

LENGTH OF TIME WITH ORGANIZATION: _____ Name of Organization _____
 Completion Date: _____

Engaging Youth and Families ~ Best Practices Checklist

CAREGIVER/PARENT VERSION To be completed by parents/caregivers that are in staff or volunteer/advisory roles and have youth (16-24 years) with lived mental health experiences.

INSTRUCTIONS: Circle the response that best fits how things are **NOW** at your organization.

BASICS & ROLES	No Sometimes Often Always ←—————→	Notes/comments
I know my opinion matters to staff/other staff here.	0 1 2 3 I DON'T KNOW	
I feel respected and equal to staff.	0 1 2 3	
I work with staff to plan and improve services.	0 1 2 3	
I have a key role or work on an important project.	0 1 2 3	
I know my role at this organization (Example: I know what to do, when to be at work or meetings/events, and what support or payment I will get.)	0 1 2 3	
I can see how my work and input is making a difference.	0 1 2 3	
I know how to get support from staff and how to be heard here. (Example: I know who my boss is and who their boss is.)	0 1 2 3 I DON'T KNOW	

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Written materials (like paperwork, flyers, etc...) are easy for me to understand.	0	1	2	3	
Electronic materials used by this organization (like web site, email, etc...) are easy for me to understand.	0	1	2	3	
I am paid for my work.	YES	NO			
I have a chance to learn job skills here.	YES	NO			
There are jobs here I can grow into if I want to (more pay, promotion, etc.).	YES	NO		I DON'T KNOW	
Me (or someone like me) talks or writes to the caregivers of youth who get services. <i>(Example: caregivers see other caregivers as staff/volunteers or advisors. Or caregivers see newsletters with articles by other caregivers.)</i>	YES	NO		I DON'T KNOW	


BIG PICTURE	No Sometimes Often Always	Notes/comments
There are leadership roles/positions for people like me on boards, leadership groups, and programs. <i>(Example: People like me are involved in key conversations about things like:</i>	<div style="text-align: center;"> ← → </div> 0 1 2 3 I DON'T KNOW	

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money and budget, data/evaluation plans and results, trainings and outreach, grant writing, hiring staff.)			
Caregiver partners (me and others) that work or volunteer here are like the people who get services. (Example: the same race, ethnicity, wealth, mental health, etc...)	YES	NO	
There are at least 2 caregiver partners working here.	YES	NO	I DON'T KNOW
There is a clear policy about including caregiver voice and opinions in planning about the future of this organization.	YES	NO	I DON'T KNOW
There is a clear policy about including caregiver voice and opinions in decision-making opportunities at this organization.	YES	NO	I DON'T KNOW
There is a clear policy about including caregiver voice and opinions in how services are given at this organization.	YES	NO	I DON'T KNOW
Everyone knows about including caregivers' voice -- staff, advisors, volunteers, and people who get services here.	YES	NO	I DON'T KNOW
From what I've seen, I think this place will permanently include caregivers in important roles at this organization.	YES	NO	I DON'T KNOW
From what I've seen, parents/caregivers are included just as much as youth &	YES	NO	I DON'T

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young adults.	KNOW	
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LEADERSHIP	No Sometimes Often Always 	Notes/comments
The leaders here are excited to include caregivers and listen to their opinions. (Example: They speak up at meetings/in public so people know about this.)	0 1 2 3 I DON'T KNOW	
I think the leaders here use the opinions of people like me as part of their regular work routine.	YES NO I DON'T KNOW	

SUPERVISION AND SUPPORT		Notes/comments
I have a clear boss or point of contact on staff.	YES NO	
My boss or point of contact on staff and I meet regularly.	YES NO	
There is at least one person on staff I trust and can talk to/ask questions to.	YES NO	

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	No	Sometimes	Often	Always	
	←—————→				
I get appreciation for my work or participation.	0	1	2	3	
If I disagree with someone or have a conflict, it is dealt with promptly and respectfully.	0	1	2	3	I DON'T KNOW
Meeting times and places are flexible. <i>(Example: In the evening and or in the community if that works better for me, instead of the program office.)</i>	0	1	2	3	I DON'T KNOW
Staff is open to and allowed to communicate with me and other caregivers in different ways. <i>(Example: Like calls, text messages, emails, Facebook, etc.)</i>	0	1	2	3	I DON'T KNOW
I can get help with transportation if I need it.	0	1	2	3	I DON'T KNOW
My boss/point of contact works with me to get ready for meetings and presentations – and we talk about how it went afterwards.	0	1	2	3	
I have choices in what I want to say or do about my personal story. <i>(Example: I am asked beforehand if I am comfortable sharing it.)</i>	0	1	2	3	

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FEEDBACK AND EVALUATION	No Sometimes Often Always	Notes/comments
←—————→		
I know how we get feedback from the people our program serves.	0 1 2 3	
I am part of evaluations and quality improvement work. <i>(Example: I help this place to get and use input from caregivers.)</i>	0 1 2 3	
We get this feedback regularly <u>from caregivers</u> . <i>(Example: twice a year, once a month)</i>	YES NO I DON'T KNOW	How often?

Anything else you'd like to add about how this place works with caregivers/parents as partners?