



# Provider Alert

**ALERT #64**

**June 25, 2009**

## **LISTING OF GEOGRAPHIC CSAs BY TOWN AND SPECIALIZED CSAs**

*The following information should be noted immediately to your chief executive officer, chief operating officer, program director, billing director, and staff.*

A Community Service Agency (CSA) is a community-based organization whose function is to facilitate access to, and ensure coordination of, care for youth with serious emotional disturbance (SED) who require, or are already utilizing, multiple services or who require or are already involved with multiple child-serving systems (e.g., child welfare, special education, juvenile justice, mental health) and their families. In total, there are 32 CSAs across Massachusetts: 29 that provide services in the geographic region consistent with the current 29 service areas for the Department of Children and Families (DCF) and three culturally and linguistically specialized CSAs to address the needs of specific cultural or linguistic groups in Massachusetts. Geographic CSAs and specialized CSAs working in overlapping areas are expected to collaborate and partner in ways that strengthen services to youth and families.

The chart below is intended to assist potential referral sources, including families, in identifying and selecting an appropriate CSA to meet their needs. Consistent with the *Wraparound* principle of *family voice and choice*, families may choose from any CSA based on their needs and are not limited in using the CSA in their geographic area. For the 29 geographically-based CSAs, towns are listed alphabetically, followed by the (DCF) area, the CSA, the site(s) where services will be delivered, the referral phone number, and other relevant information if available (i.e., contact person, e-mail address). A town is assigned to a CSA based on the DCF area office that covers that particular town.

Additionally, the three specialized CSAs, which have tailored their services to engage and serve the unique needs of their specialized populations, are listed separately at the bottom of the chart, identifying the towns each covers, the specialty population, the site(s) where services will be delivered, the referral phone number, and other relevant information if available (i.e., contact person, e-mail address). An asterisk (\*) next to a geographically based CSA town indicates the town is also covered by a specialized CSA.

If you have questions regarding this *Alert*, please contact our Community Relations Department at **1-800-495-0086 (press 1 for the English menu or 2 for the Spanish menu, then #3 then #1 to skip prompts)**, Monday through Thursday, 8 a.m. to 5 p.m., and on Fridays from 9:30 a.m. to 5 p.m.