



Family Centers Program Overview

In response to the growing managed care industry, and with a desire to expand the continuum of services we were able to offer to families, Y.O.U., Inc. began its Outpatient Counseling Center in Worcester in 1990. Now, with sites in Gardner and Southbridge, we serve over 2,000 individuals and families on an annual basis.

For information about our three Family Center locations, please contact us. We provide many forms of therapy to children, adolescents, adults, parents, couples, and entire families. We also provide a full range of evaluation services. For more information about the services at our Family Centers, please view our Family Center Services.

Our professional staff includes some of the most skilled and personable clinicians in all of Central Massachusetts; Board-certified Psychiatrists (MDs), Licensed Clinical Psychologists (Ph.D.s and Psy.D.s), Licensed Clinical Social Workers (LICSWs and LCSWs), Licensed Mental Health Clinicians (LMHCs), and other Master level staff, and graduate interns. We also have staff who are fluent in Spanish, Portuguese, Creole, Italian, Russian, Hebrew, and American Sign Language. The staff can address issues such as:

- Anger and Aggression
- Anxiety
- Behavior Problems/Delinquency
- Depression
- Developmental Disorders
- Divorce/Stepfamily Issues
- Domestic Violence
- Family Conflict
- Gay, Lesbian, and Questioning Youth
- Loss and Bereavement
- Parenting Issues
- Peer Conflict and Social Skills Issues
- School Problems
- Trauma-related Issues, including Sexual and Physical Abuse
- Sexual Identity Issues

Payment options include Mass Health, Medicaid and Medicare, Blue Cross Blue Shield, Magellan, Harvard Pilgrim, Tufts, Fallon, Network Health, BMC Health Net, Neighborhood Health Plan, Aetna, and United Behavioral Health. We also offer a limited sliding fee scale. To receive services, contact us.

Worcester Office

Director of
Outpatient Services
Evan Graber, Ph.D.
(508) 849-5600 x221
grabere@youinc.org

Worcester Office

Assistant Director of
Outpatient Services
Beth Flanzbaum, LICSW
(508) 849-5600 x213
flanzbaum@youinc.org

Gardner Office

Director of
Outpatient Services
Jeff Ayotte, LMHC
(978) 632-2321
ayottej@youinc.org

Southbridge Office

Director of
Outpatient Services
Owen Ryan, LICSW
(508) 765-9101
ryano@youinc.org



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THERAPY / COUNSELING

- Individual Therapy
- Family Therapy
- Couples Therapy
- Play Therapy
- Group Therapy
- Parenting (English and Spanish) Juvenile Sexual Issues (JSI)
 - Adolescent Girls
 - Anger Management
 - Social Skills
 - Children of Divorce
 - Grandparents Raising Grandchildren
 - Parenting Support Groups
- Adolescent Substance Abuse
- Home-based
- School-based
- Bilingual

CONSULTATION and TRAINING

- Preschools and Child Care Centers
- Schools
- Presentations and Workshops
- Internship Training
- Supervision

EVALUATIONS

- Psychological Testing
- Neuropsychological Testing
- Psychiatric Evaluation
- ADHD Testing
- Risk Management Assessment for Juveniles Fire Setting
- Sexual Acting Out
- Violence
- Parental Fitness Evaluation
- Sexual Abuse Evaluation
- Substance Abuse Evaluation
- Home-Based Family Assessment
- Milieu-Based Assessment
- School-Based Assessment

For more information, contact:

Intake Coordinator
Beth Gordon, LICSW
(508) 849-5600 x228
gordonb@youinc.org



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Outreach Services

We offer several unique and special programs tailored to meet the needs of youth and families throughout Worcester County. Please contact us for more information about any of the following programs, or to make a referral.

LATINO OUTREACH SERVICES

As a division of our Family Center in Worcester, Latino Outreach Services offers the following to our Latino families in their primary language of Spanish: individual and family therapy, parenting groups, ADHD and psychological testing, and other types of evaluations. In addition, our bilingual clinicians provide consultation and training to schools, preschools and child care centers, and provide translation assistance when necessary for families receiving psychiatric services (medication and evaluation).

For more information, contact Graciella Garcia at (508) 849-5600 x277 or garciag@youinc.org.

THERAPEUTIC TRACKING

Therapeutic Tracking is a service provided for at-risk DSS referred children and adolescents that combines the traditional features of tracking, or monitoring, with the benefits of a therapeutic mentoring relationship for the youth. The worker monitors the child's progress through phone calls and visits while building a meaningful connection during time together on outings and enjoyable activities. Therapeutic Tracking provides a means to support the youth during a time of transition, monitor progress and whereabouts, and work toward specific objectives established in concert with DSS.

For more information, contact Linda Rice at (508) 849-5600 x305 or ricel@youinc.org.

POSITIVE PARENT COACHING

Our program is designed to meet the unique needs of each family. Positive Parent Coaching provides an in-home structured and strength-based program to families to enhance parenting skills. Parents will learn about age appropriate expectations, how to communicate effectively, discipline vs. punishment, and other issues related to each family's needs. Flexibility in scheduling and individualized assessment means support during a family's most difficult times, and working together to achieve a positive outcome for each family.

For more information, contact Linda Rice at (508) 849-5600 x305 or ricel@youinc.org.

ENHANCED OUTPATIENT PROGRAM

The Enhanced Outpatient Program (EOP) provides therapeutic and case management services to children and their families. Each individual defines his/her vision for the future and then works with their natural support system and the clinician to create a Family Care Plan. Each member of the team is encouraged to identify their strengths and to use these strengths to help the family accomplish its vision for the future. This is a program that encourages creativity and collaboration between professional and natural support networks. Treatment services may be provided in the home, community, or the office. Clients must be 18 years or younger, and have health insurance provided by the Massachusetts Behavioral Health Plan



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For more information, contact Beth Flanzbaum at (508) 849-5600 x213 or flanzbaumb@youinc.org.

FAMILY STABILIZATION SERVICES

The Family Stabilization Services (FSS) model provides a rich array of services for at-risk families. The Program offers home-based intensive short-term and long-term services that assist multi-stressed families to expand their support network so out of home placements can be prevented; strengthen their coping strategies to help manage crises; and enhance emotional, physical, and community safety for children and families. FSS has the capability and expertise to handle referrals dealing with trauma related crises, domestic violence, substance abuse, severe mental illness, co-occurring disorders, developmental and learning disabilities, and parent-child conflicts among all age groups. The program is funded through both private and public insurance, and through a contract with the state Department of Social Services.

For more information, contact Lorraine Helfand-Garcia at (508) 770-0511 x103 or helfandl@youinc.org



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Consultation and Training

Our professional staff has conducted numerous presentations and workshops at agencies and conferences state-wide. We can offer expertise on a variety of topics around child, adolescent, and family mental health issues, parenting, men's and women's issues, trauma-related issues, etc. Our psychiatry staff has consulted around medication issues to local area pediatricians. If we can be of help to your organization, contact Evan Graber at (508) 849-5600 x221 or grabere@youinc.org.

EARLY CHILDHOOD CONSULTATION

Our team of early childhood experts makes a strong contribution in the area of prevention by targeting the needs of 3-5 year olds, forming relationships with child care centers and preschools throughout Worcester County. These clinicians work directly with the youngsters and their parents in some cases, while also consulting to the staff at the various centers and providing valuable training to the staff on a range of topics. We have developed these partnerships in several cities and towns, including Worcester, Holden, Sterling, Rutland, Paxton, Fitchburg, Gardner, Whitinsville, Millbury, Spencer, Leicester, Oxford, and Southbridge.

For more information, contact Kerry Moyal at (508) 849-5600 x332 or moyalk@youinc.org.

SCHOOL-BASED SERVICES

Our professional staff also consult to public and private schools at the elementary, middle, and high school levels, and also provide trainings for the school staffs on a variety of topics. Often schools have our clinicians provide direct services to youngsters within the school building, including individual and group therapy. We have provided such therapeutic services in many towns, including Southbridge, Brookfield, Uxbridge, Gardner, Fitchburg, Ashburnham, Winchendon, and Millbury. For many other cities and towns we have conducted various evaluations on their students, including risk-management assessments. In the Worcester School System, we have several programs including our school-based intakes which allows for initial contact with children and families to occur at their schools, our case management program in the middle schools, and our clinician who provides full-time consultation in a classroom that provides short-term assessment and placement services to elementary school age children with special needs.

In Worcester, contact Marcy Paris at (508) 849-5600 x214 or parism@youinc.org. In North Worcester County, contact Jeff Ayotte at (978) 632-2321 x11 or ayottej@youinc.org., or in South Worcester Count, contact Owen Ryan at (508) 765-9101 x12 or ryano@youinc.org.

FAMILY INSTITUTE

On Wednesday mornings in our Worcester office from 9-10 am, a select number of families have the unique opportunity to participate in our Family Institute. There they receive diagnostic consultation and treatment interventions from a team of clinicians who offer a variety of perspectives, and a family therapy experience that is rarely offered anywhere in the state.

For more information, contact:

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Beth Flanzbaum, LICSW
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