

FAMILY-PROFESSIONAL COLLABORATION

Family-Professional Collaboration is an approach that:

- Promotes a relationship in which family members and professionals work together to ensure the best services for the child and the family
- Recognizes and respects the knowledge, skills, and experience that families and professionals bring to the relationship
- Acknowledges that the development of trust is an integral part of a collaborative relationship
- Facilitates open communication so that families and professionals feel free to express themselves
- Creates an atmosphere in which the cultural traditions, values, and diversity of families are acknowledged and honored
- Recognizes that negotiation is essential in a collaborative relationship
- Includes some acknowledgment of mutual respect for each others' culture, values, and traditions

Bishop KK, Woll J, Arango P. *Family/Professional Collaboration for Children with Special Health Care Needs and Their Families*. Burlington, VT: Family/Professional Collaboration Project, Department of Social Work, University of Vermont; 1993:15

Creating Family-Professional Collaboration in a Community Setting

- Develop ways for families to be a part of planning and decision making at all levels
- Create a process for gathering family and youth feedback on all services and at all levels of delivery
- Encourage family and youth to share their ideas regarding the friendliness and cultural competency of service locations, process, and procedure
- Have a community based training that promotes a family centered approach and utilizes family and youth as speakers and trainers.
- Review with families and youth the written material used throughout the community and revise as necessary to reflect a family centered, culturally competent approach
- Translate materials and provide translations for other languages to ensure all families and youth can participate in their care, regardless of what language they speak.
- Develop a community wide family and youth advisory group to provide guidance in the transformation of the system of care as it moves to a medical home model.

Ask families and youth:

- ✓ What they need
- ✓ How it is working
- ✓ What they would change
- ✓ Who should help with those changes, and,
- ✓ When this should be done



Integrating Families, Communities, and Providers
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