



## *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