

FAM1LY DRIVEN



**BRITTANY MCGEOCH
SUMMER TETTERTON
PAUL BALDWIN**



“At the end of the day, the most overwhelming key to a child's success is the positive involvement of parents. ”
- Jane D. Hull

FAMILY ENGAGEMENT



- How do we engage the family throughout the CSA process?

REMEMBER
AS FAR AS
ANYONE KNOWS
— WE'RE A —
NICE NORMAL
FAMILY

PARENT SURVEYS



- **FAPT Surveys**
- **Provider Feedback Surveys**
 - **FAPT**
 - **Private Day**

Samples of Surveys



Children's Services Act FAPT Satisfaction Survey

Please fill out this survey about your recent FAPT experience and return to the CSA office.

Child's Age: _____

Your relationship to child: _____

- | | | | |
|--|-----|----|--------|
| 1. Were you treated with dignity and respect? | YES | NO | UNSURE |
| 2. Were you encouraged to share your thoughts on your child(ren)? | YES | NO | UNSURE |
| 3. Were you encouraged to share your family's strengths and needs? | YES | NO | UNSURE |
| 4. Did you feel supported by the members when you shared your information? | YES | NO | UNSURE |
| 5. Do you believe the plan that was developed will help you and your family? | YES | NO | UNSURE |

Any additional comments:

Thank You for your time and feedback on this process. If you have any questions please contact us:
 Summer Tetterton, CSA Coordinator
 434-332-9788
 Brittany McGeoch, CSA Case Manager
 434-332-9554
 P.O. Box 100, Rustburg, VA 24588

Children's Services Act Satisfaction Survey

Please take a minute to complete this survey about your Community Based Service provider.

Provider/Agency: _____

Type of Service: _____

Length of Service: _____

Your relationship to child: _____

		Agree	Neutral	Disagree	Don't Know	N/A
1	The service provider treated me with dignity and respect.					
2	The service provider gave me information about community resources for my family.					
3	The service provider kept me informed.					
4	The service provider kept all scheduled appointments or rescheduled in a timely manner.					
5	The service provider was respectful of my home and cultural beliefs.					
6	My child's behavior has improved.					
7	I am pleased with my service provider.					
8	I am better able to manage my child's behavior since receiving this service.					
9	I would recommend this service provider to other families.					
10	I have gained a better understanding of my child's needs.					
11.	Additional Comments:					

Brittany McGeoch, CSA Case Manager
 P.O. Box 100, Rustburg, VA 24588

Family Engagement



- **How are we equipping parents to engage in the CSA process?**

PARENT EDUCATION



- **CSA Webpage**

[Campbell County CSA Website](#)

- **Surveys**

- **Brochure**

- **Handbook**

- **Newsletter**

- **Forms**

BLENDDED & BRAIDED



- **Multiple Disciplinary Team**
 - Family Partnership Meetings
 - Truancy Review Team

BARRIERS TO FAMILY ENGAGEMENT



What barriers to Family Engagement do you see in your locality?

IDEA SHARING



How are you creating a positive environment for Family Engagement throughout the CSA process in your locality?

“Family is not an important thing, it’s everything.”

– Michael J. Fox

Contact Information



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