



Family SUPPORT Program

THE FAMILY SUPPORT PROGRAM (FSP) SUPPORTS THE DEPARTMENT OF CHILDREN AND FAMILIES (DCF) INVOLVED FAMILIES WHOSE CHILDREN ARE NOT CURRENTLY LIVING AT HOME BUT WHO ARE EXPECTED TO RETURN HOME WITHIN SIX MONTHS. FRSP WORKS CLOSELY WITH DCF TO MEET FAMILIES' GOALS.



PROGRAM OFFERINGS

Supervised Family Time

The Supervised Family Time service offers safe transportation for children to and from visits, observation of family time, and coaching support for parent-child interactions. This includes guidance on age-appropriate communication, discipline, modeling, nutrition, parental roles, basic care, nurturing, and other key areas to enhance skills and strengthen the parent-child bond. The Helix support specialist creates a treatment plan for the family, and provides observation and progress notes to assist DCF in their provision of services to the family.

Support Project

The Support Project service is designed to assist families who have an identified goal of reunification. The Helix support specialist works closely with DCF toward a family's goals during weekly parent education sessions. The specialist also facilitates, supervises, and provides documentation for weekly family time visits. The service focuses on creating a safe, healthy living environment, enhancing parenting skills, strengthening parent-child relationships, reducing the risk of abuse and neglect, and assisting families in accessing community resources and supports such as employment, substance abuse, housing, education, and basic care necessities. Families will also have access to therapeutic support through our wellness center and to groups offered through the program.



PROGRAM OFFERINGS

Safe and Stable w/MI

The Safe and Stable with MI program supports DCF involved families by working toward their specific goals through two individual weekly meetings. The program focuses on leveraging family strengths, improving living conditions, enhancing parenting skills, and addressing needs such as employment, housing, substance use, and domestic violence. It also aims to strengthen parent-child relationships and help families connect with community resources like housing, welfare, educational programs, daycare, therapeutic supports, and food banks/pantries. Our Helix support specialists are trained in motivational interviewing, which is utilized in this service to promote engagement, collaboration, and positive outcome.

Prep Support

The Prep Support service is designed to provide parent education and support to families during the reunification process. Similar to Safe and Stable w/MI, the Helix support specialist will work with parents in two weekly sessions on identified goals. Goal planning is driven by DCF recommendation as well as by collaboration with the family, and may address areas such as home safety, ensuring safe and appropriate caregivers for children, identifying area resources, age-appropriate monitoring and discipline, employment, housing, budgeting household organization or other defined goals.

Therapeutic Support Groups

There are various therapeutic support groups offered throughout the year. Topics include: domestic violence, fatherhood, coparenting, resilience, parent stress regulation, and more.

ABOUT HELIX HUMAN SERVICES

IMPACT

Founded in 1865

9 programs

Thousands of individuals and families served annually

ADMINISTRATION

44 Sherman St

Springfield, MA 01109

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EMPLOYMENT

150+ employees

Ongoing training opportunities

helixhumanservices.org/employment

FAMILY SUPPORT CENTER

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Springfield, MA 01109

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CONNECT WITH US

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