

Welcome to the FERG

Welcome to the *Greene County Family Engagement Resource Guide (FERG)*. If you are reading this, then you or a member of your family is involved with the human service system in Greene County.

We hope that the FERG helps you learn about the service system(s) in Greene County and that it gives you information to help you or your family be actively involved with services.

What is the FERG?

The FERG is a guide that will help you learn about the following:

- The system(s) that you or your child/youth is involved with.
- The rights and responsibilities of everyone involved with the system(s).
- Words and phrases that are used in the system(s).
- Special programs in Greene County that you or your child/youth may be eligible for.
- How you can be actively involved in the services provided to you or your family.
- Helpful hints from other people who have been involved with the system(s).
- Other resources that might be helpful to you.

The FERG is also a way to help you to be organized so that your contacts, appointments, and important documents are kept in one place.

How do I find information in the FERG?

The FERG is organized to help you easily get the information that you need. There are seven (7) systems that are part of human services that may be included in your copy of the FERG. These include the following:

1. Juvenile Justice (JJ)
2. Children and Youth Service (CYS)
3. Early Intervention (EI)
4. Mental Health (MH)
5. Intellectual Disabilities/Mental Retardation (ID/MR)
6. Drug and Alcohol (D&A)
7. Special Education

For each service system, the following information is included in this guide:

Overview – This section gives you useful information about the system. It includes the following:

- What does the system do?
- Who's who in the system?
- What are the rights and responsibilities that I should know about?
- What special programs are available in Greene County?
- Who are the local contacts in Greene County?

Words to Know - This section is like a dictionary to help you understand the language used in the system. It includes a list of commonly used words and their definitions.

Helpful Hints - This section gives you practical tips that are helpful for those involved in the system. It includes tips from Greene County families who have experience with the local system.

Resources - This section gives you other resources for those involved in the system. It includes links to useful websites, fact sheets, and other information on the system or specific topics for those involved with the system.

How can I use information in the FERG to help me or my family?

The FERG can be used as your “go-to” guide when you have questions about the system(s) that you or your child/youth are involved with. It is a place where you can find the answers to your questions and resources for more information.

The FERG is a great place to keep all the information that you need to be involved in the care that you or your child/youth receive. It gives you one easy location for you to keep track of important information like names and phone numbers for those who are working with you or your child/youth (use the “Contacts” section). You can use the “Calendar” section to keep track of appointments for yourself or your family members, so that you don't miss appointments or schedule too many on the same day or week. The FERG helps you be in charge of your care or the care of your child/youth by giving you a place to keep important documents like service/treatment plans, assessments, evaluations, etc. (use the “Important Documents” section). This will help you make sure you always have the document that you need when you need it.

The FERG does not include a listing of all of the services and programs available to children, youth, and families in Greene County. For this type of information, please visit

the Greene County Find-Out website at www.greenefindout.org, or contact the Department of Human Services at 724-852-5276.

We hope that the FERG makes it easier for you and your family to understand the service system(s) in Greene County. The FERG is for information purposes only and is not meant to be legal advice.