What is a Family Navigator?

A Family Navigator is a warm, caring person who has raised a child with social, emotional and/or behavioral challenges. They are ready to “pay it forward” and help other parents who may need support and a listening ear.

They listen, make connections, collaborate, inform, help bridge communication and understanding, and build hope together.

Family Navigators are trained and supervised by Racker Centers’ staff.

They listen, make connections, and help build hope together.

Help from a Family Navigator is free, confidential, and available to ALL families.

Family Navigators Build Hope...with Heart!

Family Navigators

How can a Family Navigator Help Me?

Family Navigators are understanding, respectful listeners.

Family Navigators can...

• Offer confidential emotional support
• Help you find the information that you need in a way that is easy to understand
• Help you increase your knowledge
• Help you find your own voice and help you advocate for your child
• Help you communicate with your child’s school and can support you through the Special Education process
• Share ideas about how you can care for yourself and your whole family
• Connect with you on the phone or in person...whatever works best for you!

Family Navigators Support communication and understanding. They listen, make connections, may need support and a listening ear.

Here’s What Families are Saying...

“I appreciated her non-judgmental attitude and the way she listened to me and the way she listened to me and the way she listened to me...We were able to meet in person.”

“My Family Navigator was kind, warm and supportive.”

“We were able to meet in person.”

“I appreciated her non-judgmental attitude and the way she listened to me and the way she listened to me...We were able to meet in person.”

“Family Navigators are kind.”

“My Family Navigator was kind.”

“We were able to meet in person.”

Help from a Family Navigator is free, confidential, and available to ALL families.

Family Navigators Build Hope...with Heart!”
Who We Are

Franziska Racker Centers is a nonprofit organization with the mission of helping individuals with disabilities and their families achieve their goals for success and happiness. We fulfill our mission by creating opportunities for: learning, having friends, making decisions, and participating.

The Family Navigators Partnership is coordinated through Franziska Racker Centers and is funded through a number of grants through New York State.

The Collaborative Solutions Network brings children, youth, families, and community supports together in a comprehensive, community-wide approach that fosters social and emotional wellbeing.

We are “redefining possible...together.”

Resources

211 Tompkins Cortland
call 211 or
Phone: 877-211-8667

Family & Children’s Service
Phone: 607-273-7494

Suicide Prevention and Crisis Services
Phone: 607-272-1616

Tompkins County Mental Health Clinic
Phone: 607-274-6200

Tompkins County Mental Health Association
Phone: 607-273-9250

Tompkins County Single Point of Access (SPOA)
Phone: 607-274-6302

Contact

Call our Partnership Coordinator
Serena Ward
607-592-0486
or email her at serenaw@rackercenters.org

Find us on Facebook at: https://www.facebook.com/FamilyNavigators

or visit us on the web at:
www.collaborativesolutionsnetwork.org

Helping families find their way