

ABOUT FSS

The **Western Massachusetts Flexible Support Services (FSS)** are community-based, therapeutic programs for children, teens and families that have been referred for FSS by the Department of Mental Health.

- These programs are flexible each service can adapt to each child and families needs.
- Services are in home and community based and can work with a busy family's schedule.
- FSS staff work closely with DMH case managers and administration to ensure the services are as effective as possible and to attain the goals that each family has set.
- We collaborate with outside providers, schools, and important members of a client's life to coordinate and improve our care.



For more information on the Department of Mental Health and accessing services see:
www.mass.gov/orgs/massachusetts-department-of-mental-health

A collaborative program of the Department of Mental Health and Cutchins Programs for Children & Families Inc.

Serving children and teens (7-17) and Transitional Aged Youth (17-22), along with their families, in Western Massachusetts.



Contact Us

Parents and referral sources, please contact **The Children's Clinic** about the needs of each child:

(413) 587 3265
aharrison@cutchins.org

15-17 Brewster Court
Northampton, MA 01060



Cutchins
Programs for Children & Families

www.cutchins.org
[@cutchinsprograms](https://www.instagram.com/cutchinsprograms)

Your Flexible Support Team

Clinician

A Master's-level clinician who provides direct therapeutic support and case management to each youth and family, overseeing treatment planning and coordination among the FSS team.

Therapeutic Support Staff

A Bachelor's-level outreach worker who provides support to each youth and family as needed, guided by a clinical plan.

Peer Mentor

An individual with lived experience with mental health services who provides mentorship from a place of informed empathy and recognition of how services can best effect change.

Family Partner

A caregiver with lived experience in caring for/raising a youth or young adult who has needed to access mental health services. This role is intended to support caregivers at a peer level, from another individual who has navigated the mental health system and is a caring ear who "has been there."

What Can We Do?

Clinician:

- Complete comprehensive intake to create meaningful treatment plans
- Family therapy, in-home or individualized clinical support
- Phone support as needed for the client and family
- Family education about mental health and treatment options
- Coordinated treatment among providers, both FSS and outside teams
- Referrals to additional services

Therapeutic Support Staff:

- Create a trusting therapeutic relationship
- Help identify resources in the community
- Practice daily life skills at each client's level
- Develop and support in-home plan to achieve desired change
- Improve skills to tolerate difficult situations and emotions
- Increase client's participation in the community

Peer Mentor:

- Practice skills being learned with other team members
- Take part in community activities
- Engage in client's interests and discover new interests
- Build confidence and self-esteem
- Help clients find their voice and speak up
- Provide a healing relationship with someone who "gets it"

Family Partner:

- Validate the caregivers experience from a truly empathetic place
- Attend team treatment meetings as a support, help communicate caregiver needs to providers
- Offer suggestions for interventions/services as needed
- Meet in person, by Zoom, phone, or text as each caregiver chooses to fit appointments into complicated schedules



Group Offerings

Flexible Support Services Groups are offered by the Flexible Support Services staff to those referred by the Department of Mental Health.

Group examples may include:

- Art therapy
- ARC or DBT Curriculum Groups
- Parent Support Groups
- Sensory Modulation Skills Groups
- Confidence Building and Self-Esteem

