



## Fresno County Office of Education Parent Services Center



### **Baseline for Services**

The Fresno County Office of Education's Parent Services Center (PSC) will be known for its ability to provide quality support services and programs which will highlight integrity and professionalism to parents in Fresno County. The PSC will be parent-focused, recognizing and respecting the diversity of the community and the uniqueness of each parent served.

1. Build trust and relationship with parents, families, community, district, and school personnel.
2. Focus on person-to-person interactions and practices, rather than district or school programs.
3. Instill pride in families and students through cultural celebrations.
4. Provide training to families on district policies.
5. Provide parent-teacher connection training to districts.
6. Educate parents so they become the primary advocate in their children's education.
7. Identify barriers to parent involvement.
8. Promote cultural awareness, sensitivity, understanding, and acceptance through cultural and diversity workshop.
9. Develop training materials for both English and primary languages.
10. Personal phone contact with families and community members.
11. Collaborating with schools, colleges and universities, community and faith-based organizations, and business partners to design outreach and training.
12. Provide interpretation on a needed basis.
13. Assist schools with school site council.
14. Assist schools to organize a parent center.
15. Initiate a public campaign on the importance of parent involvement.
16. Advise and consult schools and families on rules and policies.
17. Act as mediator between parents and school personnel during conflict resolution.
18. Provide resources to both schools and families.
19. Help schools to comply with categorical funding guidelines.
20. Serve as an informational clearinghouse for parents in the county.