



COVID-19 COE Completion Protocol

The Coronavirus (COVID-19) has impacted ID&R efforts in the Louisiana Migrant Education Program (LMEP). As a result, the LMEP is implementing a new Certificate of Eligibility (COE) protocol that indicates the COE may be completed remotely or safely in-person. If any COE is completed during this time, the person completing the COE shall follow this protocol.

- Effective Monday, March 23, 2020, recruiters may complete COEs remotely by video chat, phone interview, or appropriate socially distanced in-person interviews.
- When conducting a remote interview, attempt to use all available resources to “see” the interviewee using tools such as FaceTime, Skype, Zoom and any other video chat platform to conduct the eligibility interview. If video chat resources are unavailable or impractical, complete the eligibility interview over the phone.
- When conducting an in-person interview, follow all local, state and LMEP “Safety Protocols” and do not collect a signature from the interviewee.
- The recruiter will document in the Comments section:
 - Remote: "Due to the Coronavirus pandemic, the interviewee verified by [phone, Zoom, FaceTime, etc.] the eligibility information, had the FERPA rights read to them, and gives permissions as selected in the signatures section.”
 - In-person: "Due to the Coronavirus pandemic, the interviewee verified, from a 6-foot distance, the eligibility information, had the FERPA rights read to them, and gives permissions as selected in the signatures section.”
- The recruiter will write “COVID-19 Call” in the Interviewee signature section and input the interviewee’s relationship to the child(ren), and date.

We note that certain precautionary or containment measures taken in response to the pandemic such as school closures and social distancing can compound the challenges already faced by migratory families, such as access to health care and food assistance, social isolation, etc. Recognizing the key role that MEP staff often play in outreach and advocacy for migratory families, we urge MEP recruiters and other staff to use remote or safe in-person contact as an opportunity to assess the immediate needs of migratory children and their families, and work to address those needs either directly, or by connecting the families to other available resources.

Read each section of the protocol thoroughly before completing a COE during the COVID-19 pandemic.

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Eligibility Interview Process

PREPARATION

To prepare for an eligibility interview during this time, the recruiter must follow these steps.

- Research available resources for MEP and non-MEP families within the district or region, especially regarding the status of the pandemic and health resources.
- Be prepared to share the MEP services that will be provided to the family if they are eligible.
- Collect all necessary eligibility resources that may aid your eligibility determination.
- Remote:
 - Completing an eligibility interview over the phone is different than in person. Below are some additional tips that may be helpful.
 - Be mindful that it may be more difficult to gain the interviewee’s trust over the phone.
 - Have a calendar, digital or paper, available for reference.
 - Be prepared to create a timeline of the family’s moves.
- In-person:
 - Call ahead, if possible, to pre-fill COE and to ask for permission to meet in person.
 - Explain that you are visiting and explain that you will not come inside of any closed structure or come within 6 feet of anyone (kids included-ask for their help in this).
 - Ask if anyone in the home is sick or presenting signs of sickness.
 - Explain that you have no known symptoms and are reasonably sure you are healthy but that we will be taking these extra precautionary measures. Ask permission to make the visit.

CONDUCTING THE INTERVIEW

- To put the family at ease, begin the conversation by informing the individual that the MEP is here to keep them informed about information and resources available to them during the Coronavirus pandemic.
- Provide information about all available resources in the area and ask if they have any questions.
- Conduct the eligibility interview by asking all relevant questions to determine if the family/youth is eligible for the MEP.
- If the family/youth is eligible, complete the COE taking extra time to carefully review all the information with the interviewee.
- The recruiter must follow these additional procedures:
 - If conducting the interview virtually, attempt to use all available resources to “see” the interviewee using tools such as FaceTime, Skype, Zoom and any other video chat platform to conduct the eligibility interview. If video chat resources are unavailable or impractical, complete the eligibility interview over the phone.
 - To complete the Interviewee signature section, take the following steps:
 - When asking for their verification, read all the statements in the interviewee signature section regarding the MEP and FERPA.
 - If conducting the interview in-person, do not collect a signature from the interviewee.
 - The recruiter will document in the Comments section:
 - Remote: “Due to the pandemic, the interviewee verified by [phone, Zoom, FaceTime, etc.] the eligibility information, had the FERPA rights read to them, and gives permissions as selected in the signatures section.”
 - In-person: “Due to the Coronavirus pandemic, the interviewee verified, from a 6-foot distance, the eligibility information, had the FERPA rights read to them, and gives permissions as selected in the signatures section.”
 - The recruiter will write “COVID-19 COE” in the Interviewee signature section and input the interviewee’s relationship to the child(ren), and date.
- If the family/youth is determined to be ineligible, it is still important to provide them with all available non-MEP funded resources in the area.

AFTER THE INTERVIEW

- Thank the interviewee for their cooperation.
- If the COE is ultimately approved, mail, email or through some secure method, share the accepted COE with the family/youth.
- Remind the individual that the MEP is here to share information with them about the resources that are available during the Coronavirus pandemic and inquire if there is anything that the MEP can help with.

- Inform the individual of any services that the MEP will provide during the pandemic.
- If a COE was completed, secure the COE with all related information and follow the normal COE submission procedures.

Example COE Sections

COMMENTS SECTION

Qualifying Moves & Work

Items 1 - 6 Comments

General Comments

Due to the Coronavirus pandemic, the interviewee verified by phone the eligibility information, had the FERPA rights read to them, and gives permissions as selected in the signatures section.

SIGNATURE SECTION

Migrant Staff Recertify

Parent / Guardian / Spouse / Worker Signature

I understand the purpose of this form is to help the State determine if the children/youth listed above is/are eligible for the Title I, Part C Migrant Education Program. To the best of my knowledge, all of the information I have provided to the interviewer is true.

The rules for migrant eligibility, services, student record transfer, and the Family Educational Rights and Privacy Act (FERPA), R.S. 17:3914 have been explained to me. I hereby authorize this school district and the State Educational Agency to release, transfer and/or receive my child's education and health records, including immunization records and standardized test results, to/from other school districts, educational agencies, and other pertinent agencies. In order to potentially qualify for more educational, health, or social services, I further agree that student/family information, otherwise confidential under the provisions of FERPA and R.S. 17:3914, may be shared with organizations that provide services under the following: the projects of the State Migrant Education Program (MEP), the College Assistance Migrant Program (CAMP), the High School Equivalency Program (HEP), the Migrant Education Even Start Program (MEES), child nutrition programs, and other programs that work in partnership with Louisiana's MEP.

FERPA Language: English

ACCEPT Interviewee gives permission to release/transfer and/or receive child's records

Sign

COVID-19 COE

Sign Date

3/23/2020

Relationship to child

MOTHER

Signed By

LAST NAME, FIRST

COVID-19 COE Protocol Flowchart

