



Lahey Health  
Behavioral Services

# Access STARR

A residential, co-ed program contracted by the Department of Children and Families (DCF) for the rapid re-unification of adolescents with their families.




Client and Parent Guide  
Safety. Emotion. Loss. Future.

## What is the ACCESS Starr Program?

The residential Access Starr Program helps families in crisis or conflict with each other to identify solutions within themselves and resources within the community to ensure reunification. We work with eligible youth aged 11-18 and CRA or C&P custody of DCF.

## Our Program Support Services Include:

- Up to 45 days of flexible, intensive family-focused services and therapy
  - Short-term youth respite placement as needed
  - Collaboration with the family on a plan of action—fostering strengths, safety and family permanency
  - Finding ways for families to participate in the services and activities they need
  - Establishing a safe, supportive and non-judgmental environment for families to discuss and work through issues and conflicts
  - Linkage to wraparound and aftercare services
  - A complete Access STARR treatment team to enable reunification to be fast and fluid
  - Working with youth and families through the S.E.L.F. Sanctuary model of trauma-informed care. Ask for our Sanctuary brochure or learn more about this care model at [www.sanctuaryweb.com](http://www.sanctuaryweb.com).
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# Access STARR Services

## Statement of Purpose, Emergency Assistance and Rules

### How we work:

We use a relationship-based approach to treatment and family/client strengths toward stabilization and reunification

### Emergencies:

Access STARR uses the North Shore Emergency Services for any psychiatric emergency, 911 and the local police

### Consumer concerns or grievances:

We welcome consumer compliments or concerns in writing. Grievances will be reviewed by the Program Director and the administrative team. Following review, we will provide a written response to the consumer. If further resolution is required, the Northeast Behavioral Health Client Grievance Committee will be consulted.

### Behavioral Management:

We address behavior management using therapeutic crisis intervention and natural consequences. Client and family strengths are used to help modify behavioral problems and build skills. Physical containment is only used to prevent imminent harm.

### Contacts:

Mail, phone calls and visits are permitted at scheduled times with contacts approved by DCF

### Allowed items:

For the safety of all residents, some items are not allowed at Access STARR. Residents' pockets and belongings are searched at intake and upon re-entry to the program. Our premises are also routinely searched.

### Program Policies:

Read any actual policy by asking any staff member. Our commitment is unconditional: As families' needs change, services also change.

# Family Meetings

We keep the family together through a family-centered, team planning process. Services are provided at the Access STARR program and in the community. Part of our approach is to engage the family and/or caregivers in the youth's treatment. We use the S.E.L.F. Sanctuary model of trauma-informed care.

## What is a Family Meeting?

Parents or caregivers get together with the support of people they invite who know the family best to develop a treatment plan and to help solve the family problem.

Treatment plans reflect the unique strengths, values, culture and preferences of families.

The plan should allow for stabilizing youth and families and for allowing them to live together safely

The plan will identify the ongoing services and supports that will be available to keep families safe, stay together and grow, after Access STARR services have come to an end.

*Every family is different. Every solution is individual.*

# Community Referrals

Families may request support resources. These resources include the following:

## Outpatient mental health services:

- Therapy
- Psychological evaluations
- Medication evaluations

## After-school activities:

- Boys & Girls Club
- YMCA
- Wraparound services
- Therapeutic tracker
- GED classes
- Parenting support groups and other parent resources.
- Trauma groups



*Access STARR listens to families' needs and will find the best fitting services to help families to thrive in their communities.*

# Access STARR Staff Roles: Who Does What at Access STARR?

## **Clinical Case Manager:**

Provides therapeutic family services, including facilitating family activities, meetings and care management.

## **Education Coordinator:**

Meets with the youth to discuss his or her educational needs, barriers and concerns.

Healthcare Coordinator:

Available for medical support

## **Residential Staff:**

Ensure the safety, provide respite care if needed, and work with families to enhance their strengths and to address questions regarding behavior.

## **Referrals and Eligibility: How is a child and family referred?**

A child and his or her family can be referred to the Access STARR program through the Cape Ann/Salem Department of Children and Families (DCF).



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# The mission of Access STARR

*To provide families with hope, accentuate strengths, and promote health and wellbeing.*

## Access STARR

39<sup>1/2</sup> Mason Street

Salem, MA 01970

P: 978-744-4235

F: 978-744-6494

Website: [www.nebhealth.org](http://www.nebhealth.org)

## Directions:

Route 128 to Exit 25E. Next, take Route 114 East approximately four miles. Then, take a right onto Mason Street.

## Useful Phone Numbers for You

**978-744-4235**

**Program Director** – Ext. 218

**Clinical Supervisor** – Ext. 217

**House Manager** – Ext. 229

**Administrative Assistant** – Ext. 201

**Nurse** – Ext. 214

**Health Coordinator** – Ext. 303

**Educational Coordinator** – Ext. 300

**Supervisor** – Ext. 302

**Supervisor** – Ext. 301

**Clinician** – Ext. 206

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**Cape Ann DCF/Family Networks: 978-825-3800**

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