

Worksheet 1: Family Experience Reflection

1. Families' goals

What do we know about families' goals for interacting with our programs or services? Are these goals being met?

| What families are trying to achieve | Is this goal being met? (Yes/No/Unknown) | Notes or examples |
|---------------------------------------------------------------------------------------------------------|------------------------------------------|------------------------------------------------------------------------------------------------|
| <i>Example: Families want to take as few in-person trips as possible to access programs or services</i> | <i>No</i> | <i>Families often must take 2+ trips to our office when enrolling in or accessing services</i> |
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2. Current vs. desired experiences

What kind of experiences do families have when they seek our services? What experiences do we imagine they want?

| Current experience | Desired experience | Pain point/opportunity |
|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Example: Families must complete multiple applications when they apply to access multiple new services</i> | <i>Families complete one application that captures all required information for their programs of interest</i> | <i>One application may limit the time burden on families and increase the chances they fully complete the required information and submit it</i> |
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3. What information are we using?

What documentation, stories, or data sources are informing our understanding of family experiences?

| Source | Key insights from this source | Whose voice is missing? |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| <i>Example: Case management notes</i> | <i>Staff note that families struggle to take time off work and access child care to come to our office and enroll in services</i> | <i>Direct insights from parents/families</i> |
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4. How can we learn more?

What gaps do we see in our understanding? What methods could we use to learn more about families' goals and experiences?

| Learning need/gap | Suggested method | Partners to engage |
|-----------------------------------------------|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <i>Example: Direct insights from families</i> | <i>Quarterly surveys of families</i> | <i>Intra-agency divisions that have conducted surveys so they can provide recommendations on survey development and dissemination</i> |
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5. Our emerging vision

In sections 1 and 2 above, you listed the experiences that you want families to have when working with programs and services. Using that information, create a 1-2 sentence vision statement that captures the experience you want to create for families. Consider the reflection questions in **Section 1, Step B of Module 1** to support this reflection.