

## Statewide System of Support

The Statewide System of Support is comprised of **Four Service Support Teams** with cross agency staff members collaborating to serve regions, districts, and schools based on analyzed data for **school improvement**.

### Service Support Coordinators

*(Point of Contact)*

Service Support Coordinators are designated by area and function. The Service Support Coordinators are listed below by their service area and/or specialty area:

**Charter School Support** – Terry Cline

**North** – Piedmont-Triad and Northwest Regions - Frances Harris-Burke

**South** – Southeast and Sandhills Regions – Gerri Martin

**East** – Northeast and North Central Regions – Angela Jackson

**West** – Southwest and Western Regions – Yvette Stewart

**Evaluation Support** – Kimberly Simmons

### Levels of Support

The Statewide System of Support offers three levels of customized support to address specific needs of schools and districts:

1. Independent with General Support through consultative dialogue with agency staff. Examples of General Support with Consultation are:
  - NC STAR Tool Support
  - Statewide Professional Development
  - Online PD Modules
  - EVAAS and ASW Analysis
  - Statewide Problem Solving Network
  - Observation Calibration Training
2. Moderate Support and Intervention through collaborative leadership coaching to support effective decision making. Examples of Moderate Support with Coaching are:
  - Self Assessment – MTSS Tool Support
  - Evaluation System Tools
  - Customized Support and Professional Development
  - Data Analysis
  - Resource Development
  - District-level Support
3. Intensive Support and Intervention through facilitated data-based priority alignment, instructional modeling and coaching to support student growth and achievement. Examples of Intensive Support and Modeling are:
  - Comprehensive Needs Assessment Tool Support
  - School / Classroom Modeling
  - Support Plan Development
  - Customized Professional Development

The Statewide System of Support is comprised of:

- Educator Effectiveness (Service Support Coordinators, Professional Development Coordinators, Regional Education Facilitators)  
**Educator Effectiveness provides Instructional Core (General), Supplemental/Targeted Support (Moderate), and Intensive Intervention (Intensive).**
- Integrated Academics and Behavior Systems (Federal Programs, Curriculum \* Instruction, Digital Teaching and Learning, Exceptional Children, K-3 Literacy, Accountability, and other personnel as needed)  
**Integrated Academics and Behavior Systems provide Instructional Core (General), Supplemental/Targeted Support (Moderate), and Intensive Intervention (Intensive).**
- District and School Transformation (District Transformation Coaches, School Transformation Coaches, Instructional Coaches)  
**District and School Transformation provides Intensive Intervention (Intensive) and serves 75 Low Performing Schools and 15 Low Performing Districts.**

For Specific Information on the Service Support Team that serves your region, please go to:

<http://www.ncpublicschools.org/educatoreffectiveness/support/> or the wiki:

<http://servicesupport.ncdpi.wikispaces.net/>