**FAMILY SUPPORT SUCCESS PATHWAY - COACH**

**1. USE DATA**
- FAMILY COACH identifies need / opportunities

**2. SET GOALS**
- FAMILY COACH articulates goal

**3. TEAM UP**
- FAMILY COACH identifies additional resources & people

**4. REVIEW**
- FAMILY COACH follow-up plan

**5. SEND CONNECTIONS**
- NAZ CONNECT
- SEND HEALTH ACCESS CONNECTION (Chantelle Johnson)
- SEND CAREER/FINANCE CONNECTION (PPL Specialist: Joshua Watson)
- SEND HOUSING CONNECTION (PPL Specialist: Daminga Lash)

**VERIFICATION STEP FOR HOUSING**
- Verify family has engaged for 3 months. If not, discuss with Manager for exemption and Manager enter note.

**ROI**
- Update ROI to include PPL for housing, career, and finance referrals.

**SEND HEALTH ACCESS CONNECTION**
- Chantelle Johnson

**SEND CAREER/FINANCE CONNECTION**
- PPL Specialist: Joshua Watson

**SEND HOUSING CONNECTION**
- PPL Specialist: Daminga Lash

**COACH REVIEWS PROGRESS**
- Ping or call specialist as needed
- Note follow-up interactions with family

6/2019