



The Role of Family Support Partners in the Four HFW Phases

Phase One – Engagement

- FSP can assist the facilitator by doing an orientation with the family, sharing how HFW might be a positive opportunity for them
- FSP helps the family understand what is different about HFW by explaining it from a family's perspective
- FSP may provide written materials and other resources to help families understand HFW, review the materials with the family and answer questions (offer to get answers)
- FSP explains their role including what they may do and limits on the role
- FSP may assist the facilitator in explaining confidentiality and client rights and responsibilities, and help ease these fears and answer questions from a family perspective
- FSP may assist in the development of the crisis stabilization plan to make sure the plan is individualized, based on voice and choice and are realistic for the family
- FSP can work with the family to help them understand the consent and release forms
- FSP can help the family prepare for the Discovery by working with them to identify their strengths, needs, culture and vision from a family perspective
- FSP can help the family gather and organize information they will need to advocate for their child
- FSP observes the Discovery conversations to ensure that the family does not answer questions in the way they think the facilitator wants them to, and helps to negotiate this should it arise
- FSP can take the completed Discovery to the family to review it with them, and to ensure their edits are made
- FSP can help the family identify natural supports
- FSP helps prepare the family for the initial meeting, ensuring that they understand the agenda, and are prepared to use their voice and choice
- FSP works with the family to decide the role of the FSP in the meeting
- FSP works with the facilitator in the scheduling, location and agenda for the meetings
- FSP may contact team members who will need support to get to and participate in the meetings

Phase Two – Planning

- FSP helps other team members understand the importance of and feel comfortable with family voice and choice
- FSP encourages thinking beyond the usual services and supports
- FSP ensures family voice and choice during needs selection
- FSP agrees to take on action steps that are compatible with their role, and that they have the time and resources to complete them
- FSP is careful to ensure that the family understands the reason for the crisis prevention plan and why it is being done
- FSP explains the functional assessment process and shares how this process has helped other families because of the in-depth and targeted information
- FSP checks in with the family to ensure they feel they were heard in the meeting, and that the developed plan is realistic, and individualized.

Phase Three – Implementation

- FSP reviews the written plan with the family to make sure they understand it, agree with it and have the resources or supports needed to implement it
- FSP encourages the family in completing action steps, through motivation, support and reminders
- FSP checks in with the family to determine if the plan is working and to decide if they need to ask for changes in the plan
- FSP may help the family update their various documents and information used to advocate for their child and family, and identify ongoing needs
- FSP ensures that the family is feeling supported by the team, and if not, that this is corrected
- FSP spends time with the family to prepare them for additional meetings
- FSP works creatively with the family and their team to ensure that progress does not stop when barriers and challenges occur
- FSP models positive collaboration with all team members to build team cohesion
- FSP documents their work with the family through progress notes that meet the criteria set by the participating agencies.

Phase Four - Transition

- FSP supports the family to identify the needs that will continue to require attention after formal HFW ends
- FSP helps the family to identify the successes they have had and the lessons they learned through HFW
- FSP checks in with the family to ensure that the modification to the HFW process is understood and is culturally competent to the family
- FSP checks in with the family to see how and if they would like to celebrate success in a culturally competent manner
- FSP remains with the family through the Transition Phase, phasing out gradually as the family and natural supports expand their role.