

NEW YORK STATE

FAMILY SUPPORT PROGRAMS



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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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| <p>Outreach and Information</p> | <ul style="list-style-type: none"> ▪ Empower families to make informed decisions regarding the nature of supports for themselves and their child through: <ul style="list-style-type: none"> - sharing information about resources, services and supports and exploring what might be appropriate for their child and family; - exploring the needs and preferences of the family and locating relevant resources. - helping families understand eligibility rules; - helping families understand the assessment process and identifying their child's strengths, needs and diagnosis. ▪ Develop resource directories to identify relevant formal services and informal resources for families. ▪ Conduct general and individual outreach in the community to raise awareness, reduce stigma, and engage families in services. ▪ Staff a 'warm line' that families can call for information. |
| <p>Engagement, Bridging and Transition Support</p> | <ul style="list-style-type: none"> ▪ Based on the strengths and needs of the youth and family, connect them with appropriate services and supports. Accompany the family when visiting programs. ▪ Facilitate meetings between families and service providers. ▪ Assist the family to gather, organize and prepare documents needed for specific services. ▪ Address any concrete or subjective barriers that may prevent full participation in services. ▪ 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. ▪ Support and assist families during stages of transition which may be unfamiliar (e.g.: placements, in crisis, and between service systems etc.). ▪ Promote continuity of engagement and supports as families' needs and services change. |
| <p>Self-Advocacy, Self-Efficacy and Empowerment</p> | <ul style="list-style-type: none"> ▪ Advocate on behalf of and in collaboration with families to promote shared decision-making. ▪ Regularly consult with families and providers to ensure that the family's perspectives are included in all planning and decision-making. ▪ Coach and model shared decision-making and skills that support collaboration. ▪ Model strengths-based interactions by accentuating the positive. ▪ Support the families in discovering their strength and concerns. Assist families to identify and set goals and short term objectives. ▪ Prepare families for meetings and accompany them when needed. ▪ Empower families to express their fears, expectations and anxieties to promote positive effective communication. ▪ Assist families to frame questions to ask providers. ▪ Provide opportunities for families to connect to and support one another. ▪ Support and encourage family participation in community, regional, state, national activities to develop their leadership skills and expand their circles of support. |

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| | <ul style="list-style-type: none"> Provide leadership opportunities for families who are receiving Family Peer Support Services. |
| Community Connections and Natural Supports | <ul style="list-style-type: none"> 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. |
| Parent Skill Development | <ul style="list-style-type: none"> 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. |
| Promoting Effective Family-Driven Practice | <ul style="list-style-type: none"> 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. |

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

child/family serving systems (mental health, juvenile justice, child welfare, substance abuse treatment, education, health, etc.).

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@cflrinc.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
kathvc@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

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

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

Sullivan

Action Towards Independence, Inc

309 East Broadway, Monticello, NY 12701

Contact: Deborah Warden

Phone: 845-794-4228

Fax: 845-794-4475

Ulster

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

Warren/Washington

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)
ccarlson@mharochester.org

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