

Family Services and Supports – Objective 7.1 Family and Consumer Partnership

Contact: Cora Ungerer, Cora.Ungerer@ks.gov

REPORT – October 2021 through September 2022

Family & Consumer Partnership Toolkit (FCP Toolkit): The work on this toolkit started in collaboration with our Family Advisory Council (FAC, information in section below) during FY21 and in early FY22. The outline for the toolkit was developed in partnership with University of Kansas Center for Public Partnerships and Research (KU-CPPR) and their design team. The base outline for the toolkit was released in June of 2022 and can be found on the Kansas MCH website under the Family Advisory Council tab labeled [Family and Consumer Partnership Toolkit](#). To learn more about the progress of this toolkit you can view our plan for the next fiscal year.

PLAN – October 2023 through September 2024

Family & Consumer Partnership Toolkit (FCP Toolkit): The Family and Consumer Engagement Toolkit was developed with cross-system and cross-sector implementation in mind. The toolkit is available for all Kansas organizations and communities to utilize. Title V is actively seeking examples from local and state efforts to include in the toolkit, inviting agencies and organizations to share their engagement strategies, activities, and lessons learned. The goal is to utilize the outline published in June 2022, as a way to highlight best practices and innovative ideas. This tool is not designed to be a ‘guide’ per se, as that will vary from community to community and must be tailored to each target population.

The toolkit is organized by Levels of Family Engagement and can be accessed through their own individual pages or downloaded as a complete document. Each section of the document includes the benefits, strategies, tips for meaningful engagement, and a summary. The pages on the website will supply additional tools and tip sheets for each section. The levels are:

- Engaging for Input, Feedback, or Buy-In: The foundation for partnership and each subsequent “level” of engagement builds upon this foundation, supporting purposeful, meaningful, and mutually beneficial partnerships with those served. Strategies include surveys, focus groups, and interviews.
- Engaging in Advisory Roles: Prioritizing the experiences of those served and taking their input under advisement demonstrates that a program is committed to providing person- or family-centered services. Strategies include strategic planning community events, committees/work groups, and councils/boards.
- Engaging in Leadership Roles: At this level, the shift from ‘engagement’ to ‘partnership’ has been fully realized and the commitment to family-centered care and services has been institutionalized. Strategies include having families assist with community presentations and engagement activities, advisory governance or formal leadership roles within the organization, and paid contractors/consultants.

During the 2024 plan year we will continue to work through information and feedback gathered by the Bureau of Family Health Family Advisory Council (FAC) to help create supporting documents and tip sheets for the FCP toolkit. The development of these documents includes tips for: Survey pros/cons and tips, Coffee Chats – what to know, community listening sessions, in-person events, virtual events, creating advisory roles,

leadership programs in Kansas (for families, developing a new family/consumer leadership role, and considerations for building a family/consumer council).

The FCP consultant will work with programs to develop further resources, help implement pieces of the toolkit in communities, and to develop training around family and consumer partnership. The goal of the further development of this toolkit is to support programs in building stronger partnerships with their consumers, and for consumers to build trust and confidence in the programs they access.

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