



# COMPASS



COMPREHENSIVE  
SUPPORT &  
STABILIZATION

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WORCESTER OFFICE



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## Program Summary:

### *What is included in the service? What makes COMPASS unique?*

- COMPASS prides itself on its ability to respond quickly and provide flexibility to both clients and the contracting agency.
- COMPASS will assign as many staff members as necessary to maximize the chance that the family and its individual members will achieve their goals.
- Crisis intervention is available, including 24-hour on-call emergency services to help deescalate a crisis, provide support and resources, develop emergency plans, and provide in-home assistance when indicated.
- COMPASS has considerable court experience in addressing both status offenses (CRA) and criminal offenses, maintaining communication with appropriate personnel, and accompanying families on court appearances.
- Parents are assisted in developing better parenting techniques, including: communication skills, safety planning, behavior modification plans, problem-solving, and stress and time management.
- With a goal of realistic expectations for their children, staff members work with parents to develop a better understanding of their children with regard to special needs, developmental stage, mental health, and/or medication issues.
- Advocacy in the fields of education, law, housing, employment, transitional assistance, and medical needs is afforded to our families.
- Parents are assisted in accessing community resources and empowered to use the existing resources to their fullest potential. Given the historical, time-limited nature of our services, fostering connections to the community through securing geographically-specific services has been crucial in COMPASS' successful discharge planning.



Comprehensive Support & Stabilization is not a prescribed service in which the child and family need to conform to a particular service structure. Rather, it is a service that is responsive to the individual and the evolving needs of the client and family. As such, we will see the families as often as is requested and/or needed (minimum 3x per week), when and where it is most convenient and constructive for the family.



#### **Languages Spoken by Staff in Worcester Office:**

- English
- French
- Spanish
- Vietnamese



As of this writing, we are currently working with eighteen DCF area offices; namely the Boston Regional Offices (Dimock Street, Harbor, Hyde Park, and Park Street), Arlington, Brockton, Cambridge, Cape Ann, North Central, South Central, Coastal, Haverhill, Lawrence, Lowell, Lynn, Malden, Worcester West, and Worcester East; and two DDS Offices.



Of the sixty COMPASS Comprehensive Support & Stabilization staff members across Massachusetts, we employ twenty-five Caucasians, ten African Americans, twelve Latinos, eleven Cape Verdeans, one Vietnamese, one Cambodian, and one Haitian; the majority of whom are from the same neighborhoods as the youth and family we serve. The staff also includes eighteen Master Level Clinicians to complement the education, both formal and experiential, of the remaining staff.