WHY CAN'T FAMILIES FOLLOW THE PLAN?

Whose plan is it, anyway?

A Thought to Consider

The treatment plan is complete. Goals have been identified. Services are in place. Everyone knows what's expected. But appointments are missed. Progress stalls. Staff become frustrated. Families seem disengaged.

Why can't families just follow the plan? Perhaps there's another question worth asking: How much of the plan actually belongs to the family?

Were their priorities part of shaping it? Do they understand why the goals matter? Does the plan reflect what they're ready and able to do? Or have we created a plan for them and mistaken their agreement for ownership?

Let's Talk

Three questions worth considering with your team.

1. When a family agrees to a treatment plan, how do we know it reflects what matters to them?

- We review the goals and ask whether they agree.
- We invite their input, although some requirements and goals are already established.
- Families have meaningful opportunities to shape the goals and identify what progress would look like in their lives.

2. When a family struggles to follow through, what usually happens next?

- We review expectations and remind them of their responsibilities.
- We explore barriers and make adjustments when possible.
- We revisit the plan together to understand what's working, what's not, and what may need to change.

3. How do we know whether a young person or family is developing ownership of their plan?

- They attend appointments and complete assigned activities.
- They participate in discussions and demonstrate progress toward established goals.
- They can explain what matters to them, identify their own next steps, and participate in decisions about their future.

A Closing Reflection

What if the challenge isn't simply getting families to follow the plan—but creating a plan they can see themselves in?

Staff bring professional knowledge, experience, and responsibilities. Families and young people bring knowledge of their own lives, priorities, and circumstances. Both perspectives matter.

A plan can meet every requirement and still leave someone feeling that the decisions have already been made for them.

Give yourself a moment to consider: Do the families and young people we serve understand that they have a voice in shaping their plans—and have we created the conditions where they feel safe, prepared, and able to use it?

Ownership starts when people see themselves in the plan.

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Explore fresh perspectives: Our complimentary LUV Library of Perspective.

Explore building ownership: Our approach and complimentary Ownership Framework Discussion Guide.

Want a closer look? Our Organizational Pulse & Alignment Snapshot examines staff perspectives, clarity, and alignment.