



COLORADO
Department of Human Servi
Family Voice Council



ORIENTATION ONBOARDING

CDHS Family Voice Council
Program Guide



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Introduction

This program guide can be used to create either an orientation for an existing council or a new council. There are some differences between the two.

1. If you are creating a new council then items in the above list should be created with the council members. The advantages are:
 - a. Build trust,
 - b. Create a team,
 - c. Members feel a sense of belonging and ownership,
 - d. Increases motivation.
2. If you already have an existing council and want to create an orientation program, this is a good place to start. As you read through the guide you will see that some of the items that are taught to new council members have already been developed. For example:
 - a. Mission, Vision & Goals
 - b. Member roles
 - c. Lived experience survey
 - d. Rules of engagement
 - e. Welcome/Engagement video
 - f. Procedures/Rules

★ All these items are marked with this star

It is highly recommended to have your council create their own space, rules of engagement, member roles, etc.

IMPORTANT NOTE: This program guide includes links to the Instructor Guide and Presentation that was created for the CDHS Family Voice Council. These documents include all links to any resources used for the program.

Purpose

The purpose of an orientation program is to help new Family Voice Council members receive the information they need to be successful, be brave, be effective, reduce anxiety and help be solution-focused. The Family Voice Council wants to encourage an open and positive attitude of its members. Members should be brave participating in conversations while being genuine and enjoying a safe, tolerant, and welcoming environment.

The orientation program and all related documents should be placed in a central easily accessible and sharable location/Google Drive.



Program Objectives/Outcomes

Program Goal

1. Help new members feel welcomed and know their voices are valued.
2. Explain the purpose and goals of the Family Voice Council.
3. Expedite understanding and proficiency as members in the Family Voice council and prepare them to be solution-focused.

Program Outcomes

1. Help new FVC members receive the information they need:
 - to be successful in their advocacy efforts,
 - be ready to make change,
 - be effective sharing your story and voice,
 - be solution-focused.

To reduce information overload, the orientation/onboarding program is implemented in three parts:

Part One

Pre-Membership

Part Two

Welcome Orientation

Welcoming Orientation-
before the first official
meeting or if in person in
the first meeting

Part Three

Easing into New Role

Onboarding - 60-90 days
after the first official
meeting.

NOTE:

- All proposed documentation and programs must be accessible for people who need accommodations and inclusive of race, gender, sexual orientation, etc.
- Interpreters for the hearing impaired; audio and/or appropriate formatting of documents and/or presentations for the vision impaired; speech-to-text, text-to-speech, closed captioning, keyboard shortcuts; cognitive and motor or dexterity accessibility accommodations and language translation and interpretation.
- Documents will be offered in digital or print depending on members' preference.
- Evaluation process to ensure the program is successful and the learning outcomes met.



Orientation Documents

[Orientation/onboarding Instructor Manual](#)



[Orientation/onboarding Training Presentation](#)



Training Handouts

- a. Orientation
- b. Onboarding



Deliverables

Welcome Letter

The welcome letter can contain names, and basic need-to-know information such as the first one-on-one meeting, first Zoom video conferencing meeting, and introduction to the team. The welcome letter also includes information about the first Part 2 - Welcoming orientation.

Engagement Video

Video to welcome new members.

Resource Center (Google Drive or other)

- ☐ To include FVC member's contact information
- ☐ All orientation documents are stored here.
- ☐ A place for members to load information about projects they are working on,
- ☐ A Place to upload documents FVC members want to share.
- ☐ HUB for Q & A
- ☐ Professional Skills Development

Google Training Program (optional)

- ☐ Understand Google Drive
- ☐ How to download files from Google Drive.
- ☐ How to access and manage your Google Drive.
- ☐ How to create and share Google docs, sheets, and slides.
- ☐ How to upload Documents to Google Drive

Orientation Checklist

- ☐ W9 complete
- ☐ Bio creation
- ☐ Meeting dates and times
- ☐ Zoom information
- ☐ Compensation Review
 - ☐ Direct Deposit form (if a member chooses this method)
 - ☐ Method of compensation discussed
- ☐ Family Voice Council web page
- ☐ Family Voice Council Compass
- ☐ Letter of Commitment
- ☐ Lived-experience survey
- ☐ ★ Procedures and Policies (i.e. rules of engagement)
- ☐ Roles and Responsibilities
- ☐ Meet and Greet meetings (with other council members)
- ☐ New Member Navigator (Handbook) (Google Drive)
- ☐ Red Bull Wingfinder Personality Assessment



Deliverables cont.

Family Voice New Member Handbook (Google Drive) or other resource

- ☐ General Information about the Family Voice Council
- ☐ Compensation
- ☐ Who's Who
- ☐ Review of the Colorado Department of Human Services organization (CDHS)
 - ☐ include website link
- ☐ Link and description to CDHS Family and Community Engagement web page.
- ☐ ★ Purpose, Mission, and Vision of the Family Voice Council
- ☐ Family Voice Council web page
- ☐ ★ Procedure and Policies
- ☐ Potential Opportunities
- ☐ Family Friday newsletter
- ☐ ★ Process and Tools
 - ☐ Post Meeting Evaluation is complete after each meeting.
 - ☐ Complete the Red Bull Wingfinder Personality Assessment with individual and team results. This is an optional activity.
 - ☐ ★ Roles and responsibilities of members
 - ☐ ★ Facilitator/Co-Chair
 - ☐ Time commitment, tasks
 - ☐ ★ Rules of Engagement
 - ☐ Inspirational quote
 - ☐ Ice Breaker
- ☐ [Family Voice Compass](#)

Onboarding Program (Development of [Training Presentation](#) and [Instructor Guide](#)) (see details below)

- ☐ Part one- Pre-membership Letter
- ☐ Part two - Welcoming Orientation
- ☐ Part three - Onboarding

On-Boarding Feedback Survey

- 1) Assess the orientation program from the perspective of the new members.
- 2) Validate that new members are receiving the desired message.
- 3) Measure aspects such as whether the new members recognize what is expected of them, what they expect from the program, and whether the objectives have been met.
- 4) Conduct an analysis of the orientation program content by collecting self-reporting from those going through the program.
- 5) Evaluate the validity of the orientation/onboarding program by measuring its effects on member behavior and productivity over time.





Orientation/Onboarding Program Details

Part 1: Pre-Membership Letter

- Welcome Letter sent to new member
 - Paper and email
- Welcome Video link included in the letter
- FVC Gift sent
 - Something simple
- Complete Lived Experience Survey
- Accept the invitation to the first Welcoming Orientation session

Part 2: Welcoming Orientation

- Two weeks before the first official meeting if possible or at the first meeting if in person or for new councils.

Welcome Orientation session (90 minutes) (Zoom or in-person)

- ☐ First Meeting (with Orientation Lead)
- ☐ Give [Checklist](#) to new members (optional).
- ☐ Review and sign [Letter of Commitment](#) if not done yet.
- ☐ Send and be sure Zoom Recurring Invitations are received
- ☐ Complete form W 9
- ☐ Conduct team Introductions
- ☐ Review compensation
- ☐ Explain and choose preferred payment method Direct Deposit form completed (if applicable)
 - ☐ Mailed check
 - ☐ Walmart Gift Card
 - ☐ Amazon Gift Card
- ☐ Discuss roles and responsibilities of members
- ☐ Facilitator
 - ☐ Time commitment, tasks
 - ☐ Rules of engagement
 - ☐ Inspiration quote
- ☐ Discuss procedure and Policies
 - ☐ i.e. Zoom and raising your hand
- ☐ Explain the purpose of after-meeting evaluation
- ☐ Ask new members to add their contact information to the FVC Resource Center (optional)
- ☐ Discuss our culture and how it is shaped by them!
- ☐ Introduce monthly FVC Unplugged sessions and purpose.
 - ☐ Meetings are optional but suggested for further team building
- ☐ Introduce to the Family Friday newsletter
- ☐ Offer Google training (optional)
- ☐ Complete the feedback survey



Orientation/Onboarding Program Details Cont.

Part 3: Onboarding

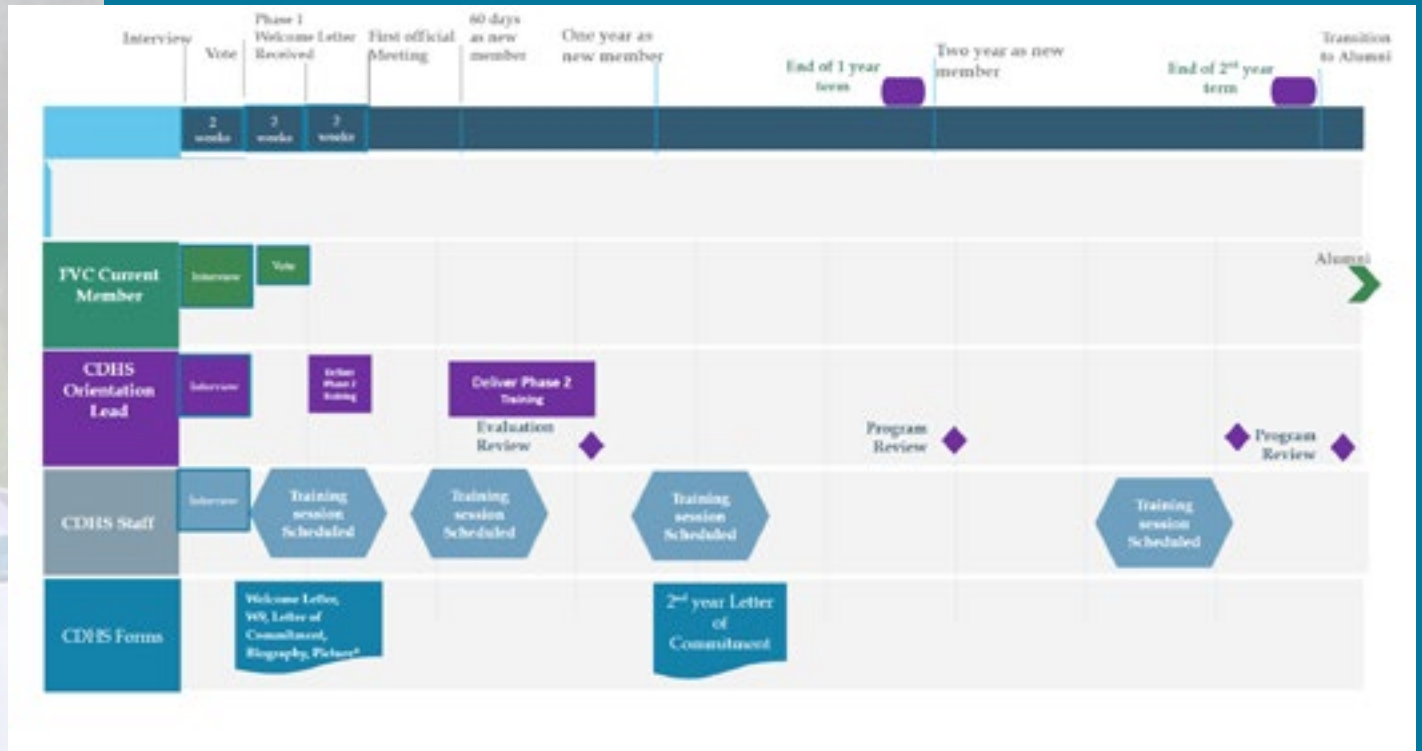
120-240 days after the official first meeting

Easing into new role onboarding session 90 minutes (a Zoom or In-person)

- ☐ Ask if new members have submitted their Bio and picture for the web page
- ☐ Review and explain FVC Google Drive resource center
 - ☐ Navigator (handbook)
 - ☐ Professional Development Opportunities
 - ☐ Contacts
 - ☐ Projects
- ☐ Bookmark and become familiar with the Family Voice Council webpage
- ☐ Review the FVC Dashboard
- ☐ Review and explain the FVC Compass
- ☐ Complete Red Bull Wingfinder Personality Assessment
- ☐ Complete the feedback survey



Process Map





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