

# Interaction Model

DRAFT



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.

## LEGEND

### 4 UNIVERSAL PHASES OF SERVICE INTERACTION

#### ENTRY/EXIT POINTS

Provider Frontline Staff Actions

Family Actions

CPS Worker Actions

Existing Frontline Staff and Family Interaction Moments

New Frontline Staff and Family Interaction Moments

New Program/Service Started

Ongoing Use of Prototype

## INTERVENTION AREAS & PROTOTYPES

### Collaborative Referrals

#### The Referral Guide

A series of collaborative tools and processes to make the referral-making process be more holistic and co-aligned across agencies and providers. The Referral Guide includes:

- 7 Stages of the Referral Process**  
A best practice framework for effective, collaborative referrals for provider staff.
- Youth and Family Choice Worksheet**  
A tool that helps frontline staff identify family/youth preferences for service delivery.
- Service Array Summary**  
A filterable centralized directory of cross-agency programs from ACS and DOHMH for provider staff.
- NowPow Tip Sheet**  
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 intake, improving the capacity for families/youth to build trust with their service providers. The Welcome Kit includes:

- What to Expect (CPS)**  
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 family/youth about the program and address any concerns.
- Consent Explainer**  
Plain-language deck that accompanies the consent forms to help families understand the implications of giving consent.

### Responsive Service Delivery

#### The 5 Commitments Framework for Feedback Collection

A cross-agency framework that supports the collection of and responses to feedback to ensure that provider frontline staff can adjust service delivery to best meet the needs and preferences of youth and families.

## NEW INTERACTION MOMENTS

### Session Feedback

Regularly scheduled time and space set aside for youth and families to voice their feedback to provider staff.

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

### Warm Handoff

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.

