DIRECT **SUPPORT**

Providing individualized support and information for navigation

Direct Support (DS) is a three-tiered statewide service that offers individualized support, referrals, and education to families and youth. It helps them navigate systems like Individualized Family Service Plan (IFSP), Individualized Education Program (IEP), Section 504, Individualized Plan for Employment (IPE), and Secondary-Transition, while building advocacy and communication skills. Services are delivered through various methods, including phone, text, email, virtual, and in-person, to meet each family's unique needs.

We offer a three-tiered system of direct support:

TIER 1: ADVISING

TIER 2: CONSULTING

TIER 3: COACHING

Tier 1 Advising:

Provides brief needs assessments and connect individuals with appropriate contacts, resources, or information. Pre-dispute resolution strategies are offered as needed.

Tier 2 Consulting:

Provides comprehensive support through detailed needs assessments, plan reviews, and identifying resources, including meeting accompaniment when needed. Resources are shared based on specific requests. Pre-dispute resolution strategies are used as appropriate.

Tier 3 Coaching:

Provides intensive, comprehensive services, including support and coaching before, during, and after IFSP/IEP/504/IPE/Secondary-Transition meetings. Resources are shared based on detailed needs. Pre-dispute resolution strategies are applied as needed.

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