STRATEGY: We will ensure effective two-way communication that is honest, transparent and timely to build trusting relationships and create a unified collaborative learning community.

SPECIFIC RESULT: Use the family resource center to establish systems for two-way communication and feedback.

<table>
<thead>
<tr>
<th>#</th>
<th>ACTION STEP</th>
<th>Assigned To:</th>
<th>Starting Date:</th>
<th>Due Date:</th>
<th>Completed Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Survey schools to identify the most frequent requests for information from parents</td>
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<td>2</td>
<td>Provide school site and key district office classified staff with the necessary information</td>
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<tr>
<td>3</td>
<td>Train school site and key district office classified staff in customer service techniques, which would include directing parents to appropriate resources and contacts to receive information and provide feedback.</td>
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</tbody>
</table>

4 Keep log of parent request for services and needs.

5 Share with appropriate point person

6 Locate/provide resources that meet current needs

7 Advertise: location, hours, resources

8 Coordinate with site level Family Resource Centers (FRCs).

X-reference with VII-1

2009-10 implementation

Responsible: