

Framework for Family Engagement

Transparency Domain



Organizations should document how they identify the concerns of the families they serve. They should also be sure families and staff have access to the knowledge and support they need to participate fully in systems-level changes.

Identify issues and concerns.

Work with family-led or community-based organizations to learn what they are hearing from families, or reach out to families directly.

Work with families to create surveys, hold focus groups, find other ways to learn about the needs of the community. Use data from several different sources to develop your improvement plans.

Provide support and information.

Family engagement is more than just “checking the box” that they were present. Develop clear descriptions of how families will participate. Make sure families have information in plain language and in advance so they can prepare for meetings. Connect families to mentors who can help them learn how to use their experiences to improve systems for all children.

Take the next steps.

Learn more about engaging families in systems-level initiatives by downloading and using the Family Engagement in Systems Assessment Tools from familyvoices.org/FESAT.

The tools provide a collection of strategies, resources and tools to help your organization improve the way you engage families in systems-level changes.

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Strategy 2.4

Make sure all participants (family leaders and organization staff) have the information and supports they need to participate to their maximum potential.

Resources to Support Family and Staff Participants

1

[A Roadmap for Patient + Family Engagement in Healthcare: Practice and Research](#) documents the supports families (pages 17 & 18 of the Roadmap) and health care staff (pages 22 & 23 of the Roadmap) need to collaborate in systems-level activities.

Before Recruiting Families, create a job description so families have a clear understanding of their role and the value of the initiative.

If the organization is reaching out to a family-led organization to help recruit family leaders to participate in an initiative, provide details about:

- The purpose and goals of the project or initiative
- Expectations for family leaders and staff, including the time commitment
- Meeting details like time, place, frequency, and online platform
- Compensation or other payment
- Skills or experience needed, like comfort speaking up in a group or giving presentations

2

The Oregon Center for Children and Youth with Special Health Needs has a downloadable worksheet for [Planning For Meaningful Family Involvement](#).