

The mission of the
SUPPORTbrokers
program is to
assist individuals
with disabilities
and their family
members to
achieve community
membership
based upon their
personal vision

SUPPORT **brokers**
helping people thrive in their community

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SUPPORT **brokers** serves
Older Americans and
Persons with Disabilities.

SUPPORT **brokers**
can help you

- plan where you live, work
and play in a
community setting
- find resources available
- navigate a new
system of care

SUPPORTbrokers is a statewide, fee-for-service
program hosted by The Arc of Massachusetts.

**MAKE
YOUR PLAN
BECOME
A REALITY**

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WE CAN HELP YOU MAKE YOUR PLAN BECOME A REALITY

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CORE SERVICES

SUPPORTbrokers provide services based upon each individual's needs and desires. There are 4 major service areas:

Advocacy

- Assistance with obtaining government services
- Review of concerns about current care quality
- Information, referral & inclusion

Brokering

- Create individual plan based on existing situation
- Evaluation & selection of service providers
- Implement service plan goals

Planning

- Develop a future vision for change in one or more areas of life
- Create action plan with goals
- Develop support network

Referral

- Assistance with managing personal budgeting and household finances
- Coordination of community support services for personal care, medical, clinical and leisure needs
- Refer to legal guardian, representative payee, trustee or conservator.

HOW THE PROGRAM WORKS

- The program manager of SUPPORTbrokers assesses each inquiry and determines what services are needed
- After review of available support brokers, a match is made based on the skills, education and experience needed.
- For example, a family requesting help with Turning 22 transition planning is matched with a support broker experienced in developing Transition Life Plans and knowledgeable about IDEA, adult funding sources and community programs for adults in their local area.

QUALITY ASSURANCE

All support brokers are independent contractors who have been certified by The Arc. Certification involves a review of education, experience and references, as well as a criminal record check. Additionally each support broker must complete initial and on-going training and follow a strict Code of Ethics. Individuals and families are asked to complete an evaluation at the conclusions of services.

TEAM

Support brokers have years of experience in helping individuals thrive in the community. Each brings a unique perspective and different skills, but all are well versed in community living options and in different state benefits and services. Each has at least fifteen years of experience in advising families. Most have done extensive work in at least one person centered planning method. Although not required, advanced degrees have been achieved by the current group of SUPPORTbrokers.

