

Family Support Resource

Supplemental Implementation Guide

1. When referring families and social networks for Family Support meetings, we have developed a “lukewarm handoff” method with the organization Learn To Cope.
2. Learn to Cope will connect with the family in 24-36 hours to assist them with finding a local or virtual meeting that meets their needs.
3. While with the family, scan the QR code on the right or navigate on your phone to this link:
<https://tinyurl.com/prontofamily>
4. Assist the family in filling out the form
5. The final line of the form reads: “How did you hear about us?”
6. Please write “POST-[AGENCY]” in the line so that we can track referrals and so that Learn to Cope knows where the referrals are coming from.



Agency Codes:

1. **POST-AAC** (AIDS Access Cambridge)
2. **POST-APW** (AIDS Project Worcester)
3. **POST-ASGCC** (AIDS Support Group of Cape Cod)
4. **POST-BPHC** (Boston Public Health Commission)
5. **POST-GLFHC** (Greater Lawrence Family Health Center)
6. **POST-HEALTH** (Health Innovations (Healthy Steps))
7. **POST-NSHP** (North Shore Health Project)
8. **POST-RISE** (JRI (Program RISE))
9. **POST-MANET** (Manet)
10. **POST-SHH** (Seven Hills)
11. **POST-TAP** (Tapestry)