



Head Start

My Plan

to Engage Reluctant Families:
A Systems Approach to Increasing
Family Involvement

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My Plan to Engage Reluctant Families



My Objectives-My questions

- I will increase their understanding of why families resist program engagement.
- I will increase their ability to identify the source of family resistance and how best to meet that source of resistance.
- I will increase their personal inventory of unique strategies to engage reluctant families.
- I will increase their ability to identify the source of family resistance and how best to meet that source of resistance.
- I will increase their personal inventory of unique strategies to engage reluctant families.

My Plan to Engage Reluctant Families



- Family engagement starts with the first contact, the first phone call, the forms used, at the center door and the first home visit.
 - What is the first impression your program gives?
 - What do you flyers say?
 - Who is a family's first point of contact?
 - When in the process do you meet the family?
 - What is the first thing you say to a family?
 - How can you and your program take the first impression to a higher level of welcoming?
 - Have you filled out your own program paperwork?
 - How would you feel, really feel about answering those questions?

Who is best able to change their way of relationship building?

My Plan to Engage Reluctant Families



Family engagement is the responsibility of all staff.

- Who does your family interact with at your program? Jot down 1-2 examples of an interaction each might have with a family. How can those interactions be taken to a higher level of welcoming?
 - Bus driver?

 - Receptionist?

 - Maintenance?

 - Teaching staff?

 - Leadership staff?

 - You?

 - Others? Who?

My Plan to Engage Reluctant Families



Program

- How family friendly is your program? To help you answer this question, jot down examples of what a program would look like if it rated a one, five and ten on a scale of one to ten with ten being the best.
 - 1
 - 5
 - 10

How would you rate your program right now?

What would you like your program to rate in six months?

One activity/task **you** could do in the next six months that would contribute to the family friendliness of your program:

What would you like your program to rate in one year?

One activity/task **you** could do in the second six months that would contribute to the family friendliness of your program:

Who is best able to change their way of relationship building?

My Plan to Engage Reluctant Families



The support of staff is critical to family engagement. How do you provide leadership or ask for leadership that enhances family engagement, especially engagement of reluctant families?

- How supportive is your program leadership? Again, jot down examples of what program leadership would look like if it rated a one, five and ten on a scale of one to ten with ten being the best.
 - 1
 - 5
 - 10

How would you rate your program leadership right now?

What would you like your program leadership to rate in six months?

One activity/task *you* could do in the next six months that would contribute to the family friendliness of your program's leadership:

What would you like your program to rate in one year?

One activity/task *you* could do in the second six months that would contribute to the family friendliness of your program's leadership:

Who is best able to change their way of relationship building?

My Plan to Engage Reluctant Families



As we talk, jot down *toe holds, those chinks in the armor* that come to you.....

My Plan to Engage Reluctant Families



Worker

- Who are you?
- What is your role?
- How is the role of family worker valued within your program?
- How is the role of family worker valued by families?

Family

- Who are your families?
- What is their role?
- How are families valued within your program?
- How are families valued by other families?

Program

- Who is your program in the community?
- What is the role of your program in the community?
- How is your program valued within your program?
- How is your program valued by families?

At your foundation who are you and what is your role as a family worker?

My Plan to Engage Reluctant Families



Advocating for Families

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My Plan to Engage Reluctant Families



Advocating for Families within the Program

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D

V

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C

A

T

E

My Plan to Engage Reluctant Families



Program Advocate

- Ask and affirm **program** hopes and dreams
- Discover who the **program** is
- Validate and value the **program**
- Organic relationships
- Create a connection
- Assist **program** develop goals toward their hopes and dreams
- Trust the process
- Engage, Empower, Educate

My Plan to Engage Reluctant Families



Action Plan

1. Look at both of your advocacy lists
2. Pick the top three in each list
3. Number them in order of which you want to put into action first
4. Develop an action plan

Goal	Task	Responsible Person	Start Date	Evaluation Date

My Plan to Engage Reluctant Families



Goal	Task	Responsible Person	Start Date	Evaluation Date

Engaging Reluctant Families



This presentation was co-developed by Region VIII Office of Head Start (OHS), and its Technical Assistance contractor, Booz Allen Hamilton. Interpretations and conclusions contained in this presentation are those of the author and do not necessarily reflect the views of the U.S. Department of Health and Human Services or Booz Allen Hamilton.

We hope you find the presentation helpful. Should you need additional information about this topic, or wish to modify or adapt all or parts of this presentation for other purposes, please contact the following individual:

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