

## What parents are saying about Tompkins County SPOA....

*"I liked that my son was involved in the decisions and shared in this experience"*

*"Everyone was receptive and open"*

*"I enjoyed being heard and that I felt like part of the group."*

*" I feel like my daughter will get the help she needs"*

*"My opinions were valued"*

*"I liked the positive friendly environment"*

*"I liked that people were thinking inside and outside of the box"*

*"I felt validated for my efforts"*

## Regular members of the SPOA team include representatives from:

- Tompkins County Mental Health Clinic
- Family and Children's Service (DAP)
- Area School Representatives
- Intensive Case Management (Elmira Psychiatric Center and Tompkins County Mental Health)
- Pathways Waiver Program
- Mental Health Association
- Tompkins County Department of Social Services
- Parent Partner Program
- Young adult representative
- Franziska Racker Centers

You can find SPOA referral forms online at

[Collaborativesolutionsnetwork.org](http://Collaborativesolutionsnetwork.org)

## Parent and Caregiver's Guide to



## Tompkins County SPOA

(Single Point of Access)

## What can I expect if my child is referred to Tompkins County SPOA?

- When someone in your child's life suggests a SPOA referral, you will be asked to sign release of information for SPOA.
- Within a few days, one of the SPOA Coordinators will call you to set up a time to meet with you in a place that works for you.
- The purpose of this meeting is for us to hear your understanding of your child's strengths and needs and to share information about what to expect on the day of the SPOA meeting.
- The Coordinator will share information with the team before your child's SPOA meeting so they can be as helpful as possible.
- SPOA meetings happen every Thursday morning at the Tompkins County Mental Health Clinic in the 6<sup>th</sup> floor conference room. The Coordinator will work with you to pick a day and time that fits for you.
- On the day of the meeting, we encourage you to bring your child and any other support people you may want to have with you.
- The Coordinator will meet you by the 6<sup>th</sup> floor elevator, bring you in and introduce you to the team.
- You and all the people at the table who know your child will share information that will help the team understand your family's strengths and needs.
- Team members may ask you a few questions to make sure they have a good understanding of what may help.
- You will work with the SPOA team to develop a unique plan to help support your child and family in ways that work for you.
- You will take home a copy of the notes and contact information for any service or supports that were identified.
- You will be invited to fill out an evaluation form so we can learn how to support families in the best way possible!

## What is the SPOA team and how can they help our family?

The SPOA team is a group of caring people working together with families who are raising children with social, emotional or behavioral challenges to identify new opportunities for success. We build on your family's strengths, identify your child's needs and make suggestions about supports that may help!



Please call

**607-274-6302**

if you have questions  
or would like more  
information!