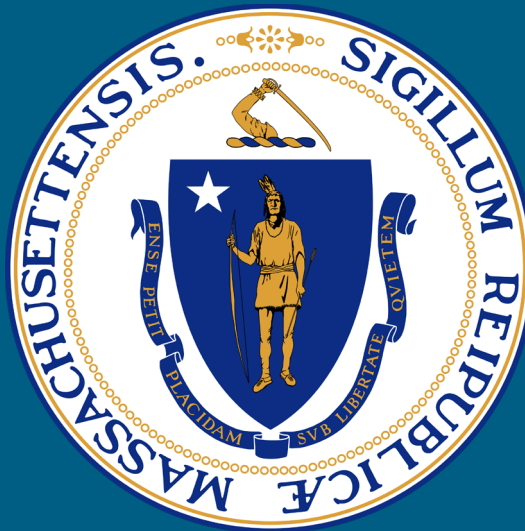




SUPPORTING FAMILIES

A GUIDE FOR FAMILY SUPPORT SERVICES



Department of Developmental Services
March 2023



Name: _____

Contact List

My Area Office (AO) Contact Lists	
Area Office	
Address	
Main Phone	
Service Coordinator Name	
Service Coordinator Phone	
Service Coordinator Email	
SC Supervisor	
SC Supervisor Phone	

My Family Support (FS) Agency Contact Lists	
Family Support Agency:	
Address:	
Agency Main #	
Agency Navigator Name	
Agency Navigator Phone	
Agency Navigator Email	
Agency Program Director Name	
Agency Program Director Phone	

My Other Contacts	

TABLE OF CONTENTS
INTRODUCTION

ABOUT FAMILY SUPPORT

- What is Family Support?
- Guiding Principles for Family Support Programs & Services
- Integrated Supports
- Family Support Programs For People Of All Ages
 - Family Support Centers
 - Autism Support Centers
 - Family Leadership Programs
 - In-home and Community-support Services
 - Flexible Funding
- Specialized Programs for Children & Young Adults
 - Intensive Flexible Family-support Services (IFFS)
 - Medically Complex Programs
 - DESE/DDS Program
 - Children’s Autism Waiver Program
- What is Flexible Funding?
 - Individual Flexible Funding Allocations
 - Flexible Funding Process
 - Ways that Flexible Funding *Can* Be Used (Allowable Expenses)
 - Ways that Flexible Funding *Can’t* Be Used (Disallowable Expenses)
 - Flexible Funding: Frequently Asked Questions

ABOUT DDS

- Eligibility For DDS Services
- The Role of DDS Across the Lifespan
- The Role of DDS Area, Regional and Central Offices
- The Role of DDS Provider Agencies
- Language Access
- Contact Information for DDS and Family-support Centers

TOOLS YOU CAN USE

- Tips For Families, From Families
- Worksheet: Charting the LifeCourse Portfolio
- Helpful Links For Families
- Acknowledgements

About DDS

The Department of Developmental Services (DDS) is the health and human service agency in Massachusetts that serves children and adults with intellectual and developmental disabilities, as well as their families.

Our mission is to create, with others, innovative and real opportunities for people with intellectual and developmental disabilities, including autism spectrum disorder, to become fully involved members of their communities.

We work with eligible adults to connect them with an variety of supports. This includes employment and day supports; community living and other residential supports; and supports for families and individuals living at home. We work with children and their families to provide help with educational services.

About This Guide

Thousands of families across Massachusetts care for loved ones with intellectual and developmental disabilities in their home. Our family-support programs provide information, services, and support to help these families for as long as needed. We created this guide to help you understand and use our DDS family-support system, whether you're a family or a professional who's helping families.

This guide should be used with the DDS Family Support Program Manual and Guidelines. It was put together with help from with families, family-support providers, and DDS staff from across the state. We recognize the vital role that families play in the lives of their children or relatives with a disability, and we're committed to supporting individuals and their families to create a "good life."

This Guide can help families in a number of ways:

- 1. Families can learn about the various family-support programs that DDS has to offer and how to use them.
- 2. It can lead families through the DDS eligibility process, including how to get help with the application.
- 3. It can help families find family-support centers, where families can get help with finding and using services; understand complex systems, like health care and schools; and connect with other families.
- 4. It can also explain how DDS is organized; explain the different roles of DDS and family-support staff; and let families know who can help them with the different challenges they are facing.

This guide is available in multiple languages on the DDS website, at www.mass.gov/dds-family-support



What is Family Support?

When you have a family member with an intellectual or developmental disability living with you, family-support services and programs are available to help your whole family in many ways. You can get help in discovering resources, understanding systems, and connecting with other families. These supports will also provide a variety of goods and services.

Helping Families Discover Resources and Information, and Understand Service Systems

- **Sharing Information** with families about disabilities, services, and other community resources
- **Helping families understand** systems like health care, schools, public benefits, and more
- **Helping families apply for DDS** eligibility
- **Helping families find** a variety of public services and resources
- **Providing trainings** for families on special education, legal and future planning, healthy relationships, and more
- **Helping families connect** with resources in their communities

Helping Families and Individuals Connect with Each Other

- **Providing social and recreational activities** for the individual and the whole family
- **Providing training in family Leadership** and standing up for what you need
- **Networking and support groups** for individuals, parents, siblings, and the whole family
- **Connecting families** within their local communities for social and emotional support

Providing Goods and Services for Day-to-Day Caregiving and Supports

- **Specialized programs** for families of children with significant medical or behavioral support needs
- **Information and access** to technology and adaptive equipment
- **Services in your home** or community for skill-building, or to allow caregivers a break
- **Flexible funding** that families can use to buy allowable goods and services

Adapted from Charting the LifeCourse: www.lifecoursetools.com

Guiding Principles of Family Support

The and its contracted family-support providers offer a variety of family supports and services for people with intellectual and developmental disabilities, as well as their families. These flexible options are available throughout life and are described in this family guide. Our goal is to work with families and individuals so that they can live valued lives in their local communities. Family-support services are based on the following guiding principles.

STRENGTHS AND ASSETS

We believe that every individual and family has personal strengths and assets. Professionals who are supporting individuals and families should recognize and help develop these strengths.

CHOICE AND CONTROL

Individuals and families will have opportunities to make major decisions about their family member’s services.

TIMELY SUPPORTS

We aim to provide services and supports to families in a timely and easy manner.

EQUITY OF ACCESS

We want to give individuals and families fair and equal access to services and supports across the state. This family guide will help you to learn which family support services are available, and then how to get the services you need.

RESPECT

We believe that families should be treated with respect and that their opinions and decisions are valued. Family supports should help individuals with a disability, and their families, to find their vision of “a good life.”

THROUGHOUT LIFE

Individuals and families need to be supported throughout their lives by Family-support programs can respond to the needs of families as they change over time.

FLEXIBLE SUPPORTS

Families know the needs of their family member with a disability and of the family as a whole. Family-support services work best when they’re flexible and can meet the unique needs of individuals and their families.

INFORMATION AND REFERRAL

DDS service coordinators and family-support staff are very knowledgeable about how families can use a variety of services.

QUALITY SUPPORTS

Our goal is to provide high-quality supports and services for individual and family needs. If you’re not satisfied with your supports and help, please tell us how we can better support you.

COMMUNITY MEMBERSHIP

DDS and its family-support providers are committed to creating connections that help people with disabilities to become full members of their communities.

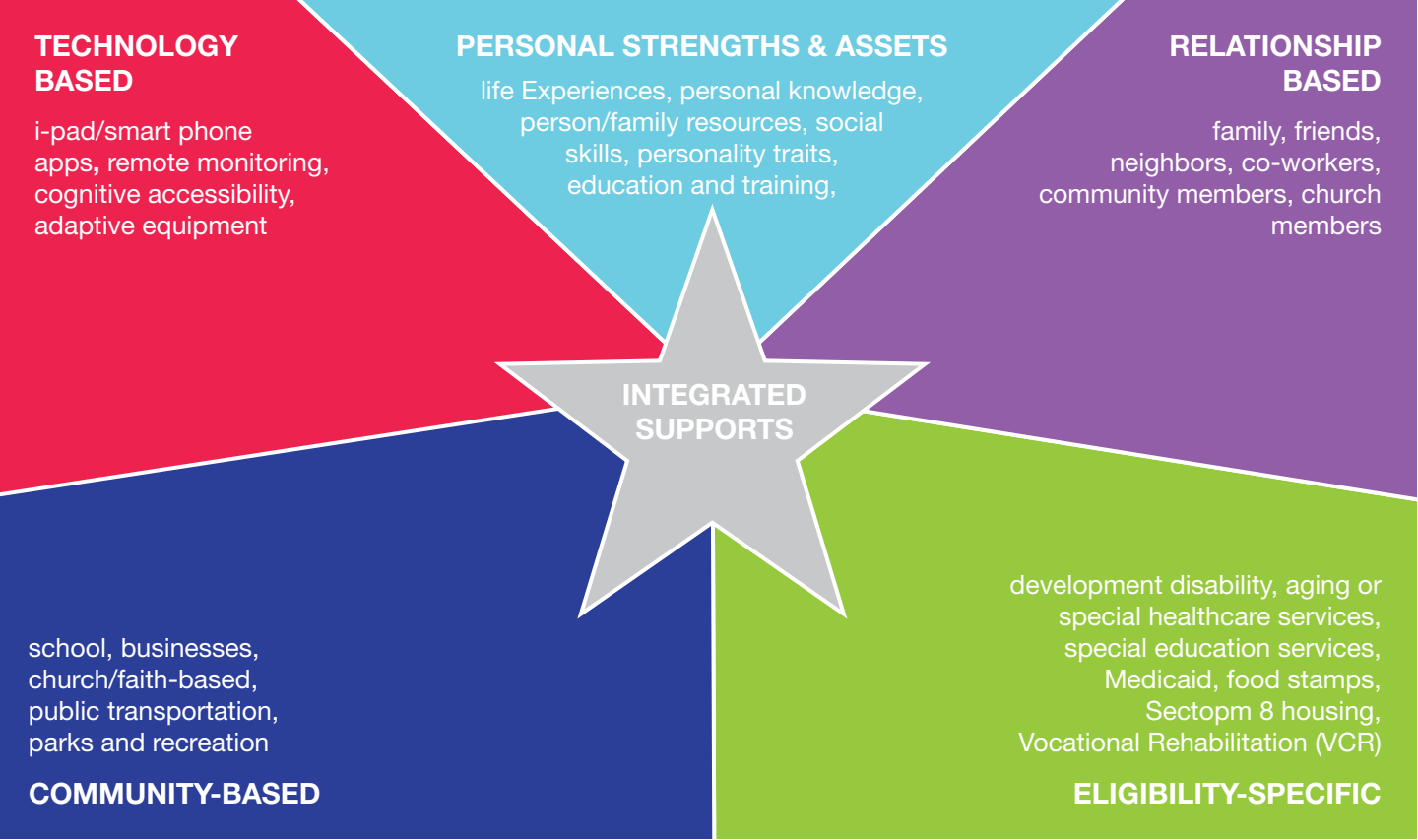
CULTURAL VALUES

Family-support services understand that individuals and their families may have diverse cultural beliefs and may prefer to communicate in the language that they regularly speak. This means that we’ll try to find out what language is best for them, and then provide timely interpretation and translation.

FOCUS ON THE WHOLE FAMILY

Family-support services are for the whole family, not just the person with a disability.

We Want to Help You Develop All Kinds of Supports!



One of the roles of our family-support programs is to help families find and use different supports for their everyday lives, in addition to what DDS offers. Many of our family-support programs use Charting the LifeCourse tools to help families make plans and solve problems. The Integrated Support star in this logo helps us to remember the different supports and resources that we all rely on every day. These include friends and neighbors, resources in our community, and technology

- **Personal Assets and Strengths** are parts of a person or family. It might be actual resources, or it might be the knowledge, skills, strengths, personality, or capabilities of the person or family.
- **Relationship-Based Supports** are people you know who can support you. This may include family, friends, neighbors, co-workers, and others.
- **Technology** could be anything from specialized technology, like personal computers, tablets, and smart phones, to something as simple as an alarm clock.
- **Community-Based Supports** are those things that anyone in the community can access. This might include community centers, grocery stores, public safety, hospitals, parks and recreation, public transportation, or religious resources.
- **Eligibility-Specific Supports** include those services or things that someone is eligible for, based on disability, age, income, or other specific criteria. This includes DDS services.

For More Information on the Integrated Support Star and Charting the LifeCourse:
www.lifecoursetools.com

Family Support Centers

The core of our family-support system is our family-support centers. Family-support centers are available to people of all ages who have an intellectual or developmental disability and who live with members of their family—parents, aunts or uncles, siblings, etc. These centers offer a broad range of services to families in their community. They help families discover new resources, understand how support systems work, and connect with other families. They also provide different goods and services to help families. While all of our centers support families from different cultures, some family-support centers provide specific cultural or language support. These centers are especially helpful for the unique needs of family groups for whom English is not their first language.

All family-support programs are funded by DDS but managed by nonprofit provider agencies. Some services are available to individuals and their families who haven’t been found eligible for DDS services but many more options are available for those who are eligible.

Family-support centers across the state funded by DDS provide information, help, and a variety of support services to families with children and to adults with intellectual and developmental disabilities who are living at home.

How can a family support center help you?

- By giving information and help in getting a wide variety of services. Here are some of those services.
 - Social and recreational opportunities
 - Support groups for parents, siblings, and other family members
 - Resources in your community
 - Public benefits for which you may qualify
- By offering the chance to attend trainings or receive information on topics like the following:
 - Guardianship options and special-needs Trusts
 - Planning for the future
 - Special education and IEPs
 - Transitioning to adulthood
- By offering opportunities to meet other families through networking and organized social and community activities.
- By helping you to plan, solve problems, and develop a vision for “a good life.” It can also help you to share that vision with people who support your family.

“From the moment you learn your expectations of parenting are woefully inadequate to meet this challenge, you reach out for help, not knowing where to turn. Thankfully, those who have gone before have cleared a path, and you can find advice and support for almost any imaginable problem. A great place to start is your Family Support Center.” – Julie P.

Family Support Centers (continued)

Supports you can access now! Contact your family-support center!	
Services Available to Anyone	Services Available to DDS eligible Families
<ul style="list-style-type: none">• Information and Referral: Call your center with questions. If they don’t have the answers, they will tell you where to get the information you need.• Family Trainings on important topics such as special education, legal matters, public benefits, and more.• Family Networking opportunities for people to connect, including parents, grandparents, siblings, and you.• DDS Eligibility Application: Support centers can help you apply for DDS.	<ul style="list-style-type: none">• Service Navigation: Helping families understand how systems work so that they can get services like health insurance, special education, elder services, etc. Family-support center staff can provide this help.• Social/Recreational Activities Centers provide many social activities and also help families learn about opportunities in their community.• Community Connections and Resources: Helping families learn what they can find in their community for recreation, emotional and spiritual support, financial assistance, and more.• Flexible Funding is provided on an individual basis, based on the unique needs of your family and the availability of resources. It can be used to buy goods or services, like adaptive equipment, recreational opportunities, costs for short-term emergencies, and more.• Individual and Small group Consultation Opportunities for families to get information and guidance from professionals on common complex topics, like IEPs or behavioral supports.

You can find a list of family-support centers and contacts in this guide, or in the Statewide Family Support Directory, at: www.mass.gov/dds-family-support

Autism Support Centers

In addition to our family-support centers, DDS funds regional autism-support centers throughout the state. These centers can help address the unique needs of children and adults with autism spectrum disorders (ASD), and their families. They are meant to work with the services provided by our family-support centers, so families may use both their family- and autism-support centers.

Autism Autism-support centers offer a variety of services. Some of these services are information and referral; support groups; access to the latest information on autism, family trainings, parent networking, and mentoring; and social/recreational events.

What’s unique about Autism Support Centers?

- Throughout the state, there are different kinds of autism-support centers. Some are specifically focused on supporting families with children; others focus only on adults; and some support people throughout their lives. Many family-support centers also have autism specialists, like autism-support centers do.
- Many of the services they provide are similar to regular family-support centers, but these services are specifically for individuals and families with autism.
- Autism-support centers offer help and support to DDS-eligible adults with ASD who do not have an intellectual disability, and their families.
- Autism-support centers help individuals and families connect with local resources and health care providers who have experience in serving children and adults with ASD.
- These centers are where you’ll find our Children’s Autism Waiver Programs. Families participating in those programs will work closely with an autism-support broker in their autism- support center. You can find more information on this program is in the section on specialized programs for children and young adults.

Supports you can access now! Contact your autism support center!	
Services Available to Anyone	Services Available to DDS Eligible Families
<ul style="list-style-type: none">• Information & Referral Call your center with questions. If they don’t have the answers, they will tell you where to get the information you need.• Trainings on important topics like understanding autism, behavior management, social skills, and more.• Networking opportunities for people to connect, including parents, grandparents, siblings, and individuals with autism.• DDS Eligibility Application: Autism-support centers can help you apply for DDS.	<ul style="list-style-type: none">• Social/Recreational Activities Centers provide many social activities for children, adults, and family members. They also help families learn about opportunities in their community.• Individual and Small-group Consultation Opportunities for families to get information and guidance from professionals on common complex topics, such as IEPs or behavioral supports.• Community Connections & Resources Helping families learn about what their community offers for recreation, emotional and spiritual support, financial assistance, etc.

A Great Opportunity for Any Family

Family Leadership Programs

- Our Family Leadership Programs are free and available to any family member who wants to learn more from other families.
- These programs provide education, leadership training, and mentoring for families that include a person with a disability who lives with them.
- The Family Leadership Series is a free, intensive training that takes place over several weekends. It’s a unique opportunity for families to invest in themselves and connect with other families.
- Contact Mass. Families (www.massfamilies.org) or your DDS service coordinator or family support center to learn more.

Individualized Services for People Living with Their Families

As part of our wide range of family-support options, DDS has developed in-home and community-support services available to children and adults living with their families. The Area Office funds these services through individual allocations based on what a person needs and which resources are available.

In-home & Community-support Services (SSQUAL Services)

- These are services in your home or community, depending on the needs of your family member. They can include individualized home supports, behavioral supports, adult companion, peer support, a break from caregiving, and more. Some of these services are available only to adults; some are for children; and some are for both.
- These services are provided by qualified agencies who have been contracted by DDS. They are sometimes referred to as “SSQUAL” (support services/qualifying list services).
- These are provided on an individual basis, based on the what your family member needs and which resources are available. Many family-support agencies also provide these in-home support services.
- Contact your DDS service coordinator or family-support center to learn more.



Specialized Programs for Children & Young Adults

All family-support services are based upon what a person needs and which resources are available. If any of the services and programs listed below may be helpful to your family, please contact your DDS service coordinator or family-support center to learn more. The services and programs listed below are programs designed specifically for children and young adults. On the next page, you'll see individualized services for people of any age.

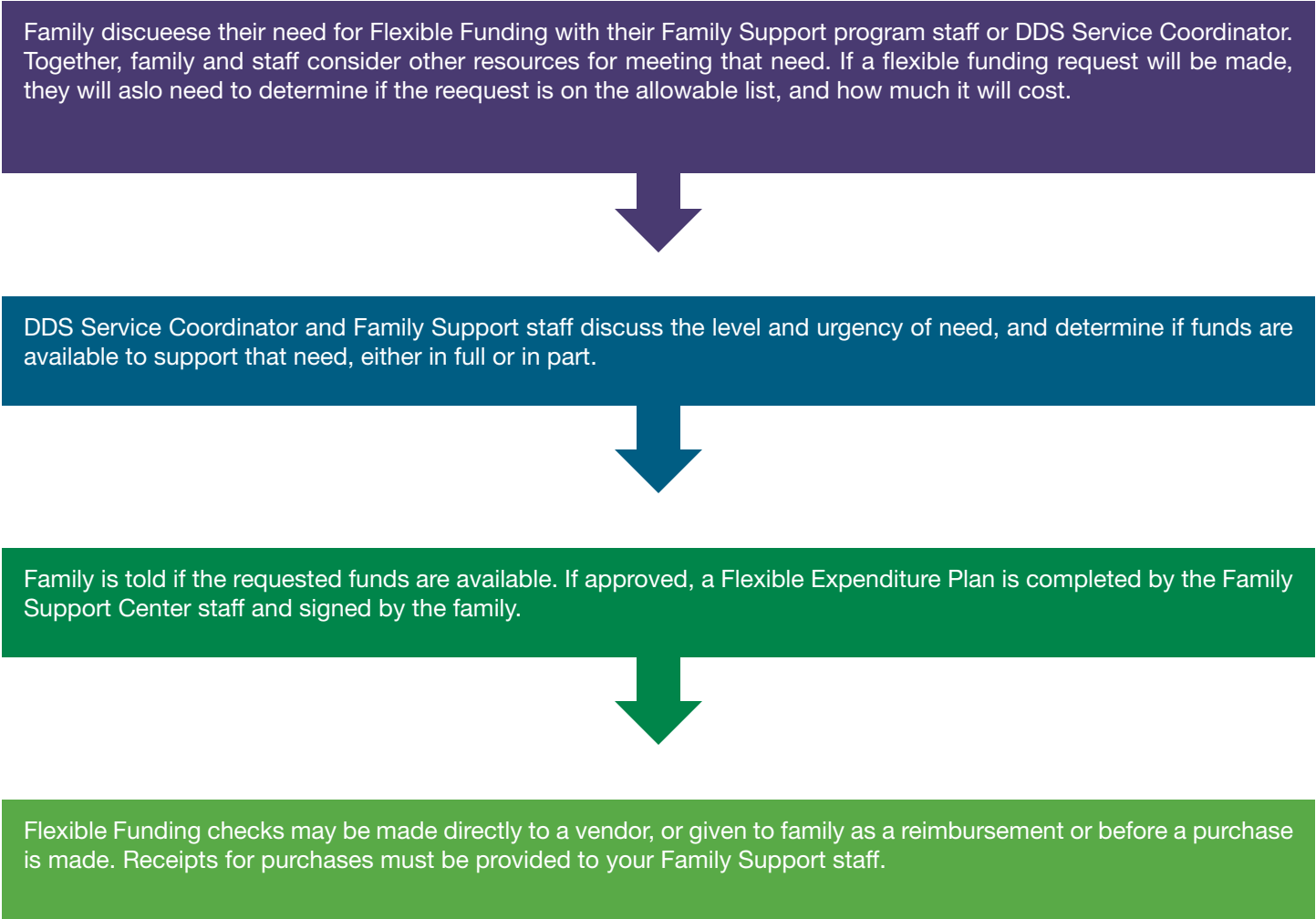
IFFS (Intensive Flexible Family Support Services)	<ul style="list-style-type: none">• This short-term program helps families when they are experiencing major challenges and instability. IFFS navigators work closely with families for about 9–18 months, helping them access different services that will help their family find stability.• Contact your DDS service coordinator to learn more.
Medically Complex Program	<ul style="list-style-type: none">• This program helps families access the information, resources, and emotional support that they need to care for their child or young adult (ages 3–25) with complex medical needs. There are some specific eligibility criteria that families must meet to get the services. These criteria include the need for in-home nursing or daily medical care provided by a trained family or staff for chronic, potentially life-threatening medical conditions.• Contact your DDS service coordinator to learn more.
DESE/DDS Program	<ul style="list-style-type: none">• This program is a partnership between DDS and the Department of Elementary and Secondary Education (DESE).• It provides in-home services for children and young adults aged 6–22 who might be at risk of going to a residential school.• Families apply during Open Interest Periods. Let your DDS service coordinator or family-support center know if you want to be contacted when applications are being accepted.
Children’s Autism Waiver Program	<ul style="list-style-type: none">• Provides in-home services for children 3–9 years old with autism. The child must meet specific eligibility criteria, and the family must qualify financially for MassHealth Standard.• Families apply during Open Enrollment Periods. Let your DDS service coordinator or family-support center know if you want them to contact you when applications are being accepted

Individual Flexible Funding Allocations

What is Flexible Funding?

DDS recognizes that having a family member with a disability often means extra expenses. Flexible funding helps families with some of these expenses, based on the individual family’s needs and the funding that is available. This funding is provided to families through our family-support centers and many of our family-support programs, working with DDS Area Offices. Sometimes, flexible funding is given for one-time expenses, and sometimes it is given on an annual basis to address ongoing needs. At times, DDS can cover an expense in full, and other times we can contribute only partially toward an expense.

Below is an overview of how flexible funding is managed.



Ways That Flexible Funding Can Be Used:

Categories of Allowable Spending

The categories below describe many different ways that families can use flexible funding. Please note that we have included a full listing of categories, but only short explanations of what may be included in each category. For complete explanations, contact your DDS service coordinator or family-support center, or download the *Family Support Program Manual and Guidelines* from the DDS website.

Whenever possible, families should use other sources of funding and support first. Some of these sources are health insurance, schools, and other community resources. This helps us to serve the greatest number of families possible, and allows families to use their flexible funding for other priority needs. DDS service coordinators and family-support staff can help families try to get other funding sources before requesting flexible funding through DDS.

1. Respite Support
This provides families a break in caregiving responsibilities, either on a regular or occasional basis. Services are generally provided by a caregiver that the family picks, and can be provided in the individual's home, in the community, or in different out-of-home settings.
2. Recreational & Social Inclusion Activities
These are social activities or supports that increase an individual's participation and membership their community. Examples include camps, fees for community recreational activities, specialized supports for someone to participate in a family vacation, etc.
3. Child Care
Families may choose to use their funding to cover a portion of the cost for services like after-school programs and day-care costs for their child with a disability. Other resources should be used first.
4. Home Management Support Services
These services help with general household tasks (like housecleaning, snow removal, meal preparation, etc.) when the caregiver needs help so that they can provide for their family member with a disability.
5. Short-Term Emergency Needs
Short-term assistance may be provided on a one-time basis, which can't last longer than three months in a fiscal year. Emergencies may include food, rental assistance, clothing, car rental, etc.
6. Specialized Evaluations &Therapeutic Services & Supports
Before using DDS funds, families must first use other sources of funding (MassHealth/CBHI, private insurance, schools, etc.). Can be used for evidenced-based services, like occupational, physical, speech, and behavioral therapies by licensed professionals, for an individual with disability. Other approved uses include costs for dental or medical care not covered by insurance (including co-payments for medical appointments), and medication. Private health insurance premiums are not allowable, and families can't use the funds to add to what MassHealth pays for medically necessary services.
7. Adaptive Equipment & Supplies
Before using DDS funds, families must use other sources of funding (MassHealth, private insurance, schools, etc.). This category includes personal adaptive equipment not covered by insurance for an individual with a disability. Examples include positioning boards, special chairs, water or hospital beds, air conditioners or purifiers, generators, safety equipment, etc. Can be used for computers, tablets and other assistive technology, and personal safety-monitoring devices to benefit an individual with disability. We can give you more information about this.
8. Specialized Nutrition & Clothing
Families must first use other sources of funding (MassHealth, private insurance, etc.) before using DDS funds. Includes special vitamins, specialized foods, and dietary supplements that are recommended by a health professional or are FDA-approved. The funding can also be used for adaptive clothing or footwear, as well as for replacement clothing due to excessive wear and tear related to the individual's disability.

9. Specialized Utility Cost
This includes extra heating or air conditioning costs specifically related to individual's disability, including extra costs when using generators in emergency situations.
10. Transportation
Includes gas or mileage and other travel-related expenses when unusual out-of-pocket expenses occur due to hospitalizations and/or medical appointments that are related to the individual's special health care needs. Note: Mileage reimbursement is paid at the Commonwealth of Massachusetts rate (currently \$.45/mile).
11. Personal Growth & Enrichment
These are services or activities designed to assist individuals in learning and/or improving skills in their home or community, such as using public transportation, preparing meals, taking computer or art classes, taking part in well-ness and fitness groups, etc. May also be put toward the expense of developing a formal person-centered plan.
12. Family Training
Includes payment of registration costs and fees for family members to attend local trainings and conferences that provide knowledge, skills, and support to more effectively care for their family member with a disability. Does not include lodging and travel.
13. Educational Consultation & Support
Funding can be used by families to get consultation and support for their child/young adult who is entitled to receive special education services. This may include helping to prepare families for Individual Education Plan (IEP) meetings, as well as attending IEP meeting with families. Funding for this service is limited to \$750.00 per year. This funding can't be used to pay for a lawyer or other legal costs related to educational appeals.
14. Vehicle Modification
Family-support funding may be used for modifying vehicles. The vehicle being modified must be the primary means of transportation for the individual and be specifically related to how the individual's disability limits them. This can include money for adapting a new van or vehicle that a family bought or leased. The money can be available at the time of purchase or lease. Examples include van lifts, tie-downs, ramps, and specialized seating equipment. Families can't use the money to buy or lease a vehicle, or pay for auto insurance or excise taxes. There is a prior-approval (PA) process for any vehicle modifications that cost more than \$1000. As a part of this process, family-support staff should help the family to look for different funding sources, such as insurance, civic organizations, fundraising, and other general resources before asking to use a family-support allocation for a vehicle modification.
15. Home Modification
Family-support funding may be used only to contribute toward the cost of family home adaptations. These adaptations must directly benefit the individual with a disability and relate to their health and safety. Family-support funding can be used only for renovations that will support the individual in their primary residence, and must specifically relate to how the individual's disability limits their functions. There is a PA process for any home modifications that cost more than \$1000. As a part of this process, family-support staff should help the family to look for other funding sources. These sources include insurance, civic organizations, fundraising, and other general resources. Families should use these resources before asking to use a family-support allocation to modify their home. Family-support staff must also explore using portable modifications to accommodate changes in residence, the person's size, and changes in equipment and needs.
16. Other Approved Use
Families may request unique or individualized items or options that would meet their needs but aren't on the disallowable list.

Ways That Flexible Funding Can't Be Used: Categories of Disallowable Spending

General
<div>1. Items or activities that have limited benefit to the individual with a disability. An example is a home modification that has no direct impact on limiting the function of the person with a disability; or luxury items.</div> <div>2. Any purpose that may directly or indirectly jeopardize the integrity of the program—for example, fraudulent use of funds, support for criminal conduct, or any activity that places the individual at physical or medical risk.</div> <div>3. Any purpose that may overly invade an individual’s privacy or that may violate their human rights.</div> <div>4. Buying items or services that aren’t allowed by state regulation, including the regulations of the Operational Services Division about lobbying for litigation against the Commonwealth.</div> <div>5. Providing or buying services that are normally covered by other contracted DDS service codes. These service codes include, but aren’t limited to, residential supports outside of the family home; employment; and day program services. Generally, transportation costs associated with other DDS contracts, like day services and employment, aren’t allowable except in certain circumstances, which you can find in Allowable Category 10 (transportation).</div>
Medical
<div>6. Payment for therapies, treatments, or medications that are not evidence-based, including experimental and/or non-approved FDA (Federal Drug Administration) treatments or medications, unless they’re part of an approved clinical trial.</div> <div>7. Costs associated with CommonHealth and other private health insurance premiums. Funds also can’t be used to add to MassHealth or private insurance rates for medically necessary services.</div>
Personal Expenses
<div>8. Long-term (more than three months) financial assistance to pay for basic needs, like groceries, rent, mortgage, payment of utility bills, etc.</div> <div>9. Payment for housing supports, like the principal on a mortgage, the down payment on a residence, or tax or other municipal bills on property.</div> <div>10. Payments for buying or leasing a vehicle, including insurance costs and related taxes.</div> <div>11. Share of the cost of family vacation or housing rental.</div> <div>12. College-credit classes, and related registration, fees, books, meals, and education-based residential housing. Funding can’t be used for out-of-state programs. See DDS Post High School Educational and Training Institutions-Interim Guidance (Fall of 2018).</div>
Legal
<div>13. Paying for a lawyer or legal fees. Examples include fees related to trusts, immigration petitions or appeals (citizenship), educational appeals, and guardianship. Family Support Provider Agencies and DDS staff will help families look for alternative resources if a family asks for help with expenses related to guardianship.</div>
<div><i>If a family-support provider is unsure about whether a request is an allowable expense, that provider should ask the service coordinator. If there continue to be questions, the service coordinator may confer with the Area Direc-tor/Designee or the Regional Family Support Director.</i></div>

Flexible Funding: Frequently Asked Questions

1. **How can I get flexible funding?** Talk with your family-support staff or DDS service coordinator about your family’s needs. They will help you determine if there are other ways to meet your needs, and if flexible funding might be available to help you.
2. **How do Area Offices decide who gets flexible funding allocations?** When a family needs financial support, DDS service coordinators and family-support staff first try to help them find other funding options and ways to meet their needs. If other options aren’t available, then a flexible funding request is made. All flexible funding is based on many factors, including whether the need can be met through other resources; the availability of funding; the level and urgency of the need, etc. Due to budget constraints, we are not able to provide flexible funding for every family who would benefit from it, although we really wish we could!
3. **How can I get my flexible funding?** You can get flexible funding in one of three ways: you can have your family-support agency pay a vendor for goods or services for you; you can be reimbursed for expenses for which you have receipts; or you can get a stipend to pay for goods and services (after which you will need to provide receipts to your family-support agency).
4. **What are my responsibilities when my family gets flexible funding?** If your family gets flexible funding, you’ll need to work with your family-support center staff to plan how to use the funding according to the list of “allowable expenses.” Your family will then sign an expenditure plan. If at a later time you want to change how you use your flexible funding, it’s important to let your family-support staff know so they can update your expenditure plan. Finally, you will have to give receipts to your family-support staff for the items or services you buy with flexible funding.
5. **What are my options if I disagree with a decision about my flexible funding (for example, how I spend it, how much my family has received, or whether I got the funding in time)?** If you have an issue or concern about flexible funding, you should discuss it first with your family-support staff. You can do this by using the agency’s complaint-resolution process, if you choose. If this does not resolve your concern, then contact your DDS service coordinator or their supervisor in the Area Office. After trying these steps, you may talk with the regional family-support director about issues that are unresolved or that need clarification.
6. **Can my family receive flexible funding even if we are enrolled in adult/family foster care (AFC) through MassHealth?** Flexible funding for families providing AFC in the family home is allowed only for specific purposes that directly benefit the individual. These purposes include an adult education course, travel training, wellness or fitness groups, assistive technology, or adaptive footwear not covered by insurance. Some of the items not allowed include respite, or payment of utility bills. If you get AFC through MassHealth and flexible funding through DDS, talk to your family-support staff or DDS service coordinator about how you can use your funding.



Eligibility for DDS Services

To get services and supports from DDS, children and adults must be determined to be eligible in accordance with Department regulations (see 115 CMR 2.01 and 6.0.) Family-support centers can help families apply for DDS services and can provide information and referral to families who aren’t eligible yet. Eligibility for DDS services will be determined through a regional eligibility team process. Descriptions of the eligibility criteria and eligibility regulations are available online at www.mass.gov/dds.

Individuals and families may apply at any time. DDS recommends that youth apply for adult supports when they are between 17 and 18 years old. This will allow maximum time to plan for adult services, which most often begin at age 22, and which is also when children’s supports end. The family must complete an application for adult services even if the individual is already eligible for children’s services.

Once a person is eligible, all planning and services are provided in coordination with the local DDS Area Office.

There are different eligibility criteria and applications for children and adults.	
Eligibility for Children’s Supports: provided from birth to Age 22	<ul style="list-style-type: none">• 0 to 5 years: individuals have a <i>substantial developmental delay</i>, as determined by a qualified, licensed clinician.• 5 to 22 years: individuals have an <i>intellectual or closely related developmental disability</i>, and result in substantial functional limitations, as determined by a qualified, licensed clinician and verified by DDS.
Eligibility for Adult Services: Provided from Age 22	<p>There are two categories of adult eligibility:</p> <ol style="list-style-type: none">1. People who are 22 years of age or older are eligible for intellectual disability supports if they:<ol style="list-style-type: none">a. live in Massachusetts; andb. have intellectual disability as defined in 115 CMR 2.01: Definitions.2. People who are 22 years of age or older are eligible for community developmental disability supports if they:<ol style="list-style-type: none">a. live in Massachusetts as defined by 115 CMR 6.04; andb. have a developmental disability (autism spectrum disorder, Prader-Willi Syndrome, or Smith-Magenis Syndrome) as defined in 115 CMR 2.01: Definitions; andc. don’t have an intellectual disability as defined in 115 CMR 2.01: Definitions.

DDS Intake and Eligibility Contacts
<p>More information about the eligibility process, as well as the application forms, can be found on the DDS website.</p> <p>Central/West Region 140 High St. 1st Floor, Springfield, MA 01105. Intake Line: (413) 205-0940. Fax Number: (413) 205-1603</p> <p>Northeast Region Hogan Regional Center, PO Box A, Hathorne, MA 01937. Intake Line: (978) 774-5000 x850 Fax Number: (978) 739-0420</p> <p>Metro Region 465 Waverley Oaks Road, Suite 120, Waltham, MA 02452. Intake Line: (781) 314-7513. Fax Number: (781) 314-7539</p> <p>Southeast Region 151 Campanelli Drive, Suite B, Middleboro, MA 02346. Intake Line: (508) 866-5000. Fax Number: (617) 727-7822</p>

STEPS IN THE DDS ELIGIBILITY PROCESS	
Getting Ready to Apply	<ul style="list-style-type: none">• Families can get DDS applications by contacting their family-support center or DDS Area Office, or looking online at mass.gov/dds-eligibility-services.• For help completing an application, families should contact their local family-support center or autism-support center.• All applications need copies of the following documents.<ul style="list-style-type: none">• birth certificate• social security card• health insurance card(s)• proof of living in MA (for example, MA driver’s license, utility bill with name/address)• reports or assessments documenting diagnoses• other evaluations you may have from early intervention, school IEP, psychologists, or doctors.• Submit your application as completely as you can. If anything is missing from your application, DDS eligibility specialists will let you know.
Eligibility Process	<ul style="list-style-type: none">• Intake Interview: Once the family submits the application and all the required paperwork, they’re contacted by an intake and eligibility specialist to set up an intake interview. This involves a face-to-face interview, which includes an assessment of the individual’s skills. DDS makes sure that interpreters and translated information are available so that they can communicate effectively with families. Family privacy and confidentiality are respected at all times.
Eligibility Determination	<ul style="list-style-type: none">• After the intake interview, all the materials and information are reviewed by the regional eligibility psychologist. The applicant or guardian is notified in writing of the eligibility determination, indicating whether the individual is eligible.<ul style="list-style-type: none">• If determined eligible, the individual and family are given information about their local Area Office and contact person.• If determined ineligible, the individual and family receives information about the DDS appeal process.
If Found Eligible	<ul style="list-style-type: none">• Connecting to a family or autism support center: Once found eligible for DDS services, individuals and families are sent a “Welcome to DDS Eligible Flier” with information about the family- and autism-support centers in their area, so that families can connect with a center to get services and supports. This flier is available in multiple languages.• Connecting to a DDS Area Office: Once eligible for DDS services, individuals will also be assigned a DDS service coordinator from their Area Office. This person will be their primary contact at DDS. Families are able to contact the Area Office at any time to get help and to talk with their service coordinator.• Individuals and families should use both their family-support services and DDS service coordinator to help them understand how different systems work, solve problems as they arise, and get services and supports through DDS and other resources.

The Role of DDS throughout Life

There are many agencies that families interact with over the course of their loved one’s life, so it can be confusing to know who to contact first. While DDS supports people throughout their lives, we play a secondary role to early intervention and schools when your family member is young. But even when another agency is taking the lead in supporting your family, DDS and its family-support programs want to get to know your family and support you any way we can. When your family needs support, we recommend that you first contact the primary agency listed below, and then contact your DDS service coordinator or family- support staff if you need more help.

The graphic below shows which agency usually takes the lead in supporting your family member according to their age.

Age 0–3	Age 3–18	Age 18–22	Age 22+
<ul style="list-style-type: none">• Early intervention is your primary support agency. They will provides services and supports to your family and help your child transition to school.• DDS funds family-support centers and programs that add to the supports from early intervention.• Early intervention or your local family-support center can help you apply for DDS services.• Once eligible for DDS services, you will be assigned a DDS children’s service coordinator.	<ul style="list-style-type: none">• Your child’s school is the primary source of services and supports.• DDS funds family-support programs that add to the help from your child’s school. These programs can include social and recreational opportunities, information and training, flexible funding, and more.• We recommend applying for DDS Adult services between the ages of 17-18.• If your child will graduate with a diploma before age 22, contact your DDS service coordinator so we can begin planning early for adult services.• If your child is eligible for DDS, they will be assigned a DDS children’s service coordinator.	<ul style="list-style-type: none">• Your child’s school remains the primary source of services and supports until they graduate with a diploma, leave school, or turn 22.• Family-support programs continue to add to what is provided by the school.• If your child is eligible for DDS, their service coordinator may change from a children’s coordinator to a transition coordinator. The service coordinator will begin attending IEP meetings and helping your child to plan for life after high school.	<ul style="list-style-type: none">• Once your child turns 22 DDS becomes the primary source for services and supports for them if found eligible as adults• Family-support services can continue for as long as an individual lives with family. (Can be a sibling, parent, etc.)• If eligible as an adult, your child will be assigned a DDS adult service coordinator.
DDS Eligibility: Child DDS Children’s Service Coordinator	DDS Eligibility: Child DDS Children’s Service Coordinator	DDS Eligibility: Child DDS Transition Service Coordinator	DDS Eligibility: Adult DDS Adult Service Coordinator

The Role of DDS Area, Regional and Central Offices

As a large statewide agency, DDS has many offices. Each one plays a different role in organizing and providing services. What follows is a description of the different kinds of DDS offices, and information about when families might come in contact with different offices.



The Area Offices are the DDS offices that families will interact with the most. Each of our 23 Area Offices covers a specific geographic area, and serves all the DDS eligible people who live in their service area.

DDS-eligible individuals and families are assigned an adult, children’s, or transition service coordinator. This person works in their Area Office and is a primary contact for families. Each Area Office is overseen by an area director, and also has service coordinator supervisors, an assistant area director, and other staff.

To locate your local Area Office, go to mass.gov/dds or see the list at the end of this booklet



There are four regional offices in the state. They oversee the Area Offices in their region. Families will work with the regional eligibility team in the regional office when applying for DDS Eligibility. The regional director, community systems director, and many other staff are in the regional office. Each regional office also has a family-support director, who serves as a resource to Area Offices, family-support providers, and families on family-support services and programs.

To locate your Regional Office, go to mass.gov/dds or see the list at the end of this booklet.



Central Office is the statewide DDS Office. Central Office oversees all DDS functions and operations throughout the state and establishes statewide policies and procedures. The DDS commissioner and all the other Central Office staff, including the statewide director of family support, are in this office. Most families will not have to go to Central Office but may interact with Central Office staff when they visit their local Area Office or at statewide conferences, family forums, or other events. Central Office also has an ombudsperson who families can contact in the rare circumstance when their issues or concerns have not been addressed by area or regional staff.

When you have questions, contact your local Area Office first.



The Role of DDS Provider Agencies

In order to provide a broad array of services to families throughout the state, DDS contracts with qualified provider agencies to deliver services to families. This includes all of the family-support programs and services described in this guide. An example of this would be when DDS funds a family-support center. In this example, a family might know their family-support center by the name of the provider agency, and may not always recognize that they are receiving services that are funded by DDS. DDS works closely with its provider agencies to ensure that families are receiving quality services. In addition, family-support provider agencies communicate regularly with DDS service coordinators about their work with individuals and families.

Language Access

DDS is committed to ensuring that all individuals and families can access services, programs, and activities. For individuals and families for whom English is not their primary language, DDS has developed a Language Access Plan that applies to all DDS offices and service providers. Please let your DDS and family-support staff know about your preferred language for telephone calls, meetings, and written documents.

If your family's primary language is not English, the following services are available to you:

- **Telephone Interpretation** is arranged by DDS staff and/or family-support-center staff to communicate with in the preferred language of families and individuals.
- **In Person Interpretation** DDS and Family Support Centers work with qualified agencies to provide in- person interpretation, including American Sign Language, at meetings with families.
- **Translation** of written documents into multiple languages is routinely provided by DDS and posted on our website. You can let your DDS service coordinator or family-support staff person know if you need any document translated into your preferred language.



Tips for Families, From Families

- No one knows your child's abilities and challenges as well as you do. You know the kinds of support your child needs to excel, and you are your child's best advocate.
- If you have a hard time picturing what you want your children's future to look like, at least be absolutely clear about what you don't want it to look like.
- Never let anyone lower your expectations or make you think less of your child/adult. Set your sights high and gather your angels around you to help your son/daughter be all they are capable of.
- Our children are not broken and don't need to be "fixed" – they are exactly who they are supposed to be!
- When you find the brain space and emotional energy, learn about systems, services, solutions, and ways to create the positive life you want for your family member. Information is power.
- Don't be afraid to share something that has worked, especially if it is a creative solution. Parents and others who care have historically provided the best solutions for people with disabilities, and have been the ones leading the way to positive change in their lives.
- Life is not sub-separate. Don't be afraid to think about how the world can change for the better so your family can live the fullest life possible. Act on the possibilities of that fullest life.
- There are so many things to think about and do, it often feels overwhelming. You don't need to do everything, because you will often do nothing. Choose the most important things that need to be accomplished, preferably one at a time.
- Your friends and family will want to help but don't know how. Don't abandon them, but reach out and connect with other families on the spectrum. They will become your extended family and an understanding support system. Connect with your local autism center and build a circle of support.



DDS Contact Information

DDS is organized into four regions and 23 Area Offices managed by regional and area directors, respectively, all under the view of Central Office. Each DDS region has a director of family support. Families have the most contact with their area office service coordinator, who helps people and their families to get supports throughout their lives.

DDS Central Office
1000 Washington Street Boston, MA 02118 (617) 727-5608 Toll Free: (888) 367-4435
Central/West Regional Office
One Federal Street, Building 111-2 Springfield, MA 01105 (413) 205-0800; Toll Free: (800) 328-3123
Metro Regional Office
465 Waverley Oaks Road, Suite 120 Waltham, MA 02452 (781) 314-7500
Northeast Regional Office
Hogan Regional Center, PO Box A, Hathorne, MA 01937 (978) 774-5000
Southeast Regional Office
151 Campanelli Drive Middleboro, MA 02346 (508) 866-5000



DDS Central/West Region DDS Area Offices and Family Support Centers

Berkshire DDS Area Office
333 East Street, 5 th Floor, Pittsfield, MA 01201 (413) 447-7381
Adams • Alford • Ashley Falls • Becket • Cheshire • Clarksburg • Dalton • Egremont • Florida Gr Barrington • Hancock • Hinsdale • Housatonic • Lanesboro • Lee • Lenox • Williamstown • Monroe Monterey • Mt Washington • New Ashford • New Marlboro • North Adams • Otis • Peru • Pittsfield • Richmond Sandisfiel • Savoy • Sheffield • Stockbridge • Tyringham • Washington • W Stockbridge • Windsor
Berkshire Family Support Centers
Berkshire County Arc Berkshire County Arc Central, 395 South Street, Pittsfield, MA 01201 (413) 464-7962 x22 www.bcarc.org UCP of Western Massachusetts (2 sites) UCP Northern Berkshire Family Support Center 535 Curran Highway, North Adams, MA 01247. (413) 664-9345 x36 UCP Central Berkshire Family Support Center 208 West Street, Pittsfield, MA 01201. (413) 442-1562 www.ucpberkshire.org

Franklin/Hampshire DDS Area Office
One Roundhouse Plaza, Northampton, MA 01060 (413) 586-4948
Amherst • Ashfield • Athol • Bernardston • Buckland • Charlemont • Chesterfield • Colrain • Conway Cummington • Deerfield • Easthampton • Erving • Gill • Goshen • Greenfield • Hadley • Hatfield Hawley • Heath • Leeds • Leverett • Leyden • Middlefield • Millers Falls • Montague • New Salem Northampton • Northfield • Orange • Pelham • Petersham • Phillipston • Plainfield • Rowe • Royalston Shelburne • Shutesbury • South Deerfield • Sunderland • Turners Falls • Warwick • Wendell Westhampton • Whately • Williamsburg • Worthington
Franklin/Hampshire Family Support Centers
Pathlight Family Empowerment - Hampshire County 11 Village Hill Road, Northampton, MA 01060. (413) 585-8010 www.family-empowerment.org Family Empowerment - Franklin County 101 Munson Street, Greenfield, MA 01301. (413) 585-8010 www.family-empowerment.org Seven Hills Family Support Center of North Quabbin , 2280 Main Street, Athol, MA 01331 (508) 826-4003 www.sevenhills.org

Holyoke/Chicopee DDS Area Office
113 Hampden Street, Holyoke, MA 01040 (413) 535-1022
Belchertown • Bondsville • Chicopee • Granby • Holyoke • Ludlow • Monson Palmer • South Hadley • Southampton Thorndike • Three Rivers • Ware
Holyoke/Chicopee Family Support Center
Multicultural Community Services MCS Family Support Center, 260 Westfield Road, Holyoke, MA 01040 (413) 534-3299 www.mcsnet.org

North Central DDS Area Office
49 Nursery Lane, Fitchburg, MA 01420 (978) 342-2140
Ashburnham • Ashby • Ayer • Barre • Berlin • Bolton • Clinton • Fitchburg • Gardner • Groton Hardwick • Harvard • Hubbardston • Lancaster • Leominster • Lunenburg • New Braintree • Oakham Pepperell • Princeton • Rutland • Shirley • Sterling • Templeton • Townsend • Westminster • Winchendon
North Central Family Support Centers
LUK, Inc (2 sites) , Cultural/Linguistic Family Support Center, Families Connected Center, 99 Day Street, Fitchburg, MA 01420 (978) 829-2345 www.luk.org Seven Hills Family Services , Family Support Center of North Central, 1460 John Fitch Highway, Fitchburg, MA 01402 (978) 632-4322 www.sevenhills.org/familysupport

South Valley Area Office
Southbridge Office, 1 North Street, Southbridge, MA 01550 (508) 764-0751
Bellingham • Blackstone • Brimfield • Brookfield • Charlton • Charlton Depot • Douglas • Dudley East Brookfield • Franklin • Holland • Hopedale • Medway • Mendon • Milford • Millbury • Millville Northbridge • North Brookfield • West Brookfield • North Grafton • North Oxford • Oxford Southbridge • Spencer • Sturbridge • Sutton • Upton Uxbridge • Wales Warren • West Warren • West Grafton • Webster • Whitinsville
South Valley Family Support Center
Open Sky , Blackstone Valley Family Support Center, 70 Douglas Road, Whitinsville, MA 01588 (508) 266-6560 www.openskycs.org Seven Hills Family Services , Family Support Center of South Valley 208 Charlton Road, Sturbridge, MA 01566 (774) 241-2500 www.sevenhills.org

Springfield/Westfield Area Office
One Federal Street, Building 111-2 Springfield, MA 01105 (413) 784-1339; (800) 370-8525
Agawam • Springfield • Blandford • Chester • E Longmeadow • Feeding Hills Granville • Hampden • Huntington • Wilbraham • Indian Orchard • Longmeadow Montgomery • Russell • Southwick • Springfield • Tolland • Westfield
Springfield/Westfield Family Support Centers
Multicultural Community Services , MCS Family Support Center, 1000 Wilbraham Road, Springfield, MA 01109 (413) 782-2500 www.mcsnet.org S.O.S. Cultural/Linguistic Family Support Center 505 East Columbus Avenue, Springfield, MA 01105 (413) 301-7390 ww.mcsnet.org New North Citizen's Council , New North Cultural/Linguistic Family Support Center 3012 Main Street, Springfield, MA 01107 (413) 731-3110 www.newnorthcc.org/family-services

Worcester Area Office
324 Clark St, Rear, Worcester, MA 01608 (508) 792-6200
Auburn • Boylston • Holden • Leicester • Paxton • Shrewsbury • West Boylston • Worcester
Worcester Family Support Centers
Centro Cultural/Linguistic Family Support Center , Worcester Multicultural Family Support Center 11 Sycamore Street, Worcester, MA 01608 (508) 798-1900 www.centroinc.org THRIVE Support and Advocacy , 100 Grove Street, Suite 104, Worcester, MA 01605 (774) 703-3033 www.sevenhills.org/familysupport

DDS Metro Region
Area Offices and Family Support Centers

Greater Boston Area Office
65 Sprague Street Hyde Park, MA 02136 (617) 363-2900
Allston • Beacon Hill • Boston • Brighton • Roxbury • Brookline • Charlestown • Chelsea Chinatown • Dorchester • Downtown Crossing • East Boston • Hyde Park • Jamaica Plain • Mattapan North Dorchester • North End • Revere • Roslindale • Roxbury • South End • Winthrop
Greater Boston Family Support & Cultural Support Centers
Bay Cover Family Support Center & Haitian New Nations Cultural/Linguistic Family Support Center 66 Canal Street, 5 th floor, Boston, MA 02114 (617) 371-3121 www.baycove.org Vinfen Family Support Center 1208A VFW Parkway, Suite 201, West Roxbury, MA 02132 (617) 562-4088 www.vinfen.org Work Inc. Family Support Center & Spanish Speaking Cultural/Linguistic Family Support Center Solidaridad, 25 Beach Street, Dorchester, MA 02122 (617) 691-1601 www.workinc.org Advocates Cantonese, Mandarin & Vietnamese Cultural/Linguistic Family Support Center Project Able, 888 Washington Street Suite 102, Boston, MA 02111 1881 Worcester Road, Framingham, MA 01701 (617) 988-8132 www.advocates.org Dimock Community Service Corp Cultural/Linguistic Family Support Center Dimock Cultural/Linguistic Family Support Center, 55 Dimock Street, Roxbury, MA 02119 (617) 442-8800 www.dimockcenter.org

Charles River West Area Office
255 Elm Street Suite 205, Somerville, MA 02144 (617) 623-5950
Belmont • Cambridge • Somerville • Waltham • Watertown
Charles River West Family Support Centers
Bridges Homeward Family Support Center , 60 Gore Street, Cambridge, MA 02141 (617) 876-4210 www.bridgeshomeward.org

Middlesex West Area Office 300 Howard Street Framingham, MA 01702 (508) 861-2211
Ashland • Dover • Framingham • Holliston • Hopkinton • Hudson • Westborough Marlboro • Natick • Northborough • Sherborn • Southborough • Sudbury • Wayland
Middlesex West Family Support Centers
Charles River Center , 4 Strathmore Road, Natick, MA 01760 (781) 400-6285 www.charlesrivercenter.org Advocates Cultural/Linguistic Family Support Center , Intercultural Family Support Center, 1881 Worcester Road, Framingham, MA 01701 (508) 628-6679; (508) 628-6300 www.advocates.org

Newton/South Norfolk Area Office 125 West Street Walpole, MA 02081 (508) 668-3679
Canton • Dedham • Foxboro • Medfield • Millis • Needham • Newton • Norfolk Norwood • Plainville • Sharon • Walpole • Wellesley • Weston • Westwood • Wrentham
Newton/South Norfolk Family Support Centers
Charles River Center , Charles River Center, 59 East Militia Heights Road, Needham, MA 02492 (781) 972-1048 www.charlesrivercenter.org Lifeworks , The Arc of South Norfolk Family Support Center, 789 Clapboardtree Street, Westwood, MA 02090 (781) 762-4001 www.lifeworksarc.org .

DDS Northeast Region Area Offices

Central Middlesex Area Office 35 Nagog Park, Suite 2000, Acton, MA 01720 (978) 206-2050
Acton • Arlington • Bedford • Boxboro • Burlington • Carlisle • Concord • Lexington Lincoln • Littleton • Maynard • Stowe • Wilmington • Winchester • Woburn
Central Middlesex Family Support Centers
Riverside Community Care , Riverside Family Support Center, 6 Lincoln Knoll Lane, Suite 103, Burlington, MA 01803 (978) 655-3801 www.riversidefamilysupport.org

Lowell Area Office 55 Technology Drive, Suite 202, Lowell, MA 01851 (978) 322-4300
Billerica • Chelmsford • Dracut • Dunstable • Lowell • Tewksbury • Tyngsboro • Westford
Lowell Family Support Centers
Seven Hills , Lowell Family Support Center, 7 Technology Drive, North Chelmsford, MA 01863 (508) 579-8995 www.sevenhills.org Cambodian Mutual Association of Greater Lowell Cultural/Linguistic Family Support Center , Monorom Family Support Program, 465 School Street, Lowell, MA 01851 (978) 454-6200 www.cmaalowell.org

Merrimack Valley Area Office 280 Merrimack Street, 2 nd floor, Lawrence, MA 01843 (978) 521-9432
Amesbury • Andover • Boxford • Georgetown • Groveland • Haverhill • Lawrence • Merrimac Methuen • Newbury • Newburyport • North Andover • Rowley • Salisbury • West Newbury
Merrimack Valley Family Support Centers
Waystone Human Services , Merrimack Valley Family Support Center, 439 Union Street, Suite 401 Lawrence, MA 01843 (978) 685-9471 www.waystonehhs.org The Arc of Greater Haverhill/Newburyport, Family Support Center 4 Winter Street, Suite D, Newburyport, MA 01950 57 Wingate Street, Suite 301, Haverhill, MA 01832 (978) 373-0552 www.thearcofghn.org

Metro North Area Office 27 Water Street, Wakefield, MA 01880 (781) 338-2300
Everett • Lynnfield • Malden • Medford • Melrose North Reading • Reading • Saugus • Stoneham • Wakefield
Metro North Family Support Centers
Communitas , Communitas Family Resource Center, 30 Audubon Road, Wakefield, MA 01880 (781) 587-2314 www.communitasma.org

North Shore Area Office 100 Cummings Center, Suite 419, 181 Eliot Street, Beverly, MA 01915 (978) 927-2727
Beverly • Danvers • Essex • Gloucester • Hamilton • Hathorne • Ipswich • Lynn Manchester • Marblehead • Middleton • Nahant • Peabody • Rockport Salem • South Hamilton • Swampscott • Topsfield • Wenham • West Lynn
North Shore Family Support Centers
Northeast Arc Cultural/Linguistic Family Support Center Northeast Arc Family Resources 100 Independence Way, Suite D3, Danvers, MA 01923 (978) 924-5834 www.ne-arc.org Bridgewell Cultural/Linguistic Family Support Center Bridgewell Family Support Center 66 Silsbee Street, Lynn, MA 01901 (339) 883-1761 www.bridgewell.org

DDS Southeast Region

Area Offices and Family Support Centers

Brockton Area Office
60 Main Street 3 rd Floor, Brockton, MA 02301 (774) 296-6090
Abington • Avon • Bridgewater • Bridgewater • Brockton • E Bridgewater Easton • Holbrook • Rockland • Stoughton • Whitman
Brockton Family Support Centers
Brockton Area Arc , 1250 West Chestnut Street, Brockton, MA 02301 (508) 583-8030 www.brocktonareaarc.org

Cape Cod/Islands Area Office
181 North Street, Hyannis, MA 02601 (508) 771-2595
Barnstable • Bourne • Brewster • Chatham • Chilmark • Dennis Eastham • Edgartown • Falmouth • Gay Head • Harwich • Hyannis
Cape Cod and the Islands Family Support Center
Kennedy-Donovan Center , 30 Ansel Hallett Road, West Yarmouth, MA 02664 (508) 385-6019 www.kdc.org Martha's Vineyard Community Services , 111 Edgartown Road, Vineyard Haven, MA 02568 (508) 693-7900 www.mvcommunityservices.org

Fall River Area Office
1 Father DeValles Boulevard Unit 3, Fall River, MA 02723 (508) 730-1209
Assonet • Fall River • Freetown • Somerset • Swansea • Westport
Fall River Family Support Centers
People Incorporated Family Support Center , 1 Father DeValles Blvd. Suite 401, Fall River, MA 02721 (508) 672-5671 www.peopleinc-fr.org

New Bedford Area Office
1740 Purchase Street, New Bedford, MA 02740 (508) 992-1848
Acushnet • Dartmouth • Fairhaven • Gosnold • Marion
New Bedford Family Support Centers
Better Community Living , Family Support Center, 5 Ventura Drive, Dartmouth, MA 02747 (508) 999-4300 www.bettercommunity.com

Plymouth Area Office
38 Industrial Park Road , Plymouth, MA 02360 (508) 732-5700
Carver • Duxbury • Halifax • Hanover • Hanson • Kingston Marshfield • Pembroke • Plymouth • Plympton
Plymouth Family Support Centers
Plymouth County Family Support Inc. , Family Support Center, 118 Long Pond Road #205, Plymouth, MA 02360 (508) 927-4520 www.pcfamilysupport.org

South Coastal Area Office
220R Forbes Road, Braintree, MA 02184 (781) 356-8850
Braintree • Cohasset • Hingham • Hull • Milton • Norwell • Quincy • Randolph • Scituate • Weymouth
South Coastal Family Support Centers
Advocates , South Coastal Family Support Center, 1189 R North Main Street, Randolph, MA 02368 (781) 767-3048 http://southcoastalfamilysupport.org/ South Shore Support Services , South Shore Support Services, 435 Columbian Street, Weymouth, MA 02190 (781) 331-7878 www.southshoresupportservices.com

Taunton/Attleboro Area Office
21 Spring Street, Taunton, MA 02780 (508) 824-0614
Attleboro • Berkley • Dighton • Lakeville • Mansfield • Middleboro North Attleboro • Norton • Raynham • Rehoboth • Seekonk • Taunton
Taunton/Attleboro Family Support Centers
Taunton/Attleboro Area The Arc of Bristol County, The Arc of Bristol County Family Support Center141 Park Street, Attleboro, MA 02703 (508) 226-1445 www.arcnbc.org

DDS Central/West Region

Regional Autism Support Centers

Central	
HMEA:	HMEA's Autism Resource Central (services for children and adults)
Address:	712 Plantation Street, Worcester, MA 01605
Phone:	(508) 835-4278
Contact:	Kris Cariglia
Email:	autism@hmea.org; kcariglia@hmea.org
Website:	www.autismresourcecentral.org
Services for children & adults	
West	
Pathlight:	Autism Connections (services for children and adults)
Addresses (3 locations):	42 Russell Street, Hadley, MA 01035 11 Village Road, Northampton, MA 01061 75 South Church Street, Pittsfield, MA 01201
Phones:	(413) 585-8010 (for Hadley or Northampton) (413) 443-4780 (for Pittsfield)
Contacts:	Kansas Brown
Email:	kansas.brown@pathlightgroup.org
Website:	www.autismconnectionsma.org

Autism Support Centers

Metro Region

Advocates, Inc./ Autism Alliance of Metrowest (services for children and adults)
1881 Worcester Road Framingham, MA 01701
(508) 652-9900
www.autismalliance.org
Middlesex West Area

Vinfen/Autism Support Center (services for children and adults)
1208A VFW Parkway, Suite 201, W. Roxbury MA 02333
(617) 206-5902 or (617) 562-4094
Autism Support Center | Vinfen Corporation

Greater Boston Area and the Charles River West Area

Lifeworks/Autism Support Center (services for children and adults)
789 Clapboardtree Street, Westwood, MA 02090
(781) 762-4001
http://www.arcsouthnorfolk.org/family-autism-center.html
Norfolk County Area

Northeast Region

Northeast Arc/The Autism Support Center (services for children)
100 Independence Way, Suite D3, Danvers, MA 01923
(978) 777-9135
https://ne-arc.org/services/autism-and-specialty-aba-services/autism-support-center

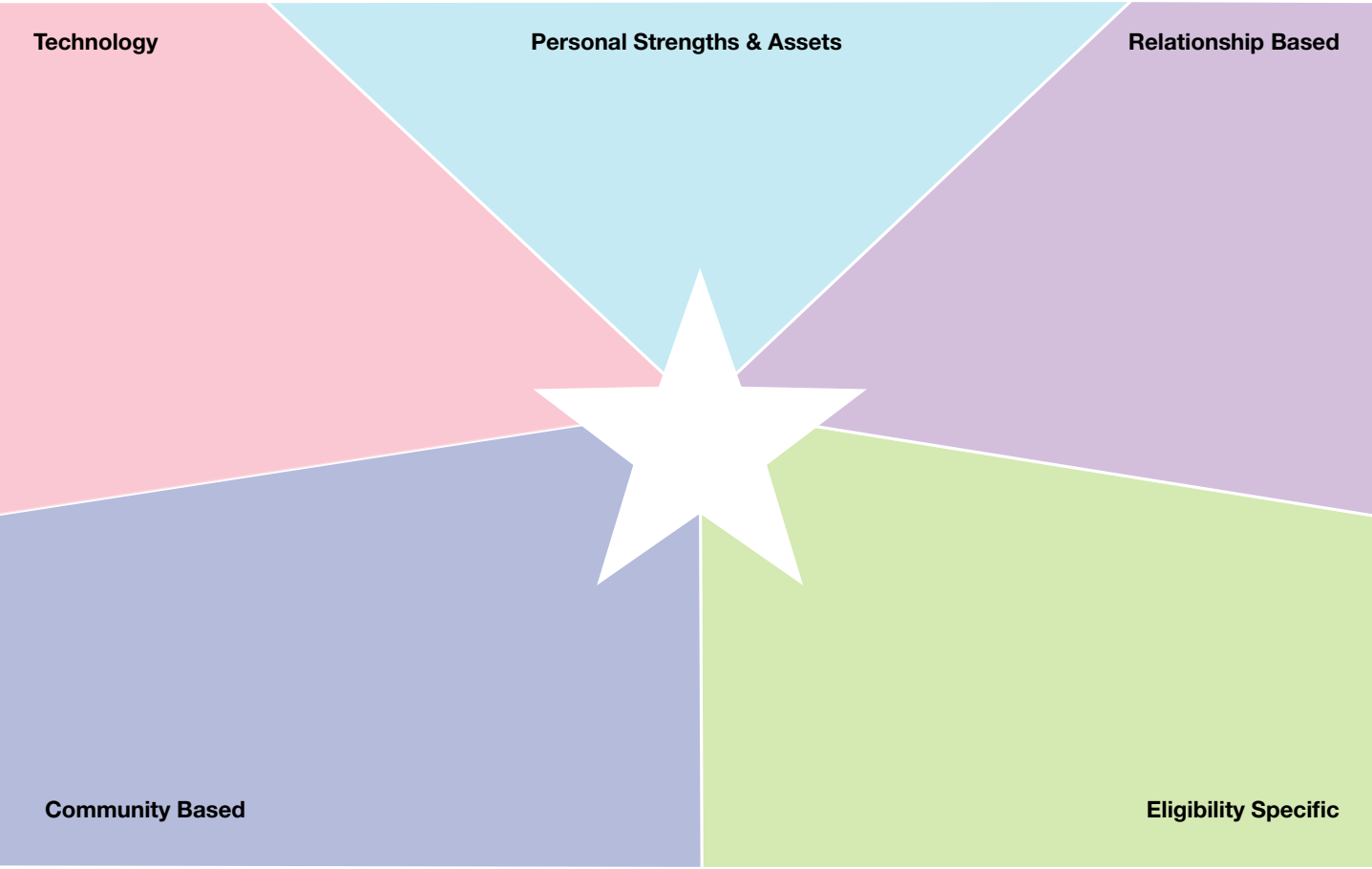
Northeast Arc/Adult Autism Support Center (services for adults)
100 Independence Way, Suite D3, Danvers MA 01923
(978) 924-5822
https://ne-arc.org/services/autism-and-specialty-aba-services/adult-autism-support-center

Southeast Region

Community Autism Resources (services for children)
Swansea Site, 33 James Reynolds Road, Unit C, Swansea, MA 02777
(508) 379-0371 or (800) 588-9239
Bridgewater Site, 120 Main Street, 2nd Floor, Bridgewater, MA 02324
(508) 807-4930
www.community-autism-resources.org or
www.community-autism-resources.com

Integrated Services and Supports

People need supports to lead good lives. Using a combination of lots of different kinds of support helps to plot a trajectory toward an inclusive, quality, community life. This tool will help families and individuals think about how to work in a partnership to support their vision for a good life.



Access the LifeCourse framework and tools at lifecoursetools.com
My LifeCourse Portfolio is a template of the UMKC HD, UCEDO. More materials at lifecoursetools.com

My LifeCourse Portfolio

.....'s ONE-PAGE PROFILE

What people like & admire about me

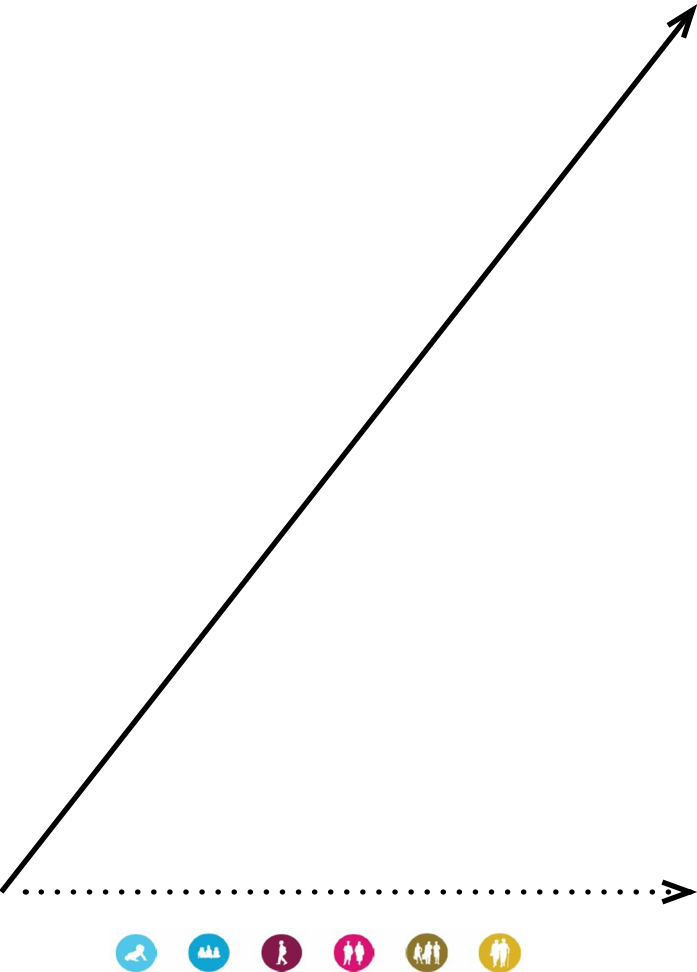
What's Important to ME

How to best support ME

Charting the Life Course

Life Trajectory Worksheet: Family

Everyone wants a good life. The bubbles on the right will help you think about what a good life means for you or your family member, and identifying what you know you don't want. You can use the space around the arrows to think about current or needed life experiences that help point you in the direction of your good life.



Developed by the UMKC Institute for Human Development, UCEDD. More materials at the lifecoursetools.com

HELPFUL LINKS FOR FAMILIES

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Arc of Massachusetts	www.thearcofmass.org
The Arc of Massachusetts provides education and systems advocacy to consumers, families, human services organizations, the public, legislators, other public officials, and the executive branch of state government.	
Asperger/Autism Network (AANE)	www.aane.org
Helps people with Asperger Syndrome and other similar autism spectrum profiles build meaningful, connected lives by providing information, education, community, support, and advocacy.	
Autism Housing Pathways	www.autismhousingpathways
Autism Housing Pathways (AHP) was created to provide information, support and resources for families who want to create secure, supported housing for their adult children with disabilities.	
Autism Insurance Resource Center	www.disabilityinfo.org/arica
A resource for consumers, providers, clinicians, employers, and educators on issues related to medical insurance for autism treatment.	
Children & Youth With Special Health Care Needs Program/DPH	www.mass.gov/dph
The Division for Children & Youth with Special Health Needs at the Massachusetts Department of Public Health works with families, providers, and others to support children and youth with special health needs, aged birth to 22, and their families.	
Disability Law Center	www.dlc-ma.org
Provides free legal assistance and training to people with disabilities throughout the state in special education, accessibility, and discrimination.	
EI Parent Leadership Project	www.eiplp.org
The Parent Leadership Project was formed by parents and is staffed by parents whose children have received early intervention services.	
Family Ties	www.massfamilyties.org
A statewide information, referral, and parent-to-parent support network. You can print this comprehensive, free resource guide by download, or can get it by mail.	
Federation for Children with Special Needs	www.fcsn.org
Provides information, support, and assistance to parents of children with disabilities, their professional partners, and communities through its website, publications, phone consultations, conferences, workshops, etc.	
MA Down Syndrome Congress	www.mdsc.org
Statewide parent organization that holds an annual conference, picnic, and workshops throughout the year. Publishes a newsletter for parents and maintains a list of parent support groups.	
MA Sibling Support Network	www.masiblingsupport.org
Committed to supporting brothers and sisters of people with disabilities by creating welcoming communities for siblings through their lives.	
Massachusetts Families Organizing for Change	www.mfofc.org
MFOFC is a statewide grassroots coalition of families dedicated to individual and family empowerment and social inclusion by advocacy and family leadership training.	

MASS-MA Advocates Standing Strong	www.massadvocatesstandingstrong.org
A statewide self-advocacy organization to ensure that people with intellectual and developmental disabilities are treated equally. Its mission is to empower self-advocates through education.	
New England INDEX	www.disabilityinfo.org
Free information and referral about programs and services to individuals with disabilities in Massachusetts.	
Rewarding Work Respite Directory	www.massrespitedirectory.org
This directory helps families to find respite workers when they're needed. Families can search for individual workers or post a job opening using the password "ddsconnect."	
Special Olympics Massachusetts	www.specialolympicsma.org
Provides year-round sports training, athletic competition, and other health-related programming for athletes with intellectual disabilities.	
Statewide Family Support Directory	www.mass.gov/lists/dds-family-support-services-information#dds-family-support-directory-
A great DDS resource to help families and supporters to access family-support and autism-support centers and other family support programs, as well as DDS area, regional, and statewide offices.	
Transition Information Fact Sheets	www.mass.gov/lists/essential-dds-transition-information
A series of transition fact sheets developed by DDS that provide "Important Transition Information Every Family Should Know."	



Acknowledgements

The Department of Developmental Services would like to thank and acknowledge the contributions of family members, DDS staff, and family-support providers who have provided valuable support, guidance, and feedback in this guide. This includes the following people who have been significantly involved in the development and production of this guide:

- **Ingrid Flory**, Central/West Region, DDS Family Support Director
- **Ellen Kilicarslan**, Statewide Director of Family Support, DDS
- **Margaret Van Gelder**, Statewide Director of Family Support and Employment, DDS
- **Douglas W. McCallum**, Consultant/Retired Family Support Director, Central/West Region, DDS
- **Awilda Ayala**, Administrative Assistant, Central/West Region, DDS, to whom we owe special thanks for the management, layout, and organization of this project.
- **Kristen O'Melia**, Metro Region, DDS Family Support Director
- **Amy Nazaire**, Northeast Region, DDS Family Support Director
- **Jennifer Jensen**, Southeast Region, DDS Family Support Director
- **Rebecca Anderson**, Title
- **Shannon Hubley**, Title
- **The Statewide Family Support Council**
- **Massachusetts Families Organizing For Change (MFOFC)**
- **Family Support Implementation Work Group**



Supporting Families: Putting the Pieces Together

