

How it works...



Family accompanies loved one for psychiatric evaluation.

OR

Family needs extra support following psychiatric admission.

Call **Project F.ER.S.T.**
973-342-8793



Mental health professional arrives for family education and support.

On-Site Support

8:30 am - 4:30 pm
Monday to Friday

Telephone support available off hours.

For more information about **Project F.ER.S.T.**, the Intensive Family Support Services (IFSS), or any other program of the Mental Health Association of Essex and Morris, Inc. please contact us:

Office: (973) 509-9777
F.ER.S.T Cell: 973-342-8793

Melvyn Bryan
Project F.ER.S.T.
Acute Family Support Specialist

Taisia Koeppel, LCSW
Senior Director of Clinical Programs

The Intensive Family Support Services (IFSS), a program of the Mental Health Association of Essex and Morris, Inc., provides support for individuals who have an adult family member with mental illness. We recognize that caring for someone who has a mental illness may be physically and emotionally stressful. We aim to provide family members with the resources needed to cope.



Project
F.ER.S.T.
Family Emergency Room
Support Team

973-342-8793

A Service of
Intensive Family Support Services

Mental Health Association
of Essex and Morris, Inc.
33 South Fullerton Avenue
Montclair, New Jersey 07042
Phone (973) 509-9777
Fax (973) 509-9888

Project F.ER.S.T. Mission

Program Mission: To ease the anxiety and stress that families feel when they accompany a loved one to the hospital for a mental health evaluation.



Families & Hospitals

Meeting Mutual Goals...

Ultimately, the family comes away with reduced anxiety and more positive feelings about the hospital experience. In turn, the hospital staff can focus their resources on providing quality services to the identified mental health consumer.

Project F.ER.S.T. Services

We provide on-site professional support to families with a loved one in need of hospital-based mental health services.

Project F.ER.S.T. has a broad definition of family and loved ones, understanding that any family or friend present is concerned and may benefit from support, guidance and information.

Interventions may include:

- Explanation of hospital procedures, including medical clearance and the legalities of involuntary commitment.
- Listening to and addressing family fears and concerns.
- Supportive counseling during and after the emergency room evaluation.
- Education on mental health through discussion and reading material.
- Linking families to additional resources for support and education.



Intensive Family Support Service Referral

Family members who have utilized **Project F.ER.S.T.** services will receive a follow-up call to assess further concerns and questions. When necessary, family members will be referred to Intensive Family Support Services (IFSS) and/or local hospital or community groups to receive continuing support.

Satisfaction Survey



The Mental Health Association of Essex County strives to supply the community with the best possible support for individuals with mental illness and their loved ones. Friends and families served by **Project F.ER.S.T.** will receive a confidential satisfaction survey to assess how we impacted their hospital experience and how to improve our performance in the future.