

0:00:00.000,0:00:03.350  
music

0:00:03.350,0:00:06.610

0:00:06.610,0:00:11.620  
Intensive Care Coordination services  
works with kids and youth that have very

0:00:11.620,0:00:17.530  
complex serious emotional behavioral  
issues and it works with the families as

0:00:17.530,0:00:18.220  
well

0:00:18.220,0:00:22.000  
now these services work with families  
that have a lot of needs that need to be

0:00:22.000,0:00:27.130  
met and that really could benefit from a  
team approach to help them meet their

0:00:27.130,0:00:28.030  
needs

0:00:28.030,0:00:32.410  
My son is going through a lot of  
challenges, both at school and in the

0:00:32.410,0:00:34.030  
community at home

0:00:34.030,0:00:41.680  
I was going to various appointments all  
over the place, like doctors different

0:00:41.680,0:00:49.660  
agencies but I was like no success you  
know and so I i was listening hope.

0:00:49.660,0:00:51.280  
They mean the world to me

0:00:51.280,0:00:58.300  
they are just my life both of them are  
very talented in their own ways.

0:00:58.300,0:01:07.149  
One of the things that I learned  
through this program was that there is a

0:01:07.149,0:01:08.110  
balance

0:01:08.110,0:01:12.190  
we all have many strengths and

0:01:12.760,0:01:17.170  
that got brought out more through this  
program. Intensive Care Coordination

0:01:17.170,0:01:20.290  
works with families using a wraparound  
approach

0:01:20.290,0:01:24.910  
so if people might have heard that  
expression it takes a village to raise a

0:01:24.910,0:01:25.870  
child

0:01:25.870,0:01:30.130  
it's similar to that. It takes a team  
it's a team-based approach the family's

0:01:30.130,0:01:36.250  
team is made up of formal supports and  
natural supports. So formal supports

0:01:36.250,0:01:38.530  
could be a teacher

0:01:38.530,0:01:45.280  
a psychiatrist, a pediatrician an outpatient  
counselor and natural supports could be

0:01:45.280,0:01:51.160  
somebody like a neighbor, could an aunt, or  
uncle, a cousin

0:01:51.160,0:01:56.110  
it could even be a grandmother and  
grandfather, a family member or someone

0:01:56.110,0:01:59.560  
who knows a child really well that's  
going to be in their life for a long

0:01:59.560,0:02:04.750  
period of time. The family and the youth  
decide who is on their team so they have

0:02:04.750,0:02:09.459  
the decision-making process of who's

going to be on the wraparound team and

0:02:09.459,0:02:14.140

the composition of the team really depends on what the family and youth

0:02:14.140,0:02:17.080

what they decided who they want on their team.

0:02:17.080,0:02:21.010

The different things that had happened before like you know my son had a lot of

0:02:21.010,0:02:28.209

challenges and when people express their concerns it was like almost like blame

0:02:28.209,0:02:33.610

you know it's a shame, you know like it's not supposed to be like this is you need

0:02:33.610,0:02:36.880

to do this different, you need to do that different and

0:02:37.390,0:02:41.019

that's how I felt. This program was more inclusive

0:02:41.019,0:02:46.060

it wasn't shameful and it was accepting. The care coordinator is

0:02:46.060,0:02:50.019

kind of like the quarterback for the families team. And then the family

0:02:50.019,0:02:53.440

partner is like the coach for the family team.

0:02:53.440,0:02:56.980

So the family partners the family partner's priority

0:02:56.980,0:03:01.540

the family partner's role is to partner with the family on making sure that

0:03:01.540,0:03:05.620

they're feeling comfortable in this process that their voice is being heard

0:03:05.620,0:03:10.540  
that they're really that the primary  
decision maker of how things are

0:03:10.540,0:03:11.500  
progressing on this

0:03:11.500,0:03:16.330  
team and then making sure that the  
needs of the youth and the family are

0:03:16.330,0:03:18.790  
the the main focus.

0:03:18.790,0:03:26.650  
Working with my family partner was  
an amazing experience because I finally

0:03:26.650,0:03:33.190  
felt like I had somebody by my side that  
understood me that I understood my

0:03:33.190,0:03:36.190  
journey, that understood what I was going  
through

0:03:36.820,0:03:44.530  
so you know, she shared her experiences  
with her experience that what i was able

0:03:44.530,0:03:47.620  
to make changes in my own life

0:03:47.620,0:03:54.580  
she almost like she held my hand for a  
little while you know and gave

0:03:54.580,0:03:58.150  
me different tools for me to do a lot of  
these things on my own.

0:03:58.750,0:04:04.450  
Many services came out of that plan like  
even the first one

0:04:04.450,0:04:09.010  
you know it's like I had said,  
you know, like an in-home therapist, someone

0:04:09.010,0:04:11.110  
to come in the home, right?

0:04:11.110,0:04:14.250  
A mentor for my son,

0:04:14.250,0:04:22.590

like sitting down, you know, with  
my providers to go over the IEP for

0:04:22.590,0:04:34.080

instance. Like a social worker, outside  
therapist, you know, and I'm not sure you

0:04:34.080,0:04:38.490

know like one of the things that it was  
just making me aware of other things

0:04:38.490,0:04:42.210

that will help my family like is in my  
own care

0:04:42.210,0:04:47.640

you know? As a parent, as a caregiver is  
something that I had neglected all along

0:04:47.640,0:04:52.050

you know so that was something important  
that I felt him out of that

0:04:52.050,0:04:58.500

because I'm now more aware that if I'm  
good my family will be good also.

0:04:58.500,0:05:00.960

It has helped my son

0:05:00.960,0:05:05.130

a great deal, he's now doing much  
better at school

0:05:05.669,0:05:12.150

It also helped me because the relations  
between the school and myself has

0:05:12.150,0:05:17.550

changed, you know? I am more open to  
feedback from them

0:05:17.550,0:05:22.410

it doesn't feel like it's as threatening,  
they understood me so it's a good

0:05:22.410,0:05:30.720

relationship that I now have. My son at  
school has the supports he needs, at

0:05:30.720,0:05:35.400

home he has to support he needs so it

makes it for a more , calmer environment both

0:05:35.400,0:05:40.830

at school, at home, in the community.  
Intensive Care Coordination is available

0:05:40.830,0:05:45.510

throughout the state of Massachusetts  
and is available in every city in town.

0:05:45.510,0:05:50.340

There are 32 programs across the state  
that provide Intensive Care Coordination

0:05:50.340,0:05:53.010

and its broken up by areas.

0:05:53.010,0:05:58.830

Families can enroll in Intensive Care  
Coordination by self-referring. First

0:05:58.830,0:06:01.860

what they should do is they should talk  
to anybody that they're currently

0:06:01.860,0:06:04.530

working with like their pediatrician

0:06:04.530,0:06:07.620

is there someone at the school that  
they're currently working with? The

0:06:07.620,0:06:11.970

school social worker, a guidance  
counselor. If they happen to be working

0:06:11.970,0:06:14.040

with an outpatient therapist

0:06:14.040,0:06:18.150

they should ask about Intensive Care  
Coordination and ask for help in how to

0:06:18.150,0:06:23.670

access the Intensive Care Coordination  
services. They can call and self-refer or

0:06:23.670,0:06:30.120

referrals can be made on their behalf  
from a pediatrician, the school, any state

0:06:30.120,0:06:33.810

agency or any professional that's  
currently working with the family

0:06:33.810,0:06:34.740  
already.

0:06:34.740,0:06:41.580  
What I was said to other parents  
that from a parent to another parent

0:06:41.580,0:06:45.840  
is try it. It will make a difference.

0:06:50.350,0:06:54.250  
Intensive Care Coordination is provided  
by community service agencies throughout

0:06:54.250,0:07:01.690  
Massachusetts. To find a provider go to  
this website [www . mass.gov / MassHealth](http://www.mass.gov/MassHealth)

0:07:01.690,0:07:05.770  
/cbhi click on the cbhi brochure

0:07:05.770,0:07:09.220  
there you will find contact information  
for Intensive Care Coordination

0:07:09.220,0:07:11.530  
providers in each area of the state.

0:07:11.530,0:07:15.160  
You can choose to work with any provider  
on the list, not just those in your area.

0:07:15.670,0:07:20.080  
You can also keep watching this video to  
see a complete listing of Intensive Care

0:07:20.080,0:07:22.240  
Coordination providers near you.

0:07:22.240,0:07:26.200  
Some agencies provide support based on a  
family's language and cultural needs.

0:07:26.200,0:07:30.610  
Children's Services of Roxbury specializes  
in serving the african-american

0:07:30.610,0:07:36.520  
community in Greater Boston. The Gandara  
Center specializes in serving the Latino

0:07:36.520,0:07:41.920  
population in the Springfield and

Holyoke areas. And the Learning Center

0:07:41.920,0:07:45.820  
for the Death at the Walden school  
specializes in serving the needs of the

0:07:45.820,0:07:50.290  
deaf and hard-of-hearing communities in  
Metro-Boston, Metrowest and in the

0:07:50.290,0:07:53.290  
Greater Worcester and Springfield areas.

0:07:54.130,0:07:58.060  
The following is a list of Intensive  
Care Coordination providers by region.

0:08:00.460,0:08:03.910

0:08:05.380,0:08:11.630

0:08:11.630,0:08:21.840

0:08:34.940,0:08:37.940

0:08:53.740,0:09:01.899

0:09:11.690,0:09:14.690

0:09:26.200,0:09:32.920  
Intensive Care Coordination providers  
and agencies are subject to change for

0:09:32.920,0:09:35.680  
the most current list visit this website.

0:09:35.680,0:09:39.490  
There you can search for providers by  
zip code and see if they are accepting

0:09:39.490,0:09:43.660  
new clients though this does not  
guarantee an appointment or placement.

0:09:54.710,0:09:58.400