



Parent/Professional
Advocacy League, Inc.

The Inside Track

Meri Viano, Associate Director
Pamela Bows, Policy Coordinator



Parent/Professional Advocacy League Training
9/23/2025

Welcome to the Inside Track



- Confidentiality
- Bi-monthly meeting focused on policy, updates and networking
- Knowledge is power– and impact
- PPAL believes that families should have access to all information that affects them, and be able to provide feedback
- You will get a link to the slides and resources within the week that we only share with participants. You can see the meetings prior to check in on policy changes and/or things coming!



Funded by the Klarman Family Foundation

Parent/Professional Advocacy League (PPAL)



A statewide, grassroots, family- run organization in Massachusetts.

PPAL's goal is to promote opportunities for families to become leaders and to ensure that the perspective of families is present in all conversations about children and youth.

Family organizations are an important strategy for boosting family participation, supporting and sustaining family voice (Lazear & Anderson, 2009)



Housekeeping



- Please introduce yourself in the chat – name and role (parent, family support) and where you're from



- Please keep yourself on mute - unless you are speaking - to reduce background noise



- Use the 'raise hand' or chat to let us know when you'd like to speak



- Please type questions into the chat box

Agenda



- **PPAL Workshops + Events**
- ***Hear from:* Sana Fadel, Deputy Director, Citizens for Juvenile Justice (CfJJ)**
- **Legislative Advocacy Updates**
- **Department of Elementary and Secondary Education (DESE) Updates**
- **DMH Intensive Residential Treatment Programs (IRTP) Updates**
- **Community Service Agencies (CSAs) announced**
- **Networking + Resource Sharing**

Question Of The Month

PPAL'S September Question of the Month

Are you raising a child or supporting a young adult
with behavioral health needs?

Are you working closely with someone who is?

**How prepared do you feel for when
your child transitions to adult life?**



To Answer the Question, Please Visit
<https://ppal.net/question-of-the-month/>



PPAL Parent Support Groups



JOIN US!!!!

Are you navigating the mental or behavioral health systems for a child, teen, or young adult?

Request 1:1 peer support!

We have NO waitlist!

MONDAY

Virtual: **Grupo de Apoyo Hispano**
10:00 AM - 12:00 PM

Hybrid: **Parenting Young Adults - Looking to the Future**
5:00 PM - 6:30 PM
(Gardner)

TUESDAY

Hybrid: **Caregiver Connections**
5:00 PM - 6:30 PM
(Winchendon)



WEDNESDAY

Virtual: **Relax & Connect**
11:30 AM - 1:00 PM

In Person:
Westborough Parent Connections
2nd Wednesdays
12:30 - 2:00 pm
4th Wednesdays
6:30 - 8:00 PM

Virtual: **Parenting Young Adults: Looking to the Future**
6:00 PM - 7:30 PM

THURSDAY

Virtual: **Grandparents Lunch and Learn**
2nd Thursdays
12:00 - 2:00 PM

4th Thursdays
6:30 - 8:00 PM

Hybrid: **Empowered Caregiver Connections**
6:00 - 7:30 PM
(Foxborough)

FRIDAY

Virtual: **Parenting Power UP**
12:00 PM - 1:30 PM



Do you need help navigating and advocating in the school system for a loved one with mental or behavioral health needs?

School Problem Solving Clinic
Make An Appointment!
parentsupportgroup@ppal.net



Upcoming Statewide Topics:



- **October 14:** Attachment, RAD, and PTSD, with Ken Frohock, Attachment Institute of New England
- **November:** NO STATEWIDE Veterans day
- **December 9:** Amy Tee, comedian with lived experience
- **January 13:** Town Hall with the Department of Mental Health
- **February 10:** Insurance and Advocacy, with Amy Weinstock and Terri Farrell
- **March 10:** Town Hall with MassHealth
- **April 14:** Caregiving in Difficult Times, with Dr. Gayl Swaby
- **May 9:** TBD
- **June 12:** LGBTQ /Acceptance and the basics, with Oscar Oliveira Soens, Safe Homes Program Director

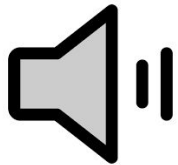
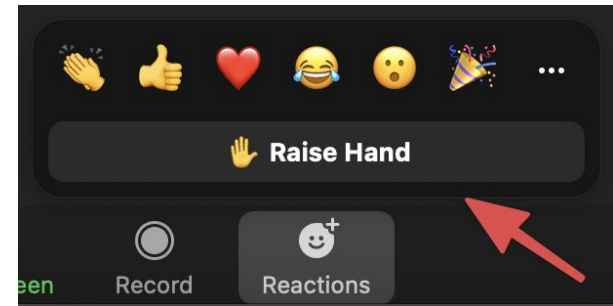
Off in July 2026

Discussion:

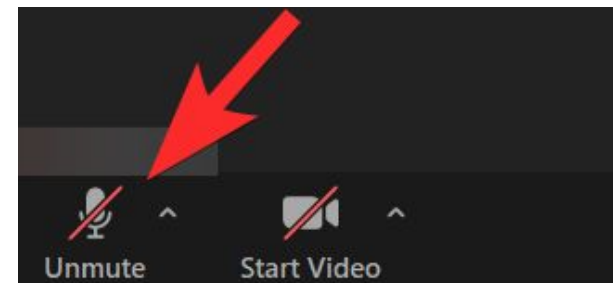
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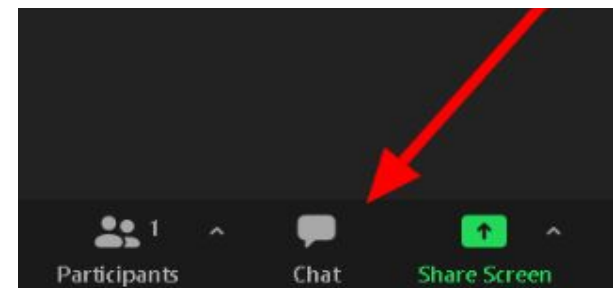
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Type questions into the chat box



Sana Fadel

Citizens for Juvenile Justice



Sana Fadel, Deputy Director, CfJJ

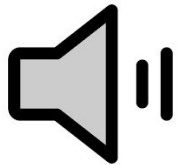
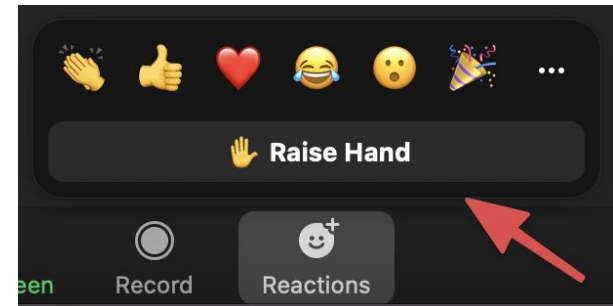
Sana Fadel serves as Deputy Director and is primarily responsible for CfJJ's legislative advocacy and is the lead organizer of the statewide Massachusetts Juvenile Justice Reform Coalition. Prior to joining CfJJ, Sana was the Director of Public Policy at Rosie's Place, a sanctuary for poor and homeless women in Boston where she led campaigns on access to substance use treatment, strengthening families involved with the child welfare system, and improving services for customers applying for and receiving public benefits. She was responsible for advocating at the state-level on issues affecting Rosie's Place guests as well as empowering them through voter mobilization and advocacy trainings. Sana holds a Masters in Public Administration from Columbia University, New York and a Bachelors of Fine Arts from Augusta State University, Georgia.

Discussion:

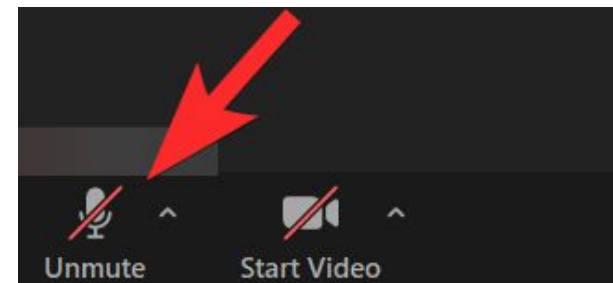
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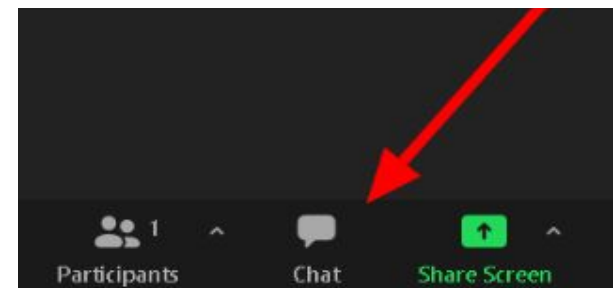
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Legislative Advocacy



Updates

S.1394 / H.2193 An Act ensuring efficient & effective implementation of the Roadmap for Behavioral Health Reform
Filed by Senator Cyr & Representatives Barber & Rogers

<https://childrensmentalhealthcampaign.org/wp-content/uploads/H2193factsheet.pdf>

HEARING: Monday, November 3 with the Joint Committee on Mental Health, Substance Use, and Recovery on

The bill outlines responsibilities and creates an urgency with the EOHHS – the office of the Secretary – to ensure effective and efficient implementation of the Roadmap.

This includes:

- Developing and implementing comprehensive, biennial strategic plans
- Ensuring coordination and aligning processes and procedures across all EOHHS agencies
- Planning and implementing campaigns to raise awareness about the Roadmap
- Gathering feedback about the Roadmap
- Creating and making public a central data dashboard
- Overseeing, in partnership with the Executive Office of Public Safety and Security, behavioral health crisis response planning and implementation

Requires the Health Policy Commission to report on challenges and opportunities associated with the financial stability and sustainability of Roadmap services, and identify legislative, regulatory, or operational factors that would lead to improvements.

Legislative Advocacy

Updates



H.1131 / S.773 An Act expanding access to mental health services

Filed by Senator Keenan & Representative Decker

<https://childrensmentalhealthcampaign.org/wp-content/uploads/H1131factsheet-1.pdf>

Hearing held 09/09/2025

This comprehensive legislation builds on Chapter 177 of the Acts of 2022 to expand access to mental health services across Massachusetts by increasing insurance coverage, removing prior authorization requirements, expanding provider eligibility, and improving emergency psychiatric care.

Legislative Advocacy

Updates



S.862 / H.545 An act relative to school Medicaid reimbursement

Filed by Senator Fernandes & Representative Decker

<https://childrensmentalhealthcampaign.org/wp-content/uploads/S862factsheet.pdf>

Heard in July

The School-Based Medicaid Program (SBMP) provides financial support to help offset the costs of providing the health care services that students need to succeed in school, as well as the costs of administering programs and services that help ensure access to health care for students.

Legislative Advocacy

Updates



S.141 / H.265 An act regarding families and children in need of assistance

Filed by Senator Kennedy and Representative Mendes

<https://childrensmentalhealthcampaign.org/wp-content/uploads/S141factsheet.pdf>

Heard in July

This bill will:

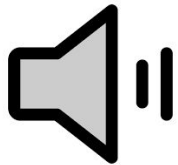
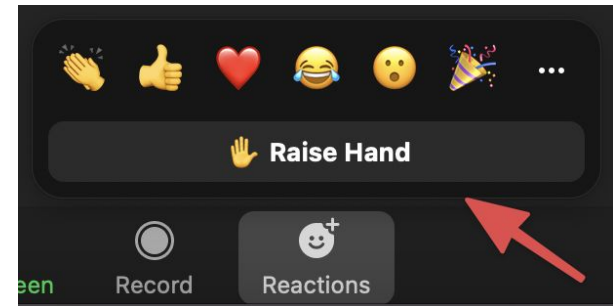
- Require schools to refer students to FRCs no fewer than 45 business days prior to CRA filing
- Require schools to obtain an attestation from the FRC indicating that the family has been referred for services, and that community based resources have been exhausted
- Require the OCA to prepare educational materials about community-based alternatives to filing a CRA and the potential adverse outcomes of becoming involved in state systems and make this publicly available on the CRA section of the website for the juvenile court.
- Require that all individuals filing a CRA petition attest to having watched the video prior to filing a CRA petition.

Discussion:

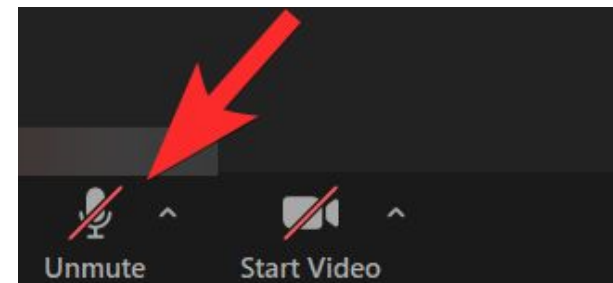
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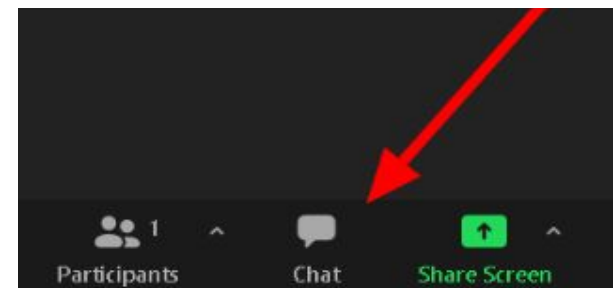
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Updates

The Massachusetts Office of the State Auditor today released a report of its audit of the Massachusetts Department of Elementary & Secondary Education (DESE). Topics included are:

1. Does DESE settle PRS complaints within the 60 day regulatory timeline?
2. Does DESE ensure school districts are complying with the Safe School Program for LGBTQ students?
3. Does DESE properly report and follow up on allegations of neglect/abuse against educators?

<https://www.mass.gov/doc/audit-report-department-of-elementary-and-secondary-education/download>

Updates

1. Does DESE settle PRS complaints within the 60 day regulatory timeline?

DESE did not always ensure that school districts implemented special education corrective action plans within its established timeframes.

DESE violated federal regulations by failing to investigate and resolve all special education complaints regarding the state's school districts within the required 60-day timeframe.

Recommendations:

Update processes to ensure compliance

Make sure there are enough staff

<https://www.mass.gov/doc/audit-report-department-of-elementary-and-secondary-education/download>

Updates

2. Does DESE ensure school districts are complying with the Safe School Program for LGBTQ students?

DESE did not issue the required annual communication to school leaders on creating safe and supportive environments for LGBTQ students.

DESE did not deliver the required biennial presentation on LGBTQ youth to the Board of Elementary and Secondary Education.

DESE did not ensure that all school districts received training for the Safe Schools Program for LGBTQ Students, including some that had requested it.

Recommendations:

updates processes to ensure compliance, including outreach for the Safe Schools Program

<https://www.mass.gov/doc/audit-report-department-of-elementary-and-secondary-education/download>

Updates

3. Does DESE properly report and follow up on allegations of neglect/abuse against educators?

DESE did not ensure that it obtained necessary information from DCF to determine whether alleged child abuse or neglect warranted licensed educator disciplinary actions or licensing investigations

Recommendations:

updates processes to ensure compliance

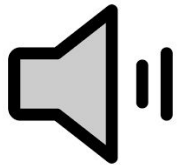
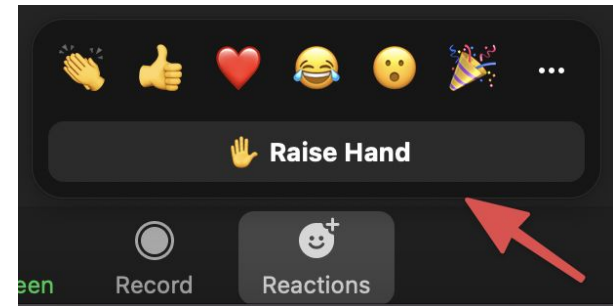
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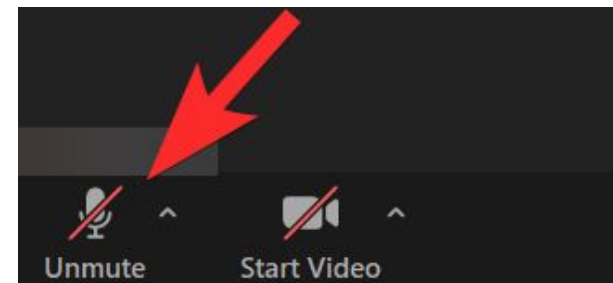
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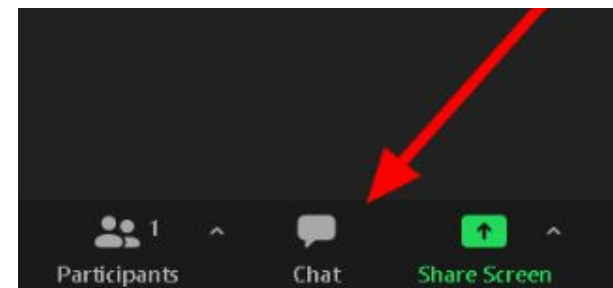
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Department of Elementary and Secondary Education



Special Education Policy Memo Parent response to proposed IEP and proposed placement Jun 13 2025

"Parent response to proposed IEP and proposed placement. Immediately following the development of the IEP, and within 45 school working days after receipt of the parent's written consent to an initial evaluation or reevaluation, the district shall provide the parents with two copies of the proposed IEP and proposed placement along with the required notice, except that the proposal of placement may be delayed according to the provisions of 603 CMR 28.06(2)(e) in a limited number of cases.

DESE seeks to clarify districts' obligations under this regulatory requirement. As described above, **schools must provide two copies of the proposed IEP, proposed placement, and required notice to parents/guardians immediately following the development of the IEP.** This must be done **within 45 school working days after the district's receipt of the parent/guardian's written consent to an initial evaluation or reevaluation.** In this context, the Department defines the term "immediately" as occurring within 45-school working days and no later than 5 school days after the team meeting.

According to 603 CMR 28.02(5), **a school working day** "shall mean any day, including a partial day, that students are in attendance at school for instructional purposes."

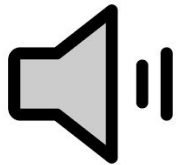
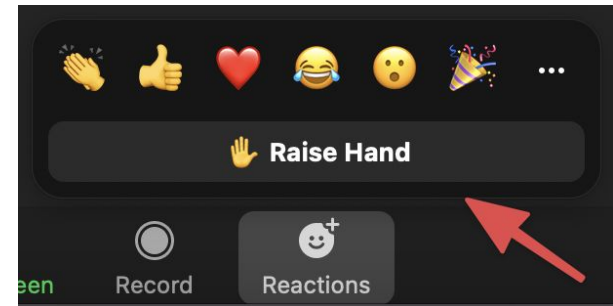
<https://www.doe.mass.edu/specialeducation/policy/dese/advisories/memo-sy2024-2025-6.html>

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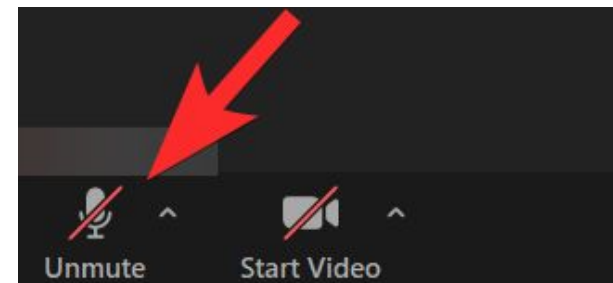
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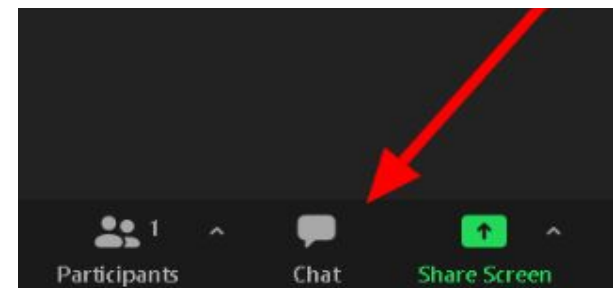
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What Has Changed with the New Referral Process to a Statewide Service (ACCU/IRTP/CIRT)?

Effectiveness of Changes: DMH will be monitoring the implementation of this new process closely and reviewing if additional changes are indicated. DMH will also be providing data to referring acute care facilities on the outcomes of this new process.

Forms:

There are no longer two (2) Request for Transfer forms (long and short versions). Now, there is only one (1) updated short form.

The Request to Transfer Form and the Referral Checklist are user-friendly and pdf fillable.

Both forms are on the DMH website:

<https://www.mass.gov/info-details/transfer-protocols-and-forms>

Referrals:

Referrals are no longer sent to five (5) DMH Areas.

Now, all referrals are sent to DMH Central Office at: transferscreenings@mass.gov

What Has Changed with the New Referral Process to a Statewide Service (ACCU/IRTP/CIRT)?



Timeframes: Specific duration of a thorough course of acute care is not prescribed (e.g. fourteen [14] days). Determination will be guided by the unique and necessary clinical requirements of the youth, instead of time.

Ten (10) days of Progress Notes has been reduced to seven (7) days of Progress Notes.

Within one (1) business day, DMH will respond to referrals sent to transferscreenings@mass.gov and identify any missing documents needed.

Within five (5) business days of a completed referral packet, the DMH Area will conduct a screening.

Within one (1) business day of approval, DMH will notify the Referring Party of the acceptance and the identified the Statewide Service.

Within five (5) business days of approval, DMH will admit the youth to a Statewide Service vacant bed (provided no unforeseen obstacles).

DMH Licensed Hospitals

<https://www.mass.gov/doc/dmh-licensed-hospital-list-1/download>

Hospital Listing

ARBOUR HOSPITAL

DMH Area - Metro Boston Area
49 Robinwood Avenue
Jamaica Plain, MA 02130-2156
Main Number: (617) 522-4400

Hospital Licensed Capacity - 124 6 Unit(s)

Adult Beds 112

Adolescent Beds 12

License Class: II, III, VI/Designated Provider Waiver

License # 1260 Expires 8/23/2025 Shared License

ARBOUR QUINCY HOSPITAL

DMH Area - Southeast Area
460 Quincy Avenue
Quincy, MA 02169
Main Number: (617) 801-5120

Hospital Licensed Capacity - 18 1 Unit(s)

Adult Beds 18

License Class: II, III/Designated Provider Waiver

License # 1260 Expires 8/23/2025 Shared License

BAYRIDGE HOSPITAL

DMH Area - Northeast Area
60 Granite Street
Lynn, MA 01904-2915
Main Number: (781) 599-9200

Hospital Licensed Capacity - 62 3 Unit(s)

Adult Beds 62

License Class: II, III, VIII/Designated Telepsychiatry Waiver

License # 1275 Expires 1/19/2026 Shared License

The Six Fundamental Rights

The Six Fundamental Rights for People of ALL Ages

1. The right to humane psychological and physical environment.
2. The right to receive visitors of their choosing daily and in private as reasonable and safe.
3. The right to receive or refuse visits and phone calls from attorney, legal advocate, physician, social worker, psychologist, or clergy.
4. The right to send and receive unopened, uncensored mail.
5. The right to reasonable access to a phone to make and receive confidential calls.
6. Reasonable Daily Access to Outdoors.

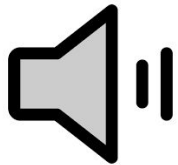
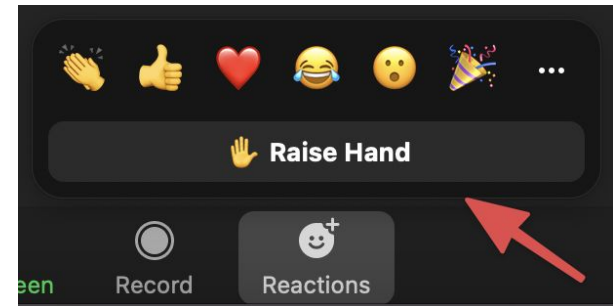


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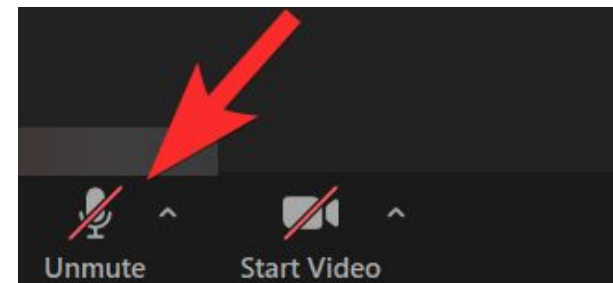
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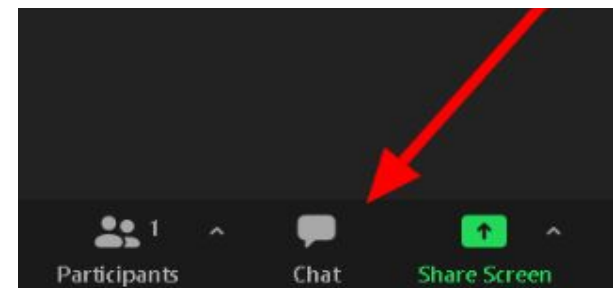
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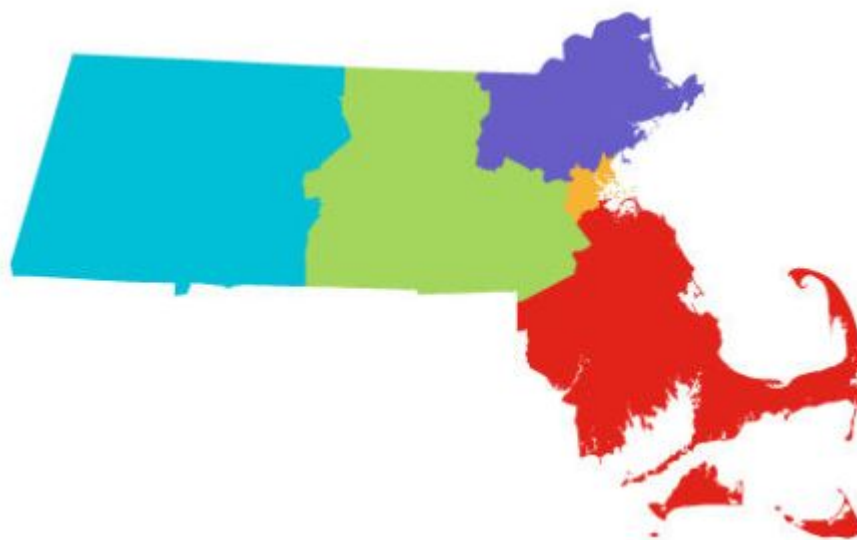


Type questions into the chat box



***Update: CSA
(Community Service Agencies)***

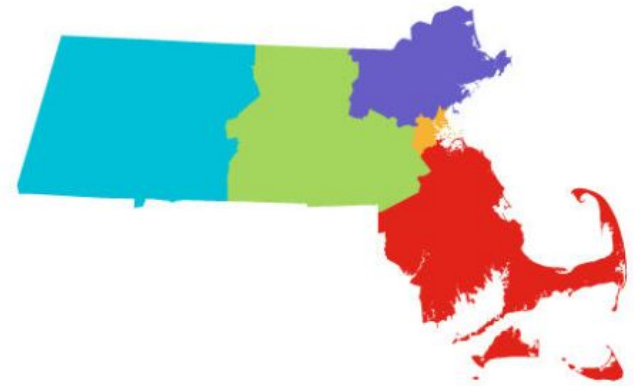
New CSAs: Announced the new refresh of the CSA's will start implementation on 10/1/2025.



MBHP selected 36 CSAs across the state to provide Intensive Care Coordination (ICC), Family Support and Training (FST) services, and a new Family based Intensive Treatment (FIT) program.

Update: CSA (Community Service Agencies)

providers.masspartnership.com/provider/CBHIPerformanceSpecs.aspx



CSA Services:

**Intensive Care Coordination and Family
Support and Training**

Family Support and Training (FS&T)

Family Based Intensive Treatment (FIT)

CSA bring Wraparound Services

They come to the home or you meet in community

- Focuses on the strengths and needs of the youth and family/caregiver.
- A strength based collaborative and team based planning process.
- Ensures that services are individualized, family driven, and culturally responsive.
- Builds natural supports and community connections to sustain progress.

CSA bring Wraparound Services

They come to the home or you meet in community

ICC- Intensive Care Coordination

- Leads the wraparound care planning process for youth with serious emotional and behavioral needs.
- Coordinates services across providers, state agencies, and natural supports.
- Ensures family voice and choice are central to care planning to co create an individualized plan that support each family's unique needs.

Family Partner

- Parent/caregiver with lived experience raising a child with behavioral health needs.
- Provides peer support, guidance, and advocacy to families to ensure the family's voice and choice remain the focus.
- Helps families navigate child serving systems and build skills for self advocacy.

CSA bring Wraparound Services



They come to the home or you meet in community

Family Support & Training

- Service delivered by a Family Partner under a HUB treatment plan (SOP, IHT, ICC)
- Offers structured support to increase caregiver skills and confidence.
- Focuses on reducing caregiver isolation and increasing engagement in services.

CSA bring Wraparound Services

They come to the home or you meet in community

Family-based Intensive Treatment (FIT) is a new team-based service for youth with high-acuity needs that can provide high-touch, intense, time-limited stabilization to youth referred from a higher level of care (i.e. YCCS, CBAT, PHP, IP admission, ED visit, or MCI encounter).

Family Based Intensive Treatment (FIT)

- Intensive, team based service for families with complex needs.
- Combines clinical intervention, case coordination, and family support.
- Designed to stabilize the family and strengthen overall functioning.
- The FIT service is designed for MassHealth youth under 21 with serious emotional challenges.
- delivered by a single team, comprised of Master-level clinicians, Bachelor-level paraprofessionals, Family Partners, and In-Home Behavioral Service (IHBS) consultants

Update: CSA (Community Service Agencies)

Boston

Boston (A)
Cambridge,
Somerville

The Home for Little Wanderers

Boston (B)
Everett, Malden, Medford

North Suffolk Community Service

Boston (C)
Chelsea, Revere, East Boston, Winthrop, Charlestown

The Home for Little Wanderers

Boston (D)
Boston, Dorchester, South Boston, Roxbury, West Roxbury, Jamaica Plain, Mattapan,
Roslindale, Hyde Park, Lower Mills, Brighton, Brookline

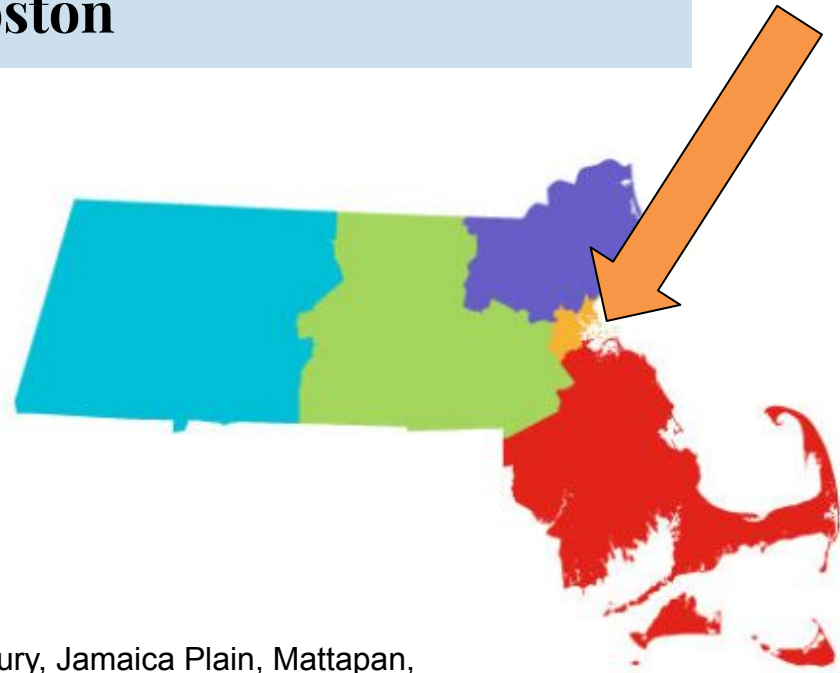
The Home for Little Wanderers

Justice Resource Institute

Children's Services of Roxbury

Boston (E)
Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph,
Scituate, Weymouth

Bay State Community Services



Update: CSA (Community Service Agencies)

Central (½)

Central (F)

Acton, Ashland, Arlington, Bedford, Belmont,
Boxborough, Burlington, Carlisle, Concord,
Framingham, Holliston, Hopkinton, Hudson,
Lexington, Lincoln, Littleton, Maynard, Marlborough,
Natick, Northborough, Sherborn, Southborough,
Stow, Sudbury, Waltham, Watertown, Wayland,
Westborough, Wilmington, Winchester, Woburn

Wayside Youth & Family

Central (G)

Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Groton, Hardwick, Harvard,
Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton,
Rutland, Shirley, Sterling, Townsend

Behavioral Health Network

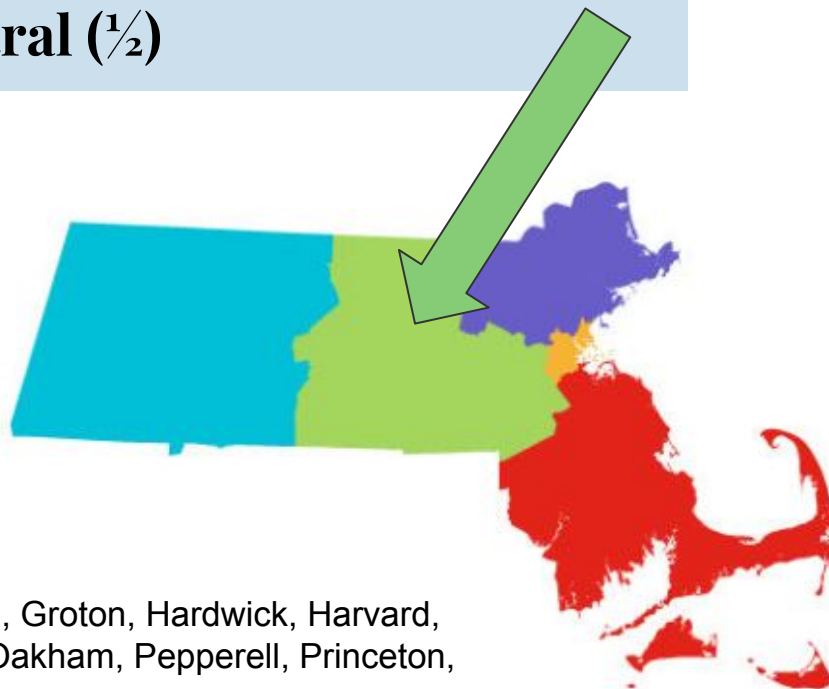
LUK, Inc.

Central (H)

Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury,
Spencer, West Boylston, Worcester

Behavioral Health Network

LUK, Inc.



Update: CSA (Community Service Agencies)

Central (2/2)

Central (I)

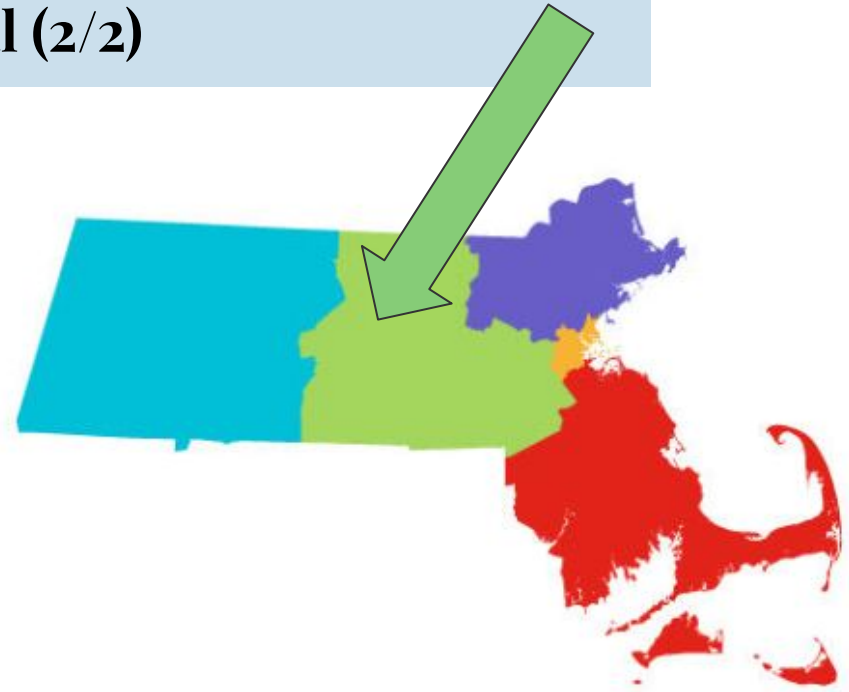
Bellingham, Blackstone, Brimfield, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Holland, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, North Brookfield, Oxford, Southbridge, Sturbridge, Sutton, Upton, Uxbridge, Wales, Warren, Webster, West Brookfield

Wayside Youth & Family Support Network

Central (J)

Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, Wrentham

Riverside Community Care



***Update: CSA
(Community Service Agencies)***

North



North (K)

Andover, Lawrence, Methuen, North Andover

Justice Resource Institute

North (L)

Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, Westford

Wayside Youth & Family

North (M)

Lynn, Lynnfield, Melrose, Nahant, North Reading, Reading, Salem, Saugus, Stoneham, Swampscott, Wakefield

Eliot Community Human Services

North (N)

Amesbury, Beverly, Boxford, Danvers, Essex, Georgetown, Gloucester, Groveland, Hamilton, Haverhill, Ipswich, Manchester by the Sea, Marblehead, Merrimac, Middleton, Newbury, Newburyport, Peabody, Rockport, Rowley, Salisbury, Topsfield, Wenham, West Newbury

Eliot Community Human Services

Justice Resource Institute



Update: CSA (Community Service Agencies)

Southeast (½)

Southeast (O)

Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, Whitman

Brockton Area Multi-Services, Inc. (BAMSI)

Southeast (P)

Acushnet, Carver, Dartmouth, Duxbury, Fairhaven, Halifax, Hanover, Hanson, Kingston, Marion, Marshfield, Mattapoisett, New Bedford, Pembroke, Plymouth, Plympton, Rochester, Wareham

**Bay State Community Services
Child & Family Services**

Southeast (Q)

Fall River, Freetown, Somerset, Swansea, Westport

Child & Family Services

Southeast (R)

Attleboro, Berkley, Dighton, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Taunton

Justice Resource Institute



Update: CSA
(Community Service Agencies)

Southeast (2/2)

Southeast (S)

Barnstable, Bourne, Brewster, Chatham, Chilmark, Cotuit,
Dennis, Eastham, Falmouth, Harwich, Hyannis, Mashpee,
Orleans, Osterville, Provincetown, Sandwich, Truro, Wellfleet,
Woods Hole, Yarmouth

Justice Resource Institute

Southeast (T1)

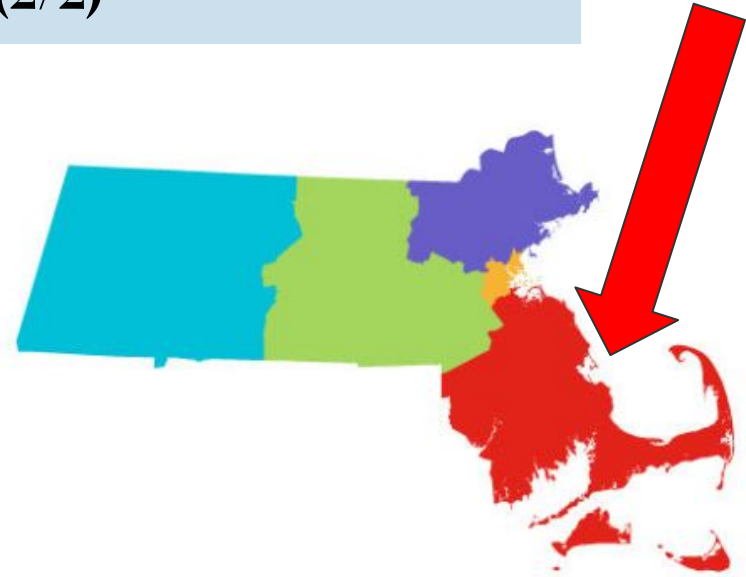
Nantucket

Justice Resource Institute

Southeast (T2)

Martha's Vineyard

Justice Resource Institute



Update: CSA (Community Service Agencies)

West

West (U)

Ashburnham, Gardner, Hubbardston, Templeton, Westminster, Winchendon

Clinical and Support Options

West (V)

Amherst, Chesterfield, Cummington, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, Worthington

Clinical and Support Options

West (W)

Ashfield, Athol, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Millers Falls, Montague, New Salem, Northfield, Orange, Petersham, Phillipston, Rowe, Royalston, Shelburne, Shutesbury, Sunderland, Turners Falls, Warwick, Wendell, Whately

Clinical and Support Options



Update: CSA (Community Service Agencies)

West

West (X)

Agawam, Blandford, Chester, East Longmeadow, Granville, Hampden, Huntington, Indian Orchard, Longmeadow, Montgomery, Russell, Southwick, Springfield, Tolland, Westfield, West Springfield, Wilbraham

Behavioral Health Network

West (Y)

Belchertown, Bondsville, Chicopee, Granby, Holyoke, Ludlow, Monson, Palmer, South Hadley, Southampton, Thorndike, Three Rivers, Ware

Behavioral Health Network

West (Z)

Adams, Alford, Becket, Cheshire, Clarksburg, Dalton, Egremont, Florida, Great Barrington, Hancock, Hinsdale, Lanesboro, Lee, Lenox, Monroe, Monterey, Mount Washington, New Ashford, New Marlboro, North Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Williamstown, Windsor

The Brien Center

Clinical and Support Options



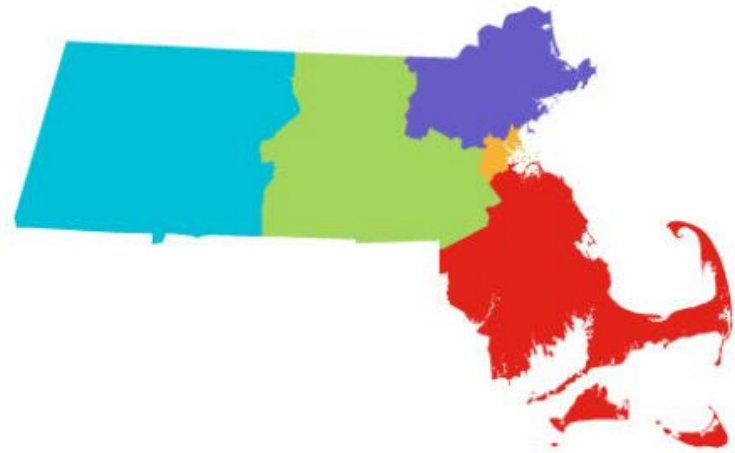
Update: CSA (Community Service Agencies)

Statewide Specialty

Gandara

The Learning Center for the Deaf

Walden Community Services

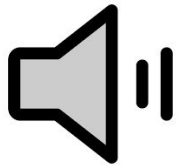
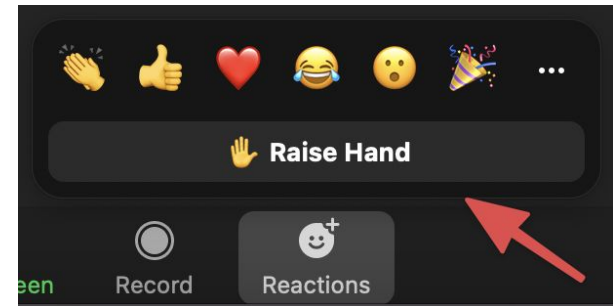


Discussion:

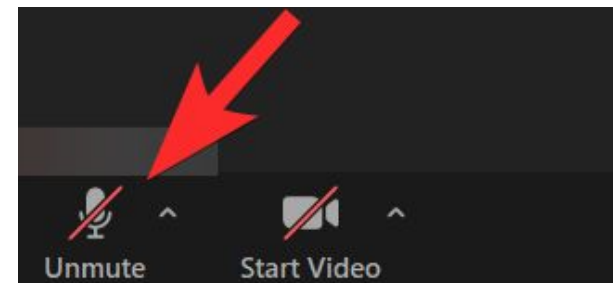
To join in, you can



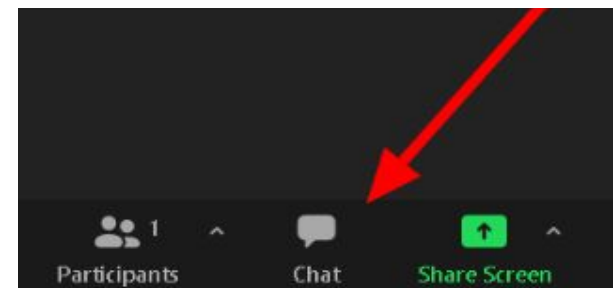
Use the Raise Hand feature



Unmute



Type questions into the chat box



Networking—

Do you have

Resources

Job Opportunities

Recommendations

Requests

that you would like to share?

Please come off mute, or indicate in the chat
that you would like to speak!



Thank You for attending PPAL's Inside Track!

You will receive the bulletins and resources
discussed within the next few days.