**Family Road Map: A Five-Step Path to Helping Families Manage Big Problems**

When a situation feels complicated, **knowing where to start makes all the difference**. *Family Road Map* and *Young Adult Road Map* are guides and curricula that help people break up big, overwhelming problems into tasks they can handle. Offered as a six-hour workshop or “deep dive” coaching experience, Road Map® series curricula teach a simple, five-point *Guiding Star* method for getting better services and support in ANY system. Problems change, procedures change—but the *Guiding Star*, like the North Star, doesn’t change because it is rooted in knowledge about ***the way ALL systems work*.** The Road Map series is provided by family-driven organization Team Up for Families through TUFF-certified Coaches, Facilitators, and Master Trainers working in their own communities from Maine to Guam.

**In the *Family Road Map\** 100-page Guide and six-unit curriculum, families learn to:**

1. **SET GOALS** by identifying their most functional strengths, priority concerns, and “The Big Picture” of what they need most for their child or youth and family’s future.
2. **LEARN SYSTEM BASICS** so they understand what services are available and how to get them.
3. **BUILD RELATIONSHIPS** with people who can help them solve problems and find services.
4. **MANAGE INFORMATION** through keeping effective records and asking good questions about data that affects their child or youth’s treatment.
5. **FIND SUPPORT** to meet ongoing challenges and locate resources for the long haul.

The **“Classroom-Treatment Connection**” is an additional unit that applies the *Guiding Star* method to finding special education services.

*Family Road Map* provides four kinds of training for family members and providers of child/youth services:

**Family Road Map** six-hour workshops for family members, led by a TUFF-Certified Facilitator or Master Trainer. This experience can be offered as a single session or shorter multiple sessions.

**“Start Here/Get There”** is a three-hour e-learning session that teaches families to be prepared and confident when they go to IEP meetings, intake appointments, and other service interactions. *Provided by Team Up for Families staff for family members, family support partners, social workers, counselors, school personnel, and other providers who work with children, youth, and families.*

**Coach Certification** is a six-hour training for family support partners, case workers, social workers, school personnel, and counselors that offers skills for on using the *Family Road Map* curriculum in one-on-one sessions with families. *Provided by PA-based Certified Master Trainers.*

**Facilitator Certification** is a 12-hour course that teaches participants to provide either one-on-one coaching or six-hour workshops using the *Family Road Map* curriculum. *Provided by PA-based Certified Master Trainers for family support partners, case workers, social workers, school personnel, counselors and other provider staff.*

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