**Family Retention Strategies**

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|  | **1** | **Regular Communication**Keep families informed about upcoming events, Program updates, and success stories. Regular communication can be through newsletters, emails, social media, and phone calls. Make sure families feel connected and involved. |
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| **2** | **Personalized Engagement**Tailor your interactions to the individual needs and interests of each family. Acknowledge birthdays, achievements, and milestones. A personalized approach demonstrates that you value each family member as a unique contributor to the Special Olympics community. |
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| **3** | **Family Feedback and Input**Actively seek input from families regarding their experiences, suggestions, and concerns. Conduct surveys, focus groups, or one-on-one meetings to gather valuable feedback that can help improve Programs and services. |
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| **4** | **Recognition and Appreciation**Show gratitude for families' contributions with regular expressions of appreciation. Recognize their efforts through certificates, awards, and public acknowledgments. Highlight their positive impact on athletes and the organization. |

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| **5** | **Education and Training**Offer ongoing education and training opportunities for families. These can include workshops on topics like advocacy, understanding intellectual disabilities, communication techniques, and inclusive practices. Empowering families with knowledge enhances their engagement and confidence. |  | **6** | **Social Events**Organize inclusive social events that bring families, athletes, and volunteers together in a relaxed and enjoyable setting. These events foster a sense of belonging and camaraderie among families, promoting lasting relationships. |
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| **7** | **Clear Roles and Expectations**Provide families with clear expectations of their roles as volunteers or supporters. Transparent communication about their contributions helps them understand their impact and the organization's needs. Local Programs can create a formal family engagement structure to support this concept. |  | **8** | **Flexible Engagement Options**Recognize that families have diverse schedules and commitments. Offer flexible engagement options, allowing them to volunteer in ways that align with their availability and preferences. |
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| **9** | **Continuous Engagement**Design programs and events that provide ongoing opportunities for engagement throughout the year. This prevents families from feeling disconnected during off-seasons. Local Programs can create a formal family engagement structure to support this concept. |  | **10** | **Impact Sharing**Regularly share stories and testimonials from athletes and families about the positive impact of Special Olympics on their lives. Hearing about the meaningful changes they experience can motivate families to remain involved. |
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| **11** | **Empowerment and Leadership**Offer pathways for families to take on leadership roles within the organization. This involvement not only provides them with a sense of ownership but also contributes to the organization's growth. |  | **12** | **Participatory Decision-Making**Involve families in decision-making processes when relevant. Their input can guide the development of Programs, events, and policies, leading to a more inclusive and family-centered approach. |