

Strategies to Increase the Family-Driven Service Experience

Service Experience considers the extent to which an organization supports families to be active and informed partners in planning their child's care by delivering services that are respectful of and responsive to the needs of individual families. Below are strategies to help you advance family driven care in this domain.

FAMILY REPRESENTATION

Families feel seen and heard and receive information in their language. Programs identify the cultures in the community and make efforts to learn about their customs and values. This information can be used to ensure program materials and resources are relevant to those served.

ENGAGEMENT IN SERVICES

The engagement of families in services is essential to the provider-family relationship and continues throughout treatment. This begins by instilling hope in families and validating their unique lived experiences.

It is helpful to include families and their voice in the assessment, diagnosis, and treatment process at all times and ensure that family's strengths and identity are identified and honored.

It is important for families to understand their role in their child's services and have an opportunity to provide feedback to treatment providers. Providers also asking for feedback throughout the course of treatment and asking the family members how services can be improved to fit their needs is helpful.

CULTURALLY INCLUSIVE SERVICES (FAMILY IDENTITIES ARE HONORED)

Cultural Humility with families starts with the understanding that each family is unique in how they define themselves and relate to one another.

Families are considered a part of the solution rather than the source of the problem it is helpful for programs, agencies, service providers, and organizations to do regular cultural and linguistic evaluation and develop reports that outlined their strengths, challenges, and progress from year to year. This information can be used to offer targeted orientations and regular trainings to build the cultural and linguistic competence of staff.

FAMILY-DRIVEN CARE

It is helpful for providers to acknowledge and understand the cultural practices of families and their internal and external environment and how that impacts their relationships and experience with services. Many cultural norms and practices may be different from those of the provider and the institutions that the family encounters, so it is helpful to develop multicultural respect and understanding by labeling and discussing cultural differences.

It can be helpful to collaboratively develop a visual representation of the family (i.e. genogram, eco-map) to understand familial dynamics, relationships, strengths and challenges.

STRENGTH-BASED SERVICES

Every family has strengths and strengths-based approaches to family driven care can often lead to positive outcomes including increased engagement in treatment for children and caregivers, motivation, and performance.

It is helpful to creatively draw on identified strengths to address needs and areas of concern. It is also helpful to collaborate with families to identify internal and external strengths (i.e. individuals, within their family, and within their community) and collaboratively identify resources that families have that strengthen and empower them.

It can be helpful to view challenges as opportunities to learn new skills rather than as deficits. Offering peer support services to better align with experiences and build trust may also be helpful.

PROVIDE ALL FAMILIES WITH ACCESS TO FAMILY PEER SUPPORT SERVICES

Proactively connect all families to Family Peer Support within your organization and through community-based Family Peer Support Programs both to offer choice of service provider and for ongoing support.

FAMILY OPPORTUNITIES

Families understand all service options and have choices in treatment approaches and scheduling and have opportunities to ask questions.

It can be helpful for programs to either offer or make referrals to accessible, affordable, and effective services to help treat the child and that both group and individual approaches to healing are available.