

## **DDS Central Region**

# **Adult Autism Resource Guide**

# **2019**

Please submit changes to  
[Autism@hmea.org](mailto:Autism@hmea.org)

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*The Adult Autism Resource Guide is maintained to enhance public access to information about specific resources available to residents of the Central Massachusetts. While every effort is made to ensure the accuracy of the information, we make no guarantees, nor does the guide include an exhaustive list of resources. The inclusion of an organization or service does not imply an endorsement of the organization or service, nor does exclusion imply disapproval.*

## **The Autism Omnibus Bill**

The 2014 **Autism Omnibus Bill** is a landmark bill addressing unmet needs of people with autism spectrum disorder (ASD). This bill reflects the state legislature's commitment to address the needs of the growing numbers of people with ASD in the Commonwealth.

The bill includes the following key provisions:

- A requirement that MassHealth cover medically necessary treatments for children with ASD who are under 21 years old – including ABA therapies as well as dedicated and non-dedicated Augmentative and Alternative Communication (AAC) devices;
- Extension of Department of Developmental Services (DDS) eligibility to many persons with Autism, Prader Willi Syndrome and Smith-Magenis syndrome;
- The creation of an Autism Endorsement for special education teachers to enable them to voluntarily gain in-depth knowledge about the complexities of educating students with ASD;
- The creation of tax-free saving accounts (called “Achieving a Better Life Experience” or ABLE) to help families cover anticipated disability-related expenses for individuals with ASD and other physical and developmental disabilities;
- Requiring DMH and DDS to develop and implement a plan to provide services to individuals who have both a mental illness and a developmental disability; and
- Establishing the **Autism Commission** as a permanent entity. For more information about the **Autism Commission**, visit <https://www.mass.gov/orgs/autism-commission>

For more information about the Autism Omnibus Bill visit:

<http://www.mass.gov/eohhs/consumer/disability-services/services-by-type/intellectual-disability/newsroom/dds-autism-omnibus.pdf>

### **About the Massachusetts Department of Developmental Services (DDS)**

<https://www.mass.gov/orgs/department-of-developmental-services>

Massachusetts has a comprehensive system of specialized services and supports to give individuals with intellectual disabilities the opportunities to live the way they choose. The Department is the state agency that manages and oversees this service system. Every day, DDS provides these specialized services and supports to approximately 37,000 adults with intellectual disabilities and children with developmental disabilities. The types of specialized services and supports include day supports, employment supports, residential supports, family supports, respite, and transportation. We provide these services through facilities and community-based state operated programs and by contracting with 235 private provider agencies.



The Department of Developmental Services (DDS) is the health and human service agency which provides a variety of supports to children & adults with intellectual and developmental disabilities. Supports are designed to promote meaningful participation and inclusion in all aspects of community life. There are different eligibility criteria and services for children and adults.

- Services for children include family support and a variety of programs to address specialized support needs that supplement educational services.
- Services for adults include: an array of employment and day program supports which enable individuals to pursue a career or be engaged in other meaningful activities in the community; community living supports for people in more independent living situations, and other residential supports, such as shared living and group homes; and family supports and a variety of flexible services such as respite, in-home skills training, and companion services for those individuals who live at home with their families.

Services are individualized and planned using a person centered approach, and are coordinated through our 23 Area and 4 Regional Offices. Services are provided through contracts with not for profit agencies or through two self-directed service options, and are monitored through a variety of quality management systems.

**DDS serves over 9,000 children and 32,000 adults.**

**DDS serves individuals with an Intellectual Disability, Autism Spectrum Disorder, Prader-Willi & Smith-Magenis Syndrome.**

**DDS has helpful information on the eligibility process and requirements for both children and adults on our web-site.**

**Family & Autism Support Centers across the state offer a wide range of information and activities for families, children, and adults eligible for DDS.**

**DDS works with schools, students & families towards a meaningful transition from school to adult life with DDS supports.**

**The DDS Office of Quality Management provides information on the health, safety, and quality of life of those supported by DDS and its providers.**

More information regarding DDS eligibility, services and offices can be found at:

[www.mass.gov/dds](http://www.mass.gov/dds)  
DDS Central Office  
500 Harrison Avenue  
Boston, MA 02118  
617-727-5608

Feb 2019

## **DDS Adult Autism Eligibility**

Adult Autism Eligibility applications may be submitted at age 17, even if the individual is still enrolled in school. DDS adult funded services begin once the individual is out of school or reaches age 22.

**Download the DDS Adult Eligibility application here:**

<https://www.mass.gov/lists/dds-eligibility-forms>

- Available in English, Spanish, Portuguese and Chinese

**Your Guide to the DDS Eligibility Process:**

<https://www.mass.gov/lists/your-guide-to-the-dds-eligibility-process>

- This Guide will provide you with helpful information on the DDS Eligibility process, criteria and regional eligibility offices.

For all applications, copies of the following are needed for the applicant:

1. Birth Certificate
2. Health Insurance Card(s)
3. Social Security Card(s)
4. Proof of Massachusetts domicile (i.e., copy of utility bill, Massachusetts ID, or driver's license)

The following are helpful to include with application and may be requested by the Eligibility Department:

1. Most recent IEP, school records
2. For older adults, we may ask for a release to obtain old school transcripts to see what type of classes the applicant took and if there is an indication of Special Education needs.
3. Available Intelligence/Cognitive Testing (IQ)

If all required paperwork is not received with the application, an "Incomplete Application Letter" is sent to the applicant and/or application contact person. This letter will provide details of what additional paperwork is needed.

Once all paperwork is received and the application is complete, an Eligibility Specialist is assigned and will reach out to the individual and/or application contact to schedule an Intake Interview. During the Intake Interview, the Specialist gathers psychosocial history information and information about the individual's adaptive functioning.

When the Specialist has completed the interview and assessments, the application and materials are sent to the Regional Eligibility Psychologist for clinical review.

Once a determination is made, the applicant and/or contact person will be mailed a packet of information with a letter stating his/her eligibility status. The packet will include information on how to appeal an INELIGIBLE decision, or contact information for his/her local DDS Area Office if found ELIGIBLE.

***For Eligibility Intake Questions in DDS Central Region  
Call (413)-205-0940***

### **Eligibility Fact Sheet for Adult Autism Spectrum Disorders**

In order to be eligible for supports and services from the Department of Developmental Services a Person must:

1. Be domiciled in the Commonwealth of Massachusetts.
2. Have a primary diagnosis of Autism Spectrum Disorder (“ASD”), based on the most recent addition of the Diagnostic and Statistical Manual (DSM V).
3. Provide the Department with an evaluation(s) for Autism Spectrum Disorder, completed by a qualified physician or psychologist that includes standardized diagnostic instruments such as the Autism Diagnostic and Observation Schedule (ADOS), Autism Diagnostic Interview-Revised (ADI-R) the Childhood Autism Rating Scale, 2nd edition (CARS-2), Gilliam Autism Rating Scale 3<sup>rd</sup> edition (GARS-3), Gilliam Asperger’s Disorder Scale (GADS). In cases that an evaluation from a standardized diagnostic instrument **is not provided**, a diagnostic assessment provided by a qualified physician or psychologist detailing the reasons for the ASD diagnosis must be provided.
4. Have substantial functional impairment in three or more areas of the seven areas of major life Activities as determined by Adaptive Skill Testing administered by DDS. The seven areas are self-care, expressive communication, receptive communication, learning, mobility, capacity for self-Direction, economic self-sufficiency. Adaptive Skill tests such as the Scales of Independent Behavior, Revised (SIB-R), Vineland Adaptive Behavior Scales, 3rd edition (Vineland III) and the Adaptive Behavior Assessment Scale (ABAS) assess the individual’s capabilities with respect to daily activities. In some cases, the Department may need additional information to determine if An applicant has substantial functional impairment and may obtain this information by Administering an alternative adaptive skill test, the Major Life Activities Questionnaire, and/or Require the applicant to attend an in-person interview with the DDS Psychologist.
5. Provide documentation and information that demonstrates that ASD and substantial functional Impairment manifested prior to 22 years of age.
6. Provide documentation and information that demonstrate that the developmental disability is Likely to continue indefinitely (chronic) and which reflects a need for a combination and Sequence of special, interdisciplinary or generic supports or assistance that is lifelong in nature.
7. Provide personal, clinical, psychological, medical/specialty, and educational records that indicate diagnosis of ASD made through psychological and/or psychiatric evaluations that clearly outline the justification for the differential diagnosis.
8. Provide the reports from previous adaptive assessments.
9. Although IQ is not a relevant determinative factor, providing IQ information is recommended to help delineate both the strengths and weaknesses of the individual and assists in support planning.

## **Welcome to the Journey! Navigating DDS**

### **You have been determined Eligible for Adult Autism Services. Now what?**

Once the individual receives an acceptance letter for Adult Autism Eligibility from the Regional Eligibility Office, they are assigned to an **Autism Service Coordinator** at the local Area Office.

Upon notification of the individual's eligibility, the Autism Service Coordinator will contact the individual to set up an Intake Meeting with the individual and family. This meeting can take place either at the DDS Area Office or at the individual's home.

During the Intake Meeting, the Autism Service Coordinator will get to know the individual and his/her family members and will explain DDS services. The Autism Service Coordinator will facilitate the development of services and supports with referrals to provider agencies and other resources in response to the individual's needs. **All DDS services and supports are subject to appropriation.**

If the individual is enrolled in DDS funded services, Autism Service Coordinator will coordinate and facilitate the development of the (ISP) Individual Service Plan as well as periodic team meetings. The Autism Service Coordinator will also monitor the implementation of these support services and ISP process with provider agencies.

The Autism Service Coordinator monitors the safety and well-being of assigned individuals and provides advocacy in human, civil and legal rights. He or she maintains communication and outreach with community services and other state agencies and coordinates referrals as needed.

### **In summary, the Autism Service Coordinator provides the following for individuals on his/her caseload:**

- Manages the budget allocation for individuals who are allocated DDS funds
- Coordinates referrals to provider agencies and oversees services
- Attends IEP's and Transition Meetings
- Leads ISP Meetings and Team Meetings

### **Overview of Services Available for Adults with ASD and no ID\*:**

***\*Contact your Autism Service Coordinator for more information about these services***

- **Service Coordination/Support Brokerage**
- **Individual Supports**  
(e.g., Adult Companion, Individualized Home Supports)

Adult Companion is non-medical care, supervision and socialization provided to an adult. Services may include assistance with meals and basic activities of daily living incidental to the support and supervision of the individual. The service is provided to carry out personal outcomes identified in the individual plan that support the individual to successfully reside in his/her home or in the family home. Providers may also perform light housekeeping tasks that are incidental to the care and supervision of the participant.

Individualized Home Supports consists of limited services and supports in a variety of activities that may be provided regularly and are determined necessary to prevent institutionalization. These services may include teaching and fostering the acquisition, retention or improvement of skills related

to personal finance, health, shopping, use of community resources, community safety, and other social and adaptive skills to live in the community as specified in the POC. This service provides the support necessary for the participant to establish, live in and maintain on an on-going basis a household of their choosing, in a personal home or family home to meet their habilitative needs. It may also include training and education in self-determination/ self-advocacy to enable the participant to acquire skills to exercise control and responsibility over the services and supports they receive to become more independent, integrated and productive in their communities.

- **Autism Coaching**

Autism Coaching is an individualized one on one service between a DDS eligible adult on the autism spectrum and a qualified professional coach who works for a provider and has both extensive knowledge about individuals with autism spectrum disorders and significant expertise in mental health issues. Coaching is a form of support which is therapeutic in nature based on the strength of the relationship but is not therapy.

- **Referral to Clinical Supports**

(e.g., Behavioral, Psychiatric, Ancillary Services, Assistive Technology)

Behavioral Supports and Consultative services are necessary to improve the individual's independence and integration in their community. This service is available to waiver participants, to unpaid caregivers, and or paid staff in carrying out individual support plans which are designed to remediate identified challenging behaviors or to acquire socially appropriate behaviors. Behavioral supports and consultation are provided by professionals in the fields of psychology, mental health, or special education. The service may include a functional assessment, the development of a home-based behavioral support plan, training and technical assistance to paid and unpaid caregivers, monitoring of the effectiveness of the plan, and the implementation of the plan. The professional(s) will make recommendations to the Support Team. This service is available in the individual's home or in the community.

- **Community Based Day Services (CBDS)**

CBDS is designed to enable an individual to enrich his or her life and enjoy a full range of community activities by providing opportunities for developing, enhancing, and maintaining competency in personal, social and community activities. Services include, but are not limited to, the following service options: career exploration, including assessing interests through volunteer experiences or situational assessments; community integration experiences to support fuller participation in community life; skill development and training; development of activities of daily living and independent living skills; socialization experiences and support to enhance interpersonal skills; and pursuit of personal interests and hobbies.

This service is intended for individuals of working-age who may be on a “pathway” to employment; as a supplemental service for individuals who are employed part-time and need a structured and supervised program of services during the day when they are not working, which may include opportunities for socialization and peer support; and individuals who are of

retirement age who need and want to participate in a structured and supervised program of services in a group setting.

- **Employment Supports**  
(Individual or Group Supported Employment)

In Individual Supported Employment programs, individuals receive assistance from a provider to obtain a job based on identified needs and interests. Individuals may receive supports at a job in the community or in a self-employed business. Regular or periodic assistance, training and support are provided for the purpose of developing, maintaining and/or improving job skills, and fostering career advancement opportunities. Natural supports are developed by the provider to help increase inclusion and independence of the individual within the community setting.

Employees should

have regular contact with co-workers, customers, supervisors and individuals without disabilities and have the same opportunities as their non-disabled co-workers. Individuals are generally paid by the employer, but in some circumstances may be paid by the provider agency.

In Group Supported Employment, a small group of individuals, (typically 2 to 8), work in the community under the supervision of a provider agency. Emphasis is on work in an integrated environment, with the opportunity for individuals to have contact with co-workers, customers, supervisors, and others without disabilities. Group Supported Employment may include small groups in industry (enclave); provider businesses/small business model; mobile work crews which allow for integration, and temporary services which may assist in securing an individual position within a business. Most often, the individuals are considered employees of the provider agency and are paid and receive benefits from that agency

- **Family Support Services**

Family support navigation consists of the provision of unbiased expert information and referral supports that are designed to assist families to identify needs and to facilitate and gain access to local generic supports through coordination between family and other service providers. The Family Navigator acts as a guide and resource development expert to insure that families have knowledge and access to a broad array of generic community resources, provides assistance in navigating the system, and recognizes and promotes the value of natural supports. Family Navigators respond to the specific ethnic and linguistic needs of families in the geographic area where they reside and offer timely and relevant information to families regarding available resources in the community. They assist families to identify their strengths and develop individualized family emergency contingency plans. The Family Navigator provides opportunities for families to develop collaborative networks with other families and acts as a resource developer for the family. The Area Office manages the access to and use of state funds for respite.

- **Respite Supports**

Respite Services provided in either a) licensed respite facility, b) or in the home of the participant, c) or in the family home, d) or in the home of an individual family provider to waiver participants who are unable to care for themselves. Services are provided on a short-term overnight basis because of either the absence or need for relief of those persons who normally provide care for the participant or due to the needs of the participant. *Respite facilities are limited in certain geographic areas and some are only available for emergency situations. Contact your Autism Service Coordinator for more information.*

### **Service Delivery Choices**

DDS offers three models of service delivery that allow people receiving services to have choices about how their services are provided

1. **The Traditional Model** – A Qualified Provider Agency contracts directly with DDS to deliver a specific range of supports (i.e.- Shared Living, group homes, employment, day programs) to the individual. The Agency has full authority and responsibility for hiring and supervising staff. The individual provides input around their goals and preferences through their Individual Service Plan.
2. **Agency with Choice Model**- The individual/ family designs customized supports based on a vision and need and directs their services in partnership with a qualified Provider Agency. The individual/ family selects their Support staff and set works hours and terms of employment.  
The Agency provides Human Resource, Payroll and administrative supports. The Agency and Individual/ family share in training and evaluating employees.
3. **The Participant Directed Program Model**- The individual/ family designs customized supports, directs their services and hires and manages support workers. The individual contracts directly with these workers or for other goods and services with support from DDS Service Coordinators/ Brokers, family and friends. A fiscal intermediary provides payroll services based on the participant's individual budget, and provides financial monitoring and reporting based on regulation and requirements.

## **DDS Central Region Area Offices and Towns**

### **Central/West Regional Office**

140 High Street, Springfield, MA 01105

Intake Line: (413) 205-0800

Fax: (413) 205-1605

Dan Lunden, Regional Director

Sue Banks, Community Systems Director

Ingrid Flory, Director of Family Support [ingrid.flory@state.ma.us](mailto:ingrid.flory@state.ma.us)

Pamela Ferguson, Autism Program Coordinator [pamela.p.ferguson@state.ma.us](mailto:pamela.p.ferguson@state.ma.us)

### **DDS North Central Area Office**

49 Nursery Lane Fitchburg, MA 01420

Phone | 978-342-2140

Fax 978-342-3313

Michelle Harris, Area Director

Lenny Beaton, Ass. Area Director

Ashburnham, Fitchburg, Leominster, Shirley, Ashby

Gardner, Lunenburg, Sterling, Ayer, Groton

New Braintree, Templeton, Barre, Hardwick, Oakham

Townsend, Berlin, Harvard, Pepperell, Westminster, Bolton

Hubbardston, Princeton, Winchendon, Clinton

Lancaster, Rutland, Pepperell

### **DDS South Valley Area Office-Milford**

194 West. St. #9 Milford, Ma 01757

Phone: | 508-634-3345

Fax 508-792-7358

Lynda More, Area Director

Terry McNally, Asst. Area Director

Bellingham, Hopedale, Franklin, Millville, Sutton

Northbridge, Grafton, Whitinsville, Millbury,

Blackstone, Medway, Milford, Upton, Uxbridge

Douglas, Franklin

### **DDS – Southbridge**

1 North Street, Suite C Southbridge Ma, 01550

Phone: | 508-764-2751

Fax: 508-764-0756

Lynda Moore, Area Director

Terry McNalley, Asst. Area Director

Brimfield, East Brookfield, Southbridge, Warren,

Brookfield, Holland, Spencer, Webster, Charlton,

North Brookfield, Sturbridge, Dudley, North Oxford

West Warren, Charlton Depot, Oxford, Wales

### **DDS- Worcester**

324 Clark St. Worcester, Ma, 01606

Phone: | 508-792-6200

Fax: 508-792-22

Denise Haley, Area Director

Sandra Honig, Asst. Director

Worcester, Holden, Paxton, Auburn,

Leicester, Shrewsbury, West Boylston,

Boylston, Millbury

## **DDS Autism Support Centers**

There are seven Autism Support Centers throughout the state that provide an array of information and referral services, resources, and supports to children and adults with autism spectrum disorders. These Centers conduct broad outreach and provide services to families from diverse cultural, ethnic and linguistic communities in the geographic area they are serving and may create partnerships with community organizations and other resources in order to provide culturally responsive services.

The array of services and supports to families includes:

- Information and Referral
- Family Clinics
- Support Groups
- Access to the latest information on autism
- Family Trainings
- Parent Networking and Mentoring, and
- Social/recreational events, among other activities

## **Central/West Region Autism Support Centers**

### **HMEA: Autism Resource Center of Central Massachusetts**

712 Plantation Street, Worcester, MA 01605

(508) 835-4278

Sue Loring

[autism@hmea.org](mailto:autism@hmea.org); [sloring@hmea.org](mailto:sloring@hmea.org)

[www.autismresourcecentral.org](http://www.autismresourcecentral.org)

### **Pathlight: Autism Connections**

116 Pleasant Street – Suite 366,

Easthampton, MA 01027

(413) 529-2428, ext.111 or (800) 892-7003 (toll free)

Katie Drumm

[katie.drumm@pathlightgroup.org](mailto:katie.drumm@pathlightgroup.org)

## **DDS Family Support Centers**

### **Seven Hills Family Services**

Family Support Center of North Central

1460 John Fitch Highway, Fitchburg, MA 01402

978) 632-4322

Gina Bernard

[gbernard@sevenhills.org](mailto:gbernard@sevenhills.org)

[www.sevenhills.org/familysupport](http://www.sevenhills.org/familysupport)

### **Cultural/Linguistic-Specific Family Support Center**

Multicultural Family Development Center

437 Main Street,

Fitchburg, MA 01420

(978) 343-5836

Ydalia Heimann

[yheimann@centroinc.org](mailto:yheimann@centroinc.org)

[www.centroinc.org](http://www.centroinc.org)

Specific Ethnic/Linguistic Group:

**South Valley Area  
Kennedy Donovan Center**

Kennedy Donovan Center

1 Maple Street,  
Milford, MA 01757

(508) 473-5700

Karissa Hicks

[khicks@kdc.org](mailto:khicks@kdc.org)

[www.kdc.org](http://www.kdc.org)

**Seven Hills Family Services**

Family Support Center of South Valley

208 Charlton Road, Sturbridge, MA 01566

(508) 796-1950

Elizabeth Carroll:

[ecarroll@sevenhills.org](mailto:ecarroll@sevenhills.org)

**Worcester Area**

**Seven Hills Family Services**

Family Support Center of Greater Worcester

799 West Boylston Street, Worcester, MA 01606

(508) 796-1850

Ana Morales

[amorales@sevenhills.org](mailto:amorales@sevenhills.org)

[www.sevenhills.org/familysupport](http://www.sevenhills.org/familysupport)

**Cultural/Linguistic-Specific Family Support Center**

Worcester Multicultural Family Support Center

11 Sycamore Street, Worcester, MA 01608

(508) 798-1900 x 243

Ydalia Heimann

[yheimann@centroinc.org](mailto:yheimann@centroinc.org)

[www.centroinc.org](http://www.centroinc.org)

Specific Ethnic/Linguistic Group: Multicultural Families

## **Department of Mental Health (DMH) Central Area Offices**

Sue Sciaraffa, Area Director  
361 Plantation Street  
1st Floor  
Worcester, MA 01605  
Phone (774) 420-3140  
Fax (774) 420-3165  
IPTTY (774) 420-3155  
Nicole Palmer, Assistant: 774-420-3144

### **Worcester Recovery Center and Hospital**

309 Belmont Street Worcester, Ma 01604

Person in Charge: Jacqueline Ducharme

Phone: (508) 368-4000

Fax: (508) 363-1515

### **North County Site Office**

#### **E.H.S Center**

49 Nursery Lane Fitchburg, Ma 01420

Person in Charge: Beth Cafarella

Phone: (978) 335-4400

Fax: (978) 348-1275

Towns Served: Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton,  
Fitchburg, Gardner, Gilbertville, Groton, Hardwick, Harvard, Hubbardston,  
Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton,  
Rutland, Shirley, Sterling, Templeton, Townsend, Westminster, Winchendon

Emergency/Crisis 24-hr: CHL/Lipton Center

40 Spruce St.

Leominster Ma 01453

Person in Charge: Julie Orozco

Phone: 1(800)-997-5555

Fax: 978) 537-4966

### **South County Site Office**

40 Institute Road, Oaks "B" Bldg. No. Grafton, Ma 01536

Person in Charge: Patricia Surette, Site Director

Phone: (508) 887-1100

Fax: (508) 887-1166

TTY: (508) 887-8932

Towns Served: Bellingham, Blackstone, Brimfield, Brookfield, Charlton, Douglas,  
Dudley, East Brookfield, Franklin, Grafton, Holland, Hopedale, Medway, Mendon,  
Milford, Millbury, Millville, Northbridge, North Brookfield, Oxford, Southbridge,  
Spencer, Sturbridge, Sutton, Upton, Uxbridge, Wales, Warren, Webster, West Brookfield, Whitinsville

Emergency/Crisis 24-hr: Blackstone Valley, Emergency Services Riverside Community Care

32 Hamilton Street

Milford, Ma 01757

Person in Charge: Deborah Gardner

Phone: (508) 634-3420

Fax: (508) 634-2603

**Emergency/Crisis 24-hr: Harrington Memorial Hospital**

100 South Street

Southbridge, Ma 01550

Person in Charge: Susan Moore Butler

Phone: (508) 765-3035

Fax: (508)764-2434

**Worcester County Site Office**

316 Plantation Street, 2<sup>nd</sup> Floor, Worcester, MA 01605

Person in Charge: Pamela Druzicki, Site Director

Phone: (774)420-3100

Fax: (420)420-3111

Town Served: Auburn, Boylston, Holden, Leicester, Paxton,  
Shrewsbury, West Boylston, Worcester

Emergency/Crisis 24-hr:

U/Mass. Medical Center

Emergency Mental Health Services

55 Lake Avenue North

Worcester, MA 01605

**Westborough Site Office**

Hadley Building, 167 Lyman Street, Westborough, MA 01581

Person in Charge: Ellen Alfaro, Site Director

Phone: (508) 616-2801

Fax: (508) 616-2864

Town Served: Ashland, Dover, Framingham, Holliston, Hopkinton, Hudson,  
Marlborough, Natick, Northborough, Sherborn, Southborough,  
Sudbury, Wayland, Westborough

Emergency/Crisis 24-hr:

Advocates' Psychiatric Emergency Services (PES) – West

354 Waverly Street

Framingham, MA 01702

Person in Charge: Sara Trognone, LICSW

Phone: (508) 872-3333 or 1-800-640-5432

Fax: (508) 875-2600

**Kiva Center/Central Massachusetts Area Recovery Learning Community.**

The Kiva Center's focus is promoting wellness and resilience through mutual support. We believe in every person's right to mental health and their ability to achieve it. We believe that relationships are at the center of what heals people who have experienced mental/emotional health challenges. We are

united by our shared experience and common humanity. Our stories, collective wisdom and strength, guide us and our community to wellness. **The Kiva Center is open to everyone.** Individuals do not need to be approved to receive DMH services to visit the Kiva Center. [More Information](#)

## **DMH Clinical Criteria for Service Authorization – ADULT Guidelines**

From Commonwealth of Massachusetts DMH Interpretive Guidelines for 104 CMR 29.00 Determining Service Authorization for Children Adolescents and Adults, December 2011)

**For more information about applying for Mental Health Services:**

<http://www.mass.gov/eohhs/consumer/behavioral-health/mental-health/applying-for-mental-health-services.html>

### **Qualifying diagnoses:**

- Schizophrenia, Schizoaffective Disorder, Psychotic Disorder, NOS
- Mood Disorder, NOS, Depressive Disorder, NOS, Major Depressive Disorder, Bipolar Disorder
- Anxiety Disorder, NOS, Generalized Anxiety Disorder, Panic Disorder with or without Agoraphobia, Obsessive Compulsive Disorder, Social Anxiety Disorder, PTSD
- Dissociative Identity Disorder, Delusional Disorder
- Anorexia Nervosa, Bulimia
- On Axis II: Borderline Personality Disorder (the only qualifying Axis II diagnosis)

### **Non-Qualifying Diagnoses**

- Adjustment Disorder, Dysthymia, Cyclothymia
- Schizophreniform Disorder
- ADHD
- Any disorder that is due to a medical condition (i.e. Mood Disorder Due to a Medical Condition, Substance-Induced Mood Disorder, etc.)
- Dementia
- Delirium
- Cognitive Disorder, NOS
- Traumatic Brain Injury or Head Injury
- Intellectual Disability
- Learning Disorder, NOS
- Autism Spectrum Disorder
- Pervasive Developmental Disorder
- Asperger's Syndrome
- Any personality disorder other than Borderline

**Note:** In order to meet clinical criteria for *DMH services*, the applicant must have a qualifying mental disorder that is the primary source for their functional impairment and meets illness duration criteria.

If an individual has a non-qualifying diagnosis, they might be found to meet clinical criteria if there is a co-occurring qualifying diagnosis that is determined to be the source of their primary functional impairment.

### **A Word About Substance Abuse**

From Commonwealth of Massachusetts DMH Interpretive Guidelines for 104 CMR 29.00 Determining Service

Authorization for Children Adolescents and Adults, December 2009 (Revised December 1, 2011)

An individual with a substance abuse problem is eligible if he or she is determined to have a qualifying mental disorder, meets impairment and duration criteria, requires DMH continuing care services, and has no other means for obtaining them. The qualifying mental disorder must be confirmed before assessing whether the applicant meets duration and functional impairment criteria. Functional impairment will be determined based on the applicant's presentation. It is presumed that the functional impairment in a person with a co-occurring disorder is due to the primary psychiatric diagnosis.

### **DMH Clubs**

#### **Worcester**

Genesis Club, Inc.

274 Lincoln St. Worcester, MA 01605

(508) 831-0100

#### **Westwinds Clubhouse –**

Fitchburg

(978)-345-1581

#### **Tradewinds Clubhouse**

309 Main Street

Southbridge, Ma 01550

Director: Brittany Clark

Phone: (508) 765-9947

#### **Crossroads Clubhouse**

11 Williams street

Hopedale, Ma 01747

Director: Lauren Baxter

Phone: (508)473-4715

## **Massachusetts Rehabilitation Commission (MRC)**

The Massachusetts Rehabilitation Commission (MRC) helps individuals with disabilities to live and work independently. MRC is responsible for Vocational Rehabilitation, Community Living and eligibility determination for the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) federal benefits programs. (See also [MRC Employment resources](#))

<http://www.mass.gov/eohhs/gov/departments/mrc/>

Administrative Offices  
600 Washington Street  
Boston, MA 02111

**Main** [\(617\) 204-3600](tel:6172043600)

**Voice/TDD** [\(800\) 245-6543](tel:8002456543)

### **MRC Worcester**

359 Main Street, Worcester, MA 01608-1511

Phone **(508) 754-1757**

This Area Office serves the following communities: Auburn, Boylston, Cherry Valley, Holden, Leicester, Paxton, Shrewsbury, West Boylston, and Worcester.

### **MRC Southbridge Satellite**

5 Optical Drive, Suite 200, Southbridge, MA 01550

Phone **(508) 478-0700**

This is the former Sturbridge Area Office, relocated to the Workforce Central Career Center in Southbridge. This office is a satellite office of the Milford MRC office and covers the following towns in the Southern Worcester County area: Southbridge, Sturbridge, Webster, Dudley, Oxford, Charlton, Spencer, all the Brookfields, Brimfield, Holland, Wales, and Warren.

### **MRC Milford**

100 Medway Road, Suite 102, Milford, MA 01757

Phone **(508) 478-0700**

The Milford Area Office serves the following communities: Bellingham, Blackstone, Douglas, Franklin, Grafton, Hopedale, Medway, Mendon, Milford, Millbury, Millis, Millville, Norfolk, Northbridge, Plainville, Sutton, Upton, Uxbridge, Whitinsville and Wrentham.

### **MRC Fitchburg**

49 Nursery Lane, Fitchburg, MA 01420-5785

Phone **(978) 345-1713**

The Fitchburg MRC Office serves people who reside in the following towns: Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Gardner, Gilbertville, Groton, Hardwick, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, Templeton, Townsend, Westminster, and Winchendon.

# **Education**

## **High Schools**

<http://profiles.doe.mass.edu/>

To find a school near you, click the above link by selecting the organization type (public school, alternative education, special education, etc.) and then hit search. You can also narrow your search by selecting an organization type and also selecting your city/town, or one close to you.

## **Chapter 766**

Chapter 766 is the Massachusetts law which guarantees the rights of all young people with special needs (age 3-22) to an educational program best suited to their needs. Team evaluations and Annual Reviews are conducted to develop an ongoing individual education plan (IEP) that ensures an appropriate education.

## **Chapter 688**

<http://www.doe.mass.edu/sped/iep/688/brochure.pdf#search=%22chapter%20688%22>

For young persons with severe disabilities still in need of services, Chapter 688 serves as a bridge from educational services into the adult human services program. The law provides for a two year transitional process for those young adults who will lose their entitlement to special education upon graduation or reaching the age of 22. It creates a single point of entry into the adult human services system by developing an Individual Transition Plan (ITP) for every person with a severe disability who is found eligible. For more information about Chapter 688, visit the above website or contact whoever is in charge of your IEP at school.

## **Massachusetts Comprehensive Assessment System (MCAS) Testing**

<http://www.doe.mass.edu/mcas/admin.html>

MCAS Alternate Assessment is also available to students with disabilities who cannot take MCAS even when special accommodations are given. To find out more, visit the above link, and then click on "MCAS Alternate Assessment" along the left-hand side of the page.

## **HiSET Testing**

<http://www.doe.mass.edu/hse/>

The High School Equivalency Testing Program (formerly the GED®) in Massachusetts is overseen by the Massachusetts Department of Elementary and Secondary Education's High School Equivalency (HSE) Office. Official test centers operate state-wide to serve the needs of the adult population in need of a high school credential. Test centers are located throughout the state. They are responsible for administering the tests in their area.

## **SAT Testing**

[www.sat.collegeboard.com](http://www.sat.collegeboard.com)

The SAT Suite of Assessments is an integrated system made up of these tests: SAT, PSAT/NMSQT and PSAT 10, PSAT 8/9

The tests measure the same skills and knowledge in ways that make sense for different grade levels, so it's easier for students, parents, and educators to monitor student progress.

### **Public Universities and Colleges**

<http://www.mass.edu/system/campusdirectory.asp>

A list of Public Higher Education campuses. For more information on a certain school, click on the name, and the link will connect you directly to the school's website.

## **Education**

Funded by the Commonwealth since 2007, the Inclusive Concurrent Enrollment Initiative offers grants to college-school partnerships to support eligible public high school students with intellectual disabilities, ages 18-22, to increase their academic and career success by being included in a college or university community of learners. [http://www.mass.edu/strategic/read\\_maicei.asp](http://www.mass.edu/strategic/read_maicei.asp)

### **Think College**

<http://www.thinkcollege.net/>

Think College is a national organization dedicated to developing, expanding, and improving inclusive higher education options for people with intellectual disability.

The website includes:

- A searchable program directory to learn more about available college options
- A resource library that includes published research as well as field-created tools and resources
- Online learning modules on a variety of topics
- Research to practice briefs, e-newsletters, and journal articles
- Topical information on the critical issues
- A policy and legislation clearinghouse

- **UMass Lowell – Center for Autism Research & Education (CARE)**

<https://www.uml.edu/Research/Autism/>

CARE conducts research that improves our understanding of autism spectrum disorder (ASD) across children, adolescents and adults. Research is conducted in many areas including education, language, learning, development, and adult outcomes.

Autism Services at UMass Lowell:

- *The Network* - A monthly social networking program for adolescents and young adults on the “high-functioning” end of the autism spectrum aged between 16-30 years. A companion parent group meets at the same time and place.
- *Student-To-Student Mentoring* - The Office of Student Disability Services and the Department of Psychology work together to provide this mentoring program aimed at easing the transition of UMass Lowell Freshmen registered with Student Disability Services.

- *Connections* - A group for UMass Lowell students who have autism spectrum disorder (ASD). It provides an opportunity to meet other students on the spectrum, share information and provide support that may increase your success at the university.

## **Disability Services for Public Colleges in Central MA**

### **Quinsigamond Community College**

#### **Worcester Campus**

670 West Boylston St.

Worcester, Ma 01606-2092

Phone: 508-854-4471

Fax: 508-854-4549

E-mail: [disabilityservices@qcc.mass.edu](mailto:disabilityservices@qcc.mass.edu)

#### **Southbridge Campus**

5 Optical Drive

Southbridge, Ma 01550

Phone: 774-318-2113

Fax: 508-765-5625

E-mail: [disabilityservices@qcc.mass.edu](mailto:disabilityservices@qcc.mass.edu)

#### **Becker College**

44 West Street,

Worcester, MA,

Phone: 774-354-0462

E-mail: [michelle.fatcheric@becker.edu](mailto:michelle.fatcheric@becker.edu).

#### **Fitchburg State University**

160 Pearl Street

Fitchburg, MA 01420

Phone: 978- 665-4029

E-mail: [kdurham1@fitchburgstate.edu](mailto:kdurham1@fitchburgstate.edu)

# Employment Resources

## **The Massachusetts Rehabilitation Commission (MRC)**

[www.mass.gov/mrc](http://www.mass.gov/mrc) 1-800-245-6543 (Toll-free in MA only)

The Massachusetts Rehabilitation Commission (MRC) helps people with disabilities live and work more independently. Any individual with a disability can inquire about obtaining services. Friends, relatives, and health care providers can also refer an individual to MRC. Services are designed to assist individuals with disabilities to make informed choices about work. See Page 15 for a list of MRC offices.

## **Employment Resource Center Services:**

- Internet Job Search
- Fax Resumes
- Resume Writing
- Interviewing Skills
- General Aptitude Testing (GATB)
- Interest Testing
- Career Decision Making

## **MRC Statewide Employment Services (SES)**

<https://www.mass.gov/service-details/statewide-employment-services>

Statewide Employment Services (SES) programs provide support to help people with the most severe disabilities choose, get and keep a job. Long-term support can help people get paid fairly to work in a job that matches their skills and interests.

## **Project IMPACT**

Project IMPACT provides personal benefit counseling to people that get Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI) and are employed or looking for a job. This can help individuals with disabilities understand what may happen when they go to work or increase earnings.

Project IMPACT provides this resource in Essex, Barnstable, Bristol, Dukes, Nantucket, Norfolk, Plymouth and Suffolk Counties. If you live in Berkshire, Franklin, Hampden, Hampshire, Middlesex or Worcester Counties, you may contact the UMass Medical School's Work Without Limits Benefits Counseling. Their new website is located at

[www.workwithoutlimits.org/benefitscounseling](http://www.workwithoutlimits.org/benefitscounseling)

Project IMPACT Referral Form:

<https://www.mass.gov/files/documents/2016/07/ne/impact-referral-form-2016.pdf>

## **Career Centers**

Careers Centers provide services for job seekers. These services include everything from assistance with searching for a job and career counseling, to holding workshops and job fairs. They are equipped with resources such as computers, reference materials, and unemployment insurance services to find a list of Career Centers in Massachusetts, refer to the link

<http://www.mass.gov/lwd/employment-services/career-services/career-center-services/find-a-career-center-near-you-1.html>

## **The Employment Collaboratives**

<http://www.riversidecc.org/adult-services/mental-health/day-programs-employment-services/clubhouses-employment-services/>

The Employment Collaboratives are Riverside led partnerships of provider organizations and state agencies working to improve employment outcomes for individuals with disabilities. These cross disability initiatives focus on a collaborative approach to engage a wide variety of employers within a given region. Our efforts are focused on job development, broadening the types of employers providing opportunities for our consumers, and enhancing access to career-oriented training resources.

**Greater Boston Employment Collaborative (GBEC)**- serving Metro Boston within Rte 128

<http://www.gbeworks.net/>

**Northeast Employment Collaborative (NEEC)** – serving Essex County and Northern Middlesex County

<http://www.neeworks.net/>

- **Work Without Limits**

<http://www.workwithoutlimits.org/>

Work Without Limits, an initiative of the University of Massachusetts Medical School, has a mission to create solutions that maximize employment opportunities and improve the health and well-being of people with disabilities served by public programs.

Work Without Limits provides training, consulting and capacity building services to employers and businesses as well as employment service providers and state agencies.

The Work Without Limits Benefits Counseling Team supports individuals with disabilities to move toward their employment goals by providing information on how working and earning or increasing wages will affect public benefits such as SSI or SSDI, Medicaid and Medicare, subsidized housing, TANF, SNAP and others.

The Work Without Limits Administrative Employment Network partners with community based organizations to help the individuals they serve achieve and maintain their employment goals.

**For Job seekers** – Visit [www.JobsWithoutLimits.org](http://www.JobsWithoutLimits.org) and check out thousands of positions that are listed on the site. To begin your job search, create a profile and upload your resume and you will be on your way to your next employment opportunity!

- **Employment First MA**

<https://employmentfirstma.org>

- **Massachusetts Partnership for Transition to Employment**

<https://employmentfirstma.org/mpte/>

MPTE is a system- change project of the MA Department of Developmental Services. The project is designed to improve employment outcomes for individuals with intellectual and developmental disabilities transitioning from school to adult life.

The board-based MPTE Consortium guides and supports the goals and objectives of MPTE across MPTE's 4 focus areas, which research has shown are critical to the transition process:

1. **Cross Systems Collaboration.** Cross-agency, cross-program, and cross-disciplinary collaborative efforts using a tiered approach at the state, local, and individual level.
2. **Work Experiences.** Youth and young adults with intellectual and developmental disabilities having work experiences and paid employment in integrated settings

similar to their peers without disabilities, and within these efforts, building capacity for access to postsecondary education and training that positively impacts employment outcomes.

3. **Family Engagement.** Consistent family engagement in supporting competitive integrated employment.
4. **Self-Determination and Self-Advocacy.** Systematic development of self-determination and self-advocacy skills for youth with intellectual and developmental disabilities, with a focus on employment.

Through its activities, MPTE is identifying best practices in each of these areas, and how they can be fully implemented, integrated, and sustained within Massachusetts. The project is advancing these best practices through development of policy and guidance documents, development and dissemination of materials for a wide range of stakeholders, and training and technical assistance.

Leadership for the MPTE is provided by a steering committee, which includes representatives from the following organizations:

- Department of Developmental Services
- Massachusetts Developmental Disabilities Council
- Department of Elementary and Secondary Education
- Massachusetts Rehabilitation Commission
- Department of Labor and Workforce Development
- Institute for Community Inclusion at UMass Boston
- The Arc of Massachusetts
- Massachusetts Advocates Standing Strong

# Housing Resources and Agencies

- **Department of Housing and Community Development (DHCD)**

[www.mass.gov/hed/eeconomic/eohed/dhcd](http://www.mass.gov/hed/eeconomic/eohed/dhcd)

100 Cambridge Street, Suite 300 Boston, MA 02114

617-573-1100

DHCD is the state government's affordable housing agency. Its mission is to strengthen cities, towns and neighborhoods to enhance the quality of life of Massachusetts residents. DHCD provides leadership, professional assistance and financial resources to promote safe, decent affordable housing opportunities, economic vitality of communities and sound municipal management.

### How to Obtain Housing Assistance:

For information on how to obtain housing assistance, visit the above link. Once on the website, look under "Key Resources" on the left hand side of the page, and then click on the link titled "How to Obtain Housing Assistance." On this page, you will find housing resources including information about state-aided public housing, section 8, the rental voucher program, and homelessness prevention. A list of local housing authorities and regional nonprofit agencies can be found here also.

- **US Department of Housing and Urban Development (HUD)**

[www.hud.gov](http://www.hud.gov)

Thomas P. O'Neill, Jr. Federal Building. 10 Causeway Street, 3rd Floor Boston, MA 02222

617-994-8200

HUD provides grants and other funding to local communities. Its mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers, meet the need for quality affordable rental homes, utilize housing as a platform for improving quality of life, and build inclusive and sustainable communities free from discrimination.

- **Mass Access**

[www.massaccesshousingregistry.org](http://www.massaccesshousingregistry.org)

Mass Access is a free online program that matches people with disabilities with vacant, accessible housing. Mass Access catalogs affordable housing information: location of housing by city or town, rent level, number of bedrooms, particular adaptable or accessible features, and vacancy status. Any person who has a disability, family member, or advocate can obtain housing information, regardless of age, income or type of disability.

- **Autism Housing Pathways**

<http://autismhousingpathways.org/>

Autism Housing Pathways (AHP) was created to provide information, support and resources for families who seek to create secure, supported housing for their adult family members with

disabilities. Autism Housing Pathways seeks to foster education and awareness and disseminate information about the creation of self-directed housing for individuals with autism and other developmental disabilities; to promote and support the formation and maintenance of such housing; and to assist families in creating self-directed housing for their adult family members that supports their residential, recreational and community needs.

Autism Housing Pathways supports families in forming a variety of housing models by providing a clearinghouse for information on such topics as governmental funding streams for housing and services; adaptive skills and technology to support independent living; financing; ownership models; housing design and construction; and creating a vision. AHP will also share information about housing groups, developers, lawyers, vendors and consultants that can assist families in creating housing. We are committed to providing a community of engaged and caring families and individuals who will support all of our family members and those who care for them to create and maintain safe, dignified, healthy and respectful living communities. Autism Housing Pathways (AHP) is a 501 (c) 3 tax-exempt non-profit corporation.

- **Section 8**

<http://I8section8.org/>

A website provided by Autism Housing Pathways (AHP) with information and resources regarding Section 8 vouchers.

***What is Section 8?***

Sec. 8 is a program of the U.S. Dept. of Housing and Urban Development (HUD). HUD gives vouchers to hundreds of local housing authorities and non-profit organizations across the country. Those housing authorities and non-profits then issue the vouchers to [low-income individuals and families](#). A person with a Sec. 8 housing voucher pays 30% of his or her income in rent. The rest of the rent is paid to the landlord by the organization that issued the voucher, using money from HUD.

There are two kinds of Sec. 8 housing vouchers: portable vouchers (sometimes called “tenant-based” or “mobile” vouchers) and project-based. Project-based vouchers can only be used in a Sec. 8 public housing project. Portable vouchers can be used with any landlord willing to take them. And after the first year a portable voucher holder has a voucher, it can be used anywhere in the United States. **This website is all about portable vouchers.**

The wait to get a portable Sec. 8 voucher in Mass. can be up to 12 years long. This is why **it is crucial for your family member with a disability to apply for Sec. 8 as soon as he/she turns 18**. An interesting point is that people who have lived in a Sec. 8 public housing project for a year can convert their project-based voucher into a portable voucher, basically skipping most of the wait. **There are multiple Sec. 8 waiting lists, and it is important to get on as many lists as possible.**

## **MassHousing**

[www.masshousing.com](http://www.masshousing.com) One

Beacon Street Boston, MA

02108

617-854-1000

Mass Housing, the state's affordable housing finance agency, supports the creation, preservation and long-term viability of affordable homeownership and rental housing. They set aside 3% of affordable units for DMH/DDS clients.

- o **Mass Housing Rental Housing List**

[https://www.masshousing.com/portal/server.pt?open=514&objID=422&parentname=CommunityPage&parentid=3&mode=2&in\\_hi\\_userid=2&cached=true](https://www.masshousing.com/portal/server.pt?open=514&objID=422&parentname=CommunityPage&parentid=3&mode=2&in_hi_userid=2&cached=true)

Mass Housing provides oversight and support for hundreds of affordable and mixed-income rental communities across the Commonwealth.

### **Renters:**

Mass Housing finances the construction and preservation of affordable rental housing throughout Massachusetts. Property Managers at each of the developments we support are responsible for the placement of tenants into available apartments. *MassHousing does not deal with the actual placement of people into apartments.*

### **Residents of Mass Housing Developments:**

Residents of developments financed and/or overseen by Mass Housing may submit complaints, comments or concerns via email to [rentalgmt@masshousing.com](mailto:rentalgmt@masshousing.com); please include the name of the property in the email.

### **MassHousing Housing List:**

Complete the Online Form for a list of MassHousing-financed properties by development name or city/town. Contact the site office or management company to inquire about unit availability and the application process.

## **Massachusetts Housing Consumer Education Centers.**

[www.masshousinginfo.org](http://www.masshousinginfo.org)

1-800-224-5124

Housing Consumer Education Centers 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. Each of the nine member agencies of the statewide Regional House Network of Massachusetts acts as the Housing Consumer Education Center for its region. These agencies provide rental assistance and support to low- and moderate- income residents of Massachusetts.

## **Independent Living Centers (ILC)**

ILCs provide the services to assist individuals with disabilities to achieve their self-identified goals. These services include peer counseling, advocacy, skills training (to gain skills needed to live independently, such as finding housing and budgeting), and information and referral (provide information and referrals such as where to go for accessible housing, medical providers, and other resources).

- **Massachusetts Coalition for the Homeless**

[www.mahomeless.org](http://www.mahomeless.org)

The Massachusetts Coalition for the Homeless is committed to ensuring that everyone has a place to call home. The Coalition's policy work and programs address this issue on three fronts. First, the Coalition provides bridges over short-term crisis, helping homeless and at-risk people to relocate quickly into new housing or avoid homelessness altogether. Second, the Coalition works to ensure adequate and appropriate shelter if homelessness is unavoidable. Third, the Coalition advocates for long-term solutions to the housing crisis, promoting government support for income and housing resources so that all Massachusetts residents can obtain and maintain safe, affordable housing.

**Massachusetts Families Organizing for Change (MFOFC) Housing Connections**

<http://www.mfofc-hc.org/housingconnections/>

Massachusetts Families Organizing for Change (MFOFC) Housing Connections is designed to help families communicate with other families with similar interests to find or create a home for their loved one with a disability.

**Housing Works For Everyone**

<https://www.housingworks.net/>

The Housing Works website and database provides information on affordable housing that is housing for low-income households available throughout Massachusetts as well as other housing resources to consumers and their housing advocates. The goal is to reduce or eliminate barriers to subsidized, affordable and special needs housing. In addition, providers of affordable housing can use the tool to advertise available units. The initiative is based on a model that places state and federal oversight agencies, for-profit management companies, housing authorities, housing advocates, and the homeless in a position to render each other indispensable services.

## Transition Age Youth Services

**What is Transition?** Transition is the passage of a student receiving special education services from high school to adult life as they exit from high school because the student has either graduated from high school with a high school diploma or has turned 22 years of age, the age when a school district is no longer required to provide special education services.

- **Essential DDS Transition Information**

<https://www.mass.gov/lists/essential-dds-transition-information>

- **Transition Information Fact Sheets**

English: [https://www.mass.gov/files/documents/2017/11/10/dds-transition-sheets-2015\\_0.pdf](https://www.mass.gov/files/documents/2017/11/10/dds-transition-sheets-2015_0.pdf)

Spanish: [https://www.mass.gov/files/documents/2017/11/10/dds-transition-sheets-span-2015\\_0.pdf](https://www.mass.gov/files/documents/2017/11/10/dds-transition-sheets-span-2015_0.pdf)

**School Days to Pay Days - An Employment Planning Guide for Families of Young Adults with Intellectual Disabilities**

<https://www.mass.gov/files/documents/2017/11/10/dds-ici-schooldays.pdf>

- **Department of Elementary and Secondary Education (DESE) Transition Information**

<http://www.doe.mass.edu/sped/secondary-transition>

For Massachusetts students receiving special education services, Secondary Transition is a time that begins when they turn 14 (or earlier, if the IEP team agrees). From age 14 until they graduate or turn 22, students on IEPs receive transition services from their public school districts. Transition services are defined by federal law (the Individuals with Disabilities Education Act, or IDEA) as a "coordinated set of activities...designed to be within a results oriented process...to facilitate the student's movement from school to post-school activities." Transition services are based on the individual student's needs, taking into account his/her strengths, preferences, and interests. These services help young adults to live, work, participate in the community, and go on to further education or training as independently as possible when they leave high school.

- **Secondary Transition Resources and Materials**

<http://www.doe.mass.edu/sped/secondary-transition/resources-materials.html>

**Bureau of Transitional Planning**

<http://www.mass.gov/eohhs/consumer/family-services/youth-services/youth-with-disabilities/bureau-of-transitional-planning-.html>

Bureau of Transitional Planning  
Executive Office of Health & Human Services  
One Ashburton Place, Rm 1109  
Boston, MA 02108  
617-573-1669

Massachusetts Chapter 688 of the Acts of 1983, also known as the "turning 22" law, stipulates that students receiving special education who will require continued disability related services upon exiting school (by graduating or turning twenty two years of age, whichever ever occurs first) shall be entitled to formal transitional planning. As such, M.G.L.c.71B Sec 12-A-C

establishes the Bureau of Transitional Planning (BTP). The primary function of the BTP is to coordinate and monitor implementation of the formal transition planning process.

## **Guide to Chapter 688 “Turning 22” Law**

<http://www.doe.mass.edu/sped/iep/688/>

### **Chapter 688 Referral - Why do it?**

Filing a Chapter 688 referral creates a documented need for services and supports for adults with severe disabilities. The primary goal of filing a Chapter 688 referral is to plan for needed adult services for students. In those cases where a student is determined to be eligible and services are not provided due to a lack of funding or program availability, agency personnel can advocate to increase funds in the budget planning process for the next fiscal year in order to provide the needed services.

### **688 Referral Process - one referral per student**

In Massachusetts, students with severe disabilities access adult service agencies through the Chapter 688 referral process. Chapter 688 provides a two year coordinated planning process for students whose entitlements to special education services will end when they graduate from school or turn 22 years of age. Contact each agency to find out the eligibility processes specific to each agency as well as the services that are available to adults with disabilities in order to determine the appropriate agency that should receive the Chapter 688 referral for each student.

### **Eligibility - students in need of continued services as adults**

Students who receive services in accordance with an IEP and receive SSI/SSDI and/or are on the registry at the Massachusetts Commission for the Blind (MCB) are automatically eligible for Chapter 688. Other students who may be eligible are those students with severe disabilities who are in need of continued services and are unable to work 20 or more hours per week in competitive, non-sheltered, non-supported employment at the time they are ready to leave school. Also, students who receive services from the Department of Youth Services (DYS) or the Department of Social Services (DSS) and are on an IEP or a 504 Plan may be eligible.

### **Refer 2 Years before Student Graduates or Turns 22 - filing late jeopardizes service availability**

Only school systems can refer students that they believe may be eligible for adult services through Chapter 688. A referral must be made at least 2 years before the student is expected to graduate from school or turns 22 years of age. This 2 year planning period allows enough time to determine eligibility for adult services and for an agency(ies) to include the anticipated cost of services for the student in the budget request which is submitted to the Massachusetts Legislature each year. Chapter 688 referrals and supporting documentation are sent directly to the appropriate lead agency and a copy of the 688 referral form is sent to the Bureau of Transitional Planning (BTP). Referrals can be made to the Department of Mental Retardation (DMR), the Department of Mental Health (DMH), the Massachusetts Rehabilitation Commission (MRC), the Massachusetts Commission for the Blind (MCB) or the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH).

### **Individual Transition Plan - a planning document outlining needed adult services**

Special education services provided while a student is in school are entitlements mandated by federal and state law. Chapter 688 is not a continuation of special education services and is not an entitlement to services. If a student meets the Chapter 688 eligibility requirements, an Individual Transition Plan (ITP) is required and written for each student. The ITP is developed in

conjunction with school personnel, parents, students and the appropriate agencies. The delivery of services identified on the ITP is linked to program availability that is dependent on funds allocated in the annual state budget.

- **MRC Turning 22 Program**

<http://www.mass.gov/eohhs/consumer/disability-services/living-supports/turning-22-independent-living-program.html>

(617) 204-3851 or (800) 223 2559

The Massachusetts Rehabilitation Commission's Community Living Services established the Turning 22 (T22) Independent Living Program in 1986 to design and implement transition services for young people who have a severe physical disability with a mobility impairment, and would like to live independently after high school graduation or turning 22.

The program is based on the independent living philosophy that consumers are empowered to make their own decisions about their lives based on informed choice. The T22 program works closely with staff of special education departments to coordinate services for students who will be graduating and needing MRC's independent and supported living services.

- **The Family Guide to Transition Services Published by the Massachusetts Rehabilitation Commission in collaboration with the Federation for Children with Special Needs:**

English: [http://fcsn.org/transition\\_guide/english.pdf](http://fcsn.org/transition_guide/english.pdf)

Spanish: [http://fcsn.org/transition\\_guide/spanish.pdf](http://fcsn.org/transition_guide/spanish.pdf)

- **Parent's Guide to Special Education – A Joint Publication of The Federation for Children with Special Needs and The Massachusetts Department of Education**

English: [http://www.fcsn.org/parents\\_guide/pgenglish.pdf](http://www.fcsn.org/parents_guide/pgenglish.pdf)

Spanish: [http://www.fcsn.org/parents\\_guide/pgspanish.pdf](http://www.fcsn.org/parents_guide/pgspanish.pdf)

Portuguese:

[http://www.fcsn.org/parents\\_guide/pgportuguese.pdf](http://www.fcsn.org/parents_guide/pgportuguese.pdf)

- **U.S. Department of Education - Students with Disabilities Preparing for Postsecondary Education: Know Your Rights and Responsibilities**

<http://www2.ed.gov/about/offices/list/ocr/transition.html>

- **Federation for Children with Special Needs (FCSN) - Transition**

<http://fcsn.org/linkcenter/getting-started/transition-brochures/>

**TIPS: Transition Information for Parents and their Students with IEPs**

A series of brochures produced by The LINK Center – a project of the Federation for Children with Special Needs, and the Massachusetts Department of Elementary and Secondary Education (ESE). The transition brochures provide important information that can be found in the Transition Technical Assistance Advisories developed by ESE. The brochures will hopefully provide easy and accessible information that can be readily shared to help explain the secondary transition process, transition assessment and self-determination.

- **The Secondary Transition Planning Process**

[http://fcsn.org/linkcenter/wp-content/uploads/sites/25/2016/06/dese\\_brochure\\_Vision-FINAL.pdf?pdf=Transition-information](http://fcsn.org/linkcenter/wp-content/uploads/sites/25/2016/06/dese_brochure_Vision-FINAL.pdf?pdf=Transition-information)

Find information about the secondary transition planning process. Information includes important key transition terms to know, tips about student vision, transition assessment and IEP goal development, and how to work with the IEP Team to develop a strong transition plan with the Transition Planning Form and IEP.

- **Transition Assessment** [http://fcsn.org/linkcenter/wp-content/uploads/sites/25/2016/06/dese\\_brochure\\_2.pdf?pdf=Transition-information-2](http://fcsn.org/linkcenter/wp-content/uploads/sites/25/2016/06/dese_brochure_2.pdf?pdf=Transition-information-2)

Find information about transition assessments. Information includes important key terms to know about assessment, how assessment can look different in different settings, strategies to learn how to ask the right questions, knowing when consent is necessary, and examples for how to make sure assessment relates to a student's vision.

- **Self-Determination** [http://fcsn.org/linkcenter/wp-content/uploads/sites/25/2016/06/dese\\_brochure\\_3.pdf?pdf=Transition-information-3](http://fcsn.org/linkcenter/wp-content/uploads/sites/25/2016/06/dese_brochure_3.pdf?pdf=Transition-information-3)

Find information about the importance of self-determination. Information includes tips for why self-determination is important, what skills and opportunities can help students to be more self-determined, how to share information with the school, and examples for how to practice self-determination in and out of school.

- **Adolescent Autonomy Checklist** <http://www.aacpp.com/pdf/parents/English/Teens/Adolescent-Autonomy-Checklist.pdf>

The Adolescent Autonomy Checklist from the Youth in Transition Project (1984-1987) at the University of Washington, Division of Adolescent Medicine is an easy and practical way to assess independent living skills and plan for skill development.

- **Autism Speaks Transition Tool Kit** <https://www.autismspeaks.org/family-services/tool-kits/transition-tool-kit>

The Autism Speaks Transition Tool Kit was created to serve as a guide to assist families on the journey from adolescence to adulthood. The guiding principle in developing this kit is that all individuals with autism, regardless of the level of support needed, should be able to live a life filled with purpose, dignity, choices and happiness. This kit will provide you with suggestions and options for you to consider as you set out on this journey toward finding your child's own unique path to adulthood.

Download the **Transition to Adulthood Tool Kit**:

[https://www.autismspeaks.org/docs/family\\_services\\_docs/transition.pdf](https://www.autismspeaks.org/docs/family_services_docs/transition.pdf)

Download the Autism Speaks **Transition Information for Massachusetts**:

<https://www.autismspeaks.org/sites/default/files/docs/massachusetts.pdf>

# **LGBTQ**

- **Edward M. Kennedy Community Health Center - Worcester Site**  
19 Tacoma Street, Worcester, MA, 01605

As a Leader in LGBTQ Healthcare Equality, Kennedy CHC is committed to equitable, inclusive care for LGBTQ (Lesbian, Gay, Bisexual, Transgender & Queer) patients and their families. Services for LGBTQ patients include: Primary care, gender affirming hormone therapy and monitoring, referrals for gender affirming surgery, LGBTQ informed mental and behavioral health care, LGBTQ informed comprehensive medical care, including gynecologic care and pregnancy care, STD/STI/HIV testing and counseling, HIV care and services, and PEP/PrEP. Over 90 languages are offered through the staff and Interpretive Services

- **Worcester Police Department LGBT Liaison Lt. Richard Bates**  
9-11 Lincoln Square, Worcester, MA, USA

Acts as a liaison between the Worcester Police Department and victims of crimes. Works with LGBTQ community organizations to raise awareness of LGBTQ police resources.

- **Massachusetts Commission Against Discrimination - Worcester**  
484 Main Street, Room 320, Worcester, MA 01608

Our mission is to eradicate discrimination in the Commonwealth by investigating and prosecuting Complaints of Discrimination that occur in Employment, Housing, Public Places, Access to Education, Lending, and Credit. We also offer training to help prevent discrimination from occurring. Interpretive services available via phone and staff across many languages.

- **Youth MOVE Massachusetts**  
40 Southbridge St, Suite 310 Worcester, MA 01608

The Massachusetts chapter of Youth M.O.V.E. National, a youth-led national organization is devoted to improving services and systems that support positive growth and development by uniting the voices of individuals who have lived experience in various systems including mental health, juvenile justice, education, and child welfare. LGBTQ youth are welcome and supported here.

- **SWAGLY (Supporters of Worcester Gay and Lesbian Youth)**  
85 Green Street, Worcester, MA 01604

SWAGLY (Supporters of Worcester Area Gay Lesbian Bisexual Transgender Youth) is one of the oldest/longest running GLBT youth support organizations in Massachusetts. A youth-led, adult-supported, drop-in group, SWAGLY provides emotional and social support for GLBT youth in Worcester County.

- **American Civil Liberties Union of Massachusetts**  
4 King Street, Worcester, MA 01610

The American Civil Liberties Union (ACLU) is a private, voluntary, nonpartisan organization that works daily in courts, legislatures, and communities to defend and preserve our country's basic civic values--the individual rights and liberties guaranteed to all by the Constitution and Bill of Rights. The ACLU of Massachusetts, with over 20,000 supporters across the Commonwealth, is a state affiliate of the national ACLU. We defend the principles enshrined in the Massachusetts Declaration of Rights as well as the U.S. Constitution.

- **Safe Homes of Central Massachusetts / The Bridge**

4 Mann Street, Worcester, MA

Safe Homes is a program for gay, lesbian, bisexual, transgender, and questioning young people between the ages of 14 and 23. Led by youth and professional staff, as well as volunteer adult advisers. We offer support and resources in a safe and nurturing environment.

- **LGBT Helpline and Peer Listening Line**

**LGBT Helpline (25+)**

617-267-9001 or Toll-Free: 888.340.4528

**Peer Listening Line (25 & Under)**

617-267-2535 or Toll-Free: 800-399-PEER

Help lines are anonymous and confidential phone lines that offer lesbian, gay, bisexual, transgender, queer and questioning adults and young people a "safe place" to call for information, referrals, and support. Trained volunteers can help individuals with coming out as well as locating LGBT groups and services in local areas. Volunteers can also offer support and guidance around common issues including safer sex and relationships and HIV/AIDS.

- **Central Region Rainbow Support Group**

Contact Rick Camara: 978-206-2034 or email [rick.camara@state.ma.us](mailto:rick.camara@state.ma.us)

Meetings are OPENING for all individuals who identify themselves as Lesbian, Gay, Bisexual, or Transgendered or who just have questions relating to this subject. Share your stories, struggles, and dreams. Supportive staffs are always welcome too.

# **Emergency and Crisis Information**

## **Emergency Hotlines**

**National Suicide Prevention Lifeline: 1-800-273-8255**

**Domestic Violence: 1-877-785-2020**

**Sexual Assault: 1-800-841-8371**

**Running Away From Home: 1-800-RUNAWAY (1-800-786-2929)**

**Feeling Hopeless: 1-800-784-2433**

**Mass 211 is the centralized hub for comprehensive information about and referral to the complete spectrum of community services in Massachusetts:**

Dial 2-1-1 or 1-877-211-MASS  
(6277)

**If you or someone you know is facing a mental health crisis, call**

**Massachusetts Emergency Services Program/Mobile Crisis Intervention help line:  
1-877-382-1609**

**To report suspected abuse or neglect against a person with a disability, please call the Disabled**

**Persons Protection Commission (DPPC)**

**24-Hour Hotline: 1-800-426-9009 (TTY: 1-888-822-0350)**

- **Department of Transitional Assistance**

<http://www.mass.gov/eohhs/gov/departments/dta/>

Assistance Line 1-877-382-2363. You can call this line anytime, 24/7 to determine your current case status and benefits, update your contact information, request Income Verification Letters, and find out the date of your next SNAP re-certification. During our business hours from 8:15 a.m. to 4:45 p.m., you can call this line to reach a case manager, finish a SNAP interview, speak to someone about domestic violence assistance, or to reach the fraud hotline, EBT hotline, hearings and appeals

division, Fraud Investigation and Data Matching unit, overpayments and recovery, cash case worker, or local offices.

DTA's mission is to assist and empower low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long-term economic self-sufficiency. Located within the Executive Office of Health and Human Services, the Department ensures that the emergency and transitional needs of the individuals and families of the Commonwealth are met through a combination of federal- and state-funded programs. Massachusetts has a comprehensive system of programs and supports to provide to individuals and families in need in order to achieve greater economic self-sufficiency.

### **SNAP: Food Assistance**

<http://www.mass.gov/snap>

More residents of the Commonwealth have been purchasing nutritious food at neighborhood grocery stores by using Supplemental Nutrition Assistance Program/SNAP (formerly the Food Stamps Program). SNAP benefits are provided by the federal government and administered by DTA. Residents of the Commonwealth who participate in SNAP are families with children, elders and disabled. Many are the working poor with limited income or those who are temporarily unemployed. At the check-out counter, the Electronic Benefit Transfer (EBT) card, which works like a debit card, is used by many more residents to assist them in making ends meet.

### **Mass 211**

<http://mass211.org/>

If you are unable to reach 2-1-1 due to your telephone or cell phone carrier, a toll-free number is available

1-877-211-MASS (6277); Hearing impaired callers can reach us using 508-370-4890 TTY

Mass 211 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Always a confidential call, Mass 211 maintains the integrity of the 9-1-1 system saving that vital community resource for life and death emergencies. Available *24 hours a day, 7 days a week*.

### **Emergency Housing:**

#### **MA Division of Housing Stabilization (DHS)**

<http://www.mass.gov/hed/housing/stabilization/emergency-assistance.html>

617-573-1100

Toll free: 877-418-3308

#### **Families facing a housing crisis may be deemed eligible if they meet the following criteria:**

Be a resident of Massachusetts

- Meet the [gross income standards](#)  for Emergency Assistance

- Have needy children under the age of 21, or be pregnant and the reason for homelessness is one of the following:
  - No-fault fire, flood, natural disaster, condemnation, or foreclosure
  - Fleeing domestic violence (current or within past 12 months)
  - No-fault eviction
  - Child(ren) are exposed to a substantial health and safety risk

Emergency Assistance applicants must provide all requested verifications within 30 days

**How to Get Help:**

To apply for shelter, call 866-584-0653 and speak with a Homeless Coordinator.

Or apply in person at one of ten locations in Massachusetts. Office hours are from 8:00 am - 4:00 pm:

Central Massachusetts Office is located in Worcester – 13 Sudbury Street

# Insurance and Benefits

- **Autism Insurance Resource Center (AIRC)**

[www.massairc.org](http://www.massairc.org)

E-mail [info@disabilityinfo.org](mailto:info@disabilityinfo.org)

Telephone 774-455-4056 or 800-642-0249.

Part of UMass Medical School's Shriver Center, the AIRC offers bi-monthly webinars, has staff available to answer your questions, provides individual technical assistance, and troubleshoots issues related to accessing insurance coverage for autism treatment, including MassHealth questions and issues. Staff are also available to provide in-person trainings to consumers, providers, clinicians, case managers, educators, employers and others. The Autism Insurance Resource Center is open from Mon - Fri, 8 am – 3 pm. For more information, visit: [www.massairc.org](http://www.massairc.org) or call 800- 642-0249 and Press 2.

Resources include:

## **Am I Covered?**

[Am I Covered](#) is an easy-to-use screening tool that determines if a person's insurance is subject to

the Massachusetts Autism Insurance Law (aka ARICA) Events: Webinars, Trainings, Exhibits, Fairs

- [Upcoming webinars and trainings](#)

- **Information About The Massachusetts Insurance Law**

- [FAQs about ARICA](#)
- [AIRC FAQs en Español \(PDF\)](#)
- [AIRC FAQs bằng tiếng Việt \(PDF\)](#)
- [Healthcare Coverage for Adults with ASD – Frequently Asked Questions for Parents](#)
- [Information for Employers and Individuals covered by Self-Funded \(ERISA\) Plans](#)
- [Insurance Denials and Appeals – Frequently Asked Questions \(pdf\)](#)

## **MassHealth Autism Insurance FAQs**

- [Information about MassHealth ABA Coverage – Frequently Asked Questions](#)
- [MassHealth ABA Coverage FAQs en Español \(PDF\)](#)
- [MassHealth ABA Coverage FAQs bằng tiếng Việt \(PDF\)](#)
- [MassHealth CommonHealth Fact Sheet \(PDF\)](#)
- [MassHealth Coverage of Augmentative and Alternative Communication \(AAC\) FAQ sheet \(PDF\)](#)
  - (PDF)

- **MassHealth**

<http://www.mass.gov/eohhs/gov/departments/masshealth/>

In Massachusetts, Medicaid and the Children's Health Insurance Program (CHIP) are combined into one program called **MassHealth**. MassHealth members may be able to get doctors visits, prescription drugs, hospital stays, and many other important services at little or no cost

For those with disabilities, go to the [Apply for Health Coverage page](#). It is important that you check the "disabled" box within the online application. If you need help with your application, there are several [MassHealth Enrollment Centers](#) that can offer in-person assistance. It is important that you let the assister know that you have a disability.

An application can be taken over the phone by contacting 800-841-2900. You can call 888-665-9993 if you have any questions about your eligibility.

### **Commonwealth Care Alliance's One Care Program (MassHealth and Medicare)**

<http://www.commonwealthonecare.org/>

Call MassHealth Customer Service Center at 1-800-841-2900, Monday through Friday, 8:00 am – 5:00 pm, (TTY: 1-800-497-4648)

Commonwealth Care Alliance's One Care program helps people with disabilities get the full set of services provided by both MassHealth and Medicare together through one plan. With One Care, you get all the services you receive today, delivered through a unique team-based approach that ensures that your individual needs are always met.

All your MassHealth and Medicare benefits and more:

- No out-of-pocket costs
- Dental and vision services
- Behavioral health services
- Transportation for medical, and other approved reasons
- Top hospitals and doctors
- Personal Care Attendant services as needed
- Assistive technologies

If all of the following apply to you, you may be able to sign up for One Care. If they do not, you are not eligible to participate.

- I am between the ages of 21 and 64.
- I have Medicare Parts A and B.
- I qualify for Medicare Part D (drug coverage)
- I have MassHealth Standard or MassHealth CommonHealth.
- I do not have any private health insurance (like health insurance from my job).
- I do not participate in a Home and Community Based Services (HCBS) waiver.
- I live in your [service area](#).

*CommonHealth members may pay a premium to MassHealth. The premium amount is determined by the member's family income. **Members must continue to pay this premium after they enroll in One Care.** The payment is made directly to MassHealth. If members have questions regarding their premium or*

would like to setup a payment plan or apply for a hardship waiver, they should contact MassHealth at 1-800-841-2900.

### **Massachusetts Health Connector**

<https://www.mahealthconnector.org/>

The Health Connector is a state-based health insurance Marketplace that makes shopping for affordable health and dental coverage easier for Massachusetts individuals, families, and small businesses. We offer plans from the state's leading insurers that have been awarded the state's Seal of Approval, so you can be sure the plan you choose meets both state and national coverage standards.

- **Health Care for All**

[www.hcfama.org](http://www.hcfama.org)

Health Care for All Help Line: 1-800-272-4232

Health Care For All (HCFA) is a Massachusetts nonprofit advocacy organization working to create a health care system that provides comprehensive, affordable, accessible, and culturally competent care to everyone, especially the most vulnerable among us.

- **Supplemental Security Income (SSI) and Social Security Disability Income (SSDI)**

<http://www.mass.gov/eohhs/consumer/basic-needs/financial/ssi-ssdi/>

Programs funded by the Social Security Administration that provide benefits to eligible individuals with disabilities. Here is what you need to do to apply for benefits online:

- Print and review the [Adult Disability Checklist](#). It will help you gather the information you need to complete the application.
- Complete the [Disability Benefit Application](#)
- Complete the Medical Release Form

- **Project IMPACT**

<http://www.mass.gov/eohhs/consumer/disability-services/vocational-rehab/ses/impact/project-impact.html>

Project IMPACT provides individualized benefit counseling to beneficiaries of Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI), who are employed or seeking employment. The purpose of this service is to assist individuals with disabilities to understand what may happen to their public benefits when they go to work or increase earnings. Project IMPACT provides this resource in Essex, Barnstable, Bristol, Dukes, Nantucket, Norfolk and Suffolk Counties. If you live in Berkshire, Franklin, Hampden, Hampshire, Middlesex or Worcester Counties, you may contact the UMass Medical

School's [Work without Limits Program](#).

Their website is located at [www.workwithoutlimits.org/benefitscounseling](http://www.workwithoutlimits.org/benefitscounseling)

### **SHINE (Serving the Health Information Needs for Everyone)**

<http://www.masslegalhelp.org/health/medicare/where-can-i-get-more-information>  
1-800-243-4636, press 3

The SHINE (Serving the Health Information Needs of Everyone) Program provides health insurance counseling services to elderly and disabled adults. SHINE counselors are trained to handle complex questions about Medicare, Medicare supplements, Medicare Health Maintenance Organizations, public benefits with health care components, Medicaid, free hospital care, prescription drug assistance programs, drug discount cards, and long-term health insurance.

## [Legal and Guardianship Resources](#)

- **The Disability Law Center (DLC)**

<http://www.dlc-ma.org/>

The DLC is the Protection and Advocacy agency for Massachusetts. DLC is a private, non-profit organization responsible for providing protection and advocacy for the rights of Massachusetts residents with disabilities. DLC receives federal, state and private funding but is not part of the state or federal government.

The DLC provides information, referral, technical assistance and representation regarding legal rights and services for people with disabilities. They provide legal services to eligible people and groups whose cases meet [DLC's priorities](#)

- **Mass Legal Help**

<http://www.masslegalhelp.org/>

Massachusetts legal aid programs put together this website to help you find practical information about your legal rights in Massachusetts. To see if free legal representation for your civil legal problem is available, use the [Massachusetts Legal Resource Finder](#).

- **Health Law Advocates**

<https://www.healthlawadvocates.org/>

Health Law Advocates (HLA) is a 501(c)(3) public interest law firm whose mission is to provide pro bono legal representation to low-income residents experiencing difficulty accessing or paying for needed medical services. HLA is committed to ensuring universal access to quality health care in

Massachusetts, particularly for those who are most at risk due to such factors as race, gender, disability, age, or geographic location. With its partner organization, Health Care For All, HLA combines legal expertise with grassroots organizing and policy reform to advance the statewide movement for universal health care access.

- **Medicare Advocacy Project (MAP)**

<http://www.masslegalhelp.org/health/medicare/where-can-i-get-more-information>

The Medicare Advocacy Project (MAP) helps both elderly and disabled people who may have been unfairly denied Medicare. MAP can give you the information you need to learn more and get the help you need. MAP can advise you and sometimes represent you for free.

Contact MAP via your local legal services office: **Greater Boston Legal Services**  
Serving Essex, Middlesex, Norfolk, and Suffolk Counties: 800-323-3205; 866-778-0939.

**Court website with information and forms for guardianship:**

<http://www.mass.gov/courts/case-legal-res/law-lib/laws-by-subj/about/guardian.html>

- **General Information on Guardianship:**  
<http://www.mass.gov/courts/docs/courts-and-judges/courts/probate-and-family-court/info-sheet-060909.pdf> and <http://www.mass.gov/courts/forms/pfc/pfc-upc-forms-generic.html#1>
- **Handbook for Guardians:**  
<http://www.massguardianshipassociation.org/pdf/FINALHandbookforGuardians.pdf>
- **Guide to Rogers Guardianship:**  
<http://www.mass.gov/courts/docs/courts-and-judges/courts/probate-and-family-court/rogers-guardianship-booklet.pdf>
- **Instructions for completing a Clinical Team Report**  
<http://www.mass.gov/courts/docs/forms/probate-and-family/mpc901-ctr-instructions.pdf>
- **Volunteer Lawyers Project:** Offering assistance with guardianship and weekly clinics for families. The attached link will provide a schedule of clinics per county. (Please note that Essex County does NOT have a guardianship clinic, but often has a “Lawyer for the Day” who assists litigants to complete forms and provides legal advice at the courthouse.)  
[http://www.vlpnet.org/volunteer/item.6167-Guardianship\\_Clinics](http://www.vlpnet.org/volunteer/item.6167-Guardianship_Clinics)
- **Massachusetts Guardianship Association:** Information regarding guardianship and conservatorship. <http://www.massguardianshipassociation.org/>
- **Instructions on how to give notice (Guardianship of minor):**  
<http://www.mass.gov/courts/docs/forms/probate-and-family/mpc936-petitioner-instruction-guardianship-of-minor.pdf>
- **Instructions to completing the Notice of Intent to Admit to a Nursing Facility** <http://www.mass.gov/courts/docs/forms/probate-and-family/mpc955-notice-of-intent-to-admit-instructions.pdf>

## Transportation

- **MassMobility**

<https://www.mass.gov/orgs/massmobility>

MassMobility is an initiative to increase mobility for seniors, people with disabilities, veterans, low- income commuters, and others who lack transportation access in Massachusetts. Click "[I'm looking for transportation](#)" to reach additional links on topics such as: Getting Help Finding a Ride; Healthcare Transportation; Public Transit; Carpooling; RideSharing; Travel Training, and more.

- **Worcester Regional Transit Authority**

<https://www.therta.com/>

- To find a bus or subway stop near you, visit the above link, and then click on the "Schedules" section located at the top of the page.
- To find out more about reduced fares for people with disabilities, click on the link Elderly & Disabled

- **Montachusett Regional Transit Authority**

<http://www.mrta.us/mashealth>

<http://www.mrta.us/mart>

- **Registry of Motor Vehicles**

<https://www.mass.gov/orgs/massachusetts-registry-of-motor-vehicles>

Visit the RMV's Online Service Center for over 30 transactions that can be completed online and skip the trip to the RMV. If you need to visit the RMV, Get Ready Online first. Choose from a range of license and ID services to help make your next visit to the RMV your best visit.

My RMV: Online Service Center:

<https://atlas->

[myrmv.massdot.state.ma.u](https://atlas-myrmv.massdot.state.ma.us/myrmv/_/)

[s/myrmv/\\_/](https://atlas-myrmv/_/)

Massachusetts Identification (ID)

Requirements:

<https://www.mass.gov/guides/massachusetts-identification-id-requirements>

To get a learner's permit, driver's license, or Mass ID in Massachusetts, you'll need to provide proof of citizenship or lawful presence, a Social Security number, and Massachusetts residency. You'll also need to decide between a Standard driver's license/ID and a REAL ID driver's license/ID. REAL ID is a federal ID that you can use, beginning October 2020, to fly within the United States or

- **Adaptive Driving Program**

<http://www.adaptivedrivingprogram.com/index.php>

- Free Consultation. Over-the-phone pre-evaluation conference.
- Comprehensive Evaluation.

- Training. Specially equipped vehicles including specially equipped cars and vans.
- Re-Evaluation. For progressive disabilities and second opinion evaluations.
- Advocacy. Helping consumers receive appropriate services while working closely with community resources that serve people with disabilities and special needs.
- **The Massachusetts Reduced Fare Program: Transportation Access Pass (TAP)**

[http://www.mbta.com/fares\\_and\\_passes/reduced\\_fare\\_programs/](http://www.mbta.com/fares_and_passes/reduced_fare_programs/) Call: 617-222-5976 or 1-800-543-8287

A Transportation Access Pass (TAP) entitles you to reduced fares on all Massachusetts Regional Transit Authority (RTA) buses, trains, rapid transit, trackless trolleys, and commuter rail and commuter boats. The TAP CharlieCard is issued to applicants with disabilities who find it moderately or severely difficult to wait for a bus, hear announcements, read signs, understand or follow directions, maintain stamina, function in crowds, walk certain distances, etc. The TAP CharlieCard is not issued based on income level.

#### **TAP CharlieCard Application:**

[http://www.mbta.com/uploadedFiles/documents/ACCESS\\_PASS.pdf](http://www.mbta.com/uploadedFiles/documents/ACCESS_PASS.pdf)

#### **Automatically Eligible Applicants**

Applicants who meet the criteria below are automatically eligible for a TAP CharlieCard. If you meet

one of these criteria, complete PART A of the application, check off the category that applies to you, and provide the required information or documents.

- ❖ Medicare Card holder
- ❖ Current customer of THE RIDE
- ❖ Client of DMH/Department of Mental Health
- ❖ Client of DDS/Department of Developmental Services
- ❖ Veteran with a disability rating 70% or greater
- ❖ Out-of State/Area reduced fare card holder
- ❖ Seniors (65+)

#### **All Other Applicants**

If you do not meet one of the above criteria, complete PART A of the application and have your licensed

health care professional complete PART C of the application.

## **Self-Advocacy and Self-Determination**

- **Massachusetts Advocates Standing Strong (MASS)**

<https://ma-advocates.org/>

MASS is a state-wide, self-advocacy organization run for and by people with intellectual and developmental disabilities. The board, presenters, and many staff members are all individuals with disabilities.

- **Autistic Self Advocacy Network (ASAN)**

<http://autisticadvocacy.org/>

The Autistic Self Advocacy Network is a 501(c)(3) nonprofit organization run by and for autistic people. ASAN was created to serve as a national grassroots disability rights organization for the autistic community run by and for autistic Americans, advocating for systems change and ensuring that the voices of autistic people are heard in policy debates and the halls of power. Staff work to educate communities, support self-advocacy in all its forms, and improve public perceptions of autism. ASAN's members and supporters include autistic adults and youth, cross-disability advocates, and non-autistic family members, professionals, educators, and friends.

- **Self-Advocacy Leadership Series**

<http://www.mass.gov/anf/employment-equal-access-disability/disability-info-and-resources/dev-disabilities-info/citizen-empowerment/self-advocacy-leadership-series.html>

The Self-Advocacy Leadership series is a training that provides education and training support to people with disabilities. This series seeks to help people improve their skills in the areas of decision-making and leadership. This series provides opportunities to connect people with disabilities to self-advocacy networks as well as expand a person's social network.

[Download the SALS Application](#) 

[Download a copy of the SALS Brochure](#) 

- **DDS Self-Directed Services**

<http://www.mass.gov/eohhs/consumer/disability-services/services-by-type/intellectual-disability/self-directed-supports.html>

Self-Determination is the concept of having more control in one's life and to make decisions about services based on one's vision, path, preferences, beliefs and abilities. Self-Direction is a process through which an individual/family can design and direct their own services.

- **For those who are DDS Adult Eligible, contact your Service Coordinator.**
- **For all others, contact:**  
Bev McGovern  
Regional Self Direction Manager – DDS Northeast Region  
[Beverly.mcgovern@massmail.state.ma.us](mailto:Beverly.mcgovern@massmail.state.ma.us)  
(978)774-5000 ext. 302

The two DDS models of Self-Direction are:

1. **Agency with Choice Model-** The individual/ family designs customized supports based on a vision and need and directs their services in partnership with a qualified Provider Agency. The individual/ family selects their Support staff and set works hours and terms of employment. The Agency provides Human Resource, Payroll and administrative supports. The Agency and Individual/ family share in training and evaluating employees.
2. **The Participant Directed Program Model-** The individual/ family designs customized supports, directs their services and hires and manages support workers. The individual contracts directly with these workers or for other goods and services with support from DDS Service Coordinators/ Brokers, family and friends. A fiscal intermediary provides payroll services based on the participant's individual budget, and provides financial monitoring and reporting based on regulation and requirements.

## Other Helpful Resources

- DDS Family Support Services  
<https://www.mass.gov/lists/dds-family-support-services-information>

The Department of Developmental Services (DDS) provides funding for family support programs and services across the state designed to provide information, assistance, and an array of supportive services to families with children and adults with disabilities who are living at home.

- MassOptions – Connections to services for elders and individuals with disabilities.  
<https://massoptions.org/massoptions/>  
Call: 844-422-6277  
Trained staff will connect you to our statewide network of local partners and agencies that have expertise in working with people with disabilities, elders, and caregivers.
- Asperger/Autism Network (AANE) AANE works with individuals, families, and professionals to help people with Asperger profiles or similar autism spectrum profiles build meaningful, connected lives. <http://www.aane.org/>

- AANE Adult Services

<http://www.aane.org/resources/adults/>

Offering many options for learning, community building, and problem solving to individuals with [Asperger profiles](#) who are over 18 and post-high school, and their families.

Programs and Services for Adults:

[Programs & Services](#)

[Event Calendar](#)

[LifeMAP Coaching Program](#)

[Parent Coaching](#)

[Neurodiverse Couples Coaching](#)

[The Peter M. Friedman Neurodiverse Couples Institute](#)

[Massachusetts Housing Consultations](#)

- **[AANE LifeNet Independent Living Support Program](https://www.aane.org/LifeNet/)**  
<https://www.aane.org/LifeNet/>

LifeNet is a private pay, independent living support program for adults with Asperger or similar autism spectrum profiles. LifeNet is designed to offer peace of mind that an adult on the spectrum will be supported as they navigate adulthood by a devoted team from the trusted AANE non-profit organization.

- AANE Wallet Card  
<http://www.aane.org/resources/wallet-card/>

A person with an Asperger profile may want to disclose when interacting with a "first responder." (i.e., a police officer, firefighter, or emergency medical technician.) This kind of disclosure may be especially hard, because the situation may be an emergency, or one in which you feel threatened or unsafe. If you are an adult or teen with an Asperger profile, we suggest that you carry a copy of the card in your wallet at all times, to use in such difficult situations. Be sure to write on the back of the card the names and telephone numbers of two people who know you, and who explicitly agree to serve as emergency contacts for you if you ever find yourself in a difficult situation with a police officer or other first responder.

- AANE Artist Collaborative  
<http://aaneartists.org/>

The Collaborative consists of adult artists with Asperger Syndrome (AS) and related profiles, whose art gives us a unique lens through which to see their world.

- **AANE Forms Clinic**  
<http://www.aane.org/about-us/programs-and-services/adult-programs-and-services/>

For help completing applications for a variety of programs and services like, SSI, SSDI, DMH, DDS, SNAP, vocational services, or health insurance.

- **The Arc of Massachusetts**  
<http://thearcofmass.org/>

The mission of The Arc of Massachusetts is to enhance the lives of people with intellectual and developmental disabilities, including autism, and their families. We fulfill this through advocacy for community supports and services that foster social inclusion, self-determination, and equity across all aspects of society.

- **Advocates for Autism of Massachusetts (AFAM)**  
<http://www.afamaction.org/>

The organization provides an important arena for mobilizing those of us who deal with ASD in our day-to-day lives as the most eloquent and persuasive spokespeople for our concerns. Our efforts focus not only on the State House but also on towns and city halls that also have responsibility for service delivery and funding.

- **Massachusetts Advocates for Children (MAC) Autism Center**  
<https://massadvocates.org/autism/>

MAC's Autism Center is a pioneering voice in autism advocacy. Launched in 2002, The Autism Center works with elected officials and partners to create laws and regulations to ensure that children and young adults with autism spectrum disorder (ASD) have access to the services and resources they need in order to reach their full potential.

- **Federation for Children with Special Needs**  
<http://fcsn.org/>

The Federation for Children with Special Needs provides information, support, and assistance to parents of children with disabilities, their professional partners, and their communities.

- **Mass Family Voices**  
<http://fcsn.org/mfv/>

Massachusetts Family Voices @ the Federation is a state chapter of Family Voices, a national grassroots organization of families, friends and professional partners brought together by a common concern for children and youth with special health care needs.

- **Common Bonds (Yahoo Group)** [commonbonds-owner@yahoo.com](mailto:commonbonds-owner@yahoo.com)

Common Bonds is a networking and support group for parents of children with autism and PDD. Membership is not restricted to local (Boston area) families. Anyone is welcome to join so that they may have access to a group of parents with a wide variety of experience navigating the educational, medical, and early intervention systems in Massachusetts.

- **Partners for Youth with Disabilities (PYD)**  
<http://www.pyd.org/>

Partners for Youth with Disabilities (PYD) empowers youth with disabilities to reach their full potential by providing transformative mentoring programs, youth development opportunities, and inclusion expertise.

- **Parent/Professional Advocacy League (PPAL)**

<http://ppal.net/>

Parent/Professional Advocacy League is a statewide, grassroots family organization that advocates for improved access to mental health services for children, youth and their families. PPAL's goals are to support families, nurture parent leaders and work for systems change.

- **Disability Index**

<https://www.disabilityinfo.org/>

INDEX helps people with disabilities finding up-to-date information on programs, providers and services in Massachusetts.

- **Massachusetts Families Organizing for Change (MFOFC)**

<http://www.mfofc.org/>

MFOFC is a statewide, grassroots coalition of individuals with disabilities and/or chronic illnesses and their families. MFOFC provides information, leadership training and support to families, and also has regular regional meetings for families and individuals.

MFOFC Family Leadership Program The Family Leadership Program at Riverside Community Care <http://www.riversidefamilysupport.org/> The Family Leadership Program provides support, training and advocacy for families that include an individual with disabilities. The family leadership programs provide families with valuable opportunities to increase their knowledge about services and supports; to advocate effectively for their family member (as well as influence policy making at the local and state); and to connect families.

There are three core programs:

- **Advocacy Bootcamp** is a training intended for primary caregivers of young children (birth to age 10) with developmental disabilities, chronic illnesses, and/or complex medical needs. The content focuses on building foundational advocacy skills so that participants can empower their children to lead rich and meaningful lives.
- **A Full Life Ahead is a series** of monthly workshops for parents and guardians of young adults living with disability. The series focuses on transition, employment, housing, friendships, and other topics that will lead to independent, full lives in the community for young adults with disabilities.
- **MFOFC Family Leadership Series** empowers families and individuals to live and engage in their communities. Families with children or adult family members of any age with any disability who are eligible for services from the Department of Developmental Services are encouraged to apply. The Family Leadership Series has a three-fold purpose: to offer information about “best practices” for people with disabilities; to assist families in creating a

vision for their family member and a process to achieve this vision through leadership and advocacy; and to develop family leaders who will advocate at the local and state level to improve the lives of individuals with disabilities.

**MFOFC Central Regional Coordinator:**  
**Contact Pat Lynch at [plynch@hmea.org](mailto:plynch@hmea.org)**

**Exceptional Lives <http://exceptionallives.org/>**

Find resources and easy-to-read information for parents and caregivers of children and young adults with disabilities.

Personalized How-To Guides

**The Guides show you what to do and how to apply for benefits, services and support.**

- Early Intervention
- Special Education and IEPs
- Guardianship and adult decision-making
- Health Insurance and Medicaid
- Transition to Adulthood, Employment, and more!

Exceptional Lives is a registered 501(c)3 nonprofit organization.

- Autism Society  
<http://www.autism-society.org/>

The Autism Society is the nation's leading grassroots autism organization. We work to increase public awareness about the day-to-day issues about people across the spectrum, advocate for appropriate services for individuals of every age, and provide the latest information regarding treatment, education, research, and advocacy.

- Doug Flutie, Jr. Foundation for Autism  
<http://www.flutiefoundation.org/>

The goal of the Flutie Foundation is to help families affected by autism live life to the fullest. Through programs and partnerships, they help people with autism get access to care; lead more active lifestyles; and grow toward adult independence.

- **Institute for Community Inclusion (ICI) of UMass Boston**

<https://www.communityinclusion.org/>

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.

- Easter Seals Massachusetts

<http://www.easterseals.com/ma/>

- Easter Seals Massachusetts Autism (ASD) Services

<http://www.easterseals.com/ma/our-programs/autism-asd-services/>

Easter Seals Massachusetts has been providing services that address the needs of those with autism at home, school, work and the community for years. As the needs of this growing population are more thoroughly defined, we continue to offer programs to meet those needs.

#### [Assistive Technology](#)

Recognized nationally as a leader in assistive technology, our services are an excellent resource for children and adults with disabilities who need high and low technology solutions for home, work or school in order to increase their independence.

#### [Assistive Technology Regional Center \(ATRC\)](#)

People with disabilities can see, touch and borrow assistive technology devices to make more informed decisions regarding the technology that will meet their needs.

#### [Employment and Training Services](#)

Easter Seals MA helps students and adults with disabilities develop the skills they need to get and keep jobs in today's competitive workplace. The program offers individualized vocational rehabilitation, computer skills training, placement and employment services.

#### [Rehabilitation Therapy](#)

Easter Seals MA personalized approach delivers dependable and cost-effective rehabilitation services to infants, children, teens, adults and seniors. Therapy services include evaluation, treatment and consultation with Speech, Physical and Occupational Therapy.

#### [The Massachusetts AT Loan and Mini-grant program](#)

The AT Loan program is an Alternative Financing Program. This program provides access to low interest cash loans for the purchase of assistive devices and services to improve the quality of life for people with disabilities. The mini-grant program assists with the procurement of AT devices costing under \$500.

#### [Transition Services](#)

Skills-based transition planning and assessment to assist students with disabilities to reach their post-secondary goals. Consultation and training for educators help ensure that schools meet the requirements of transition planning.

## Youth Leadership

The Easter Seals MA Youth Leadership Program provides opportunities for young people with disabilities, ages 13 to 25, to develop their abilities and expand the possibilities they see for themselves.

- **Massachusetts General Hospital (MGH) Lurie Center for Autism**

<http://www.massgeneral.org/children/services/treatmentprograms.aspx?id=1614>

Lurie Center for Autism

1 Maguire Road Lexington, MA 02421

Phone: 781-860-1700

Email: [luriecenter@partners.org](mailto:luriecenter@partners.org)

The Lurie Center for Autism is an integrated and multidisciplinary clinical, research, training and advocacy program dedicated to treating individuals with autism spectrum disorder and other developmental disorders.

- **MGH Aspire: Year-Round Autism & Asperger's Programs**

<https://www.massgeneral.org/aspire/>

MGH Aspire

1 Maguire Rd

Lexington, Massachusetts 02421

Phone: 781-860-1900

Email: [mghaspire@partners.org](mailto:mghaspire@partners.org)

MGH Aspire offers fall, spring and summer programs to help children, teens, and adults with high cognitive autism spectrum disorder or a related social profile make social connections and develop independence.

- **ALEC: Autism Awareness Training for First Responders**

A project of The Family Autism Center at [The Arc of South Norfolk](#)

<http://www.arcsouthnorfolk.org/alec-first-responder-training/>

ALEC training helps foster a deeper understanding of ASD among public safety and law enforcement personnel. Training is available for police officers, firefighters and emergency room and courtroom personnel, using curriculum and videos specific to each group.

- **Access Recreation Boston**

<http://accessrec.org/>

- Access Recreation Boston is a coalition of organizations and individuals dedicated to increasing and enhancing recreation opportunities for people with disabilities in the greater Boston area.

- **Open Door Theater**

<http://www.opendoortheater.org/>

Acton, MA

A non-profit, family-oriented, accessible community theater company that has been creating learning experiences through theater for adults, children, and people with special needs.

- **Purple Table Reservations**

<https://www.purpletables.com/>

<https://www.purpletables.us/> - To find a restaurant near you that is offering Purple Table Reservations.

The Purple Table Reservation flag and restaurant training program are designed for those who are living with Dementia/Alzheimer's Disease, Autism, PTSD, TBI, a hearing or vision impairment, or other physical or cognitive condition that may benefit from a more predictable environment and additional accommodations when dining out.

- **Autism Speaks**

<https://www.autismspeaks.org/>

- Autism Speaks Challenging Behaviors Tool Kit

<https://www.autismspeaks.org/family-services/tool-kits/challenging-behaviors-tool-kit>

Autism Speaks has created this Challenging Behaviors Tool Kit to provide you with strategies and resources to address challenging behaviors, and to help support you and your loved one with autism during these difficult situations.

Click here to download the **Challenging Behaviors Tool Kit:**

[http://www.autismspeaks.org/sites/default/files/challenging\\_behaviors\\_tool\\_kit.pdf](http://www.autismspeaks.org/sites/default/files/challenging_behaviors_tool_kit.pdf)

- Autism Speaks Transition Tool Kit

<https://www.autismspeaks.org/family-services/tool-kits/transition-tool-kit>

The Autism Speaks Transition Tool Kit was created to serve as a guide to assist families on the journey from adolescence to adulthood.

Click here to download the **Transition to Adulthood Tool Kit:**

[https://www.autismspeaks.org/docs/family\\_services\\_docs/transition.pdf](https://www.autismspeaks.org/docs/family_services_docs/transition.pdf)

- Wrong Planet

<http://wrongplanet.net/>

Wrong Planet is the web community designed for individuals (and parents / professionals of those) with Autism, Asperger's Syndrome, ADHD, PDDs, and other neurological differences.

The following three (3) pages are materials developed by the Autism Commission's Adult Autism Sub-Committee in an effort to provide First Responders and Hospital Staff with pertinent information regarding an individual with Autism and/or intellectual disabilities.

This form does not replace the regulatory Health Care Record.

**Department of Developmental Services (DDS)**

**Emergency Department Information Form** This form may be used to provide quick and easy reference for hospital staff to assist in the determination of whether the crisis is attributed to medical, psychiatric, or behavioral issues. This form may be completed by individuals, family, providers, and/or practitioners.

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

PATIENT: Name: \_\_\_\_\_  
DOB: \_\_\_\_\_ Gender: \_\_\_\_\_  
\_\_\_\_ Male \_\_\_\_ Female

**REFERRED BY:**  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Relationship: \_\_\_\_ Staff \_\_\_\_ Family \_\_\_\_ Other Primary Language of the Family \_\_\_\_\_

DDS SERVICE COORDINATOR: \_\_\_\_\_

PHONE: \_\_\_\_\_

FAMILY/GUARDIAN: Does this individual have a court-appointed legal or medical guardian? \_\_\_\_ Yes  
\_\_\_\_ No Family/Guardian Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Phone: \_\_\_\_\_

INSURANCE: \_\_\_\_ No Insurance \_\_\_\_ Mass Health: ID # \_\_\_\_\_ Group # \_\_\_\_\_  
Managed Care ID# \_\_\_\_\_ Private Insurance: Name \_\_\_\_\_  
ID # \_\_\_\_\_ Group # \_\_\_\_\_

AUTISM \_\_\_\_ OTHER (List): \_\_\_\_\_

KNOWN ALLERGIES: \_\_\_\_\_

I. REASON(S) FOR THIS E.D. REFERRAL (What is the presenting problem or behavior?):

a. To your knowledge, has this happened before? \_\_\_Yes \_\_\_No

2. APPROACH (How should this individual be approached? Ex. Speak slowly and clearly):

a. should diagnosis/treatment be discussed in front of this individual? \_\_\_Yes \_\_\_No

3. COMMUNICATION (What is the individual's preferred method of communication? Ex. Uses device to communicate): \_\_\_\_\_ Primary Language: \_\_\_\_\_

a. This individual is: \_\_\_Verbal \_\_\_ Non-Verbal \_\_\_Has Limited Verbal Capabilities

b. Can this individual express pain? \_\_\_Yes If Yes, how? \_\_\_\_\_ \_\_\_No

c. Can this individual describe pain? \_\_\_Yes \_\_\_No

4. TRIGGERS (Known triggers to behavioral outbursts. Ex. The color red, whistling, waiting in line):

a. **Can this individual tolerate injection/bloodwork?** \_\_\_Yes \_\_\_No

5. LIKES/DISLIKES/FEARS (Ex. Special interest in Star Wars, dislikes drinking water, scared of dogs): \_\_\_\_\_

See Reverse for Detailed Information 

**MEDICAL HISTORY:**

Prescribing Physician: \_\_\_\_\_

Medical Diagnoses: \_\_\_\_\_

History of Major Illness and Surgeries: \_\_\_\_\_

History of Seizure Disorder: \_\_\_Yes \_\_\_No

**PSYCHIATRIC HISTORY:**

Prescribing Physician: \_\_\_\_\_

History of Psychiatric Hospitalizations: \_\_\_Yes \_\_\_No

History of Suicidal Ideation: \_\_\_Yes \_\_\_No with ideation intent plan means

History of Homicidal Ideation: \_\_\_Yes \_\_\_No with ideation intent plan means

**MEDICATIONS:**

**HOW DOES THE INDIVIDUAL TAKE MEDICATION ?** Ex. Crushed, whole, in applesauce

RECENT CHANGES IN MEDICATIONS/SUPPLEMENTS: New Medication/date began \_\_\_\_\_  
 \_\_\_\_\_ Discontinued medication/date ended \_\_\_\_\_

Dosage Change/date of change \_\_\_\_\_  
 Missed Dose(s)/date \_\_\_\_\_

CURRENT LIVING SITUATION: How many people in household? \_\_\_\_\_  
 Lives with family \_\_\_\_\_ Lives alone \_\_\_\_\_ Has roommates \_\_\_\_\_ Shared living \_\_\_\_\_ Group home \_\_\_\_\_  
 Homeless \_\_\_\_\_

I. SCHOOL DISTRICT (if applicable)

Please check yes if applicable and indicate if occurrence was with within the past twenty-four hours.	Yes	Within 24 Hours
1. Recent aggression toward others or environment? <i>Ex. Hitting, kicking, spitting, throwing or destructing objects with or without intention of making contact with another person</i>		
2. Recent mouthing/biting? <i>Ex. Chewing, gnawing, gumming objects or self</i>		
3. Possible ingestion of non-edibles? <i>Ex. Eating or swallowing toothpaste, paper, dirt etc.</i>		
4. Recent changes in eating habits and/or available or unavailable food? <i>Ex. Eating less or more than usual, not having access to favorite foods, change in brand or type of usual foods</i>		
5. Recent changes in sleep pattern? <i>Ex. Needing to wake up earlier than usual, unable to sleep, sleeping more than usual</i>		
6. New self-care, cleaning, or household products? <i>Ex. Change in deodorant, laundry detergent, cleaning spray, new rug in bedroom</i>		
7. New demands/expectations recently placed on individual <i>Ex. Having to wake up earlier than usual, new chores, started taking a class, started a job</i>		
8. New restrictions recently placed on individual? <i>Ex. Loss of iPad or TV privileges, started new diet</i>		
9. Newly discovered dislikes? <i>Ex. Found that individual doesn't like new staff, lunch options, last year's winter coat</i>		
10. Recent changes to routine/environment/ people? <i>Ex. Neighbor moved away, newly hired librarian at local library where individual spends a lot of time</i>		
11. Recent changes in frequency of communication? <i>Ex. Individual is communicating more, less, or differently than usual</i>		
12. Recent hormonal changes? <i>Ex. Changes in menstrual cycle</i>		

The purpose of this checklist is to provide hospital staff with preliminary information regarding recent changes experienced by the individual that may be impacting their health and well-being.

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

