

Your Role:

- Bring your resources, creativity, and commitment to this Team effort.
- Come to the meeting on time.
- Identify any strengths of the child or family that may be ignored or undiscovered.

As a member of the Child & Family Team, I commit to:

- Ensure that the goals of Team meetings are appropriate.
- Support the Individual Service Plans developed at Team meetings.
- Do whatever I can to help the family meet its goals.

These are Our Beliefs:

- Services must be sensitive to the culture of a family and community.
- Children with serious behavioral health, substance use, or developmental needs come from a variety of backgrounds and may need many types of services.
- Families, and the communities in which they live, are responsible for their children.
- The Care Manager makes sure that the child and family are the leaders in creating their own Individual Service Plan.
- Getting services from different resources means more opportunities for success for the child and family.
- The parent of a child with emotional, developmental or substance use problems has the right to learn more about their child's condition.
- Chances of success are better when all of the team members work together.
- The family that develops the ISP must put their part of the plan into practice.
- Children and their families can solve their own problems and meet their own needs when they are given the support they have asked for.



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FAMILY HANDBOOK

"Families and Community Together (FACT) partners with youth, families, and their communities to develop plans that will help the youth achieve stability, positive change, and success at home, school, and in their community."

What is FACT?

FACT is a private, non-profit organization funded by the New Jersey Department of Children and Families.

FACT offers wraparound, community-based services to families who have children with emotional, behavioral, developmental, and mental health needs. We work with families to get the services they need to keep their child at home.

We help families find, create and develop options that support them while they work on solutions to their problems. We help families learn how to use and manage services in the community so that they can become and remain independent beyond their time with FACT.

FACT is a voluntary program. This means that the family must consent and want the services. The family can decline services at any time. Families do not have to pay for FACT's service. There might be fees related to other services, but you will be informed of that before services start.

You, Your Care Manager and the Child and Family Team

FACT believes that families have many strengths that can help them overcome their problems. The Care Manager helps identify the strengths and needs of the family and child. He or she will ask the family questions about their child and gather important information about their experiences in providing care for their child.

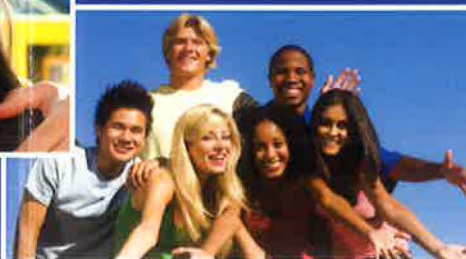
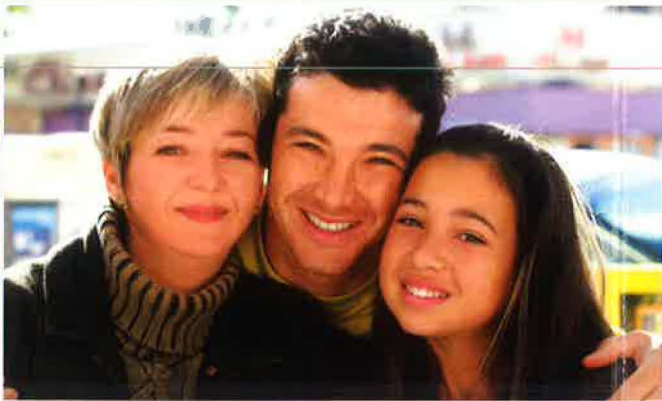
Your FACT Care Manager will help you build a Child and Family Team (CFT). A Child and Family Team helps families recognize their strengths and identifies how they can be used to resolve the problems that they face.

The CFT includes people who work with the family in making the best plan for the child. The team may include professionals such as a social worker, a teacher or other people from agencies already involved with the child. They may ask the family to choose other people to participate that are important to the family and their child such as relatives, friends, or neighbors.

The CFT is a crucial part of the process. The CFT creates an Individual Service Plan (ISP) that includes the family's strengths and needs, and the services required to help meet those needs. An ISP puts into writing what each of the team members will do to help the family. The first comprehensive plan is due within thirty days of the date in which the family and child are enrolled in FACT. Thereafter, the plan is reviewed and updated every three months or more often, if needed.

**For after hours crisis assistance
for enrolled families call
(908) 346-1830**

*Chances of success are better when all of
the team members work together.*



In Case of an Emergency

Crises are common for children with many needs. The family and their team will create a Crisis Plan within the Individual Service Plan. The Crisis Plan helps the family and all those involved with the child know what to do if there is a crisis. **Should enrolled families experience a family crisis after hours (after 5 pm), please call 908-346-1830.** For families that are not enrolled, please call Perform Care at 877-652-7624.

Family Partners

Family empowerment is an important part of FACT's mission. Union County has a Family Support Organization (FSO), which provides support and assistance to family members of children with emotional and behavioral needs. They are available to support families and assist them in ensuring that the plans are child-centered and family friendly. The FSO works closely with FACT and may become an additional resource for the family.

Confidentiality

Unless court ordered, all agreements between FACT, providers and your family must have your consent. We share information only to obtain needed services. You are asked to sign an agreement at the start of the program that allows FACT to share information or get information from past providers or people who have helped your family. Information about your child and family is confidential, unless your child may harm himself or others.

Complaints

FACT is committed to making sure that the family receives the best care possible. If a family is unhappy with the care they are receiving, we ask them to follow the following steps:

Let the Care Manager know that they are dissatisfied so he or she can try to help them address the problem.

If the family is not comfortable telling the Care Manager about their complaint, they can call the Care Manager's Supervisor. If they do not know the name or telephone number of their Care Manager's Supervisor, please contact the FACT receptionist at 908-789-8500.

The family may submit their complaint in writing.