Follett SOFTWARE

CASE STUDY

Student Information Suite

Building Sustainable Student Support Systems with Follett Aspen Social Emotional Support Module

How Manchester School District Built a Sustainable System for Student Behavioral Health Support

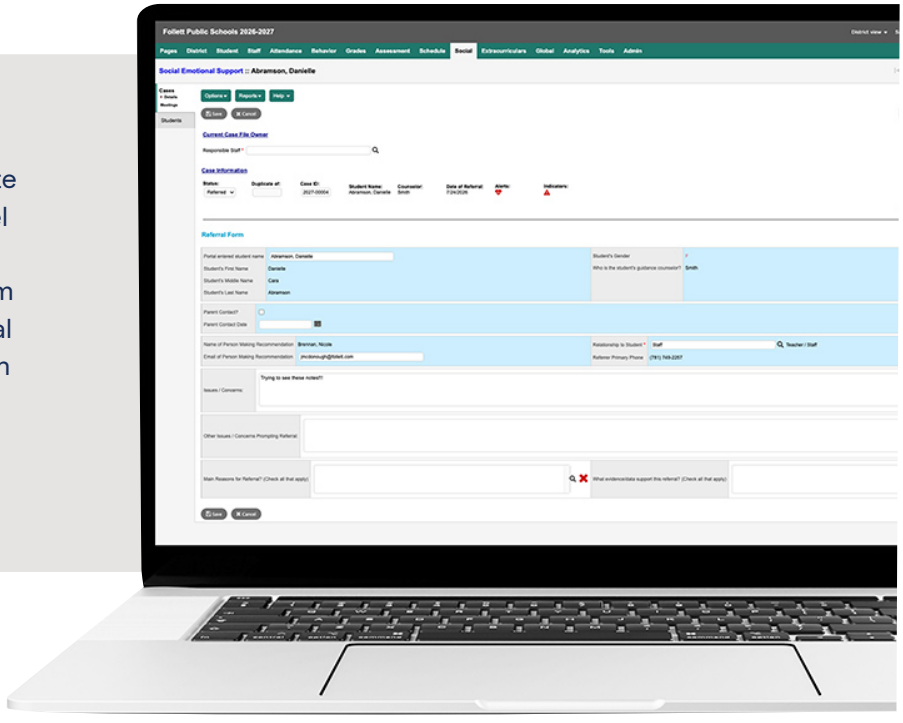


Stacy Champey, Executive Director of Safe and Supportive Schools at Manchester School District

OVERVIEW

When Stacy Champey, the Executive Director of Safe and Supportive Schools at Manchester School District, set out to build and implement a sustainable framework for student support, she wanted to change how schools worked to streamline behavior, mental health, and social work referrals into one aligned process. The Follett Aspen® Student Information System provided the foundation she needed through the **Aspen Social Emotional Support Module**, sometimes referred to as the **Intervention Module**.

> The Aspen Social Emotional Support Module had the bones of what I was looking for to create a referral pathway and case management model for the intervention teams to utilize in their meetings," said Stacy. "I was looking for a system that would help the teams coordinate behavioral health support for students, monitor connection to services, and track progress.
>
> **Stacy Champey**
> Executive Director of Safe and Supportive Schools
> at Manchester School District



THE CHALLENGE

Before Aspen SIS, each of the Manchester School District's 20 schools used a different process to refer students for behavioral health support, with no consistent way to track why students were referred – data that's essential for understanding each school's behavioral and mental health needs. Staff and community partners providing these services also lacked coordination in many schools, leading to piecemeal delivery and less effective outcomes.

"Each school had different referral pathways for students needing support with behavior, mental health, attendance, or social determinants of health, such as housing insecurity and food assistance. These needs rarely exist in isolation; they are often all connected. In many cases, students worked with more than one adult to address these needs, and there was no structure in place to coordinate the services."





When Stacy secured $7.6 million through the Federal Project AWARE grant (Advancing Wellness and Resiliency in Education) to expand work started at a pilot site, she knew she would need a way to track behavioral health referrals and connection to services across all 20 schools. Purchasing and training staff on a separate third-party platform was not a sustainable approach.

"It was going to be very expensive and time-consuming to purchase a separate data platform, navigate student privacy laws, and train staff on this separate system – and at the end of the five-year grant period, it would go away. This didn't make sense to me. I needed to build something that the schools would continue to use after the grant ends and focus on sustainability from the onset."

Instead, she looked to Aspen, the district's student information system, as the foundation for building a sustainable referral and intervention tracking system for student behavioral health.

THE SOLUTION:
Customizing the Aspen Social Emotional Support Module

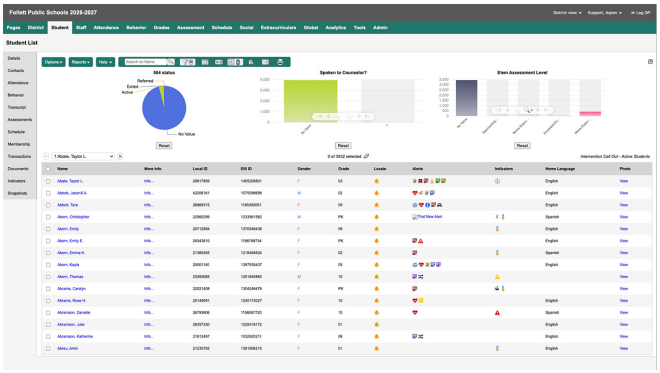
The Aspen Social Emotional Support Module had the framework she needed. Working closely with the Follett Software Team, Stacy customized it into a comprehensive referral and case management system.

"It had the basic structure I needed, so I worked with [the Follett Software] team to shape it into something that fit our needs and aligned with the grant evaluator's database."

The final version includes:

- Standardized referral process across schools
- Tiered support tracking (school-based and community-delivered)
- Monitoring tools for follow-up on connection to services
- De-identified data exports for grant evaluation

"Now I can download the data file and enter exactly what's needed into the grant evaluator's database without exposing any student information. This has streamlined data collection for the grant, both in the schools and at the district level. I'm also using the database to support other grants that I have been awarded to continue to build our Safe and Supportive Schools framework."





IMPROVING COLLABORATION AND CARE COORDINATION

The module has become more than a tool – it's changed how behavioral health staff in the schools work together.

"This has allowed people to work more efficiently within a collaborative team structure to coordinate students' behavioral health services. One high school reported that it improved collaboration with school counselors, breaking down silos and improving communication across the school."

Tier 2–3 Behavioral Health Intervention Teams now meet regularly in all 20 schools using Aspen to process referrals, assign interventions, and check in on open cases.

"The schools have responded well to this new way of working at the intervention level. It's helping organize referrals and track cases that need review and follow-up."

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DATA THAT DRIVES DECISIONS

Aspen data is now used to support both strategic planning and resource allocation.

"The Aspen Social Emotional Support module collects the data we need for our dashboards. The data will highlight gaps or needs across the district in the tiered interventions that support student behavior, mental health, and well-being."

The data system has also highlighted capacity needs at the school level. "I work with the intervention teams to map out their menu of supports and services and identify who is doing what, which clarifies roles and responsibilities for delivering services. Sometimes that reveals a need for capacity building; other times, the team already has what they need to support students, and I help them see how to build capacity with current staff."

"Through Project AWARE we're measuring how the implementation of behavioral health practices – both schoolwide and at the intervention level – connects to outcomes, like school climate and safety."



EARLY WINS AND LONG-TERM VISION

With systems and training in place, the district is beginning to see the impact of this systems change. Schools now have visibility into referral trends and access to connected services.

"We're building a clearer picture of the behavioral health needs in each school, which helps the district align its training and target funding and resources more effectively. We track the data quarterly and annually to continuously improve our systems and behavioral health practices."

THE RESULTS

With Aspen, Manchester School District didn't just implement a software solution; they built a system that is helping the schools better support students and families. It's changing the way schools communicate and coordinate services, making the process faster and timelier.

"We're working systematically to proactively connect students to support, which will have a positive impact on student and school outcomes."

Aspen isn't just helping the district track student needs; it's helping the district respond in real time.

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Explore Aspen SIS in Your Own District

If your district is looking for a more connected, sustainable way to manage student interventions, mental health referrals, and tiered supports, the Aspen Social Emotional Support Module can help.

Because Aspen is a unified student information system, social and emotional learning data is not managed in a separate silo. Instead, it lives alongside all the other essential student data – grades, attendance, health, and more – all within a single platform.

The result is a stronger, more cohesive support system that addresses the needs of the whole student.



Let's talk about what's possible for your team.

Click here or contact your Follett representative to learn how **Follett Aspen® Student Information System** can support your student services framework.

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