



REFERRALS

Referrals can be made by anyone – family members, providers, healthcare personnel, school personnel, community providers, state agencies, etc. Whatever the source of referral, families are always the first point of contact with the CSA to determine the appropriate fit between the families' needs and the services and/or supports provided. Referrals may be made to the Family Support and Training program separately from other CSA referrals. To make a referral, please contact our Intake Coordinator at 508-587-2579, ext. 30.

INSURANCES ACCEPTED

Intensive Care Coordination facilitates care planning and coordination of services for MassHealth youth with serious emotional disturbance (SED), up to the age of 21, who are enrolled in MassHealth Standard or CommonHealth and meet the medical necessity criteria for this service.

Families enrolled in the following managed care entities may utilize the Community Service Agency of the Brockton Area:

- Network Health
- Beacon Health Services: Neighborhood Health Plan, Boston Medical Center HealthNet Plan
- Massachusetts Behavioral Health Partnership

REACHING US

For more information, contact our Intake Coordinator (508) 587-2579, ext. 20 or toll-free (877) 788-WRAP. Your call will be returned within 24 hours.

After-hours number: (508) 208-1482

HOURS

Our office hours are Monday-Friday, 8:00 a.m.-6:00 p.m., or by appointment. Our after-hours number is available 24 hours a day, 7 days a week. It may be called to make a referral after hours or to reach us in the event of a crisis.

BRINGING PEOPLE & SERVICES TOGETHER.

A PART OF BAMSI

Incorporated in 1975, BAMSI is one of the largest minority non-profit organizations in Massachusetts and delivers a broad spectrum of high-quality services to individuals and families. Through a dedicated staff of more than 1,500, BAMSI supports more than 25,000 individuals a year, operating more than 100 locations throughout the Commonwealth.

Program services include day and residential services for those with developmental disabilities, brain injuries, and mental health concerns; behavioral health services; housing and essential services; services for children, youth, and family; HIV services; and elderly services.



COMMUNITY SERVICE AGENCY OF THE BROCKTON AREA

Serving Avon, Bridgewater,
Brockton, East Bridgewater,
Easton, Holbrook, Stoughton,
West Bridgewater

440 BELMONT STREET,
BROCKTON, MA 02301



10 Christy's Drive, Brockton, MA 02301
508-580-8700 | www.bamsi.org





COMMUNITY SERVICE AGENCY
(CSA) OF THE BROCKTON AREA



BAMSI IS A STATEWIDE HUMAN SERVICES ORGANIZATION DEDICATED TO “BRINGING PEOPLE AND SERVICES TOGETHER.”

SINCE 1975, BAMSI HAS DELIVERED HIGH-QUALITY SERVICES TO INDIVIDUALS AND FAMILIES THROUGHOUT MASSACHUSETTS.

WHAT IS THE CSA?

The Community Service Agency (CSA) of the Brockton Area is a community-based organization that facilitates access to, and ensures coordination of, care for youth with a serious emotional disturbance (SED) and their families.

WHO IS ELIGIBLE?

- Youth up to 21 years of age and their families
- Youth who meet the criteria for serious emotional disturbance (SED)
- Youth who have completed a Child and Adolescent Needs and Strengths (CANS) assessment and have been determined to meet the appropriate criteria for CSA services
- MassHealth members with Standard or CommonHealth coverage

SERVICES AVAILABLE

- Intensive Care Coordination
- Family Support and Training (Family Partners)
- Individualized Care Plan Coordination
- Care Plan Facilitation
- Care Plan Evaluation and Follow-up
- Psycho-Education, Advocacy, and Systems Navigation
- Linkage to Community-Based Services and Activities
- Multi-Lingual Services
- Crisis/Safety Planning

GOALS OF THE CSA

- Support families
- Assist families in gaining a sense of competency in parenting a child with SED in order to keep the child in their home and the community
- Appropriately reduce the use of inpatient services and/or long-term residential services
- Reduce involvement with the juvenile justice system
- Provide quality services and monitor parent and youth satisfaction with the CSA

INTENSIVE CARE COORDINATION (ICC)

Each family is assigned a Care Coordinator who is responsible for working with the youth and family to:

- Complete a risk management and safety plan
- Conduct a comprehensive home-based assessment of the youth and family's strengths and needs
- Assemble a care planning team of the family's preference made up of formal (e.g. teachers, state agency workers, etc.) and natural (e.g. friends, neighbors, etc.) supports to assist the youth and family
- Facilitate the development of an individual care plan (ICP) that guides the family and team in pursuing goals identified by the care planning team
- Ensure services and supports identified on the ICP are in place and coordinated

FAMILY SUPPORT AND TRAINING

Some families are also assigned a Family Partner, who works closely with the Care Coordinator (for youth in ICC) to help the parent(s) or caregiver(s) of the youth by:

- Teaching the parent/caregiver how to navigate the child-serving systems
- Identifying available services and supports in the community
- Developing connections with self-help or support groups
- Supporting and coaching the parent/caregiver in reaching goals identified on the ICP

Family Support and Training may be available to individuals and families who are not otherwise enrolled in the CSA.