

Worksheet 1a.A3

Competency: Creativity and Innovation— Listening to the Family Voice

This tool, developed for use by Leadership Academy for Middle Managers (LAMM) participants, can help leaders assess how well their organizations are operating in alignment with family-centered principles and practices.

Instructions: Mark the current status of each feature, briefly explaining your answer in the “How Do We Know” column. Then, for each feature **partially in place** or **not in place**, rate the degree to which improvements are needed (i.e., high, medium, low).

Feature	In Place Now?			How Do We Know?	Priority for Improvement		
	Yes	No	Partially		High	Medium	Low
GOVERNANCE							
The organization’s goals, mission, and objectives are:							
a. cooperatively developed by parents, staff, and planning committee members							
b. written in the language(s) spoken by community members							
c. clear, to the point, and jargon-free							
d. clearly communicated to staff, board, and planning committee members							
e. consistent with family-centered principles							
f. other:							
Programming decisions are made with input and feedback from:							
a. participating families							
b. staff							
c. community members							
d. other:							
PROGRAMS AND ACTIVITIES							
Families are encouraged to participate and contribute to the organization and/or community by:							
a. conducting outreach to families							
b. helping the agency assess community needs and resources							
c. organizing and publicizing events and leading workshops							
d. taking part in peer mentoring							
e. conducting staff training and evaluation							
f. other							



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Feature	In Place Now?			How Do We Know?	Priority for Improvement		
	Yes	No	Partially		High	Medium	Low
Families are offered training and support in advocating for themselves, their communities, and larger societal issues.							
The organization regularly asks families for feedback through:							
a. surveys and interviews							
b. focus groups							
c. informal conversations							
d. other:							
The organization celebrates family participation, accomplishments, and contributions.							
The organization connects families and staff with other community organizations by:							
a. providing information or presentations on activities, events, and services available in the community							
b. identifying leadership opportunities in the community and encouraging participation (e.g., housing councils, etc.)							
c. co-sponsoring community activities, fairs, celebrations, etc.							
STAFF ROLES AND CAPACITIES							
Staff reflects the racial, ethnic, and cultural heritage of families being served.							
Experience, competence, and sensitivity in working with people of different races and cultures are included in hiring criteria for all positions.							
Staff have strong interpersonal and family-centered skills, including:							
a. effective communication							
b. conflict resolution							
c. affirming and appreciating others							
d. mentoring/coaching							
e. maintaining confidentiality							
f. ability to understand multiple perspectives							
g. ability to share power with families							
h. ability to work across cultures							
i. other:							
The organization supports staff members' families by:							
a. ensuring workers' and families' safety							
b. ensuring that staff members have reasonable workloads							
c. encouraging mentoring and regular communication among staff members							



Feature	In Place Now?			How Do We Know?	Priority for Improvement		
	Yes	No	Partially		High	Medium	Low
d. maximizing staff flexibility							
e. providing wages that are consistent with experience and responsibilities							
f. providing adequate benefits							
g. addressing job-related stress							
h. creating an environment in which staff are comfortable and secure in asking for help							
i. other:							
EVALUATION AND MONITORING							
The governing board, planning committee, or advisory council (which includes parent/family representatives) regularly reviews and monitors:							
a. results of satisfaction surveys and other monitoring efforts							
b. data showing program utilization and by whom							
c. linkages and relationships with other service providers							
d. progress toward goals							
e. other:							
Evaluation results are shared with:							
a. staff							
b. participants							
c. board							
d. funders							
e. the broader community							

References

- Ahsan, N., & Cramer, L. (1998). *How are we doing? A program self-assessment toolkit for the family support field*. Chicago, IL: Family Resource Coalition of America.
- Sugai, G., Horner, R., & Todd, A. (2003, August). *EBS self-assessment survey version 2.0*. Eugene, OR: University of Oregon, Educational and Community Supports. Retrieved from http://measures.earlyadolescence.org/media/upload/EBSv20_5611388.pdf

