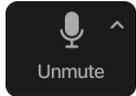
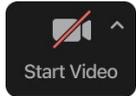


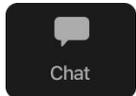
Zoom Meeting Preparation



- Please make sure your phone or computer is muted to minimize background noise.
 - To do this, hover over the bottom left-hand side of your screen and click “Mute.”



- Please make sure you have turned off your camera to save bandwidth and prevent any connectivity issues.
 - To do this, hover over the bottom left-hand side of your screen and click “Stop Video.”



- Please submit questions during the presentation in the “Chat” function located on the bottom of your screen.

If you require an interpreter or have other accessibility needs for future LDOE meetings, please contact LDOEcommunications@la.gov.



Child Welfare and Attendance Monthly Call



April 11, 2024

Agenda

- Introduction / Sign In
- Monthly Call Purpose
- Morning Inspiration & Activity
- Presentation
 - AllHere: Supporting Students and Families To and Through School
- Updates



Monthly Call Purpose

- Focus: Agency, Belonging, and Connection
- Purpose: To cultivate a viable network for state CWA's to discuss evidence based best practices and offer support amongst colleagues.

Contact shelneka.adams@la.gov with questions.



Morning Inspiration



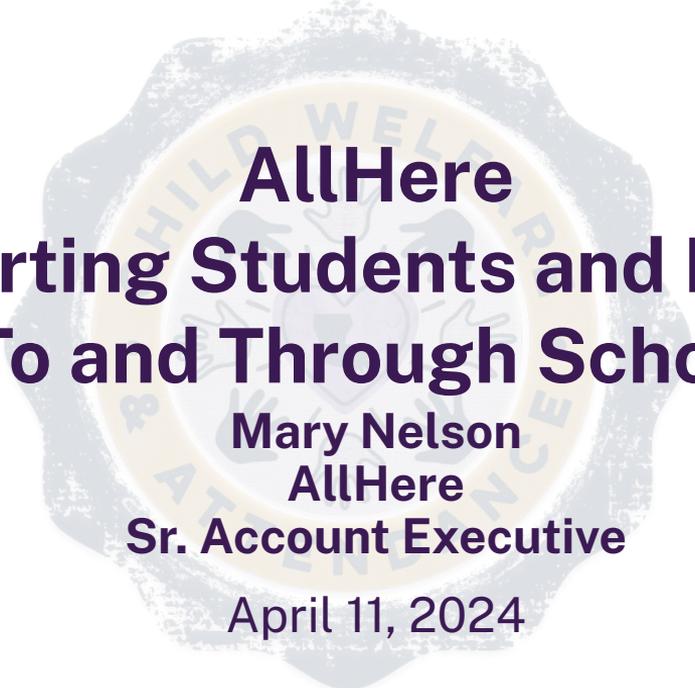
Morning Inspiration
Importance of ELL Strategies



Reflection and Activity

- In the 2022-2023 school year, 22% of ESL students were chronically absent (almost as many as the state average). What do you think are contributing factors?
- What initiatives are your schools implementing to address chronic absence within this population?
- What supports are needed from the state level to support your efforts in the field supporting Louisiana's ESL students and families?





AllHere
Supporting Students and Families
To and Through School

Mary Nelson
AllHere
Sr. Account Executive

April 11, 2024

Presentation



**SUPPORTING STUDENTS
AND FAMILIES TO AND
THROUGH SCHOOL**

Welcome



Mary Nelson

Sr. Account Executive

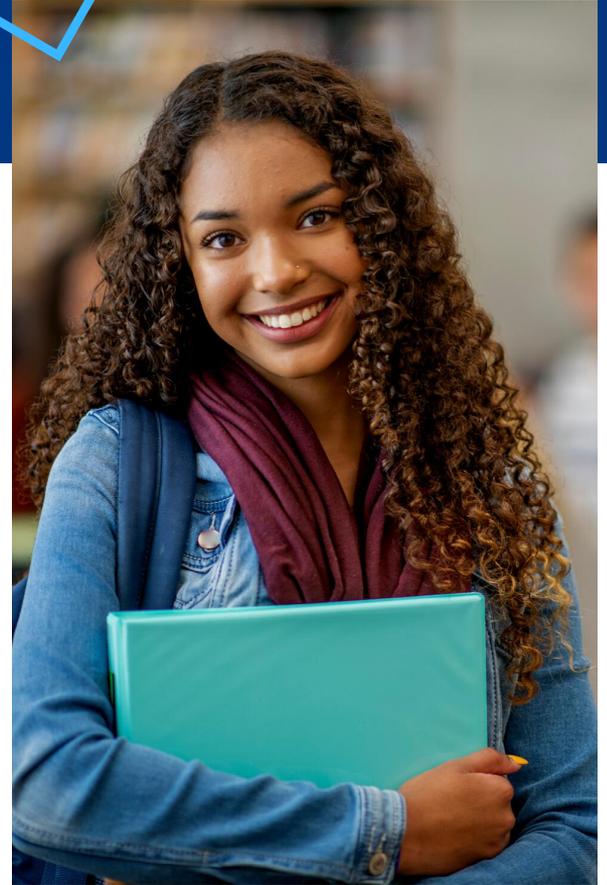
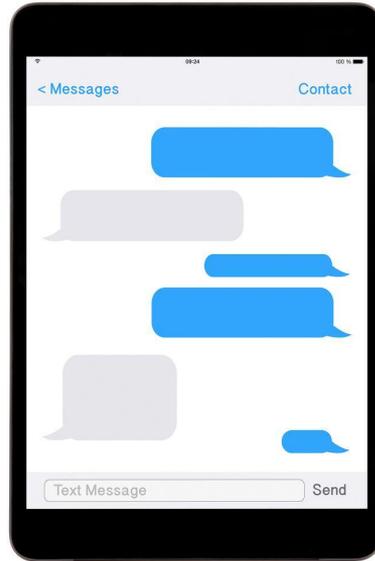
850-819-3939

mary@allhere.com





INTRODUCING ALLHERE



What is AllHere?

Award Winning, Patented, Two-Way Text Messaging Solution that utilizes 24/7 live chat and a friendly Chatbot powered by artificial intelligence to communicate with families.

- The customizable and easy-to-use system provides proactive messages and on-demand resources to guide students and families through school, removing some of the obstacles that keep them from engaging.
- The AHA offers robust reporting and analytics with actionable insights to ensure the right resources go to the students and families who need them most.



Experience the transformative potential of AI in revolutionizing K-12 School Communications

Discover a new district-family
communication tool for innovative
school districts!

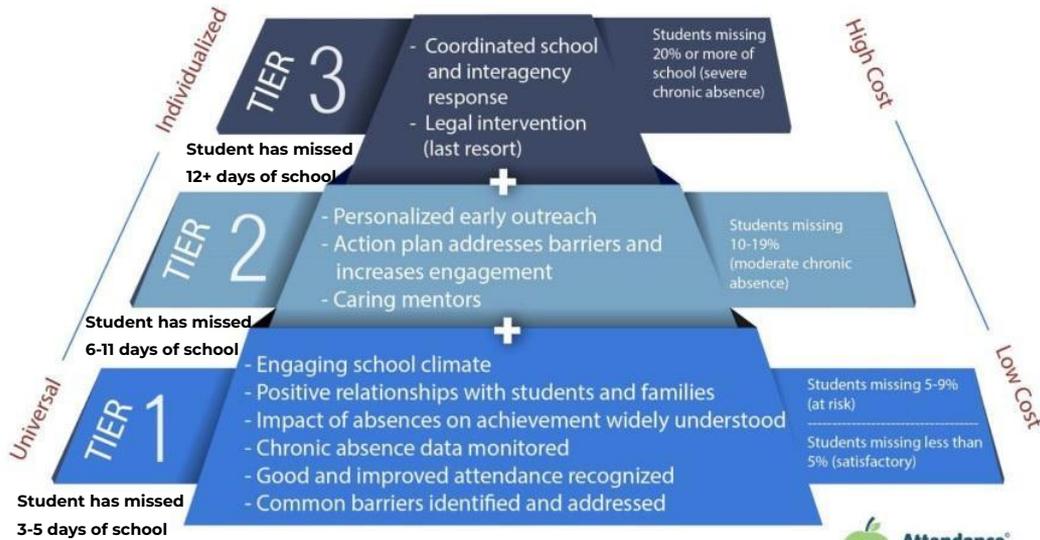


THE POWER OF A NUDGE



- Personalized
- Relevant
- Frequent/Consistent
- Conversational
- Powered by AI

Targeted Attendance Campaigns



www.attendanceworks.org



12+ Absences

"This school year, {{Student First Name}} has missed more than {{ytd_absences}} days of school. Please keep your student on track by going each school day. Need help? Send us a text!"

6-11 Absences

"Hi, it's MCSD! {{Student First Name}} has missed more than {{ytd_absences}} days of school. If we can support your student in any way, text us. We're here to help!"

3-5 Absences

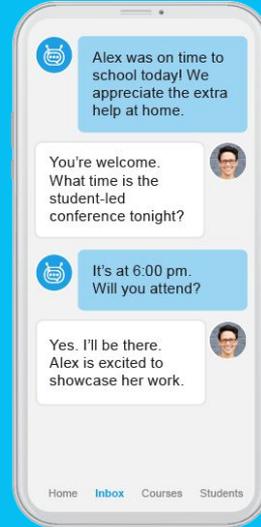
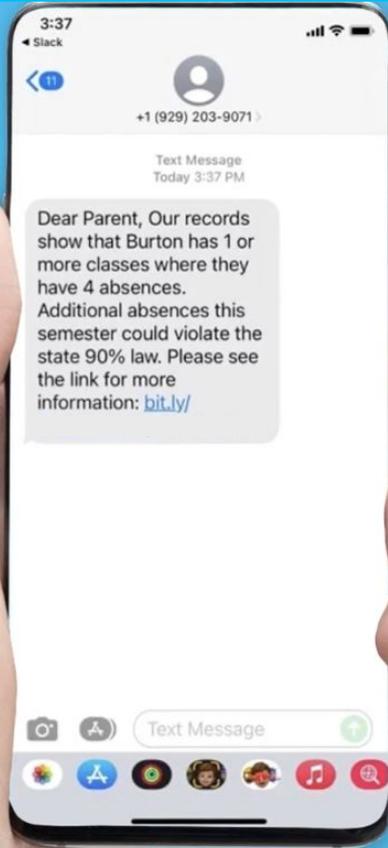
Hi from Massena Central School District! It is great having {{Student First Name}} in our classrooms every school day! Need any support? Text us, we can help!



PGCPS Decreases in Chronic Absenteeism SY 2020-21 thru SY 2022-23 (two years)

Andrew Jackson Academy	-29.5
Bladensburg High	-3.3
Carmody Hills Elementary	-2.4
Central High	-9.7
Drew-Freeman Middle	-10.8
Francis Scott Key Elementary	-3.8
G James Gholson Middle	-19.3
High Point High	-47.0
Hillcrest Heights Elementary	-1.1
Oxon Hill Middle	-23.6
Samuel P Massie Academy	-0.8
Springhill Lake Elementary	-14.7
Suitland High	-15.1
Thurgood Marshall Middle	-12.2
Walker Mill Middle	-6.4
William W Hall Academy	-9.9

% decrease



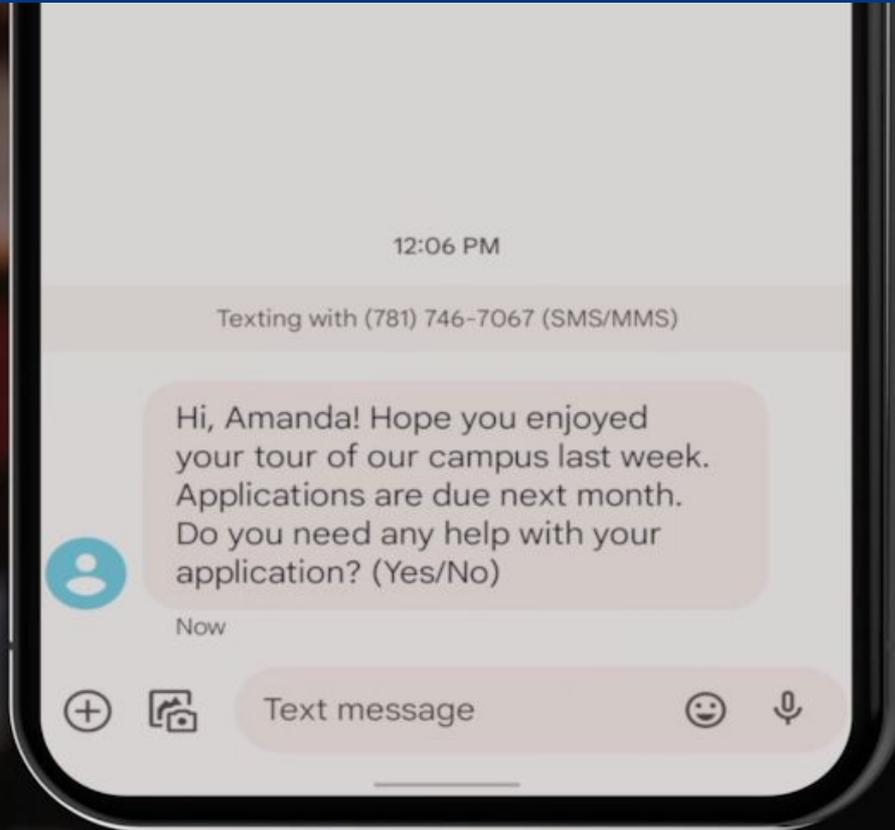
Reducing Chronic Absenteeism



Parents: *Did you know that just TWO absent days a month can make it harder for students to stay on track? Attendance matters for all of us at PGPCS, and we need your help! If you need support, please text back.*

Parents: *Every day matters! When we see students at school, our team can provide the support that leads to better academic outcomes and increases connections in the school community.*

Amplify District Initiatives



PAIR WITH
TEXT CAMPAIGNS

Leverage AllHere as a virtual advisor to dramatically save staff time in supporting students at scale.



Smarter Chatbot



Self-Learning AI



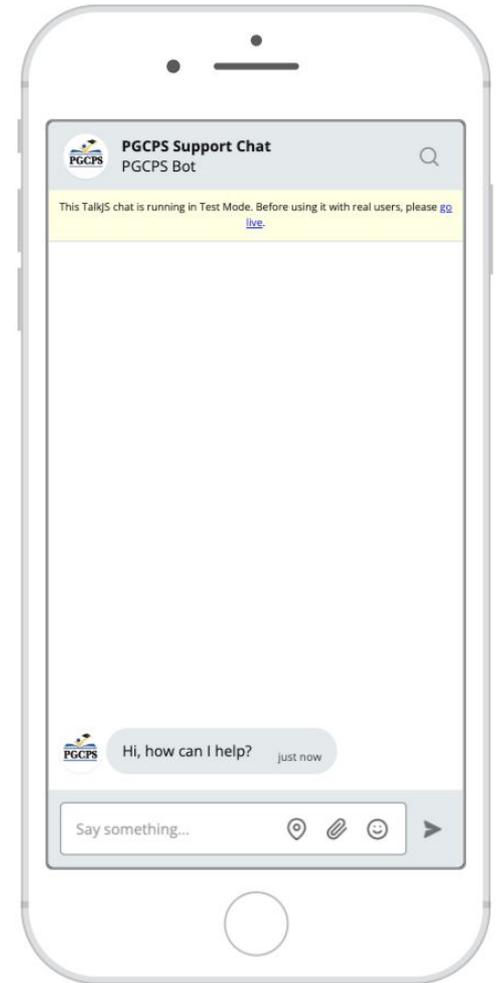
Insightful Analytics



all here

chat.allhere.co

This chatbot is connected to the publicly-accessible portion of the knowledge base of an existing AllHere partner.

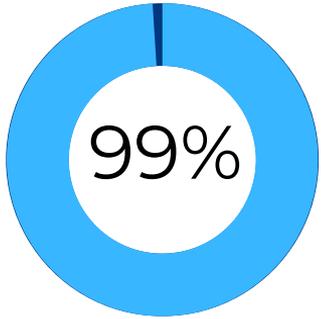


Retrieval Augmented Generation

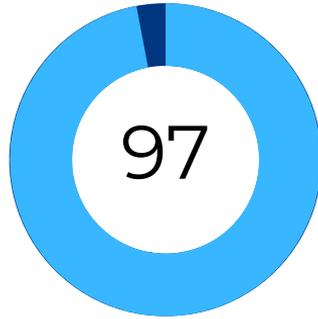
Human-in-the-Loop

Prompt Engineering

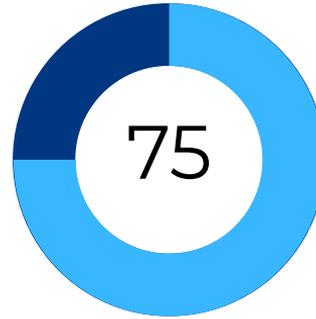
How effective is SMS texting?



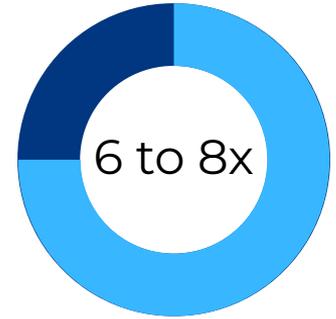
Open Rate



Messages opened within
15 minutes of receipt



Prefer SMS
Communications



Higher engagement
than email

Source: business.com

USER BASE (LONG-TERM)

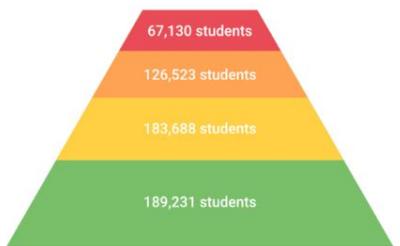
Retention Rates



Templates

 < Back **New Attendance Template from Analytics**

Select a segment to target your intervention. Recipients will be updated each time this template is used.

Chronic absenteeism this school year


- ▴ Severe chronic (Missing 15% or more of school days)
- ▴ Moderate chronic (Missing 10-15% of school days)
- ▴ At risk (Missing 5-10% of school days)
- ▴ Satisfactory (Missing 0-5% of school days)

Recent absences and tardies

Absent today - all	42,146 students
Absent today - excused	18,402 students
Absent today - unexcused	23,744 students
Absent yesterday - all	46,049 students
Absent yesterday - excused	28,421 students
Absent yesterday - unexcused	17,628 students
Students tardy today - all	10,533 students
Tardy today - excused	458 students
Tardy today - unexcused	10,075 students
Tardy yesterday - all	8,392 students
Tardy yesterday - excused	694 students
Tardy yesterday - unexcused	7,698 students

Chronically absent by school

School	Enrollment	Chronically Absent
Broadacres Avenue Elementary	248	172 students
Cal Burke High School	117	80 students
William Tell Aggeler Opportunity High School	109	74 students
Manhattan Place Elementary	204	137 students
La Salle Avenue Elementary	312	207 students
Lucille Roybal-Allard Elementary	467	307 students
John R Wooden High School	98	64 students
Edwin Markham Middle School	571	368 students
Ramona Opportunity High School	29	18 students
Miles Avenue Elementary	815	513 students

Cancel

Continue


Bert Williams

Profile / Preferences

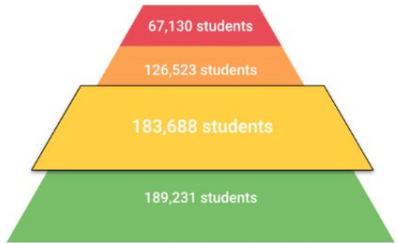
Contact Support

© 2023 AllHere

Templates

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Cancel

Continue


Bert Williams

Profile / Preferences



- Messages
- Drafts
- Scheduled
- Templates**
- Contacts
- Groups
- Alerts 3

Bert Williams
Profile / Preferences

Contact Support
© 2023 AllHere

Templates

Search

English

New Template

Template	Last Sent
Attendance Template	Thu Mar 16
Attendance Template	Thu Mar 16
Bus Delay - No	Thu Mar 16
Bus Delay - No	Thu Mar 16
Daily Attendance	Thu Mar 16
Daily Attendance	Thu Mar 16

Create Attendance Message

Hi there! Just wanted to keep you informed about <Student First Name>'s attendance. If you would like help with <Student First Name>'s attendance, text us how we can help. Thank you!

182 / 320

[Add attribute](#)

Your message will be translated automatically.

[Cancel](#) [Continue](#)

- Messages
- Drafts
- Scheduled
- Templates**
- Contacts
- Groups
- Alerts 3

Bert Williams
Profile / Preferences

Contact Support
© 2023 AllHere

Templates

Search

English

New Template

	Template Name	Last Sent
<input type="checkbox"/>	Attendance...	Thu Mar 16
<input type="checkbox"/>	Attendance...	Thu Mar 16
<input type="checkbox"/>	Bus Delay...	Tue
<input type="checkbox"/>	Bus Delay...	Tue
<input type="checkbox"/>	Daily Absence...	Tue
<input type="checkbox"/>	Daily Annou...	Tue

Schedule Attendance Message

Send message: Once Daily Weekly

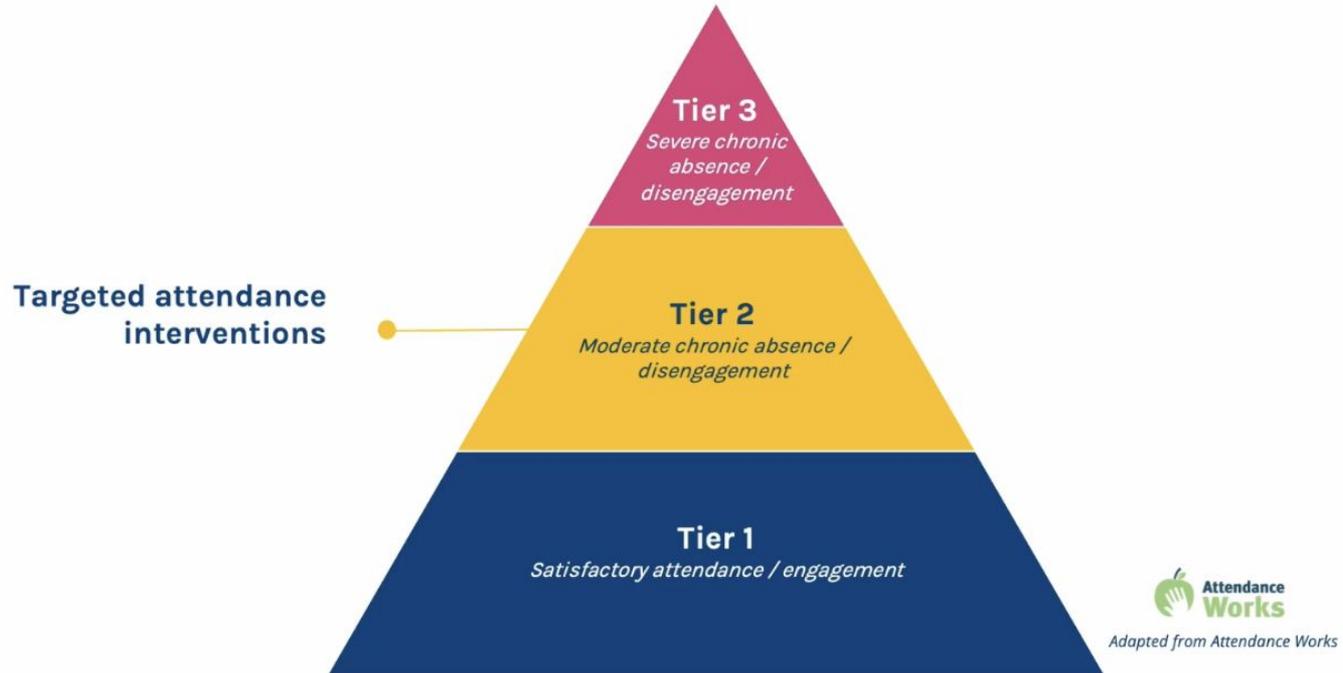
Send on: Sun Mon Tue Wed Thu Fri Sat

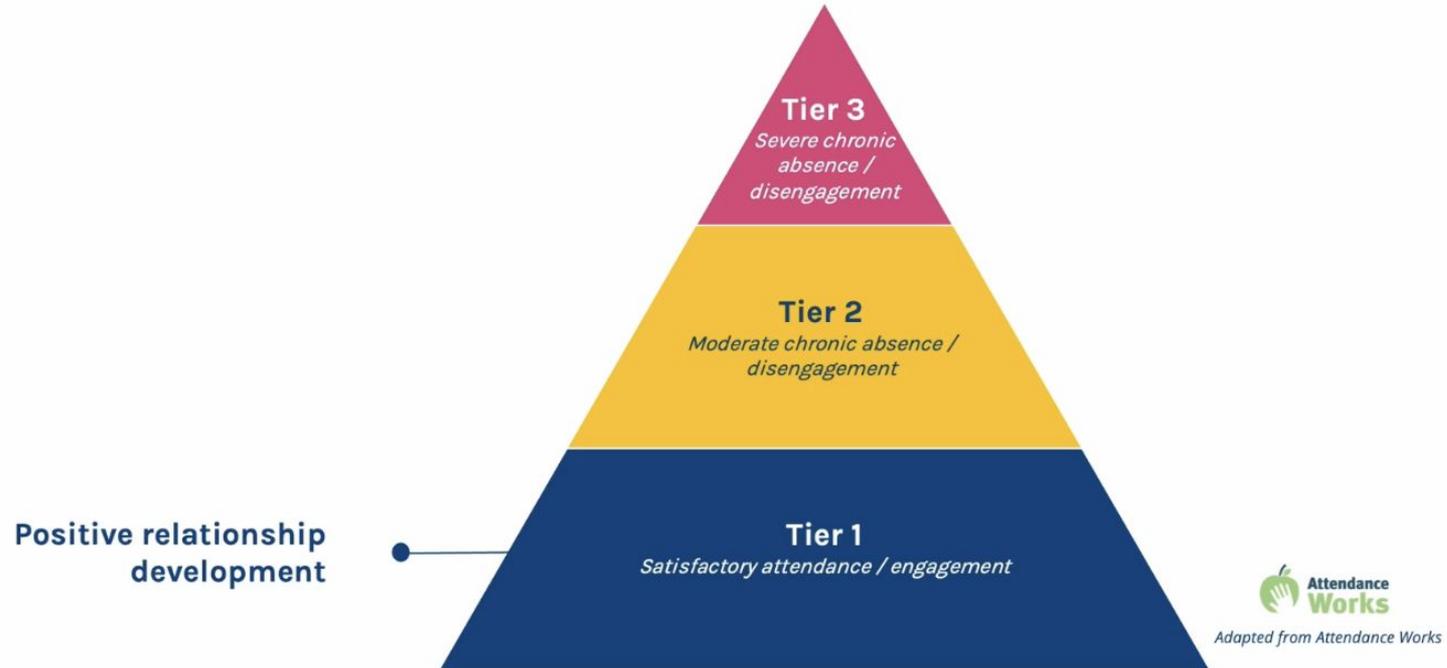
Send at:

Trigger:

- Absences only
- Tardies only
- Absences and tardies

Cancel







Messages

Drafts

Scheduled

Templates

Contacts

Groups

Alerts

3



Bert Williams

Profile / Preferences

Contact Support

© 2023 AllHere

Templates

Search

Template: Positive Friday!

Sending to 31 recipients

Hi! <Student First Name> had a great week in science, learning about coral reef ecosystems. I hope you have a great weekend. I look forward to seeing <Student First Name> next week.

181 / 320

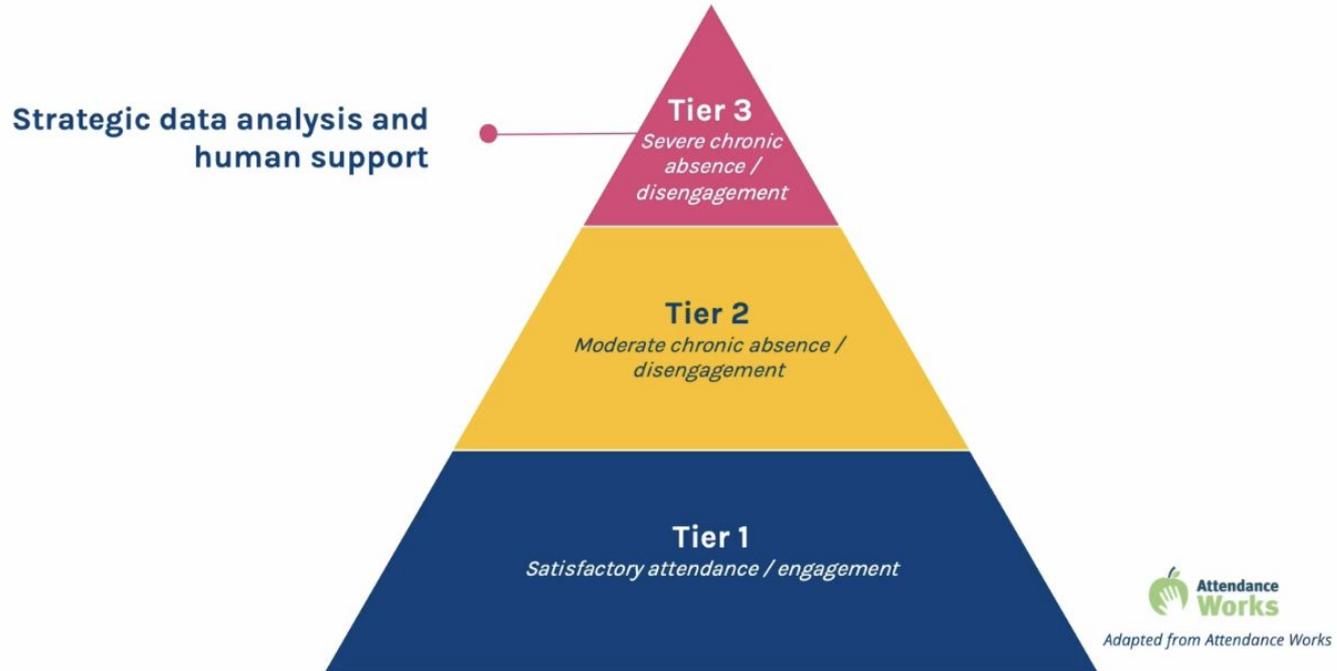
Add attribute

Your message will be translated into 7 languages automatically.

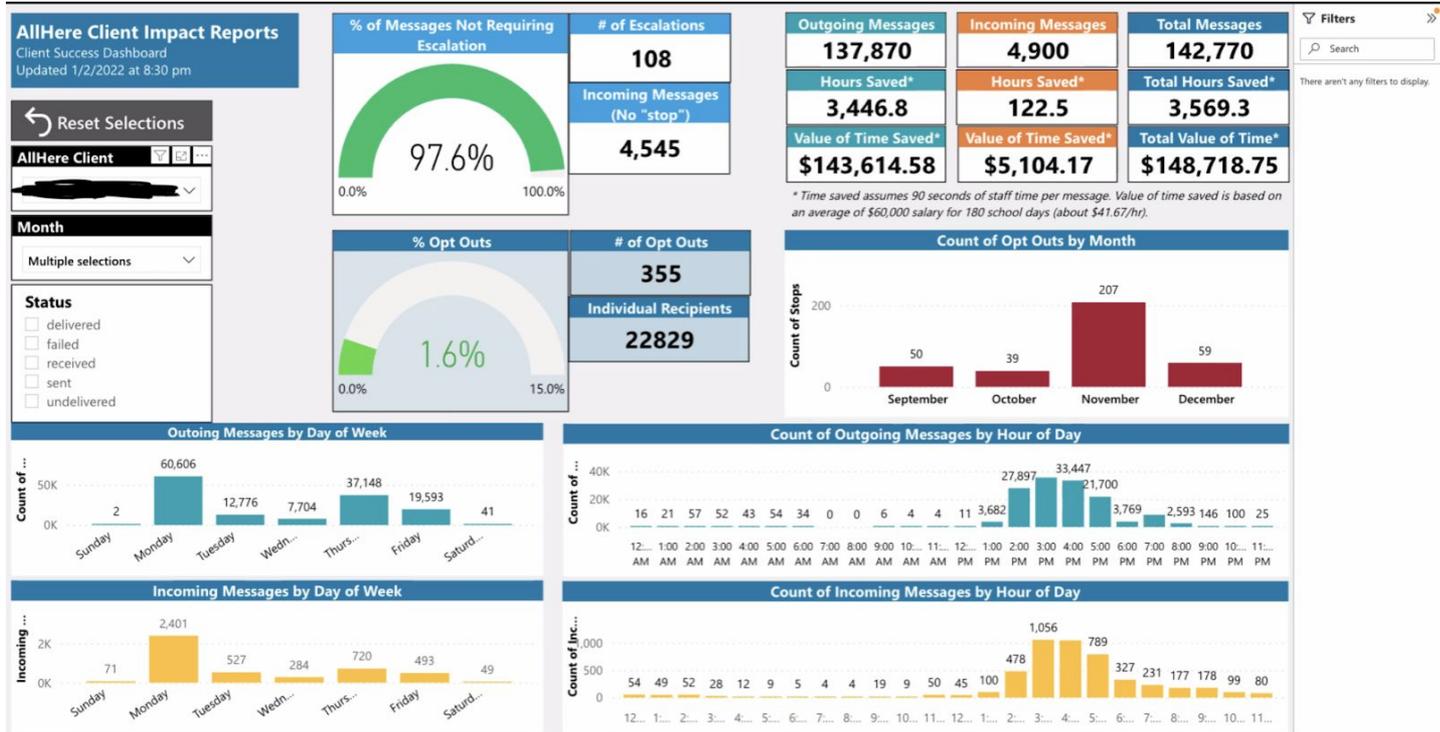
Cancel

Send Message





Administrative Portal and Tools



User Feedback Across PGCPS

Thank you all for being so patient with me.

thanks for all the support so to my daughter she is a great hardworking young woman and dedicated to studying

Thanks for support my son all year, every day, thanks 🙏

Gracias 🙏

Thank you so much!

Thank you all 🙏

Muchas gracias

🙏🙏🙏
Gracias

Thank again for everything



Ok thanks

AMEN AMEN AMEN we thank GOD for all your helps and support for taking them through this year.

Thanks a lot!

OK thanks for your help 🙏



Can Evidence-Based Chatbots Prevent Educator Burnout?



Massena Central School District
New York:
*Taking the burden off teachers and
school staff.*





Lansing School District
Michigan:
*Texting is the most effective - and
equitable - way to communicate
with families.*

Sample Timeline

District Consultation
(Identify district needs and customized use case)



Meet the Humans in the Loop
(Understand the community and their language capability needs)



AI Bot Launches Conversations
(Implementation begins)



Mid-Year Data Impact Meeting
(Review district outcomes data and action plan)



Plan for Year 2
(Make adjustments to use case(s), bot knowledge base, and human support team)



IT Team Collaboration
(Technical integration and data sharing)



Train the AI Bot
(Develop knowledge base)

Marketing
(Intro concept to staff, parents and families)



Implementation Check-In
(District shares feedback and reviews escalation key words)



End-of-Year Data Impact Meetings
(Review district outcomes data and assess year 1 impact)



AI Bot and Human Team provide families with 24/7 support

Recap



2-Way Texting

Guidance in the palm of their hands.



Chatbot

Questions can't wait.



Human in the Loop

Live, adaptive family support services.



Integrations

Seamlessly connected ecosystem.



AI Workflow

The brains of the operation.



Data and Analytics

Actionable, comprehensive insight.



We would love to partner with you to help your students and families succeed! To learn more, please visit www.allhere.com





all here

THANK YOU



Questions?

Resources

Louisiana Attendance Planning

- Attendance Action Planning Workbook
- Toolkit Slides
- Chronic Absenteeism Rate Report
- Attendance Action Plans
- Peer-learning Surveys



Please contact shelneka.adams@la.gov with questions.

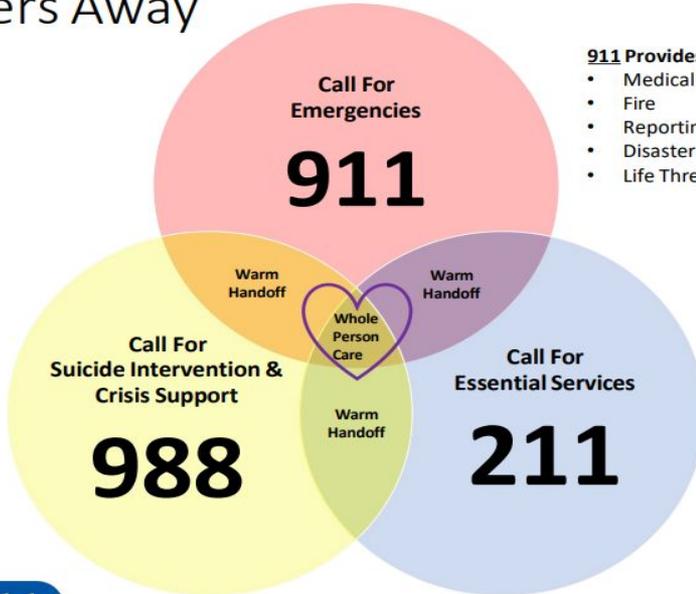


ViaLink 2-1-1

Help is 3 Numbers Away

988 Provides Crisis Support for:

- Thoughts of Suicide
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress



911 Provides First Responder Dispatch for:

- Medical Emergency
- Fire
- Reporting a Crime
- Disaster Response
- Life Threatening Situation

211 Maintains a Comprehensive Community Resources Database and Provides Information & Referrals for:

- Food
- Housing & Shelter
- Utility Assistance
- Healthcare Services
- Government Services
- Transportation
- Legal Services
- Counseling & Support Groups
- Disaster aftercare
- & Everything Else



www.vialink.org

Vialink



Updates

- The next monthly meeting will be May 2 at 8 a.m.
- Save The Date
 - [Families In Need of Services \(FINS\) Conference](#)
 - DoubleTree by Hilton Lafayette, LA
 - May 8 -10
 - Save The Date:
 - [International Association for Truancy and Dropout Prevention Conference](#)
 - Sheraton Le Meridien Charlotte, NC
 - October 6 -9
 - [International Network for School Attendance \(INSA\) Conference](#)
 - Astor Crowne Plaza New Orleans, LA
 - October 29 -November 1

You Are Appreciated!

Contact shelneka.adams@la.gov for more information.