

Dear Administrators,

Here at Student Support Services, we strive to serve our staff, students, and families the best we can. This summer, we made changes to the structure of how and where our social service managers are placed. They are now assigned to one school location, where they work out of five days a week, instead of being spread across multiple sites.

This new approach has allowed for more consistent and focused support in the designated schools. However, we understand that other schools may still require access to *emergent support* when needed. Emergent support is defined as the team/administrator who has exhausted all resources at the building level. This includes contacting the student's guardians and making your best effort to resolve their needs as well as establishing appropriate community connections for items like food boxes and winter gear. You can find more information on acquiring those resources [here](#). If after you have made all appropriate community contacts and are still in need of support, please contact us at: [SELPsupport@k12northstar.org](mailto:SELPsupport@k12northstar.org).

This approach helps ensure that families are not taken by surprise when a social service manager becomes involved and minimizes the time staff spend away from their regular assignments.

By utilizing this email, you can easily reach out to our Student Support Services team for any urgent or immediate support needs. We will be monitoring this email regularly and responding promptly to any requests.

We believe that this centralized approach will enhance our ability to provide timely and effective support to all schools within our district. Additionally, it will streamline communication and ensure that no urgent requests go unnoticed.

Thank you for your cooperation and support in implementing this change. We are confident that this new system will greatly benefit our staff, students, and families by providing the necessary support when and where it is needed most.

If you have any questions or concerns, please do not hesitate to reach out to us. We are here to assist you in any way we can.

Kind regards,

Student Support Services