource Teacher/Counselor</li> <li>— World Languages</li> <li>— Special Education</li> <li>— Schools</li> </ul> <p><b>External: (Affiliated Associations &amp; Community Agencies)</b></p> <ul style="list-style-type: none"> <li>— PTA</li> <li>— Chamber of Commerce</li> <li>— Community Resources</li> <li>— Advisory Councils &amp; Committees</li> </ul>	<p>Baltimore County Public Schools Parent Survey will indicate increased parent involvement.</p>