

What We Believe:

- ✓ Families are the experts in the lives of their children.
- ✓ Families play an important role in the development, education and health care of their children.
- ✓ Educators and providers are important in the lives of families and children.
- ✓ Educators and providers provide a vital role in our society.
- ✓ Children succeed when families and the professionals who serve them work collaboratively.

What We Do:

- ✓ Provide individual assistance to families and professionals at NO COST by phone, email, and virtually.
- ✓ Listen and ask questions to understand each family's needs.
- ✓ Provide action steps and options to help families to access services and resolve individual issues.
- ✓ Support and empower parents, caregivers and youth to be informed and effective in their advocacy.
- ✓ Help families and youth to understand their rights under Individuals with Disabilities Education Act (IDEA) and Section 504.
- ✓ Support families in navigating and understanding health systems, early intervention, special education, transition to adulthood, and more.
- ✓ Provide information about state and local resources, such as support groups and organizations, Medicaid, Supplemental Security Income (SSI), guardianship and alternatives, grants/funding sources for families to pay for health services, equipment, experiences, education, and more.
- ✓ Prepare youth for the transition to adulthood by providing training on job exploration counseling, self-advocacy, financial literacy, workplace readiness and more.
- ✓ Provide Leadership Development training to youth and families to use their lived experience to impact systems that serve children and youth with disabilities and special health care needs.
- ✓ Present monthly workshops and webinars on a variety of topics.
- ✓ Provide special request workshops at community events & conferences for parent or professional groups. All of our trainings for families are at no cost. There may be a fee for special requests for professional audiences.
- ✓ Actively engage with local, state and national systems that influence programs, policies, and regulations affecting North Carolina families with children who have disabilities or special health care needs.

What We Do NOT Do:

- ✗ Charge any fees to families seeking our services.
- ✗ Provide general parenting training (ie: court ordered classes).
- ✗ Tell you what you should do. (Instead, we provide possible options to consider.)
- ✗ Serve as advocates. (We assist, educate and train families to support them in their advocacy.)
- ✗ Provide legal assistance, legal consultation, legal representation or legal advice.
- ✗ Write or file State Complaints. (We can review and provide feedback on your draft complaint.)
- ✗ Endorse or promote fee based services, products or entities.
- ✗ Rank or recommend schools, child care centers or health service providers.
- ✗ Assist families who are currently retaining a lawyer or paid advocate.
- ✗ Participate in lobbying activities. (We can participate in educating policy makers.)
- ✗ Share your information with outside agencies or individuals without your expressed written permission.
- ✗ Fill out forms or applications for families. (We can provide support & assist families in completing forms.)
- ✗ Provide financial assistance for the purchase of products, supplies, therapies, tutoring, or other services.