

# 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.\*



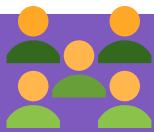
## Core Value of a System of Care

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)