

Family Engagement in Systems

Family engagement is an active partnership between families, service providers, and agencies which involves listening to what families have to say, engaging in two-way communication and seeing families as partners and allies in all child-serving systems of care.*



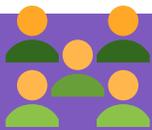
Core Value of a System of Care

Effective and sustainable systems of care engage families as partners in all aspects of the system, from service delivery to program development, policy, and evaluation.

Shared Responsibility



Family engagement is embedded in the work of all staff members, management systems and leadership priorities.



Built on Relationships

A welcoming environment, actively listening, and exploring the family's area of expertise and interest ensure that families are engaged in ways that are meaningful to them.

Voices of All Families



Creative outreach strategies such as community events, focus groups, online surveys, and social media provide opportunities for the voices of all families to be heard.



Equal Partnership

Listening and benefitting from each other's knowledge and expertise fosters equal partnership between families and systems.

Support Participation



Assistance with transportation and child care, translation services, and the use of technology facilitate families' participation.



Acknowledge Expertise

Financial compensation such as stipends or gift cards for families' time is an acknowledgment of the expertise that families bring to policy and decision-making tables.

Opportunities to Grow



Ongoing opportunities to attend conferences and trainings as well as mentoring by those within systems support families to gain knowledge and develop their leadership skills.

*The Ontario Centre of Excellence for Child and Youth Mental Health and the Ministry of Children and Youth Services (MCYS, 2013)