

## Our Mission

CT-Family Care Services' (CTFCS) mission is to serve the minority, underserved population, and others in our communities by providing effective integrated mental health and social services.

Our social and therapeutic services are embedded with academic, social, cultural, emotional, spiritual, economic, language, and relational components to be responsive and sensitive to each individual and family's unique social-cultural aspects.

## Our Philosophy

CTFCS philosophy of care fosters collaboration with individuals, partners, couples, families, and caretakers to strengthen our clients and their families. We are committed to enhancing our clients' strengths and inner resources through an integrated approach that recognizes and utilizes individuals' strengths and individual needs in social-cultural contexts to enhance their recovery and wellness.

## Our Languages

English, Spanish, French, Arabic, Swahili, Somali, Nepal, and more!

**Clients referred will be  
assigned to a therapist  
within 24 hours!**

Contact us to schedule an appointment at:  
Office: (413) 285-8722

Fax: (413) 285-8642

**(For Emergencies Please Call 911)**

Website  
[www.ctfcs.com](http://www.ctfcs.com)

Address  
155 Maple Street, Unit 207,  
Springfield, MA 01105

Hours  
Monday – Friday: 9am – 7pm  
Saturday: 10am – 5pm

Closed  
Sundays, Public Holidays, and Bad Weather

### Accepted Insurance:

• Aetna • Beacon Health Strategies • Blue Cross Blue  
Shield of MA • Boston Medical • Cigna • Fallon  
Community Health • Healthy New England (HNE) • HNE-  
BeHealthy • Magnolia Health Plan • MBHP • Medicaid •  
Medicare • Tufts Health Plan •

*If your insurance is not listed, please Call the Office to  
Verify if your insurance is eligible.*

# CT-Family Care Services, LLC

[www.ctfcs.com](http://www.ctfcs.com)

## WELCOME



**CT-FAMILY CARE SERVICES, LLC**

The first minority owned mental health agency Licensed in  
Massachusetts with the prestigious CARF Accreditation.



[www.carf.org](http://www.carf.org)





## Our Services

**Primary Care:** Our Primary Health Care Clinic is opened to meet the growing need for quality health care services to immigrants, refugees, underserved populations, and others in the Greater Springfield Area and Worcester area.

### **Behavioral/Mental Health Therapy:**

CTFCS provides integrated, and personalized individual, couples/partners, group, and family therapy/counseling at our clinic, at schools, and we also offer in-home therapy services. CTFCS serves children, adolescents, youth, adults, veterans, and the elderly population.

**Psychiatric Services:** At CTFCS, a psychiatrist, APRN, NP, or PA assesses client needs, provides diagnostic services, and prescribes medication as needed. Our psychiatry staff also provides counseling (medical/health/ medication issues) to clients and their families as needed.

**Substance/Alcoholic Uses:** CTFCS offers a person-centered structured outpatient substance abuse program designed to help facilitate a successful path to recovery for any individual struggling with a substance use disorder. The CTFCS multidisciplinary treatment team consists of licensed psychologists, clinicians, integrated medical care and primary care staff, medication-assisted treatment (MAT) and psychiatric staff, case managers, and recovery coaches who work together to ensure that each person-served is benefiting from this type of integrated treatment approach. Vivitrol and Suboxone are options available to some people who may be interested in CTFCS's outpatient rehab treatment program. Suboxone is used to treat opioid use disorder (OUD), and Vivitrol can treat both OUD and alcohol use disorder (AUD). CTFCS's model is "come as you are," which is based on the belief that all individuals with a substance use disorder can recover when given the proper tools, tender care, treatment, and motivation.

**Psychological Assessments or Testing:** Our Licensed psychologists conduct individualized assessments and comprehensive testing. These assessments help clients and providers develop comprehensive and effective treatment plans consistent with the psychological evaluation and testing results.

**In-Home Therapy and Outreach:** CTFCS provides clinical services within client homes/residences, especially for those clients/families that are unable to come to the clinic.

**Academic and Behavioral Support:** CTFCS works with students who have specific risk factors such as trauma history, mental health diagnoses, delinquency, problematic behaviors, and school dropout, as well as low academic performance to enhance their academic performances.

**Refugee, Immigrant, LGBTQ+ Support Services:** Refugees, immigrants, and the LGBTQ+ community receive culturally attuned, trauma-focused services, including support, advocacy, psychological testing, and psychiatric services, and primary care utilizing an integrated treatment model.

**Inmate Community Reengagement:** CTFCS integrated treatment for newly released offenders includes enhancement of coping skills, behavioral training, identification of triggers which may lead to unlawful actions, social services and supports, including job training/job skills to attain meaningful employment, and clinical services to treat mental health problems. Also, CTFCS facilitate healthy reunification with family members and strengthen families.

**English learning as a second language (ELSL):** CTFCS provides effective social-culturally focused counseling and academic enhancement counseling to enable students, adults, individuals, couples, families to develop the ability to communicate confidently and fluently using the English language as well as improve their academic performances and enhance their social-connections as well as job opportunities.

**Holistic Integrated care services:** CTFCS provides Holistic medical and mental health services that include alternative healthcare treatment approaches to effectively serve the whole person's body, mind, and spirit utilizing a person-served integrated approach. The goal is to expose the client to alternative healing and medical treatment services. This kind of treatment approach involves various treatments, such as natural medicine, exercises, nutritional, and natural health balanced treatment, including vitamins and spirituality (if requested).

## We are open and welcome all to CT-Family Care Services.

We believe that we are enriched through diversity. CT-Family Care Services welcomes everyone, including underserved populations, immigrants, refugees, the LGBTQ+ community, and people of every religion, race, and background.

Our policy is "come as you are," and we will be happy to work with you.

### **Programs offered at CTFCS:**

**Therapeutic Mentoring Services (TMS):** The Therapeutic Mentoring Services (TMS) at CTFCS was designed to engage children, youth, and their parents utilizing various coaching and training methods. The clients and their support network are engaged in learning appropriate behaviors, enhancing interpersonal skill sets and communication, developing functional skills, and learning how to solve complex issues that may affect the individual and family unit.

### **Family Support and Training Services (FSTS):**

CTFCS also offers Family Support and Training Services (FSTS) through the parent, family, and group sessions at our clinic or a clients' home or school (outreach). Our staff will visit a family's home and/or school (such as advocacy at IEP meetings) to ensure that both parents and their children receive structured, strength-based support to address contextual and systemic factors affecting client family well-being.

**Community Services Program (CSP):** Children, teens, and parents receive culturally focused therapeutic social services including social skills building, resolving housing issues, preventing homelessness, supporting gainful employment, managing educational issues using testing services, enhancing parenting skills, and offering effective person-centered and family evidenced-based interventions to reduce problematic behaviors, mental health and emotional crises for parents and children.

**Residential Treatment Program:** CTFCS is also in the process of establishing a rehab residential program and home health care services for people who are struggling with addiction to illicit substances and/or alcohol with dual mental health diagnoses such as anxiety, depression, psychosis, bipolar, panic attacks, etc. The program provides support, medication management, psychiatric and effective therapeutic services in a drug-free and safe environment.

