

Service Team

ST

Problem Solving

Working to Support a Culture of Educational Excellence

**A Collaborative Effort of
The City of Springfield,
The Springfield Public Schools,
State and Local Child, Youth and
Family Agencies,
Families, and Students**

***Finding and Implementing
Solutions for our Students
in a
“Culture of Educational Excellence”***

The Purpose of Service Teams

Service Teams find solutions for problems that impede student academic achievement and social-emotional-behavioral development, and are accountable for improved results

The Critical Features of Service Team Problem Solving

Structured and data-driven
Focus on individual students
Commitment to finding solutions
Opportunity to work as a team
Timely response
Targeting specific problems
Flexibility in problem solving
Interagency collaboration
Families as partners
Developing cultural competence
Professional learning by reinforcing best practices
Team leadership by trained Facilitators
Support at the management and policy levels
Process support by internal and external consultants

The Work of Service Teams

Service Teams develop specific action plans to provide targeted instruction and services

- Academic support: adjustments in content and/or methodology, specialized instruction, small group instruction, individual and group tutoring, mentoring
- Social-emotional-behavioral support: check-ins, individual and group counseling and therapy anger management, progressive behavioral interventions, outreach and tracking
- Case management/service coordination
- Vision, speech, hearing services
- Nutritional and medical services

Benefits of Problem Solving

Service Teams have one purpose: solving the individual student problems that impede academic achievement and the development of social proficiency.

Problems addressed

Reading
Second language acquisition
Math
Interpersonal
Behavioral
Health
Attendance
Attention
Speech/Vision/Hearing
Mobility

Student results improved

Improves academic skills and achievement levels
Reduces the likelihood of retention-in-grade
Improves social skills and school behavior
Reduces the need for disciplinary action
Improves attendance
Improves self-esteem

Potential long-term benefits to students

Helps students meet district and state standards
Increases the likelihood of high school graduation
Reduces the likelihood of future criminal involvement
Supports their success at home and in the community

Benefits to others

Contributes to safety in the schools and the community
Helps providers feel more supported and successful
Integrates and enhances the work of agencies with schools
Engages families as partners in problem solving
Supports the success of families with school-age children
Reduces racial/linguistic disproportional
Reduces long-term costs in school and beyond
Reduces the dependence on special education
Reduces the dependence on restrictive placements

Frequently Asked Questions about the Work of the Problem Solvers

Q: What do Service Teams do when they meet?

A: Service Teams develop specific action plans to provide targeted instruction and services.

- Academic support: adjustments in content and/or methodology, specialized instruction, small group instruction, individual and group tutoring, mentoring
- Social-emotional-behavioral support: check-ins, individual and group counseling and therapy anger management, progressive behavioral interventions, outreach and tracking
- Case management/service coordination
- Vision, speech, hearing services
- Nutritional and medical services

Q: How do Service Teams assess needs and progress?

A: Service Teams use various approaches to gather information critical to problem solving

- Student records
- Observations
- Informal assessments
- Formal assessments
- Work samples

Q: Do Service Teams engage others in their work?

A: Service Teams use partners knowledgeable about the problem or the student

- Family members, and friends of the family
- The student, or other students
- Other school staff
- Collaborating agency staff
- Community-based providers
- Other important adults in the student's life

Q: What support is available to Service Teams?

A: Managers and policy-makers provide support for Service Team action plans

- Time protected for Teams to meet
- Allocation of staff resources
- Utilization of financial resources
- Rescheduling and regrouping
- Arrangements for expert partners
- Arrangements for data gathering
- Arrangements for professional development
- Linking providers
- Expediting services

Who to Contact

To ask about Service Team problem solving

School District Coordination

Al Zippin
Supervisor for the Bureau of Pupil Services
195 State Street
Springfield, MA.01102
413-787-7021

Mental Health Consultation

Steve Winn, Vice President
Behavioral Health Network/
Child Guidance Clinic
110 Maple St.
Springfield, MA 01105
413-732-7419

Social Service Consultation

Karen Jeffers-Ayre, Regional Director
Massachusetts Society for
The Prevention of Cruelty to Children
235 Chestnut St.
Springfield, MA 01103
413-747-0046

Family Representatives

Diane Purchase
413-787-7194
Sue Yerkes
Allison Weissmann
413-747-0040

Director of Prevention Services

Mary Ryczek
Springfield Public Schools
195 State St.
Springfield, MA 01102
413-787-7020

State Agency Liaison
George Ashwell, Regional Director
Department of Youth Services
280 Tinkham Rd.
Springfield, MA 01129
413-783-0781, ext.141

COMPASS Consulting
John Verre, Director
617-719-8674

There are 100 Service Teams at the following 22 schools:

Brightwood	Rebecca Johnson
Brookings	Kennedy
Brunton	Liberty
Chestnut	Lincoln
Central	Pottenger
DeBerry	Putnam
Dryden	Science and Tech
Duggan	Zanetti
Commerce	Academies for Excellence
Forest Park	Indian Orchard
Gerena	Glenwood