

Hamilton County ESC offers virtual coaching services and online courses and book studies to educators across all grade levels in the following: ELA, math, science, social studies, teaching English Learners, teaching Gifted Learners, equity, and Social and Emotional Learning. As a result, we possess the tools, knowledge, and experience to create and turnover new services, adjust delivery methods (such as teletherapy continuing to serve students with disabilities), and respond to the immediate needs of districts and schools, including assisting teachers with remote learning.

We provide unparalleled services to our partner districts and districts throughout Ohio. We employ 738 personnel licensed or certificated by the Ohio Department of Education and credentialed in special areas such as National Board Certification. On-going professional development keeps employees abreast of the most recent discoveries within their respective fields. University Partnerships provide avenues for recruitment and learning. A multi-district perspective combined with connections to legislation and the Ohio Department of Education allows us to adapt to changes immediately and deploy innovative solutions to complex challenges experienced by schools and districts. Additionally, our size allows us the flexibility to create and turnover new services responding to the immediate needs of districts and schools.

Listed below are examples of how we adapted service delivery and responded to district needs and, ultimately, public school children in Ohio during the coronavirus pandemic. We will continue to serve and follow the lead of our partner districts through this building closure, and most importantly, when school buildings reopen and students, staff, and administration return to business as "usual."

SUPPORTING DISTRICT LEADERS

Superintendents:

Upon the inception of the crisis, we conduct twice-weekly teleconferences with superintendents. The teleconferences include the sharing of information and advice from experts in the following areas: health care, legal, safety, and communication. These individuals provide critical information to school leaders for use when making decisions and addressing the needs of their districts and communities. Additionally, these conference calls provide a platform for which leaders get answers to pressing questions and share resources (links and press releases) with each other.

Instructional Leaders:

To ensure we provide customized support, we've designated two Hamilton County ESC personnel to each of our districts. These contacts maintain regular communication with all instructional leaders (principals, assistant principals, PPDs, and curriculum directors) serving as a resource, helping access supplies and materials, and providing human resources when it comes to the distribution of food and supplies to students and families.

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We continue to serve Pupil Personnel Directors and Special Education Supervisors directly. As the details of this pandemic continue to unfold, uncertainty builds, causing staff members, such as general education teachers, intervention specialists, and related service providers anxiety about how to meet the needs of each student best. We enlist legal experts to help inform our district partners on how to deliver services in a timely, efficient manner that meets the letter of the law, relieving them of some of their stress.

Treasurers:

We conduct weekly meetings via Google Hangout. During which, the treasurers and their staff members receive advice and guidance from a legal representative, share how they are handling supplemental payments for staff members, and discuss collecting preschool and kindergarten tuition. Also on the docket is guidance regarding the spending of federal funds on vendor contracts such as cleaning crews and transportation, ensuring their actions adhere to auditing compliance.

SUPPORTING THE DISTRICTS AND THEIR COMMUNITIES**Communications:**

During the COVID-19 crisis, we are actively serving our district partners at a heightened level. Their need to communicate to their communities is at an all-time high. We provide the districts with or share on their behalf the following: continual COVID-19 updates for their social media accounts and websites and scripts for use with their all-call systems.

We are lending support to the Southwest School District Public Relations group by providing templates of letters to send out to their communities. Zoom meetings begin next week. These meetings present a forum for our district communication specialists to share ideas and resources and problem-solve. Also, our Behavior Health and Mental Wellness Team is creating content for the PR Group to assist parents, caregivers, and teachers during and after the remote learning period.

Safety:

Our Administrator of School Safety works tirelessly with partner districts responding to the COVID-19 crisis. This work includes leading school districts through tabletop discussions in response to a confirmed case in their district, sharing updates from both the Hamilton County and Ohio EMA, the Hamilton County and City of Cincinnati Public Health Departments, as well as the Health Collaborative.

We also assist in messaging, resource tracking, and situational awareness across our partner districts. We provide information to partner districts related to possible public assistance

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funding for recovery, as it relates to disaster declarations at the federal, state, and county level.

Once removed from rapid response mode, districts will shift to long-term recovery. This shift includes reopening buildings and addressing mental health needs. We stand at the ready to host After Action meetings capturing lessons learned.

Health:

Our School Nurses serve our district partners, providing care to their students when the children are at school, away from their parents and caregivers. In this time of crisis, our nurses stand at the ready to work with central office personnel and building administrators to talk with families, children, and staff members regarding health concerns and issues. They are talking with families via phone, email, or a web-based platform (designated by the district) to answer pressing questions and arranging for support (physical or mental) from resources available to the communities.

SUPPORTING DISTRICTS AS THEY SUPPORT THEIR STAFF MEMBERS

Human Resources:

We work cooperatively with district personnel administrators as they plan for things that impact or may have an impact on employees during this crisis. We create drafts of sample response alerting employees about false entities impersonating a representative of STRS/SERS. We provide clarifications regarding the ramifications when implementing practices that follow legislative actions, such as eliminating employee evaluations for the 2019-2020 school year. We help them navigate the glut of unemployment claims. And, we are helping prepare our partner districts for the Families First Coronavirus Response Act, recently signed into law.

Staff on Leave:

Our Sub Solutions Team continues to service the certified and classified substitute needs for 29 school districts in Hamilton and Clermont counties. At present, our partner districts combined have 50 substitutes supporting remote learning activities as part of their long-term substitute assignments covering maternity or medical leave.

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SUPPORTING DISTRICTS' TECHNOLOGY NEEDS

Perfectly positioned, our Technology Assistance Group functions to serve our district partners in a multitude of ways. Our workstation technicians and network administrators support technology in their respective districts providing technical assistance, repairing staff and student devices, and ensuring the accessibility of the Internet. Additionally, they continue to assist by creating resources (such as videos, screencasts, and step-by-step directions) to guide and help staff, parents, and students know how to access and use remote learning tools.

Upon building closures, Technology Assistance Group Consultants immediately acted to help distribute devices to students and staff members in our partner districts. Following that, consultants serve learners, teachers, and caregivers through remote office hours via Zoom, Meet, Teams, or Google Hangouts. This practice provides a platform for those in need of answers to technology questions, ways to enhance learning using technology, and a forum to brainstorm additional ideas. Our team members collaborate statewide with Technology Integration Leaders of Ohio to curate content for teachers, students, parents, and other school personnel available at <http://firehoseproject.org>. Lastly, the consultants run regional professional development sessions supporting numerous Ohio teachers at a time.

SUPPORTING STUDENTS WITH DISABILITIES

Learning Center at North Norwood:

Our Team at the Learning Center educates students on behalf of our district partners, struggling with social and emotional learning. Students receive daily specially designed instruction in math, science, social studies, and English Language Arts from highly-qualified intervention specialists. The students are continuing to attend classes using Google Classroom. Within Google Classroom, teachers are using video and audio recording to help the learning come to life. All students continue to receive therapeutic services, as indicated per their Individual Education Plans. The school psychologist, SLP, OT, and PT host office hours during the day to address the needs of individual students and deliver services via Google Classroom.

Pathways to Employment Program:

Our award-winning Pathways Team provides students aged 18-22 who have deferred their graduation, with learning experiences in the following areas: functional academics, social skills, vocational skills, and daily living skills. Based on the learning goals listed on the student's education plan and specially designed instruction, the young adults complete learning sessions selected for them via the online platform Unique Learning Program. Students continue to receive therapeutic services, per their IEP. The school psychologist, SLP, OT, and PT host

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office hours during the day to address the needs of individual students and deliver services via Google Classroom. The continued partnership with our districts and parents allow for this program to continue its success for our students.

Early Childhood:

Our Early Childhood Intervention Teams provide takehome packets and all the needed supplies, consisting of activities in math, Language Arts, and motor skills, to support remote learning. Included in the packages, for families with access to both the Internet and a device, was a list of early childhood websites offering free memberships, resources, and activities. It is important to note; each packet contains specially designed instruction addressing the child's IEP goals in collaboration with related service personnel.

The Team, comprised of teachers and therapists communicate weekly with families. Caregivers and families express their needs and describe the resources to which they have access, such as the Internet. Detailed communication, such as this, allows the continuous access of instruction to children. Teams continue to deliver educational materials and activities via email, and in cases where technology is not available, drop off at homes.

Instructional Specialists:

Our Team of Instructional Specialists, hold licenses in special education and are highly-qualified to provide instruction to students with disabilities in our partner districts. During this pandemic crisis, the Team is following the lead of the communities in which they work. As a result, they continue to support student needs as dictated per the individual education plans via the district or school preference (such as Zoom, Google Classroom and Hangouts). Additionally, they attend IEP and ETR meetings as requested. And, they continue to monitor progress and collect evidence of goal-meeting.

Related Service Providers:

Our Related Service Providers serve our district partners in the following capacities: school psychology, speech-language pathology, occupational and physical therapy, school counseling, educational sign language interpretation, audiology, teachers of the deaf and hard of hearing, teachers of the visually impaired, and orientation mobility. Usually, these providers offer assistance through face-to-face, one-to-one experiences with students as indicated by their individual education plans. However, the closure of school buildings requires an adaptation to delivery.

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These professionals now meet students' needs through teletherapy. Teletherapy is an online delivery of services through high-resolution video conferencing. Teletherapy is not a new delivery method for our professionals, as we currently offer a variation called Teleblend. Surprisingly, students of all ages respond well to video conferencing.

In addition to delivering services, the providers are continuing to participate in ETR, IEP, and planning meetings, where applicable. During which they provide data regarding the progress and need of individual students per request of the district partner. These practices assist in determining what's needed to create an ideal learning environment for every student.

SUPPORTING SCHOOL IMPROVEMENT

Our school improvement coaches focus on using data to drive instructional decisions. They work every day in the district and function as district employees. As a result, they are following the lead of their districts working remotely to support student learning. Also, they are holding weekly one-to-one conversations with building and district administrators and teachers with whom they work. They are co-teaching in the online environment and assisting with lesson planning and classroom management in the virtual world. Finally, they are continuing to facilitate teacher-based team meetings, building-level team meetings, and offering high-quality professional development remotely. All of which enables teachers to meet the needs of every student daily.

SUPPORTING DISTRICTS' NEEDS RELATED TO BEHAVIOR HEALTH AND MENTAL WELLNESS

Our Behavior Health and Mental Wellness Team is serving our partner districts in a multitude of ways. First, Behavior Specialists are working with their assigned districts, developing ideas on how to provide services to teachers and administrators in an online environment. Second, our intervention staff, responsible for day-to-day operations of onsite programs focused on direct service to students, is collaborating with partner districts providing online learning experiences (such as original video creation), ensuring the continued development of students. Also, they are working with each district to provide extra support to administrators on social and emotional learning, an aspect of development that will require additional attention when children return to school following the current situation.

With little to no preparation, teachers, caregivers, and students are teaching and learning remotely. In response, the Behavior Health and Mental Wellness Team offers support using social media. The Facebook page, "Behavior Buzz," provides daily tips, strategies, and suggestions on how to structure environments, activities that promote mental wellness, social engagement strategies, and problem-solving strategies. Lastly, the Team is furthering the training of our registered behavior technicians in the foundations of behavior and strategies to

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support expected behavior in the classroom. We've opened the remote training opportunity to our district partners so that they can increase their number of trained staff members and continue to build internal capacity.

SUPPORTING ENGLISH LEARNERS

Our English as Second Language consultants serve both our partner districts and districts throughout the state of Ohio. Well-versed, and experts in their field, they offer coaching and professional learning via various virtual methods. Their social media accounts, such as the Southwest Ohio ESL Consortium FB page, keep followers and district partners abreast of the latest news regarding how to serve English Learners and their families best. Additionally, to assist all classroom teachers in Ohio during remote learning, our Team is offering short and to-the-point learning sessions filled with tips and strategies for making the most of online learning for this diverse population.

SUPPORTING EARLY CHILDHOOD LEARNERS

Our Head Start Program serves at-risk and impoverished children and their families. Our Team provides both essential needs and remote learning opportunities during this crisis. To assist with remote learning, teachers provide each family with a packet of activities, including the necessary supplies addressing math, Language Arts, and motor skills and a list of appropriate websites offering free trials or subscriptions. Teachers communicate with their students daily via text or email, sending messages of the day, videos of them reading, or singing. Additionally, the teachers offer guidance to the caregivers regarding activities appropriate for their child's stage of development and learning. Lastly, the Team translates messages and materials for English Learners.

Our Early Head Start Team provides continuous services to learners and families. Early Head Start home educators visit their children via FaceTime and Google Duo. Educators email, call, or text weekly (or more frequently if requested) activities and ideas to families to encourage family engagement. Within these messages, educators are continuing to inform parents about the benefits of the activities. All educators continue to individualize their communication and interactions with families.

Families with children in either program Head Start or Early Head Start have access to Health and Family Services. The Health Team addresses both physical and mental health issues and is doing so remotely. The Team contacts the families weekly to check-in, answer questions, and provide assistance with care and transportation arrangements if needed. As donated items

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such as food, personal hygiene items, diapers, and other household goods become available, the Team contacts families to arrange for pick-up or home delivery. This Team is a great resource to families in terms of easing their minds in this uncertain time.

The Head Start Special Service Team hold virtual meetings with parents, caregivers, teachers, and personnel from our district partners. During this time, the groups discuss the individual needs of children, such as Speech and Language. Despite the closure of buildings, coordinating efforts to meet a child's need continues, such as screenings, evaluations, and IEP meetings. The Special Service Team conducts all business through remote or online tools.

SUPPORTING DISTRICTS WITH CURRICULUM AND INSTRUCTION

Our Curriculum and Instructional Coaching Consultants provide a variety of services to our partner districts. From developing curriculum maps and providing technical assistance for online learning platforms to connecting teachers to online resources for remote learning and providing STEM kits complete with a weekly challenge – our partners count on us for support. Our consultants continue to observe and coach teachers in their remote learning environments. Engaging students in an online setting is different than in a traditional classroom; our consultants offer expertise in both classroom management and instructional strategies suitable for the environment. Using equipment available in the online world, our consultants continue to help teachers of all grade levels, all learning styles, and all subject areas make learning come to life for students in our partner districts and throughout Ohio

SUPPORTING EDUCATORS' CONTINUED PROFESSIONAL LEARNING

Our Team of Subject Matter Experts (SME) help our district partners continue the professional learning of their staff members. Regardless of a person's role within our partner district, we offer something that piques their interest. If an educator is seeking the newest research-based instructional strategy related to reading, we have an online session for them. If a principal is in search of how to create a more equitable building policy, we have a council for them.

Our SME Team offers monthly networking sessions in the following areas: math, science, social studies, English Language Arts, Gifted, Equity, Instruction, Innovation, Technology, and Technology Coaching. While typically offered face-to-face, the Subject Matter Experts host them remotely using web-based platforms such as Zoom, Skype, or Teams. This practice allows continued learning and resource-sharing for these groups, especially crucial in the current time.

Given that our Team offers online courses and book studies, transitioning face-to-face professional learning to online sessions is easy. Using It's Learning, Schoology, Zoom, Meet, or Teams, consultants invite educators (regardless of position) to join them in exploring the latest trend in teaching mathematics, learning about tools for assistive technology, or writing a comprehensive individual education plan. Staying abreast of the transformations in education is more important now than ever.

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