

The background of the entire page is a photograph of a river scene. In the upper left, a woman in a blue shirt and patterned shorts stands in the water, looking down. In the foreground, several people are bent over, looking into the water. One person in the foreground wears a blue baseball cap and a light blue tank top. Another person to the left wears a green t-shirt with a logo that includes the words "SHIP, AND ADVENTURE".

COMPREHENSIVE SUPPORT & STABILIZATION

294 Bowdoin Street - Dorchester, MA 02122

857-220-2333 | compassboston.org

Program Summary

The Community Services program provides home-based, therapeutic support and stabilization for individuals and families in need throughout Massachusetts.

The Community Services program utilizes a trauma-oriented, strength-based approach to provide comprehensive services to individuals and families referred by the Department of Children and Families (DCF) or the Department of Developmental Services (DDS). The Community Services program incorporates three distinct sub-programs: Comprehensive Support and Stabilization (CSS), Developmental Services (DDS), and the EAST Project. COMPASS Family Specialists and Clinicians work to develop, support, and strengthen the skills that individuals and families need to provide a safe and supportive environment for themselves and their children.

The Community Services program is a service that is action-oriented and responsive to specific, well-defined goals in conjunction with the evolving needs of individuals and families. The program is not a prescribed service in which an individual or family needs to conform to a particular structure. Staff make contact with individuals and families as often as is requested or needed, when and where it is most convenient and constructive for the individual or family. Family Specialists and Clinicians conduct individual and family sessions to establish and/or enhance positive behaviors along with identifying and leveraging systemic strengths.

CONTRACT MODELS

Comprehensive Support and Stabilization (CSS Program)

COMPASS offers two different levels of Comprehensive Services designed to meet the varying needs of parents/caregivers and children.

Comprehensive Services – Intensive Family

The Intensive Family service model provides team-based, in-home support with a focus on child safety, stability, and family reunification. Services are delivered both on a scheduled basis and with 24/7 emergency response to address urgent family needs. Families receiving Intensive Family services receive a minimum of three in-person visits per week from a team consisting of a master's level Clinician and an appropriate combination of Parent Aides and Family Specialists (mentors).

This model follows a "whatever it takes" approach and services are customized to meet each family's unique needs, both through direct support and connections to community-based resources. This model also incorporates the use of pre- and post-service Protective Factor Surveys to measure progress. Families may transition between different levels of Comprehensive Services as their needs change, stepping up or down in intensity as necessary.

Comprehensive Services – Therapeutic

The Therapeutic service model provides team-based, in-home support for times when individual and/or family therapy is needed. Like the Intensive Family model, the Therapeutic model includes scheduled services, as well as 24/7 emergency response, and delivers a variety of supports to promote child safety, stability, and reunification. Additionally, the services and therapy provided under the Therapeutic model are guided by a licensed Clinician.

This model is best suited for families requiring clinical intervention alongside comprehensive supportive services. As with the Intensive Family model, the Therapeutic model, incorporates the use of pre- and post-service Protective Factor Surveys to measure progress. Families may transition between different levels of Comprehensive Services as their needs change, stepping up or down in intensity as necessary.

Developmental Services (DDS Program)

COMPASS provides two different models of DDS Services designed to meet the varying needs of individuals and their families.

Family Support Navigation

The DDS Family Support Navigation model provides clients and their families with expert, unbiased information and referral services to help families identify their needs, explore resources, and connect with local and state-funded supports. Individuals and families receiving this support work with COMPASS Family Navigators who provide culturally responsive services and who have experience working with children, adults, and families with intellectual and developmental disabilities.

In-Home Supports

The DDS In-Home Supports model is designed to assist individuals with acquiring, maintaining, or improving the skills necessary to live in the household of their choosing. Services include working with COMPASS to develop skills related to personal finance, health, household management, use of community resources, safety, and other social and adaptive skills, and may include training or education in self-determination or self-advocacy. The In-Home Supports model is flexible in nature and our staff accommodate the varying and often changing support needs of the individuals they serve.

CORE COMPONENTS

Personal

Staff engage with individuals and families in therapeutic services across an array of settings to learn and apply appropriate and healthy ways to process their feelings, emotions, and situations.

Every referral that Community Services staff are assigned to has different needs; therefore, individualized and developmentally appropriate interventions are utilized. The number of staff assigned to each referral is based upon the unique needs of each situation.

Relational

Staff partner with individuals and families to identify and continue to develop healthy, supportive relationships at home and in society.

Community Services staff are a resource for individuals and families to establish and/or enhance their relationships. Staff facilitate discussions with individuals and families to establish and agree upon shared expectations, which requires a consistent and closely monitored effort by all.

Environmental

Staff engage with individuals and families in therapeutic services across an array of settings to learn and apply appropriate and healthy ways to process their feelings, emotions, and situations.

Every referral that Community Services staff are assigned to has different needs; therefore, individualized and developmentally appropriate interventions are utilized. The number of staff assigned to each referral is based upon the unique needs of each situation.



Our Community Services staff are currently working with 18 DCF & 5 DDS area offices:

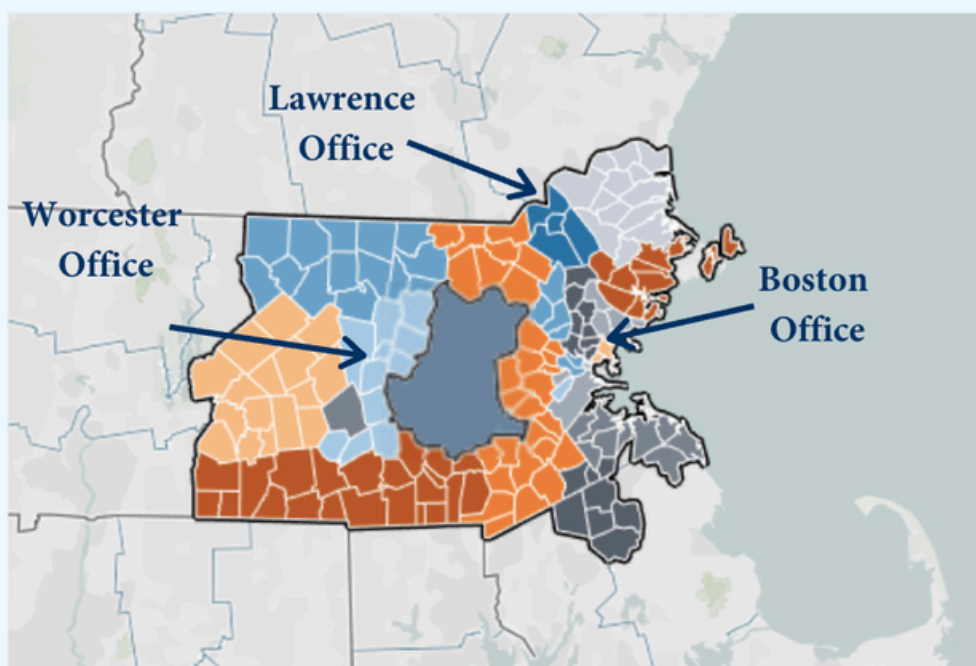
Brockton, Cambridge, Coastal, Framingham, Greater Haverhill, Greater Lowell, Greater Waltham, Harbor, Haverhill, Hyde Park, Jackson Square, Lawrence, Lynn, Metro North, North Central, Park Street, South Central, Worcester East, Worcester West. DDS Offices include Boston, Braintree, Brockton, Charles River West & Lawrence.



Languages Spoken by Staff:

Cape Verdean Creole, English, Mandarin, Haitian Creole, Hindi, Portuguese, Nepalese, Spanish, and Vietnamese.

COMMUNITY SERVICES COVERAGE AREAS



For more information
about Community Services programs
and our EAST Project Program,
please visit us at compassboston.org.

Leadership Referral Contacts

Louise Pacheco
Director of Community Services
Licensed Clinician
Cell: 781-424-1878
Louise.Pacheco@compassboston.org

Takia Fields-Palmer
Clinical Director
Cell: 617-388-1665
Takia.Fields-Palmer@compassboston.org

Vanessa Tifa
Program Manager
Licensed Clinician
Cell: 857-205-8895
Vanessa.Tifa@compassboston.org



Program Supervisors

Boston Office

Leila Cardoso
Cell: 617-388-2173
Leila.Cardoso@compassboston.org

Robert Lee
Cell: 781-244-9714
Robert.Lee@compassboston.org

Dilma Moreno
Cell: 857-928-0054
Dilma.Moreno@compassboston.org

Alex Pichardo
Cell: 617-898-7871
Alex.Pichardo@compassboston.org

Lawrence Office

Scott Stella
Cell: 617-233-3063
Scott.Stella@compassboston.org

Spencer Vrouhas
Cell: 617-821-6083
Spencer.Vrouhas@compassboston.org

Beatrice "Beau" Zama-Morales
Licensed Clinician
Cell: 781-824-0521
Beatrice.Boisvert@compassboston.org

Worcester Office

Agustina Charette
Cell: 978-333-2620
Agustina.Charette@compassboston.org

Sail Ho
Cell: 617-388-1730
Sail.Ho@compassboston.org

Ariana Valentin
Licensed Clinician
Cell: 774-823-5398
Ariana.Valentin@compassboston.org



Program Coordinators

Darrell Williams
DDS Program Manager
Cell: 617-233-1544
Darrell.Williams@compassboston.org

Amanda Kelley
EAST Project Mgr.
& Licensed Clinician
Cell: 603-479-0187
Amanda.Kelley@compassboston.org

Kevin Pepen
Training Coordinator
Cell: 617-308-1571
Kevin.Pepen@compassboston.org

Marlee Brown
Field Placement Coordinator
& Licensed Clinician
Cell: 781-885-5574
Marlee.Brown@compassboston.org

Denise Monteiro
Clinical Coordinator
Cell: 617-308-6869
Denise.Monteiro@compassboston.org

Veronica Parsloe
Director of Community Engagement and
Development
Cell: 617-721-8989
Veronica.Parsloe@compassboston.org



Administration

Morgan Molloy
Program Administrator
Cell: 617-388-2312
Morgan.Molloy@compassboston.org

Carly Bloom
Administrative Assistant
Cell: 908-812-3553
Carly.Bloom@compassboston.org

Cristina Tinney
Administrative Assistant
Cell: 781-971-1416
Cristina.Tinney@compassboston.org

Rory Carrara
Administrative Assistant
Cell: 802-774-8563
Rory.Carrara@compassboston.org

Shane Hart
Administrative Assistant
Cell: 607-242-2604
Shane.Hart@compassboston.org

Staff - Family Clinicians

Edgar Acosta

Cell: 617-792-5668

Edgar.Acosta@compassboston.org

Judy Amparo

Cell: 781-971-2358

Judy.Amparo@compassboston.org

Sandrine Andrade

Cell: 617-821-5830

Sandrine.Andrade@compassboston.org

Abigail Brennan

Cell: 617-388-2869

Abby.Brennan@compassboston.org

Amanda Bostwick

Cell: 617-602-0845

Amanda.Bostwick@compassboston.org

Rosa Brito

Licensed Clinician

Cell: 781-957-6497

Rosa.Brito@compassboston.org

Madyson Ballou

Cell: 781-602-0920

Madyson.Ballou@compassboston.org

Ha Bui-Le

Licensed Clinician

Cell: 978-563-9834

Ha.Buile@compassboston.org

Briana Burns

Cell: 617-952-3787

Briana.Burns@compassboston.org

Jose Dominguez

Cell: 617-308-9778

Jose.Dominguez@compassboston.org

Sara Dunphy

Cell: 617-821-5812

Sara.Dunphy@compassboston.org

Julianne Fahey

Cell: 617-308-0945

Julianne.Fahey@compassboston.org

Janessa Fletcher

Cell: 781-602-0793

Janessa.Fletcher@compassboston.org

Rose Francois

Cell: 857-220-2333

Rose.Francois@compassboston.org

Victoria Gatke

Cell: 857-220-2333

Victoria.Gatke@compassboston.org

Krystal Gauthier

Cell: 781-600-3649

Krystal.Gauthier@compassboston.org

Denise Grace-Singleton

Cell: 857-220-2333

Denise.GraceSingleton@compassboston.org

Malika Jarrett

Cell: 781-654-1711

Malika.Jarrett@compassboston.org

Ashleigh Leith

Cell: 617-946-6674

Ashleigh.Leith@compassboston.org

Abel Marcial

Cell: 781-885-6087

Abel.Marcial@compassboston.org

Cristina Ortiz

Cell: 781-654-1780

Cristina.Ortiz@compassboston.org

Michelle Quinones

Cell: 781-654-1833

Michelle.Quinones@compassboston.org

Tashari Rainwater

Cell: 781-535-7882

Tashari.Rainwater@compassboston.org

Jasmine Richardson

Cell: 781-824-1827

Jasmine.Richardson@compassboston.org

Carolina Rivarola

Cell: 781-300-3047

Carolina.Rivarola@compassboston.org

Danielle Simmons

Cell: 857-379-6495

Danielle.Simmons@compassboston.org

Aline Souza

Cell: 857-465-0555

Aline.Souza@compassboston.org

Staff - Family Specialists

Leah Amill-Pandolfo

Cell: 781-300-1475

Leah.Amillpandolfo@compassboston.org

Alex Andre

Cell: 857-379-6619

alex.andre@compassboston.org

Ky'Ana Ansley

Cell: 617-749-8546

Kyana.Ansley@compassboston.org

Anthony Barbosa

Cell: 617-946-6677

Anthony.Barbosa@compassboston.org

Arminda Barros

Cell: 617-690-9948

Arminda.Barros@compassboston.org

Landen Bates

Cell: 857-220-2333

Landen.Bates@compassboston.org

Zacharie Brisson

Cell: 781-420-5715

Zacharie.Brisson@compassboston.org

Steve Bromberg

Cell: 781-535-7857

Steve.Bromberg@compassboston.org

Miguel Burgos Perez

Cell: 781-654-1833

Miguel.Perez@compassboston.org

Katia Cardoso

Cell: 857-465-9945

Katia.Cardoso@compassboston.org

Patricia Dasilva

Cell: 617-821-1699

Patricia.Dasilva@compassboston.org

Hugh Daye

Cell: 617-388-1421

Hugh.Daye@compassboston.org

Marilyn Duran

Cell: 781-824-1824

Marilyn.Duran@compassboston.org

Matthew Emerson

Cell: 978-907-3340

Matthew.Emerson@compassboston.org

Stephanie Enderson

Cell: 781-600-9072

Stephanie.Enderson@compassboston.org

Mercury Fiske

Cell: 617-946-6675

Mercury.Fiske@compassboston.org

Carla Fontes

Cell: 617-359-5763

Carla.Fontes@compassboston.org

James Ford Jr.

Cell: 781-824-3746

James.Ford@compassboston.org

Joelly Gomez

Cell: 781-957-6495

Joelly.Gomez@compassboston.org

Bobbie Griffin

Cell: 617-821-8947

Bobbie.Griffin@compassboston.org

Sean Harrison

Cell: 617-407-2301

Sean.Harrison@compassboston.org

Carissa Hatcher

Cell: 781-654-1827

Carissa.Hatcher@compassboston.org

Desmond Heffner

Cell: 857-220-2333

Desmond.Heffner@compassboston.org

Michelle Henry

Cell: 781-824-0180

Michelle.Henry@compassboston.org

Jessica Heller

Cell: 617-388-2855

Jessica.Heller@compassboston.org

Deron Hines

Cell: 781-824-2456

Deron.Hines@compassboston.org

Staff - Family Specialists

Paul Isola

Cell: 978-828-5161

Paul.Isola@compassboston.org

Jean Jean-Baptiste

Cell: 781-885-4472

Jean.JeanBaptiste@compassboston.org

Nicole Joyce

Cell: 781-602-0848

Nicole.Joyce@compassboston.org

Tina Kane

Cell: 617-955-6312

Tina.Kane@compassboston.org

Mike Kelson

Cell: 617-308-9778

Mike.Kelson@compassboston.org

Shaelyn Kelley

Cell: 857-465-9961

shaelyn.kelley@compassboston.org

Andy Le

Cell: 617-821-8951

Andy.Le@compassboston.org

Daryl Loreus

Cell: 781-654-1660

Daryl.Loreus@compassboston.org

Tiffany Lynch

Cell: 781-602-0968

Tiffany.Lynch@compassboston.org

Nicole Malouf

Cell: 857-379-6130

Nicole.Malouf@compassboston.org

Marielis Manzueta

Cell: 617-388-1845

Marielis.Manzueta@compassboston.org

Jaqwejah Matthews

Cell: 781-824-1992

Jaqwejah.Matthews@compassboston.org

Paul Maurice

Cell: 781-888-3710

Paul.Maurice@compassboston.org

Mike McKenna

Cell: 781-267-8442

Mike.McKenna@compassboston.org

Sonia Miranda

Cell: 617-821-4385

Sonia.Miranda@compassboston.org

Miguel Monclova

Cell: 617-308-3076

Miguel.Monclova@compassboston.org

Claudia Monteiro

Cell: 781-971-3652

Claudia.Monteiro@compassboston.org

Melany Moreno

Cell: 781-654-1751

Melany.Moreno@compassboston.org

Jennifer Negron

Cell: 781-824-0603

Jennifer.Negron@compassboston.org

Keishla Nieves

Cell: 781-971-1297

Keishla.Nieves@compassboston.org

Daizha NG

Cell: 857-465-9947

Daizha.Ng@compassboston.org

Bao Han Phan

Cell: 781-888-4365

Baohan.Phan@compassboston.org

Stephanie Pichardo

Cell: 617-792-7393

Stephanie.Pichardo@compassboston.org

Yezenia Pichardo

Cell: 617-388-4845

Yezenia.Pichardo@compassboston.org

Chris Pinsonault

Cell: 617-690-9947

Chris.Pinsonault@compassboston.org

Emanuel Pires

Cell: 857-379-6940

Emanuel.Pires@compassboston.org

Staff - Family Specialists

Shane Poole

Cell: 781-600-6250

Shane.Poole@compassboston.org

Saraliz Ramirez

Cell: 617-388-6786

Saraliz.Ramirez@compassboston.org

Gil Rivera

Cell: 617-233-0116

Gil.Rivera@compassboston.org

Danilson Santos

Cell: 617-308-5294

Danilson.Santos@compassboston.org

Kareem Saygbe

Cell: 781-267-8815

Kareem.Saygbe@compassboston.org

Sarah Senatus

Cell: 781-971-2699

Sarah.Senatus@compassboston.org

Carlos Sprouse

Cell: 617-233-0425

Carlos.Sprouse@compassboston.org

Amy Tattrie

Cell: 781-971-2458

Amy.Tattrie@compassboston.org

Seth Tezil

Cell: 617-388-2708

Seth.Tezil@compassboston.org

Delaney Tobias

Cell: 857-379-6256

Delaney.Tobias@compassboston.org

Bryanne Toney

Cell: 617-821-5646

Bryanne.Toney@compassboston.org

Aaron Torres

Cell: 617-233-8184

Aaron.Torres@compassboston.org

Ra-Quim Tyler

Cell: 617-388-2812

Ra-Quim.Tyler@compassboston.org

Joy Uwamahoro

Cell: 774-289-0305

Joyeuse.Uwamahoro@compassboston.org

Samantha Vargas

Cell: (781) 824-0587

Samantha.Vargas@compassboston.org

William Watkins

Cell: 617-821-0461

Will.Watkins@compassboston.org

Joanne Wilkinson

Cell: 617-694-7102

Joanne.Wilkinson@compassboston.org

Carla Wilson

Cell: 781-654-1894

Carla.Wilson@compassboston.org

Xiomara Lopez

Cell: 857-465-1833

Xiomara.Lopez@compassboston.org

Edwin Paulino

Cell: 857-220-2333

Edwin.Paulino@compassboston.org

Anissa Pennyman

Cell: 781-602-0903

Anissa.Pennyman@compassboston.org

Michael Soremekun

Cell: 857-220-2333

Michael.Soremekun@compassboston.org

**For more information about Community Services programs,
please visit www.compassboston.org.**

