



Home- and Community-Based Services

Family-Centered Services in the Home & Community

Our Approach

Family-driven, youth-guided care. Families know what works best. We follow their lead and priorities. Services are tailored to each youth, building on family strengths while coordinating with care teams for seamless, comprehensive support and long-term stability and success.

Who Are Services For?

Services are for children and youth up to 21 years old who may be:

- Struggling with intense emotions or challenging behaviors that make everyday life—at home, in school, or with friends—more difficult
- Involved with multiple systems or services and may benefit from additional support and coordination

How to Access the Service

- Complete our Referral Form online
- Call us at **877-869-3016**
- Visit our website to learn more:



Insurance & Payment Options

There are no out-of-pocket costs for individuals with Standard or CommonHealth level of MassHealth insurance with MCE coverage (MBHP, Wellsense, Fallon, Mass General Brigham Health Plan, Tufts). Private insurance is accepted for Care Coordination and Family Partner services, pending benefit coverage. Accepted plans include BCBS, Harvard Pilgrim, Tufts, MGB, Cigna with MassHealth secondary, Aetna with MassHealth secondary, and UHC with MassHealth secondary.

Service Area for ALL services:

Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, & Wrentham

In addition, **In-Home Therapy and Therapeutic Mentoring** also include the following communities: Arlington, Belmont, Lexington, Waltham, and Watertown

“My son struggles to attend appointments outside of the house. Having a team come into the home is helpful and makes this service possible for us. I appreciate the team’s willingness to learn more about my child’s needs and learn different modalities to best support him. We have good open communication with the team.”

- Parent of Youth Served



Services We Offer

Intensive Care Coordination

- Family-driven planning.
- Ongoing support based on the family's identified needs.
- One call. One coordinator. Care that is individualized, comprehensive, and connected.

Family Support & Training

- Family Partners are caregivers who have experienced raising a child with significant emotional and behavioral needs and have also gained skills to navigate family-serving systems.
- Help families understand and connect to available resources.

Family-Based Intensive Treatment

- Family-Based Intensive Treatment (FIT) is an intensive, short-term stabilization service for youth and their families designed to keep youth safe at home.
- The FIT team includes a clinician, case manager, and family partner.
- Provide appropriate referrals to services that best align with the youth's identified needs, and upon discharge, ensure a warm handoff by directly connecting them with providers to support continuity of care.

In-Home Therapy

- In-Home Therapy (IHT) supports youth facing emotional or behavioral challenges by working together with the entire family to practice new ways to manage big feelings, solve problems, and support each other.
- The team includes a clinician and a support worker who meet with the family where it's most comfortable—at home, school, or in the community.
- The team works in close collaboration with all service providers to support lasting, sustainable change.

Therapeutic Mentoring

- Therapeutic Mentors (TM) creatively engage youth in activities at home and in the community, which can include social, recreational, educational, or daily living tasks to practice important life and social skills.
- We tailor services to fit the child's treatment plan, working closely with the family, therapists, and care coordinators to ensure consistency and support.