

## *Services*

- ❧ Psychoeducation Group - the meeting topic varies, and includes informal discussion, guest speakers and topics of interest.
- ❧ Family Communication – our goal is to facilitate healthy and supportive family interactions
- ❧ Advocacy – we seek to promote programs and services for the benefit of families.
- ❧ System negotiation – our staff is trained to assist and support your use of the service delivery system.
- ❧ Input- because family involvement is vital to high quality service provision, we regularly seek family input.

*We hope that participation in our programs will strengthen and enhance family relationships.*

Family Service Program  
*Supporting Family Resilience*

Community Missions of Niagara Frontier, Inc.  
1570 Buffalo Avenue  
Niagara Falls, NY 14303-1599

## **Family Service Program** *Supporting Family Resilience*

*Provided by:*



**Compassion in Action**  
**Since 1925**

**1570 Buffalo Avenue**  
**Niagara Falls, New York 14303**

**(716) 285-3403**  
**extension 2293**  
**or**  
**extension 2256**

**[www.communitymissions.org](http://www.communitymissions.org)**

## **Family Service Program**

Community Missions, Inc. recognizes how the support and involvement of family members or supporters is often important in the lives of our residents. Studies show that individuals with natural supports tend to do better. Everyone needs people they feel close to, supported by, and to share goals and dreams with.

Our approach builds on the benefits families or supporters can bring for improved quality of life and ownership of one's personal recovery.

The goal of our program is to offer practical guidance, facilitate communication, encourage and provide outlets for family members to support their loved one's treatment and service plan goals, as well as jointly advocate for quality services.

We offer services to families and supporters of residents or consumers of services in any of our adult or youth division programs.

The Youth Family Liaison contacts the family prior to admission. In the Adult Division family contact is offered but provided only with the consent of the consumer. Family members are encouraged to ask questions and are given information about our Family Service Program.

## **Services**

Throughout the time an individual is receiving services from one of our programs, our Family Service Team is available to provide a wide range of services to the family or supporter.

### **Family Meetings**

The Family Service Team is available for private meetings with any family of a Community Missions' resident to assist with family related concerns or problem solving.

- We also offer group meetings
  - ◆ Psychoeducational Group Meetings
  - ◆ Individual Family Meetings
  - ◆ Informal Gatherings
  - ◆ Family Advisory Board

### **Family Advocacy**

The Family Liaison serves as an advocate to collaborate with families or supporters as they navigate the service delivery system.

### **Community Resources Education/Information**

We have brochures and resource materials from regional and national service providers.

## **Services**

When appropriate, we inform, encourage or make referrals for additional community resources, services or supports.

Upon request the Family Service Liaisons will research and gather information on topics of interest to consumers and family members such as information about a particular mental illness or brain disease, coping with symptoms, treatments and other services.

### **Family Support**

Families meet and share concerns, ideas, coping skills and hope. This provides the unique opportunity to learn from each other's experiences and acknowledge their strength, courage and resilience.

We maintain contact with individual families on a regular basis.

### **Family Service Team**

**Joseph Sbarbati**  
*Associate Director*  
*Community Missions, Inc.*

**Lucille Sherlick**  
*Family Liaison - Youth Services Division*  
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*Family Liaison - Adult Division*  
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