



FAMILY PARTICIPATION WELCOME LETTER

Welcome to the Child and Family Support Program (CFSP), a peer program of the Mental Health Advocates (MHA) of WNY. We are here to help you and your family get the services and support you need. Every family's journey is unique. Having a child with emotional or behavioral difficulties can be overwhelming. CFSP Family Peer Advocates share a common bond with our families; we all have a child, grandchild or foster child who has serious behavioral or emotional difficulties. This allows us to provide support and advocacy from the perspective of truly understanding the difficult situations families face on a daily basis.

- MHA Family Peer Advocates will listen, support and walk through your journey with you.
- MHA Family Peer Advocates can connect you to community supports and services. Often, as parents, we do not know what services we need or how to access services. We simply want help for our children.
- Family advocates at MHA have their own experiences navigating multiple systems for their own child and years of experience supporting other families who have needed support from multiple systems, not just the mental health system.
- The title "Family Peer Advocate" is a title used across New York State. MHA Family Peer Advocates have training in addition to their lived experience and obtain the Family Peer Credential as a result of their extensive training. The Family Peer Credential training is supported through a collaboration with Families Together in New York State (fynys.org) and the New York State Office of Mental Health.

As a family participating in Child and Family Support Program you will be asked to:

- Complete a short Family Questionnaire at the beginning of services immediately after intake so that we can better understand how to help you.
- Complete a Family Needs and Strength Assessment (FANS) with you within your first 30 days in the program to ask you questions about the different domains in your life and your child's life. You will score yourself on the various domains and this will help to identify your goals.
- Identify a goal or goals for your family. The Family Peer Advocate will support you in obtaining your goals.
- Complete a follow-up survey again after 3 months to show how things may have changed for you after receiving support from CFSP.
- Complete a FANS at discharge.



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You are driving the Bus!!! We are along for the ride, sharing resources and providing support. These are your goals.

Services Include:

- Outreach and Information
- Engagement, Bridging and Transition Support
- Self-Advocacy, Self-Efficacy & Empowerment
- Community Connections and Natural Supports
- Parent Skill-Development
- Individual Peer Support/Support Groups
- Social skills and skill-building Groups
- Promoting Effective Family-Driven Practice

Commonly asked Questions

What is the cost for these services?

“There is no direct cost to families.”

Family Support Services are billable to Medicaid Managed Care Plans. The New York State Office of Mental Health provides funding for those families that are not in a Medicaid Managed Care plan.

How long will my family be in the program?

Length of stay in the program varies and is dependent on the family’s goals.

The Family Peer Advocate will talk with you about discharge from the time that you begin intake. We are continually linking you to natural supports and resources so that once you achieve your goals you are ready for discharge.

We look forward to working together with you and your family!

Sincerely,

The Child and Family Support Program