

NEXT STEPS

Monitoring & Success:

Progress will be monitored through:

- Confirmation that materials have been created and distributed to appropriate staff
- Staff awareness and accessibility of the Crisis Response Guide
- Informal feedback from staff on usability and effectiveness
- Documentation (if applicable) that families in crisis are receiving resource referrals

Success will be defined as:

- Staff consistently providing resource information when families express urgent needs
- Families receiving at least three relevant resources and a follow-up within 48 hours
- Positive feedback from school staff indicating that the process is helpful and easy to use

Ultimately, success means that no family in crisis is turned away without being offered guidance, support, or next steps.



ACKNOWLEDGEMENTS

I would like to thank my family for their support while I worked on this project. I want to also thank the administrators, teachers, and staff for their support. Finally, I would like to thank the most important people- our students and families.



THE OHIO STATE UNIVERSITY

Crisis Support Pathway for Families



THE OHIO STATE
UNIVERSITY/Ohio Statewide
Family Engagement Center

Jaleesa
Columbus, OH

INTRODUCTION/NEED ADDRESSED

The purpose of this project is to ensure that families experiencing crisis—such as domestic violence, housing instability, sudden job loss, or emergency childcare needs—receive immediate guidance, compassion, and access to resources when they reach out to the school for support.

Currently, families in urgent situations may be told that certain services (such as after-school care) are unavailable without being provided with alternative options or referrals. This project aims to improve how the school responds in these moments by creating a simple, clear, and supportive process for connecting families to available resources.

By November 1, 2026, I will develop and implement a simple crisis support protocol that ensures families who communicate an urgent need receive at least three relevant community or school-based resources, along with a documented follow-up within 48 hours.

GOAL and OBJECTIVES

The main components of the project will include:

1. A one-page Crisis Response Guide for staff outlining how to respond when a parent expresses urgent need.
2. A Family Resource Sheet with local and school-based support services.
3. A simple response and referral process to ensure families receive timely information and follow-up.

IMPLEMENTATION PLAN DESCRIPTION

April 2026

- Identify and begin compiling a list of local community resources (shelters, childcare assistance, food banks, crisis hotlines, etc.)

May 2026

- Draft the Family Resource Sheet
- Draft the one-page Crisis Response Guide for staff

June 2026

- Share drafts with school administration and/or counselor for feedback
- Revise materials based on input

July 2026

- Finalize all materials
- Prepare digital and/or printed versions

August 2026 (start of school year)

- Provide materials to front office staff, administration, and counselor
- Ensure resources are easily accessible (printed copies and/or digital access)

September – October 2026

- Conduct a brief check-in with staff for feedback
- Make minor updates if needed

By November 1, 2026

- Collect feedback and reflect on implementation
- Complete final project summary and evaluation

EXPECTED OUTCOMES

Success will be defined as:

- Staff consistently providing resource information when families express urgent needs
- Families receiving at least three relevant resources and a follow-up within 48 hours
- Positive feedback from school staff indicating that the process is helpful and easy to use

Ultimately, success means that no family in crisis is turned away without being offered guidance, support, or next steps.

EXPECTED CHALLENGES

Several potential barriers may impact the implementation of this project:

- School policies and procedures related to after-school programs and liability may limit immediate solutions for childcare.
 - Limited staff time and capacity to respond to additional responsibilities.
 - Lack of training or awareness among staff on how to respond to crisis situations.
 - Sensitivity and privacy concerns when families disclose personal or emergency situations.
 - My own time constraints due to personal responsibilities and ongoing challenges.
- To address these barriers, this project is designed to be simple, low-cost, and easy to integrate into existing school processes without adding significant burden to staff.