

Supplemental Practice Guide for Managing Meetings that Matter
Tools for Service Coordinators

Families often come to Service Coordinators for help that they see as making their lives better. It's rare for families to contact a Service Coordinator asking for more meetings. In fact, a significant number of parents may enter Service Coordination because they've had meetings that didn't work. What are three things that you can identify that will make a Service Coordination meeting different than others?

Service Coordination is intended to be different than typical treatment or service planning meetings. Listed below are three ways that Service Coordination meetings are designed to be unique from other types of meetings within the service system. Review each definition and take a few minutes to identify how you would maintain these targets when planning your team meeting.

Future	Friendly	Focused
<p>These meetings are oriented towards the future and what makes sense for the family. While the family's experience always frames the discussion, the Service Coordinator takes responsibility to support the parents and youth in imagining a better future while managing other meeting attendees to hold the focus on the future. Service Coordinators create a forward-looking view that is caught by all team members while avoiding a focus on the past or what went wrong.</p>	<p>While the guest of honor is the family at all Service Coordination meetings, Service Coordinators have to work to balance the needs of all members in attendance. Service Coordinators create a friendly atmosphere for everyone. This should lead to a feeling of collective buy-in rather than the family feeling they are on their own or are being watched. Each time a Service Coordination meeting is scheduled or a team is formed, friendly has to be defined for each member of the group. In addition to collective participation, a friendly</p>	<p>Service Coordination meetings are designed to be centered in the family's sense of the situation, themselves and the world around them. Every family should feel that these meetings are focused on their reality and that each gathering is unique. Each family should feel that the Service Coordinator is guiding everyone to work towards what matters to the family by building on strengths. These meetings should always be about the family rather than the rules, the system or the services.</p>

Future	Friendly	Focused
	environment opens people up to creativity and flexibility.	
<p>What ideas do you have that will create a sense of a hopeful future among the parent, the youth/child and each team member? What will you do to hold a future orientation in all meetings? List your plan below</p>	<p>What steps will you take to assure the meetings are friendly and build a sense of camaraderie among everyone? List your plan below</p>	<p>What tools or techniques will you use to hold a focus that is by, for and about the family's perspective? List your plan below</p>

For more information on planning your agenda visit <https://wraparoundohio.org/help-stage-service-coordination-meetings/> or see the FCFC SOP Manual.