Intensive Care Coordination services works with kids and youth that have very complex serious emotional behavioral issues and it works with the families as well.

Now these services work with families that have a lot of needs that need to be met and that really could benefit from a team approach to help them meet their needs.

My son is going through a lot of challenges, both at school and in the community at home.

I was going to various appointments all over the place, like doctors different agencies but I was like no success you know and so I i was listening hope.

They mean the world to me, they are just my life both of them are very talented in their own ways.

One of the things that I learned through this program was that there is a
Balance

We all have many strengths and that got brought out more through this program. Intensive Care Coordination works with families using a wraparound approach.

So if people might have heard that expression it takes a village to raise a child it's similar to that. It takes a team it's a team-based approach the family's team is made up of formal supports and natural supports. So formal supports could be a teacher a psychiatrist, a pediatrician an outpatient counselor and natural supports could be somebody like a neighbor, could an aunt, or uncle, a cousin it could even be a grandmother and grandfather, a family member or someone who knows a child really well that's going to be in their life for a long period of time. The family and the youth decide who is on their team so they have the decision-making process of who's
going to be on the wraparound team and
the composition of the team really
depends on what the family and youth
what they decided who they want on
their team.
The different things that had happened
before like you know my son had a lot of
challenges and when people express their
concerns it was like almost like blame
you know it's a shame, you know like it's
not supposed to be like this is you need
to do this different, you need to do that
different and
that's how I felt. This program was more
inclusive
it wasn't shameful and it was accepting.
The care coordinator is
kind of like the quarterback for the
families team. And then the family
partner is like the coach for the family
team.
So the family partners the family
partner's priority
the family partner's role is to partner
with the family on making sure that
they're feeling comfortable in this
process that their voice is being heard
that they're really that the primary decision maker of how things are progressing on this team and then making sure that the needs of the youth and the family are the main focus.

Working with my family partner was an amazing experience because I finally felt like I had somebody by my side that understood me that I understood my journey, that understood what I was going through.

so you know, she shared her experiences with her experience that what i was able to make changes in my own life

she almost like she held my hand for a little while you know and gave me different tools for me to do a lot of these things on my own.

Many services came out of that plan like even the first one you know it's like I had said, you know, like an in-home therapist, someone to come in the home, right?

A mentor for my son,
like sitting down, you know, with my providers to go over the IEP for instance. Like a social worker, outside therapist, you know, and I'm not sure you know like one of the things that it was just making me aware of other things that will help my family like is in my own care.

you know? As a parent, as a caregiver is something that I had neglected all along so that was something important that I felt him out of that because I'm now more aware that if I'm good my family will be good also.

It has helped my son a great deal, he's now doing much better at school.

It also helped me because the relations between the school and myself has changed, you know? I am more open to feedback from them.

it doesn't feel like it's as threatening, they understood me so it's a good relationship that I now have. My son at school has the supports he needs, at home he has to support he needs so it
makes it for a more, calmer environment both at school, at home, in the community. Intensive Care Coordination is available throughout the state of Massachusetts and is available in every city in town.

There are 32 programs across the state that provide Intensive Care Coordination and it's broken up by areas.

Families can enroll in Intensive Care Coordination by self-referring. First what they should do is they should talk to anybody that they're currently working with like their pediatrician is there someone at the school that they're currently working with? The school social worker, a guidance counselor. If they happen to be working with an outpatient therapist they should ask about Intensive Care Coordination and ask for help in how to access the Intensive Care Coordination services. They can call and self-refer or referrals can be made on their behalf from a pediatrician, the school, any state or any professional that's currently working with the family.
already.

What I was said to other parents that from a parent to another parent is try it. It will make a difference.

Intensive Care Coordination is provided by community service agencies throughout Massachusetts. To find a provider go to this website www.mass.gov/MassHealth/cbhi click on the cbhi brochure there you will find contact information for Intensive Care Coordination providers in each area of the state.

You can choose to work with any provider on the list, not just those in your area.

You can also keep watching this video to see a complete listing of Intensive Care Coordination providers near you.

Some agencies provide support based on a family's language and cultural needs.

Children's Services of Roxbury specializes in serving the african-american community in Greater Boston. The Gandara Center specializes in serving the Latino population in the Springfield and
Holyoke areas. And the Learning Center

for the Death at the Walden school specializes in serving the needs of the
deaf and hard-of-hearing communities in Metro-Boston, Metrowest and in the
Greater Worcester and Springfield areas.

The following is a list of Intensive Care Coordination providers by region.

Intensive Care Coordination providers and agencies are subject to change for
the most current list visit this website.

There you can search for providers by zip code and see if they are accepting
new clients though this does not guarantee an appointment or placement.