



Oct. 6, 2023

To Staff and the Twin Rivers School Community,

When I was a teacher and then principal, I always took a moment at Back-to-School Nights and then during parent-teacher conferences to thank parents for being involved in their children's education. You give your children a distinct advantage in their learning journey just by showing that you care. It is absolutely true that when students see and feel a connection between school and home, they, too, care more deeply about their learning.

I share this message with our school community often because I want all families to know that we are here to help you chart a healthy course for your students. We want to work with you when you feel they might need extra support. We want to share with you information on the many academic, social support and extra-curricular activities that are available to our students. We want to take your calls when you have concerns or questions.

Because this line of communication between school and home is so important, I want to take a moment to highlight that there are occasions when a parent or family member might feel so concerned that they reach beyond the teacher and principal, going straight to the district office for information and support. While it is always your privilege to contact district administration, we will most likely circle back to the place closest to the student to attend to concerns.

I encourage parents to reach out to your student's teacher, counselor or site administrator to work through questions, concerns and ideas regarding your child's learning. You certainly may, as they say, "Take it to the next level," but I have confidence in our staff and our parents/guardians that together we can always find the best solutions to resolve any concerns. By working together we gain an opportunity to strengthen our relationships and understanding of each other, while building trust and community.

#### *TR Paths to Successful Communication – School-Home*

Here are a few helpful suggestions to follow so that our education professionals may be responsive to a parent/family's concerns, questions and needs:

- Step 1: Address the topic with the site staff member directly (teacher, coach, etc.)
- Step 2: If you feel that your concern remains unresolved, please contact the school's principal.
- Step 3: After this call, if you continue to feel the topic is unresolved, please contact TR Student Services at (916) 566-1620 or School Leadership at (916) 566-1600 ext. 33225.

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*To inspire each student to  
extraordinary achievement  
every day*

The dedicated teams at our school sites know that when families bring their thoughts or concerns to *their attention*, they can look for necessary changes to their processes and systems based on parent input. Essentially, you help us to keep learning and evolving our services in support of students.

Email communication has in many ways made it much easier – certainly faster – to connect and communicate. I just want to make sure that you know, while I am just an email away, I strongly believe that an employee's, student's or family member's concern is always best addressed at the place closest to the experiences.

Thanks to all members of the TR team for your shared commitment to serve our students.

**Around TR!**

Statewide recognition for a TR employee! Congratulations to Kelly Bettencourt, the district's Coordinator of Instructional Technology. Kelly is the recipient of the 2023 Educational Leader Award from California IT In Education (CITE). The award is a testament to Kelly's commitment to ensuring the seamless and beneficial integration of technology in classrooms to engage our students.

With warm regards,

A handwritten signature in blue ink, appearing to read "Steve Martinez".

Steve Martinez, Ed.D.  
Superintendent, Twin Rivers Unified