

# PFCS & YOU

Putnam Family  
and  
Community Services

# Take Note ✓

SPRING 2009: EXCERPT

## Spotlight On... Family Support & Advocacy Services

The phone rings at 10:17am. A family advocate is greeted by the voice of a frantic mother on the line: *"The principal just called. My son Marc has been skipping school. He finally went to class this morning, but he screamed at his teacher and threw his books at her. I know school isn't "his thing," but he's never done something like this before. Now they're talking about meetings and evaluations...I just don't know what to do!"*

PFCS is there for families in difficult times with **Family Support & Advocacy services**. Our advocates help parents seek timely assistance from the schools, courts, psychiatric hospitals, residential placement facilities, and the community. We explain "what just happened here" and steps for "how we can get through this," in language that makes sense. We provide information about realities, timeframes, options, and the mandates of service providers. Our advocates share their own experiences, connect families with the services they need, and offer support to help deal with substance abuse, depression, trouble with the law, school truancy, running away, and other mental health, behavioral and social concerns. Most importantly, **we make sure families know that there is hope and that they are not alone.**

After an hour-long conversation, Marc's mother was beginning to feel a little less overwhelmed. The PFCS advocate could hear the relief in her voice as she said, *"Thank you. I feel so much better knowing that you will be there at the school meeting to support me. You have been so helpful...I wish everyone out there was like this."*

To contact Family Support & Advocacy Services, please call (845) 225-8995.