

1. In one word, describe "collaboration".

- Teamwork
- Active listening – doing more than just hearing
- Together
- Betterment
- Sharing
- Partnership
- Communicate

2. How are you collaborating with others?

- Being a part of coalitions
- Partnering with universities (use students to analyze programs and suggest improvements for marketing)
- Community education as a continual process
- Parent engagement, connecting parents with providers and schools, etc. (Parent University)
- Supervision with professional groups
- Staff/department meetings
- Private family meetings and conferences
- Parent phone calls and emails
- Networking as a multidimensional process (to build trust, share ideas, problem solve, learn resources)
- Social media
 - Sharing information and resources on Facebook
 - Private groups on sites for families and kids to find support
- Getting input from people in the family's support system
- Acknowledging supports at the end of treatment
- Professional collaboration
- Communication with natural supports (child's network)
- Partnering with TWU youth programs
- Attending community events to connect with others
- Peer and parent support
- After-school programs
- ARDs
- Reach one-Teach one
- Work with community partners and family partners

3. What is the most challenging aspect of collaboration?

- Connecting families with resources
- Mutual participation and ownership

4. What can you do to start working to overcome one of these challenges?

- Persistence – keep putting resources out there regularly
- Make thoughtful referrals and follow-up with the family
- Providers take the extra steps to bridge the gap between clients and resources (with education and follow-up)
- Social media
- Providers to add a resource page to their websites
- Combine social and informative/educational events that include the whole family
- Distribute information where parents look for help (social media, Denton TV channel, word of mouth, community organizations)

5. When you leave here today, what will you do differently?

- Ask first, then listen

What are the needs of parents?

- Need help navigating mental health resources – don't know where to start
- Quality child care
- Consistent team members
- To be supported, understood, and not blamed
- Feel respected and valued
- Respite
- Transportation
- Timely distribution of information
- To know they are not alone
- Ask parents what they need

How can providers hear parents' voices?

- Providers need to ask parents for their perspectives
- Have clear goals with clear responsibilities
- Providers to be open-minded
- Listen to the parents – no one knows their children better. Trust what they say.
- Schools need to include parents in all decisions
- Be more responsive to the needs of the client
- Host events or groups with the child in mind (family-friendly)
- Be mindful of the parent's emotion
- Be family-driven, not just solution-driven

How can parents be active participants?

- Give parents reassurance and training to find resources on their own
- Look at the strengths of the family and child – start and end every meeting with a strength
- Invite parents to be a part of committees
- Educate parents on what they can do
- Inform parents of opportunities to learn more and contribute
- Reach parents where they are
- Help parents advocate for their child
- How can a parent of a special needs child NOT be an active participant?