

# Ibero American Action League

<b>Name of Program:</b>	Family Service Assistant Program
<b>Name of Contact:</b>	<b>Beverly Roseborough</b> (Family Service Assistant Program Coordinator) <b>Angel Alicea</b> <b>Glory Ortiz-Carley</b> <b>Maria Otero-Rivera</b>
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<b>Phone Number:</b>	Ext. 2114 585-622-1894 (C )
<b>How many students are served?</b>	750 families
<b>What grade levels will this agency serve?</b>	<b>6-9 (2015 Cohort)</b>

## Services offered:

The Family Service Assistant (FSA) program's objective is to build partnerships with families that will strengthen parent engagement, increase student attendance, increase GPA, influence positive behavior and reduce student suspension rates. The FSA team will accomplish this goal by working directly with the parent/guardian to support the students' academic needs. FSA's will receive referrals of students in the following grade levels: 6<sup>th</sup>, 7<sup>th</sup>, 8<sup>th</sup> & 9<sup>th</sup> grade (2015 Cohort). Each FSA will conduct home visits, complete family assessments, assist families with prioritizing goals and provide families with community referrals when necessary. Other services include: linking families to monthly parent meetings/PTSA meetings and different activities throughout the school year along with connecting parents to parent teacher conferences (PTC) and providing transportation to these services when needed.

## Student/Family qualifications to work with this agency:

All student referrals are submitted to the Family Service Assistant Coordinator (FSAC) through the Student Family Support Center (SFSC) office, for any student that may have low attendance, academic and/or behavior concerns and low parent participation.

## How and when are services delivered to students/families?

Once the student referral has been received, a Family Service Assistant is assigned to each student referral case, contact is then made with the parent/guardian through phone calls and/or home visits in order to establish a time to meet to discuss ways the program, the parent, the school and the community can work together to support the student achieve academic success.