

SCORE Network: Support, Coordination, Opportunities, Resources, and Education

What is it? We know families are often in search of the best care for their loved ones with developmental disabilities. We decided to create a resource team close to home with local professionals and advocates. We designed this network by talking to all the 'go-to' resource people in our region. Our service and support recommendations are different because the professionals making them are very familiar with the resources available in our region.

Who is it for? This service is designed to serve individuals with developmental disabilities of any age, though our primary focus thus far has been 3-22 years. The case review will offer an opportunity for creative problem solving and suggestions for individuals who have not yet found the right supports, or who are struggling to be successful with the supports they currently have. If a team feels like they are 'out of options' or 'don't know what to do next', they are an appropriate fit for us.

What do they do? Our regional resource team, known as SCORE, will spend time reviewing an individual's case before they meet. When we meet, we will focus on the family's perspective and strengths. We will look at the local options available and identify what supports might best meet the family's goals. In addition to providing the family's SSA with referrals to specific programs, we will provide the family with a Family Narrative.

What's a Family Narrative? How will it help? We empathize with families who feel like they are often filling out the same paperwork over and over again. We also recognize that the clinical lens (that is required to access services) is insufficient in helping us truly know the families we serve. We will provide the family with a blended narrative that provides a more complete history of their story by putting the clinical components in the context of their actual lived experiences. In this way we hope to honor the effort families are expending to access this service and to ease their burden in the future, as they can use this Narrative with future providers and/or to advocate for themselves.

How do we make a referral? The steps for SCORE referral require the following:

- 1) Complete the Multisystem Coordination Referral Profile. SSA's should complete as much of this as possible based on the family's previous documentation/history rather than asking them to recount it. Make sure the Release of Information is completed.
- 2) Family Perspective. There are two options for families to complete this in the way they feel most comfortable—a Guided Conversation and some tools from Charting the Life Course.
- 3) After completing the profile and family perspective, someone from SWOCOG will be in touch to complete the Protective Factors Survey, a 10-15 minute process that can be done over the phone or online.