# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Region</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Support Definition</td>
<td>3</td>
</tr>
<tr>
<td>Central Region</td>
<td>6</td>
</tr>
<tr>
<td>Hudson River Region</td>
<td>9</td>
</tr>
<tr>
<td>Long Island Region</td>
<td>13</td>
</tr>
<tr>
<td>New York City Region</td>
<td>15</td>
</tr>
<tr>
<td>Western Region</td>
<td>17</td>
</tr>
</tbody>
</table>
Family Peer Support Services (FPSS) are an array of formal and informal services and supports provided to families raising a child up to age 21 who is experiencing social, emotional, developmental and/or behavioral challenges in their home, school, placement, and/or community. FPSS provide a structured, strength-based relationship between a Family Peer Advocate and the parent/family member for the benefit of the child/youth. The purpose of this service is to support the parent/family member and enhance their skills so they can promote positive youth functioning and their child’s ability to live successfully in their community. FPSS are provided by a trained and credentialed Family Peer Advocate (FPA) who is uniquely qualified to work with families based on his/her personal experience parenting a child with similar needs and the specialized training they receive (see below). FPSS can be provided through individual and group face-to-face work in various settings (e.g. family’s home, community, office, telephone or Skype contacts, etc).

**TYPES OF FAMILY PEER SUPPORT SERVICES**

There are six categories of Family Peer Support Services.*

*Within each category are several examples of activities specific to that category. These examples are not intended to be exhaustive.

*A family peer support provider will have the capacity to offer all six categories of services based on the individual needs and preferences of the family.

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<tr>
<th>Outreach and Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empower families to make informed decisions regarding the nature of supports for themselves and their child through:</td>
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<tr>
<td>- sharing information about resources, services and supports and exploring what might be appropriate for their child and family;</td>
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<tr>
<td>- exploring the needs and preferences of the family and locating relevant resources.</td>
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<tr>
<td>- helping families understand eligibility rules;</td>
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<tr>
<td>- helping families understand the assessment process and identifying their child’s strengths, needs and diagnosis.</td>
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<tr>
<td>Develop resource directories to identify relevant formal services and informal resources for families.</td>
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<tr>
<td>Conduct general and individual outreach in the community to raise awareness, reduce stigma, and engage families in services.</td>
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<td>Staff a ‘warm line’ that families can call for information.</td>
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<thead>
<tr>
<th>Engagement, Bridging and Transition Support</th>
</tr>
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<tbody>
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<td>Based on the strengths and needs of the youth and family, connect them with appropriate services and supports. Accompany the family when visiting programs.</td>
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<td>Facilitate meetings between families and service providers.</td>
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<td>Assist the family to gather, organize and prepare documents needed for specific services.</td>
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<tr>
<td>Address any concrete or subjective barriers that may prevent full participation in services.</td>
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<tr>
<td>Serve as a bridge between families and service providers, supporting a productive and respectful partnership by assisting the families to express their strengths, needs and goals.</td>
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<tr>
<td>Support and assist families during stages of transition which may be unfamiliar (e.g.: placements, in crisis, and between service systems etc.).</td>
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<tr>
<td>Promote continuity of engagement and supports as families’ needs and services change.</td>
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<table>
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<tr>
<th>Self-Advocacy, Self-Efficacy and Empowerment</th>
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<tr>
<td>Advocate on behalf of and in collaboration with families to promote shared decision-making.</td>
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<tr>
<td>Regularly consult with families and providers to ensure that the family’s perspectives are included in all planning and decision-making.</td>
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<tr>
<td>Coach and model shared decision-making and skills that support collaboration.</td>
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<tr>
<td>Model strengths-based interactions by accentuating the positive.</td>
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<tr>
<td>Support the families in discovering their strength and concerns. Assist families to identify and set goals and short term objectives.</td>
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<tr>
<td>Prepare families for meetings and accompany them when needed.</td>
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<tr>
<td>Empower families to express their fears, expectations and anxieties to promote positive effective communication.</td>
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<tr>
<td>Assist families to frame questions to ask providers.</td>
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<tr>
<td>Provide opportunities for families to connect to and support one another.</td>
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<tr>
<td>Support and encourage family participation in community, regional, state, national activities to develop their leadership skills and expand their circles of support.</td>
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</table>
- Provide leadership opportunities for families who are receiving Family Peer Support Services.

- Enhance the quality of life by integration and supports for families in their own communities.
- Help the family to rediscover and reconnect to natural supports already present in their lives.
- Utilize the families’ knowledge of their community in developing new supportive relationships.
- Help the family identify and get involved in leisure and recreational activities in their community.
- In partnership with community leaders, encourage families who express an interest to get more involved in faith or cultural organizations.
- Arrange support and training as needed to facilitate participation in community activities.
- Conduct groups with families to strengthen social skills, decrease isolation, and provide emotional support.

**Community Connections and Natural Supports**

- Supports the efforts of families in caring for and strengthening their children’s mental, and physical health, development and well-being of their children.
- Helps the family learn and practice strategies to support their child’s positive behavior.
- Assist the family to implement strategies recommended by clinicians (e.g. medication management, behavior support, crisis plan) and talk to clinicians about their comfort with these plans.
- Provide emotional support for the family on their parenting journey to reduce isolation, feelings of stigma, blame and hopelessness.
- Link to and provide workshops and courses on parenting that are matched to families’ individual needs.
- Advocate whose child is coming out of placement by equipping the family with skills, knowledge and resources to support the child at home, ensuring the greatest likelihood of success.
- Assist families to access transportation.

**Parent Skill Development**

- Participate on teams that manage access to care, evaluate and work to improve quality of care.
- Conduct training for service providers on topics including, strategies for partnering with families, engagement, family-centered care, and family-driven decision-making.
- Attend and/or facilitate meetings to promote family voice and infuse a family perspective at all levels: individual provider, agency, local planning, state and national policy making.

**Promoting Effective Family-Driven Practice**

**FAMILY PEER SUPPORT SERVICES PROVIDER QUALIFICATIONS**

Family Peer Support is delivered by a New York State Credentialed Family Peer Advocates (FPA). To be eligible for the FPA Credential, the applicant must:

- Demonstrate ‘lived experience’ as the parent or primary caregiver who has navigated multiple child serving systems on behalf of their child(ren) with social, emotional, developmental, health and/or behavioral healthcare needs.
- Have a high school diploma or GED (or document comparable skills).
- Complete the Parent Empowerment Program (PEP) training 40 hours plus 12 one-hour each of group consultation calls
- Submit three letters of reference attesting to proficiency in and suitability for the role of Family Peer Advocate.
- Complete a Professional Development Plan.
- Document 1000 hours of experience providing Family Peer Support services.
- Agree to practice according to the Family Peer Advocate Code of Ethics.
- Complete 20 hours of continuing education and renew their FPA credential every three years.

The Family Peer Advocate Credential is administered by Families Together in New York State. www.ftnys.org

**DEFINITIONS**

**Advocacy:** The spirit of this advocacy work is one that promotes effective parent-professional-system partnerships. Advocacy in this role does not include legal consultation or representation. It is defined as constructive, collaborative work with and on behalf of families to assist them to obtain needed services and supports to promote positive outcomes.

**Parent/Family:** Family is defined as the primary care-giving unit and is inclusive of the wide diversity of primary care-giving units in our culture. Family is a biological, adoptive or self-created unit of people residing together, consisting of adult(s) and/or child(ren), with adult(s) performing duties of parenthood/caregiving for the child(ren). Persons within this unit share bonds, culture, practices and a significant relationship. Biological parents, siblings and others with significant attachment to the individual living outside the home are included in the definition of family. For the purposes of this service, "family" is defined as the persons who live with, or provide care to a child and may include a parent, spouse, sibling, children, relatives, grandparents, guardians, foster parents or others with significant attachment to the individual.

**Service Provider:** Refers to individuals/organizations that provide formal services to the youth and family from all
Natural Supports: Natural supports are individuals and resources a family can access “naturally,” independent from formal services. These supports are a significant source of culturally relevant emotional support and caring friendships for children and families. Natural supports can be short-term or long-term and are usually sustainable and available to the child and family after formal services have ended.
Central Region

Broome

Broome Catholic Charities
86-88 Walnut Street, Binghamton, NY 13905
Contact: Beth Palmieri - FPA Supervisor
Phone: 607-584-7800
bpalmieri@CCBC.net

Cayuga

Cayuga Counseling Services, Inc.
17 E. Genesee Street, Auburn, NY 13021
Residential FPA and Parents as Partners
Contact: Evie Noden – CCSI/Parent Partner
Phone: 315-253-9795
Fax: 315-253-3952
evien@cayugacounseling.org

Clinton

Behavioral Health Services North, Inc.
22 US Oval, Suite 218, Plattsburgh, NY 12903
Program Coordinator: Carrie Anne Rollier
Phone: 518-561-1767
crollier@bhns.org

Clinton County Community Services.
Family Support Services – C & F
16 Ampersand Drive, Plattsburgh, NY 12901
Contact: Richelle Gregory
Phone: 518-565-4064
Fax: 518-566-0291
richelle.gregory@clintoncountygov.com

Cortland

Cortland Community Services/Clinic
Family Support Services
7 Clayton Avenue
Cortland, NY 13045-2501

Delaware

Family Resource Network
46 Oneida Street, Oneonta, NY 13820
Contact: Michelle Zuk- Executive Director
Phone: 607-432-0001
executivedirector@familyrn.org
mzuk@familyrn.org
Essex
Families First of Essex County
Family Support
196 Water Street, Elizabethtown, NY 12932
Director of Family Support: Anne Griffin
Phone: 518-873-9544
Fax: 518-873-9570
agriffin@familiesfirstessex.org

Herkimer
Center for Family Life and Recovery
502 Court Street, Suite 401 Utica, NY 13502
CEO: Cassandra Sheets
Phone: 315-733-1709
csheets@cfllrinc.org

Upstate Cerebral Palsy, Inc.
1601 Armory Drive, Bldg. C, Utica, NY 13501
Phone: 315-725-3325
Lesley.lynch@upstatecp.org
Julie.baum@upstatecp.org
Stephanie.richard@upstatecp.org

Franklin
Citizens Advocates, Inc.
Enhanced Parent Support Services
209 Park Street, Malone, NY 12953
Contact: Brandon Titus
Phone: 518-651-2237
Cell: 518-651-1569
brandontitus@citizenadvocates.net

Fulton & Montgomery
MHA of Fulton and Montgomery Counties
Family Support – Fulton/Montgomery
307-309 Meadow Street, Johnstown, NY 12095
Family Support Director: Terri Flint
Phone: 518-762-5332 (103)
tflint@mhafm.org

Fulton
The Family Counseling Center
Family Support
11-21 Broadway, Gloversville, NY 12078
Program Director: Cathy Calabrese
Phone: 518-725-4310
kcalabrese@thefamilycounselingcenter.org
Jefferson
Northern Regional Center for Independent Living
Family Support Services
210 Court Street, Suite 107, Watertown, NY 13601
Program Director: Kathy Connor
Phone: 315-785-8703
kathyc@nrcil.net

Lewis
Northern Regional Center for Independent Living
Family Support Services
7632 North State Street, Lowville, NY 13367
Program Director: Karen Boliver
Phone: 315-376-8696
karenb@nrcil.net

Madison
Family Support in Central New York
155 Madison Street, Oneida, NY 13421
Contact: Joan Godlewski / Elaine Angwin
Phone: 315-794-4590 / 315-941-2520
joang@familysupportincny.org
eahpny@dreamscape.com

Oswego
Hillside Children’s Center
945 South 1st Street, Fulton, NY 13069
Contact: Lisa Kinney/Elaine Conway
lkinney@hillside.com
econway@hillside.com

Otsego
Family Resource Network
46 Oneida Street, Oneonta, NY 13820
Coordinated Children’s Service Initiative
Contact: Michelle Zuk- Executive Director
Phone: 607-432-0001
executivedirector@familyrn.org
mzuk@familyrn.org
## Hudson River Region

### Albany

**Families United Network**  
60 Academy Road, Albany, NY 12208  
Parsons Child & Family Center  
Contact: Cynthia Novacovic  
Phone: 518-426-2649  
Fax: 518-447-5234

### Columbia

**MHA in Columbia/Greene Counties, Inc.**  
713 Union Street Hudson, NY 12534  
Contact: Roxanne Carpenter  
Phone: 518-828-4619 (x202)  
Fax: 518-828-1196

### Dutchess

**MHA in Dutchess County, Inc.**  
Family Support Programs  
253 Mansion Street Poughkeepsie, NY 12601  
Contact: Lydia Edelhaus, Lynn Rogers, Kasha Morgan  
Phone: 845-473-2500 (x1343) (x1342)  
Fax: 845-473-4870

### Greene

**Greene County Mental Health Center**  
Family Support Program  
PO Box 905, Cairo, NY 12601  
Contact: Katie Conroy  
Phone: 518-622-9163  
Fax: 518-622-8596  
[KConroy@discovergreene.com](mailto:KConroy@discovergreene.com)

### Orange

**MHA of Orange County, Inc.**  
Family Support Program  
73 James P. Kelly Way, Middletown, NY 10940  
Contact: Mary Dumas, Peggy Spagnola, Shakia Henderson  
Phone: 845-342-2400  
Fax: 845-343-9556
Orange
Access: Supports for Living
2001 Rt. 17M, Goshen, NY 10924
Contact: Anne Marie Freitas
Phone: 845-343-8100
Fax: 845-243-9906

Putnam
Cove Care
1808 Rt. 6, Carmel, NY 10512
Contact: Christina McGuigan
Phone: 845-225-8995
Fax: 845-225-0753

Rensselaer
CEO
2331 Fifth Avenue, Troy, NY 12180
Director: Brandy Parker
Contact: Brandy Parker
Phone: 518-272-6012
Fax: 518-687-0524

Rockland
MHA Rockland County, Inc.
140 Route 303, Suite A, Valley Cottage, NY 10989
Contact: Kathy Abramson
Phone: 845-267-2172 (278)

St. Dominics Family Support
500 Western Highway Blauvelt, NY 10913
Contact: Tanisha Timothee
Phone: 845-359-7361

NAMI Rockland County
140 Old Orangeburg Road, Bldg. #57, Rm N106
Orangeburg, NY 10962
Contact: Anne Arias
Phone: 845-359-8785
Fax: 845-359-4604
www.namirockland.org
Helpline: 845-359-8787
anne@namirockland.org

Saratoga
Captain Community Human Services
5 Municipal Plaza, Suite 3, Clifton Park, NY 12065
Contact: Amy Piroli
Phone: 518-399-4624
Fax: 518-399-8663
Schoharie County Community Action Program
795 East Main Street, Suite 5, Cobleskill, NY
Contact: Jodi Gregory
Phone: 518-235-0261
Fax: 518-234-0959

Catholic Charities
Family Support Services serving Delaware, Otsego and Schoharie Counties
489 West Main Street, Cobleskill, NY 12043
Contact: Rebecca Snyder/Lynn Glueckert
Phone: 518-235-3581
Fax: 518-234-8423

Action Towards Independence, Inc
309 East Broadway, Monticello, NY 12701
Contact: Deborah Warden
Phone: 845-794-4228
Fax: 845-794-4475

MHA in Ulster, Inc
Family Support Services
PO Box 2304, Kingston, NY 12402
Contact: Jessica Distuhl
Phone: 845-339-9090 (180)
Fax: 845-336-0192

Families of Woodstock Adolescent Services
166 Albany Ave. Kingston NY 12401
Contact Person: Tori Barnes
(845) 331-7080 Ext.146
(845) 802-5558 Fax

Center for Children and Families
1 Lawrence Street, Glens Falls, NY 12801
Contact: Mariane Simas
Phone: 518-926-7068
Fax: 518-926-7069
Westchester

Family Ties of Westchester
112 East Pond Road, 3rd floor, White Plains, NY 12801
Contact: Kerry Megley
Phone: 914-358-4394/ 914-995-5238
Fax: 914-995-6220

Family Ties - Resource Center
53 South Broadway, Mezz Level, Yonkers, NY 10701
Contact: Ricki Knight
Phone: 914-964-2063
Fax: 914-995-5872

Family Ties - Resource Center
3 North Division Street, 2nd floor, Peekskill NY 10566
Contact: Maggie Reyes
Phone: 914-739-4725
Fax: 914-739-4727

Family Ties - Resource Center
100 Steven Avenue, Street level, Mt. Vernon, NY 10550
Contact: Bert Littlejohn
Phone: 914-667-9369
Fax: 914-667-9402

Family Ties - Resource Center
175 Main Street Ossining, NY 10562
Contact: Lucy Sandoval
Phone: 914-941-3461
Fax: 914-941-5373
Long Island Region

Nassau/Suffolk

Long Island Families Together
21 Greene Ave, Amityville, NY 11701
Contact: Eileen Kadletz, Executive Director
Phone: (631)-264-5438, Ext. 103
ekadletz@lift4kids.org

Nassau

Family & Children’s Association
Family Center Nassau
400 Oak St., Suite 104, Garden City, NY 11530
Contact: Rosemary Randazzo
Phone: (516) 458-5976
rrandazzo@familyandchildrens.org

North Shore Child & Family Guidance Center
Family Advocate Program
480 Old Westbury Road, Roslyn Heights, NY 11577
Contact: Lee Holtzman
Phone: (516) 626-1971
LHoltzman@northshorechildguidance.org

Hispanic Counseling Center
Family Support Program
344 Fulton Avenue, Hempstead, NY 11550
Contact: Maria Rodriguez
Phone: (516) 538-2613
merodriguez@hispaniccounseling.org

Suffolk

Family & Children’s Association
Family Center Suffolk
4400 Veterans Hwy, Suite 202, Holbrook, NY 11741
Contact: Rosemary Randazzo
Phone: (516) 485-5976
rrandazzo@familyandchildrens.org

Well Life Network
Family Support Service Program
3600 Rte. 112, Coram, NY 11727
Contact: Meghan Clancy-Folan
Phone: (631) 920-8302
Meghan.Clancy-Folan@WellLife.org
Suffolk

Family Service League
Parent to Parent Program
Brentwood Mental Health Clinic,
1841 Brentwood Road, Brentwood, NY, 11717
Contact: Debra Begley
Phone: (631) 853-2793
dbegley@fsl-li.org
New York City Region

Northern Bronx  
FRC of Northern Bronx - MHA of NYC  
975 Kelly St. Suite 301 Bronx, NY 10459  
Program Director: Wanda Greene  
Phone: 718-220-0456 ext. 6126

Southern Bronx  
FRC of Southern Bronx - MHA of NYC  
975 Kelly St. Suite 301 Bronx, NY 10459  
Program Director: Yvette Pena  
Phone: 718-220-3868 ext. 6124

Northern Manhattan  
FRC of Northern Manhattan - MHA of NYC  
1 Penn Plaza 36th floor Suite 3696 NY, NY. 10119  
Program Director: Lucy Santana  
Phone: 212-410-1820

Southern Manhattan  
FRC of Southern Manhattan - MHA of NYC  
1 Penn Plaza 36th floor Suite 3696 NY, NY. 10119  
Program Director: Janet Rosa  
Phone: 212-964-5253

Eastern Queens  
FRC of Eastern Queens - St. John’s Episcopal  
148-45 Hillside Ave. Suite 203 Jamaica NY 11435  
Program Director: Kathy Gardini  
Phone: 347-644-5711

Western Queens  
FRC of Western Queens - MHA of NYC  
29-46 Northern Blvd. 2nd floor LIC NY 11101  
Program Director: Ina Concepcion  
Phone: 718-651-1960

Northern Brooklyn  
FRC of Northern Brooklyn - ICL  
2581 Atlantic Ave Brooklyn NY 11212  
Program Director: Terri Johnson  
718-290-8100 ext. 4145
Southern Brooklyn
FRC Southern Brooklyn-JCCA
858 East 29th Street Brooklyn NY 11210
Program Director: Yudelca DeLaCruz
Phone: 347-394-5186

Staten Island
FRC of Staten Island
1765 South Ave., Staten Island NY 10314
Program Director: Deborah Miller
Phone: 718-698-5307

Families on the Move
358 St. Marks Place Ste. 302 S.I. NY 10301
Program Director: Tina Gibbs Yaseep Program
Phone: 347-682-4870 fax: 718-447-6539
Deputy Director of Programs: Lorraine Jacobs
Phone: 718-613-3079
Western Region

Multiple Counties
Finger Lakes Parent Network
25 West Steuben Street, Bath, NY
Program Director: Patti DiNardo
Phone: 585-289-4874
pdinardo@flpn.org
Assistant Director: Jeannine Struble
Phone: 315-568-4363
jstruble@flpn.org
Serving Counties: Alleghany, Chemung, Ontario, Schuyler, Seneca, Steuben, Tioga, Wayne, Yates

Hillside Family Support
96 West Buffalo Street, Warsaw, NY 14569
Manager: Kathy Holmes
Phone: 585-786-5906
kholmes@hillside.com
Serving Counties: Genesee, Livingston, Orleans, Wyoming

Cattaraugus
Cattaraugus Rehab Family Support Program
1439 Buffalo St. Olean, NY 14760
Program Manager: Aimee Kaple
Phone: 716-375-4730 (177)
akaple@rehabcenter.org
Family Support Supervisor: Jean Knapp
Phone: 716-790-9277
jknapp@rehabcenter.org

Chautauqua
Family Peer Support Services of Chautauqua County, Inc.
Chautauqua County Department of Mental Hygiene
2 Academy Street, Room 200, Mayville, NY 14757
Executive Director: Melody Morris
Phone: 716-753-4157
morrismi@co.chautauqua.ny.us

Erie
Families’ Child Advocacy Center
135 Delaware Avenue, Suite 307, Buffalo, NY 14202
Executive Director: Vicki McCarthy
Phone: 716-954-3615
v.mccarthy@fcanwny.org
**Erie**

Child and Family Support Program
Mental Health Association in Erie County
999 Delaware Avenue, Buffalo, NY 14209
Director: Jenny Laney
Phone: 716-886-1242
laney@eriemha.org

**Monroe**

Mental Health Association Family Support Program
320 Goodman Street N, Rochester NY, 14607
Director: Carol Carlson
Phone: 585-325-3145 (133)
carlson@mharochester.org

Mentoring/Family Support Compeer Rochester
259 Monroe Street, Rochester, NY 14607
Program Director: Sara Passamonte
Phone: 585-546-8280
passamonte@cmpeerrochester.org

**Niagara**

Niagara Frontier Family Network
New Directions Youth and Family Services
6395 Old Niagara Road, Lockport, NY 14094
Director: Sarah Taylor
Phone: 716-529-1122
staylor@ndyfs.org
Coordinator: Laura Lloyd
Phone: 716-439-1179
Lloyd@ndyfs.org

**Tompkins**

Mental Health Association in Tompkins County
Family Support Services
301 South Geneva Street, Suite 109, Ithaca, NY 14850
Director: Josephine Cohen
Phone: 607-273-9250
jcohen@mhaedu.org
Family Peer Specialist: Pat Vincent
Phone: 607-273-9250
pvincent@mhaedu.org