



Family Engagement & Trust Building Skills Checklist

- **I have clearly communicated my concerns with the family using a strength-based approach.**
- **I am aware of my own mental models.**
- **I am learning what questions to ask, and not assuming anything.**
- **I am aware of not using jargon, and speaking a language the family understands.**
- **I am taking the time to really get to know the family.**
- **I am viewing the family as a whole, not as a case.**
- **I am identifying and reinforcing the child & family's strengths.**
- **I am keeping the family informed by providing helpful information.**
- **I am learning about and honoring the culture of the family.**
- **I am supporting the family to feel empowered in driving their own care.**
- **I am encouraging the family to be involved in every level of planning.**
- **I am helping to preserve the family's privacy and dignity.**
- **I am respecting the family.**
- **I am respecting the family's schedule.**

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- **I am being patient and supportive.**
- **I am making myself accessible.**
- **I am interacting with the family as a partner.**
- **I am being clear with the family about my role and limits.**
- **I am being a good listener.**
- **I am not judging or blaming the family for their problems.**
- **I am acknowledging the family's expertise.**
- **I am learning about the family's values.**
- **I am addressing basic needs, and facilitating connections to appropriate resources.**
- **I am supporting the family by being positive and hopeful.**
- **I am following through on my promises.**
- **I am respecting the method the family is using to cope.**
- **I am encouraging and helping to facilitate family-to-family support and networking.**
- **I am building a trusting relationship with the family and supporting them to reach their goals.**

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