

Rights and Responsibilities for Parent-Provider Partnerships

For Parents:

- I am an equal partner with providers on the team, working jointly to address needs and plan on behalf of my child.
- I see the provider as a person who is working with me for the well being of my child & family.
- I see my goal as reaching a mutual understanding of my child and family's needs so that as a team we can take action to meet those needs. I clearly express my own strengths and needs as well as the strengths and needs of my child & family.
- I am an active participant in the decision-making process concerning services for my child & family, and I seek ways to insure my active involvement.
- I know that wraparound does not mean that I will receive large amounts of money or new possessions, but that the focus is on needs.
- I understand that a provider often has responsibility for service coordination and communication with many children & families, including my own.
- I don't let past negative experiences or negative attitudes get in the way of establishing a good working relationship with the providers I am working with now.
- I encourage the providers involved with my child to communicate with each other and to keep me informed as well.
- When I make a commitment to a plan of action, I follow through on my responsibilities.
- I talk with other parents involved in the child serving system, sharing my experiences and knowledge.
- I commit to regarding providers with the same respect that I expect them to give to me. I help promote a culture that is supportive and friendly to providers.

For Youth:

- The people on my team are a part of the team because they care about me and my family. They are working with me for our well being.
- I believe that I am a partner with all team members, working together to address needs and make important decisions on behalf of me or other family members.
- I am a person just like my partners and the service providers. I have ideas, feelings, and beliefs that may or may not be different from those on the team. I deserve to have them voiced.
- I know that I am not the only voice to be heard, and that all plans/decisions are the result of the entire team. I also know that I am a child (minor) and sometimes adults in my life make decisions for me.
- I attend and participate in team meetings because the meetings are about me or other family members, and therefore, I should have my feelings, strengths, and needs voiced.
- I come to team meetings prepared. I come to meetings with ideas I want added to the agenda for discussion and questions I want answered.
- I am able to clearly express my own needs and the needs of my family to all team members. I will voice my feelings, needs, and opinions in appropriate and respectful ways.
- Adults, just like children and teenagers, make mistakes and learn things one step at a time. I treat others on the team like I would like them to treat me.
- When I make a commitment to a plan we decided on, I follow through with what I said I would do.

For Providers:

- I am an equal partner with parents and other team members, working jointly to address needs and plan on behalf of the child.
- I evaluate the child in terms of progress made, and communicate hope to the parent by doing so.
- I consistently value the comments and insights of the family and make use of their knowledge about the child's needs and activities. I will not impose my own values and how others live.
- I speak plainly, avoiding the jargon of medicine, sociology, education, psychology, or social work.
- I actively involve the parents in the establishment of a plan of action and continually review, evaluate, and revise the plan with them.
- I make appointments and provide services at times and places that are convenient for parents and other team members.
- When I make a commitment of action, I follow through on my responsibilities.
- With appropriate authorization, I obtain and share information with other providers, ensuring services are not duplicated.
- With appropriate authorization, I connect the family with other families in similar situations.
- At the request of parents, I am an active part of their information and referral network, providing them with contacts to services and to parent support networks.
- I will use the family team meeting to honestly and assertively share my concerns and fears.
- I commit to regarding parents with the same respect that I prefer they give me. I help promote an agency culture that is supportive and friendly toward parents.

This document has been assembled by White Pine Consulting Service, Inc. as an educational tool for sites developing Coordinated Services Team (CST) Initiatives in Wisconsin. Permission is granted to reproduce this document in part or whole for educational purposes so long as it is distributed unaltered, with this note included, and without cost to the recipients. For more information about White Pine Consulting Service Inc. or CST, please visit our website: www.wicollaborative.org, email: wpcs@execpc.com, or call (715) 258-5430. Reactions, comments, and suggestions are welcomed.