

Whole Village Family Resource Center



WHOLE VILLAGE  
FAMILY RESOURCE  
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# Case Management Program

*It Takes A Village . . .*

## OVERVIEW

The Case Management Program welcomes families with children under 21, offering a supportive pathway to growth and stability. Over 3-6 months, families work closely with a dedicated Family Support Specialist who tailors services to meet their unique needs. Our goal is to empower all families to flourish and thrive in a nurturing environment, ensuring that every family member feels supported and valued.

## WHAT TO EXPECT

The Case Management Program at Whole Village is designed to offer families short-term support that is customized to their specific strengths, goals, and needs. The primary purpose of the program is to support families in achieving growth and stability through collaborative efforts.

Family Support Specialists are skilled, caring, professionals who play a crucial role in this journey, acting as dedicated partners who help participating families identify and set attainable goals. They provide guidance, resources, and referrals to community services, ensuring that each family's unique needs are addressed with care and attention.

Successful participation in the program relies on the active involvement of the families. By attending regular appointments, engaging in open communication, and taking proactive steps towards their goals, families can maximize the benefits of the program. This collaborative approach is designed to strengthen family resilience and empower families to thrive beyond the program's duration, setting a strong foundation for continued success.

# FAMILY SUPPORT SPECIALIST ROLE



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## Family Support Specialists will:

- Review referral and promptly follow up to schedule an initial appointment.
- Provide a quick assessment to understand your family's strengths and needs.
- Listen actively and honor your family's beliefs and values.
- Assist with setting short-term, achievable goals.
- Provide information and referrals to local resources.
- Assist with applying for benefits, services, or programs.
- Offer educational opportunities designed to build and strengthen family protective factors.

## FAMILY ROLE

### Participating Families will:

- Complete the program referral form and meet with a Family Support Specialist to get started.
- Complete a brief assessment to help us understand your family's needs, goals and strengths.
- Work with your Family Support Specialist to set achievable goals and identify necessary steps to attain them.
- Complete any necessary paperwork for benefits, services, and programs.
- Attend scheduled appointments and participate in education programs as appropriate.
- Maintain open and active communication with your Family Support Specialist to ensure the support you receive is relevant, effective, and adaptable to your evolving needs.