

**To make a phone referral in  
Kalamazoo County contact:**

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*Funded by the State of Michigan*

Family & Children Services is a private, nonprofit, nonsectarian, human service organization begun in 1903. Its mission has remained constant "...To support, strengthen and preserve the safety, well being and dignity of children, individuals and families".

The Agency receives funding through contracts with Community Mental Health programs and the Michigan Department of Health and Human Services, insurance reimbursements, fees for service and contributions. We are accredited by the Council on Accreditation of Services for Families and Children. The Agency is licensed by the State of Michigan as a Child Placing Agency and Child Caring Institution.

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**Respect Integrity Service Empowerment**

[fcsource.org](http://fcsource.org)

1608 Lake Street, Kalamazoo, MI 49001  
269.344.0202 | Fax 269.344.0285

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Family & Children Services' facilities are barrier-free.



# Families First



1608 Lake Street  
Kalamazoo, MI 49001  
269.344.0202

Office Hours  
Monday - Friday  
9:00 AM - 5:00 PM



## Welcome!

We are glad that you decided to participate in the **Families First Program** and look forward to getting to know you. We want to work with you to focus on the challenges you are facing.

Parenting is a challenge no matter who you are. It is easy to feel confused, scared and overwhelmed at times. We want to work with you to make sure that your children have the opportunity to grow up healthy and happy.



**Families First of Michigan** believes that parents and their children should remain together whenever possible. We believe that people can change and grow. We work from a strength based approach and believe that progress can happen if we work together. We can provide helpful information about parenting, communication, budgeting, child development, substance abuse recovery, and strengthening relationships. We know about many resources in the community that we can link you with to meet your needs.

A famous poet, Maya Angelou, wrote, "It takes a village to raise a child". We want to be part of your children's village and support you as you work to be the best parent you can be.

### What you can expect of us:

- To be treated with dignity and respect
- To receive services in a non-discriminatory manner
- To have your religious or spiritual beliefs respected
- To be a full partner in deciding on goals
- To have access to your Families First worker for emergencies 24 hours a day through their cell phone
- To receive services in your home or the community
- To have access to our full range of services
- To receive our services free of charge

### You Have a Right:

- To request a review of your care, treatment and service plan by the program manager
- To refuse any service or treatment
- To lodge a complaint regarding the services you are receiving without interference or retaliation. You should first discuss the matter with your worker. If that does not resolve things to your satisfaction, you can speak to their supervisor. If that does not resolve things, you can speak to the Program Director
- To lodge a complaint about your Privacy Rights. You can file a complaint with the Privacy Officer using the HIPAA Consumer Complaint form that you can get from your worker or the Agency receptionist

### We will keep your record confidential unless:

- You give us permission to share it with another person or agency
- You report suspected child abuse or neglect to us
- You tell us about a threat to your life or someone else's life or safety

***We will let you know, in all cases, where your information is shared.***

### What we will expect of you:

- To provide us with accurate, relevant information about your situation so we can determine how best to help you
- To let us know in advance if you need to cancel or reschedule a visit
- To let us know when your address or phone number changes
- To let us know if you are not happy with services
- To treat your Families First worker with courtesy and respect

### Services we can help you locate:

- Child Care
- Counseling
- Jobs
- Budgeting
- Education
- Food
- Formula/Diapers
- Household items
- Housing
- Medical Services
- Transportation

### Termination of Services:

Termination of services typically occurs at the end of four weeks. If your worker, the CPS worker and you decide that it is important, an extension of services can be granted for an additional two weeks. If you repeatedly fail to keep scheduled appointments or respond to phone calls and letters, we will close your case. If you refuse all of the services offered, we may be required to close your case. This may result in your CPS worker taking you to court.

Appointment times are flexible depending upon your needs /availability of worker. On-call services available through your worker 24 hours a day, 7 days a week in case of emergency.