**Section 117.325 Service facilitation services**

The Department shall inform the family of eligible children in writing of the availability of service facilitation services. When serving families, the service facilitator shall provide information to the family concerning local support services, including but not limited to in-home services, crisis intervention, and respite care and shall advocate for the family in accessing desired services. The service facilitator's role is to assist the family to make its own decisions and choices by providing the family with information needed to better access the service system; to make the family aware of generic services that are available in the community; to assist in advocating for the family's expressed needs and desires; and to work with the family to creatively make suggestions regarding some potential uses of the family assistance dollars.