

Families Together in New York State

Empowering Families. Coordinating Systems.



NEW YORK STATE

FAMILY SUPPORT PROGRAMS



Mission Statement

Families Together in New York State represents, supports and advocates for youth and family voice in policy and systems change to ensure an equitable and inclusive journey that fosters belonging, wellness and empowerment for all.

www.ftnys.org

Home Office

737 Madison Avenue

Albany, N.Y. 12208

Office: 518-432-0333

Fax: 518-432-6478

Toll-free: 1-888-326-8644

FAMILIES TOGETHER IS A STATEWIDE FAMILY RUN,
FAMILY GOVERNED ORGANIZATION

TABLE OF CONTENTS

Central Region	8
Hudson River Region	10
Long Island Region	16
New York City Region	18
Western Region	21

Family organizations are family run, meaning CEO/ ED is a parent/caregiver, and family governed meaning at least 51% of board are parents/caregivers.

**Families
Together
in New York State**

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.***

<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.

Self-Advocacy,
Self-Efficacy and
Empowerment

- 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.

	<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

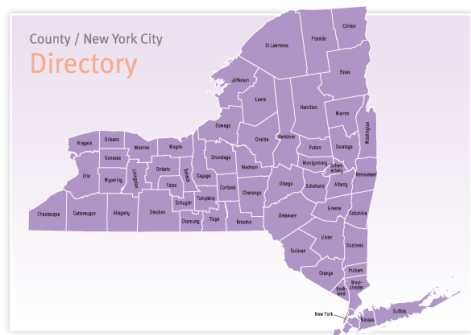
Advocacy: The spirit of this advocacy work is one that promotes effective parent-professional-system partnerships. Advocacy in this role does not include legal consultation or representation. It is defined as constructive, collaborative work with and on behalf of families to assist them to obtain needed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

https://www.clmhd.org/contact_local_mental_hygiene_departments/



[Contact Local Mental Hygiene Departments | NYS Conference of Local Mental Hygiene Directors, Inc. - CLMHD](#)
NYS Conference of Local Mental Hygiene Directors, Inc. 41
State Street Suite 505, Albany, NY 12207 Ph: 518-462-9422
| Fx: 518-465-2695
www.clmhd.org

Central Region

Broome

Broome Catholic Charities

232 Main Street, Binghamton, NY 13905

Contact: Amy Wilson

Phone: 607-729-9166

awilson@ccbc.net

Children's Home of Wyoming Conference

297 Chenango Street, Binghamton, NY 13901

1182 Chenango Street, Binghamton, NY 13901

Contact: Beth Palmieri

607-772-6904

bpalmieri@chowc.org

Cayuga

Cayuga Counseling Services, Inc.

17 E. Genesee Street, Auburn, NY 13021

Residential FPA and Parents as Partners

Contact: Sumner Youngs

Phone: 315-253-9795

Fax: 315-253-3952

sumnery@cayugacounseling.org

Chenago

Family Resource Network

46 Oneida Street, Oneonta, NY 13820

Contact: Michelle Zuk- Executive Director

executivedirector@familyrn.org

mzuk@familyrn.org

Phone: 607-432-0001

Clinton

Behavioral Health Services North, Inc.

22 US Oval, Suite 218, Plattsburgh, NY 12903

Program Coordinator: Tammy Mahan

Phone: 518-593-8380

tmahan@bhsn.org

Cortland

Cortland Community Services/Clinic
Family Support Services
7 Clayton Avenue
Cortland, NY 13045-2501
Contact: Jamee Sobko
607-758-6110
jsobko@cortlandcountyny.gov

Delaware

Family Resource Network
46 Oneida Street, Oneonta, NY 13820
Contact: Michelle Zuk- Executive Director
executivedirector@familyrn.org mzuk@familyrn.org
familyrn.org
Phone: 607-432-0001

Essex

Families First of Essex County
Family Support
PO Box 565
196 Water Street, Elizabethtown, NY 12932
Director of Clinical Services: Kayleigh Wojewodzic
Phone: 518-873-9544
Fax: 518-873-9570
kwojewodzic@familiesfirstessex.org

Franklin

Citizens Advocates, Inc.
Enhanced Parent Support Services
209 Park Street, Malone, NY 12953
Contact: Melissa Rundall
Phone: 518-651-2277
melissarundall@citizenadvocates.net

Fulton & Montgomery

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

Fulton

The Family Counseling Center
Family Support
11-21 Broadway, Gloversville, NY 12078
Contact: Danielle Chrichio
Phone: 518-725-4310
dchirichio@thefamilycounselingcenter.org

Herkimer

Center for Family Life and Recovery
502 Court Street, Suite 401 Utica, NY 13502
Oahmidah Chalbat/Supervisor for PINS
Odah@cflrinc.org
Phone: 315-867-1382

Upstate Cerebral Palsy, Inc.
s/b 235 N. Prospect St, Herkimer, NY 13350
Phone: 315-525-1523
Laura DePalma
Lauradepalma@upstatecp.org

Jefferson

Northern Regional Center for Independent Living
Family Support Services
210 Court Street, Suite 107, Watertown, NY 13601
Program Director: Jennifer Sibley
Phone: 315-785-8703
jennifers@nrcil.net
Aileen Martin
aileenm@nrcil.net

Lewis

Northern Regional Center for Independent Living
Family Support Services
5520 Jackson Street
Lowville NY 13367
Contact: Karen Boliver
Phone: 315-836-3735
karenb@nrcil.net

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@familvrn.org
mzuk@familvrn.org

St. Lawrence

Northern Regional Center for Independent Living
Family Support Services
500 State Street, Ogdensburg, NY 13669
Director: Jennifer Sibley
Phone: 315-785-8703
jennifers@nrcil.net
Aileen Martin
aileenm@nrcil.net

Hudson River Region

Albany

Families United Network
60 Academy Road, Albany, NY 12208
Parsons Child & Family Center
Contact: Cynthia Novakovic
cnovakovic@northernrivers.org
Phone: 518-729-7574
Fax: 518-447-5234

Columbia

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

Dutchess

MHA in Dutchess County, Inc.
Family Support Programs
515 Haight Street, Poughkeepsie, NY 12603
Contact: Janet Caruso (x1325), Lynn Rogers (x1343)
jcaruso@mhadutchess.org
lrogers@mhadutchess.org
Phone: 845-473-2500
Fax: 845-471-9748

Greene

Greene County Mental Health Center
Family Support Program
905 Greene County Office Bldg. Cairo, NY 12413
Contact: Katie Conroy
Phone: 518-622-9163
Fax: 518-622-8596
KConrov@greencountynv.gov

MHA in Columbia/Greene Counties, Inc.
713 Union Street
Hudson, NY 12534
Contact: Roxanne Carpenter
rcarpenter@mhacg.org

Phone: 518-828-4619 (x202)
Fax: 518-828-1196
Lori Kolb-Speer
lkspeer@mhacg.org

Orange

MHA of Orange County, Inc.

Family Support Program

73 James P. Kelly Way, Middletown, NY 10940

Contact: Orange County Crisis Call Center for Referral
for Family Peer Support

Phone: Dial 311 or 1-800- 832-1200

Fax: 845-343-9665

Jessica Welsh

jwelsh@mhaorangeny.com

845-342-2400 (x1258)

Access: Supports for Living

16-24 Union Street, Middletown, NY 10940

Contact: Alva Martell-Ortiz

aortiz@asfl.org

Cell: 845-281-5575

Fax: 845-342-5869

Putnam

Cove Care Center

1808 Rt. 6, Carmel, NY 10512

Contact: Christina McGuigan

cmcguigan@covecarecenter.org

Phone: 845-225-2700 (x235)

Fax: 845-225-3207

Rensselaer

Vanderheyden Hall

650 Cooper Hill Road, Wynantskill, NY 12198

Contact: Crystal Stutz

cstutz@vanderheyden.org

Phone: 518-283-6500 (x211)

Fax: 518-687-4101

Rockland

Greater Mental Health of NY

140 Route 303, Suite A, Valley Cottage, NY 10989

wagners@greatermentalhealth.org

Arlene Smith

smitha@greatermentalhealth.org

Phone: 845-267-2172

St. Dominics Family Support

500 Western Highway Blauvelt, NY 10913

Phone: 845-359-3400 (221)

Contact: Santana Letts

sletts@sdfs.org

Rockland

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: Krystle Kiesel

Krystle@captaincares.org

Contact: Nicole Armour

Nicole@captaincares.org

P: (518) 371-1185

F: (518) 383-7997

Schoharie

Schoharie County Community Action Program

795 East Main Street, Suite 5, Cobleskill, NY

Contact: Becky Foland

bfoland@sccapinc.org

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: Denise Snyder

denises@catholiccharitiessc.org

Phone: 518-234-3581 (316)

Cell: 518-320-5005

Fax: 518-234-8423

Sullivan

Action Towards Independence, Inc

309 East Broadway, Monticello, NY 12701

Contact: Deborah Worden

dworden@atitoday.org

Phone: 845-794-4228

Fax: 845-794-4475

Ulster

MHA in Ulster, Inc.

Family Support Services
300 Aaron Court, Kingston, NY 12401
Contact: Shanell Carney
scarney@mhainulster.com
Phone: 845-339-9090
Fax: 845-336-0192

Family of Woodstock Adolescent Services

166 Albany Ave. Kingston NY 12401
Contact Person: Tori Barnes
tbarnes@familyofwoodstockinc.org
(845) 331-7080 (x146)
(845) 802-5558 Fax

Warren/Washington

Behavioral Health Services North

25 Willowbrook Road
Queensbury, NY 12804
Contact: Chad Slagle
cslagle@bhsn.org
Phone: 518-926-7100 (x3171)

Westchester

Family Ties of Westchester

Mount Vernon

Debbie Strand
105 Stevens Avenue, Suite 402
Mount Vernon, NY 10550
Phone: (914) 667-9369
Fax: (914) 667-9402
dstrand@famtieswest.org

Ossining

Celia Loja
175 Main Street, 2nd Floor
Ossining, NY 10562
Phone: (914) 941-3461
Fax: (914) 941-5373
cloja@famtieswest.org

Westchester

Family Ties of Westchester

Polly Flint
1132 Main Street
Peekskill, NY 10566
Phone: (914) 930-8832
Fax. (914) 930-8833
pflint@famtieswest.org

Yonkers

Jeffrey Ashe
30 South Broadway, 7th Floor
Yonkers, NY 10701
Phone: (914) 964-2063
Fax: (914) 964-5748
jashe@famtieswest.org

Administrative Office

112 East Post Rd, 3rd Floor White Plains, NY 10601
Phone: (914) 995-5238
Fax: (914) 995-8421
info@famtieswest.org

Long Island
Region

Nassau County

Family & Children's Association Family Center
377 Oak St., 5th floor
Garden City, NY 11530
Contact: Kevena Muhundrew, FPA
Email: kmuhundrew@fcali.org
516-746-0350 (x3260)

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

North Shore Child & Family Guidance Center
480 Old Westbury Road
Roslyn Hts, NY 11577
Contact: Paul Danilack, Program Director
Email: pdanilack@northshorechildguidance.org
516-626-1971

Suffolk County

WellLife Network
Family Support Service Program (FSS)
3600 Rte. 112
Coram, NY 11727
Contact: Christina Hauptman, Supervisor
Email: christina.hauptman@welllifenetwrok.org
631-920-8302

Family Service League
Parent to Parent Program
1444 Fifth Avenue
Bayshore, NY 11706
Contact: Anel Tineo, Program Supervisor
Email: atineo@fsl-li.org
631-647-3100

Suffolk County (cont.)

**Family and Children's Y-FI
Youth-Family Integration
4400 Veterans Hwy 202
Holbrook, NY 11741
Contact: Lori Adelberg
Email: ladelberg@fcali.org
631-389-4693**

New York City Region

ALLIANCE MEMBERS BY BOROUGH

STRONG FAMILIES AND COMMUNITIES TRAINING CENTER

New York Foundling

Viviane Ouedraogo, Assistant Vice President

Viviane.Ouedraogo@nyfoundling.org

(646) 276-3387

Bronx

Vibrant

Michelle Borgese, Alliance Coordinator

Mborgese@Vibrant.org

(917) 654-7074

MASA

Aracelis Lucero, Executive Director

alucero@masany.org

(718) 213-7845

JBFCs

Terrance Martin, LMHC, CASAC, Director

temartin@jbfc.org

(914) 987-9619

Vibrant Emotional Health

975 Kelly Street, Suite 301

Bronx, New York 10459

Coordinator: Michelle Borgese

Email: Mborgese@vibrant.org

Phone: 917-654-7074

Brooklyn

Brooklyn Perinatal Network

Denise West, Deputy Executive Director

dwest@bpnetwork.org

(718) 643-8258 x 21

Brooklyn

Christopher Rose Community Empowerment Campaign, Inc. (CRCEC)

Sharon Coombs-Rose, Executive

srose@crcec.org

(718) 272-2363

Infinity Educational Special Programs CORPO
Patricia Polimeni
Ppolimeni24@gmail.com
(917) 501-0836

Public Health Solutions
Sarah Blust, Director
sblust@healthsolutions.org
(646) 619-6704

Community Counseling & Mediation (CCM)
810 Classon Avenue
Brooklyn, NY 11238
Coordinator: Elijah Williams
Phone: 620-481-9042
Email: elijahwilliams@ccmny.org

Manhattan

University Settlement Society of New York
184 Eldridge Street,
New York, NY 10002
Suleyka Perez
Director of Family and Youth Peer Support Services
Email: superez@universitysettlement.org
Phone: 646-574-7680

Operation Equivalency
Francisco Lantigua
President/CEO
Flantigua@opequiv.org
PH: 347-395-9709

Youth Action Youth Build
Robert Taylor
Executive Director
Rtaylor@youthactionyouthbuild.org
PH:718-594-3021
212-860-8170

Association to Benefit Children (ABC)
Marie Nguyen, Chief Program Officer
Mnguyen@a-b-c.org
(212) 845-3863
Eri Noguchi, Associate Executive Director
Enoguchi@a-b-c.org
(212) 845-3822

The Door

Peter Gee, Interim Executive Director

pgee@door.org

(212) 941-9090 ext. 3429

**Reed Christian, Managing Director of Supportive Services and
Counseling –**

rchristian@door.org

(917) 882-1041

Queens

Together We Can Resource Center (TWC)

Shannon Getzel

Co-Founder & Director

info@togetherwecanrc.org

Vibrant Emotional Health

29-46 Northern Blvd, 2nd Floor

Queens, New York 11101

Ina Concepcion, Alliance Coordinator

Email: Iconcepcion@vibrant.org

Phone: 347.920.8064

Staten Island

Families on the Move

358 St. Marks Place Ste. 302 S.I. NY 10301

Associate Director: Tina Gibbs

tgibbs@fotmny.org

Phone: (347) 682-4951 fax: 718-447-6539

Western Region

Multiple Counties

AspireHope Inc.

25 West Steuben Street, Bath, NY

Program Director: Jeannine Struble

Phone: 607-776-2164, 1-800-934-4244

jstruble@aspirehope.org

Serving Counties: Allegany, Chemung, Ontario, Schuyler, Seneca, Steuben, Tioga, Wayne, Yates

Hillside Family Support

96 West Buffalo Street, Warsaw, NY 14569

Manager: Megan Henry

Phone: 716-220-6906

HCCGlowReferrals@hillside.com , mhenry@hillside.com

Serving Counties: Chautauqua, Genesee, Livingston, Orleans, Wyoming

Cattaraugus

Intandem Family Support Program

1439 Buffalo St. Olean, NY 14760

Contact: Melissa Milligan

Phone: 716-375-4747 (x1159)

mmilligan@intandem.org

Erie

New Directions Youth and Family Services

6395 Old Niagara Road, Lockport, NY 14094

Director: Laura Lloyd

Phone: 716-535-1745

Cell: 716-343-0013

llloyd@ndyfs.org

Monroe

Mental Health Association Youth & Family Support Program

274 Goodman Street N, Unit D103, Rochester NY, 14607

Director: Angie Coville

acoville@mharochester.org

Phone: 585-325-3145

Direct: 585-514-0602

Monroe

Compeer Rochester

259 Monroe Street, Rochester, NY 14607

Contact: Phil Callipare

Director of Peer Services

pcallipare@compeerrochester.org

Phone: 585-546-8280 x205

Niagara

New Directions Youth and Family Services

6395 Old Niagara Road, Lockport, NY 14094

Director: Laura Lloyd

Phone: 716-535-1745

Cell: 716-343-0013

llloyd@ndyfs.org

Tompkins

Mental Health Association in Tompkins County

Family Peer Support Services

171 East State Street, Suite 275, Ithaca, NY 14850

Mailbox 144

Director: Josephine Gibson

Phone: 607-273-9250

jgibson@mhaedu.org

**Families
Together**
in New York State