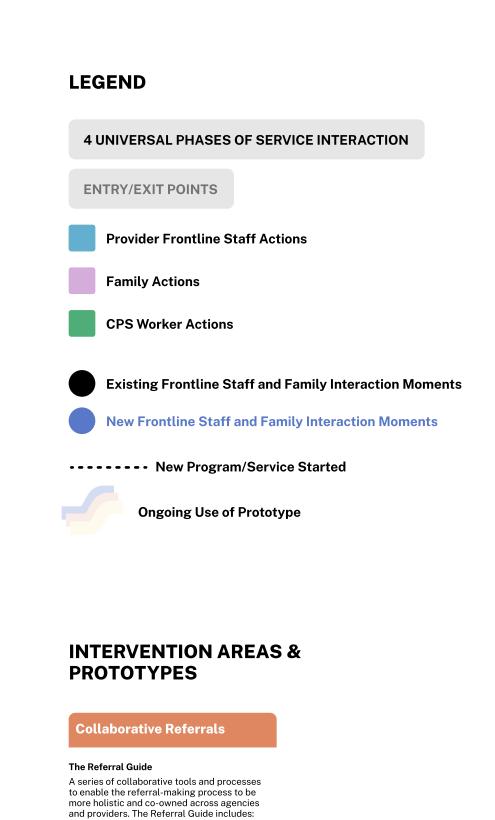
Interaction Model

This interaction model illustrates how the Family Pathways to Care prototypes can be used together to enhance the existing service experience of NYC youth and families receiving therapeutic and support services from ACS or DOHMH. The diagram represents both the current interactions in the service journey where the new tools and processes will be used, as well as additional interactions that the tools will help to facilitate.





A one-pager for frontline staff with tips for using NowPow to search for additional support services.

Trust-Building Intake

The Welcome Kit
Set of onboarding visual tools designed to increase transparency and accessibility during

families/youths to build trust with their service providers. The Welcome Kit includes:

7 Stages of the Referral Process

effective, collaborative referrals for

Youth and Family Choice Worksheet

identify family/youth preferences for

A filterable centralized directory of

cross-agency programs from ACS and DOHMH for provider staff.

A best practice framework for

A tool that helps frontline staff

Service Array Summary

NowPow Tip Sheet

A slow-paced slide deck used during the Transition Meeting for frontline staff to inform CPS referred families about the program and address any concerns.

What to Expect
A slow-paced slide deck for frontline staff to inform families/youths about the program and address any

What to Expect (CPS)

Consent Explainer
Plain-language deck that
accompanies the consent forms to
help families understand the
implications of giving consent.

The 5 Commitments Framework for Feedback Collection

A cross-agency framework that support the collection of and response to feedback to ensure that provider frontline staff can adjust

preferences of youth and families.

NEW INTERACTION MOMENTS

Regularly scheduled time and space set aside for youth and families to voice their feedback to iterate on their service experience with provider staff.

Meeting following feedback collection for frontline staff and youth and families to collaboratively iterate and make updates to improve the service plan.

Updates to Service
Preferences

Meeting following feedback collection for frontline staff and youth and families to collaboratively iterate and make updates to improve the service

A touchpoint between provider frontline staff and the family/youth that allows for a more holistic and seamless transition between services.

Introduction Meeting

The first engagement between the family/youth and their newly referred provider where any relevant service history and preferences are reviewed to prepare for the start of a new service.

Referral Check-in

A follow-up between the family/youth and their old service provider frontline staff to ensure that there was a successful transition of services. The follow-up is the last stage of the 7

Stages of Referral Process.

