



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:

1. Action/Practice
 - Provide families with opportunities to mobilize the resources they need to address their priorities.

2. 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?

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

4. 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?