



Parents are Partners

Plan for Shift to Family-Driven/Youth-Guided Culture at HFA

Goal 1: Revise HFA's Philosophy of Service to reflect Family-Driven/Youth-Guided, Trauma Informed Care principles.

Objective: Conduct focus groups with families and staff on Philosophy of Service revisions.

Goal 2: Increase staff, youth and parent awareness and knowledge of Family Driven/Youth Guided philosophy of service

Objective: Provide virtual training to teams across Hillside Family of Agencies to introduce the definition of family-driven/youth guided, the changes to our Philosophy of Service, behaviors by role that demonstrate this philosophy, and the role of the family advocate as a culture change agent across Hillside.

Objective: Revise "Partnering with Families" NET training to incorporate family-driven, youth guided principles

Goal 3: Assess current organizational performance on Family Driven/Youth Guided and Trauma-Informed culture

Objective: Complete the HFA FD/YG Care Self-Assessment Tool to gauge current performance

Goal 4: Define Family Driven/Youth Guided behaviors that are linked to the HFA competency model

Objective: Define high performing behaviors that are linked to select domains of the cross functional competency model for all staff, first level supervisors, middle managers, and leaders in partnership with HR/OD.

Goal 5: Develop the family advocacy discipline

Objective: Continue work on establishing the family advocacy discipline including career pathways and supervisory support.

Approved by HFA Executive Team (ET) April 20, 2010