

# Never Have I Ever!

Learning from ID&R Experiences in the Field

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# Agenda

Never Have I Ever is a game often played by friends to get to know one another and the experiences they have had. Today we will play Never Have I Ever and use the game to talk about the some of the common and usual experiences recruiters have had in the field and what we can learn from them.



# How to Play Never Have I Ever

For each scenario, we will read a prompt that begins with "Never have I ever..." followed by something a recruiter or recruiters have experienced in the field.

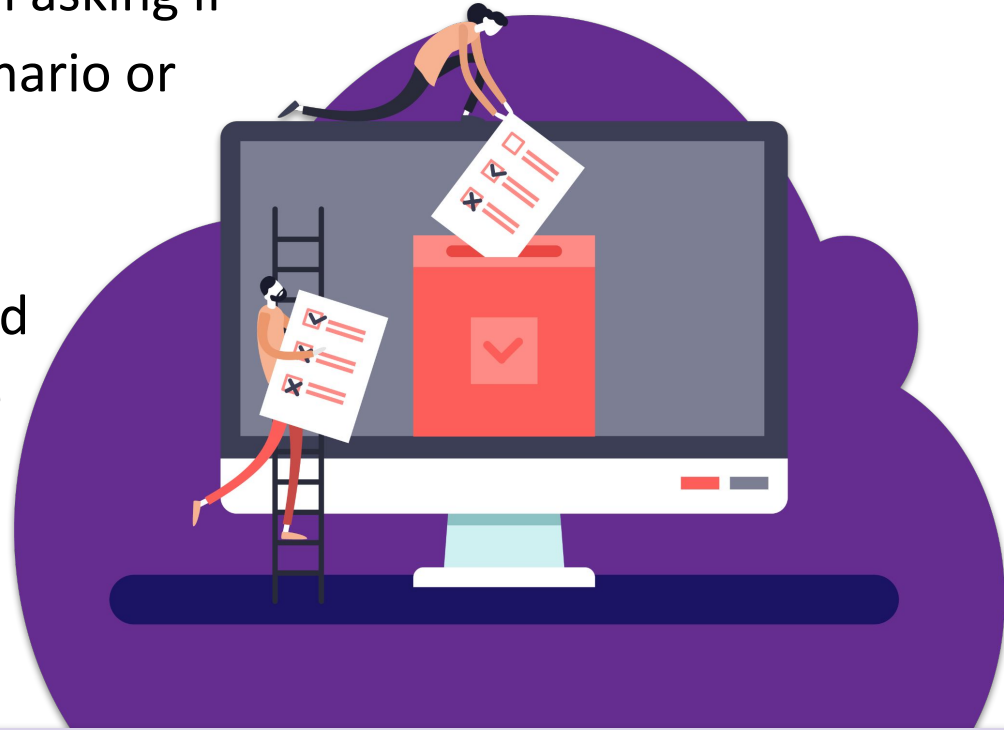
Each prompt is based on a true story from a recruiter.



# How to Play Never Have I Ever

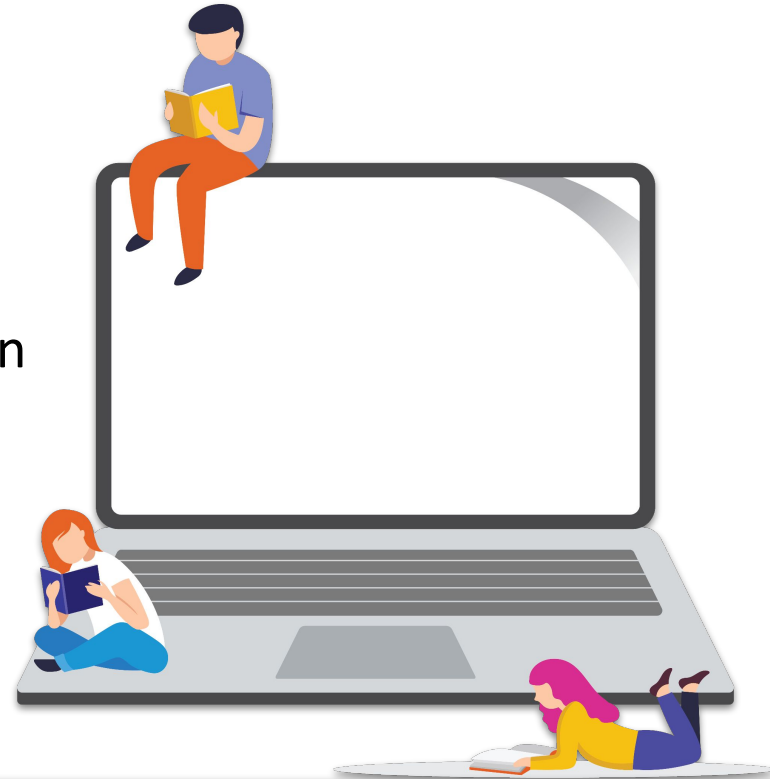
For each prompt there will be a poll asking if you have ever experienced the scenario or something similar.

Answer yes, if you have experienced something similar or no if you have not. Feel free to share your experiences and what you learned in the chat box!



# How to Play Never Have I Ever

Following each prompt, we will share a story from a recruiter of what they experienced in the field and then we will discuss what we can learn and how to handle similar situations in the future.



## **Scenario 1:**

**Never have I ever been caught  
in unexpected bad weather  
while out recruiting.**

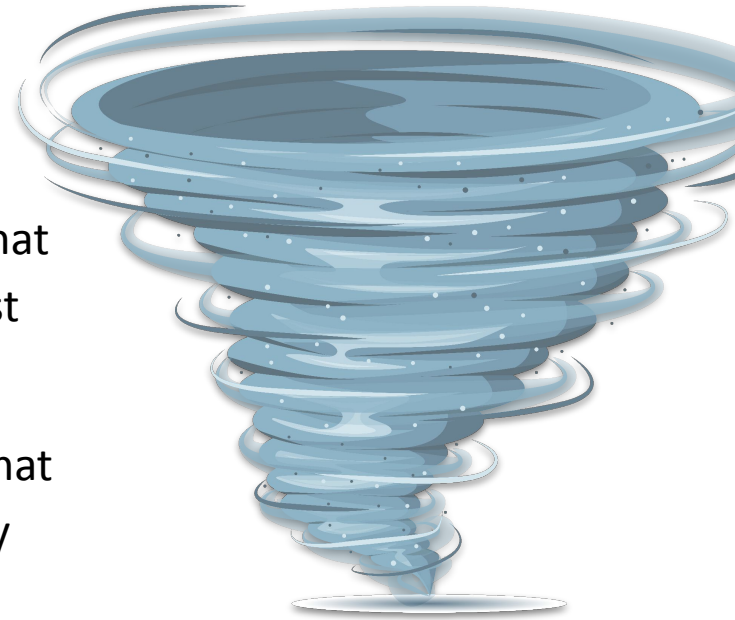
# Never Have I Ever Been Caught in Bad Weather

"I was out recruiting and the teaching an OSY class when suddenly a strong spring thunderstorm came through. Not long after that, I started getting alerts for flash flood and hail warning for the county I was in. I ended up staying at the camp while I waited for the storm to pass over and kept an eye on the weather to see when it was safe to venture back out. While I waited, I helped the guys prepare their lunches for the next day and got to know them all a bit better."



# Never Have I Ever Been Caught in Bad Weather

- For some areas this could include looking out for thunderstorms, tornadoes, snow storms, flash floods, mudslides, fires, etc
- Check the weather before you go! This is **NOT** to say that the weather has to be perfect for you to go recruit. Just something to think about when planning.
- Learn more about defensive driving techniques and what to do in case of deer or other wild animal crossings, icy roads, in case of an accident, etc





# Never Have I Ever Been Caught in Bad Weather

- If you drive your own car, stay up to date on maintenance. Put your mileage check not only towards gas, but also to oil changes, tires, rotations, timing belts, and unexpected needs to Learn how to check and fill oil, tires, windshield wiper fluid and blades, etc
  - Consider a roadside assistance service
- If you get a rental, make sure you know how to get in touch with their roadside assistance
- Consider having a trusted family, friend, or colleague who you share your location(s) with.



## **Scenario 2:**

**Never have I ever been offered food while recruiting.**

# Never Have I Ever Been Offered Food While Recruiting

"During the summer I was visiting a family working on a tomato farm. To thank me for enrolling the family, the family offered me a box of tomatoes to take home. I don't eat tomatoes but was worried about offending them by saying no. I took the tomatoes home and forgot them under the seat of my car for the entire summer."



# Never Have I Ever Been Offered Food While Recruiting

- Cultural competency is critical to help recruiters identify new students and maintain impactful relationships
- **Recognize diversity** - Migrant students can come from a wide range of background and cultures
- Do not make assumptions about students or families based on their cultural backgrounds
- Proper cultural competency can make students and their families feel more comfortable and confident in the Migrant Education Program



# Never Have I Ever Been Offered Food While Recruiting

- Be self aware of your own potential cultural biases
- Identify your own areas of growth
- **Always be willing to learn more** - Ask questions to trusted participants in the program if you are unsure
- **Know the community you serve** - Spend time to research and get to know the cultures of students and families in your recruitment area



## **Scenario 3:**

**Never have I ever made a mistake when determining a student's eligibility.**

# Never Have I Ever Made a Mistake Determining Eligibility

"A family arrived my recruiting area about 2 years ago. Both parents have been working at the dairy farm since they moved here from Guatemala. Although milking cows and other work around a dairy farm is agricultural, and they had made a qualifying move, I forgot to establish if it was temporary. I later realized after my supervisor rejected the COE that they were not going to qualify. I was really embarrassed about the mistake, and even more to call them."



# Never Have I Ever Made a Mistake Determining Eligibility

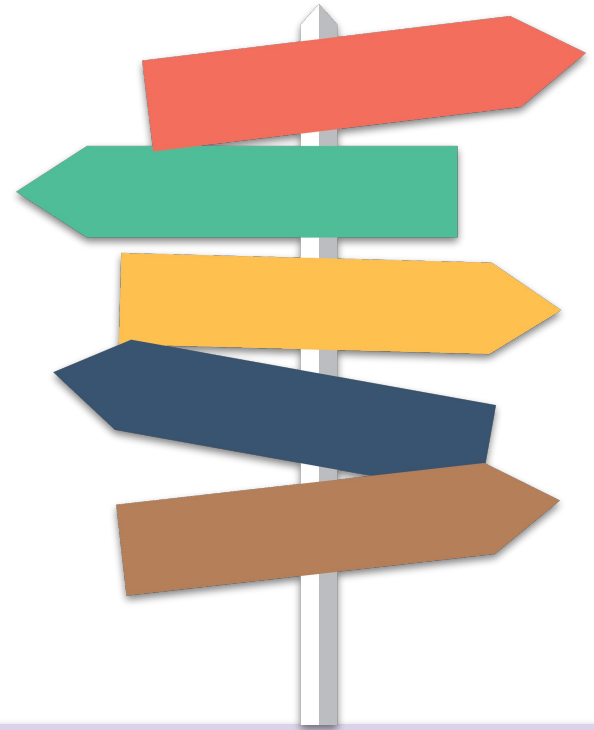
- Mistakes happen, first step is to show some self compassion.
- Regularly take quizzes and training on different ID&R scenarios to stay sharp! IDRC has a ton of resources to accomplish that goal! Ask your ID&R Coordinator and/or state director or whoever it is at your organization to help you better understand
- **Learn from your mistakes!**





# Never Have I Ever Made a Mistake Determining Eligibility

- Follow your state's directions for correcting an eligibility determination mistake
- Call the family to explain that you made a mistake and are sorry for the confusion as soon as is appropriate (eg if you realize your mistake at 1 am, don't call the parents right that minute)



# Never Have I Ever Made a Mistake Determining Eligibility

- Encourage the family to stay in touch in case something and they qualify in the future.
- Consider brining a more experienced colleague to help you re-interview the family to make sure you didn't miss anything.



## **Scenario 4:**

**Never have I ever been unsure if a student should qualify and not know what to do next.**

# Never Have I Ever Been Unsure if a Student is Eligible

"I found a group of workers who had moved to the area to trim trees for the city. I knew that logging of trees and forestry was considered agricultural work but I didn't know if the work these workers were performing would fall under those categories. I tried asking another recruiter but they were just as confused as me."



# Never Have I Ever Been Unsure if a Student is Eligible

- You will encounter situations in the field where you are unsure if a student should be eligible
- Regularly read and familiarize yourself with the Non-Regulatory Guidance
- Don't be afraid to ask questions to your supervisor or other recruiters
- States as part of the quality control process should have a system for answering questions related to ID&R. If you are unsure about your state's process, ask your supervisor



# Never Have I Ever Been Unsure if a Student is Eligible

- If you are unsure if an activity qualifies, ask the worker and employer for more details so you can better understand the job and its role in the agricultural process
- If after the initial interview you are unsure if the student should be eligible, You may complete a COE to get the family's information but **DO NOT** tell them they are eligible. Let them know you will get back in touch with them.
- If you are worried about not being able to contact the family in the future, arrange a time to talk to them.



## **Scenario 5:**

**Never have I ever  
unexpectedly had a family or  
student share a very  
traumatic experience with me.**

# Never Have I Ever Had a Family Share a Traumatic Experience

"While filling out a COE I was just trying to make small talk by asking the mom if she had family here or back home in Guatemala. She burst into tears and started telling me about how her parents were murdered during the civil war in Guatemala in the early 90s. Before I knew it I was listening while she cried into my shoulder"





# Never Have I Ever Had a Family Share a Traumatic Experience

- Take a deep breath and try to listen. You do not need to (and for the most part are probably not trained to) give any concrete advice or counseling.
- You never know what families or students might be going through. If this impacts the rest of your schedule (because now you are running behind or if it was so heavy you need to go home), that is ok.



# Never Have I Ever Had a Family Share a Traumatic Experience

- Follow up with the distressed person with tools or resources.
  - Unfortunately, some of these may be unavailable due to rural area, language, economics, etc and that is NOT your fault.
- Ask co-workers and/or supervisors for support when you need it.



# Never Have I Ever Had a Family Share a Traumatic Experience

- Be extra sure to use your practices to help you find peace again. This could be a combination of seeking spiritual guidance from whatever source you practice, physical exercises, music, lighting, network of friends & family, community, etc.
- If your job offers mental health services. PLEASE find some time to use them! Even if you are feeling "ok" that could be the perfect time to work on building your "not ok" toolkit.



## **Scenario 6:**

**Never have I ever  
encountered an angry or  
aggressive farmer.**

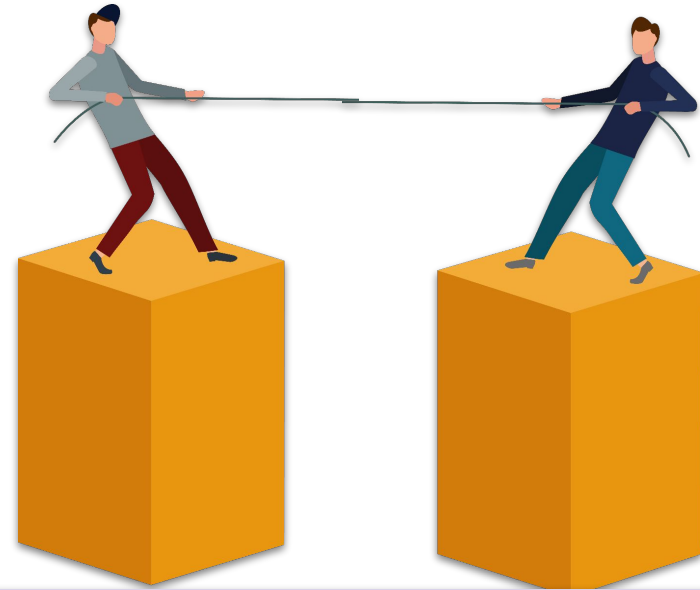
# Never Have I Ever Encountered an Angry Farmer

"While out recruiting in rural Tennessee I encountered a farmer working on his truck by a barn. I stopped to introduce myself and explain the purpose of the Migrant Education Program. As soon as I mentioned education the farmer got heated and started screaming at me. The farmer yelled that the local schools were awful and he was angry his tax money was helping to pay for the education of others. He kept yelling until I left."



# Never Have I Ever Encountered an Angry Farmer

- Remain calm and remember you are rarely the issue
- Avoid problematic words and always be willing to change change the subject
- Always bring some form of identification with you. This can be an ID badge or a letter from the State Department of Education, local school district, or superintendent.
- Always have a concrete idea of what MEP can offer to meet the farmer's needs.



# Never Have I Ever Encountered an Angry Farmer

- Know that you are free to leave at any time
- Always enter any property/situation with an exit plan
- Use “minimal encouragers” to let them know they are being heard
  - Non-confirmation verbal encouragers
  - Nodding the head
  - Positive body language



## **Scenario 7:**

**Never have I ever struggled to get an OSY or a student to enroll in the Migrant Education Program.**



# Never Have I Ever Struggled to Enroll a Student

"It felt like no matter what strategy I used, the student was not interested! His friends kept coming by and teasing him about being a baby, or trying to ask for my number "to practice english". The OSY said, "umm maybe later" or "I'm not a very good student" and I couldn't seem to figure out a way to get him to sign up."



# Never Have I Ever Struggled to Enroll a Student

## During Recruitment:

- Try to ignore the other, less helpful folks at the camp
- See if you can go somewhere a bit more private (like down the hall, on the porch, etc. Not a bedroom with a closed door, enclosed vehicle, etc) to talk to the student
- Try getting an older but respected co-worker/roommate of the OSY to explain why it is a good idea



# Never Have I Ever Struggled to Enroll a Student

## During Recruitment:

- Remind them this is to give them the **OPPORTUNITY**. They could sign up now and decide later what services they want to take advantage of.
- Show them any self-guided resources, like those from IDRC or iSOSOY, to study on their own time.
- You might have to leave without that COE.
- Bring something to share that the OSY or student would value such as a bandana, ELL book, resource list, water bottle, etc.



# Never Have I Ever Struggled to Enroll a Student

## After Recruitment:

- Practice with coworkers different ways to sign up an OSY
- Re-visit what OSY services your team has: is there anything you are missing that maybe is a popular item or service in other programs (like OSY welcome kits, self-guided english lessons, work gloves, etc)
- Ask other states what they do to enroll hesitant OSY
- Follow back up in a week or two. **ESPECIALLY** if you have other students at that camp!



## **Scenario 8:**

**Never have I ever felt burnt out from the job.**

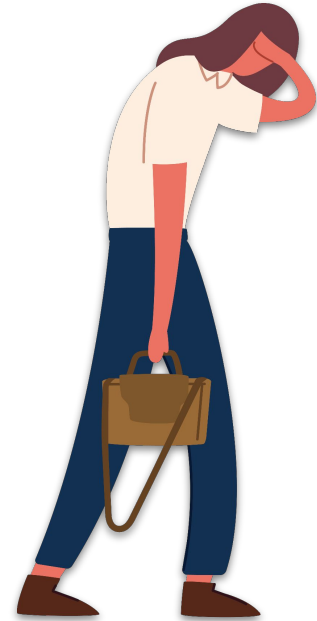
# Never Have I Ever Felt Burnt Out From the Job

"During the winter months I struggled to find any eligible students and complete any COEs. I ended up working really long days in the field hoping to complete any COE I could. I was worried I would get in trouble for not completing enough COEs and pushed myself too far. I ended up feeling drained physically and emotionally."



# Never Have I Ever Felt Burnt Out From the Job

- Burnout and compassion fatigue are common amongst those in the education field and social workers
- Research shows that those who experience burnout often fail to recognize work related stress as the cause
- Burnout can lead to serious physical side effects: excessive fatigue, vulnerability to illness, depression, and heart issues



# Signs of Burnout or Compassion Fatigue

- Exhaustion
- Reduced ability to feel sympathy or empathy
- Anger or irritability
- Increased use of drugs and alcohol
- Dread of working with certain clients
- Diminished sense of enjoyment of career
- Disruption to world view





# Taking Care of Yourself

- It is important for all MEP to remember to regularly take care care of themselves
- Establish Boundaries in the workplace
- If you feel like you are getting burnt out **DON'T:**
  - Ignore the problem
  - Complain or unload your stress to other MEP staff
  - - Neglect your needs, interests, and desires

**"If your compassion  
does not include  
yourself, it is not  
complete."**

**~ Jack Kornfield**

# Taking Care of Yourself

- Be sure to get sufficient rest
- Make sure you are eating healthy whenever possible while out in the field
- 30 minutes of aerobic exercise at least 3 times a week can greatly improve mental health
- Replace critical talk with self-affirming language
- Practice meditation, yoga, or find your own way to help relax your mind and spirit



# Taking Care of Yourself

Remember that the work you as recruiters are doing is valuable.

Even when times are slow and you are not finding as many COEs as you would like, you are gathering information you need to recruit students in the future.

Recognize the value of your efforts and use it to stay motivated.



## Training Review:

Please fill out the IDRC Training review form by using the link below or the scanning the QR code with the phone's camera

**Training title:**

*Never Have I Ever!*

<https://www.surveymonkey.com/r/IDRCStaffTrainingEval21-22>



## Contact Info



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*thank you*