

Family Resource Facilitators

A **Family Resource Facilitator (FRF)** works closely with families who have children and teens with complex mental health needs by linking them to local resources and supports, providing peer support to parents, providing family advocacy and wraparound facilitation. These services provide increased family involvement at all levels and improve outcomes for families and communities where they live. These services are offered **FREE** of charge.

An FRF is:

- Knowledgeable about local resources and can link families to appropriate resources, information, workshops, classes and support groups.
- Able to empower families to advocate for themselves and to be fully engaged partners with their child's treatment and service plans.
- Trained and certified in wraparound facilitation to fidelity. This is a strengths-based process of identifying and organizing formal and informal supports and resources based on the unique strengths, needs and culture of individual families to help them reach their goals and meet their needs.

FRF's work collaboratively with families, providers, and other child-serving agencies and professionals. They receive ongoing training, mentoring and coaching to continue to offer quality services.

Benefits of Certified Family Resource Facilitators:

- Peer to peer support
- Extends the clinical impact
- Increases family's knowledge, empowerment and involvement
- Facilitate family-driven wraparound teams using a strengths-based approach
- Develop skills necessary to become effective team members

Nondiscrimination Policy:

Salt Lake County Division of Behavioral Health Services and Optum follow applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Optum does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Optum:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Optum at 1-877-370-8953.

If you believe that Optum has not provided these services or has treated you unfairly or discriminated in another way on the basis of your race, color, national origin, age, disability, or sex, you can file a grievance in person or by mail, fax, or email with the Optum Grievance Representative.

National and Utah Frontiers Project Data show Improved outcomes:

- Reduces hospitalizations
- Reduces out of home and out of Community placements
- Reduces aggression
- Reduces depressive symptoms
- Increases social functioning
- Reduces criminal involvement
- Increases school attendance and grades
- Reduces care giver stress load
- Increases financial stability

There are presently eight Family Resource Facilitators in Salt Lake County. Family Resource Facilitators will work with any qualifying family that is interested in receiving their services.

There is no charge to families for them services of an FRF

If you would like to talk to someone about working with a Family Resource Facilitator call:

Mary Gully – W: 385-468-4548 C: 801-631-1086

The Family Resource Facilitator Program is administered by the Salt Lake County Division of Youth Services.

Training and mentoring is provided by the Utah Family Coalition.

In Person or Mail: 2525 Lake Park Blvd, West Valley City, UT 84120, **Phone:** 1-877-370-8953, **Fax:** 1-801-982-3159, or **Email:** lori.maxfield@optum.com. You may also file a complaint with Medicaid Constituent Services Representative, by **Mail:** P.O. Box 143106, Salt Lake City, UT 84114-3106, **Phone:** 1-801-538-6417, 1-877-291-5583, **Fax:** 1-801-538-6805, or **Email:** medicaidmemberfeedback@utah.gov .

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, **Mail:** Centralized Case Manager Operations, U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201, or **Phone:** 1-800-368-1019, 1-800-537-7697 (TDD), or **Email:**

OCRComplaint@hhs.gov.

If you want to mail or email your complaint, you can write your complaint or you can use the Office of Civil Rights complaint form available at:

<http://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

If you need help filing a grievance, call Optum at 1-877-370-8953 and hit prompt #2.

Language Services:

Free language assistance services are available to you. Please call 1-877-370-8953 or see below:

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-370-8953.

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-370-8953。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-370-8953.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-370-8953 번으로 전화해 주십시오.

Navajo

Díí baa akó nínízin: Díí saad bee yáníl'ti'go **Diné Bizaad**, saad bee áká'ánída'áwo'dęę', t'áá jiik'eh, éí ná hóló, kójjí' hódíílnih 1-877-370-8953.

Nepali

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-877-370-8953 ।

Tongan

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-877-370-8953.

Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-877-370-8953.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-370-8953.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-370-8953.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-370-8953.

Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-877-370-8953.

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-370-8953.

Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-370-8953。

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-370-8953.