

# The Caregiver Perspective

Family-Driven Care means families are expert partners and are given a decision-making role in the care their children receive. It means caregivers and families work as partners with providers. The goal of this evaluation is to review how much the provider you work with is able to meet your needs as a family. Thank you for completing this form.

Some helpful information before you start:

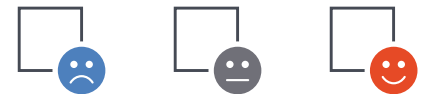
- Please answer the questions **only about** the provider you are working with at this time.
- You are free to skip any questions but it helps us to know your opinion on all of the questions.
- For each statement choose only one answer from the rating scale (Rarely, Sometimes or Often).
- Your responses to these questions will **not**, in any way, affect the services you receive and may help to improve them.
- If you have questions or are unsure about something in this survey, please talk to your provider or contact us at [ctac.info@nyu.edu](mailto:ctac.info@nyu.edu).

**Please rate how often each of these happens with your service provider:**

**Rarely   Sometimes   Often**

## 1 Our provider asks me if they are helpful.

**Examples:** Our provider wants to know if the work we are doing together is making or can make a difference for our family, and responds to our concerns and suggestions.



Comments:

## 2 When we first started working together, our provider described each of our roles, how we would work together, and the ways we would coordinate with other service providers working with my family.

**Examples:** Our provider describes what I can expect from them and also gives me this information in writing. Our provider asks questions like: How can we work together to reach your family's goals? Do you think this plan will work for you and your family?



Comments:

## 3 Our provider gets back to me within two business days when I contact them.

**Examples:** I know how to contact our provider by phone, email, or using the on-call system. They usually get back to me quickly and are responsive to us when we reach out.



Comments:

## 4 Our provider asks me about our family's previous experiences with treatment and services.

**Examples:** Our provider asks us how treatment and services have gone for us in the past. Our provider asks questions like: What types of services or treatment were helpful and not helpful? What can I do to help treatment go better for you than in the past?



Comments:

Please rate how often each of these happens with your service provider:

Rarely Sometimes Often

## 5 Our treatment plan is developed together with my family and reflects our goals and preferences.

**Examples:** Our treatment plan is built around what we want and our goals. Our provider asks questions like: What are your goals for treatment? What kind of support would be most helpful for you and your child(ren)? When you end treatment, what do you hope will be different?



Comments:

## 6 I'm encouraged to ask questions and disagree with our provider.

**Examples:** Our provider wants our feedback and asks about what we think in each session. They ask if we have questions or if there are things we want to change. They ask about what is going well and what isn't. When I disagree with the provider they are open to it and respectful.



Comments:

## 7 Our provider tries to understand how our family's culture shapes our lives and experiences.

**Examples:** Our culture, ethnicity, and identities are respected and honored. Our provider asks about our family's cultural norms as they relate to seeking outside help. They also acknowledge any cultural and racial differences between us while honoring our culture and identities.



Comments:

## 8 Our provider views me as the expert on my child and family, and they take our family's unique situation into account.

**Examples:** Even when things are tough, our family is seen as the expert on our child. I am asked questions like: How can we work together to meet your goals? What treatment and supports do you think will be helpful? What can I do to make you feel safe and comfortable here?



Comments:

## 9 My family feels valued and heard in the work we do with our provider.

**Examples:** Our provider helps us think about our strengths and helps us to use them to move forward. I get to talk about the successes of my child, my family, and our ways of coping that have gotten us this far. Our provider emphasizes these parts of our family that have helped us succeed. They help us feel more positive, and our successes are noticed and celebrated.



Comments:

## FAMILY-DRIVEN CARE

Please rate how often each of these happens with your service provider:

Rarely Sometimes Often

**10 Our provider helps us understand our child's diagnosis and what we can do to help our child at home.**



**Examples:** Our provider went over our child's diagnosis with us and talked about how the diagnosis might impact us and the world around our child. We got information (both written and verbal) about treatment options and our provider helped us choose what works best for our child.

Comments:

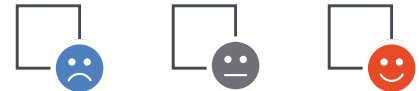
**11 Our provider checks in with us about our goals to see if we're making progress.**



**Examples:** Our provider asks things like: Do you feel your goals are being accomplished? Are we moving in the right direction? How do you think what we are doing in sessions helps you and your family with your goals? Is there anything you want to change? Are there other areas you want to address? What does success look like to you?

Comments:

**12 Our provider is responsive to our family's needs for other types of assistance and has helped connect us with other supports.**



**Examples:** Our provider regularly asks about our social support and stress. We are asked questions like: Do you have enough food to feed your family for the month? When was the last time your child saw a pediatrician? Is your housing situation stable right now? Are you involved in community groups? ...and how can we help with that?

Comments:

**13 We are connected to a Family Peer Advocate.**

**Examples:** Our provider works with me to brainstorm possible opportunities for support and connection within the community and follows up to make sure things work out—this includes connecting us with a Family Peer Advocate whenever possible.



Comments:

Please complete the statement below.

The following would be most helpful for my family while at this organization:

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