

## Client Notes of Thanks:

"The emotional stress you alleviated for me can never be measured. —Thanks, M.D."

"Having you as a counselor and to know that someone really cares about people's well being was helpful. I enjoyed our talks and promise to manage my life and finances better. —Sincerely, M."

"Sometimes my health problems can become overwhelming, but it is nice to know someone out there cares. So I wanted you to know I appreciate your help. You do a great service for the needy community. Your thoughtfulness is truly appreciated.

—Sincerely, R.S.P."



For more information please call:

## Family Resource Program

### Mable Butler Family Center

2100 E. Michigan St.

Orlando, Fl. 32806

Phone: 407-836-6512

Hours of operation:

Monday-Friday 8:00 A.M. - 5:00 P.M.

### Hal P. Marston Center

3933 W.D. Judge Dr.

Orlando, Fl. 32808

Phone: 407-836-8439

Hours of operation:

Monday-Friday 8:00 A.M. - 5:00 P.M.



Orange County  
Human Services Department  
Youth & Family Services Division

# Family Resource Program



## Access to Service

- Community agencies make referrals for clients with whom they have been working and require additional services.
- An individual or family may contact Family Resource Program directly for services.
- A Social Services Coordinator reviews the referral.
- The Social Worker and client will determine through an assessment and staffing what type of services the client may receive.
- The agency and applicant will be notified about the outcome of the referral.
- The Family Resource Program collaborates with community partnership agencies which help us meet our goal.



## Case Management Services:

- **Advocacy:** representing clients in an effort to obtain needed services.
- **Economic Services:** providing budget counseling and financial assistance.
- **Home Visits:** meeting with individuals and/or families in their home or usual living environment.
- **Information and Referrals:** providing clients with information about community resources and linking them with other programs.

## Who we Serve

### Orange County Residents who are:

- Disabled Persons with the goal of returning to work.
- Disabled Persons with the goal of receiving benefits from other agencies.
- Persons in need of services related to an overwhelming or unavoidable event that could last more than one month.



## Goal:

**Family Resource Program's overall goal is to promote self-sufficiency for Orange County citizens who are at risk due to health, disability, age or other circumstances beyond their control. Services are provided through a case management model to clients who are motivated and have realistic goals leading to independence.**

**Our mission is to be pro-actively involved with families and individuals, in their communities, to promote and encourage self-sufficiency, stability, and self-esteem by identifying needs and providing appropriate resources.**

