District of Columbia Office of the Student Advocate supports students, parents, and families in their advocacy through parent education, one-on-one coaching, resource supports, and trainings in order to amplify the voices of families and communities in processes and decision-making; to provide avenues for access to resources and understanding systems; and to support power families and communities already possess.

School Year 2018-19
Quarter 3 Report
We work in partnership to equalize the balance of power between families and schools by increasing family voice, access, and power in our system of public education. We achieve this goal by ensuring families are connected to resources and supports, informed of their rights, and understand how the system works.
Request for Assistance (RFA) Line

Our Request for Assistance line, a “311” system for public education, operates LIVE 9am – 5pm, Monday – Friday. Reach us at 202-741-4692 for resources, referrals, and one-on-one coaching on all DC public education issues.

Education and Community Resource Guide

Our Online Education & Community Resource Guide is a continuously evolving resource that has more than 400 resource listings organized into 20 category areas. The first publicly available citywide initiative of its kind, the guide provides students, parents, families, and communities across all 8 wards with a roadmap to getting started in navigating the public education landscape in DC.
Information and Advocacy Resources & Tools

We have a wealth of resources and interactive tools on a variety of topic areas available on our website, studentadvocate.dc.gov, including:

- Advocacy & Lobbying
- Attendance & Truancy
- Behavioral & Mental Health
- Bullying
- Effective Communication
- Enrollment
- Graduation Requirements
- Homelessness
- Parent Leadership
- Right to Know Ask Sheets
- Safe Passage
- Special Education
- Student Leadership
- Testing & Assessment
- Parent & Family Go-To Guide

Annual and Quarterly Reports

Yearly, our office submits an annual report summarizing the office’s work during the previous academic year. We also include our vision for family engagement and equity and offer recommendations to address the city’s top public education concerns. Our quarterly reports summarize office activities every 90 days. Both are available on our website.
Trainings and Events

Our trainings and outreach efforts allow us to connect with families and communities around topic areas of interest.

Visit [https://sboe.dc.gov/page/training-events](https://sboe.dc.gov/page/training-events) for trainings/events, both past and upcoming.
Resources and Tools

Our resources allow all stakeholders to better understand our public education system and a broad range of education-related topics.

Visit https://sboe.dc.gov/page/advocacy to access our resources and tools.
Our Go-To Guide includes some information and resources we offer on our website in one handy document. **Topics include:**

- Public Education in DC
- Achievement
- Behavior
- Attendance
- Enrollment
- Special Education
- Additional Resources
In 2018 the Council of the District of Columbia passed the Student Fair Access to School Amendment Act. In response, The Office of the Student Advocate created and released the District of Columbia Student Discipline Guide. The guide is a helpful resource created for students, families, and school staff that explains new rules that all public schools must follow under DC law.

Developed in partnership with the Every Student, Every Day (ESED) Coalition and the Office of the Ombudsman for Public Education, the guide helps students and families understand their rights and provides a roadmap for advocacy around student discipline.

The guide is posted to our website under Information & Advocacy Resources and Tools.
The District of Columbia Student Discipline Guide covers the following topics:

- School Discipline Law
- Terms to Know: Uniform Legal Definitions
- Know Your Rights: Limits on Duration of Disciplinary Removals
- Know Your Rights: Student Exclusion Protections
- Know Your Rights: Access to Education During Exclusion
- Alternative Disciplinary Responses
- Government Agencies & Offices Connected to Student Discipline
- Self-Advocacy
- Conversation Starters: Questions to Ask
- Terms to Know: General Terms
- Numbers to Know
Quarter 3
February 1st – April 30th
Q3 Calls Received

*Several calls captured in the “before 9 am” and “after 5 pm” data set were serviced as RFAs in the “9 am to 5 pm” data set as result of OSA efforts to engage all service-seekers contacting our office outside of operating hours.*
Requests for Assistance (RFAs) – Quarter 3 Breakdown

119
Quarter 3 Requests for Assistance

Q3 Resolutions
- Provided Resources and Information, 59%
- Provided Coaching, 27%
- Provided Referral, 11%
- Caller Ceased Contact, 1%
- Intervention, 3%
Quarter 3
Origin of Referrals to Our Office

- Social Media, 14%
- Worked With Previously, 8%
- Word of Mouth, 11%
- SBOE, 15%
- Internet Search, 29%
- DC Council, 4%
- Community Organization, 10%
- Office of the Ombudsman, 3%
- Metro, 2%
- Schools, 3%
RFA Numbers by Grade Band
Quarter 3

*Data included reflects number of RFAs associated with a public school, either DCPS and public charter.
RFA Numbers by Sector
Quarter 3

- DCPS (DC Public Schools), 67%
- PCS (Public Charter Schools), 31%
- Not Enrolled, 2%
RFA Numbers by Race
Quarter 3

- Black/African American, 90.82%
- Hispanic/Latino, 6.1%
- White/Caucasian, 3.1%
- Native American, 1.02%
RFAs by Ward Breakdown
RFAs SY 18-19 Quarter 3
Ward of Residence Breakdown

*Data included reflects the number of total RFAs.*
RFAs SY 18-19 Quarter 3 School Ward Breakdown

*Data included reflects number of RFAs associated with a public school, either DCPS and public charter.

*Percentage distribution of RFAs by Ward for Quarter 3.*
RFA Quarter 3 Common Topic Areas by School Ward

Ward 1: Enrollment/Access (29%) & Student Safety (29%)
Ward 2: Enrollment/Access (100%)
Ward 3: Special Education/Disability (50%)
Ward 4: Special Education/Disability (50%)
Ward 5: Student Safety (32%)
Ward 6: Student Safety (35%)
Ward 7: Academics/Instruction (22%) & Enrollment/Access (22%)
Ward 8: Student Safety (46%)

**Category Definitions**

*Enrollment/Access*- Issues and questions regarding enrollment, school choice, and school access

*Special Education/Disability*- Issues and questions related to support, rights, access, and resources for students with impairment that impair their physical, academic, and or mental capacity

*Student Safety*- Issues and questions regarding bullying, student environment, assault, safe passage, supervision, and facilities maintenance

*Academics/Instruction*- Issues or questions regarding support with a school-related subject including tutoring, teaching styles, and programming
RFA Data
by School Ward & Ward of Residence

School Ward: 1
- PCS (outside of ward), 22%
- DCPS in-boundary, 45%
- DCPS out-of boundary, 33%, 33%

School Ward: 2
- PCS (outside of ward), 50%
- PCS (w/in ward), 50%

School Ward: 3
- DCPS out-of boundary, 40%
- DCPS in-boundary, 60%

School Ward: 4
- DCPS in-boundary, 100%
RFA Data
by School Ward & Ward of Residence

School Ward: 5
- PCS (outside of ward), 33%
- PCS (w/in ward), 17%
- DCPS in-boundary, 17%
- DCPS out-of boundary, 33%

School Ward: 6
- DCPS in-boundary, 40%
- DCPS out-of boundary, 60%

School Ward: 7
- PCS (outside of ward), 14%
- PCS (w/in ward), 14%
- DCPS in-boundary, 57%
- DCPS out-of boundary, 14%

School Ward: 8
- PCS (outside of ward), 4%
- PCS (w/in ward), 36%
- DCPS in-boundary, 48%
- DCPS out-of boundary, 12%
Where We Are To Date
SY18-19 Impact to Date

373 Requests for Assistance

78 Meetings, Panels, School Visits, & Community Events Attended

5000+ Individuals Touched by Office Outreach via one of our engagement and outreach modes

*As of 5/1/2019
RFA School Year Comparison

- SY 18-19 (to date): 373 requests
- SY 17-18: 425 requests
- SY 16-17: 336 requests
- SY 15-16: 135 requests
Where We Are Today

To date in SY 2018-19:
...we have supported 373 individuals through our Request for Assistance (RFA) process.

At this rate, we will exceed the number of RFAs for SY 17-18.

The RFA line is just one way we interact with families and educators...
Outreach & Engagement by School Year Comparison
Strategic Plan

Our FY19 strategic plan for performance details our plan to deepen and scale programmatic work and engagement with families, schools, and the community. The plan includes:

Goal #1: Increase Office Awareness and Visibility/Outreach

Goal #2: Collaborate and Expand Service Capacity

Goal #3: Parent Leadership and Advocacy

Goal #4: Improve Educational Outcomes by Effecting Systemic Change

Goal #5: Increase Student Engagement and Advocacy
Monthly Activities
Quarter 3

February
• Hosted parent session on Pre-K and DC public education
• Material drops to social service and non-profit organizations
• Participated in DCPS’s Black Lives Matter Week of Action
• Event: DCASE EduTour- Children’s Guild

March
• Released DC Student Discipline Guide
• Participated as a panelist for DC Democratic State Committee: Addressing Educational Inequality in DC
• Event: Briya PCS Resource Fair

April
• Printed Parent & Student Go-To Guide in Spanish
• Participated in Far Southeast’s Annual Community Conference
• Hosted information session for child and day care providers
• Event: Center City Congress Heights Learning Walk

This is a snapshot of our activities for Quarter 3. This is not an exhaustive list.
Quarter 3
Outreach & Engagement Activities

Meetings, Panels, & Events attended in Quarter 3
SY 18-19
Outreach & Engagement Modes

More than…

5000
have been touched by our office via one of our engagement and outreach modes.
Questions?