

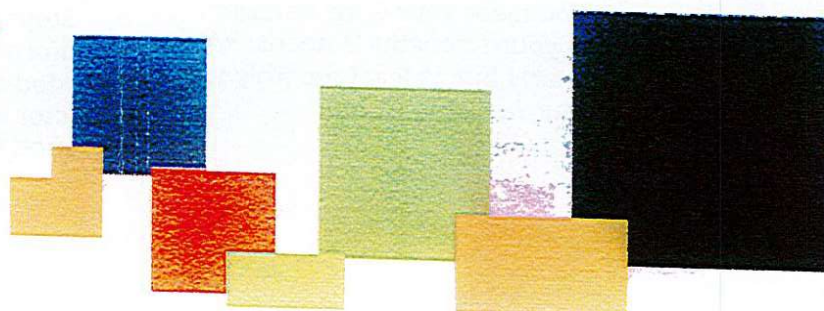
## ACFSO PHILOSOPHY

ACFSO serves families in Atlantic and Cape May counties with children who have mental/behavioral health, substance use, intellectual and developmental challenges.

We are a partner of Cape Atlantic Integrated Network for Kids and work closely with your Care Manager.

Our services are peer driven, meaning our staff are all parents or caregivers who have had or have children with similar challenges as the families we serve. All services are also available in Spanish.

We provide family-centered, strength based, culturally competent, individual community based and accessible services by developing a sustainable plan with Caregivers.



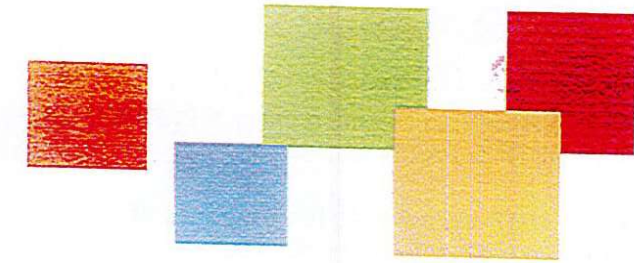
## Atlantic Cape Family Support Organization

950 Tilton Road  
Suite #108  
Northfield, NJ 08225  
#609.485.0575

[www.acfamsupport.org](http://www.acfamsupport.org)

OUR PRIMARY GOAL IS TO  
EMPOWER THE PARENT OR  
CAREGIVER TO ADVOCATE FOR  
THEIR CHILD AND  
TO HAVE THEIR VOICE HEARD  
IN DECISIONS CONCERNING  
THEIR CHILD.

Performcare # 877-652-7624  
Mobile Crisis & Stabilization #877-652-7624  
Cape Atlantic INK # 609-829-3028



*“Strengthening  
Families  
For  
Life”*

# 609.485.0575

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## ACFSO VALUES:

ACFSO is unique because we are PARENTS SUPPORTING PARENTS...

- Our staff are parents & caregivers of children with special needs too!
- The most important support that a parent can receive is the support of another parent who knows the struggles & fears of raising a child with similar challenges.
- We believe in a preventive approach which is more responsive & flexible to the family's needs, creating a more relaxed home environment for the parent & child.
- We also believe in a strength's based approach which puts an emphasis on the positive (not the negative).
- We believe that the most important voice to be heard for the child is the parent's voice & every parent & caregiver can advocate for their child.
- We believe every child has a right to live in a supportive & caring community where they can thrive & grow to become resilient individuals.

## SERVICES WE PROVIDE:

**SUPPORT...** We provide intensive face-to-face support to families at the place & time that is convenient for them. We attend meetings pertinent to the family & child to give support when developing service or educational plans. This includes during critical situations such as hospitalizations or entering an out-of-home placement. We also provide weekly support meetings for parent & caregivers to learn from each other & share. See our calendar on our website for more info.

**EDUCATION...** We provide relevant & meaningful information & resources, which will assist the parent & caregiver to meet the challenges before them. Our staff are knowledgeable about how to help you on your journey so that it is more promising.

**ADVOCACY...** We advocate for the family in many different ways. On an individual basis, we advocate for & with our families in schools, courts & other agencies providing services to families. We advocate for all families at the local, state & federal levels. We offer families opportunities to meet with elected officials to share their story to help future families.

**MOST IMPORTANTLY...** We should be with you when you meet your Care Manager when identifying your strengths & needs. We will see you regularly but at least monthly to support you & your family.

## FAMILY BILL OF RIGHTS

- Families have a right to be treated with respect & dignity at all times
- Families have a right to be served by staff who are trained & culturally sensitive
- Families have a right to participate in selecting goals which are meaningful
- Families have a right to confidentiality, except in specific circumstances
- Families have a right to know what records will be kept & who will have access to them
- Families have a right to know, in advance, how long services may continue
- Families have a right to know who in the agency can hear their concerns & know they can voice concerns without retaliation
- Families have a right to take increasing control of their own lives
- Families have a right to participate or not in the agency's evaluation process without any impact on services received

## GRIEVANCE PROCEDURE

The ACFSO is committed to providing you services that meet your individualized needs, so if you feel we are not living up to that please let us know. Or, if you have an opinion or question regarding services, your Family Support Partner, or something else please let us know.

You will not be retaliated against for filing a grievance, nor will doing so negatively impact your services or the quality of care provided to you.

Steps to Express Yourself:

- #1 Inform your Family Support Partner, or if not satisfied contact #2 Rob Schober, Executive Director at [rob@acfamsupport.org](mailto:rob@acfamsupport.org) or if not satisfied #3 contact [Board@acfamsupport.org](mailto:Board@acfamsupport.org)

