1. **What does parent engagement really mean? Why is parent engagement important for SHCs? Are there unintended consequences as a result of engaging parents?**
   a. What does parent engagement mean?
      i. Parental awareness of what a SHC does
      ii. Parents appropriately engaging in health discussions and empowering students to seek health services
      iii. Actively involved in the health care of the student
   b. Why is parent engagement important for SHCs?
      i. Increase the likelihood that parents will support the student’s use of the SHC
      ii. Increases care/ treatment plan follow through
      iii. Holistic approach to caring for family
      iv. Allows resources/educational materials to be shared with parents
      v. Increases consent for services
      vi. Students are more comfortable seeking medical services if they know their parent supports their use of the SHC
   c. Unintended consequences of parent engagement:
      i. Can reduce confidentiality
      ii. Can reduce honesty by student - fear of consequences/judgment/embarrassment
      iii. Can keep students from disclosing issues at home

2. **What parent engagement strategies have been most successful at your SHC? What parent engagement strategies are you the most proud of?**
   a. Ability to work with parent's schedules and transportation issues
   b. Opt-out process for consents; creating incentives for parents to return consents (i.e. giveaways, or incorporating the SHC as a required stop during school registration)
   c. Frequent phone calls
   d. Answering questions
   e. Providing information regarding insurance
   f. Coordinating with PCP care
   g. Being visible at school events; participating in school activities that parents attend; providing health education activities during school events with parents
   h. Taking advantage of registration/report card pick up for parent contact
   i. Clinical staff participating/integrated in school administrative activities
   j. Promoting the SHC and offering services during community events outside of the school (e.g. fairs, churches, etc.)

3. **What are the barriers or challenges that your SHC faces when it comes to parent engagement?**
   a. Homelessness/Poverty
   b. Lack of telephone or transportation
   c. Access, including hours of operation
d. Misunderstanding SHC model and unaware of services

e. Language/cultural barriers

f. Health or insurance literacy

g. Disengaged parents - "whatever you say is fine"

h. Small groups of opinionated parents who at times oppose increased access to services

i. Denial of needed services by parents/administration (e.g. perception that there is no need for sexual health services because students are not having sex)

j. Mental heath - acceptance of diagnoses

k. No follow through by parents

l. Perception that students may spend too much time in clinics instead of classes

4. What resources, supports, or stakeholders, would help make parent engagement more successful at your SHC?

a. Data portals

b. Using technology - school webpage and social media

c. Marketing tools - especially regarding model; taking advantage of community/local news outlets

d. Connecting and collaborating with other community organizations/ other care providers/ at community events

e. Taking advantage of school events (parent teacher conferences, report card pickup, registration)

f. Going to the parents; establishing relationships directly

g. Direct/phone contact

h. Translator services

i. Tours of SHC

j. Active Advisory Councils

k. Working with school administration/teachers/other school staff

l. Non-threatening student/parent events (brunches, movie night)

m. Cooperation/open communication between school providers and clinic providers

n. Counseling/services for parents