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

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

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

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.

The Impact of Team Voices (cont.)
- 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.
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.

Today (cont.)

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 20th and end April 17th.

If you would like more information, contact:

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Or visit the Family Involvement Center website www.familyinvolvementcenter.org