

Family Liaisons

Partners on
Community
Connections
Network Teams

Oregon's Family
Involvement Network

Sponsored by:

Oregon Center for Children and Youth
with Special Health Needs (OCCYSHN)

Community Connections Network (CCN)

Oregon Rural Practices Research Network
(ORPRN)

Child Development and Rehabilitation Center,
Portland, Oregon



What is a Family Liaison?

Family Liaisons are parents/family members who have experience caring for children with special needs and have received training to participate on CCN teams. Roles for Family Liaisons are unique to each team and in each community. Some examples of Family Liaisons roles include:

- **O**rient families to the multi-disciplinary team procedures and documentation.
- **S**upport families before, during and after the team meeting.
- **A**ssist the CCN team and families with follow-up and evaluations.
- **P**articipate with the CCN team to give families perspective on issues.
- **R**einforce principles of family centered care and family/professional partnerships.
- **I**dentify local resources, including natural and cultural supports, available to families.
- **A**ssist families in search for relevant and understandable information.
- **P**artner with families to identify needs, formulate questions and communicate with providers.
- **P**rovide program evaluation feedback from a family perspective.

As team members, **Family Liaisons** bring a family perspective to team meetings. They assist in planning and evaluation activities. Their unique expertise contributes to a more comfortable and effective experience for families who meet with CCN Teams.

Families and professionals working together will improve satisfaction, outcomes and facilitate stronger community systems of care.



Community Connections Network (CCN)

offers health assessment, evaluation and planning for children with special needs and their families. This multi-disciplinary approach helps communities build skill and capacity in meeting the needs of children with complex conditions. However, for many families the experience of meeting with a large team of professionals can be emotional, complicated or intimidating.

Family Liaisons provide a supportive and informed addition to CCN teams. They bring practical knowledge and the unique perspective that client families relate to. They understand how it feels to be in a similar situation and how decisions may impact the family. Family Liaisons support families as they meet with teams by helping them formulate questions and access resources.

Local CCN Team members participate in recruiting families to serve as Family Liaisons. Physicians, public health nurses and other team members recommend families from the community who are interested and available to participate.



The Oregon Center Family Consultants for Children and Youth with Special Health Needs at the Child Development and Rehabilitation Center.

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Why is it important to involve families?

- Families provide a broad and diverse perspective.
- Family centered, culturally appropriate services become the focus.
- Families are consumers of services in the community. They have first hand information about resources.
- Families directly experience the impact of service systems and can identify effectiveness and areas for improvement.

Training Opportunities for Families:

Family Liaisons receive training and ongoing support from the Family Involvement Network (FIN) of Oregon Center for Children and Youth with Special Needs Program (OCCYSHN).

Topics of training include:

- Confidentiality
- Team Building
- Effective Communication
- Family Centered Care
- Positive Mentoring
- Setting Personal Boundaries
- Systems of Care

Family Liaisons also participate in continuing education for CCN Teams and annual conferences for community-based programs. FIN and OCCYSHN staff are also available to work with other team members who are seeking support in working effectively with families.

