



QSA
SECTION 8

Family Involvement:

In our program families and caregivers have opportunities to participate in the program and staff adequately inform and collaborate with families and caregivers

In our Program...	Low Quality Indicators	Approaching Quality Indicators	Quality Indicators
<p>Element A</p> <p>Families and caregivers have opportunities to participate in the program</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Families & Caregivers' interaction with the program is limited to drop-offs and pick-ups (if that) 	<ul style="list-style-type: none"> <input type="checkbox"/> Regular orientations are hosted for families to learn about the program, meet staff and see what their youth have been working on. <input type="checkbox"/> Parents are invited to give input into the program through formal surveys, and informal conversations 	<ul style="list-style-type: none"> <input type="checkbox"/> Families and caregivers have opportunities to play leadership roles (serve on planning or evaluation committees, participate in program assessment, run book clubs, fundraise, etc.). <input type="checkbox"/> Families are invited to participate in special events in the program
<p>Element B</p> <p>Staff adequately inform and collaborate with families and caregivers</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Only some staff know the parents <input type="checkbox"/> Parent-involvement only occurs when there is a problem between the youth and the program <input type="checkbox"/> Staff do not have the skills to communicate with parents (due to language barriers, etc.) 	<ul style="list-style-type: none"> <input type="checkbox"/> When youth are picked up staff wave hello and good-bye. Staff know parents' names <input type="checkbox"/> During pick-up times staff check in with caregivers about youth <input type="checkbox"/> Staff respect confidentiality regarding knowledge of participant <input type="checkbox"/> Staff inform youth before sharing sensitive information with parents 	<ul style="list-style-type: none"> <input type="checkbox"/> Staff communicate constructive feedback (concerns, accomplishments, etc.) about youth with caregivers in a respectful, confidential way. <input type="checkbox"/> Staff know families well enough to refer them to other agencies with resources (family camps, food pantries, adult education, etc.) <input type="checkbox"/> At least 1 staff member exists who can speak multiple languages <input type="checkbox"/> Staff communication with families uses a variety of communication systems (phone calls, emails, 1:1 meetings, sign language, etc.)