



HARRIS COUNTY  
**Resources**  
FOR **Children**  
AND **Adults**

## HCRCA's School Enrollment Barrier Hotline

### Dates of Operation/Data Collection

August 1<sup>st</sup>, 2024 – December 31, 2024

### Hotline Number (available 24/7)

713.295.2600

### Purpose

The hotline's primary purpose is to generate data to inform and direct CAM community initiatives to facilitate enrollment for newcomer families in Harris County. HCRCA seeks to collect data that addresses the following questions:

- What are the key barriers to enrollment that currently exist for newcomer students in Harris County?
- Which districts/schools have (specific) barriers to school enrollment?
- Are there community stakeholder(s) that CAM could better engage in its efforts to intervene in enrollment barriers going forward?

### Participants

The hotline is intended for case managers working with newcomer child and/or family clients. We ask that case managers call the Barrier Hotline and state, "I'm calling for the Barrier Hotline." HCRCA staff answer several crisis hotlines, so your assistance with identifying the pilot and triggering specific questions is crucial.

If you (and/or your organization) provide case management services that include assistance with school enrollment processes, your participation is the objective, and your feedback is critical.

This Barrier Hotline is not intended for parents or students to call. If the family you are serving needs our help with other social service matters, please ask them to call after you give us the Enrollment Barrier information. Give parents/legal guardians the same phone number to call for help.

### Hotline Data Collection

HCRCA does not seek to collect identifying or contact information on specific clients. However, certain demographics and geographic markers are necessary to direct CAM's response strategies effectively. Data points for collection include:

- Q1. Name of the Independent School District or ISD
- Q2. Name of school where there was a barrier to enrollment
- Q3. Caller name (aka Case Manager)
- Q4. Caller phone #.

Note: We hope to be able to provide support for the family where available AND need contact information to allow for follow up inquiries where needed.

- Q5. Caller agency name
- Q6. Specific program name (where the client is receiving help at caller's organization)
- Q7. Barrier (narrative of what is preventing enrollment, to be summarized by hotline staff)
- Q8. Youth language (the youth's native/ preferred language)
- Q9. Caregiver language (the caregiver's native/ preferred language)
- Q10. Relationship of caregiver to youth (biological parent, relative, family friend, sponsor, guardian)
- Q11. Country of origin

#### **Hotline Data Access**

HCRCA plans to share the results of the pilot data collection during the CAM meetings with participants, which may include federal funding agencies, refugee serving agencies and PRS providers. Given that there is minimal client information gathered, HIPAA and FERPA concerns are limited. If the callers refer newcomer families to HCRCA for social services, all confidentiality processes in place will remain and be unconnected to the Barrier Hotline.

#### **Hotline Enrollment Assistance**

If the barrier hotline staff were to provide aid with case specific enrollment barrier mitigation, that help may be limited by resources available to HCRCA and all of you. If there are barriers that your organization and ours are unable to address, we will be looking to brainstorm about who we can reach out to help going forward.

Thanks for agreeing to be partners in this endeavor.