**Live Webinar Activity Responses**

*During the live Journey webinar, the presenter, Tom Capretta, posed a question to the audience. He requested responses in the chat. The following are the responses received in the chat. It is recommended that the viewers of the recorded version review these responses to enhance their experience of the webinar and develop their own response to the question.*

**“What Is Your Definition of “Hard-To-Reach” Families?**

* Families that may be more difficult to engage with.
* Families who are unsure of who to trust
* Families that may struggle to trust unfamiliar people.
* families who don't respond to communication attempts - don't return phone calls, don't respond to emails. Or some contact happens but they don't follow through with what they say they will do
* When I think of these families I think of families that are in survival mode living day to day and not really looking much past the day to day struggles they face
* Those that don't have updated phone numbers/addresses, never respond to communication from the school
* Means: Families with whom I have not yet found a way to communicate with them.
* Families who are disconnected from their student’s education, for whatever reason
* Those that are more difficult to engage. May be uncooperative, may not want to be open
* Families that we do not have open lines of communication with
* Families who do not respond to multiple attempts to contact via different modalities.
* Don't return calls, texts, emails
* I think it's more about our system that is not set up to be accessible to many families. We don't speak their language, we don't offer language assistance, we don't accommodate disabilities, we don't meet them where they are.
* Families that I have used all my go-to strategies to engage with and I still am not able to be successful
* Families that are not able to consistently attend meetings, answer emails/phone calls, or those that are hesitant to engage with "systems"
* Lack of buy-in and participation
* Parents/families who are overwhelmed and therefore difficult to engage.
* Families that are somewhat difficult to connect with for a variety of reasons
* Families who don’t respond to repeated outreach for any reason.
* Families that do not respond when you attempt to reach out to them, or parents who do not seem to have an opinion on their student's futures or the importance of talking about it.
* Families that do not respond to phone calls, school attempts to contact them. No show at meetings, PTC.
* Families that may have a preferred form of communication, like texting versus phone calls
* Families are very busy people. They need those of us who serve them to be open to meeting them where they are - earning their trust and helping them want to learn what they may not know about how services/programs can support them to meet needs.
* See everybody as the THEM- school, doctors, JFS, county board, we're all the same.