



## Gándara Hispanic Specialty Intensive Care Coordination Services

**Gándara Intensive Care Coordination (ICC)** is a service that facilitates care planning and coordination services for MassHealth youth, with serious emotional disturbance (SED), under the age of 21, and enrolled in MassHealth Standard or CommonHealth. Care planning is driven by the needs of the youth and developed through a *Wraparound* planning process consistent with *Systems of Care* philosophy.

Intensive Care Coordination (ICC) provides a single point of accountability for ensuring that medically necessary services are accessed, coordinated, and delivered in a strength-based, individualized, family/youth-driven, and ethnically, culturally, and linguistically relevant manner. Services and supports, which are guided by the needs of the youth, are developed through a *Wraparound* planning process consistent with *Systems of Care* philosophy that results in an individualized and flexible plan of care for the youth and family. ICC is designed to facilitate a collaborative relationship among a youth with SED, their family, and involved child-serving systems to support the parent/caregiver/guardian in meeting their youth's needs. The ICC care planning process ensures that a Care Coordinator organizes and matches care across providers and the child. Intensive Care Coordination (ICC) provides a single point of accountability for ensuring that medically necessary services are accessed, coordinated, and delivered in a strength-based, individualized, family/youth-driven, and ethnically, culturally, and linguistically relevant manner. Services and supports, which are guided by the needs of the youth, are developed through a *Wraparound* planning process consistent with *Systems of Care* philosophy that results in an individualized and flexible plan of care for the youth and family. ICC is designed to facilitate a collaborative relationship among a youth with SED, their family, and involved child-serving systems to support the parent/caregiver/guardian in meeting their youth's needs. The ICC care planning process ensures that a Care Coordinator organizes and matches care across providers and child serving systems to enable the youth to be served in their home community.

The Care Coordinator facilitates the development of a Care Planning Team (CPT comprised of both formal and natural support persons who assist the family in identifying goals and developing an Individual Care Plan (ICP) and Safety Plan and/or other Crisis Planning Tools (Safety Plan, Advance Communication to Treatment Providers, Supplements to Advance Communication and Safety Plan, Companion Guide for Providers on the Crisis Planning Tools for Families); convenes CPT meetings; coordinates and communicates with the members of the CPT to ensure the implementation of the ICP; works directly with the youth and family to implement elements of the ICP; coordinates the delivery of available services; and monitors and reviews progress toward ICP goals and updates the ICP in concert with the CPT. The provision of ICC services reflects the individualized needs of youth and their families.

Delivery of ICC may require Care Coordinators to team with family partners. In ICC, the Care Coordinator and family partner work together with youth with SED and their families while maintaining their discrete functions. The family partner works one-on-one and maintains frequent contact with the parent(s)/caregiver(s)/guardian(s) in order to provide education and support throughout the care planning process, attends CPT meetings, and may assist the parent(s)/caregiver(s)/guardian(s) in articulating the youth's strengths, needs, and goals for ICC to the Care Coordinator and CPT. The family partner educates parents/caregivers/guardians about how to effectively navigate the child-serving systems for themselves and about the existence of informal/community resources available to them; and facilitates the parents/caregiver/guardian's access to the resources.

For more information or to make a referral to the Gándara Hispanic Specialty Intensive Coordination Services, call 413-846-0445

