

Administration on Developmental Disabilities

Administration for Children and Families
U.S. Department of Health and Human Services



Family Support 360

2006 Program Profile

The American Dream Belongs to Everyone

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Family Support 360

Family Support 360 (FS 360) is an initiative of the Administration on Developmental Disabilities (ADD), Administration for Children and Families, U.S. Department of Health and Human Services. Through this effort, ADD has provided grant opportunities to create one-stop centers that assist the families of individuals with developmental disabilities (DD), targeting those who are members of unserved or underserved populations. Distinguishing itself from other programs, the FS 360 mission is not only designed to help individuals with DD, but also the entire family, including parents, children, and siblings.

FS 360 aims to offer access to comprehensive systems of family-centric support services. It is equally important to provide families with the greatest possible decision-making authority and control regarding the nature and use of those services. Through promoting coordination and collaboration among support service agencies, it is the goal of FS 360 to strengthen and empower the families of individuals with DD.

Currently there are 21 FS 360 implementation grantees located in 21 U.S. States and Territories. Each grantee was designated as the lead FS 360 entity in that State or Territory by its Governor. Grantees were awarded funding for a five year period, and each grantee is required to work with at least 50 targeted families annually and partner with policymakers and the DD Network (DD Council, Protection and Advocacy System, and University Center on Developmental Disabilities). Related services and supports are provided through a variety of Federal, State, local, community, and faith-based groups and agencies.

Each one-stop center establishes its own process for selecting targeted families and determines the best way to provide services. However, all families participate in a family assessment and work with a navigator to develop an individualized family service plan (FSP). Navigators are trained center employees who provide guidance and resources to families, assisting in the navigation of available support systems. Based on a family's unique needs, the FSP identifies agencies and/or groups able to provide services and supports, along with the best ways to access and qualify for assistance. Types of assistance outlined in an FSP may include, but are not limited to, health care, child care, education, employment, transportation, housing, and respite care. Families that encounter complications after the plan is implemented consult their center navigators for help.

Grantees capture how the families they serve are helped so others may learn how to improve human services for consumers and achieve desired results. The service models being tested by the grantees have the potential to be replicated across the Nation.

The efforts of FS 360 grantees demonstrate the economic feasibility of a one-stop center where families can go for all of their needs, as well as the positive impact such centers have on families' abilities to care for their family members with DD.

The mission of the Stone Soup Group/Mt. View Family Support 360 (SSG) is to sustain the health and well-being of Alaskan children with special needs and their families. Listening to the stories of families, SSG identifies needs and works with communities to find solutions. SSG has positively impacted families by helping them obtain Supplemental Security Insurance benefits for their children.

Families have also received help in covering initial costs and obtaining utility hook-ups for adequate, accessible housing.

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Alaska

The Smiths are a homeless couple with two children, one of whom has a developmental disability. The family is currently staying in a five by eight foot room. For the three years prior to

this arrangement, the family lived together in one bedroom in Mrs. Smith's parents' home. Joe, their four-year-old son, was not allowed out of the bedroom without a parent and was kept in a playpen for the majority of the time. Joe recently began walking, running, and climbing, presenting a high safety risk. Except for screaming, he is unable to communicate verbally.

Working with the Smiths, a navigator has initiated the special education preschool assessment process for Joe. Additionally, appointments have been scheduled with the State's neurodevelopment pediatrician. The navigator was also able to accelerate the receipt of food stamps and public assistance for the Smiths. The family is currently on a list for a transitional housing shelter where they are eligible for two large rooms. Letters have also been written to Alaska Housing, a public financing corporation.

Mr. Smith has gained employment and is working full time. The Smith family's developmental disabilities application was expedited and determined eligible for crisis services. Mr. and Mrs. Smith have continued to demonstrate a high level

of concern and involvement with regard to Joe's development and their family's welfare. Joe's one-year-old sister, Kate, appears to be developing typically. The Smiths' willingness to utilize public transportation and ensure all scheduled appointments are kept is a key to their achievements and future success.



Colorado

Colorado Family Support 360° (Colorado 360°) is an integrated family support model that improves access to local programs and increases the capacity of the service delivery system to provide supports specific to the needs of families who have a child with a developmental disability and receive Temporary Assistance for Needy Families (TANF). Colorado 360° developed a screening process for the identification of families who may have a child with a developmental disability, health condition, or significant behavioral concerns. Families are contacted by the Family Support Coordinators, who then conduct an assessment of each family's needs. Coordinators also gauge potential barriers to work and advocate for the needs of the family.

Colorado Family Support 360°
University of Colorado Health
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Partners
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www.jfkpartners.org/Colorado-family360.asp

Mr. Gomez is a 47-year-old divorcée receiving Temporary Assistance for Needy Families (TANF) for his daughter Isabella, age 15. The family applied for TANF after losing their home to

foreclosure, but extended family support was not available. The hospital where Isabella was attending medical day treatment was their primary resource for assistance and Mr. Gomez had no other income. TANF referred the family to Colorado Family Support 360.

Isabella was born with a rare condition that caused her body to be asymmetrical. It is a painful problem that caused scoliosis and multiple reparative surgeries. Other complications of the condition include heart failure and an inability to thrive and heal. Isabella underwent five surgeries last year and is expected to have an additional five this year. She also has mental health diagnoses.

Although the primary concern was Isabella's health, Mr. Gomez had some unaddressed personal health problems, including a hernia and chronic shoulder pain. The hernia ruptured and emergency surgery was obtained with the help of Medicaid. He also followed up on his chronic shoulder pain and is undergoing shoulder replacement surgery. In addition to his physical health problems, he has been diagnosed with Attention Deficit Hyperactivity Disorder and depression.

Public shelters could not accommodate Isabella's needs, so their navigator helped obtain a voucher for emergency housing. Additionally, assistance was given in applying for rent subsidy through the agency. School is now provided through a hospital day treatment and the family is pleased with the services.



Commonwealth of the Northern Mariana Islands

The mission of the Commonwealth of the Northern Mariana Islands (CNMI) Council on Developmental Disabilities' Family Hope Center is to serve and support family members to advocate for their children with disabilities in the CNMI from birth to age 21. The Family Hope Center collaborates with service providers to gather information and resources for parents in a one-stop center. Staff members at the Center disseminate brochures and pamphlets of all available service providers, including a brochure about the Center in different languages, including English, Chamorro, Carolinian, Korean, Chinese, and Filipino.

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CNMI Council on
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[www.cnmicdd.org/
familyhope.aspx](http://www.cnmicdd.org/familyhope.aspx)

John is a legal immigrant with a wife and two children. John and his wife, Jane, had their first child in China and their second in the CNMI. Their second child, Brian, was born several months prematurely. He had a hole in his heart and permanent hearing loss caused by underdevelopment of the right ear. After a few years of working and living in the CNMI as a family, Jane's work contract expired and was not renewed. She had to relocate back to China with their eldest child, Jaime. John and Brian remained in the CNMI hoping to receive the appropriate services and assistance for Brian.

John struggles daily while he attempts to care for Brian, maintain employment, and support Jane and Jaime in China. While at work, he depends on neighbors and friends to care for his son. For several years John attempted without success to receive assistance from service providers for Brian. He was then referred to the Family Service Center (FSC) by another client of the program.

After visiting the Family Support Center, John was able to establish a family support plan. Within a couple of weeks, Brian was eligible for subsidized day care services and Medicaid. Without the assistance of the One-Stop Center, it would have been incredibly difficult for John to maintain employment and continue living in the CNMI.



District of Columbia

The Quality Trust—Family EMPOWERment Center’s (FEC) mission is to increase knowledge of resources and assist with the navigation of family-centered services, enabling families to achieve full participation in community. FEC is working to build a coalition of parent leaders through conferences and trainings convened throughout the year. FEC has successfully assisted families in understanding their ability to navigate the system of services and supports and feeling empowered to do so independently.

Quality Trust—Family EMPOWERment Center
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Washington, DC 20032
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www.dcfamilysupports.org

Mary has an adult sister, Cheryl, who has a developmental disability. Cheryl was referred to the Family EMPOWERment Center (FEC) to receive support with

moving from an intermediate care facility for individuals with intellectual disabilities. She had lived in a congregate setting for the most of her life. Cheryl worked with members of her circle of support lead by her sister, Mary, to obtain a desirable living arrangement in which the highest quality of person-centered services and supports were available regardless of the extent of her needs.

While receiving supports from the FEC, Mary’s capacity to advocate for Cheryl’s rights through a variety of means blossomed. Mary developed into an effective advocate for her sister, but did not possess the tools to successfully share her story. Mary attended an FEC workshop to receive assistance. FEC held a workshop on self-sufficiency document organization, during which tips and techniques for becoming organized were the focus. The workshop also emphasized the importance of collecting and maintaining health-related documentation in a central, easily accessible location. Binders were distributed to all workshop participants to encourage maintenance of these documents. Additionally, this meeting recommended scrap booking and journaling as a way to tell your family’s story, including joys and trials.

Mary was able to use the product of the workshop entitled “Self Sufficiency 101” to assist her sister’s provider to maintain Cheryl’s medical documentation in an organized manner.

Cheryl’s binder also shares with new staff what her likes and dislikes are in a concise manner. Mary has also gone on to use her sister’s health document binder and family story scrapbook in a presentation for the provider community.

Mary’s ability to advocate with and on behalf of her sister was strengthened after receiving training, advocacy, coaching and support from the FEC. She continues, along with the support of FEC, to ensure her family’s voice is heard.



Hawaii

The Hawaii 360 Youth and Family Project created a Navigational One-Stop System for agencies and families in Hawaii. All agencies met the criteria for competency certification. More than 10 community agencies and programs are working with the Project and helping to develop competency criteria. Some agencies are also interested in using electronic family service plans. Community and family members have received more than 500 services from the Project.

Navigational One-Stop System: Hawaii 360 Youth and Family Project

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Honolulu, HI 96822
Phone: (808) 956-9376
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www.realchoices.org

The Johnson family has been working with a navigator for almost year. Their son, Ronnie, has a developmental disability that had taken the family from one agency to the next in search of support. Along the way, the Johnsons had a range of experiences that left them hesitant to work with “another project.” A significant portion of the past year has been spent developing a relationship of trust and understanding between the One-Stop system navigator and the Johnson family.

With the support of their navigator, the Johnsons were able to successfully advocate for Ronnie’s needs during an Individualized Education Program (IEP) transition meeting with the Department of Education and the Division of Vocational Rehabilitation. During this year, Ronnie transitioned from high school to a working environment in the community. He now has a personal assistant and the agency supports that are necessary for his continuing development of life skills.

In addition to this achievement, the family has developed an understanding of the important distinctions between entitlement, expectations, and eligibility as they relate to community agencies and resources. The Johnsons continue to work with their navigator and community supports to pursue goals and implement new advocacy skills for all of their family members.



Idaho

The Idaho Family Support 360 Project has been able to reach families across the State through better information resources, knowledgeable and helpful staff, and better interaction with providers and policy makers. The Project seeks to improve services to families in the future by talking with lawmakers about changes to the system that will make it more in sync with families' needs. The Idaho Family Support 360 Project is seen as a resource by lawmakers and many groups around the State. The face-to-face resource center has reached far more families than originally projected, and they have a good foundation on which to open a center in another region of the State.

Idaho Family Support 360 Project

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Mrs. French first telephoned the Idaho Family Support 360 Project in a suicidal condition. She had been advised by a physician that her medical condition, which involves deteriorating vertebrae in her spine, was not going to improve. Mrs.

French was facing paralysis and bed confinement. Two of the three French children have developmental disabilities. Her health, physical pain, limited mobility, and the needs of her children led her into depression. Given Mrs. French's condition, an Adult Mental Health Services (AMHS) clinician recommended that she voluntarily commit herself to a local psychiatric unit. Mrs. French was unsure about this step because she had to care for her children during the day while her husband was at work. AMHS could not provide child care services.

Unfortunately in Idaho, the amount of support AMHS can offer to the family is extremely limited. Relationships with agencies or care providers must often be created before a resource is truly available to a family.

Having developed a relationship with Mrs. French approximately five months prior to her crisis, One-Stop Center navigators stepped in. As a result, the Boys and Girls Club agreed to provide scholarships for the children to attend a day program. Transportation was also complimentary. Mr. French cares for the children while they are not in the program.

A navigator remains in contact with Mrs. French, who checked herself into a local psychiatric facility. She has stabilized and is taking appropriate medications for her depression and undergoing counseling. While Mrs. French's physical deterioration will persist, the time in the psychiatric unit has positioned her to mentally cope with the situation. The French children have benefited by involvement in fun and educational programs at the Boys and Girls Club. The Club provides supports and activities for the kids while affording Mrs. French time to deal with her medical needs.



Maryland

The mission of Baltimore Families First (BFF) is to provide a face-to-face, one-stop resource center for families parenting or caring for a child and/or youth with developmental disabilities, mental health, or behavioral health needs in Baltimore City. BFF staff creatively problem solve to find new solutions through information and referral, or by creating a family strengthening plan that enables families to be empowered to preserve, strengthen, and maintain their family structure. BFF's main goals include improving individual and family support options; providing linkages among services, support, and resources; and improving individual and family economic development.

**Baltimore Families First
The Family League of Baltimore
City, Inc.**

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www.flbcinc.org

Ms. Dennis has been involved with The Family League of Baltimore City since the summer. Her son, Mark, has been diagnosed with attention deficit hyperactivity disorder (ADHD) and other behavioral issues. Mark has trouble remaining seated, keeping focus, and staying in class. Ms. Dennis felt that the school system was unwilling to listen to her concerns regarding Mark's diagnosis and behavioral issues. In her view, the school system preferred to consider Mark a bad seed instead of a student requiring additional support. A family navigator assisted Ms. Dennis at her son's Individualized Education Program (IEP) meeting and they discovered that the proper diagnosis code was not on file. Mark had been noted as having a learning disability, not ADHD and other behavioral disabilities, which impact IEP goals.

The family navigator accompanied Ms. Dennis to her son's mental health appointment and requested the official diagnosis information. Before her involvement with The Family League of Baltimore City, Ms. Dennis contacted several organizations and was unsuccessful in obtaining the papers documenting the current diagnosis. With the navigator's assistance, Mark's diagnosis papers were released and Baltimore Families First provided the information to the school.

The disability code on Mark's file was changed to reflect ADHD and IEP goals can now be tailored to the accurate diagnosis. This alteration has improved Mark's performance and focus in school.

The family navigator keeps in touch with the Dennis family by performing home visits. Stress levels have been significantly reduced. Ms. Dennis followed through on each suggestion proposed by the navigator, which had a major impact on the success of the family. Mark had a positive summer school experience, receiving an award for a job well done.



Massachusetts

The mission of SCAN 360—Springfield Community Access Network is to create linkages among a network of human service agencies, service providers, and community resources in Springfield to better coordinate information and support to families who have a member with a developmental disability. Outreach is targeted to low-income, culturally diverse families. Any family who contacts the SCAN 360 Family Center may receive information and referral assistance, access to a resource library, connections to parent mentors, and support groups and trainings. Case managers assist families from designated priority groups to develop action plans to address identified needs. Families also get help with navigating the service system to obtain needed services and resources.

**SCAN 360—Springfield
Community Access Network**
Massachusetts Department of
Mental Retardation
11 Wilbraham Road
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<http://www.scan360.org>

Martha is a single mother with three sons, Eric, Will, and Steven. Will has a diagnosis of autism, while Eric and Steven have attention deficit, hyperactive disorder, and depression. All of the children also have severe asthma, and Martha suffers from debilitating anxiety, depression, panic disorder, insomnia, and learning disabilities. She has difficulty reading and understanding even simple documents.

One need identified in the development of the Family Action Plan, was for appropriate Educational Plans and school placements for Will and Steven. They were not making progress in school; teaching staff in Will's kindergarten classroom did not have training in dealing with a child with autism. Steven was being suspended from school for behaviors related to his disabilities. Working with the school, the Family navigator was successful in the development of an appropriate IEP, placement, and related services for Will and Steven.

With staff assistance, Martha was able to access improved medical, dental, and mental health care. Additionally, staff assisted Martha with applying for SSI and services from the Department of Mental Retardation /Autism Division for Will.

Martha had become frustrated in her attempts to communicate with and meet the requirements of the Department of Transitional Assistance. She needed to fulfill a work, community service or school requirement in order for the family to be maintained on food stamps and financial assistance. However, due to her anxiety, panic disorder, and learning disabilities, she had not been successful in fulfilling this requirement. Martha volunteered at the Scan 360 Family Center for a period

of time, but, she was not able to follow through with her assigned work. The staff assisted Martha in getting a disability exemption from the requirement, and in applying for SSI for herself.



Michigan

The Detroit Family Support 360° Project is a one-stop support center for families with children who have disabilities. The Project helps families obtain the supports and services they desire in order to enhance the health and well-being of those families. The Detroit Family Support 360° Project has helped nearly 100 families with systems navigation. The Project has received two Testimonial Resolutions from the Detroit City Council for assisting Detroit families who have a child with a developmental disability.

Detroit Family Support 360° Project

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www.ddi.wayne.edu/detroit360.php

Kyle is 17 and lives with his mother, Maureen, and 19-year-old brother, Mike. His sister and nephew also help to support him. Kyle was an

innocent victim during a drive-by shooting. Multiple stray bullets left him with a spinal cord injury.

The family had several concerns when they first reached out for assistance from the navigator. Maureen's Supplemental Security Income (SSI) was in jeopardy and Kyle needed to begin the application process for the same support. The family's food assistance was reduced and Maureen could not meet the obligations of the Work First program. Although they were enrolled in Children's Special Health Care Services (CSHCS), there was significant confusion over pharmaceutical coverage and personal care supplies.

The navigator assisted Maureen in the creation of a family plan that included housing, Social Security, mental health, and human services goals. Specifically, it included the completion of a Section 8 housing application and getting in touch with Neighborhood Legal Services for technical assistance. The navigator also aided Maureen and Kyle with their SSI challenges and applications.

Also a top priority was assisting Kyle with applications for mental health supports, including respite, individual counseling, and skills development. The navigator provided education on navigating mental health system services. Maureen also received assistance with housing and utility needs. Kyle was helped with his application for

the Home Help program. Maureen was given information

about alternative schooling options as well as methods to expedite requests for health supplies through CSHCS. Finally, the family received support with their application for Metro Lift and the Detroit Department of Transportation.

The FS 360 Center and navigator were able to assist this family in a variety of areas to improve the well-being of Kyle and those around him. Together they have achieved many things and will secure the family's success for the future by continuing to develop their skills.



Minnesota

Jordan New Life One Stop Family Support Center exists to empower families who have a member with developmental disabilities to become more independent, productive, self-determined, integrated, and included. The Center has installed a small computer lab for families. There are two computer terminals and a printer available for use by the families in conducting job searches, preparing résumés, doing schoolwork, and filling out paperwork online. A newsletter was developed that is sent to 200 households on a bimonthly basis. Included in the newsletter is information on Center services, success stories, and information on disabilities.

Jordan New Life One Stop Family Support Center

Minnesota Governor's
Council on Developmental
Disabilities

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Minneapolis, MN 55411
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www.jordannewlife.org

Mr. Wilson, a 26-year-old African-American homeless man, came into the Jordan New Life Family Service Center seeking assistance with employment and housing opportunities.

He was referred to the job training program but experienced difficulty with attendance and maintaining focus. Some concerns were raised by job trainers regarding his mental capacity. After hearing these concerns and witnessing Mr. Wilson's failure to complete the job training program, navigators were able to coordinate a neuropsychiatric exam with the Brain Injury Association of Minnesota. It was concluded that he suffers from attention deficit hyperactivity disorder, as well as other mental health issues and cognitive delays. All of these factors impacted Mr. Wilson's ability to work successfully.

Mr. Wilson is now in a long-term transitional housing facility that will allow him to stay for at least one year while he is acquiring the resources necessary to pay for housing. He was denied Social Security Disability Insurance (SSDI), but he has a lawyer who is working on an appeal. The lawyer expects that Mr. Wilson will be granted SSDI as a result. Mr. Wilson continues to have a great deal of support from staff at both the One-Stop Center and the Brain Injury Association of Minnesota.



Missouri

The goal of Visions with Hope 360° is to provide support services to Latino families that have children with disabilities. The program provides information about disabilities, case management services, and in-depth family planning. Visions with Hope 360° has focused on ensuring the involvement of fathers in their services. Several fathers have participated in an ongoing series of workshops convened by Visions with Hope 360°, which have focused on discussing the challenges of being a father of a child with a disability. The fathers feel more comfortable discussing these issues among people in similar situations.

Visions with Hope 360°

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www.visionswithhope.org

Maria is the single mother of a 13-year-old boy. Her son, Kevin, has a developmental disability and an eating disorder. Before she contacted Visions with Hope 360° Center, Maria was depressed, under a tremendous amount of stress, and didn't know where to go for assistance.

Maria met with a navigator and explained that Kevin was extremely shy, displayed very low self-esteem, suffered from a poor self-image, and experienced problems in school. To address these challenges, the navigator assisted Maria and Kevin during two Individualized Education Program meetings. Maria asked her son's principal to provide a new school evaluation and new services. Over time, Maria gained confidence in advocating for such services on Kevin's behalf. He is now receiving speech and occupational therapy and taking classes in English as a second language. Kevin is becoming increasingly confident in his abilities.

Transportation was also a major difficulty for Maria when she first met with the navigator. With assistance, she was able to receive a donated car and the vehicle has proven a tremendous aid in fulfilling her daily responsibilities.

Finally, Maria's navigator provided a referral to an agency that offers mental health services. Maria agreed to seek help but did not attend the sessions. After additional encouragement, she made an appointment to see a therapist. Several sessions later, her confidence level has grown and she is able to talk, trust, and shed tears

for the first time in a long while. Today, Maria is celebrating new friendships and continuing therapy. She and Kevin are moving to start their new lives together.

New Hampshire



The Under One Roof (UOR) Project helps people of all ages and abilities enjoy recreational activities and employment in the rural towns in which they live. UOR goals include helping community members value the strengths and abilities in everyone; connecting people who experience disability and their families to local opportunities for family support, recreation, and employment; and using The River Center: A Place for Community Connections and Resources as a model community organization that includes people of all ages and abilities. UOR has created a recreation mentoring program for high school students, including a Web site that allows students to find each other and have fun (www.recreationallies.org).

Under One Roof Project

The River Center: A Place for Community Connections and Resources

46 Concord Street

Peterborough, NH 03458

Phone: (603) 924-2159

Fax: (603) 371-9059

www.underoneroofproject.org

Loretta is the mother of James, a young boy with a developmental disability. She first sought assistance with finding a respite provider to facilitate recreational time with James. During the initial visit, the navigator discovered that Loretta's other son, Jacob, suffers from allergies that were aggravated by the family's living conditions. For several years, Loretta had attempted to convince her landlord to replace the carpeting in her apartment because of its effect on Jacob's condition.

The navigator began advocating for Loretta and her sons by making phone calls, attempting to form collaborative arrangements, searching for willing and able workers, and investigating funding. All of the work the navigator put into planning the carpet replacement was to no avail. After a year of pursuing this cause, the navigator decided to take a different route to solve Loretta's problem. The navigator and a colleague at the Under One Roof Project volunteered to take up the old carpet and lay tile in Jacob's bedroom, while the navigator's other personal volunteers completed the hallway and living room.

As for the original request for a respite provider for James, the navigator was able to find a capable and reliable high school student interested in this effort.

The family and navigator continue to feel a strong sense of satisfaction after this partnership.

Project Pueblo Connections has developed family support centers in four of the pueblos in Sandoval County, NM. Family support centers help individuals with developmental disabilities and their families access services and supports. Family support groups have been meeting every other week to share information and support. Each year, an annual family conference has brought together more than 100 family members to learn skills and gain knowledge about self-advocacy and other issues affecting individuals with developmental disabilities and their families.

**Project Pueblo Connections
Center for Development and
Disability**

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New Mexico

Ms. Green, a 21-year-old high school student with developmental disabilities, was facing the risk of dropping out of high school and becoming homeless due to multiple challenges in her family home. Ms. Green's family lived at Cochiti Pueblo when her mother left the family and put the children in the care of their father who was deeply depressed and abusing alcohol. Due to these circumstances, Ms. Green was temporarily living with one of her teachers at school. The teacher referred Ms. Green to the Family Support Center with Project Pueblo Connections.

A Peer navigator from the Family Support Center met several times with Ms. Green and her teacher to develop a support plan and provide information and referrals to community and state resources. The immediate concern for Ms. Green was to find a stable place to live and obtain financial assistance. It was very important to Ms. Green that she graduate from high school with her peers and not be separated from her three younger brothers and sisters who were living with friends and family. Child Protective Services was later contacted, and the younger children were placed in foster care with a known family member who stayed in touch with their big sister. The Peer navigator assisted Ms. Green in completing an application for Section 8 housing support and Vocational Rehabilitation Services as well as temporary cash assistance, food stamps and Medicaid. The Peer navigator also assisted Ms. Green in applying for SSI, and the state's developmental Disabilities Medicaid Waiver program. The Peer navigator was also able to identify funds to assist Ms. Green in purchasing her graduation cap and gown and school year book.

Within the year, with the help of the Family Support Center and Peer navigator, Ms. Green was able to successfully graduate from High School and move into her own apartment. She has a new job at a McDonald's restaurant and visits her brothers and sisters often.



North Carolina

The mission of the Strengthening Families OneStop Project is to support the development of a culturally responsive, integrated community-based system of information and referral, service delivery, and follow-up to support families with children who have developmental disabilities. The goals of the project are to strengthen linkages among State and local level organizations to benefit families with children with developmental disabilities; to establish a model of service coordination that involves parents as Service Coordinators for other families; to pilot an information and referral system to serve as a single point of entry for families; and to facilitate statewide replication of the model.

**Strengthening Families
with Children Who Have
Developmental Disabilities:
OneStop for Family Support**
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University of North Carolina at
Chapel Hill
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[home.htm](http://www.fsnn.org/Projects/ossf/ossf_home.htm)

The Garcia family was referred to the local OneStop Program for general assistance by various community sources. The Garcia family has nine children. The youngest child, an 18-month-old little girl, was born prematurely and has cognitive and physical delays as well as ongoing kidney failure. Her condition requires peritoneal dialysis for 12 hours each day. To complicate matters, Mrs. Garcia spoke no English and can neither read nor write. Mr. Garcia is a laborer and has limited English skills. The family relies on their older children to interpret for them. They have only one car which Mr. Garcia takes to work.

The OneStop Family Support Coordinator and other support coordinators began to gather resources to assist this family who had been devastated by their child's condition. The bilingual Family Support Coordinator interviewed the family and learned that, among other things, the lack of air conditioning in their home posed serious risks to their youngest daughter's health. The family was financially unable to resolve the issue. With the help of the Family Support Coordinator, the Garcias developed a Family Service Plan that included obtaining air conditioning.

The Family Support Coordinator negotiated funding from a local private foundation for an air conditioning unit, purchased it herself, and had it delivered to the home. The family was also in need of a crib for their daughter. The navigator was able to secure a donation of a crib, a mattress and bedding.

The Garcias have since been invited to and participated in the local Hispanic Support Group for families who have children with disabilities, "El Grupo de Apoyo Y Esperanza" (The Group of Support and Hope). The support group is another service sponsored by the local OneStop program and is able to offer ongoing encouragement to families in a way that is sensitive to their needs and their culture.



Oklahoma

The Oklahoma Family Support 360° Project was established within a primary health care clinic. Each year the Project serves at least 50 families whose children have developmental disabilities and are eligible for Medicaid. The Project's purpose is to provide a family centered resource center to help families meet the unique challenges of raising children with developmental disabilities, and to increase providers' knowledge about family support practices, community resources, and a medical home approach to health care services. The Oklahoma Family Support 360 Project has increased families' knowledge of community and health care services available to them and has provided training to 44 pediatric residents who work with children with disabilities.

Oklahoma Family Support 360° Project

Center for Learning and Leadership
University Center for Excellence in
Developmental Disabilities
University of Oklahoma Health
Sciences Center
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Oklahoma City, OK 73190
Phone: (405) 271-4500
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[http://w3.ouhsc.edu/thecenter/index2.
htm](http://w3.ouhsc.edu/thecenter/index2.htm)

Cheryl is the single mother of five-year-old twin boys, Mark and Chad, who were born prematurely. Mark has Dandy Walker Syndrome with significant developmental delays. Chad has undiagnosed developmental delays, but was found ineligible for services at age three. Last year, Chad started kindergarten and experienced difficult social, emotional, and behavioral issues.

Since the twins were born, Cheryl has transitioned from a married, middle class status to an impoverished divorcee. When Cheryl met with an Oklahoma Family Support 360° project navigator, she shared a variety of concerns, including her depression, Mark's Medicaid and Social Security eligibility status, and Chad's school issues.

The navigator arranged several meetings between Cheryl and personnel at Chad's school, resulting in a mutually positive relationship and reevaluation of Chad's eligibility for special education services. Ultimately, he was found eligible. The navigator also gave Cheryl SSI information and connected her with a representative at the Social Security Administration. The representative determined that Mark would remain eligible for SSI. The navigator visited Cheryl about her depression and anxiety, reviewing available mental health resources. The navigator shared her own stories of mothering children with developmental disabilities and issues that her family faced. Cheryl expressed her gratitude and relief that the navigator was a parent with experience in utilizing government services while struggling financially.

When the navigator last checked, Cheryl reported that both boys were happier than she had seen them in a long time. Cheryl has a new job and is better able to support the family's emotional and physical needs.



Oregon

The staff at Juntos Podemos offer families of children with developmental disabilities a place where they will be welcomed and linked to services they need whenever possible. The Center also offers families opportunities for mutual support and partnering with community organizations and businesses. While the Center focuses on Latino families, all families are welcome. Feedback from families confirms that, for the first time, families feel that they have a place of their own where they are welcomed and heard. Families feel that they can get support they need, information about available services, and guidance about other agencies that can also help.

Juntos Podemos (Together We Can): A One-Stop Family Support 360 Center

Human Services Research Institute
2475 Lancaster Drive, NE, B-9
Salem, OR 97305
Phone: (503) 566-7727
Fax: (503) 566-7726
www.hsri.org/juntospodemos

Edgar is a 16-year-old boy with an amazing smile and cerebral palsy.

When his mother, Beth, identified his need for oral care due to pain and bleeding in the mouth, she reached out to Juntos Podemos. Edgar does not have health insurance and locating affordable dental care is a difficult challenge. Prior to contacting the center, Beth exhausted herself searching for resources in every clinic she could access. Although she holds two full-time jobs, her earnings were not enough to pay for the high cost of the necessary dental work.

The navigator was able to connect Beth and Edgar with the Donated Dental Services (DDS) program, which finds free dental care for older adults and people with disabilities. Edgar qualified for the program and DDS located a local dentist within weeks.

After a few visits, Edgar had his cavities filled, molars sealed, gums cleaned, and two teeth pulled. Although breathing was a challenge during the procedures, Edgar ended every treatment with a giant grin. All of the dental care was donated by the Salem dentist's office.

The dentist will generously continue monitoring Edgar's dental health by offering him free check-ups every six months.



Rhode Island

The Family Support 360 Transition from School to Adult Life/360 Local Supportive Parenting Project has two parts: one part helps families of youth with the most challenging disabilities plan a meaningful adult life. The second part helps parents with learning challenges become better parents and self-advocates. The project has helped form a parent-to-parent support group, which provides training in nutrition and menu-planning, as well as peer support for parents. The project has also helped families become aware of all the options available for their youth with disabilities as they move toward adult life. Families have been able to dream bigger and make more informed choices with and for their family members.

Family Support 360 Transition from School to Adult Life/360 Local Supportive Parenting Project

Paul V. Sherlock Center on Disability at Rhode Island College
600 Mt. Pleasant Avenue
Providence, RI 02908
Phone: (401) 456-8072
Fax: (401) 456-8150
www.ric.edu/uap/familysupport.html

Mabel is a mother with cognitive challenges who came to the Rhode Island Family Support 360 in May 2005. Her husband, Brent, also has cognitive challenges and earns minimum wage. The couple's ten-year-old son, Chris, has autism.

Mabel and Brent withdrew Chris from school after he was assaulted by a staff person. After several attempts to find a new school proved unsuccessful, the school district proposed placement in a segregated school setting. The recommended school was located 45 minutes from the family's home. As a condition of enrollment, officials at the school required that signed consent be given by the parents for the use of restraint and seclusion. Mabel was not comfortable with the suggested arrangement. Meanwhile, the school district was threatening to report educational neglect to the Rhode Island Department of Children, Youth and Families.

To prepare Mabel for due process, navigators worked with the Rhode Island Disability Law Center to coach her through these challenges. She advocated for Chris to be placed in a school or program closer to home. A "no-restraint" policy was also very important to her. Navigators helped Mabel maintain composure during the contentious meetings with the school district. Because her insistence on a no-restraint policy was a Least Restrictive Environment issue, the Rhode Island Developmental Disability Council helped Mabel contact key politicians. By May 2006, the district agreed to her placement request and Chris started school.

Currently, Chris is doing well. His episodes of difficult behaviors have decreased and he is able to use bathroom facilities on his own for the first time. Mabel has set goals

for herself as well. She is earning her G.E.D. and hopes to become a teacher's assistant. Through this experience, Mabel learned very important advocacy skills and is now much more self-directed.



South Dakota

The mission of People Leading Accessible Networks of Support (PLANS) Family Support 360 is to empower people to achieve their dreams through choice of services and supports. The goals of the project are to support each person to make decisions, to support each person's choices to live and work in their community, and to assist each person explore available community resources and services.

**People Leading Accessible
Networks of Support
(PLANS) Family Support 360**
South Dakota Department of
Human Services
Department of Human Services
Division of Developmental
Disabilities
Hillsview Properties Plaza
3800 East Highway 34
Pierre, SD 57501
Phone: (605) 773-3438
Fax: (605) 773-7562
<http://dhs.sd.gov/dd/plansindex.aspx>

Laura, along with her parents, came to the People Leading Accessible Networks of Support (PLANS)

seeking assistance. A year prior to the visit, Laura moved out and had been living independently. Fifty miles away from her family, so-called friends were taking advantage of her. A navigator met with the family and encouraged Laura to move back to her parents' home and plan a transition period before living independently again.

Laura became employed and acquired a job coach, but the distance Laura had to travel to visit the coach became a problem. To overcome this challenge, the navigator and family worked together to find a new job coach. Laura is now working part time in her community at a job she loves.

Through some friends that she met on her own, Laura met Dale, a young man who was also overcoming challenges in his life. They have been together building a relationship for the past few months. Dale is accepted well by Laura's family and he has been baptized into their faith. The couple plan to marry next year, exhibiting total support for one another.

Laura also had major dental problems that needed attention, but she was adamant about not allowing dental work. In discussions with the navigator, it was revealed that she had experienced severe emotional discomfort while being treated in the past. Once Laura was assured that it would not occur again, she agreed to the dental work. This effort promises to improve her health.

Respite care has helped Laura's dedicated parents. They are in the process of helping their daughter plan the purchase of a home with Dale. PLANS also assisted Laura in finding a support provider who is experienced in teaching independent living skills.



Utah

The Disability Support Center for Families' mission is to improve the quality of life for children, youth, and adults with developmental disabilities and their families in an economically disadvantaged and ethnically diverse area of Salt Lake City. The Disability Support Center for Families developed and implemented a petition concerning route changes and increased fares by the Utah Transit Authority (UTA). In partnership with the Utah Department of Health's Center for Disability and Health, and in support of the Proyecto Prevencion project, the Center developed three training modules to empower families to become their own service navigators. The Center helped educate these families on the importance of maintaining good physical and mental health. Project and Center staff trained all three models to the Hispanic Family Support Parent Groups.

Disability Support Center for Families

Utah State University/Center for Persons with Disabilities
1574 West 1700 South, Suite 1A
Salt Lake City, UT 84104
Phone: (801) 973-0129
Fax: (801) 973-6964
www.disabilitysupportcenter.org

Struggling financially, the Dipano family was referred to the Family Support 360: Disability Support Center for Families by the Utah Parent Center. The navigator assisted the family with the application processes for Social Security benefits and food stamps. After many hours of conversation with Mrs. Dipano, it became apparent that she felt extremely isolated while caring for her three children. One of the children, Bradley, has been diagnosed with autism. Mrs. Dipano was struggling to watch all three children at once and needed a way to keep Bradley from running uncontrollably. Mr. Dipano worked long hours and used the family's only vehicle for his employment.

The navigator helped Mrs. Dipano learn bus routes throughout Salt Lake City, including specific routes to medical clinics for Bradley. The navigator also contacted several local businesses about donations to help the Dipano family acquire a two-child stroller. A local business purchased the stroller and Mrs. Dipano can now ride the bus and attend medical appointments with little assistance. In addition, she has begun using public transportation for pleasurable activities with her children, which is likely to lessen her feelings of isolation.



Vermont

The Green Mountain Family Support 360 Project's mission is for parents with disabilities in Vermont to receive adequate supports to raise their children successfully at home. People with disabilities and their families are a part of the transformation of the Agency of Human Services. Peer navigators connect families to communication support for court situations, service coordination, and formal and informal supports in their communities. Of the over 300 families served, less than ten percent have permanently lost custody of their children.

Green Mountain Family Support 360 Project

Vermont Agency of Human Services

103 South Main Street

Waterbury, VT 05671

Phone: (802) 241-3529

Fax: (802) 241-2980

<http://humanservices.vermont.gov/services/field-services-description>

When Maya first met with a navigator, she was pregnant and had a child, Sam, who had just been removed from Maya's home by Family Services. Sam's removal seemed to be motivated by medical professionals who felt his parents had trouble understanding care instructions related to his allergies. When Maya gave birth one month later, baby Alex was also removed and placed in care. Through assistance from Peer Navigation, a maternal health nurse, intensive family based services, the assigned attorney, and a Family Services social worker, assessments began and help was quickly delivered.

The attorney was successful in acquiring developmental services (DS) for Maya. The case manager is involved with the family and Maya is attending parenting classes at the local DS agency. Family Services engaged the Green Mountain Family Support 360 Project Co-Director to complete a parenting assessment, which yielded valuable information. This also gave the team a list of follow-up recommendations to help all involved agencies feel comfortable about placing Sam and Alex back at home.

Maya has learned exactly what Sam's allergies are and how to use an epee-pen when necessary. Kitchen charts have been made that display foods that will or will not cause an allergic reaction. Someone who went to the grocery store with Maya noted that she wanted to read every label in the aisle to demonstrate her ability to understand which foods were safe and which were not.

Alex returned home within six weeks of being removed. The family thinks that Sam will be home in the next couple of months. Maya and her family are extremely motivated to do whatever is necessary to have both Sam and Alex back at home.



Wisconsin

The One-Stop Family Support 360 Project is located at the Harambee Center on the south side of Madison, where many families experience challenges with long-term and family supports. The focus of the Project is to connect families with comprehensive, community-based, family directed information, supports, and services to children with disabilities and their families; make resources and training available so that providers and families are knowledgeable and effective navigators of the Children's Long-Term Support System; increase the coordination between existing State- and county-funded information and assistance activities; and implement measures of quality, as well as the process to review quality of services and supports, in partnership with families.

One-Stop Family Support Project
Wisconsin Department of Health
and Family Services
DDES/BDDS/Children's Section
1 West Wilson Street
Madison, WI 53705
Phone: (414) 763-0851
Fax: (608) 265-3441
[http://www.smhfc-harambee.com/
fs360.html](http://www.smhfc-harambee.com/fs360.html)

At a recent Parents in Partnership (PIP) meeting, a parent advocacy training series, Mrs. Gomez met Mrs. Rodriguez. Both mothers were working independently

with their families and One-Stop Family Support project navigators, but both mothers felt isolated. Mrs. Gomez and her 12-year-old son, Jose, have lived in their neighborhood less than 1 year and have no personal transportation. Jose has been diagnosed with Down syndrome. Mrs. Rodriguez takes care of her 15-year-old son, Nicky, who has been diagnosed with pervasive developmental disorder-not otherwise specified, or PDD-NOS. Mrs. Rodriguez also cares for her husband, who has a mental health diagnosis. Both families speak Spanish as their first language, which creates additional barriers to services and socializing.

Since meeting through the training series, both mothers have felt less isolated. Mrs. Gomez and Mrs. Rodriguez began to meet for coffee and outings to the mall. Initially, the purpose of these meetings was to provide a social outlet, but as the relationship grew they began giving each other advice about navigating various formal support systems and sharing transportation for the children. Furthermore, when they had discovered that Jose and Nicky attended the same school, the moms created an informal group of Spanish-speaking parents that have children with special needs. This group offers emotional support and group problem-solving around school concerns.

These two families also connected with other families at PIP to throw a party for El Dia de los Niños, a popular celebration for the local Spanish-speaking community. The families had previously avoided the official festivities because the large and noisy crowds were challenging for the children. But Mrs. Rodriguez and Mrs. Gomez solved this and organized an El Dia de los Niños celebration in a private and quiet setting for the children with disabilities.



Administration on Developmental Disabilities

Administration for Children and Families

U.S. Department of Health and Human Services

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