

In 2008, Participation House Support Services created the “Family Resource Coordinator” position as a way to *engage with and provide assistance to families in the community* and to *expand individualized support services* – both recommendations from strategic planning processes. Three main ways this is accomplished:

I. Supporting families with individualized funding

Families receive individualized funding through the government or through private sources. It can be used to purchase “community-participation supports” as well as in and out-of-home respite (during the day or overnight). PHSS can provide direct support to families with individualized funding, either one time assistance to address a specific need or on-going:

- Create and circulate individualized job postings to family’s specifications (days and hours of work, focus of work, requirements for the job etc...)
- Help with the interview and screening process
- Provide support to family-directed workers in the initial stages and on-going support to find meaningful community-based activities
- Provide mandatory training opportunities (First Aid/CPR, CPI)
- Create contracts between worker and family *and/or* family and agency to clarify roles and responsibilities
- Provide HR support
- Facilitate meetings (for example, person-directed planning meetings)

II. Supporting family groups

Most family groups do not have a paid position and therefore very little time and energy to coordinate meetings, write and distribute minutes, etc., so help is requested and provided in these areas.

III. Providing support to families waiting for services

DSO holds the waiting list for all developmental services. CCAC holds the waitlist for our health-funded services.

Families waiting still call looking for many types of assistance, which leads to:

- providing information about PH and other community services
- Arranging for tours or visits
- helping with applications
- attending meetings with families
- helping to write letters
- supporting advocacy efforts
- introducing families to each other
- facilitation and planning
- requesting flex funds and/or developing interim support plans
- problem-solving; providing options