



Collaboration for Massachusetts Youth

**The Experiences and Perspectives from Family Resource
Center Staff on the Mental Health Advocacy Program for Kids**

February 9, 2026

Prepared for

Health Law Advocates

By

The Boston University School of Public Health Evaluation Team

Led by: Patricia Elliott, DrPH,
Department of Community Health Sciences,
Boston University School of Public Health

Contributions by:

Isabel Redman, MPH
Department of Community Health Sciences,
Boston University School of Public Health

Aman Qutab
Maternal and Child Health, Graduate Student Fellow
Boston University School of Public Health

INTRODUCTION:

This report has been prepared for Health Law Advocates by the Boston University School of Public Health (BUSPH) Evaluation Team to present findings from survey data collected from Family Resource Center (FRC) staff in June 2025 to understand the impact of Mental Health Advocacy Program for Kids (MHAP for Kids) staff attorneys within the state-funded FRCs.

In brief, the survey results indicate that the staff attorneys have a positive impact on the Family Resource Centers, providing effective legal guidance and support. The presence of the staff attorneys also further improves accessibility to resources for families who seek out legal advice, advocacy, and support.

This report is organized in four main sections:

- (1) Organizational Background and History- to provide a brief summary of the FRCs, MHAP for Kids, and how they work together
- (2) Data Collection and Analysis- which describes how researchers at BUSPH designed, conducted, and analyzed information for this study
- (3) Findings- study results, organized using domains from a commonly used framework for program implementation and evaluation RE-AIM PRISM framework for program implementation and evaluation
- (4) Summary- a synthesis of findings with recommendations and considerations

SECTION 1: ORGANIZATIONAL BACKGROUND AND HISTORY

Family Resource Centers

FRCs were established in Massachusetts by the legislative requirements of Chapter 240 of the Acts of 2012¹ with the original aim of helping families with, or at risk for, children requiring assistance (CRA) cases in the juvenile courts. The network of these community-based centers are overseen by the Department of Children and Families to offer a variety of programs, services, and supports to strengthen Massachusetts families². FRCs provide evidence-based parent classes, support groups, school-related educational support, and referrals to resources along with other community and recreational activities.

Mental Health Advocacy Program for Kids

The MHAP for Kids was started by the public interest law firm Health Law Advocates and provides no-cost legal assistance to income-eligible families with children in need of mental health services who are at risk for possible or further court involvement. The program has been imbedded within the network of FRCs since 2017 and currently has 5 centrally located

paralegals and 18 staff attorneys with offices inside FRCs, providing access to families in every county across the Commonwealth.

Through their collaboration with FRCs, MHAP for Kids aims to reach families before any involvement with the court system to ease access to mental health services when they are needed. The MHAP for Kids program builds upon the care and services already provided by FRCs for families seeking help. In addition to free legal representation for families in need, staff attorneys also provide legal information and trainings for FRC staff.

SECTION 2: DATA COLLECTION AND ANALYSIS

Given the years of partnership between FRCs and MHAP for Kids, the BUSPH Evaluation Team sought to understand the perspectives of FRC staff members about their experiences working with and alongside MHAP for Kids staff attorneys. The team, working with input from MHAP for Kids leadership, designed a survey to be self-administered for the convenience of FRC staff.

Data Collection

The brief survey was programmed using the cloud-based platform Qualtrics. In the beginning of June 2025, a QR code and link was shared with FRC staff at the 17 centers that have a MHAP for Kids attorney. The survey remained open for approximately three weeks, during which time responses were collected from 38 individual FRC staff members. Participation was anonymous and voluntary.

The survey (Appendix A, Table 1) contained four distinct sections of questions. The first section covered the FRC staff member's role, primary responsibilities, length of time working at the FRC, and how long their FRC has had a MHAP for Kids staff attorney onsite. The purpose of these questions was to contextualize participants' responses and explore how different job roles may correlate with experiences with the staff attorney. The second section included questions focused on knowledge and understanding of MHAP for Kids, and experiences with the staff attorneys. Participants were asked to respond to statements by selecting one of five Likert scale response options on a scale of 'Strongly Agree' to 'Strongly Disagree'. The third section included questions aimed at the type of assistance sought from staff attorneys by FRC staff, and the impact, if any, on the respondents' work. The fourth and final section of the survey offered open-response questions for qualitative data collection. These questions asked for specific examples of outcomes from working with the staff attorney, the perceived value of having the staff attorney at the FRC, possible improvements to the staff attorney's role/services at the FRC or trainings that they would like to receive, and how the staff member's work would be impacted if they did not have access to a staff attorney. Each question included an option to refuse to answer.

Data Analysis

Survey design and analysis was informed by the PRISM model from the RE-AIM PRISM framework for program implementation and evaluation³. The PRISM model is frequently used to understand current programs or interventions through the contextual factors that influence that program's outcomes. In the context of PRISM, the program or "intervention" is the integration of MHAP for Kids staff attorneys within FRC locations. PRISM is comprised of four multi-level domains, although only three have been included as relevant to this report. These include: 1) characteristics of staff 2) perspectives on the intervention, and 3) implementation and sustainability infrastructure. For the purposes of this report perspectives on the intervention are understood at the organizational level from FRC Staff about the impact of MHAP for Kids on themselves, as well as their clients. Descriptions of each domain are present in Appendix A, Table 2.

Quantitative and qualitative survey responses were categorized by the PRISM model and analyzed using descriptive statistics. Qualitative questions allowed respondents to expand their quantitative answers, and key quotations have been pulled and highlighted to expound on the quantitative findings. Following an exploration of the data through PRISM, specific recommendations and key takeaways were identified and highlighted in the summary/discussion.

This report presents a preliminary and descriptive analysis of participant responses. Future data collection and a larger sample size may allow for more detailed statistical analysis for significance and a look at the data by FRC staff member's role. At the time of this report, these early evaluation results provide an indication of experiences with the staff attorneys and inform future evaluation activities with MHAP for Kids' FRC partners.

SECTION 3: RESULTS

The PRISM model includes consideration for "organizational characteristics" that may influence the program at multiple organization levels within the FRC, including staff, management, and leadership. Therefore, we first present details about the FRC staff who responded to the survey to understand their organizational level and role. Next, we explore FRC staff level of familiarity and receptivity to MHAP for Kids overall. Then, we present details about how FRC staff reported currently engaging with MHAP for Kids staff attorneys, their views on how MHAP for Kids impacts the work of the FRC, and FRC staff perspectives on the impact for the clients they aim to serve within the community. Finally, we present information related to opinions on the implementation and sustainability of having MHAP for Kids embedded within FRCs.

FRC Staff Respondents

The FRC staff roles represented in the sample included primarily those in leadership and management levels with Clinicians, Program Managers, and Program Directors each at 15.8%. The next largest group were Family Support Workers (10.5%), followed by School Liaisons, Family Partners, and Other each at 5.3%. Among those who listed Other, those roles were specified as Parent Education Coordinator, an Administrative Assistant, a Program Coordinator, a Senior Administrative Assistant, a Family Connector, and an Administrative Specialist. Importantly, 11% of respondents refused to answer this question, which may be interpreted as concern for loss of anonymity if their role was disclosed, though we do not have any additional data from these respondents to support this hypothesis.

Figure 1. FRC Staff Respondent Roles

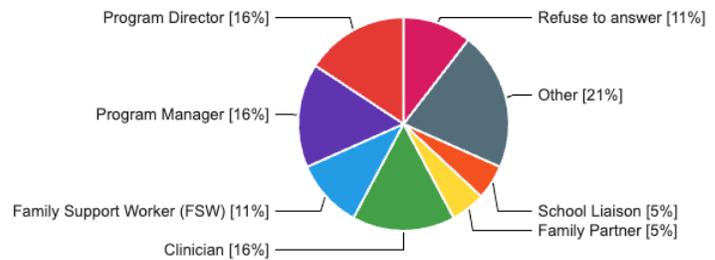
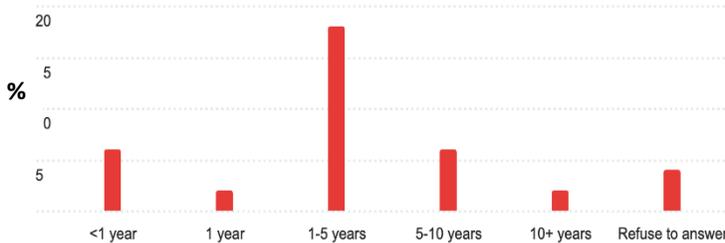


Figure 2. Staff Length of Time Working at their FRC



Among respondents, nearly half (47.4%) reported serving their respective FRCs for 1-5 years. Approximately one third of the remaining respondents were evenly divided between serving less than one year or between 5-10 years, with 15.8% respectively. A smaller proportion (5.3%) of respondents served for over 10 years (Figure 2). The remainder refused to answer.

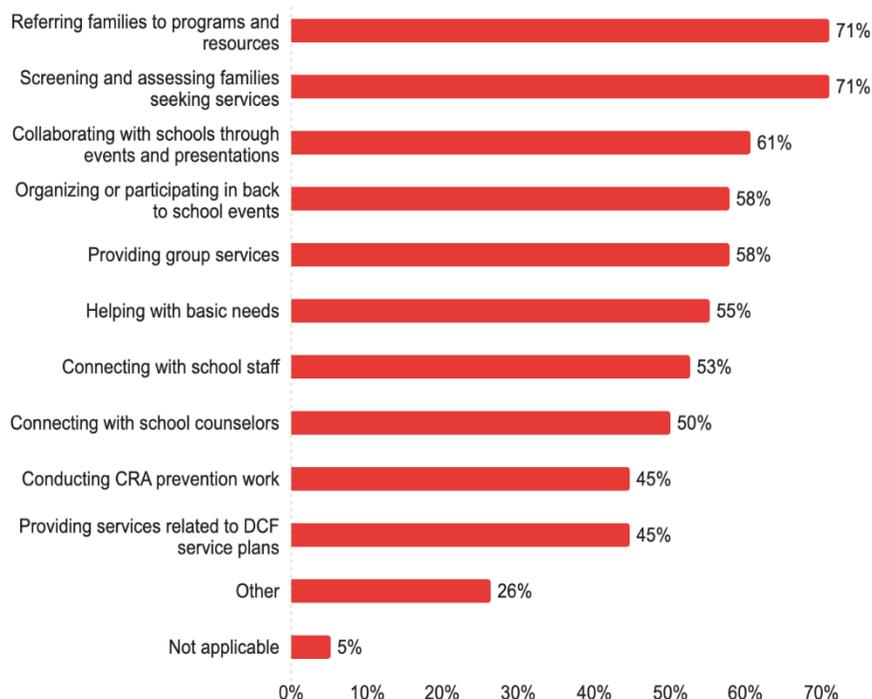
FRC Staff Goals and Responsibilities

Figure 3 shows respondents' primary goals and responsibilities at their FRC within the context of their role. Most participants (71.1%) included options such as screening, assessing and referring families for services and resources. Connecting with schools and school staff were also commonly included in participant responsibilities, with these options consistently included by over half of the participants (50% connecting with school counselors, 52.6% connecting with school staff, 57.9% organizing back to school events, and 60.5% collaborating with schools through events and presentations). Other frequently included responsibilities included providing services, such as group services (57.9%) or helping with basic needs (55.3%). Just

under half of respondents (44.7%) reported CRA prevention work and providing services related to DCF service plans as part of their responsibilities.

Of the respondent pool, 5.3% reported “Not Applicable” and 26.3% reported “Other.” Among the “Other” responsibilities specified included managing daily activities, ensuring family services, facilitating specific programs like the National Child Passenger Safety program, supervising staff, handling communications, scheduling appointments, community outreach, and data tracking.

Figure 3. Respondent Responsibilities at the FRC



Familiarity and Receptivity to MHAP for Kids

Not only are FRC staff largely familiar with the role and responsibilities of the MHAP for Kids staff attorney (somewhat/strongly agree= 77%), the vast majority of staff, across all levels, indicated they are receptive to working alongside the MHAP for Kids staff attorney (strongly agree = 85.7%). They also overwhelmingly reported a perception that their FRC leadership is receptive to having the MHAP for Kids staff attorney in their center (strongly agree= 88.6%). Importantly, though a small number of FRC staff were not yet familiar with the staff attorney’s role (6%), no respondents somewhat or strongly disagreed with either the question about personal or leadership receptivity indicating MHAP for Kids is well-received by FRC staff who responded. Finally, most respondents were confident in their ability to directly interact with the

staff attorney for help (strongly and somewhat agree respectively = 86%, 2%). Data are presented fully in Appendix A, Figure 1).

Engagement with the Staff Attorney

Co-location of MHAP for Kids within FRCs has been expected to facilitate direct referrals of cases to staff attorneys, and responses confirmed this with 57.9% of FRC staff reporting that they asked for guidance on such referrals. Anecdotal reports from FRC staff prior to this survey seemed to suggest that staff attorneys provided additional resources beyond accepting referrals for cases. Therefore, respondents were asked to indicate all of the types of legal assistance sought from the staff attorney (Table 1), along with types of external legal referrals that may be discussed (Table 2). It is important to note that these percentages in Table 1 and 2 reflect the percentage of FRC staff members who engage in these referrals and are not in any way capturing the *number* of referrals or time spent by MHAP for Kids attorneys on this work. In essence, these data show how many FRC staff members are individually engaging in working directly with the staff attorneys for legal issues.

In terms of legal assistance, two-thirds of staff (65.8%) reported reaching out to the staff attorney to gain a better understanding and explanation of legal rights to parents and guardians, while 63.2% reported asking questions about Individualized Education Plans (IEPs) and/or other educational based services and processes. Other common assistance and inquiries included support for referrals to other legal aid services (47.4%), and resources or templates like form letters (28.9%).

Table 1. MHAP for Kids Legal Assistance Sought by FRC Staff	
Legal Advice Sought	Respondents (n=38)
Understanding and explaining legal rights to parents and guardians	65.8%
Education law questions (IEPs and/or other educational based services and processes)	63.2%
Advising for legally appropriate referrals to MHAP	57.9%
Legal aid referrals assistance (e.g. family law resources, common legal aid)	47.4%
Legal resources or templates like form letters	28.9%
Not applicable	10.5%
Other	5.3%

Participants were also asked to report the kinds of external legal referrals they discuss with the

Table 2. External Legal Referrals Discussed with Staff Attorney	
External Legal Referral Types	% Respondents (n=38)
School discipline issues	57.9%
Juvenile court or CRAs	52.6%
Family law matters	44.7%
Advocacy support prior to legal intervention	34.2%
Independent educational evaluations	31.6%
Common legal aid services	31.6%
Immigration issues	28.9%
Concerns on insurance coverage	23.7%
Community resources and events	15.8%
Custody, probate court matters	15.8%
Not applicable	15.8%
Housing	0%
Benefits such as TAFDC, EA, SNAP	0%
Other	0%

staff attorney, if any. School discipline issues, juvenile court or CRAs, and family law matters were the top three most frequently included options, selected by 57.9%, 52.6%, and 44.7% of respondents respectively. About one-third of FRC staff reported conferring with a staff attorney about advocacy prior to legal intervention (34.2%), accessing independent educational evaluations (31.6%), and other legal aid (31.6%). Roughly one-quarter of FRC staff discussed immigration (28.9%), or insurance coverage (23.4%). Other discussions appear to be related to custody or probate issues, or community resources and events (both 15.8%). On the other end, housing and benefits such as Transitional Aid to Families with Dependent Children (TAFDC), Emergency Assistance (EA), and the Supplemental Nutrition Assistance Program (SNAP) were not

reported by any respondents as external legal referrals discussed with the staff attorney.

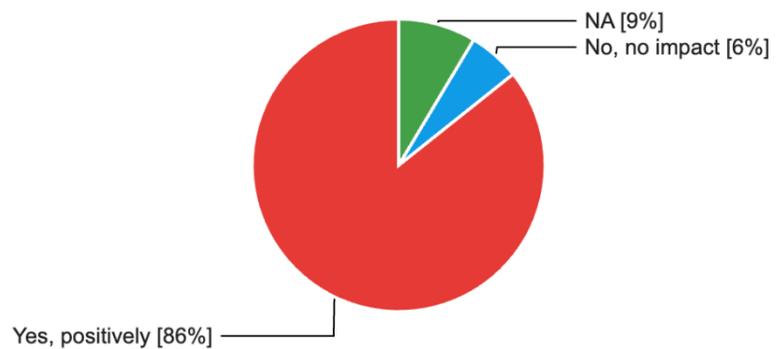
FRC Staff Perspectives: Impact of MHAP for Kids on FRC Work

In the quantitative questions, 82% of respondents agreed that having a staff attorney expands the work of the FRC, with 71% of those strongly agreeing. The staff attorneys were perceived as an effective and reliable resource by 80%. Furthermore, the presence of the staff attorney also appears to boost FRC staff members' own legal understanding, quantified by 65.7% strongly agreeing and 14.3% somewhat agreeing that their confidence in understanding legal processes like CRAs, school discipline, and special education has increased. Data are fully represented in Appendix A, Figure 1.

The majority (85.7%) of respondents, reported that staff attorneys positively impact their individual work (Figure 4). Of the remaining 14.3%, 8.6% reported that the question was not applicable to their role, and 5.7% reported that there was no impact. Importantly, none of the respondents reported that the staff attorney negatively impacted their work.

In the open-ended qualitative questions, FRC staff were given the opportunity to comment on the contributions of the staff attorney in their FRC. Most respondents (85.7%) chose to share examples of what they found most valuable. Responses were highly positive about the direct support given by the staff attorneys. Specific characteristics to note were that the attorneys are reliable, consistent, and willing to accommodate as they always make time for the staff and families seeking help. Furthermore, the workshops held in collaboration with the FRCs and staff attorneys appear to be highly beneficial. Respondents also noted that they valued direct legal advice, the attorney's abilities to understand and explain family rights, and other specialized and specific legal support.

Figure 4. In your opinion, does the MHAP staff attorney impact your work?



Specific characteristics to note were that the attorneys are reliable, consistent, and willing to accommodate as they always make time for the staff and families seeking help. Furthermore, the workshops held in collaboration with the FRCs and staff attorneys appear to be highly beneficial. Respondents also noted that they valued direct legal advice, the attorney's abilities to understand and explain family rights, and other specialized and specific legal support.

FRC staff members have reported that if they were to lose access to a Mental Health Advocacy Program for Kids staff attorney, it would be a detrimental loss to both staff and families. Respondents explained that there would be many unanswered questions, leading to a significant reduction in legal help for families. Many FRC staff members particularly noted concern in navigating school IEP processes and understanding the legalities of CRAs. Essentially, without a staff attorney, there would be much more pressure on FRC staff such as school liaisons and clinicians. One respondent shared:

*“I don't want to think about [not having a staff attorney]. The FRCs can't do what MHAP does. So often, families come to us and there aren't a ton of resources or options available to them. Families would have next to no options in terms of advocating for their kids' mental health and educational needs. **But our MHAP staff attorney means so much more to the FRC than just a few IEP referrals. They provide guidance for such a significant number of our cases.**”*

One respondent had mentioned that the loss of a MHAP for Kids staff attorney would “*make it much more difficult to have confidence in what we are talking about with families about their rights,*” while another respondent noted it “*would make it hard to [find] answers to the legal questions to support families.*” Moreover, respondents also noted that families often lack financial resources for private attorneys or legal assistance, making the no-cost on-site support by staff attorneys a vital necessity.

FRC Staff Perspectives: Impact of MHAP for Kids on FRC Clients

FRC staff indicated that the services provided by staff attorneys meet the expectations and needs of their clients, with 71.4% of participants strongly agreeing and 11.4% somewhat agreeing (Appendix A, Figure 1). When provided with an opportunity to describe further, one participant noted:

*“Too many [examples] to list, but [the staff attorney/MHAP for kids have] helped provide clarification for my clients related to legal aid. They've successfully re-enrolled clients of mine in schools. They've got educational services for clients on long-term suspension (this is the most common). **They are the best collateral for me as the site clinician.** Roughly 80% of their support to me comes outside of referrals to their services. **They truly embody the mission of the FRC of - "we might not know, have, or be the resource the family needs, but it's our job to find it for them."** And the families I've referred have felt so completely supported by MHAP staff, it's a great feeling when you do a referral and you are confident in where you are sending a family.”*

In describing another client’s perspective, one participant shared that “*our staff attorney has been able to assist several families I have worked with positively. **They have helped overall in improving their quality of life and safety.***” Other examples included school related issues, such as helping “*families with questions or concerns in regard to IEP's and **providing more information for the families to be able to advocate for themselves.***”

Staff attorneys have also been reported to be generally perceived by FRC staff as accessible to families and youth (strongly agree = 71.4%, somewhat agree=14.3%). One participant explained further, stating “*[the staff attorney is] easily accessible and [they're] here when we come across families that come in, in-person or call over the phone about certain questions that pertain to [the staff attorney's] expertise or to refer somewhere else.*”

IMPLEMENTATION & SUSTAINABILITY INFRASTRUCTURE

All of the FRC staff respondents indicated that their staff attorney fit within their FRC to some extent. When asked if there were any topics or issues that they would like to talk about with

the staff attorney that they do not currently discuss, only 5.8% of participants responded affirmatively. When asked to specify what they would like to discuss, one respondent noted that it would “...*be good to take the time to explain a little bit [about their] role. I personally do not understand it very well.*” Another respondent mentioned that they would like to discuss “*immigration and [families’] rights.*”

Participants were also asked what they think could be improved with their staff attorney’s role or services in their FRC, and 80% of respondents did not have any areas for improvement to report. Amongst the 20% that shared feedback, several comments indicated that the participants would like to increase the collaboration between the FRC and staff attorney. For example, one participant noted that they would support having the staff attorney spend “*more days at the FRC.*” Similarly, another participant reported that “*I wish they were present in our office more... they’re still integrated into our team (i.e. staff meetings). **But they are such wonderful people, and I’d love to be around them even more!***” Respondents perceive the staff attorneys positively, with a desire for them to be more present and to expand opportunities for engagement with families when possible.

The MHAP for Kids waitlist was also noted as a concern, with a wish for Family Resource Center clients to be prioritized. Another participant reported that they would appreciate “...*better coordination and follow up on referrals [to MHAP for Kids]. FRCs want to continue to support families and help coordinate once [MHAP for Kids] is involved so we need ongoing updates.*”

Other suggestions for improvement included “*in house training for families,*” and “*a time every month for general legal questions regarding families and how to better support [families]*” for FRC staff. When asked specifically which trainings they would find helpful, some participants suggested topics such as attaining healthcare coverage, school discipline, CRAs, immigration/citizenship, and special education services including IEP and 504 plans. Although MHAP for Kids has run training sessions at various FRCs throughout their partnership, it appears that there is an interest in supporting similar programming to occur more frequently and targeted at different audiences.

SECTION 4: SUMMARY

FRC staff from 17 locations with an onsite MHAP for Kids staff attorney were invited to complete a survey on their experiences with their MHAP for Kids staff attorney. Thirty-eight FRC staff members with different roles, experience levels, and responsibilities responded to the survey, meaning that a wide range of staff perspectives were included in the survey responses.

Using the PRISM model, the results were organized into overarching domains: 1) characteristics of the implementation setting and staff, 2) engagement with the program, 3) perceived impact on FRC staff work, 4) perceived impact on FRC clients, and 5) implementation and sustainability

infrastructure. These contextual factors can act as either barriers or facilitators to the successful implementation of the MHAP for Kids program in the FRC setting. This report evaluated the alignment between MHAP for Kids and FRCs to achieve the intended outcomes of both organizations' missions.

The results, though from a small sample of all FRC staff within the network, are clear. Across all domains, MHAP for Kids appears to have successfully adapted to fit within the FRC context in a mutually beneficial partnership. Beyond the expected result of direct FRC referrals to the staff attorneys, MHAP for Kids has become a contributing partner to both the staff and services of the FRCs. FRC Staff and families are able to receive invaluable legal information, guidance, and referrals as a result of having MHAP for Kids staff attorneys embedded within the FRC network.

FRCs and MHAP for Kids Have a Successful Collaboration

The successful implementation of MHAP for Kids within FRCs is signaled by the integration of staff attorneys into the organization and workflow. FRC staff provided an insight into organizational characteristics that impact the success and fit of MHAP for Kids staff attorneys in FRCs that extends far beyond easy referral into MHAP for Kids for FRC families. FRC staff indicated a high level of receptivity, positive attitudes, and the importance of engagement with the program.

Based on the survey data, the majority of FRC staff agreed that they were receptive to the staff attorney, and that they believe their FRC leadership to be receptive to the staff attorney. Although respondents hold different sets of job responsibilities, clinicians and school liaisons to program directors agreed that the staff attorney positively impacted their own individual work. Importantly, FRC staff respondents indicated that they feel confident to engage with staff attorneys on a variety of needs and issues. The three most frequently reported types of legal advice sought from staff attorneys included understanding and explaining legal rights to parents and guardians, questions about educational based services/processes such as IEPs, and legal referrals. Regarding external legal referrals with staff attorneys, participants most frequently included topics such as school discipline issues, juvenile court or CRAs, and family law matters. This speaks to not only a successful co-location of programs, but a strong indication that MHAP for Kids actually has increased the capacity of the FRC within its own work in Massachusetts communities.

MHAP for Kids is an Essential Addition to FRCs:

The perspectives of FRC staff on the program provide insight into the program's functioning in their local context and overwhelmingly indicate that MHAP for Kids staff attorneys have become an essential addition to their FRCs.

Survey results suggest that FRC staff perceive the presence of a dedicated staff attorney from MHAP for Kids at their FRC to have a profound and positive impact on their work and client outcomes. Staff attorneys were reported to expand the work of the FRC, be a reliable resource, and to increase FRC staff confidence in their own understanding of legal processes. Some participants described in detail the value added by staff attorneys to their organization, mentioning the additional support, training, professional expertise, accessibility and reliability as crucial resources for them and the families they serve. Multiple staff members expressed that the lack of a staff attorney would be a "detrimental loss," and it would make it more difficult for FRC staff members to fulfill their roles.

Respondents also indicated that FRC clients have a positive perception of staff attorneys. Most participants agreed that the staff attorneys meet the expectations and needs of the clients who seek their assistance, and that they are accessible to family and youth served by the FRC when needed. FRC staff also described in detail how the staff attorneys have provided an irreplaceable service to clients and in support of the overall FRC mission.

SECTION 4: CONSIDERATIONS AND RECOMMENDATIONS

While the benefits of embedding MHAP for Kids in the FRCs have been made clear. FRC staff also provided useful feedback regarding potential areas to strengthen the ongoing implementation and sustainability of MHAP for Kids within FRCs. The results of this survey indicate an ongoing need to ensure that staff attorneys remain a part of the FRC offerings. While FRC staff overwhelmingly shared positive experiences of working with MHAP for Kids they also clearly expressed that they would like more opportunities for further collaboration. Therefore, results of this brief FRC staff survey result in the following six recommendations:

1. Ensure ongoing funding for MHAP for Kids to remain embedded within FRCs
2. Improve onboarding of new FRC staff to ensure they understand and are comfortable with the role of MHAP for Kids staff attorneys
3. Build in opportunities for more MHAP for Kids training sessions for FRC Staff, particularly in response to current events and contemporary needs
4. Ensure enough resources for MHAP for Kids staff attorneys to offer additional training sessions for FRC families, including Q&A events
5. Provide more resources for MHAP for Kids attorneys to spend more days at the FRC and decrease family waitlists for legal services
6. Explore opportunities for ongoing communication for FRC families who receive MHAP for Kids services

These recommendations are not resource neutral. It is worth noting that introducing and explaining the role of the staff attorney at the FRC is greatly appreciated, particularly for new

FRC staff or if an FRC is receiving a staff attorney for the first time. However, given the current workload of MHAP for Kids staff attorneys, increasing collaboration opportunities such as many of those suggested above may require increased resources to ensure the time, effort, and materials required to fulfill these requests of FRC staff. For example, the MHAP for Kids waitlist is a sign of the far-reaching need for the program by families. However, when a MHAP for Kids staff attorney has a full caseload, addressing the waitlist requires further resources and funding to expand the program's capacity.

There was also a request for further communication after a referral has been made, and a request to prioritize FRC families. If a referred family becomes an official MHAP for Kids case, communication between MHAP for Kids staff attorneys and FRC staff would need to be discussed to manage expectations about information sharing while honoring attorney client privilege. In regard to prioritizing FRC families, a further investigation is required to understand avenues to prioritize those already working with the FRC, or if resources are needed to address the waitlists which impacts everyone that seeks MHAP for Kids services.

APPENDICES

APPENDIX A

Table 1. Self-Administered Questions	
Variable Code	Question
Section 1: Basic Background Information	
FRC_role	What is your role in this FRC?
FRC_years	How long have you served at this FRC?
FRC_goals	In your role at the FRC, what do you consider to be your primary goals or responsibilities?
SA_years	How long has your FRC had a dedicated staff attorney available onsite?
Section 2: General Questions	
SA_familiarity	You are familiar with the role and responsibilities of the MHAP staff attorney embedded within your FRC.
SA_interaction	I feel confident that if needed, I could directly interact or consult with the MHAP staff attorney for help.
SA_expectations	The services provided by the MHAP for Kids staff attorney meet the expectations and needs of the clients who seek their assistance at your FRC.
SA_enhance	I find the MHAP staff attorney to be a reliable resource when I am seeking information/guidance for a family on potential legal matters.
SA_confidence	I feel more confident in my own understanding of legal processes like CRAs, school discipline, and/or special education after getting support from the MHAP for Kids staff attorney.
SA_accessible	The MHAP staff attorney is accessible to families and youth served by the FRC when needed.
SA_equity	Having a MHAP for Kids staff attorney expands the work of the FRC.
FRC_receptivity	The FRC staff is receptive to working alongside the MHAP staff attorney.
FRC_leadership	The FRC leadership is receptive towards the MHAP staff attorney.
SA_impact	In your opinion, does the MHAP staff attorney impact your work?

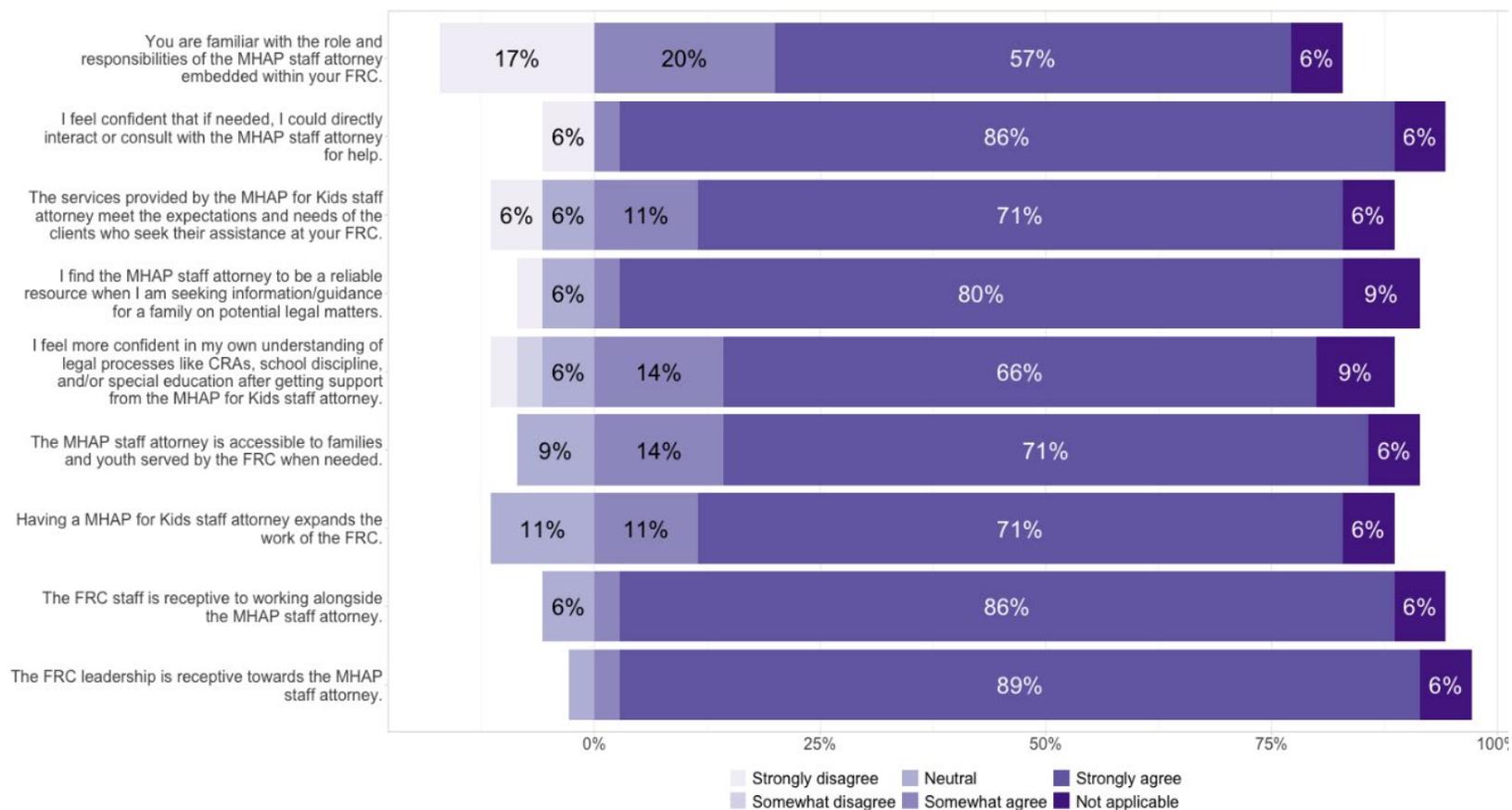
Section 3: Assistance and Support	
SA_legal	What legal assistance do you often go to your staff attorney for?
SA_legal_referral	What kind of external legal referrals do you discuss with the staff attorney?
SA_discuss	Is there any topic or issue you would like to be able to talk about with the staff attorney that you currently do not talk about?
	If yes, specify:
SA_outcomes	Do you have an example of outcomes that have resulted from consulting a staff attorney?
SA_examples	If yes, without disclosing any personal information that could identify a family, please describe the examples here.
Section 4: Qualitative Open-Ended Questions	
SA_engage	In your experience, what aspects of the MHAP for Kids staff attorney's role or services do FRC staff find most valuable?
SA_improvement	What, if anything, could be improved with the MHAP for Kids attorney role or services?
FRC_no-SA	If you no longer had access to a MHAP staff attorney, what impact would that have on the work of the FRC?
FRC_understanding	Are there any training or resources MHAP for Kids could offer that would be helpful to your role?
	If yes, specify:

Table 2. PRISM (Practical and Robust Implementation and Sustainability Model) Domain Descriptions		
Domain	Description	Examples
Characteristics of Recipients (Including those of Implementing Settings; Staff; and Patient/Client and Family recipients)	Organizational characteristics: characteristics that affect organizations' ability to successfully change behaviors in a given area.	Clinical leadership, management support and communication; these factors can be considered at the levels of top management, middle managers and delivery staff.
	Patient/Client characteristics: characteristics of the intended patients.	Age, gender, culture, level of social needs, and health literacy.
Perspectives on Intervention Characteristics	Organizational and staff perspectives on the program (intervention)	Characteristics such as organizational readiness for the program, the program's perceived evidence strength, and compatibility with existing workflow.
	Patient/Client (recipients) perspectives on the program (intervention)	Characteristics such as client perceptions of the program's patient-centeredness, patient barriers and service and access, and estimated impact and ease of use.
Implementation and Sustainability Infrastructure	Contextual characteristics such as infrastructure and support structures internal to the implementation setting that may impact the implementation and sustainability of the program/intervention.	Adopter training and support, dedicated team for implementation, processes such as ongoing audit and feedback, and resources and plans for sustainability.
External Environment*	Characteristics of the external environment.	Relevant policies, market forces, regulatory environment and community resources

PRISM domain descriptions are pulled directly from the official RE-AIM PRISM website. For more information, visit <https://re-aim.org/learn/prism/>.

*The external environment domain was not relevant in the analysis included in this report.

Figure 1. FRC Staff Responses to Statements on Their Experiences with MHAP for Kids



References

1. *Family Resource Centers: A Valuable Support for Massachusetts Students and School Staff*. (n.d.). <https://www.frcma.org/>. Retrieved February 1, 2026, from <https://www.mass.gov/doc/frc-flyer-for-school-officials/download>
2. Massachusetts Family Resource Center Network. (2024). *2023 Program Evaluation Report*. <https://www.mass.gov/doc/massachusetts-family-resource-centers-annual-evaluation-march-2024/download>
3. Jolles, M. P., Fort, M. P., & Glasgow, R. E. (2024). Aligning the planning, development, and implementation of complex interventions to local contexts with an equity focus: application of the PRISM/RE-AIM Framework. *International Journal for Equity in Health*, 23(1), 41. <https://doi.org/10.1186/s12939-024-02130-6>