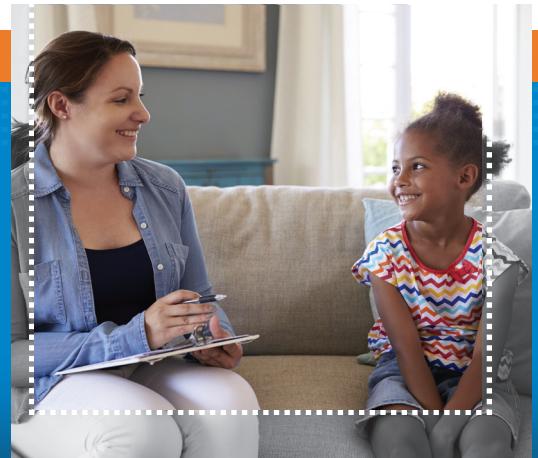


Community Service Agency



Our Community Service Agency (CSA) programs facilitate access to and ensure coordination of care for youth with serious emotional disturbance (SED) who require or are already utilizing multiple services or are involved with multiple child-serving systems and their families. Community Service Agencies provide Intensive Care Coordination (ICC) and Family Support and Training (Family Partners).

INTENSIVE CARE COORDINATION (ICC): Intensive Care Coordination provides care coordination through the Wraparound care planning process for youth under the age of 21 who have been diagnosed with a serious emotional disturbance (SED). A Care Coordinator works with the youth, family/caregiver(s), support providers, schools, state agencies and others who play a key role in the youth's life. The Care Coordinator works with those identified to facilitate the development of a care planning team for the youth, and together this team comes up with an Individual Care Plan to address the youth's needs and support the goals identified by the youth and family/caregiver(s).

FAMILY SUPPORT AND TRAINING (FAMILY PARTNERS): Family Support and Training provides a structured, one-to-one, strength-based relationship between a Family Partner and a parent/caregiver of a youth under 21. The purpose of this service is for resolving or ameliorating the youth's emotional and behavioral needs by improving the capacity of the parent/caregiver to parent the youth. Family Partners aim to improve the youth's functioning in the community or support the youth's return to the community via work with the caregiver. Services may include education, assistance in navigating the child-serving systems (DCF, education, mental health, juvenile justice, etc.), fostering empowerment including linkages to peer/parent support and self-help groups, assistance in identifying formal and community resources (e.g., after-school programs, food assistance, summer camps, etc.), and support, coaching and training for the parent/caregiver.

SYSTEM OF CARE: Community Service Agencies host monthly System of Care Committee meetings to establish and sustain collaborative partnerships among families, parent/family organizations, traditional and non-traditional service providers, community organizations, state agencies, faith-based groups, local schools, MassHealth and its contracted Managed Care Entities (MCEs), and other community stakeholders.

INSURANCE ACCEPTED: Community Service Agency services are available for MassHealth youth with serious emotional disturbance (SED), under age 21, and enrolled in MassHealth Standard or Common-Health who meet the medical necessity criteria for this service.

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