



Family Health Centers at NYU Langone

Department of Community Based Programs:

Family Support Services Overview

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FHC's Department of Community Programs



Community Based Programs

At the Family Health Centers (FHC), providing patients with high-quality healthcare is only the beginning. The Community Based Programs of Family Health Centers at NYU Langone has a long history of providing services that address the broader social, educational and emotional needs of the community.

PROGRAMS INCLUDE:

- Early Childhood Services
- Youth Services
- Family Strengthening
- Food Access and Nutrition
- Adult Education and Workforce Development
- Older Adult Services

FHC's Department of Community Programs

- Addresses the **social determinants of health**
- Oriented to needs of **immigrant families** from diverse origins: culturally competent, multilingual, multiple points of access, and free-of-charge
- Safety-net programs that mobilize formal and informal resources to **support family development across the lifespan**.
 - Early Childhood Care and Education
 - Youth Development
 - Family Support Services
 - Services for Older Adults
- Strong **collaborative relationships**
- Ongoing engagement with community residents to **assess community need** that drives program development



FHC's Department of Community Programs – Family Support Services

Family Support Services (FSS) is a program within the Department of Community Programs that **provides bilingual and bicultural supportive counseling, crisis intervention and case management services** to community members.

FSS screens clients for social determinants of health to ensure that individuals get the benefits and services that they need to ensure healthy and positive outcomes for themselves and their families.



Family Support Services (FSS) Referral

What happens after a client/program participant is referred to F.S.S?

The FSS manager will assign cases to counselors based on capacity and language. **The counselor will then reach out to the client by phone to schedule an appointment.**

What happens at appointment?

- Assessment:** client needs and strengths, screen for program and benefit eligibility
- Assistance:** provide benefit application assistance, advocacy, short term supportive counseling, and connection to services
- Follow-up:** after appointment in reference to applications and referrals



Care Coordination

- Care Coordinators/Case Managers **assist community members in accessing needed resources and benefits** to meet their short-term needs and achieve their long- term goals.
- Care Coordinator Roles:
 - ✓ **Assess client needs**
 - ✓ Develop a **tailored plan of interventions in collaboration with client and care team**
 - ✓ Referrals
 - ✓ Coaching
 - ✓ Application assistance
 - ✓ Supportive counseling
 - ✓ Psychoeducation workshops
 - ✓ Coordinate services + Provide direct services



Case Example – Food Insecurity

SCREENING



REFERRAL

Medical providers utilize screening tool within the electronic medical record:

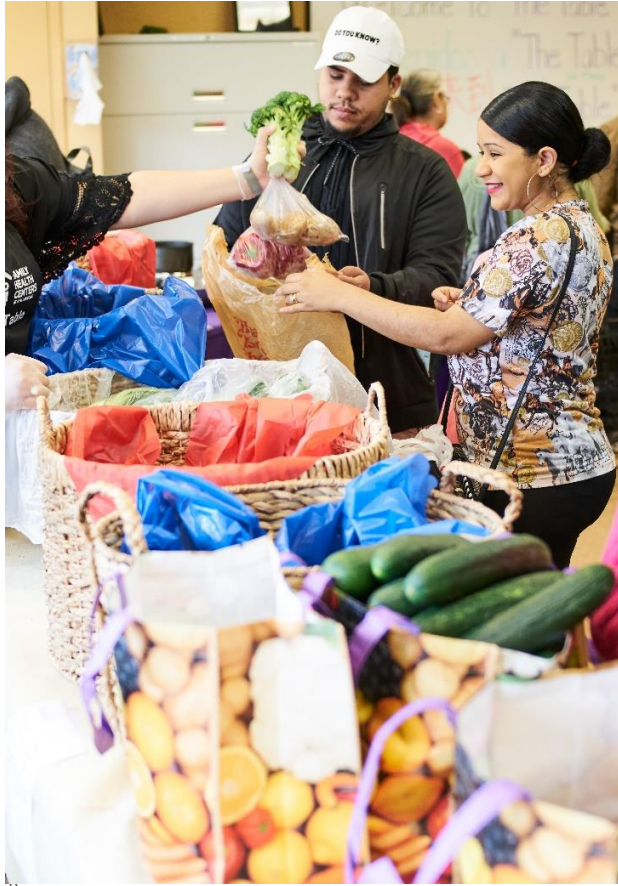
- ✓ **Referral goes directly** to FSS counselors
- ✓ **integrates social and health indicators** into a unified EMR
- ✓ creates **feedback functionality** within EPIC



Family Support Services (FSS) Counselors:

- ✓ Address immediate hunger needs through a **referral to our emergency food pantry**
- ✓ Enroll eligible families in Food Stamps and other **public benefits**
- ✓ Connect families to other programs that will **address the root causes of food insecurity**, including workforce development, affordable childcare, housing etc.

Case Example – Food Insecurity



Food Access and Nutrition Services work to increase food security and promote healthy eating behaviors.

- **The Table Food Pantry:** emergency food
- **Family Support Services:** long-term food security supports (i.e. food stamps, public benefits).
- **Women, Infants, and Children (WIC):** nutrition education, supplemental foods and breastfeeding support
- **Greenlight:** parent education on healthy eating behaviors for children
- **Services for Older Adults:** nutritious meals to seniors