* The Family Support Worker (FSW) provides information and educational resources to Family Members in addition to providing referrals to community resources. The FSW develops the FRC calendar and hosts parent and youth support groups. The FSW is responsible for recruiting and providing support to volunteers who shall lead specialized support groups as needed.
* The Family Support Worker shall assist family members seeking Basic Services and Network Services. With permission from the Family Member, the FSW or other staff member may participate on a phone call to a Network Services provider or physically accompany the Family Members to a location where the services are available offsite.
* The Family Support Worker or other staff person shall, with permission from the Family Members, follow up with the Family Members or providers within two weeks of referral to ensure that the Family Members were able to access services referred by the FRC. The FSW shall also ask Family Members to complete a Family Satisfaction Survey, in a form and format provided or approved by EOHHS, DCF or the ASO, after participating in FRC Basic Services or accessing Network Services through referral.
* All staff who work at the FRC, including the Program Director, Manager, and volunteers, shall be available to greet Family Members who walk or call into the program.
* At least one staff person shall be available to act as a receptionist during FRC operating hours. The staff person acting as the receptionist shall ask Family Members how they can be helped and shall attempt to identify the reasons for the visit. The staff person acting as the receptionist shall be trained regarding how to identify key issues and how to respond if the Family Member is in crisis. The staff person acting as the receptionist shall complete a brief intake form, in a form and format provided or approved by EOHHS, DCF or the ASO, with as much information as the Family Member is willing to provide. All FRC staff shall be available to make appropriate referrals for Family Members to community services.