



Planning For Successful Engagement: How Family Centered is Your System of Care?

Access Test

1. The team gives the parent/family adequate time to schedule and attend meetings.
2. Families receive verbal, written and face to face notice.
3. The system has the capacity to schedule meetings outside of business hours.
4. The team is willing and able to accommodate the need for an alternative location if the family requires it.
5. All meetings where decisions are being made are scheduled when the parent/family is available.
6. Barriers to meeting attendance are addressed by the team i.e. transportation, child care, etc.

Voice Test

7. Parents are always present and fully informed of meetings pertaining to their child.
8. Parents are briefed on the nature and intent of the meeting if it is outside of the team venue.
9. Parents always have an active voice in the service delivery system.
10. Services are tailored to meet the unique needs of the family.
11. To the extent possible, parents have a voice in who attends the meeting and sits on their team.

Ownership Test

12. Parents are partners in the planning process.
13. Parents agree to the plan and confirm it meets their needs.
14. Parents specific requests such as when, where, and who delivers services are accounted for.
15. Meetings about the family do not occur without the family present.

Community Test

16. Services are provided in the least restrictive setting, as close to home as possible.
17. Transition planning begins early in the planning process.
18. The team addresses continuity of care.
19. Youth participate in and receive transition plans when reintegrating back to the community.
20. Families receive planned respite and alumni services through former placements providers, natural supports, and home based mentors.
21. Community services are flexible and responsive.
22. Community linkages and natural supports are evident and present in the planning process.

Strength Based- Needs Driven Test

23. The family's vision is clear to all.
24. The strengths of the family are outlined for the team.
25. The family's identified needs drive services.
26. Plans are tailored to the strengths and needs of the family.
27. A menu of services and supports are presented to the family.
28. Families are not required to fit into one size fits all, categorical services.
29. The team is creative and willing to do whatever it takes.

Support Test

30. Parents are linked with parent organizations.
31. Informal supports and community resources are identified.
32. Parents are linked with parent partners.
33. Parents are linked with local support networks and groups.
34. A parent advisory group exists on all levels of policy and practice.

Flexible and Responsive Test

- 35. Integration exists across systems.
- 36. Families have one well-coordinated plan of care.
- 37. Providers are flexible and responsive to the changing needs of the family.
- 38. Services are available in the evening and on weekends.
- 39. Cross system collaboration and efforts are evident.

Outcome Test

- 40. The planning process is outcome oriented.
- 41. The environment is blame free.
- 42. Barriers are identified and planned for during the planning process.
- 43. Outcomes are listed in measurable terms.
- 44. Successes and milestones are celebrated.
- 45. Incremental progress is recognized.
- 46. Meetings are not canceled because the family is stable.

Culturally Sensitive Test

- 47. Services are linguistically and culturally compatible. When necessary, services are coordinated with providers who share cultural or traditional norms of the family.
- 48. Cultural and faith based leaders and representatives are welcomed on the team.
- 49. Translated materials are available.
- 50. The team is educated and aware of the unique culture, traditions and norms of the family

Score Key:

2 Points for yes

-0 Points for no

Score: _____

Score Rating:

90-100: Excellent

80-90: Good

70-80: Fair

60-70: Needs Improvement

Below 60: In need of Major Improvement