



The Road Forward

*A DDS Guide for
Transition Planning*

Presented By:

Massachusetts Department of Developmental Services
500 Harrison Avenue
Boston, MA 02118
Tel. (617) 727-5608
www.Mass.Gov/DDS

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INTRODUCTION

Transition is a word that has a unique meaning to families with a son or daughter aging out of the entitlement of education and into the world as happy, contributing adults. Fear, anxiety and dread are just a few words that come to mind around this anticipated change. As parents, after we were fairly competent with the educational terminology, we must now learn a new lingo: 688, ISP, MASSCAP. Also, transportation takes on a whole new meaning when the bus doesn't stop at your house any more.

When do we start? Who is involved? What are our options? Where do we go for help? We don't even know all of the questions we need to ask! We do know that we need to begin with the vision and dream our young adults have for themselves, and we also have for them. We need to begin early, by encouraging self advocacy, seeking meaningful vocational experiences and providing opportunities for their strengths, desires, and interests to shine in a multitude of ways. We must plan, network, partner, ask questions, attend trainings and conferences that will connect you with other parents, guardians, professionals and agencies

This booklet is a tool, full of helpful resources and information you *need* to know. It outlines critical timelines, eligibility criteria, important linkages, pages of acronyms and much more. This guide helps take the mystery out of the process. It is an excellent reference guide to be kept handy and referred to often.

Transition is a journey, it doesn't happen overnight or in isolation, but it will happen. Be prepared! Our children have taught us so much and the learning doesn't stop when they leave school. We need to continue to listen and support our sons and daughters to follow their dreams for active, full, adult lives in their communities. Be creative, be innovative and reach for the stars!

Susan Nadworny
Chairperson
Massachusetts Families Organizing for Change

TRANSITION

“This transition is not just about services; it is about creating a life for my son.”

Transition is often described as the life changes, adjustments, and cumulative experiences that occur in the lives of young adults as they move from school environments to more independent living and work environments (Wehman, 2006). In 1994, the Council for Exceptional Children, Division on Career Development and Transition developed a definition that is still considered to be relevant today.

“Transition refers to a change in status from behaving primarily as a student to assuming emergent adult roles in the community. These roles include employment, participating in post secondary education, maintaining a home, becoming appropriately involved in the community and experiencing satisfactory personal and social relationships. The process of enhancing transition involves the participation and coordination of school programs, adult agency services and natural supports within the community.”

- from the MA Governor's Commission on Developmental Services 2007

In Massachusetts, there are two laws that provide very different types of transition requirements for students with disabilities: Individuals with Disabilities Education Act (IDEA) and Ch. 688. These two laws can be quite confusing to the student and family. Even though they both deal with “transition” and they both involve parents, the student, the school and an adult human service agency representative; the transition focus of the two are very different.

IDEA (The Individuals with Disabilities Education Act)

The Individuals with Disabilities Education Act (IDEA) is the Federal law for special education services (Public Law 108-446) which focuses on the school district's obligation to provide transition services before a young adult graduates or turns 22 and leaves special education. The purpose of this law is to “ensure that all children with disabilities have available to them a free appropriate public education that emphasizes special education and related services designed to meet their needs and prepare them for employment and independent living.”

IDEA mandates that transition planning be part of each student's Individual Education Plan that is in effect when the student turns 16 (**this is interpreted to mean that this planning should be included in the IEP that is developed when the student is 15 years of age**). Transition related discussion and planning should be the beginning vision for adult life, and corresponding goals should be developed to address areas of need and related school services. These school services will help the student to live, work, or receive a post-secondary education as independently as possible when they leave special education services. The plan is reviewed annually by the educational team which includes student and family, and should change to reflect the student's more focused vision each year.



CHAPTER 688

WHAT IS CHAPTER 688?

Chapter 688 (commonly referred to as the "Turning 22 Law") is a law enacted in 1983 developed in partnership with parents, advocates and educators to address the needs of young adults. It provides a two year planning process for young adults with severe disabilities who will lose their entitlement to special education at the age of 22, or at the time of graduation from high school, whichever comes first. **This "Turning 22 Law" is NOT a continuation of the Massachusetts Special Education Statute, nor is it an entitlement guaranteeing services after the age of 22.** The law creates a single point of entry into the adult human service system and establishes a planning process which identifies services or supports which may be needed through the adult service system once the student has graduated or turns 22 and special education entitlements have terminated.



WHO IS ELIGIBLE FOR CHAPTER 688?

To be eligible for Chapter 688 services, a person must:

- 1) Be receiving special education paid for by the Commonwealth of Massachusetts
- 2) Need continuing habilitative services at the time of turning 22 or graduating from special education, and
- 3) Be unable to work competitively (without specialized supports) for more than 20 hours per week at the time of leaving school

An individual is automatically eligible for Chapter 688 if receiving SSI, SSDI, or registered with the Massachusetts Commission for the Blind.

If an individual is not initially eligible for Chapter 688, DDS will refer the case to the MA 688 Eligibility Unit, a separate unit that will determine the Chapter 688 eligibility.

HOW IS A 688 REFERRAL MADE?

Only the local school system, also known as the Local Education Authority or LEA, can make a 688 referral if the student will need additional services after leaving special education. The referral must be made while the student is still in school. The local school system typically decides which human service agency might best meet the student's needs as an adult and sends the referral directly to that agency. The LEA must ask the parent, young adult, or guardian to sign the 688 referral in order to send school records to the appropriate local human services agency e.g. DDS.



If an individual is being referred to DDS, the referral typically is sent directly to one of the DDS Area Offices. If a student or parent feels that a 688 referral has not been made, but should have been, they should contact the Special Education Department at their school.

WHEN SHOULD A 688 REFERRAL BE MADE?

Chapter 688 requires the school system to make the 688 referral two years before a student graduates or turns 22, whichever is earlier. In order to facilitate the planning process, DDS prefers to have the 688 referral even earlier than required by Chapter

688. DDS suggests that referrals be made at age 18 to coincide with DDS adult eligibility age requirements.

Referrals that are made less than 2 years before graduation do not always afford adequate planning time to assist a student in the most meaningful way possible. Students or families who are concerned about the timing of a 688 referral should contact both the school system and the local DDS Area Office, if they feel DDS would likely become the Transitional Agency.

IF A STUDENT IS ALREADY KNOWN TO DDS, IS A 688 REFERRAL STILL NECESSARY?

YES! Even though some individuals with intellectual disabilities receive DDS services as children, a referral should still be made. The 688 referral starts the DDS planning process for the individual student and identifies the SPED date. The 688 referral also assists in identifying the number of individuals requiring services. DDS uses this information to request appropriate funding from the Executive Branch and Legislature.

WHAT IS THE SPECIAL EDUCATION DATE (or “SPED DATE”) AND WHY IS IT IMPORTANT?

This is the date on which a student is planning to leave special education and school. Typically, the sped date is either the student’s expected date of graduation or their 22nd birthday. The sped date is used in the 688 referral process as the reference date for planning. If the sped date changes, inform the DDS or the Transitional Agency (TA). Students leaving on short notice in advance of the sped date specified on the 688 referral may not have the benefit of adequate planning time to assist with a smooth, well planned transition.

WHAT HAPPENS IF A STUDENT LEAVES SCHOOL WITHOUT A 688 REFERRAL?

If a student leaves school without a Ch. 688 referral being made, the student is not eligible for planning or possible through 688. Families should complete all 688 processes with their LEA. The student can still apply to DDS or other state agencies serving adults at any time as any citizen could.

What is the parent/student role?

As part of the ongoing transition planning process:

- 1) A Ch. 688 referral should be discussed at the IEP Team meeting *at least two years before the student is expected to graduate or turn 22.*
- 2) Parents should ask the school to submit a 688 referral for their child.
- 3) It must be signed by the parent, legal guardian, or by the young adult who is 18 or older.
- 4) Request a copy of the form that is submitted.
- 5) The parent/student may want to consider applying for Supplemental Security Income (SSI) for any individual who may meet the 688 eligibility criteria.

TRANSITION AGENCY

WHAT IS THE TRANSITIONAL AGENCY?

The Transitional Agency (TA), sometimes referred to as the Lead Agency, is the state agency that receives the 688 referral. It is the agency that the local school system feels will best meet the student's future needs as an adult.

The TA is responsible to assist the individual in planning to move from special education services into adult life. DDS is one such agency. Other Transitional Agencies include the Department of Mental Health and the Massachusetts Rehabilitation Commission.

For students who receive a 688 referral to DDS, the role of the TA is delegated to the DDS Area Office that covers the town of the responsible local school system. Often this coincides with where the student lives, unless the student is placed in a residential school. If an individual is followed by the Dept. of Children and Families, we often look at which school system (LEA) is responsible for the individual and use that as a guideline to determine which DDS Area Office is responsible. If a student or their family moves after a 688 referral is made, the Area Office receiving the 688 referral is responsible for that individual until a transfer referral is made and accepted within the DDS system.

DDS CHAPTER 688 TRANSITION COORDINATOR

What is a DDS Transition Coordinator?

A Transition Coordinator, sometimes called the "688 Coordinator", is a case manager who works at the local DDS Area Office. The Transition Coordinator's caseload consists of individuals ages 18-22 who have been found eligible for adult supports through DDS. The Transition Coordinator is the primary link to information and assistance from DDS during the transition from special education to adult life. The Transition Coordinator will help the individual and family understand what DDS can offer and assist with identifying and securing requested supports, subject to **MASSCAP** (Massachusetts Comprehensive Assessment Process) prioritization for those supports. Soon after graduation or when an individual leaves school and transition into adult supports, an individual's case will be transferred to an adult Service Coordinator within the Area Office.

INDIVIDUAL TRANSITION PLAN

What is an ITP?

The Individual Transition Plan (ITP) is the document that specifies what kinds of support the student/family is requesting upon leaving special education. The Transitional Agency (usually, but not always DDS) arranges and chairs a meeting or meetings in order to develop the ITP. The ITP meeting is normally held about one year before the student is ready to leave school, and typically involves the student, family members, school personnel, and other individuals who know the student well. The Transitional Agency representative is responsible for inviting other agency staff, if that agency could assist a student e.g. MRC. Students and their families may also invite others whom they feel might be helpful.

The purpose of an ITP meeting is to develop a plan that includes the interests, skills and needs of the person. The ITP does not contain specific goals and objectives, or identify specific provider agencies. The ITP functions as more of a “blueprint” of the student’s requested support needs. **Supports identified in the ITP are not guaranteed or create an entitlement; they are subject to prioritization, appropriation and availability.** The DDS Transition Coordinator conducts the meeting and writes the ITP. DDS’s Central Office reviews the plan and sends it to the individual or guardian for approval.



DDS ELIGIBILITY PROCESS

The Department of Developmental Services is dedicated to creating, in cooperation with others, genuine opportunities for individuals with intellectual disabilities to participate fully and meaningfully as valued members of their communities.

WHO IS ELIGIBLE FOR ADULT SUPPORTS FROM DDS?

A person, 18 or older meets the criteria for eligibility for services and supports provided, purchased or arranged by the Department if the individual:

- 1) Is domiciled in the Commonwealth of Massachusetts
- 2) Is a person with mental retardation as defined in 115 CMR 2.01

WHAT IS THE APPLICATION PROCESS?

Application Process:

The Application process is initiated when the 688 referral form is sent by the LEA or by sending an application form (Application for DDS Eligibility) to the DDS Eligibility Team. This information can be found through the “Related Links” section at www.mass.gov/DDS

This form contains basic information about the applicant that enables the Regional Eligibility Specialist to make contact with the applicant to arrange an interview. The Regional Eligibility Team may receive telephone requests for eligibility determination and may complete the application form via telephone conversation.

Intake Process:

When the information is received, an eligibility specialist from the Regional Eligibility Team will contact the applicant, guardian or referral source within 10 days of receipt of a complete application form to arrange for an intake interview. This interview can take place at the DDS Regional Office, the Area Office, or other location. The intake process generally consists of the initial interview, the gathering of relevant information which may include requests for additional assessments or testing and a clinical assessment that assists the DDS to identify needed resources.

Eligibility Determination:

The applicant or guardian is responsible for obtaining all relevant information needed to determine eligibility and must make every reasonable effort to ensure that the information is received by the Department in a timely manner. When all information is gathered and assessments completed, the Regional Eligibility Team Psychologist conducts a review and makes the determination decision after conferring with members of the Eligibility Team. The Regional Eligibility Team is asked to make a determination within 60 days. If no final determination can be reached after 60 days due to incomplete information the DDS may extend the process for an additional 60 days. After 120 days, the Regional Eligibility Manager will send a formal decision letter based on the information that has been made available to DDS. This decision is communicated to the applicant or his/her guardian and to the appropriate DDS Area Office.

Determination of needed supports for eligible individuals:

The Department of Developmental Services Area Office will work with the newly eligible individual and/or family/guardian to determine the supports needed and desired by the individual and the individual's priority for services.

RIGHTS AND RESPONSIBILITIES

There are many steps in the process of applying for services from the Department of Developmental Services. All applicants have the right not to be discriminated against on the basis of gender, race, ethnic background, disability, religion or sexual orientation. Individuals have the right to appeal any findings contained in the eligibility letter within **30 days** of receiving the letter. Information about how to make an appeal will be sent to you with the eligibility determination letter. We will assist you to complete these steps.

MASSCAP (MASSACHUSETTS COMPREHENSIVE ASSESSMENT PROCESS)

MASSCAP stands for the Massachusetts Comprehensive Assessment Process. The **MASSCAP** process consists of two major components: the Inventory of Client and Agency Planning (ICAP), and the Client and Caregiver Assessment profile.

What is the Purpose of MASSCAP?

The Department of Developmental Services (DDS) has created the **MASSCAP** for adults in order to determine what types of services the person needs. In particular, it addresses the question of “Who needs DDS funded residential supports, defined as 24/7 out-of-home, 24 hour, 7 days a week?” Individuals with the greatest functional and cognitive limitations will be offered, when requested, residential support options ranging from an array of supports in the family or individual’s home to out of home placement. DDS staff will consider this continuum of least restrictive potential options when considering appropriate supports for all individuals, using a rule-out strategy before offering a more intensive support. By definition, **MASSCAP** also addresses the question that if an individual does not need 24/7, out-of-home residential supports, what other types of supports would meet the person’s need. The **MASSCAP** is designed to explicitly clarify the difference between the individual/family preference and the need for supports.

What are the elements of MASSCAP process?

There are four major elements to **MASSCAP**: ICAP, resource availability, individual characteristics, and caregiver capacity. The first is the ICAP, which is a nationally recognized proprietary instrument that assesses the functional limitations of an individual. The instrument generates a score which indicates the level of supervision that an individual may require. The ICAP has both good reliability and validity. The second element examines what resources are currently available to support the individual, and what might be available to support the individual in the future. The third element examines specific characteristics of the individual, such as unique medical, mental health or forensic issues, which might affect the need for 24/7 residential support services. The fourth element examines caregiver capacity to provide care, since an individual’s need for 24/7 out-of-home residential support is an interaction between the person’s needs and the ability of the caregiver(s) to provide care. The caregiver’s capacity may be impacted by such factors as age, health, including both physical and mental health, the number of available caregivers in the home, the number of other dependents the caregiver is responsible to care for, and the capacity of the caregiver to provide a safe, supervised environment for their family member. The **MASSCAP** examines these factors and generates a **MASSCAP** Summary Profile.

What is the role of the caregiver in MASSCAP?

In order to complete the **MASSCAP** the active participation of the caregiver is desirable and an integral part of the process.

How is MASSCAP being implemented?

DDS applies **MASSCAP** as part of the Intake and Eligibility process for all new adults applying for eligibility at the DDS Regional Eligibility Teams. **MASSCAP** is used to address changing needs of either the individual or the caregiver when the area office is contemplating changing the service package to a more intensive array of supports.

What is the MASSCAP Summary Profile?

The **MASSCAP** Summary Profile assists the Area Office in making prioritization decisions. It ensures that those individuals with the greatest functional limitations are offered, when requested, residential support options ranging from an array of supports in the family or individual's home, Community Living Supports, to DDS funded 24/7 residential support services. In developing appropriate residential support options for individuals who need this service, DDS staff will use a rule-out strategy by first considering this continuum of least restrictive residential support options before offering more intensive out-of-home supports. Families and guardians will be actively engaged in discussion with DDS about the variety of options available to support their family members based on their **MASSCAP** profile.

SSI/SSDI

Supplemental Security Income (SSI) is a federal benefits program of the Social Security Administration. SSI disability benefits are payable to adults or children who are disabled or blind, have limited income and resources, meet the living arrangement requirements, and are otherwise eligible. The monthly payment varies up to the maximum federal benefit rate, which may be supplemented by the state or decreased by countable income and resources. Even though the Social Security Administration runs the program, SSI is not the same as Social Security. SSI provides monthly cash benefits and makes one eligible for Medicaid, which covers payment of medical bills.

Social Security Disability Income (SSDI) is financed with Social Security taxes paid by workers, employers, and self-employed persons. To be eligible for a Social Security benefit, the worker must earn sufficient credits based on taxable work to be 'insured' for Social Security purposes. Disability benefits are paid to blind or disabled workers, widow(er)s, or adults disabled since childhood, who are otherwise eligible. A son or daughter that is disabled is eligible for SSDI benefits under the parent's work history if either parents have retired and are collecting social security. The amount of the monthly disability benefit is based on the Social Security earnings record of the insured worker.

For further information on these programs, visit the Social Security Administration website at www.ssa.gov or call 1-800-772-1213.

MASS HEALTH/MEDICAID

The Division of Medical Assistance (DMA) runs the Mass Health program, formerly known as Medicaid. The DMA offer various types of insurance coverage, including primary or supplementary policies, available on a sliding fee scale, for families who do not meet income guidelines for the free or lower cost plans. Mass Health offers coverage intended to provide primary or supplementary health insurance to families without insurance, to families who have insurance but need help paying the premiums or paying the deductibles and co-payments, to women who are pregnant, to families who have children under the age of 18, and to people with disabilities.

Medicaid covers most necessary medical services, such as those provided by physicians, hospitals, clinics, long term care facilities, medical equipment suppliers, and therapists. This also includes x-rays, prescription drugs, and eyeglasses. You must complete a Medicaid application and submit proof of the information DMA requests. For further information, you can access the DMA website at www.mass.gov/dma or call 1-800-841-2900.

MEDICARE

Medicare is a health insurance program for:

1. People 65 years of age and older.
2. Some people with disabilities under age 65.
3. People with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant).

Medicare has three parts, **Part A, Part B and Part D**. **Part A** helps pay for care in hospitals as an outpatient, critical access hospitals (small facilities that give limited outpatient and inpatient services to people in rural area, skilled nursing facilities (not custodial or long-term care), hospice care, and some home health care. **Part B** helps pay for doctor's services, outpatient care, and other medical services that Part A doesn't. Part B helps pay for these covered medical services and items when they are medically necessary. Part B also covers some preventive services. **Part D** covers the prescription drug plans.

Medicare Eligibility: Generally, you are eligible for Medicare if you or your spouse worked for at least 10 years in Medicare-covered employment and you are 65 years old or older and a citizen or permanent resident of the United States. If you aren't yet 65 you might also qualify for coverage if you have a disability or have End-Stage Renal disease. For further information regarding eligibility, application details and other questions, visit the Medicare website at www.medicare.gov or call 1-800-Medicare.

WAIVER

Massachusetts provides home and community-based services through the federal Medicaid Home and Community-Based Services (HCBS) waiver program. Massachusetts has had a HCBS waiver since 1985.

What is a home and community-based services (HCBS) waiver?

In 1981, a change was made to federal regulations allowing states to ask the federal Medicaid agency for permission to waive -or disregard certain regulations that only allowed the state to use Medicaid funds for institutional or hospital programs. This new program, authorized under section 1915(c) of the Social Security Act as the Home and Community-Based Services (HCBS) Waiver allowed Massachusetts to use funds that would have been used to pay for institutional care, for a wide variety of home and community-based services for individuals who lived in institutions or were at risk of entering institutions. Medicaid is a partnership between the Massachusetts (MassHealth) and the federal government. Massachusetts and the federal government share the costs of providing services under the Medicaid program. Massachusetts pays a portion of the costs of Medicaid and the federal government then "matches" the state payments at a rate determined through a formula for each state.

Each state has flexibility around Medicaid eligibility. While Massachusetts has some flexibility about who is eligible for a Medicaid card, the state generally include low income families and individuals and people with disabilities, typically those who qualify for federal disability payment such as Supplemental Security Income (SSI).

Individuals who are eligible get a Medicaid card that gives them access to medically necessary services. Massachusetts has had an approved HCBS waiver since 1985 operated by the Department of Developmental Services. Today, thousands of adults with intellectual disabilities receive their services and funding for those services through the HCBS waiver.

States use the HCBS waiver because it helps fund services. As noted above, the Medicaid program is a state-federal partnership that provides federal “match” money to states. Massachusetts can use the federal money to refinance services that were once paid for solely with state funds. This allows the state to collect federal money and potentially save state funds. These saved funds can be used for other services, programs or populations in the Massachusetts. In many states the refinancing has been a means to expand services or has helped hold the line against cuts in programs. The more federal funds a program brings into the Massachusetts, the better the case for getting new state funds to increase services.

Waiver mandate - Because the waiver program brings federal funds into the services system, Massachusetts has a “waiver mandate”. **This means that the waiver is the first source of funding for services for anyone who is--or can become--eligible for the waiver.** Because the waiver covers the same types of services as would be covered by state funds, it makes sense to get federal money for those same services. And it makes financial sense for Massachusetts to get as much federal funding as possible for services, allowing the state to use their funds for individuals or services not allowable under the HCBS waiver, or to save those funds for other uses in the state.



Waiver Services

Waiver eligibility has four aspects:

- First the person must be eligible for a Medicaid card under the Massachusetts Medicaid plan. Not all individuals who are eligible for Medicaid can enroll in a HCBS waiver. Only individuals who are in certain Medicaid eligibility "categories" can potentially be eligible for the HCBS waiver for persons with intellectual disabilities.
- Second, eligibility for the HCBS waiver requires the person must meet what is termed the "level of care" for institutional services. In Massachusetts this refers to the six state developmental centers. This means that the individual would need, and qualify for institutional services that in a Medicaid funded setting if they didn't receive the home and community based services. (This does not mean that the person either has to request or want institution based services.) That is, without the supports and services the waiver provides, the person could be eligible for services in an institution. This regulation allows Massachusetts to serve both individuals who are residing in institutions who wish to leave as well as divert individuals from entering institutions.
- Third, the individual must meet the Massachusetts Department of Developmental Service's eligibility standard for services. States can decide what populations—called target groups—the waiver (or waivers) will serve. For example, Massachusetts can decide to serve only individuals with intellectual disabilities or serve individuals only over a certain age. But all individuals with developmental disabilities or intellectual disabilities must meet the level of care

rules for eligibility to an ICF-MR—an Intermediate Care Facility for the Mentally Retarded-- the type of Medicaid funded institution that serves individuals with intellectual and/or developmental disabilities.

- And fourth, the person may also have to meet any state rules about who has priority for services. In Massachusetts our regulations set the rules for prioritizing the needs of the individual. Within those standards an individual can meet specific criteria for waiver programs. First priority to individuals in crisis such as people who are homeless or who have lost a caregiver. Other individuals may also be eligible, but may be a Priority 2 and have to wait longer for waiver funding.

The State Decides the Size of the Waiver - How many people a waiver serves is the at the state's discretion. In Massachusetts the size of the Waiver is determined by an analysis of the projected needs of the population of people with intellectual disabilities and the projected budget services. As the use of Waiver services is dependent on a match of federal and state dollars the analysis of Waiver use is critical in managing the size of the Massachusetts Waivers. Of course the number is also affected by whether individuals are Medicaid eligible and can meet the level of care and/or other target group requirements too.

For more information related to the Waiver, please go the DDS website, www.mass.gov/DDS .

DDS FUNDED SUPPORTS

RESIDENTIAL

The programs offer 24 hour residential supports, although some also provide supports that entail less than round the clock supervision. A typical 24 hour residential program would have a House Manager, who oversees and coordinates all of the home-based supports provided to the resident, as well as Direct Care Staff, who are responsible for much of the day to day assistance an individual might need.

Further oversight and supervision is provided through management processes within the individual provider agencies. The goal of all residential support services is to ensure the health and safety of each individual and provide all supports needed, while at the same time working to foster individual growth and maximum independence.

SHARED LIVING

Shared living is a residential support in which an individual resides with another, non-disabled person or host family. Efforts are made to match an individual with an optimal living situation that offers an appropriate level of support and supervision as well as oversight, training and assistance by the provider agency.

INDIVIDUAL SUPPORTS

This is a service provided to individuals who meet the criteria for individual supports through DDS and who are prioritized, based on need. Such individuals do not require 24 hour residential support, but typically need intermittent assistance and training in certain areas of maintaining their own apartment or generally independent living situation. Examples of supports provided might include assistance with cooking and meal preparation, bill paying, attending medical appointments and accessing community resources.

FACILITY-BASED RESPITE

These programs offer respite to individuals at their own home-style sites. Facility based respite can involve a day, overnight, weekend, or possibly a longer stay. This support offers individuals the opportunity to enjoy social and recreational opportunities with peers and also provides for families a sometimes much needed break from the work and stress of day to day provision of care.

EMPLOYMENT SUPPORT

DDS is committed to promoting and assisting individuals who are motivated to work to become employed in integrated jobs in the community. This is consistent with DDS's mission to support individuals to "fully and meaningfully participate in their communities as valued members." As stated in DDS's *Vision of Employment* (2002), an individual's employment status has a significant influence on quality of life and can lead to improved economic well-being, a sense of personal fulfillment, enhanced self-esteem, and opportunities for social relationships and community participation.

DDS has a network of providers that offer an array of employment-related supports to individuals. Providers are encouraged to individualize supports and create maximum flexibility and creativity, in order that each person can achieve his or her employment goals. Supports offered vary, but a main focus is on the development of individual community employment opportunities in which a person is hired by a business directly and the provider offers job coaching and periodic check-ins based on the person's ongoing support needs. In addition, providers arrange group employment settings where a number of individuals work in a community business setting with a permanent job coach on site. Some providers also offer facility-based work in a sheltered workshop setting.

FAMILY SUPPORT

These programs provide a wide range of services to individuals who live at home with their families. These services can include in-home training and support, respite, behavioral consultation and independent living skills assessments. Family support agencies also offer recreational programs, referral and resource information, advocacy, and a host of other services. Agencies work with families to identify and address needs by developing an individualized Family Support Plan. Resources allocated to address these needs must meet criteria as identified within the DDS Family Support Guidelines and Procedures manual.

CRISIS INTERVENTION SERVICES

DDS area offices contracts with local crisis intervention agencies to provide on-call response to individuals in crisis. The Crisis Team is available 24 hours a day, 7 days a week. Services include telephone, mobile outreach and on-site face to face evaluations, medication management, outreach and on-site short term clinical interventions, pre-screening for crisis stabilization programs, inpatient facilities and arranging for other diversionary services. Outreach consultation is provided by the Team to prevent an emergency situation from arising, to divert from hospitalization and to stabilize crisis situations. Outreach contact can be maintained for high-risk individuals until transition to other supports can be put in place.

MASSACHUSETTS STATE PLAN SERVICES

DAY HABILITATION PROGRAMS

Day Habilitation Programs (Day Habs), funded and licensed by MassHealth, typically work with individuals who are not interested in work, and who might desire a day structured around social and recreational activities, or would benefit from the availability of ancillary supports such as Occupational Therapy, Physical Therapy, Speech and Language, and other assistance. Day Habs are reimbursed by Medicaid for the supports they provide, so individuals must be Medicaid eligible in order to attend these programs.

ADULT FAMILY CARE

Adult Family Care is a residential support available to individuals who are Medicaid eligible and meet criteria related to daily living needs. There are two ranges of support needs that would provide different levels of reimbursement to a host caregiver. Individuals meeting criteria for AFC Tier I support must have a need in at least one area of daily living. Activities of Daily Living (ADL's) include but are not limited to: bathing, grooming, dressing, toileting, mobility, range of motion, and taking medications. To qualify for AFC Tier II supports, a person must have at least 3 ADL needs and require physical assistance, or have 2 ADL needs and also present behavioral challenges. Family members can act as AFC providers unless they are spouses, parents, or guardians.

PERSONAL CARE ATTENDANT SERVICES (PCA)

'PCA' stands for Personal Care Attendant. A PCA is hired by a person with a disability to assist with his or her personal care routine. Examples of personal care activities would include bathing and grooming, dressing, taking medications, toileting, mobility, range of motion exercise, and eating. Individuals are eligible if they qualify for Medicaid, have a severe, chronic disability, and require physical assistance in personal care.

PROBLEM SOLVING: QUESTIONS AND ANSWERS

What if the local school system is unsure which agency would best serve a particular student?

The local school system can send the 688 referral to the Bureau of Transitional Planning (BTP) for assistance. The BTP will review the referral and decide which agency should take a lead role in planning for that student.

If the local school system feels that more than one agency might be able to assist a student, should more than one 688 referral be sent?

No. Each individual should only have one 688 referral. The school system should send the 688 referral to the agency that appears to be most likely to play the greatest role for that student. A 688 referral to a specific agency does not limit an individual from accessing services provided by other agencies. General referrals, meaning non-688 referrals, may be made to other agencies as appropriate at any time. More than one agency can have a role in an individual's supports when an individual leaves school.

Is eligibility for 688 and eligibility for DDS the same?

No. Eligibility for 688 is more general than eligibility for DDS. Individuals eligible for 688 have a variety of diagnoses or disabilities. Eligibility for DDS is more specific. An individual must be a person with intellectual disabilities and meet other eligibility criteria currently specified by DDS.

What if a 688 referral is made to DDS and the person is found ineligible for DDS?

When a 688 referral is made to DDS, DDS determines if the student is eligible for supports through the agency. If the person is eligible for 688 services but is not eligible for DDS, services, DDS transfers the case to the appropriate state agency for 688 planning assistance. The Transition Coordinator in the local DDS Area Office must send a complete package of material for the ineligible person to Central Office in order to complete the transfer. Any student whom DDS finds ineligible for services also has the right to appeal that decision.

In addition to supporting material, a copy of the 688 referral and the DDS ineligibility letter is included in the transfer packet. The transfer will be completed by DDS Central Office working with the Central Office of the agency of the proposed transfer. In order for a 688 referral to be transferred to another agency, there must be at least six months lead-time before the student leaves school.

What is the Bureau of Transitional Planning (BTP)?

The Bureau of Transitional Planning is a unit of the Executive Office of Health and Human Services (EOHHS) responsible for the administration of Chapter 688. The BTP can provide technical assistance to schools, state agencies, individuals and families regarding the policies and practices relevant to Chapter 688. The BTP works with a number of state agencies in order to ensure that policies and practices related to 688 are up to date and implemented effectively within the agencies.

What is the Transitional Advisory Committee?

The Transitional Advisory Committee (TAC) consists of: the Director of the Bureau of Transitional Planning and representatives from the Department of Mental Health (DMH), the Department of Developmental Services (DDS), the Department of Children and Families (DCF), the Department of Youth Services (DYS), the Massachusetts Commission for the Blind (MCB), the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH), the Massachusetts Rehabilitation Commission (MRC), and the Department of Elementary and Secondary Education (DESE). The TAC assists the BTP in developing policies and practices related to Chapter 688. In addition, the TAC is a resource for problem solving for complex cases.

TRANSITION TIMELINE

Age 15	Planning at this point begins with a vision of what the student wants and what will be in his/her best interest. There should be a Statement of Needed Transition Services listed in the IEP.
Age 16 – 18	Refinement of the vision and identification of transition needs in the Transition Planning Form at the IEP. Assessment of interests, aptitudes and abilities, community based learning opportunities, work, and home based learning opportunities. Gather information about Social Security (SSI) and MassHealth
Age 18	Age of Majority - under Massachusetts State law, students become responsible for making decisions about their own medical and education programs and services, unless a court appointed guardian is in place. If appropriate, students or guardians should apply for SSI. Eligibility for DDS adult services can be determined at age 18 and DDS eligibility application should be made at this time.
Age 18-20	Continued refinement of the vision for the future and more directed educational team planning towards that goal. School system makes the 688 referral. DDS Area Office assigns a Transition Coordinator.
Age 20 – 21	DDS as the Transitional Agency, completes an Individual Transitional Plan (ITP) outlining needed services and supports and also identifying the state agency responsible for them. Continuation of community and work based learning opportunities as identified in IEP and ITP. DDS Transition Coordinator continues as the primary DDS contact for the individual, family and school system.
Age 22	Beginning of Adult DDS Services that may include employment, work training activities, day habilitation, transportation, individual or family support, and in some cases, residential supports.

ADDITIONAL RESOURCES OF INTEREST

THE RIDE

The RIDE is a MBTA program which provides door to door transportation to eligible people who cannot use general public transportation all or some of the time, because of a physical, cognitive or mental disability. The RIDE is operated in compliance with the federal Americans with Disabilities Act (ADA) and is a shared-ride service, which means that you are traveling with other people. Lift equipped vans are used to serve persons with disabilities, including those who use wheelchairs and scooters. The RIDE operates 365 days a year from 6am to 1am in 62 cities and towns. Not all cities and towns are served by the RIDE. Those that are include Arlington, Bedford, Burlington, Concord, Lexington, Lincoln, Wilmington, Winchester and Woburn. In order to use the RIDE, you must complete and submit an application. PER ADA regulations, 21 days is allowed to process applications upon receipt. Only completed signed original applications mailed to the address below will be considered for review. You will receive written notification of eligibility via U.S. mail. For further information and to access RIDE applications, please contact:

MBTA Office for Transportation Access
10 Park Plaza Room 5750
Boston, MA 02116
1-800-533-6282

Web Site: [www.mbta.com/riding the t/accessible services](http://www.mbta.com/riding_the_t/accessible_services)

SOCIAL/RECREATION

Alternative Leisure Company & Trips Unlimited

Offers a range of programs and recreational opportunities, including day and weekend trips, and week-long vacations for adults with developmental disabilities.

165 Middlesex Turnpike, Suite 206
Bedford, MA 01730
781-275-0023
Web Site: www.alctrips.com

Camp Allen

Private, non-profit program located in Bedford, NH that offers residential and day camp experiences to individuals with physical and/or developmental disabilities.

56 Camp Allen Road
Bedford, NH 03110
603-622-8471
Web Site: www.campallennh.org

Challenge Unlimited at Ironstone Farm

Therapeutic horseback riding program for people with physical, emotional, and cognitive challenges. Opportunities to both ride and care for horses encourages increased self-confidence and physical condition.

Web Site: www.challengeunlimited.org

Friends for Tomorrow

Therapeutic horseback riding programs located in Lincoln and Sudbury. Offers customized programs tailored to individual needs that provide new sensory experiences and encourage increased self-esteem and motivation.

131 Weston Road

Lincoln, MA 01773

781-259-8909

Web Site: www.friendsfortomorrow.org

Grotonwood

Operates Christian camp programs in Groton, MA and Oceanwood, ME that offer activities including horseback riding, leadership development and fellowship.

167 Prescott Street

Groton, MA 01450

978-448-0025

Web Site: www.grotonwood.org

Outdoor Explorations

Program providing opportunity for shared activities between disabled and non-disabled people. 1 day and multi-day activities include backpacking, sailing, rafting, rock climbing, kayaking, and community service.

98 Winchester Street

Medford, MA 02155

781-395-4999 Web Site: www.outdoorexpl.org

Special Olympics Massachusetts

Year round opportunities for sports training and athletic competition in a variety of Olympic-type sports for individuals with developmental disabilities.

450 Maple Street, Bldg. One

Danvers, MA 01923

978-774-1501

Web Site: www.specialolympicsma.org

Trips R Us

Offers variety of social programs, recreation and travel opportunities. Options range from social groups to day trips, weekend getaways and vacations.

42 Eden Street

Framingham, MA 01702

508-405-0999

Web Site: www.tripsrus.org

YMCA/YWCA

Services available throughout the state provide a wide range of health promoting courses and activities including but not limited to exercise and swimming lessons. To find a location near you, go to the YMCA website:

Web Site: www.ymca.net

EMPLOYMENT

One Stop Career Centers:

One stop career centers are designed to provide a full range of assistance to job seekers under one roof. Established under the Workforce Investment Act, the centers offer training referrals, career counseling, job listings, and similar employment-related services. Services are provided to both older youth and adults with and without disabilities and often work in collaboration with DDS and MRC funded employment service providers.

Career Centers in Massachusetts			
	City/Town	Career Center Name	Career Center Website
Boston Region	Boston	JobNet	www.jobnetboston.org
	Boston	Boston Career Link	www.bostoncareerlink.org
	Boston	The Work Place	www.theworkplace.org
Metro North	Cambridge	Career Source	www.yourcareersource.com
	Everett	Career Source	www.yourcareersource.com
	Woburn	The Career Place	www.careerplacejobs.com
Metro South	Marlboro	Employment and Training Resources	www.etrcc.com
	Newtonville	Employment and Training Resources	www.etrcc.com
	Norwood	Employment and Training Resources	www.etrcc.com
Northeastern Massachusetts	Gloucester	North Shore Career Center	www.nscareers.org
	Haverhill	ValleyWorks	www.valleyworks.cc
	Lawrence	ValleyWorks	www.valleyworks.cc
	Lowell	Career Center of Lowell	www.cclowell.org
	Lynn	North Shore Career Center	www.nscareers.org
	Salem	North Shore Career Center	www.nscareers.org
Southeastern Massachusetts	Attleboro	Attleboro Career Center	www.bristolwib.org
	Brockton	Career Works	www.careerworks.org
	Fall River	Fall River Career Center	www.bristolwib.org
	Falmouth	Career Opportunities	www.capejobs.com
	Hyannis	Career Opportunities	www.capejobs.com
	New Bedford	New Bedford Career Center	www.newbedfordcareercenter.org
	Orleans	Career Opportunities	www.capejobs.com
	Plymouth	Plymouth Career Center	www.plymouthcareercenter.org
	Quincy	Quincy Career Center	www.quincycareercenter.org
	Taunton	Taunton Career Center	www.bristolwib.org
	Wareham	Wareham Career Center	www.newbedfordcareercenter.org
Central Massachusetts	Gardner	North Central Career Centers	www.ccncm.com
	Leominster	North Central Career Centers	www.ccncm.com
	Milford	Workforce Central of Milford	www.workforcecentralma.org
	Southbridge	Workforce Central of Southbridge	www.workforcecentralma.org
	Worcester	Workforce Central of Worcester	www.workforcecentralma.org

Western Massachusetts	Greenfield	Franklin/Hampshire Career Center	www.fhcc-onestop.com
	Holyoke	CareerPoint	www.careerpointma.org
	North Adams	BerkshireWorks, North Adams	www.berkshireworks.org
	Northampton	Franklin/Hampshire Career Center	www.fhcc-onestop.com
	Pittsfield	BerkshireWorks, Pittsfield	www.berkshireworks.org
	Springfield	FutureWorks	www.getajob.cc

LEGAL

Disability Law Center

Private, non-profit agency providing protection and advocacy for Massachusetts residents with disabilities. Offers information, referral, technical information and representation.

11 Beacon Street, Suite 925

Boston, MA 02108

617-723-8455

Web Site: www.dlc-ma.org

Massachusetts Office on Disability

One Ashburton Place, Room 1305

Boston, MA 02108

1-800-322-2020

Web Site: www.mass.gov/mod

DISABILITY-RELATED RESOURCES

American Association on Intellectual and Developmental Disabilities

(Formerly the American Association on Mental Retardation; AAMR)

National organization promoting effective policies and research to expand opportunity, equality, dignity, accommodation, self-determination and human rights for individuals with intellectual and developmental disabilities.

444 North Capitol Street, NW Suite 846

Washington, DC 20001

Web Site: www.aaid.org

Autism Support Centers

Regional programs that provides services and resource information to families of individuals with Autism, Pervasive Developmental Disorder and Asperger's Syndrome.

Regional Autism Support Centers	
<u>Metro Boston</u> TILL & Boston Families for Autism, 20 Eastbrook Rd., Dedham, MA 02026 781-302-4600	<u>Metrowest</u> Autism Alliance of Metrowest, 14 East Central St., Natick, MA 01760 (508) 652-9900
<u>Western MA</u> Community Resources for People with Autism, 116 Pleasant St., Easthampton, MA 01027 413-529-2428	<u>Central MA</u> Autism Resource Center, 71 Sterling St., West Boylston, MA 01683 508-835-4278
<u>Southeast MA</u> Community Autism Resources, 2315 GAR Highway, Swansea, MA 02777 508-379-0371	<u>Norfolk County</u> The Family Autism Center, 789 Clapboardtree St., Westwood, MA 02090 781-762-4001
<u>Northeast MA</u> NSARC: The Autism Support Center, 6 Southside Road, Danvers, MA 01923 978-777-9135	

Department of Elementary and Secondary Education (DESE)

Special education services are provided to children ages 3-22 who are unable to process effectively in a regular school program. Services include evaluation, individual education plans (IEP's), and training.

350 Main Street

Malden, MA 02148

781-338-3000 Web Site: www.mass.gov/DESE

Department of Mental Health (DMH)

State agency providing services to individuals with long-term or serious mental illnesses. DMH offers inpatient and outpatient services, case management, skill development, and employment, residential, individual and family support.

25 Staniford Street

Boston, MA 02114

617-626-8000

Web Site: www.mass.gov/dmh

Department of Public Health (DPH)

State agency serving all citizens of the Commonwealth. Provides supports related to care, education, prevention, quality assurance, disease control, and research to promote healthy individuals, families, and communities.

250 Washington Street

Boston, MA 02108

617-624-6000

Web Site: www.mass.gov/dph

Department of Transitional Assistance (DTA)

State agency that administers a range of public assistance programs across the Commonwealth. Areas of focus include emergency and transitional assistance, food stamps, and Supplemental Security Income (SSI).

600 Washington Street

Boston, MA 02111

1-800-249-2007/1-800-445-6604

Web Site: www.mass.gov/dta

Disabled Persons Protection Commission (DPPC)

State agency protecting disabled adults from abuse, neglect, and omission of care by investigation, oversight, public awareness and prevention. Suspected abuse can be reported by calling the hotline number below.

50 Ross Way

Quincy, MA 02169

1-800-426-9009

Web Site: www.mass.gov/dppc

Massachusetts Commission for the Blind (MCB)

State agency supporting optimal community participation and independence by providing vocational and social services as well as financial and medical assistance to Massachusetts residents who are legally blind.

48 Boylston Street

Boston, MA 02116

617-727-5550

Web Site: www.mass.gov/mcb

Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)

State agency offering training, technology, case management, social services, interpreter and independent living support for deaf and hard of hearing individuals.

150 Mount Vernon Street, Suite 550

Dorchester, MA 02125

617-740-1600 Web Site: www.mass.gov/mcdhh

Massachusetts Office on Disability (MOD)

State agency providing advocacy, information, and referral. Focuses on legal rights, accommodations, accessibility to promote dignity, opportunity and self-determination.

1 Ashburton Place #1305

Boston, MA 02108

617-727-7440

Web Site: www.mass.gov/mod

Massachusetts Rehabilitation Commission (MRC)

State agency promoting dignity for individuals with disabilities through employment, education, training, advocacy, assistive technology, and independent community living.

27 Wormwood Street

Boston, MA 02110

617-204-3600

Web Site: www.mass.gov/mrc

United Cerebral Palsy

Offers information, advocacy, programs and referral services to individuals with cerebral palsy and their families. Also provides technology, and research information.

71 Arsenal Street

Watertown, MA 02472

617-926-5480

Web Site: www.ucpboston.org

ADVOCACY, INFORMATION AND REFERRAL**The Arc of Massachusetts**

Works to enhance the lives of people with cognitive and developmental disabilities and their families through education, advocacy, and work with policy issues and legislatures.

217 South Street

Waltham, MA 02453

781-891-6270

Web Site: www.arcmass.org

BenePlan and Project Impact:

These two programs provide comprehensive benefits assessment, planning and assistance to SSI and SSDI beneficiaries, their families and service providers in Massachusetts. The experienced Benefits Specialists can help a disabled consumer and their family make educated employment choices by evaluating the person's current benefits and explaining how working will affect them. BenePlan operated by Resource Partnership: The BenePlan covers the communities located in Berkshire, Franklin, Hampden, Hampshire, Middlesex, and Worcester Counties.

www.resourcepartnership.org or call 1 877-937-9675

Project Impact, operated by the Massachusetts Rehabilitation Commission: Project Impact covers the communities located in Barnstable, Bristol, Dukes, Nantucket, Plymouth and Suffolk Counties.

www.mass.gov/mrc/ or call 617-204-3854

Federation for Children with Special Needs

The Federation is a center for parents and parent organizations to work together on behalf of children with special needs and their families.

1135 Tremont Street, Suite 420

Boston, MA 02120

Phone: (617) 236-7210, (800) 331-0688 (in MA) Email: fcsninfo@fcsn.org

Institute for Community Inclusion (ICI)

ICI offers training, clinical, and employment services, conducts research, and provides assistance to organizations to promote inclusion of people with disabilities in school, work, and community activities.

Institute for Community Inclusion/UCEDD

UMass Boston

100 Morrissey Blvd.

Boston, Massachusetts 02125

Voice: (617) 287-4300

www.communityinclusion.org

Massachusetts Aging & Disability Information Locator (MADIL)

MADIL is an on-line tool designed to help find information on services and programs that support elders and people with disabilities in Massachusetts.

www.mass.gov/madil

Massachusetts Advocates for Children

Massachusetts Advocates for Children is a private non-profit organization dedicated to being an independent and effective voice for children who face significant barriers to equal educational and life opportunities.

25 Kingston Street, 2nd. Floor

Boston, MA 02111

Phone: 617-357-8431

www.massadvocates.org

Massachusetts Advocates Standing Strong (M.A.S.S.)

Statewide self-advocacy organization educating and empowering individuals with cognitive and developmental disabilities to make choices that will enrich their lives.

Web Site: www.massadvocatesstandingstrong.org

Massachusetts Developmental Disabilities Council (MDDC)

State agency offering resources, housing and education to families. Provides information, advocacy and grants to agencies assisting people with disabilities.

1150 Hancock Street

Quincy, MA 02169

617-770-7676

Web Site: www.mass.gov/mddc

Mass. Families Organizing for Change

Agency that offers empowerment, advocacy and leadership for families to optimize planning, choice, and decision making about individual and family supports.

P.O. Box 61

Raynham, MA 02768

1-800-406-3632 Web Site: www.mfofc.org

New England INDEX

Online resource providing resource and referral information on a broad range of services for individuals with disabilities.

Web Site: www.disabilityinfo.org

PALS (Personal Advocacy and Lifetime Support)

A program designed to support parents and caregivers in establishing a support network of family and friends, which provides advocacy in the present and future, when primary caregivers are no longer able to do so.

130C Baker Ave. Extension

Concord, MA 01742

978-369-0025

Web Site: www.palsinc.org

HOUSING

Citizen's Housing and Planning Association (CHAPA)

Statewide non-profit promoting affordable housing and community development.

Advocates for preservation and development of housing for low income individuals.

18 Tremont Street, Suite 401

Boston, MA 02108

617-742-0820 Web Site: www.chapa.org

Housing Works

Online service that connects individuals and organizations in the areas of subsidized and affordable housing in order to facilitate identification and procurement of such housing.

P.O. Box 231104

Boston, MA 02123

617-504-0577 Web Site: www.housingworks.net

Mass. Housing

The state's affordable housing bank, offering loans at rates below the conventional market to support rental and home ownership for low and moderate income families.

One Beacon Street

Boston, MA 02108

617-854-1000 Web Site: www.masshousing.org

Massachusetts Rehabilitation Commission Home Modification Program

State-funded program providing loans for access modifications to homes of adults with disabilities.

27 Wormwood Street

Boston, MA 02210

617-204-3600 Web Site: www.mass.gov/mrc

MASS ACCESS: The Accessible Housing Registry:

The Mass Accessible Housing Registry is a free program that helps people with disabilities find rental housing in Massachusetts, primarily accessible and barrier-free housing. The database tracks accessible and affordable apartments throughout the state, maintaining information about their availability.

<http://www.massaccesshousingregistry.org>

Massachusetts Housing Consumer Education Centers:

Nine Housing Consumer Education Centers around the state offer answers to a wide range of questions about all types of housing problems. Tenants, landlords, prospective buyers, and homeowners can access information designed to maximize housing stability, strengthen investments, and minimize disputes. Consumer Education Centers can offer valuable assistance to disabled consumers.

<http://www.masshousinginfo.org>

Housing Consumer Education Centers in Massachusetts	
Berkshire Housing Development Corporation 74 North St. Pittsfield, MA 01201 (413) 499-1630 www.berkshirehousing.com	Community Teamwork, Inc. 167 Dutton St. Lowell, MA 01852 (978) 459-0551 (800) 698-0551 www.comteam.org
Franklin County Housing & Redevelopment Authority 42 Canal Rd. Turners Falls, MA 01376 (413) 863-9781 www.fchra.org	HAP, Inc. 322 Main St. Springfield, MA 01105 (413) 233-1600 (800) 332-9667 www.masshousinginfo.org/hap
Housing Assistance Corporation 460 West Main St. Hyannis, MA 02601 (508) 771-5400 www.haconcapecod.org	Metropolitan Boston Housing Partnership, Inc. 125 Lincoln Street Boston, MA 02111-2503 (617) 425-6700 (800) 272-0990 www.mbhp.org
South Shore Housing Development Corporation 169 Summer St. Kingston, MA 02364 (781) 422-4200 (800) 242-0957 www.southshorehousing.org	South Middlesex Opportunity Council, Inc. 300 Howard St. Framingham, MA 01701 (508) 620-2675 (800) 286-6776 www.smoc.org
	RCAP Solutions, Inc. 205 School Street, PO Box 159 Gardner, MA 01440-0159 (978) 630-6600 www.rcapsolutions.org

Independent Living Centers (ILC)

These are private, nonprofit, consumer-controlled, community-based organizations providing services and advocacy by and for persons with all types of disabilities. Their goal is twofold; to create opportunities to promote independence and to assist individuals with disabilities to achieve their maximum level of independent functioning within their families and/or communities

Independent Living Centers in Massachusetts	
Berkshire County Ad-Lib, Inc. 215 North Street Pittsfield, MA 01201 (413) 442-7047 TTY (413) 442-7158 adlib@vgernet.net	North Shore and Cape Ann Independent Living Center of the North Shore and Cape Ann 27 Congress Street, Suite 107 Salem, MA 01970 (978) 741-0077 voice/TTY http://www.ilcnsc.org/
Metropolitan Boston Boston Center for Independent Living 60 Temple Place, 5 th floor, Boston, MA 02111 (617) 338-6665 TTY (617) 338-6662 www.BostonCIL.org	Metrowest Area Metro West Independent Living Center 280 Irving Street, #401 Framingham, MA 01702 (508) 875-7853 www.mwcil.org
Worcester County Center for Living and Working 484 Main Street, Suite 345 Worcester, MA 01608-1874 Phone (508) 798-0350 www.centerlw.org	Northeastern MA Northeast Independent Living Program 20 Ballard Road Lawrence, MA 01843 (978) 687-4288 voice/TTY www.nilp.org
Cape and Islands Cape Organization for the Rights of the Disabled 1019 Iyanough Road, #4 Hyannis, MA 02601 (508) 775-8300 voice/TTY www.cordonline.org	Fall River and New Bedford Southeast Center for Independent Living Merrill Building 66 Troy Street Fall River, MA 02721 (508) 679-9210 voice/TTY www.secil.org
Southeastern MA Independence Associates 141 Main Street, 1st Floor Brockton, MA 02301 (508) 583-2166 voice/TTY www.iacil.org	Hampshire, Hampden and Franklin Counties Stavros Center for Independent Living, Inc. 210 Old Farm Road Amherst, MA 01002 (413) 256-0473 voice/TTY staff@stavros.org
Roxbury, Dorchester, Hyde Park, Jamaica Plain, Roslindale, Mattapan, West Roxbury Independent Living Project Multicultural Independent Living Center 22 Beechwood Street Dorchester, MA 02121 (617) 288-9431 TDD: 617-288-2707 www.milcb.org	This information is provided by the Massachusetts Rehabilitation Commission

FREQUENTLY USED ACRONYMS

AAMR	American Association on Mental Retardation, www.aamr.org
ADA	Americans with Disabilities Act
ADD	Attention Deficit Disorder
ADDP	The Association of Developmental Disabilities Providers, www.addp.org
ADHD	Attention Deficit/Hyperactivity Disorder
ADL	Activities of Daily Living
ALAB	Alleged Abuser
ALV	Alleged Victim
ARC	Association of Retarded Citizens, www.thearc.org , www.arcmass.org
ASC	Autism Support Center
ASD	Autism Spectrum Disorder
ASL	American Sign Language
BTP	Bureau of Transitional Planning
CAB	Citizen Advisory Board
CMS	Centers for Medicare and Medicaid Services
CORI	Criminal Offender Record Information
CP	Cerebral Palsy
CRT	Complaint Resolution Team
DD	Developmental Disability
DET	Department of Employment and Training, www.detma.org
DMH	Department of Mental Health, www.mass.gov/dmh
DDS	Department of Developmental Services, www.mass.gov/DDS
DD SIS	Department of Developmental Services Information System
DESE	Department of Elementary and Secondary Education, www.mass.gov/DESE
DOL	Department of Labor, www.mass.gov/dlwd
DPH	Department of Public Health, www.mass.gov/dph
DPPC	Disabled Person's Protection Commission, www.mass.gov/dppc
DCF	Department of Children and Families, www.mass.gov/DCF
DTA	Department of Transitional Assistance, www.mass.gov/dta
DX	Diagnosis
EEP	Extended Employment Program
EI	Early Intervention Services
EOEA	Executive Office of Elder Affairs, www.mass.gov/elders
EOHHS	Executive Office of Health and Human Services, www.mass.gov/eohhs
FSP	Family Support Plans
FC	Facilitated Communication
FEDERATION	– The Federation for Children with Special Needs, www.fcsn.org
FOC	Families Organizing for Change, www.mfofc.org
GAL	Guardian Ad Litem
HCBW	Home and Community Based Waiver
HCSIS	Home and Community Services Information System
HIPAA	Health Insurance Portability and Accountability Act of 1996
HMO	Health Maintenance Organization
HOH	Hard of Hearing
HRO	Human Rights Officer
HUD	Department of Housing and Urban Development, www.mass.gov/dhcd
ICAP	Inventory for Client and Agency Planning
ICF	Intermediate Care Facility
ICF/MR	Intermediate Care Facility for the Mentally Retarded
ICI	Institute for Community Inclusion, www.communityinclusion.org
ID	Intellectual Disabilities
IDEA	Individuals with Disabilities Education Act

IEP	Individual Education Plan
IL	Independent Living
ISP	Individual Support Plan
ISS	Individual Support Services
ITP	Individual Transition Plan
LEA	Local Education Authority
LHA	Local Housing Authority
MAAPS	Massachusetts Association of 766 – Approved Private Schools, www.spedschools.com
M.A.S.S.	Massachusetts Advocates Standing Strong, www.communitygateway.org
MASSCAP	Massachusetts Comprehensive Assessment Process
MassHealth	Office of Medicaid, MassHealth
MBTA	Massachusetts Bay Transportation Authority, www.mbta.com
MCB	Massachusetts Commission for the Blind
MCCD	Massachusetts Coalition for Citizens with Disabilities
MCDDH	Massachusetts Commission for the Deaf and Hard of Hearing, www.state.ma.us/mcdhh
MDDC	Massachusetts Developmental Disabilities Council, www.state.ma.us/mddc
MFOFC	Massachusetts Families Organizing for Change, www.mfofc.org
MHFA	Massachusetts Housing Finance Agency, www.mhfa.com
MI	Mental Illness
MOD	Massachusetts Office of Disability, www.state.ma.us/mod
MR	Mental Retardation
MRC	Massachusetts Rehabilitation Commission, www.mass.gov/mrc
MS	Multiple Sclerosis
MSPCC	Massachusetts Society for the Prevention of Cruelty to Children, www.mspcc.org
OJT	On the Job Training
OT	Occupational Therapy
PAC	Parent Advisory Committee
PASARR	Pre-Admission Screening and Annual Resident Review
PASS	Plans to Achieve Self-Sufficiency
PCA	Personal Care Attendant
PDD	Pervasive Developmental Disorder
PDD, NOS	Pervasive Developmental Disorder, Not Otherwise Specified
POC	Plan of Care
PT	Physical Therapy
RAC	Regional Advisory Committee
RFP	Request for Proposal
RFR	Request for Response
RTA	Regional Transit Authority
SAC	Statewide Advisory Council
SHIP	Statewide Head Injury Program, www.mass.gov/mrc/ship
SIB	Self-Injurious Behavior
SNF	Skilled Nursing Facility
SpEd	Special Education
SSA	Social Security Administration, www.ssa.gov
SSDI	Supplemental Security Disability Income
SSI	Supplemental Security Income, www.ssa.gov
TAC	Transitional Advisory Committee
TASH	The Association for Persons with Severe Handicaps, www.tash.org
UCPA	United Cerebral Palsy, www.ucpa.org
VG	Virtual Gateway
VNA	Visiting Nurses Association

DDS Regional and Area Offices

Central/West Regional Office

171 State Avenue
Palmer, MA 01069
(413) 284-1500

Franklin/Hampshire

One Roundhouse Plaza
Northampton, MA 01060
(413) 586-4948

Berkshire

333 East Street -5th Floor
Pittsfield, MA 01201
(413) 447-7381

Holyoke/Chicopee

88 Front Street, 1 st floor
Holyoke, MA 01040
(413) 535-1022

Springfield/Westfield

436 Dwight Street Suite 205
Springfield, MA 01103
(413) 784-1339

Worcester

24 Southbridge Street
Worcester, MA 01608
(508) 792-7545

North Central

435 Main Street
Fitchburg, MA 01420
(978) 342-2140

South Valley – Milford

194 West Street #9
Milford, MA 01757
(508) 792-7749

South Valley-Southbridge

79 North Street #2
Southbridge, MA 01550
(508) 764-5304

Northeast Regional Office

Hogan Regional Center
PO Box A
Hathorne, MA 01937
(978) 774-5000

Lowell

325 Chelmsford Street
Lowell, MA 01851
(978) 322-4300

Merrimack Valley

200 Main Street
Haverhill, MA 01832
(978) 521-9432

Metro North

27 Water Street
Wakefield, MA 01880
(781) 338- 2300

North Shore

100 Cummings Center
Suite 150 B
181 Eliot St.
Beverly, MA 01915
(978) 927-2727

Central Middlesex

20 Academy Street
#302
Arlington, MA 02476
(781) 646-5500

Southeast Regional Office

68 North Main Street
Carver, MA 02330
(508) 866-5000

Taunton/Attleboro

21 Spring Street
Taunton, MA 02780
(508) 824-0614

Brockton

500 Belmont Street #100
Brockton, MA 02301
(508) 427-8525

Cape Cod/Islands

270 Communications Way,
Bld. 5
Hyannis, MA 02601
(508) 771-2595

Fall River

305 Pleasant Street
Fall River, MA 02721
(508) 730-1209

Plymouth

61 Industrial Park Road,
2nd Floor
Plymouth, MA 02360
(508) 732-3100

New Bedford

908 Purchase Street
New Bedford, MA 02740
(508) 992-1848

South Coastal

1221 Main Street
South Weymouth, MA
02190
(781) 337-2165

Metro Regional Office

Fernald Dev. Ctr.
200 Trapelo Road
Waltham, MA 02452
(781) 894-3600

Metro Boston

65 Sprague Street
Hyde Park, MA 02136
(617) 360-2400

Newton/South Norfolk

125 West Street
Walpole, MA 02081
(508) 668-3679

Charles River West

255 Elm Street #205
Somerville, MA 02144
(617) 623-5950

Middlesex West

46 Park Street
Framingham, MA 01702
(508) 879-1111