

**Massachusetts Family Voices @ the Federation** is a state chapter of Family Voices, a national grassroots organization of families, friends and professional partners brought together by a common concern for children and youth with special health care needs.

The **Massachusetts Family-to-Family Health Information Center**, a project of Mass Family Voices @ the Federation, goals are to assist families in making informed choices about care for their children and youth with special health care needs so they will be:

- More knowledgeable about health care services and supports
- Better able to access services and supports
- More satisfied with the services their child and families receives
- More effective partners in decision-making with health care providers, systems of care, and with policy makers
- Better advocates

Want to connect with other parents? Join our listserv to share resources and information, ask questions, and learn from the collective expertise of our diverse group. Membership is free and confidential. To join the list, send an e-mail to [massfv@fcsn.org](mailto:massfv@fcsn.org). We look forward having you join your voice with Mass Family Voices!



Federation for Children with Special Needs  
The Schrafft Center  
529 Main Street, Suite 1102  
Boston, MA 02129  
617-236-7210, ext. 301  
[massfv@fcsn.org](mailto:massfv@fcsn.org)  
[www.fcsn.org/mfv](http://www.fcsn.org/mfv)

*This informational brochure was developed by Mass Family Voices @ the Federation for Children with Special Needs with funding from the U.S. Department of Health and Human Services, Health Resources and Services Administration, Maternal and Child Health Bureau, Division of Services for Children with Special Health Needs, grant # H84MC08005-03-03*



A project of the



## Listserv:

Helping each other fit the pieces together...



A discussion forum where families with children and youth with special health care needs and their professional partners can share information and resources, ask questions and learn from each other's collective expertise.

## What's a Listserv?

A listserv is a way to use a single Internet e-mail address to send e-mail to and receive e-mail from many other individuals who share a common interest.

### Mass Family Voices Listserv

The Massachusetts Family Voices listserv was created to provide an opportunity for families raising children and youth with special needs and our professional partners to:

- Share resources and information,
- Post questions and learn from each other's experience and expertise,
- Support each other as we advocate for all children and youth with special health needs.

In addition, members are encouraged to post information about:

- Conferences & Workshops,
- Opportunities for parents and professionals to collaborate on aspects of the health care service system (volunteer, stipend or paid),
- Requests for family and professional participation at meetings, on surveys, or on various other projects, and Family and professional input on materials your organization is developing.

## Frequently Asked Questions

### Q: Is there a membership fee?

**A:** No. Other than what you pay for Internet access, membership to the Mass Family Voices listserv is free.

### Q: Will anyone try to market products to me or share my e-mail address?

**A:** No, this group is moderated and we have a confidentiality and solicitation policy that prohibits sharing your e-mail with anyone outside the list or using the list to market products. Read the policies at [www.fcsn.org/mfv\\_listserv](http://www.fcsn.org/mfv_listserv)

### Q: As a new member, can I review past messages?

**A:** You can review past messages by searching conversations on the group home page.

### Q: What if the volume of messages is too much?

**A:** You can elect to receive messages grouped in a daily digest or only view messages on web. Under membership, click edit and select a delivery option that best suits you needs.

### Q: What if I want to leave the group?

**A:** You can unsubscribe from the listserv at any time by sending an e-mail to: [Massfamilyvoices-unsubscribe@yahoo.com](mailto:Massfamilyvoices-unsubscribe@yahoo.com).

## What Others Say...

"I always read the listserv messages... Great information and great advocates!"

"The power of support is a wonderful thing. Family organizations, such as Mass Family Voices @ Federation for Children with Special Needs, are a crucial element in that networking process."

"The whole experience let me know how dependent I am on the listserv members to feel informed, but even more importantly, connected. Thanks so much for making the listserv possible."

"Mass Family Voices does such a great job with the listserv. I learn so much all the time."

## How to Join Your Voice with Mass Family Voices

Send e-mail to [massfv@fcsn.org](mailto:massfv@fcsn.org) and request an invitation to enlist. We look forward to your participation.

## Questions or Concerns?

Call us at 1-800-331-0688, ext. 301 or e-mail [massfv@fcsn.org](mailto:massfv@fcsn.org)