



## FACE PLAN 2025/2026

School: Crystal Lake Middle School

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<b>Engagement Goal:</b> The environment or culture in which engaging programs take place must consider and plan for: families to feel welcomed, valued, and respected by program staff; two-way communication and relationship building with families are adapted to meet changing family and community circumstances; opportunities are provided for family support and development through the family partnership process and through intentional parent/family peer groups within the program and community.							
Strategy (Specific action, including cultural proficiency connections as appropriate)	BCPS 2027 Strategic Initiative Alignment	Completion Date	What needs to be done for the activity?	Who is responsible?	What is objective?	How will we measure our progress?	Identify artifacts to be uploaded.
Review Customer Service expectations with staff.	Campaign: Let's Connect  Initiative 4: Customer Service  The Big Five	Within the first 30 days   All Year Long	Print and complete Customer Service sheet during staff meeting.   Teaching tool and culture change led by teachers.	Tawanna Allen  SAC/SAF   Teachers and Leadership Team	Provide exceptional customer service to families and community stakeholders.   Classroom management and culture change	eProve Customer Service Survey  SAC/SAF Feedback  Customer service survey	Upload Customer Service activity.   Upload customer service activity
Coordinate opportunities for organizations to provide relevant support to families and communities, and/or fill capacity gaps at the District.	Campaign: Let's Connect  Initiative 4: Family and Community Engagement (FACE)	Upload documents by the fifth week of each quarter	Convene a FACE Resource Team comprised of one representative from administration, instructional, paraprofessional, cafeteria, custodial, after school program, social worker, and school counseling. Meet once each quarter to identify needs of community; discuss available school/ community resources and services for families that will minimize barriers - food, shelter, illnesses, hardship assistance, job referral agencies, etc. Update FACE SPACE	SAC Chair: TBA	Provide ongoing updated relevant resources to families and the community.	eProve Customer Service Survey  SAC/SAF Feedback	Photos of updated FACE space; Upload completed Programs and Services sheet; Upload FACE Resource

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with relevant information based on  
identified needs.

team  
members.

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Recognize the cultural uniqueness of families served in the school/community.	Campaign: Let's Connect  Initiative 4: Family and Community Engagement	Between the 5th and 6th week of school	Print and complete Cultural Awareness sheet.	SAC Chair: TBA	Streamline and focus communications and engagement activities to those which are culturally relevant across varying audiences.	eProve Customer Service Survey  SAC/SAF Feedback	Upload completed Cultural Awareness sheet.
Continue the "Catch Them Being Great" program recognizing individuals supporting a positive environment/culture in your school.	Campaign: Let's Connect  Initiative 4: Customer Service	Monthly	During a staff meeting, highlight a faculty and/or staff who have been "Caught Being Great". Have the individual(s) complete the form and share with peers the specific steps or actions taken to achieve the accolade/recognition. Ex... Mr. Smith really knows how to make families feel welcome. Steps/actions Mr. Smith exhibits to help families feel welcome. <ul style="list-style-type: none"> <li>• Warm genuine smile</li> <li>• Greets parents by name</li> <li>• Gives his fullest attention</li> <li>• Has open body language</li> <li>• Consistent communication about student's progress</li> </ul>	Principal: Valerie Harris  Assistant Principals: Tawanna Allen  Rod Daniel  Shedric McGauley Jr.	Provide incentives to maintain a positive school environment.	Staff Survey  PBIS Cougar Bucks	Upload the completed Catch them Being Great form and a list of staff  who were "Caught Being Great".
Support Resiliency in families.	Campaign:	1st	Provide information to families on how to	SAC Chair: TBA  SEL Liaisons:	Provide education and supports on resiliency to families.	eProve Customer Service Survey  SAC/SAF Feedback	Upload copy of sign-in sheets or information on how Life Skills and Wellness Learning

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	<p>Support Services for All</p> <p>Initiative 3: Life skills and wellness Learning</p>	Semester	<p>access the SEL and Mindfulness Toolkits for Families and Students and/or facilitate a workshop for families on modeling behaviors that promote SEL skills at home. Information can be found at <a href="https://browardschools.instructure.com/courses/897124">https://browardschools.instructure.com/courses/897124</a></p>				<p>toolkit was shared with families.</p>
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