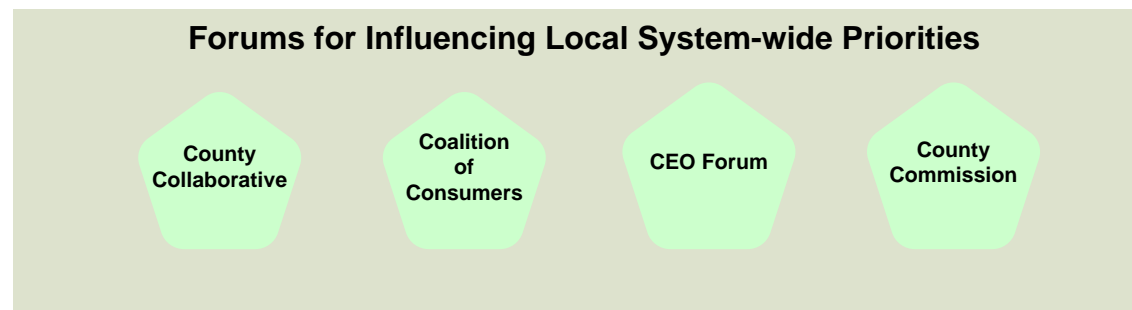
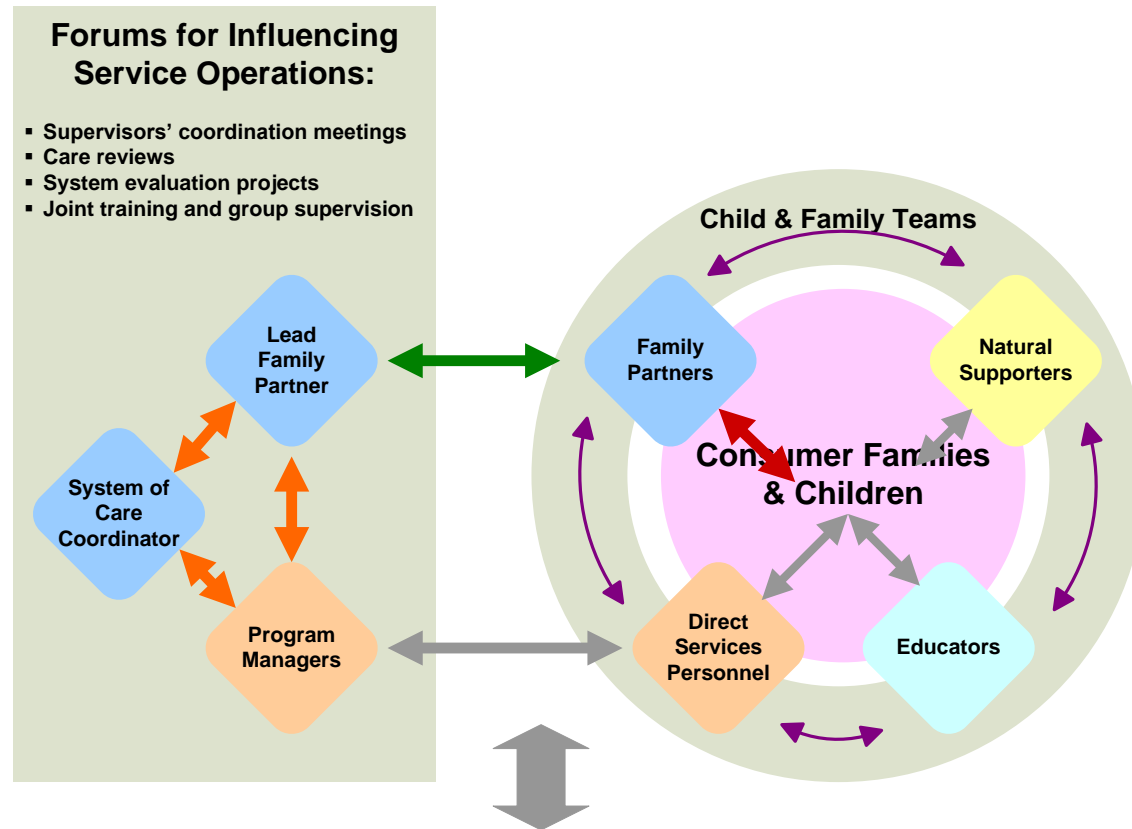


# Family Partner Structure for Empowering Families & Communities



## Key Interactions

### Family Partner with Consumers



- Training**—providing knowledge and opportunities to practice new ways for seeking and using services, and for raising children
- Modeling**—demonstrating new skills & attitudes during interactions
- Coaching**—preparing for meetings, understanding agency requirements, encouraging to try new approaches, facilitating support groups
- Navigation**—providing information about requirements of service providers, persons who can help, pitfalls to avoid
- Advocacy**—in child & family teams, with agencies, aiming at developing self-advocacy capabilities of family
- Peer support**—person-to-person time, listening, empathy
- Assistance** with resources—transportation, food, shelter, etc.

### Family Partner with Direct Care Personnel on Child & Family Team



- Advocacy**—providing support through teamwork, and a voice with agency managers, consumer groups, etc., regarding resource needs, priority issues.
- Bridge-building**—facilitating working relationships and resource sharing, mediating different points of view, assisting in problem-solving
- Interpreting**—clarifying communication issues, framing immediate issues within context of agency rules & personal strengths/needs, maintaining family voice
- Power equalizing**—adding an independent family voice to ensure decisions fit SOC principles.

### Lead Family Partner with Family Partners



- Recruiting & selecting** family partners
- Matching** family partners with consumer families
- Training & coaching**—regular activities and as-needed support for their work with consumers, facilitating family partner support groups, and assisting family partners to develop and implement plans for developing their role
- Advocacy**—add an independent family voice to child & family team regarding fidelity to SOC principles and practices, enhancing working relationships, etc.

### Lead Family Partner with Program Managers & SOC Coordinator



- Education & Training**—join agency leaders to inform community stakeholders and agency/school personnel about SOC vision and operations, train family partners and direct care personnel in SOC principles and practices.
- System monitoring & Coaching**—collaborate with supervisors in planning and conducting care reviews & system evaluations, using lessons to help family partners and direct care personnel to improve their effectiveness.
- Planning and coordination**—develop shared vision for SOC implementation, assist each other to convene meetings and other activities required to follow-through on plans, solve/prevent problems, translate policy into practice.
- Advocacy**—bring family voice into decision-making about agency protocol, problem solving, etc., including advocacy for both families and agencies at the CEO and county collaborative levels regarding priorities & resources.