

Bay State Community Services, Inc.

Bay State Community Services (BSCS) strives to be a leader in providing services that promote the emotional and social well-being of the people and communities we serve. Our programs are designed to recognize the primary importance of individual dignity, family involvement, and community support. To this end, the agency's mission is to foster individual, family, and community empowerment through a culturally competent continuum of social, educational, behavioral health, substance use recovery, and correctional services.

BSCS was formed in 1991 through a merger of five community-based agencies that had a 100-year collective history of providing innovative, responsive, and accessible programming to the people of the Greater Boston and southeastern areas of Massachusetts. We believe in partnering in a strength-based culture of recovery that affirms the importance of dignity, belonging, relationships, and collective action for the collective good.

Most programs offer assistance based on need, regardless of ability to pay. Special attention has been given to reach out to vulnerable and high-risk populations.

BSCS is funded by the Department of Children and Families, the Department of Mental Health, the Department of Public Health, the Office of Community Corrections, and the County Sheriffs' Offices. Additional support is provided by MassHealth, Medicaid, Medicare, private insurances and private donations.

BSCS' Main Office is located in Quincy, MA. We offer numerous programs in multiple locations. For a complete listing of our programs, please refer to our website: **www.baystatecs.org**.



Print Date 12/31/20

Heart-to-Heart CCBHC Outpatient Program

A program of Bay State Community Services



**Bay State
Community
Services**

Beside you...every step of the way

1120 Hancock Street
Quincy, MA 02169
TEL 617-471-8400
FAX 617-890-5198

www.baystatecs.org

TTY/TDD users dial 711 for
MassRelay Service (24/7)

Heart-to-Heart CCBHC Outpatient Program

Bay State Community Services' Certified Community Behavioral Health Clinic (CCBHC) provides comprehensive outpatient services for substance use disorders and behavioral health issues for adolescents and adults, and active duty military, veterans, and their families.

“Heart” (in the program’s name) stands for Holistically Empowered Access to Recovery Treatment.

What Makes Us Different

- We offer a multi-disciplinary and holistic approach (nursing, psychiatric and clinical services as well as peer support).
- There is a menu of services that is available.
- Depending on the need, multiple services multiple times a week are available.
- Our comprehensive approach using Best Practice for the best care.

Mission

Our mission is:

- To provide quality of care; we are committed to a holistically empowered, person- and family- centered approach.
- To improve the life of the people we serve by empowering them to take the control of their life back, and by providing support in all areas of their life.

Our Team

We believe in empowering individuals to take the lead in his/her/their own recovery journey. We are here to partner with them as they take steps towards bettering their life. We understand this journey is not easy, and that is why we have a multi-disciplinary team working together with you. Our team consists of licensed therapists, social workers, a psychiatrist, a nurse practitioner, a nurse, case coordinators, community behavioral health workers and trained recovery coaches. We are a compassionate and dedicated team with many years, decades, of experience.

Shared Values

Our shared values are:

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|------------------------|------------------------|
| • Teamwork | • Compassion |
| • Peer-to-Peer Support | • Empowerment |
| • Integrity | • Recovery is possible |

Services

Below is a list of services one can choose from:

- Individual and Family Therapy
- Medication Management
- Nursing Services
- Care Coordination
- Peer-to-Peer Support by a Recovery Coach
- Peer-to-Peer Support by a Community Health Worker
- Intensive Outpatient Group Therapy
- Specialized Support Group for Veterans by Veterans

Cost of Services

We may bill your insurance for services, however, if the services are not covered by your insurance, you still can participate at no cost to you.

Appointments

Appointments can be made by phone, by email - CCBHC@baystatecs.org or by walking-in.

Location: 1120 Hancock St.
Quincy, MA 02169

Tel: 617-471-8400

Hours of Operation

Monday - Thursday 9 AM — 7 PM
Friday 9 AM — 5 PM

Appointments can be scheduled outside of this time.