Support System
Outside County

Regional & State Peers
Regional Collaborative

National & State Advisory Team

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.

Forums for Influencing Service Operations:
- Supervisors’ coordination meetings
- Care reviews
- System evaluation projects
- Joint training and group supervision
- Coaching
- Power equalizing
- Training
- System monitoring
- Modeling
- System evaluation projects
- Advocacy
- County
- Recruiting
- Education
- Bridge
- Advocacy
- Peer support
- Training
- Matching
- Advocacy
- Interpreting
- Planning and coordination
- Advocacy
- Care reviews
- Consumer Partners
- Family Partners
- Natural Supporters
- System of Care Coordinator
- Family Partners
- Family Partners
- Educators
- County Collaborative
- Coalition of Consumers
- CEO Forum
- County Commission