

NAVIGATING MAINE'S MENTAL  
HEALTH SYSTEM CAN BE  
CHALLENGING AND CONFUSING.  
WE'RE HERE TO HELP EASE  
THE STRESS OF FINDING THE  
RESOURCES YOU AND YOUR  
LOVED ONE MAY NEED.

If you care for someone living with mental illness, you may be feeling overwhelmed, isolated, helpless, and alone. Trying to understand Maine's mental health system, while trying to find resources to help your family can be a full time job that is often filled with frustration.

Wouldn't it be comforting to have someone by your side who could provide guidance, help, and hope? Someone who can help make sense of the confusion swirling around you?

OUR FAMILY SUPPORT  
NAVIGATOR PROGRAM  
**CAN HELP**

## WE ARE HERE FOR YOU

Email: [info@familyhopeme.org](mailto:info@familyhopeme.org)

Phone: 207-396-4313

Mail: Family Hope, PO Box 1385  
Scarborough, ME 04070-1385

[www.familyhopeme.org](http://www.familyhopeme.org)

**Family Hope connects Maine families to mental health services for themselves and a loved one.**

"I am incredibly impressed by the passion, knowledge, and vision to build a support system for families supporting a loved one who's living with mental illness. Family Hope is a vital resource for these families, and a valuable service to our community. It starts with an understanding that 'natural family supports' are critical components of long term treatment and recovery."

— *State Representative Scott Hamann*

"With the information you gave me, I was able to contact those resources and was referred to others. You're a resource genius. Thank you again!"

— *Mental health professional*

OFFERING **HOPE** FOR MAINE FAMILIES

FAMILY  
HOPE

FAMILY  
HOPE

## FAMILY SUPPORT NAVIGATOR PROGRAM

A HELPING HAND  
WHEN YOU NEED IT MOST

SUPPORTING MAINE FAMILIES  
LIVING WITH MENTAL ILLNESS

# OUR FAMILY SUPPORT NAVIGATOR PROGRAM CAN HELP

## WHAT DOES A FAMILY SUPPORT NAVIGATOR DO?

Our Family Support Navigator is a licensed clinical social worker (LCSW) who will help you:

- Understand what is happening in your family
- Connect you with appropriate resources
- Help you determine “next steps” for your family
- Answer any questions you may have

## HOW DOES THE FAMILY SUPPORT NAVIGATOR PROGRAM WORK?

Help and hope begin with a phone call. Our trained staff will help set up your confidential, family focused program. You will receive:

### 1. ACCESS TO OUR FAMILY SUPPORT NAVIGATOR WHO WILL:

- Meet with you one-to-one to listen to your concerns
- Explain how Maine’s mental health system works
- Help you create a plan to find the support and resources your family may need. Our trained staff and your Family Support Navigator will be available to answer your questions for 30 days after your one-to-one meeting.

### 2. FREE PROVIDER SEARCH


- Based on the recommendations of your Family Support Navigator, we will be available to make phone calls on your behalf to help find providers taking new patients in your area.

### 3. A HOPE INFORMATION GUIDE

- Your Guide includes helpful information about how the mental health system works, along with specific recommendations on how to help both yourself and your loved one. The Guide also includes a list of some resources you may wish to contact in your area.

### 4. A MEDICAL RECORDS BINDER

- Your Binder supplies you with templates to begin the process of collecting mental health and personal information for your loved one. This can serve as an important tool when your loved one changes providers or has a mental health emergency.



“Family Hope is a beacon of light that can help you find the personalized services you need when your loved one has a mental illness.”

– Nancy Boucher, family member

If you would like to learn more about our Family Support Navigator Program, call us at (207) 396-4313 or visit [www.familyhopeme.org](http://www.familyhopeme.org).

Family Hope’s Family Support Navigator Program may be covered by your insurance. Call us for more information.