

GÁNDARA COMMUNITY SERVICE AGENCY (CSA)

We are a Hispanic behavioral health, community-based organization that was contracted by several managed care entities to provide Wraparound Services designed to help youth in their functioning across life domains. Gándara provides cost-effective care for Hispanic families with children who have complex mental health and emotional needs. The Gándara CSA offers Intensive Care Coordination, Family Support and Training, In-Home Therapy, In-Home Behavioral Services, and Therapeutic Mentoring Services.

*Services available in:
English, Spanish, Portuguese,
and Cape Verdean Creole*

INSURANCES ACCEPTED

MassHealth youth, under the age of 21, and enrolled in MassHealth Standard or CommonHealth, Medicaid, plus certain commercial insurances who meet the medical necessity criteria for this service.

CONTACT US

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Springfield/Holyoke

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THERAPEUTIC MENTORING SERVICES

*Targeted one-to-one mentoring and
intervention services for youth*



THERAPEUTIC MENTORING

TM is a medically necessary service for youth who need to improve age-appropriate functioning or to ameliorate deficits in their functioning across life domains. TM is a structured and goal oriented, one-to-one, strength-based support service for the purpose of addressing daily living, social and communication needs. TM is provided in any setting; the youth's home and other community settings such as school, child care centers, respite settings, and other settings appropriate for the youth's needs, functioning and culture.

OUR VISION

Each Therapeutic Mentor will impact the local community in a way that would not only change the present circumstances of a targeted youth, but would empower that youth to become a Therapeutic Mentor to someone else in the community in the future.

ADMISSION CRITERIA

- Youth must be receiving Outpatient Therapy services, In-Home Therapy (IHT) or Intensive Care Coordination (ICC) and be referred to TM by one of those services.
- Youth's clinical condition requires the service to improve age-appropriate functioning or to ameliorate deficits in youth's functioning.
- Youth whose clinical condition and ability to manage stressors and feelings enable them to use support and learn new skills for improved functioning in the community.
- Youth do not require significant or intensive behavior interventions or management in order to receive this service.
- The service is needed to achieve specific goal(s) in the youth's Individual Care Plan (ICP) for ICC-involved youth, or treatment plan, including:
 1. Addressing daily living, social and communication needs.
 2. Helping the youth navigate social context, learn new skills, and make functional progress.
 3. Supporting, coaching, and training age-appropriate behaviors, interpersonal communication, problem-solving, and conflict resolution, and relating appropriately to others in recreational and social activities.

WHAT DOES A TM DO?

- Carries out activities and strategies designed to meet an ICP or treatment plan goal
- Teaches youth alternative strategies
- Provides anticipatory guidance
- Conducts role plays and behavior rehearsals
- Teaches, enhances and practices conflict resolution skills, problem-solving skills, and social skills in everyday social situations
- Supervises youth's practices of new and enhanced skills and engages youth in discussions about effective strategies for handling everyday social situations
- Helps ensure the youth's success in navigating various social contexts; gives feedback; coaches and supports the use of effective strategies

