

Caring Together
Strengthening Children and Families
Through Community-Connected Residential Treatment

TEN EXPECTATIONS FOR FAMILY ENGAGEMENT

The Caring Together Provider:

1. **Supports an environment that is family friendly, inclusive of family voice and choice, and responsive to family needs.** The provider will ensure family-driven care by promoting parent/family inclusion, and voice and choice in care. The provider will create roles, opportunities and activities within the service, at home and in the community to help parents/families engage with the service, benefit from parent-peer support, shape service delivery and design, and develop greater strength through inclusion and participation.
2. **Works collaboratively with Family Partners.** When requested by the parent/caregiver, Family Partners will be included in pre-intake, intake, service delivery, treatment planning, and discharge planning activities. The provider will ensure that Family Partners working with parents/caregivers are well informed about their services.
3. **Ensures youth-guided care** by promoting youth empowerment, inclusion and voice and choice in care. The provider will create roles, opportunities and activities within the service, and community to help foster youth leadership, skill development, personal self-worth and identity.
4. **Supports family engagement by maximizing youth's opportunity to spend time with family** and ensure that family time is not restricted as a consequence of behavior.
5. **Maximizes youth and family involvement in decision-making related to the planning and delivery of treatment services.** The provider will provide services in a manner that is flexible and guided by youth and family preferences and is responsive to their concerns.
6. **Ensures meetings and activities that involve families are scheduled at times and places that maximize their engagement** (e.g., evening hours, weekend(s), in their home/community).
7. **Ensures the treatment plan is developed collaboratively with the youth and family, and with input from all other care providers, Family Partners, and referring Agencies.**
 - The plan must reflect the explicit goals and preferences of the youth and family, and be designed to support them in living safely and productively within the community.
 - The plan shall be written in family-friendly language.
 - The Family Partner's goals with the parent/caregiver must be included in or attached to the treatment plan.
 - The youth and family must be provided with a copy of the treatment plan. A copy must be provided to the Family Partner upon the request with authorization by the parent/caregiver.
8. **Instructs family members and caretakers in behavior support interventions that have proven effective with their youth** and that can be practiced in a family setting.
9. **Provides opportunities for families to participate in trainings** with program staff on such topics as: child development, psychopharmacology, positive behavioral support, crisis prevention, and de-escalation. **At the request of family, and subject to capacity, Family Partners will be given the opportunity to participate in trainings with the family, as a support.**
10. **Forms effective linkages with community-based services** that help ensure continuity and integration of services (such as clinical and vocational services; Family Partners; local psychiatric emergency services; home school districts; supportive services; community substance abuse services, and other community resources) **When appropriate, the provider supports the youth's on-going treatment relationships that were in place prior to entry into the service.**