

## **FAMILY MEMBERS PARTNER WITH PROFESSIONALS IN A PRACTICE IMPROVEMENT PROCESS**

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## **Family Voices Start-Up**

- Jason K. Settlement  
200 Kid Demonstration Model
- Maricopa County Collaborative
- Assessments & Outcomes Subcommittee
- Funding St. Luke's Health Initiatives & Value Options

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## **Family Voices Organize**

- Family Involvement Center (FIC)
- Parent-run 501 © (3) nonprofit
- Opened its doors – Sept. 2002
- Multiple Funding Sources
- Creates parent-to-parent & youth to youth connections
- Provides training & employment opportunities
- Develops partnerships for families and professionals to learn from each other

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## **Families & Professionals Develop Methodology**

- Each provider to have 10-12 random pull of active child & family teams
- Pull sifted according to demographics
- Family & Professional reviewers recruited & trained on the tool
- Families & Professionals form teams
- Family reviewers call to schedule interviews with families

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## **The Impact of Team Voices**

- Policymakers who never experienced being on the front lines gained an understanding of the struggles families face by listening to them in their living rooms.
- Increased awareness of the importance to apply collaborative practice to all families, even those who might have previously been labeled "unworkable".
- Family members experienced empathy, support and concern from professionals.

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## **The Impact of Team Voices<sub>(cont.)</sub>**

- The open exchange of information allowed parents to be informed and to shape the decisions that were made.
- Professionals demonstrated flexibility and willingness to modify or change services based on parental feedback.

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## TODAY

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- In Mid December, 2005 a report with the findings was sent to providers
- A global report with community input was developed
- FIC staff working with providers to identify family needs

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## Today (cont.)

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- Providers requesting technical assistance to improve practice from FIC
- FIC maintains contact with families involved in the interview process
- Next reviews scheduled to start March 20<sup>th</sup> and end April 17<sup>th</sup>.

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