

The System of Care Evaluation Program

Let Your Voice Be Heard. . .you can make a difference.

Families Together in Albany County is a "system of care" designed to improve the coordination of, access to, and effectiveness of services for children and adolescents with social, emotional or behavioral concerns and their families throughout Albany County. One key feature of the system of care is that it's family driven.

That's where you come in! We want your input on topics such as:

- How satisfied you are with the services you receive
- How services can be improved
- How services have helped you and your child move toward your goals

How will my Input help?

Albany County wants to improve its services to create healthier and happier families and communities.

We need your Help!

The information you share with us will help Albany County develop better services for families. Together, we can use the information we gather from all families to advocate for new services, improve existing services, and make service experiences better for all families.

How can I Participate?

If you are a parent or caregiver of a child with a serious emotional disorder, you may be eligible to participate in the evaluation. Youth age 11 and up are also eligible. An evaluation interviewer will meet with you every 6 months for up to three years to talk about your child and family and your experiences with the services you receive.

How will I know if I'm eligible?

An interviewer will contact you to talk about the study, answer all your questions, and ask you to participate.

Do I have to Participate?

No. Participation is completely voluntary and no one is interviewed without written permission. Your decision to participate or not will not affect the services you receive now or may receive in the future.

What's in it for me?

We understand that this is a big commitment. To show our appreciation, participants will be given a gift card to a local merchant after every interview. Adult interviews take about 2 hours and participants will receive a \$25 card for the first interview, with a \$5 raise each time and an extra bonus if all interviews are completed. Youth interviews take about an hour and they'll receive a \$15 gift card to start out with, and increase to \$25 with a bonus at the end if they complete all interviews.

In addition, it's possible your participation in the evaluation will help you personally, because some people feel better when they're given a chance to talk about how things have been going for their family over time.

Protecting Your Privacy

We take the confidentiality of your information very seriously. You will never be personally identified, verbally or in any report or other written document. Your information will be grouped with other study participants' information for reporting purposes. We will never mention your name.

What if I have Questions about the Evaluation?

Contact **LuAnn McCormick** at
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