

## **Top Ten Ways to Empower Family and Youth Participation (Dos)**

1. Promote a sense of cooperation and joint responsibility;
2. Help families learn most effective behavior within board context;
3. Assist family members to see themselves as agency agents;
4. Promote informal supports;
5. Be positive and proactive;
6. Allow members some space in which to make decisions;
7. Promote acceptance through verbal and non-verbal body language;
8. Allow help to be reciprocated;
9. Engage diversity; and
10. Pick your battles.

## **Top Ten Ways to Hinder Family and Youth Involvement (Don'ts)**

1. Schedule meetings during regular business hours;
2. Ask parents to leave the room during part of the meeting so others can "talk openly";
3. Use jargon, acronyms and technical language;
4. Say the parent can not be informed because it will violate agency confidentiality;
5. Call her mom and refer to yourself as Dr or Mr/Mrs;
6. Do not assign a mentor or someone the parent can reach out to between meetings to process and discuss proceedings, issues and questions;
7. Assume the agency is always right;
8. Label the parent non-compliant or resistive if they disagree;
9. Minimize their concerns and sidetrack their suggestions; and
10. Ask if non-compliance runs in the family.