

# Family Engagement in Systems Assessment Tools (FESAT)

## 1 Plan

Families and staff can use the FESAT to learn if families have the information and supports they need to participate, partner, and contribute to decision-making groups.

- Compare perspectives on how family engagement is going.
- Identify what is working well.
- Identify areas for improvement.

### What should we do?

Child- and family-serving organizations can use the Checklist in the Family Engagement in Systems (FES) Toolkit to establish family engagement processes.

- Identify supports already in place to ensure meaningful family engagement.
- Explore strategies and resources for additional ways to encourage and support family engagement.

### How are we doing?

## 2 Assess

## 3 Improve

### How can we do better?

Families and staff can use the FESAT and FES Toolkit to track progress in family engagement efforts.

- Complete the FESAT and use the results as a baseline score.
- Identify an area for improvement and select a strategy from the FES Toolkit that can help.
- Complete the FESAT again at scheduled intervals and compare results to the baseline.

Request the FESAT (<https://familyvoices.org/fesat-request-form/>)

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# Family Engagement in Systems Assessment Tools - Examples

## 1 Plan

### What should we do?

A Title V program wanted to ensure meaningful engagement of diverse families in the Title V Needs Assessment.

- Used the Family Engagement Checklist in the FES Toolkit to identify supports already in place.
- Identified strategies to reach diverse and hard-to-reach families, such as:
  - Provide stipends and transportation.
  - Provide materials in multiple languages.
  - Hold focus groups in multiple languages at familiar gathering places in the community.

A Medicaid program created a family advisory group and used the FESAT to assess how well they were engaging families. Findings included:

- Families were involved in choosing goals.
- Families felt listened to.
- Staff did not acknowledge if and how they used family input.

### How are we doing?

## 2 Assess

## 3 Improve

### How can we do better?

A children's hospital used the FESAT to improve family engagement in a 2-year patient safety initiative. Staff and families:

- Completed the FESAT and used the results as a baseline.
- Identified an area for improvement (staff and families needed to improve communication and partnership skills).
- Partnered with a family-led organization for leadership workshops.
- Completed the FESAT again, compared new results to baseline and saw improvement.