

Family Engagement in Systems of Care

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- Systems of Care Across Tennessee
 - What is it?
 - What do we do?
 - How do we help?

Building Rapport

- How do we talk to the families?
- How do we know what to say and when to say it?
- Experience is a great way to engage.
- Conversations of interest within individual families.

Building Trust

- Do what you say you are going to do.
- Boundaries are important.
- If you do not know the answer to something, it is okay to say you don't know.
- Being culturally competent when speaking.
- Know your family and helping the family to know you.

Helping Families to Find Their Voice and be Empowered to Stand on Their Own

Helping Families Find Their Voice

- Listen, listen, listen
- Validate the family's feelings
- Help the family understand why it is important for them to "speak up"

Empowering Families

Knowledge is Power

- Understanding rights
- Understanding policies
- Understanding the appeals process

Identifying Strengths

- Strengths based approach and why
- Asking every team member what their own strengths are and the strengths each team member has.
- Easy ways to make strengths functional
- The difference in functional strengths and descriptive strengths

Using Strengths to Achieve Family Vision and Goals

- Assist families with identifying which strengths can help to achieve their goals and family vision
- Ask about the family member's accomplishments, as an effort to identify their strengths

Questions???

