



**Office of Alcoholism and
Substance Abuse Services**

ANDREW M. CUOMO
Governor

ARLENE GONZÁLEZ-SÁNCHEZ, M.S., L.M.S.W.
Commissioner

September 5, 2018

Dear Provider Partners:

As we work to decrease the number of lives lost to substance use, I urge you to remember the crucial role families and family support organizations play in our collective efforts to help individuals find stability and recovery. We have seen tremendous success when providers, families and family support organizations work cohesively together to facilitate the individual's placement in treatment. They assist us in keeping their loved ones stable and connected.

Our clients regularly give consent for you as a treatment provider to engage with their families and the family support organizations they are working with. We strongly encourage all of you to work with your clients to get their permission to engage families and family support organizations as a standard practice.

After you have received such permission, it is imperative that you regularly engage and communicate with the family and family support organizations. That open line of communication and engagement can include conversations about the individual's attendance in treatment, a possible relapse or other activities that may compromise the individual's efforts to reach a stable and healthy place and, more importantly, put them at risk for a fatal overdose.

Please also remember that you can offer treatment services to family members and such services are reimbursable by insurance. For more information please contact: legal@oasas.ny.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert A. Kent", with a long horizontal flourish extending to the right.

Robert A. Kent
General Counsel