

Improve Cultural Responsiveness in your Home Visiting Program

The Center for Family and Community Data, Knowledge, and Well-being has a process that can help. The Family and Community Engagement Tools (FaCET) survey process for home visiting promotes and measures family engagement with questions that reflect what families care most about.

You will get practical information that can:

- Engage families authentically.
- Show what families most appreciate and where improvements can be targeted.
- Help you understand and better use the strengths of your home visiting team.
- Document what you are already doing well.

Developed by Wilder Research and Development & Training, Inc., the FaCET survey process consists of a parent survey, a staff survey, and a facilitated conversation between parents and staff about the survey results.

FaCET provides unique information not available in other assessments that can help you improve programs, policies, and practices—especially for low-income families and families of color.

The tools were piloted in 5 MCTHV home visiting programs. Here are some insights that emerged:

“They [parents] saw we’re partnering with them...They’re not alone...They can influence home visits.

[Survey results about parents having] limited extended family connections struck a cord, and launched a conversation about trust...[not] having others [you can trust] to look after your kids...keeps families from being able to work. We followed up with resources from child care that... could help families understand who they can trust and connecting them to those people.

I work with a lot of single moms, and it’s hard for them to see how they can be a family for that [Hmong] cultural base. [It was] helpful to show them what the community has for single moms and to be able to connect those resources.

The FaCET Process has 3 steps, with support for each.

FaCET Process	The Home Visiting Program	FaCET Support
Step 1	Administer the parent survey and enter data	Training and coaching on how to administer the parent survey and enter data
Step 2	Administer the staff survey and enter data	Training and coaching on how to administer the staff survey and enter data
Step 3	Facilitate dialogue between parents and staff	Training and coaching on how to identify patterns and facilitate parent/staff dialogue

Your data is anonymous and confidential, unless you decide to share it. It enters a larger data base of home visiting programs, but the name of your program and its specific data are only available to you.

The data report you receive from your FaCET facilitator does not make recommendations. It will show patterns of agreement and differences among and between parents and staff. You, your colleagues, and parents, in a facilitated dialogue, can decide what the patterns mean and how you would like to use the information to improve the program and your experiences.

By administering the surveys periodically over time, you can track your improvements.

For more information:

Betty Emarita
Development and Training, Inc.
4830 Oakland Avenue
Minneapolis, Minnesota 55417
(612) 823-5193/ bemarita@gmail.com <http://www.developmentandtraining.us>