Some offices may not have a Family Support Liaison, so for more information and support reach out to your closest Community Multi-Services Office.

**NEW YORK CITY REGION**

334 East 148th Street  
Bronx, NY 10451  
718-742-3559

55 Hanson Place, Suite 750  
Brooklyn, NY 11217  
718-722-2070

168-25 Jamaica Avenue, Suite 210  
Jamaica, NY 11432  
718-557-8860

163 West 125th Street, 14th Floor
New York, NY 10027  
212-886-1006

599 Port Richmond Avenue  
Staten Island, NY 10302  
718-447-1268

250 Veteran’s Memorial Highway  
Suite 2A-20  
Hauppauge, NY 11788  
631-240-2537

**Family Support Liaison**

A family member who provides peer support and can assist with the six categories of services.
What are Family Support Liaison Services?

♦ Outreach and information
♦ Engagement, Bridging and Transition Support
♦ Self-Advocacy, Self-Belief and Empowerment
♦ Community Connections and Support
♦ Parent Skill Development
♦ Promoting Effective Family-Driven Practice

Who is the Family Support Liaison?

♦ The Family Support Liaison is a peer who has or has had a loved one involved in the juvenile justice system and:
  ♦ has experience in navigating the juvenile justice system
  ♦ is able to show empathy based on his or her experience in the juvenile justice or other child caring systems
  ♦ coordinates family workshops, skills and support groups for family members based on their service needs
  ♦ attends events in the community such as resource fairs and trainings; gathers information to share with families and escorts families to these events
  ♦ keeps a flexible work schedule to meet the needs of family members
  ♦ attends trainings to enhance their skills to work with families
  ♦ maintains a resource directory

Principals of Family Support Services

Individualized
Tailored to the specific needs of family members, demonstrates willingness to continually assess and learn about family needs

Connections
Facilitate connections to services, agencies, activities and trainings

Respectful and Culturally Competent
Listens without judgement to families’ ideas, preferences and decisions, and acknowledges families’ struggles, efforts and successes; accepts and honors differences

Skills
Creates a safe environment that fosters growth and empowerment; develops relationships with family members through training, mentorship and activities

Knowledge
Provides current information, resources and appropriate interventions to help family members in their own decision-making

Solutions
Focus with family members to identify needs and solutions

Outcomes and Success
Goal-oriented, encouraging and monitoring outcomes with family members

Broad Horizons
Expands possibilities for parental involvement at multiple levels and cultivates a community of peer support