



Journey Stabilization
Program

Special Thanks To...

Family Promise of West Michigan

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EMPath Mobility Mentoring

Critical Time Intervention



Journey Program

- The Journey Program follows *The Young Family Critical Time Intervention* model and is adapted from the Mobility Mentoring curriculum from *EMPath*.
- These evidenced based, goal-oriented models build on the **strengths of the individual family while also increasing their access to support in the community.**
- In addition, our work has an intentional focus and **support for young children and their emotional, physical, and behavioral successes to be ready for and succeed in school.**
- Our Journey Program Timeline is a progressive engagement approach with the family to provide support throughout a 12-month period.
- Phase I of the model begins when the family moves home from a housing crisis.
- The intensity of assistance decreases in Phase II and III, which allows the family to be able to grow in self sufficiency.

Journey Program Timeline

Phases	Phase I: Months 1-4	Phase II: Months 4-8	Phase III: Months 8-12
Actions	Help parent's assess strengths, complete a Path to Success assessment, assess for early childhood supports, get to know basic needs, family goals	Allow parents to maximize strengths, connect in the community, budgeting	Phase out, finish goals, award with ambition bucks
Frequency of Contact	One meeting per week, mostly in person but some phone and/or email interaction	2 in person contacts per month and text/email/phone when needed	1-2 contacts per month/ Infrequent contact
Assessments	Path to Success	Revisit Path to Success	Early Childhood supports and Path to Success as needed
Ambition Bucks	Highest opportunity to earn and can be used to Supplement basic needs or saved	Opportunity to earn decreases and can be used to supplement basic needs or saved	Opportunity to earn decreases and can be used to supplement needs or saved for family activities
Objectives	<ul style="list-style-type: none"> -Housing -Income Source (work, job trainings, cash assistance, SSI) -Health insurance/Medicaid -Doctors for all family members -Early education and assessments -School connections -Food (SNAP, Food Pantry) -Health and Behavioral Health providers -Connect with supports -Develop trust 	<ul style="list-style-type: none"> -Testing and adjusting support systems. -Allow parents to maximize strengths. -Keep focus away from crisis 	<ul style="list-style-type: none"> -Parents take the lead on all issues. -Families connect in their own community -Consistent rent payments

**We love our families,
but we want to love them
from their homes!**



What is a Coach?

Someone who believes in you.

Someone who cheers you on.

Someone who supports from the sidelines while you are playing the game.



1. Family Coaching

When families are participating in the Journey Program, they will be connected with a Coach to work with them on preventing another housing crisis.

- **Connected with a Coach!** Working together on not experiencing a housing crisis again.
- **Walking together for the next year!** Working on your goals and connecting to your community!

Path to Success Assessments

All families engage in completing a Path to Success assessment. The purpose of the assessment is to show a snapshot in time of where the family currently is and where they want to go. The coaches responsibility is to help families find goals that are most important to the family and their housing stability, based upon their Path assessment. The assessment is completed at intake into the program, and again at six months, nine months, and twelve months.



2. The Path to Success

We believe the journey to self sufficiency is like walking down a path.

- **5 Pillars** Household Stability, Engagement & Support, Finances, Education, and Income
- **Self Assessment** The Path to Success is a snapshot in time that shows where families are today, and where they want to go.
- **Coaching with goals** From the Path to Success conversation, we will highlight the goals that are most important to the family and their housing stability.

Journey Program

Path to Success

Household Stability			Engagement & Support			Finances		Education		Income
Housing	Household	Safety	Physical and Mental Health	Supports	Childcare	Debts	Monthly Expenses & Savings	Adult Education	Child Education	Earnings Levels (2022) Area Median Income (AMI) - \$65.7k
No subsidy, housing costs ½ or less of household gross pay	Fully able to engage in work, school, and family life; children or family needs don't get in the way	Safe and stable environment; other housing options are not needed.	Fully able to engage in work, school, & family life; health and mental health needs don't get in the way	Can always rely on supports to provide help, useful advice and guidance; advocates for others	Any childcare program can be selected with little to no financial support	No debt other than mortgage, education, and/or car loans, and current in all debts	Savings of 2-3 months expenses or more Current savings: _____	Bachelor's degree or higher complete	School-aged children enrolled in school and attending regularly	<u>Earnings = 80% of AMI</u> Household size of: 2: \$57,280+ 3: \$64,480+ 4: \$71,600+ OR hourly rate of \$31 or more (living wage for GR Metro Area for 1 adult and 2 children)
No subsidy, housing costs exceed ½ household gross pay	Mostly able to engage in work, school, and family life; children or family needs rarely get in the way	Safe and somewhat stable; options for another safe home exist (friend, relative, other housing, etc.)	Mostly able to engage in work, school, & family life; health or mental health needs rarely get in the way	Can often rely on supports to provide help, useful advice, and guidance	Childcare is affordable, reliable, and safe. Subsidy may or may not be needed	Current in all debts and making more than minimum payments on one or more debts	Savings of less than 2 months expenses and/or paying all monthly bills on time Current savings: _____	Associates degree or professional certification program	School-aged children enrolled in school and attend most of the time	<u>Earnings = 50-79% of AMI</u> Household size of: 2: \$35,800 - \$57,280 3: \$40,300 - \$64,480 4: \$44,750 - \$71,600 OR hourly rate of \$19.38 (50% of living wage @ \$40,300)

Path to Success Scoring

- The Path to Success is scored to show families growth and regression.
 - The assessment is meant to be a guide and allows families and their coach to see opportunities to create goals.
 - Each box is given a numerical value.
 - An initial assessment is completed for establish a baseline score, subsequent assessment are completed at regular intervals.
 - This allows coaches to create interventions based on the family's needs, should their score increase or decreased in any of the areas.
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Household Stability			Engagement & Support			Finances		Education		Income
Housing	Household	Safety	Physical and Mental Health	Supports	Childcare	Debts	Monthly Expenses & Savings	Adult Education	Child Education	Earnings Levels (2022) Area Median Income (AMI) - \$65.7k
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Self Assessment

Families make the choice of where they are on the Path to Success and where they want to go!

No one knows their family better than they do!

The coach will guide families through the process, ask questions, and discuss the pillars so they can make the best assessment.



Tip

Ask that families not look at the Path to Success until after they discuss the pillars with their coach. It can be overwhelming at first!



Journey Program

Path to Success

Household Stability			Engagement & Support			Finances		Education		Income
Housing	Household	Safety	Physical and Mental Health	Supports	Childcare	Debts	Monthly Expenses & Savings	Adult Education	Child Education	Earnings Levels (2022) Area Median Income (AMI) - \$65.7k

The Path to Success looks at different areas of a person's life. All the areas are **equally important** and need to be strong in order for a family to be **self sufficient**.

Path to Adolescence

Age	Social Emotional Skills	Health and Well-being		Self-Regulation	Educational Progress	Preparing for Independence
		Fine Motor	Gross Motor			
3-5 Years	<ul style="list-style-type: none"> <input type="checkbox"/> Makes wants and interests known to adults <input type="checkbox"/> Shares toys and takes turns, with assistance if needed <input type="checkbox"/> Begins to solve problems <input type="checkbox"/> Talk and interacts with children and adults <input type="checkbox"/> Begins to notice differences and similarities <input type="checkbox"/> Uses emotion words to explain feelings <input type="checkbox"/> Follow familiar daily routines at home and school <input type="checkbox"/> Has patience and is able to wait briefly without becoming upset, with assistance <input type="checkbox"/> Shows independence <input type="checkbox"/> Recognizes own sex and the sex of others 	<ul style="list-style-type: none"> <input type="checkbox"/> Pick up small items using index finger and thumb <input type="checkbox"/> Draws shapes or designs <input type="checkbox"/> Begins to write letters and numbers <input type="checkbox"/> Colors pictures <input type="checkbox"/> Builds 3-dimensional structures 	<ul style="list-style-type: none"> <input type="checkbox"/> Run and easily change direction and speed <input type="checkbox"/> Balance on one foot without help for at least 3 seconds <input type="checkbox"/> Hop on one foot for at least two hops <input type="checkbox"/> Catch a ball <input type="checkbox"/> Pushes, pulls, steers wagon or wheeled toys <input type="checkbox"/> Uses toilet independently <input type="checkbox"/> Jumps off low step <input type="checkbox"/> Climbs and swings <input type="checkbox"/> Pour liquid from small pitcher with supervision <input type="checkbox"/> Complete daily living tasks with assistance(utensils, brushes teeth, gets dressed) 	<ul style="list-style-type: none"> <input type="checkbox"/> Moves from one activity to another without becoming upset <input type="checkbox"/> Waits their turn in activities <input type="checkbox"/> Takes pride in own accomplishments <input type="checkbox"/> Expresses frustration/anger using words without harming others or materials <input type="checkbox"/> Begins to understand others feelings <input type="checkbox"/> Begins to manage emotions by asking for help or using conscious self-soothing strategies with assistance 	<ul style="list-style-type: none"> <input type="checkbox"/> Completes an activity before moving on to another <input type="checkbox"/> Organizes play (roles, scenarios, dialogue) <input type="checkbox"/> Listens and pays attention to stories/directions <input type="checkbox"/> Speaks in a way that can be understood by adults <input type="checkbox"/> Speaks in sentences using 4-5 words <input type="checkbox"/> Combines multiple sentences, adding details that makes the meaning clear <input type="checkbox"/> Begins to show an interest in reading and/or begins to recognize words <input type="checkbox"/> Identifies basic colors, shapes, numbers, categories, concept of volume and time <input type="checkbox"/> Experiments with objects during play 	<ul style="list-style-type: none"> <input type="checkbox"/> Give simple chores (cleaning up toys, getting dressed, plating food, pouring drinks) <input type="checkbox"/> Allow for unstructured or free play <input type="checkbox"/> Use deep breathing and coping skills for emotional regulation <input type="checkbox"/> Use music and movement songs <input type="checkbox"/> Give controlled choices <input type="checkbox"/> Encourage play with other children <input type="checkbox"/> Give clear and simple expectations and explanations <input type="checkbox"/> Give attention and praise when directions are followed <input type="checkbox"/> Read books together <input type="checkbox"/> Limit screen/technology time to 15-30 minutes

- The Path to Adolescence looks at a child's developmental growth. All of the areas are equally important and are strengthened by engaging in Early Childhood Services.
- In this assessment, families are given the chance to celebrate their child's growth and success, while also focusing on their areas of need.

Age	Social Emotional Skills	Health and Well-being	Self-Regulation	Educational Progress	Preparing for Independence
15-18 Years	<ul style="list-style-type: none"> <input type="checkbox"/> Increased independence <input type="checkbox"/> Understands consequences of own actions <input type="checkbox"/> Learn deductive reasoning to make educated guesses <input type="checkbox"/> Knows strengths and weaknesses <input type="checkbox"/> Increased self-assurance and confidence <input type="checkbox"/> May emotionally distance themselves from family <input type="checkbox"/> Interested in dating and being intimate <input type="checkbox"/> Can be self-absorbed <input type="checkbox"/> Begin to set long-term goals <input type="checkbox"/> Are excited, but also overwhelmed about the future <input type="checkbox"/> Friendships are based more on real intimacy <input type="checkbox"/> Able to think about future consequences of their actions and apply the information to the choices they make in the present 	<ul style="list-style-type: none"> <input type="checkbox"/> Increased appetite <input type="checkbox"/> Needs more sleep and may be sleepy in school <input type="checkbox"/> May stay up later at night <input type="checkbox"/> Have the visual-spatial coordination needed for distance, speed, and reaction time <input type="checkbox"/> More agile and coordinated <input type="checkbox"/> Boys continue to get stronger and more agile even after puberty <input type="checkbox"/> Girls tend not to gain any more strength or agility after puberty <input type="checkbox"/> Become aware of sexual orientation 	<ul style="list-style-type: none"> <input type="checkbox"/> Increased emotional stability <input type="checkbox"/> Able to voice emotions and try to find solutions <input type="checkbox"/> Able to handle transitions throughout the day <input type="checkbox"/> Seem mature at times, but still have periods of childish behavior <input type="checkbox"/> May have bouts of depression or emotional downs, but should not last longer than two weeks 	<ul style="list-style-type: none"> <input type="checkbox"/> Increased ability to reason, make educated guesses, and sort fact from fiction <input type="checkbox"/> Thinking more abstractly, but reverts to concrete thought in stress <input type="checkbox"/> Able to think about hypothetical situations <input type="checkbox"/> Write with complexity about a variety of content areas (science, social studies, literature) <input type="checkbox"/> Use numbers in real-life situations (calculate tax and tip) <input type="checkbox"/> Use strategies to search for, use, and compare information from multiple sources <input type="checkbox"/> Cause-effect relationships better understood 	<ul style="list-style-type: none"> <input type="checkbox"/> Encourage your teen to get enough sleep, as it is crucial for healthy brain function <input type="checkbox"/> Talk about body image and self-worth <input type="checkbox"/> Address your teen's concerns and problems <input type="checkbox"/> Set clear boundaries and rules with clear explanations <input type="checkbox"/> Involve your teen in setting household rules and schedules <input type="checkbox"/> Encourage your teen to find a job and engage in money management <input type="checkbox"/> Talk to your teen about safe and health relationships and sex <input type="checkbox"/> Encourage community involvement <input type="checkbox"/> Set boundaries and expectations around media use <input type="checkbox"/> Encourage your teen to enroll in a trade school, community college, or university <input type="checkbox"/> Talk about healthy ways to manage and handle stress <input type="checkbox"/> Spend time together <input type="checkbox"/> Encourage your teen to take on new challenges <input type="checkbox"/> Discuss maintaining a sense of self in group relationships

- The Path to Adulthood continues to look at a child's developmental growth and prepares them for adulthood.
- In this assessment, families are given the chance to celebrate their child's growth and success, while also focusing on their areas of need.

From their homes,
families and coaches will individualize
goals, time, and strengths.



What is Ambition?

A desire and
determination to
achieve success.

Requires determination
and hard work.

A young man with short dark hair, wearing a maroon hoodie and black pants with a white stripe, is sitting on a concrete ledge. He is looking down and to the left with a thoughtful expression. The background is a blurred outdoor setting with a brick wall and some trees.

Reflection

Homework for after every goal setting session is reflection and identifying supports and challenges for the family's goal.

Short Term Goals

Using insights from the assessment, the family and coach will brainstorm potential goals, identify challenges and supports, and write out the action steps for each goal that is created

Short Term Goal Action Plan

Journey Program Goal Action Plan



Goal: _____

Path:

- Path to Success
- Path to Adulthood
- Path to Adolescent

 Pillar: _____

Is this a dependent related goal? Yes No

New or Revised goal? New Revised

Action Steps:	Target Completion Date	Ambition Bucks Incentive	Verification Needed	Date Action Step Completed
1.				
2.				

Long Term Goals

Want to get your GED? Go back to school? Reduce child's behaviors? Get a promotion? Save \$1000? Save \$5000? Buy a house?

It is **possible** with long term goal setting!



Tip

You can set monthly, yearly, or 5 year goals with the coach! When families are ready and stable in your short term goals, this is a great next step!

Long Term Goal Sheet



Path to Success

9 Month Goals

	Household Stability			Engagement & Supports			Finances		Education	Employment & Career
	Housing	Household	Safety	Physical and Mental Health	Supports	Childcare	Debts	Monthly Expenses & Savings	Educational Attainment	Earnings Levels (2022) Area Median Income (AMI) - \$65.7K
Month 1:										
Month 2:										



Path to Success

3 Year Goals

	Household Stability			Engagement & Supports			Financial Management		Education & Training	Employment & Career
	Housing	Household	Safety	Physical and Mental Health	Supports	Childcare	Debts	Monthly Expenses & Savings	Educational Attainment	Earnings Levels (2022) Area Median Income (AMI) - \$65.7k
Today:										
Year 1:										



3. Ambition Bucks

Meeting goals is tough! Life is busy and there isn't enough time in the week.

- **Incentives!** Ambition Bucks are earned for meeting with the Coach, working on goals, and connecting to the community
- **Ambition Reports** At the end of every month, the Coach will send an Ambition Report of the goal progress.
- **Spend how you want!** Families can use Ambition Bucks for household items, food, diapers, or even fun family activities!



Ways to earn Ambition Bucks

Meet with your Coach

Set goals, Budget, and attend Journey Program meetings

5 Ambition Bucks

Connect with your Community!

Use local food pantry, diaper depots, attend doctors appointments, use community supports

15 Ambition Bucks

10 Ambition Bucks

Housing Stability

Turn in paystubs, rent and utility receipts, enroll in educational trainings

Meeting your goals

Complete a goal with a Coach

Earning Ambition Bucks

5 Bucks: Program Engagement, Housing Stability and Connecting with Community

<p>Case Management meetings</p> <p>Goal Setting with your CM</p> <p>Creating a monthly budget with your CM</p> <p>Identifying a Primary Care Provider</p>	<p>Provide your CM rent or utility receipt</p> <p>Provide your CM paystubs (last 30 days)</p> <p>Enroll in educational trainings</p> <p>Enroll kids in extracurricular activity</p>	<p>Utilize community food pantry</p> <p>Attend neighborhood events</p> <p>Visit Diaper Depot</p> <p>Utilize community supports</p>
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Spending Ambition Bucks

Items Available in exchange for 5-15 Bucks (Dependent on Case Manager Discretion, Participation in programming and availability)

<p><u>Hygiene Items</u> - Soap, Shampoo/Conditioner, Toothpaste, Toothbrush, Razors, Moisturizer, etc.</p> <p><u>Personal Care Items</u> - Deodorant, Tampons, Pads, etc.</p>	<p><u>Cleaning Supplies</u> - Multi-purpose Wipes, Toilet Paper, Paper Towel, Soap, etc.</p> <p><u>Kitchen Supplies</u>- Dishes, Pots/Pans, Cups, Bowls, etc.</p> <p>Single Ride Bus Passes</p> <p>Gas/Food Cards</p>	<p>Children's Clothing/Footwear</p> <p>Diapers/Wipes</p> <p>Coats/Winter wear</p> <p>Bathroom Set</p> <p>Bath Towels</p> <p>Linens/Blankets/Pillows</p> <p>Curtains</p>
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Track families progress

The coach will help families track their progress every month with our unique Ambition Report.

Encouragement matters! Let families know they **will** see progress every month on their goals, even baby steps are progress!



Monthly Ambition Reports

Every month the coach will send an update on the family's progress together. Tips, tricks, and ideas are included!



4. Program Expectations

What can families do to get the most out of this program?

- **Attend/Set up Meetings** Meet with their coach! Set up times and attend meetings.
- **Be Real** If families need help, ask! If they are overwhelmed, share! If there is a question not asked, answer it!
- **Home Visits** The coach will meet with families in their home at least once a month; other visits can be virtual or in the community!



Program Agreement

The Keys to the Journey Program					
Family Coaching	The Path to Success	Goal Setting	Community Connections	Ambition Bucks	Engaging with Children
When you are participating in the Journey Program you will be connected with a Coach to work with you on not experiencing housing crisis again.	We believe the journey to self-sufficiency is like walking a path. No one knows your family better than you do and this self-assessment tool will give us a snapshot of where you are today.	Using insights from your assessment, we will brainstorm potential goals, identify challenges and supports, and write out the action steps for each goal you create! We will highlight the goals that are most important to your family and your housing stability.	Connecting with your community is a huge part of the Journey Program. Finding extra supports create a community of resources and a safety net for your family.	Ambition Bucks are earned for meeting with your Coach, working on goals, and connecting in your community.	Families in the program who have children ages 0-5 will receive additional support and assessment in making sure your child is developing appropriately and that they are connected to any beneficial community resources.

Program Expectations

Meetings	Client Agreement	Reasons your case would be closed	Ambition Bucks
<ul style="list-style-type: none">• Time commitment: 1 hour per session• 1 meeting per week for the first month• 2-4 meetings per month after the first month• No visitors present in the home• Prepared to work on goals	<ul style="list-style-type: none">• If any changes in my income source occur, I will notify my coach within the week.• I agree to work on accomplishing a set of goals that I create with help from my coach.• I agree to provide pay stubs and/or complete the income verification form• I will give my coach at least a 24-hour notice if I am unable to make a scheduled appointment.• I agree to pay my rent on time.	<ul style="list-style-type: none">• Multiple missed meetings• Lack of communication• Not working on goals• Visitors in the home during meetings• Not following program agreement or expectations• Any safety concerns including illegal drug use, weapons on the property, or any physical or verbal abuse towards staff would be grounds for immediately closing a case	<p>Please ask your coach for any items you would like to purchase with your Ambition Bucks <i>prior to your meeting.</i> Your coach will bring them to your next meeting!</p>

Home Visiting Requirements

Meetings	Phase 1:	Phase 2:	Phase 3:
<ul style="list-style-type: none">• Time commitment: 1 hour per session• 1 meeting per week for the first month• 2-4 meetings per month after the first month• No visitors present in the home• Prepared to work on goals	<ul style="list-style-type: none">• Weekly meetings• Home visit required a minimum of twice a month<ul style="list-style-type: none">○ Case coach will conduct a walk through of the entire home to ensure safety and program requirements	<ul style="list-style-type: none">• Bi-weekly meetings• Home visit required a minimum of once a month<ul style="list-style-type: none">○ Case coach will conduct a walk through of the entire home to ensure safety and program requirements	<ul style="list-style-type: none">• Monthly meetings• Home visit required at every visit<ul style="list-style-type: none">○ Case coach will conduct a walk through of the entire home to ensure safety and program requirements

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Stability and success are the goals of our program; however, sometimes the Journey Program is no longer an appropriate for someone. Here's why:



5. Reasons A Case May Be Closed

Why might a families case be closed in the Journey Program?

- **Multiple Missed Meetings** Meetings are required as a part of the program!
- **Lack of Communication** We need to hear from families! The goal is to walk alongside families, so communication is key!
- **Not Working on Goals** Goals are how we move forward, and working on these helps families to progress in the program
- **Not Following Program Agreement/Expectations** The agreement and expectations are crucial to families success in the program
- **Safety Concerns**

How Can We Set Families Up for Success?

- Explain the program!
 - Be sure that they receive a thorough explanation of the program and why, as their coach, you feel they would benefit
 - Ensure that the family has a desire to engage in the program
 - If you feel they would benefit from the program, regardless of their “want”, have a discussion with the family about how the Journey Program could benefit them.
 - Ensure that family data and files are up to date
 - Use time in the warm transfer (if applicable) to celebrate your family!
 - The purpose of the warm transfer meeting is for one case manager to introduce the family to their new case manager. The goal of this meeting is to bridge the gap between one program and the other.
 - The family’s previous case manager should highlight how the family functions, their goals moving forward, the goals accomplished while in shelter, and any other pertinent information. The new case manager should then highlight the purpose of the Journey program, the opportunities and support that will occur, and explore how the family would best feel supported.
 - Be honest with family!
 - Trustworthiness and transparency are two of the six core principles of trauma informed care.
 - Our decisions should always be made with transparency, with the goal of building and maintaining trust among those receiving services.
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Family Tips for Success

Use your Coach!

Revise goals as
needed

Dream Big

Program Manual

Community Site → Resources → Program
Resources → Stabilization → Journey Program
