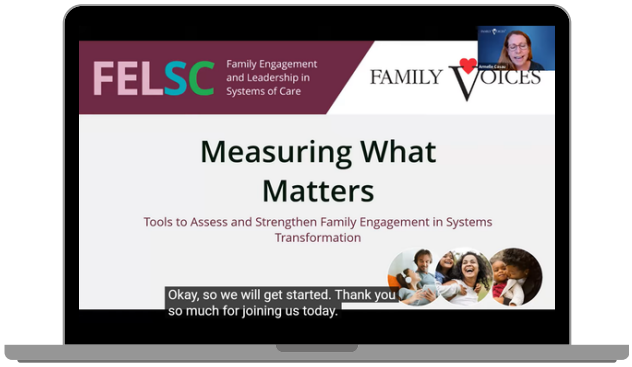
FELSC Family Engagement and Leadership in Systems of Care

FAMILY VOICES®

Measuring What Matters:

Tools to Assess and Strengthen Family Engagement in Systems Transformation

Presented by Armelle Casau, Director of Programs & Partnerships, Family Voices



Watch the webinar

Family engagement is essential to building equitable systems of care, yet organizations often struggle to move beyond intent to implementation. This session introduces tools that organizations can use to evaluate and strengthen their approaches to authentic and impactful family engagement. Participants will learn how the Family Engagement in Systems Assessment Tools (FESAT) and other resources can support reflection across the four conditions of meaningful engagement (commitment, transparency, representation, and impact) and how these conditions translate into actionable practices in transformation efforts.

Key concepts from the webinar

Start by figuring out the family engagement context you should focus on and match an assessment tool to that context. Build your strategy from there.

Partner with families and youth leaders on family engagement assessments. Teams get the most out of an assessment when partners look for alignment and see where views differ.

Family engagement assessment is not a test; it's a pathway for growth. Every starting point is valid, and the results can inform action plans.

Resources from Family Voices

- Family-Centered Care Assessment
- Leadership Skills Inventory for Family Leaders
- Family Engagement Policy Template
- Creating a Family Leader Role Description
- Mapping Partnerships to Engage Families

The Family Engagement in Systems Toolkit contains the:

- Readiness Assessment
- Family Engagement Checklist
- FESAT Who/When/How Guide

Family Engagement and Leadership in Systems of Care (FELSC) is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U4000149. The information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

QUICK SURVEY

Please complete the post-webinar survey

Webinar Q&A

Below is a summary of the questions that were submitted but not answered during the Question & Answer segment of the webinar due to time limitations.

Can the FESAT be used for a team less than 4? Or is the FESAT more effective for a small group size?

The FESAT is designed for a team of four or more, including a family partner. Its value comes from discussing the same 20 questions from different perspectives, and more perspectives make for a richer discussion. Teams that don't yet have a scoring team of four or more can start with the Family Engagement Checklist, which individuals can complete on their own and then compare with others.

Can we use your tools or resources and tailor it for our organization?

The tools in the FES Toolkit are available at no cost at familyvoices.org/FESAT and can be adapted as needed.

Is there a cost for your services? If we are looking for assistance from your team how long does it take for us to engage with your group?

Family Voices offers technical assistance to Title V and public health entities funded through the Family Engagement and Leadership in Systems of Care funding. We also offer fee-based intensive technical assistance, including one-day workshops, FESAT coaching, and other tailored supports. Costs depend on the scope of support and your timeline. Please contact us at FESAT@familyvoices.org to discuss your needs.

In our Title V program, we have many staff with lived experience as family members of CYSHCN. Often, we will be asked to start internally with our staff with lived experience as an efficient first step before reaching out to the community of families depending on which level of the continuum we are using. Is using internal family experts considered to be an acceptable practice or should our team with lived experience step back and tap their communities for external voices each time. What is considered best practice?

Staff with lived experience bring valuable expertise to family engagement efforts. Engaging them first is a reasonable starting point, especially when planning, shaping an approach, or preparing materials. Because they are also employees, though, their role and perspective can differ from those of families who are not connected to your program. They also may not reflect the full representation of families your program serves, including families whose primary language is not English or who have health-related social needs. Partnering with your state's Family-to-Family Health Information Center and using the Mapping Partnerships to Engage Families tool can help you reach families who reflect your community.