

FACE's Orientation Toward System Change

FACE attempts to support child and family health by improving access to high quality social, emotional, & behavioral health services. Our primary focus is on empowering families, helping them make informed decisions, connecting them with services that best meet needs, and monitoring to ensure the services actually help them.

We also recognize that child and family well-being is directly impacted by the social structures and systems (schools, government, health care, employers, law enforcement, social services, etc.) that surround them and their interaction with these systems. Moreover, we know that many children and families who seek services from FACE have had disproportionately negative experiences with one or more social institutions that undermined their well-being. This includes discrimination experiences based on their sociodemographic characteristics including but not limited to their race, ethnicity, socioeconomic status, nationality, sexual orientation, gender identity, immigration status, religion, and disability status.

FACE is committed to working with community partners to ensure all institutions that affect child and family health provide equitable and nurturing environments for all children and families to flourish.

Our approach to supporting system change and improvements is first to listen to and learn from children and families. We are a family-led organization and so our system change efforts are guided by family voice. We collect ongoing qualitative and objective feedback about their life experiences as well as their experiences with referral partners. Additionally, we initiate new data collection activities when areas or institutions are identified that are creating negative experiences for families.

Second, we established the FACE Advisory Board for the primary purpose of bringing together leaders from key institutions in our community that directly impact child and family health so that they could help us solve the inevitable barriers and challenges that families encounter in their interaction with these institutions. We present this information we gather from families to our FACE Advisory Board in objective and non-judgmental manner so they can use this information to solve problems that families report to us. We believe FACE has a central role to be a genuine community partner with our key institutions to help uplift them and continually improve their services, supports, and interactions with children and families based on meaningful data streams that we share with them.