



Program Descriptions July 2017

Community Based Services

Community Support Services (CSS) is geared towards assisting low-income residents with case management services, citizenship, residency affairs, translations, and other community support services that CENTRO has to offer. By providing these services to low-income residents, we hope to reduce their dependency on government funded public services, while also helping them attain self-sufficiency. The services we provide include case management services, translations and notary services, completed citizenship process and resident renewal, EBT and WIC applications and open child support cases. Last year we served 1,182 clients with 28% getting support for translations and immigration related issues and 61% coming in to apply for employment, EBT, SNAP, Housing, and Social Security, etc. This program is partially funded by CDBG through the City of Worcester.

Emergency Food Pantry Services provides area residents with emergency food provisions. The goal of this program is to reduce hunger among Worcester families and increase their chances of self-reliance by distributing quality food provisions and making appropriate referrals to other services and programs. The program serves over 20,000 people and distributes over 300,000 of food annually. Funded mainly by the City of Worcester's Community Development Block Grant, Project Bread, and with support from the Worcester County Food Bank.

CENTRO | Main Office Emergency Food Pantry Services

Monday
9:00AM – 11:30PM
Tuesday
9:00AM – 11:30PM
Wednesday
9:00AM – 11:30PM

CENTRO | Great Brook Valley Emergency Food Pantry Services

Monday
1:00PM – 4:00PM
Tuesday
1:00PM – 4:00PM
Wednesday
1:00PM – 4:00PM

Required documentation

1. Valid picture ID
2. Proof of Address
3. Proof of Income (Mass Health Card or EBT Card).

Latino Elders Program (LEP) offers Seniors 60 and over, who reside in the City of Worcester, the opportunity to participate in recreational activities, socialization, learn about health issues, English classes, advocacy, consumer protection, and case management. This program serves between 100 – 150 participants annually. Breakfast and lunch is provided. The program runs on Wednesdays and Fridays between 8:00am – 1:00pm. CENTRO partners with Elder Services of Worcester, UMass Medical, Visiting Nurses, the Worcester Senior Center, and other local providers to successfully deliver these critical services to this fast-growing segment of the Latino population in the city. Funding for this program is a compilation of Federal Title III Funds administered by the Central Mass Agency on Aging and Greater Worcester Community Foundation.



Family Support Services programs are closed referrals from the Department of Developmental Services

Multicultural Family Support Centers

Our Family Support Centers are located in Fitchburg and Worcester. The centers welcome members of the community on a walk-in basis and provide information, referrals, and other services. The two programs serve approximately between 300 – 500 families each year.

The focus of the Family Support Center's Program is to serve families and individuals who are living with a disability. The program is fully funded by the Department of Developmental Services (DDS). DDS provides children and adults with developmental disabilities and their families support, information, and the tools to envision a life lived to the fullest. CENTRO offers this program to all DDS eligible individuals. We specialize our services toward multicultural and diverse families in the communities of Worcester County.

The two main services are **information and referrals** and navigation. Information and referrals provides information regarding all the resources available at CENTRO as well as resources available in their local community in order to help improve the family's quality of life. **Navigation** is for families with intense needs are assisted on a one-on-one level to ensure access to all resources and services available in the community for the individual. We provide both short-term navigation, and long-term navigation depending on the needs and the individual circumstances. Families are partnered with a friendly and culturally aware navigator from our qualified staff. We also provide workshops, trainings and parent support groups.

Community Based Health Services

Adult Family Care (AFC)

The Adult Family Care (AFC) Program at CENTRO provides assistance to adults 16 years and older who, because of illness, weakness, disability, or advanced age, cannot live safely at home alone. This program is designed for those who require constant 24-hour monitoring. All AFC members live with a trained Caregiver, who can be a family member or a nonfamily member. The Caregiver will provide assistance, prompting, or supervision with bathing, dressing, toileting, transferring, ambulating/walking, and eating. The Caregiver will also provide transportation for medical appointments and be a good companion as well. This is a service provided to members of MassHealth, at no cost to the members. The Caregivers will receive a stipend of \$26 per day for personal care services they provide for a Level 1 or \$52 per day for Level 2.

Eligibility

- Must be eligible/enrolled in MassHealth Standard
- Must be 16 years of age or older
- Must be unable to live alone due to a medical, physical, cognitive, or mental disability
- Must need daily assistance with one or more activities of daily living (bathing, dressing, toileting, transferring, ambulating and eating)
- Must be approved for AFC by a physician



Family Stabilization Services programs are closed referrals from the Department of Children and Families.

Youth Support Program provides culturally sensitive case-management to Department of Children and Families (DCF) involved adolescents and their families that require intensive support services. Program components include academic support, life skills training, parent/adolescent mediation, community service connection, and emergency support. The goal of this program is to promote the well-being of adolescents/pre-adolescents between the ages of 10 through 17 and their families by providing appropriate culturally and linguistic supportive services, building on the existing strengths of the family, and empowering families to make their own decisions in an effort to reduce or eliminate child abuse and neglect. Visits to the youth are weekly.

Parent Support Services (PSS) provides culturally sensitive case-management to Department of Children and Families (DCF) involved parents that require intensive support services. Program components include parenting skills building, life skills training, parent/child mediation, community service connection, and emergency support.

The goal of this program is to promote the well-being of children between the ages of 0 through 17 and their families by providing appropriate culturally and linguistic supportive services, building on the existing strengths of the family, and empowering families to make their own decisions in an effort to reduce or eliminate child abuse and neglect. We also implement the Nurturing Parenting Curriculum in cases where this intervention is necessary. Visits to the parent and family are weekly.

Intensive Family Stabilization (IFS) provides culturally sensitive intensive intervention, through clinical and case-management services utilizing a team-approach by a Master's-level clinician and a BA/BS-level or equivalent case worker. These cases are typically short-term in nature, and given the significant level of challenges faced by the families involved, are intensive.

The approach requires clinical assessment of needs and strategies identified by DCF, the family, and clinical staff with clinical intervention by the clinician and case management by the Family Support Worker through community service connection, parenting skill building, parent/child mediation, and life skills training. Visits to the family are one visit by each staff member weekly.

Behavioral Health Services

Children's Behavioral Health Initiative (CBHI) is an open referral program which is meant to provide immediate access to behavioral health services for youth. Through this program Mass Health requires primary care providers to offer standardized behavioral health screenings, mental health clinicians use a standardized behavioral health assessment tool, and provides new or enhanced home and community-based behavioral health services. CBHI also includes a larger interagency effort to develop an integrated system of state-funded behavioral health services for children, youth and their families.

Services Provided

In-Home Therapy: In-Home Therapy fosters a structured, consistent, strength-based therapeutic relationship between a licensed clinician and the youth and family for the purpose of treating the youth's behavioral health needs, including improving the family's ability to provide effective support for the youth to promote his/her healthy functioning within the family. Interventions are designed to enhance and improve the family's capacity to improve the youth's functioning in the home and community.



Therapeutic Training & Support: This is a service provided by a qualified paraprofessional working under the supervision of a clinician to support implementation of the licensed clinician's treatment plan to assist the youth and family in achieving the goals of that plan. The paraprofessional assists the clinician in implementing the therapeutic objectives of the treatment plan designed to address the youth's mental health, behavioral and emotional needs. This service includes teaching the youth to understand, direct, interpret, manage, and control feelings and emotional responses to situations and to assist the family to address the youth's emotional and mental health needs.

Therapeutic Mentoring: Therapeutic Mentoring offers structured, one-to-one, strength-based support services between a therapeutic mentor and a youth for the purpose of addressing daily living, social, and communication needs. Therapeutic Mentoring services include supporting, coaching, and training the youth in age-appropriate behaviors, interpersonal communication, problem-solving and conflict resolution, and relating appropriately to other children and adolescents, as well as adults, in recreational and social activities pursuant to a behavioral health treatment plan developed by an outpatient, or In-Home Therapy provider in concert with the family. These services help to ensure the youth's success in navigating various social contexts, learning new skills and making functional progress, while the Therapeutic Mentor offers supervision of these interactions and engages the youth in discussions about strategies to effectively handle peer interactions.

Institute of Latino Arts & Culture

Latino Film Festival (LFF) is supported by sponsorship dollars and small grants. The LFF will be celebrating its twenty second year in 2018. The event is a free video exhibition of work from underrepresented Latino communities, artists, actors, and producers. The goal of the festival is to expose the public to the Latino film genre while celebrating Latino culture.

Latin American Festival (LAF) funded primarily with event sponsorship dollars and small grants, the LAF is celebrating its twenty seventh year in 2017 and is responsible for sharing our heritage, art, and culture with the general community. The festival is CENTRO's flagship event and part of the organizational identity. This free event is among the largest and the best organized Latin American Festivals in New England. It offers high quality artisans and typical Latin American music and cuisine, as well as many health and human services providers offering health prevention and wellness information. The performances include both local and internationally recognized, award winning musicians. The Latin-American Festival is held on the third Saturday in August at the Worcester Common Oval, behind Worcester City Hall.

New Programs

Intensive Foster Care is a closed referral program through the Department of Children and Families (DCF). Care givers are paid a stipend for living expenses associated with the care of the individual. As a State of Massachusetts authorized provider, CENTRO will provide long/short term foster care services for children involved with DCF. This program is provided within the homes of carefully selected, vetted, trained, and supervised foster families. This entire process will be carried out by the agency on a continuous basis. CENTRO's focus will be but not limited to serving multicultural and multilingual communities.

Shared Living is a closed referral service and program offered through the Department of Developmental Services (DDS). Care givers are paid a stipend for living expenses as associated with the care of the individual. As an approved State of Massachusetts provider, CENTRO will be arranging and matching an individual, a couple or a family and a person with a disability who choose to live together. The agreement is based on both parties agreeing to live together and share life experiences. The program is provided within homes that are carefully selected and vetted, trained, and supervised regularly.