IS YOUR ORGANIZATION FAMILY FRIENDLY?

Find out with the…

✓ FAMILY FRIENDLY CHECK LIST

A self-assessment tool

The purpose of this survey is to help the Ohio Family and Children First to identify training needs for service providers on family engagement. This tool may be copied and used by any agency that would like to improve the family friendliness of its services.

This survey was adapted from the Family Friendly Check List developed by the Family Support Council funded by a grant from the Ohio Developmental Disabilities Council.

> A *family friendly* agency gives families access to the agency so that families can help:
>
> ✓ decide how the agency runs
>
> ✓ decide how the agency is designed
>
> ✓ decide how the agency provides its services
>
> ✓ evaluate the agency's services

Answer the questions in the check list that follows to help you decide whether the agency's practices are family friendly. Then consider what the agency might do to increase family access and give families more opportunities to be part of agency decisions.

Together, as partners, the agency and the families it serves can use this self-assessment tool to make the agency family friendly.

I am a: ☐ Staff member   ☐ Consumer/caretaker

I am a member of the following service community:

☐ Developmental Disabilities   ☐ Pre-school
☐ Behavioral Health   ☐ Elementary School
☐ Mental Health   ☐ Middle School
☐ Physical Health   ☐ Higher Education
☐ Juvenile Justice   ☐ Residential Service Provider
☐ Adult Corrections   ☐ Child/Family Advocacy
☐ Substance Abuse   ☐ Rehabilitation Services
☐ Child Welfare   ☐ Vocational Services
☐ Other _____

Agency Administration

Not at all				Very much so	
1	2	3	4	5	Does the agency Mission Statement show that it encourages family input/participation?
1	2	3	4	5	Are agency policies and procedures family centered/oriented?
1	2	3	4	5	Does the agency train staff on the value of family input?

Yes	No	N/A	
☐	☐	☐	Are families on the agency's board of directors or advisory committee?
☐	☐	☐	Do families write and/or approve the agency's policies and procedures on an ongoing basis?
☐	☐	☐	Do families orient and train new staff?
☐	☐	☐	Are family members considered for employment opportunities?

Information Sharing

Not at all			Very much so		
1	2	3	4	5	Does the agency write documents and other family materials in plain language and in alternative formats?
1	2	3	4	5	Does the agency talk with the family in a way they understand? (e.g., in sign language or in the family's native language)
1	2	3	4	5	Does the agency web site contain family friendly content?

Yes	No	N/A	
☐	☐	☐	Does the agency give families information regularly and whenever asked?
☐	☐	☐	Does the agency provide families with a glossary of acronyms?

Welcoming Environment

Not at all			Very much so		
1	2	3	4	5	Is the agency welcoming to families?
1	2	3	4	5	Are families comfortable giving honest feedback without fear of repercussion?

Yes	No	N/A	
☐	☐	☐	Does the agency have an open door policy for families at any time?
☐	☐	☐	Is there a person at the agency families can call to discuss concerns or file a complaint?

Family Involvement

Not at all				Very much so	
1	2	3	4	5	Does the agency encourage and facilitate family involvement on a frequent basis?
1	2	3	4	5	Does the agency have a plan to address specific cultural issues if they are a barrier to family involvement?
1	2	3	4	5	Does the agency plan activities that are family oriented and encourage families to become involved – giving families, children, and staff the chance to bond?
1	2	3	4	5	Does the agency frequently give families options of how to become actively involved in the operation of the agency?

Yes	No	N/A	
☐	☐	☐	Does the agency give families frequent opportunities to be actively involved?

Decision Making

Not at all				Very much so	
1	2	3	4	5	Do families get to make the final decision about their service plan?
1	2	3	4	5	Does the agency engage families in shared decision making on an ongoing basis?
1	2	3	4	5	Does the agency make it possible for families to make informed decisions?
1	2	3	4	5	Are the service plans built on the strengths of the family?

Meetings Inclusion

Not at all   Very much so

| 1 | 2 | 3 | 4 | 5 | Does the agency plan meetings at a time when families can attend? |

| 1 | 2 | 3 | 4 | 5 | Does the agency support families so they can attend meetings? (e.g. travel reimbursement, child care, etc.) |

Yes	No	N/A	
☐	☐	☐	Are families included on all committees and meetings?
☐	☐	☐	Do families receive meeting minutes and agendas?
☐	☐	☐	Does the agency cancel meetings if families are not represented?

Accessibility

Not at all   Very much so

| 1 | 2 | 3 | 4 | 5 | Is the entire agency physically accessible? (e.g., flat surface from parking lot into building, restroom larger, hallways wider, etc.) |

| 1 | 2 | 3 | 4 | 5 | Is the entire agency programmatically accessible? (e.g., Are alternative formats, specialized software for computers, etc. available upon request?) |

| 1 | 2 | 3 | 4 | 5 | Does the agency accommodate family members' special needs upon request? |

| 1 | 2 | 3 | 4 | 5 | Is the location of service delivery convenient to families? |

| 1 | 2 | 3 | 4 | 5 | Are the hours of operation convenient to families? |

| 1 | 2 | 3 | 4 | 5 | Does your agency often have a waiting list for families to receive services? |

Yes	No	N/A	
☐	☐	☐	Does your agency provide changing tables or a family restroom?

Service Evaluation

Not at all — Very much so

1 2 3 4 5	Does the agency frequently ask families what they need and want?
1 2 3 4 5	Do families routinely evaluate services and supports?
1 2 3 4 5	Does the agency frequently ask families if they are satisfied with services?
1 2 3 4 5	Does the agency have an evaluation form to assess family satisfaction?