



The mission of the Rocketship CareCorps is to support our most vulnerable families who are experiencing the destabilizing impacts of the COVID-19 crisis. It is the CareCorps' responsibility to identify urgent needs in our school communities and connect families with internal and external resources.

Every Rocketship school has designated a CareCorps team who is responsible for contacting every Rocketship family, every day. The CareCorps is a school-level team made of at least four individuals, including a CareCorps Captain. This ideal CareCorps member has deep roots in the community they serve. They must be willing to do whatever it takes to connect with our most vulnerable families on a daily basis. The Captain is ideally the school's mental health provider. In addition to coordinating the team, the Captain is responsible for summarizing and flagging the needs of the community on a daily basis for school leaders. The Captain is the first step of escalation for more severe needs that are surfaced from the daily check-ins.

CareCorps Captain	CareCorps Team Member
<ul style="list-style-type: none"> ❑ Ensures tracker is updated each day. ❑ Manages CareCorps team to completion goal. ❑ Coordinates division of follow-up calls among the team. (100% of non-responsive families receive a call) ❑ Ensures families who identify a need are connected with resources. ❑ Daily email debrief 	<ul style="list-style-type: none"> ❑ Prioritizes outreach to families that indicate "not feeling safe" or identify a more severe need. ❑ If unable to assist directly, escalates the family to the regional team. ❑ Provide communication to Captain to include in daily debrief email.

CareCorps Daily Protocol	
Step 1 Survey	Wellness surveys go out via text message every morning at 8:00 am to every Rocketship family and are due by 10:00 am. Survey responses auto-populate into the school CareCorps tracker.
Step 2 Review	The CareCorps meets to review survey responses, verify completion, and develop follow up plans for the day. Families who completed the survey AND indicated no services needed, do not require a follow up call at this time. Captains will prioritize follow up protocol for any families that indicate they do not feel safe at home.
Step 3 Follow-up	Distribute the number of follow up calls amongst CareCorps team and start making your calls. During your call: Help families complete the wellness survey over the phone and/or direct families to resources as needed. Example scripts below. If a severe need is surfaced, Captains will escalate the call to the Regional Lead via email.
Step 4 Communication	Captain will send a daily summary email to the School Leader Team and Regional Leadership Team.

Example Phone Scripts	
Families who DID NOT complete the survey:	Families who REQUESTED ADDITIONAL RESOURCES:
<p>Hi, May I speak to the parents of (student's name)? This is (your name), from (your school).</p> <p>I'm calling because we launched our daily wellness check-ins and noticed we didn't have a response for you. In response to the COVID pandemic, we have launched our Daily Check-ins. You should have received a text this morning. The check-ins help us identify if our families have any needs we can support with and also allow us to gather more information about our Distance Learning Program.</p>	<p>Hi, May I speak to the parents of (student's name)? This is (your name), from (your school).</p> <p>I'm calling about the Daily Wellness Check-in you filled out. Is this a good time to talk? (If no, ask when is the best time to call back or if they prefer to text.)</p> <p><i>If yes, continue:</i> Thank you for completing the daily wellness survey. At Rocketship, we care about our students</p>

Can I ask you a couple questions and complete this with you over the phone?
<proceed with survey>

Thank you for your time. Your daily feedback helps keep your student on track! Tomorrow at 8 am you will receive the daily survey again. Please be sure to take a minute to complete the survey tomorrow and every day forward, so we can take attendance for your child and support in any other way that may come up.

Thank you for your time and have a great day.

and the whole family. This is why we have begun this daily wellness survey initiative, which you will continue to get every morning at 8 am!

We noticed you marked needing _____ type of resources. We have compiled a list of community resources to help you navigate what is available in your community. On that list, you will find the information you're requesting, along with other key resources we hope are helpful.

I will be emailing you that list shortly, could you please verify your email address for me?

Thank you. Please let us know if you need anything else, or do not find what you need in the information we send. We are here to help, and want to make sure you and your family have everything you need during this time.

Sample List of Community Resources

Each Rocketship Regional Team has compiled a comprehensive list of community resources to meet the anticipated needs of families. These publicly available resource guides include the following:

- Local Meal Distribution Centers
- Financial Assistance
- Unemployment Services
- Immigrant and Refugee Assistance
- Housing & Shelters
- Healthcare Services
- Mental Health Assistance
- Domestic Violence Assistance
- Childcare Services
- Adult Education Providers