



# SERVICE COORDINATORS CAN USE COACHING TO HELP FAMILIES WITH TRANSITIONS

Service coordinators can use a capacity-building coaching interaction style to empower families to make informed decisions and advocate for their child throughout the transition process.

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



Provide families with the amount of help needed to feel confident making phone calls, sharing information about their child, completing paperwork, and interviewing potential programs.



Observe the family's level of confidence and skill and provide support prior to, during, or after transition meetings to empower families to advocate for their priorities.



Prompt caregiver reflection using open-ended questions such as:

- What are you looking for in a next environment?
- What qualities are important to you?
- What ideas do you have about the supports your child will need to be successful?
- How do the options we discussed match your priorities and values?



Provide encouragement and information when needed so families can make decisions that support their own priorities and values.



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

- What are your first/next steps?
- What is your back-up plan?
- What process will you use to make a final decision?
- When do you want to get back together?

