

STATE LEVEL FAMILY LEADERS TASK CHECKLIST

ADMINISTRATION	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Consultation with and training of leadership and new staff					
Develop/amend policies, rules & regulations					
Enforcement of licensing & accreditation					
Develop/amend procedures for services					
Develop/amend program funding & rates					
System of Care statewide committees' involvement					
CONTRACTING	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Implementation of Continuum of services for children, youth and their families					
Scope of work for family-run organizations					
Continuous quality assessment & improvement					
TECHNICAL ASSISTANCE	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Infrastructure development of family-run organizations					
Utilization of Family/Youth support workers in all types of service delivery					
FAMILY ENGAGEMENT	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Communication with local families					
Develop/sustain mechanism for involving families in workgroups and committees					
TRAINING & WORKFORCE DEVELOPMENT	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Application of System of Care Principles					
Role and scope of Peer Delivered Services					
Develop/sustain workforce association					
Provide internal expertise on family/youth Peer Delivered Services					

Prepare families to participate on state level workgroups and committees					
OMBUDSPERSON/ADVOCACY	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Interacting with families in complaint resolution					
Interacting with leadership for systemic complaint resolution					
Manage tracking of complex complaints from family-run organizations					

EXAMPLES

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Tools	Fact Sheets	Focus Groups	Solicitation of comments on drafts	Use of advisory committee or workgroups	Decisions delegated to another group or individual
Communication	Websites and other media distribution	Surveys	Listening session on a topic	Partner in the planning, development and evaluation	Responsibility transferred to another
Internal Input	Announce decision prior to publication	Involve in identification of problems and solutions	Consider comments on drafts	Involve in the drafting of policy or product	Involve
External Input Methods	Presentations in Public meetings	Public meeting with open question and answer period	Focused workshop or short-term workgroup	Participatory decision making or consensus decision making	Majority of members on committee are family members
Message	We will keep you informed about our decision	We will keep you informed, listen and tell you how input has influenced our decision	We will ensure your concerns are reflected in the alternatives developed and tell you how input has influenced our decision	We will include you in formulating solutions and incorporate your advice and recommendation into the decision to the maximum extent possible	We will implement your recommendations or decisions (or those of the group)