

Community Counseling of Bristol County, Inc.  
**(508) 823-5400**

**Adult, Child and Family  
Behavioral Health Counseling**

One Washington Street, Taunton, MA 02780  
(508) 828-9116

**Continuing Care & Partial Hospital  
Pathways Day Treatment**

19 Cedar Street, Taunton, MA 02780  
(508) 823-6124

**Family Stabilization Team**

One Washington Street, Taunton, MA 02780  
(508) 828-9116

**Community Support Program**

One Washington Street, Taunton, MA 02780  
(508) 828-9218

**Community Rehabilitation Services**

One Washington Street, Taunton, MA 02780  
(508) 828-9275

**Elder Specialty Services**

One Washington Street, Taunton, MA 02780  
(508) 828-9116

**Case Management Services**

One Washington Street, Taunton, MA 02780  
(508) 977-8148

**Day Rehabilitation/Community Connections**

59 Broadway, Taunton, MA 02780  
(508) 823-8772

**Supported Housing Network**

258 Weir Street, Taunton, MA 02780  
(508) 821-3937

**Dr. Robert Smith House**

314 Somerset Avenue, Taunton, MA 02780  
(508) 822-6524

**Rehoboth Clinic**

366 Winthrop Street, Rehoboth, MA 02769  
(508) 252-3383

**Attleboro Clinic**

5 Bank Street, Suite 206, Attleboro, MA 02703  
(508) 252-3383



An affiliate of Morton Hospital and Medical Center

## What Treatment is Provided?

- ⇒ **Therapeutic Alliance** - Establish and maintain a supportive working relationship.
- ⇒ **Symptom Management** - Assist clients with understanding the nature of their illness or addiction, recognizing symptoms, and how medication compliance plays a role in their recovery.
- ⇒ **Conflict Resolution** - Develop a mechanism to assist clients with the resolution of interpersonal conflicts.
- ⇒ **Daily Living Skills** - Assist clients with the enhancement of their daily living skills.
- ⇒ **Socialization/Leisure Skills** - Assist clients with the development of interpersonal skills and the research of recreational opportunities.
- ⇒ **Service Coordination** - Work with all providers to establish an integrated service along the client's continuum of care through individual treatment plans.
- ⇒ **Resource Management** - Assist the client in obtaining entitlements, health and social services.
- ⇒ **Crisis Intervention** - Provide around the clock coverage to the clients via 24-hour pager for crisis issues.



## What is the Community Support Program?

The Community Support Program is a short-term program which is offered by certain Medicaid providers to provide intensive case management services to clients who are considered to be "at risk" within the community. This program offers a single point of contact for coordination and follow-up on a client's individual care.

The Community Support Providers (CSPs) are mobile, flexible and support clients in their community.

## What are the goals of the Community Support Program?

To provide clients with the opportunity to:

- ⇒ Enhance the quality of their lives.
- ⇒ Focus on their strengths.
- ⇒ Introduce new daily living and coping tools.
- ⇒ Frame perspectives to achieve their individual life potential.



## What are the objectives of the Community Support Program?

**Our objectives are to improve the overall quality of life in the community by:**

- ⇒ Reducing recidivism rates.
- ⇒ Reducing psychotic episodes.
- ⇒ Strengthening treatment participation.
- ⇒ Addressing co-occurring mental health and substance abuse issues.
- ⇒ Addressing health complications.
- ⇒ Decreasing suicidality/homicidality.

## Who is eligible for the Community Support Program?

**The client must have Mass Health Insurance. Admission criteria can be one or more of the following:**

- ⇒ Clients who have been in an acute level of psychiatric or substance abuse care for at least fifty-two (52) days in a calendar year.
- ⇒ Clients who have demonstrated and documented consistent non-compliance and treatment failures for at least six months.
- ⇒ Catastrophic events which place the client at risk for multiple hospitalizations.

- ⇒ Newly diagnosed major mental illness of an Axis I psychotic disorder resulting in their first inpatient psychiatric admission.
- ⇒ A pregnant woman who is actively abusing substances.
- ⇒ Many other social stressors and psychiatric issues which may precipitate multiple admissions, therefore making people eligible.
- ⇒ Clients with a dual diagnosis of a major mental illness and of substance abuse.

## About the referral process.



### When do I make a referral?

Referrals can be made at any time during the course of treatment. However, we have found that referrals received while the client is on an inpatient unit work best. Because the person is in a secure environment, it expedites making a connection with the client and allows a CSP to be a part of discharge treatment planning.



### How do I make a referral?

The Community Support Program has an open-referral program. Initial Intake and Referral forms need to be filled out completely and faxed to Medicaid.

For intake and referral forms, call:

**Community Counseling  
of Bristol County at  
508-828-9218**



### What happens to the referral?

Medicaid will review the application and either accept or deny the client based on appropriateness of the client for the CSP. Medicaid will then contact a local provider. Once a client is accepted into the Community Support Program, a CSP worker will initiate contact within 24 hours of the approved referral.



### Should the client know about the referral?

Absolutely! It is very helpful for the client to know why and when the referral was made so that they are prepared to meet us. It can be especially overwhelming for yet another provider to enter the client's life unexpectedly.

