

## INFORMATION AND REFERRALS

Therapeutic Mentoring Services are located at Lowell Treatment Center, 391 Varnum Avenue, Lowell, MA 01854. For information or to make a referral, please call the Community Services Director at 978-322-5095, ext. 7. The Therapeutic Mentoring Program is contracted with MBHP, BMC HealthNet, Neighborhood Health Plan and Network Health.

The Community Services Department also provides In-Home Therapy, Family Stabilization and Community Support Services for youth and families.

## LANGUAGES SPOKEN

English and Spanish

## GEOGRAPHIC AREAS OF SERVICE

The Community Services Department serves the Massachusetts northeast region including:

Amesbury, Andover, Billerica, Boxford, Chelmsford, Dracut, Dunstable, Georgetown, Groveland, Haverhill, Merrimack, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, Swampscott, Tewksbury, Tyngsborough, West Newbury, and Westford. If there is an interest in other neighboring towns please call the program director.

## ABOUT ARBOUR HEALTH SYSTEM

*Arbour Health System, the largest private behavioral health system in Massachusetts, consists of Arbour Hospital, Boston; Arbour-HRI Hospital, Brookline; Arbour-Fuller Hospital, South Attleboro; Pembroke Hospital; Westwood Lodge; Lowell Treatment Center; The Boston Center; Arbour SeniorCare; and 11 Arbour Counseling Services sites in the eastern half of the state.*

Arbour Health System has a broad continuum of services known for high quality and managed care innovation. The accessible network of crisis evaluations, inpatient programs, partial hospitalization, community-based and outpatient counseling services provides all the components to evaluate and treat children, adolescents, adults and older adults.

For more information on other Arbour Health System sites, please call (800) 22-ACCES or visit our website, [www.arbourhealth.com](http://www.arbourhealth.com).



## THERAPEUTIC MENTORING SERVICES



LOWELL  
TREATMENT CENTER  
*A Program Of Arbour Health System*

Community Services Department  
391 Varnum Avenue • Lowell, MA 01854  
Phone: (978) 322-5095, ext. 7 • Fax: (978) 322-5097

**Easy Access to Quality Mental Health Services**  
[www.arbourhealth.com](http://www.arbourhealth.com)



## OVERVIEW

Lowell Treatment Center's Community Services Department provides Therapeutic Mentoring Services which offer structure, one-to-one strength-based support services between a therapeutic mentor and a youth under the age of 21 for the purpose of addressing daily living, social and communication needs. Therapeutic mentoring includes supporting, coaching, and training the youth in age-appropriate behaviors including interpersonal communication, problem-solving and conflict resolution, and relating appropriately to other youth and adults. Therapeutic mentoring interventions are also designed to include appropriate participation in recreational, athletic, artistic, educational, vocational and social activities. The service may also address activities of daily living based in the community.

The therapeutic mentor develops a behavioral health treatment plan in concert with the family and youth where possible. This plan helps to ensure the youth's success in navigating various social situations, learn new skills and make functional progress while the therapeutic mentor offers supervision of interactions and engages the youth in discussions about strategies for their effective use.

The Community Services program uses a multi-disciplinary team approach, focusing on family treatment, parenting and behavior management, along with an awareness of community services and resources. The Therapeutic Mentor delivers services in accordance with an existing outpatient or in-home therapy treatment plan that is jointly developed with these providers with input from the parent/caregiver/guardian, whenever possible, and may also include parties such as school personnel or significant persons in the youth's life.

## ABOUT THE COVER

In all its beauty, the arbour is a symbol of comfort and hope, safety and shelter.

## PROGRAM COMPONENTS

- Directed time with youth in activities in the home and community that are designed to meet the goals in the treatment plan
- Coach, support and train the youth to be successful in navigating various social context, learning new skills and making functional progress
- Teach alternative strategies and provide anticipatory guidance
- Role plays and behavioral rehearsal
- Skill acquisition and practice in community
- Provide exposure to social situations in which age-appropriate skills can be practiced
- Enhance conflict resolution skills
- Develop communication skills
- Provide telephone support as needed to the youth
- Complete family and other collateral contacts to support the treatment plan

## PROGRAM STAFF/AREAS OF CLINICAL EXPERTISE

Program staff has experience working with children and adolescents and may have a bachelor's or associate degree in a human service field.

Staff members have experience with the following issues:

- Behavior management coaching
- Social skills training
- Navigation through education system
- Cultural competency

Staff is also knowledgeable about community mental health and substance use disorder services, the levels of care, systems of care and wraparound planning process, and other medical, legal, emergency and community services for youth and family.

