



SERVICE COORDINATORS CAN USE COACHING TO HELP FAMILIES ACCESS RESOURCES

Service coordinators can use a capacity-building coaching interaction style to help families identify and mobilize resources they need to meet their priorities and outcomes.

Here are 5 strategies and what they look like in practice:

Action/Practice

Provide families with opportunities to mobilize the resources they need to address their priorities.



Reflection

Prompt caregiver reflection using open-ended such as:

- What resources, services, or information do you know about?
- How can your friends and family be of help?
- Which resource best fits your priorities and values?

Observation

Observe the family's level of confidence and skill at using specific resources and provide the scaffolding needed to support their success.

Feedback

Provide encouragement and information in response to their requests.

Joint Planning

Use open-ended questions to help families make a concrete plan:

- How do you want to get started?
- What would your next step be?
- How will you know if it's working?
- What is your back-up plan?

