

COVID-19 Operations Written Report for Santa Clara County Office of Education (SCCOE)

Local Educational Agency (LEA) Name	Contact Name and Title	Email and Phone	Date of Adoption
Santa Clara County Office of Education (SCCOE)	Steve Olmos, Ed.D. Assistant Superintendent	Solmos@sccoe.org 408-453-6560	June 17, 2020

Descriptions provided should include sufficient detail yet be sufficiently succinct to promote a broader understanding of the changes your LEA has put in place. LEAs are strongly encouraged to provide descriptions that do not exceed 300 words.

Provide an overview explaining the changes to program offerings that the LEA has made in response to school closures to address the COVID-19 emergency and the major impacts of the closures on students and families.

Santa Clara County Office of Education (SCCOE), Student Services and Support Division (SSSD) made changes to school program offerings in response to the COVID19 crisis. Effective March 16, 2020, all students began to receive instruction through Distance Learning. This process involved contacting families to determine Internet access and to determine which students needed devices. School administrators and teachers contacted families to secure this information. The result was three fold: (a) hot spots and lap tops were distributed to families at pick up stations throughout the neighborhood and delivered to families who could not pick up devices, (b) assistive devices were secured for special education students in need of support as indicated in their IEP, and (c) devices were updated and distributed as 1:1 support for incarcerated students. In addition, administrators worked quickly to empower teachers to reach out to families and to determine need.

Teachers were provided instruction regarding delivery of Distance Learning through the SCCOE Professional Learning and Instructional Support Division. Students were delivered online instruction through blended learning, which included both instructional materials and technology-based courses. Teachers monitored students per caseload or class assignment, and weekly staff meetings were held to include: (a) teacher collaboration, (b) updates, and (c) training. Graduation ceremonies were held with respect to social distancing and included student families and staff in a drive by environment. Students were provided care packages containing instructional materials and supplies. Instructional kits were delivered to students via drive by stations or delivery to homes. Alternative Education staff collaborated with Probation partners to provide instructional materials and online learning opportunities to incarcerated students. Probation monitored classroom processes, and SCCOE staff monitored instruction and progress. Special education staff worked collaboratively to support student IEP needs through connection with families and empowerment of teachers. As a first response and throughout the change in program, staff reached out to parents to support social and emotional needs of students as well as academic needs, and families were provided resources for food distribution and social and emotional support services.

Provide a description of how the LEA is meeting the needs of its English learners, foster youth and low-income students.

Santa Clara County Office of Education Student Services and Support Division (SSSD) continues to provide access to core curriculum for all students through Distance Learning. The student population represents 48% unduplicated students to include: (a) 37% English Learners, (b) -1% foster youth, and (c) 50% low income students. At the onset of the COVID19 crisis, the district quickly worked to ensure that all students had access to a computer device, Internet, and assistive devices as needed.

Distance Learning includes teacher contact and support through text, phone, email, online chat, online courses, and Google classrooms. Curriculum is differentiated and appropriate accommodations and modifications per student's IEP or 504 are made. Teachers receive student lists every two weeks in order to identify and support teacher intervention for English Learners, and Special Education teachers work within student IEPs to address needs of English Learners. Reclassification processes were conducted in May for eligible students. Foster youth are identified, and social workers collaborate with the Homeless/Foster Liaison to provide services to homeless families and students. Devices, care packages, and resources were provided to all students and families.

Professional development is provided to certificated and classified staff weekly in order to ensure that best practices are utilized in online instruction. Training has centered on supporting all students and creating accessible distance learning opportunities. Bilingual staff provide translation for parents participating in synchronous learning activities with their students and classroom teachers. In this way, parents are receiving coaching and support in instructing their students at home. Teachers, counselors, and administrators have taken an active role in providing families with local resources to address issues such as food scarcity, housing resources, and public health updates. Administration continues to participate in county, and state level meetings to stay up to date on services, programs, and supports available to students in high need groups.

Provide a description of the steps that have been taken by the LEA to continue delivering high-quality distance learning opportunities.

The SCCOE Student Services and Support Division (SSSD) administration collaborated with planning teams across the county and the state in an effort to prepare and respond to the new and emerging COVID 19 Shelter in Place order. Through this work, the SSSD developed a Distance Learning Handbook and implemented a three-phase process that included: (a) an immediate response, (b) measured response, and (c) a plan to complete the school year. Each phase incorporated the most current and up to date strategies as Distance Learning evolved. Throughout implementation, staff collaborated with each student to ensure access to high-quality technology and Internet access. SSSD provided technology to students who were in need, and technological support was offered to ensure access to online educational programming. In addition, students were provided traditional educational materials, care packages, and stress reduction items to support social and emotional needs during the crisis. Staff members were trained in Google Classroom, and administrators provided assistance to staff members as needed.

SSSD provided weekly outreach to all students and families and shared resources to include educational access via online and print materials. Students and families that prefer hard copy materials have been provided instructional packets on a continuous basis. Students in

the court schools were provided both online and print materials. In addition, families in the Special Education and Alternative Education programs were provided educational materials and supplies in the form of home care packages. Students that receive therapy services per their Individualized Education Plan (IEP) have been provided consultation over the phone, email, and mail. Service providers provide tele-therapy for students as appropriate. Staff meetings are held weekly via Zoom, and administrators work with teachers to ensure student engagement. Constant contact with families enables consistency in Distance Learning. Graduation will be held in June for qualifying students to include those completing the Certificate of Completion, and summer programs are being planned for both Alternative and Special Education.

Provide a description of the steps that have been taken by the LEA to provide school meals while maintaining social distancing practices.

The Santa Clara County Office of Education (SCCOE) maintains a database of all food distribution throughout the county which is updated weekly and publicized via the website, SCCOE School District Meal Distribution. On a weekly basis beginning in March of 2020, the Student Services and Support Division staff contacted every student and family and provided information as to meal availability and meal pick up stations within their local communities. As new information became available, students and families were updated with this information. County school districts collaborated with city officials to ensure meal pick up spots for families, and the Emergency Operations Center (EOC) facilitated the collaboration and updates. In addition to constant contact with families during instructional time, Parent Conferences were held with community school parents and annual IEP meetings were held with Special Education parents. If communication with families during these meetings indicated a need, school officials provided support and information on resources. This is a continual process. Social distancing is practiced by staff members through six foot distancing, wearing of face coverings, and utilization of hand washing and sanitizer. Schools work with the SCCOE Incident Command Center to obtain appropriate Personal Protective Equipment as needed and to partner regarding device distribution, trainings, and student/staff interactions as a means to ensure that social distancing is implemented. All LEA sites continue to post and revise the Social Distancing and Handwashing Protocols as defined by public health.

Provide a description of the steps that have been taken by the LEA to arrange for supervision of students during ordinary school hours.

The Santa Clara County Public Health (SSCPH) Order to Shelter in Place began March 16, 2020. Students were sheltered at home and some parents were designated as essential workers and asked to report to work. This created the need for essential workers to find supervision for their children during ordinary school hours. In partnership with the Santa Clara County Office of Education (SCCOE), arrangements for supervision of students during school hours was made available to families through the SCCOE Childcare for Essential Workers Portal. The portal was made publicly available on April 10, 2020 and was announced through a press release to district Public Information Officers and local media on April 15, 2020. A second press release was released the week of May 4th, 2020 describing enhancements to the portal and directions for districts on how to communicate information to families.

The Childcare for Essential Workers Portal lists organizations offering child care in the county and identifies programs which offer free or subsidized care for those that qualify. An Interactive Child Care Map on the site enables families to find the closest provider. The site also provides information such as (a) definition of essential workers, (b) accessing childcare, (c) determining safety of facilities, and (d) access to financial assistance.

The Student Services and Support Division administration made contact with families regarding childcare access after the press release as delivered in April of 2020. If a parent or family indicates a need for childcare, staff members provide access to the SCCOE website and/or refer families to the Early Learning Services Division for further information. Bilingual parents are provided interpretation. As graduation nears and people return to work as directed by health officials, SSSD staff will continue to support and refer parents to child care resources in the community via the SCCOE website or personal contact in their home language.