

WHAT WE DO

Behavior Consultation:

Professional behavior specialists assist individuals and families to identify, establish and attain achievable goals through simple behavior modification methods.

- ◆ **Behavior:** Any action taken based on thoughts or feelings in order to attain our needs or desires.
- ◆ **Individual Behavior Program:** A program designed by a behavior specialist, the staff, and the family, to increase, decrease, or change certain behaviors.
- ◆ **Behavior Training:** Behavior techniques taught to all staff and family members by the behavior specialist and direct support staff.

Family Support

Professional support specialists work with families to achieve their goals and provide flexible approaches to meet each family's *unique* needs.

- ◆ **Individual Family Support Program:** A program designed by a family with a DSPD (Department of Services for People with Disabilities) Family Support coordinator to address the real issues that family members face daily. The family decides which goals will be addressed and then the family is presented with suggested methods of accomplishing the goals. These are the support strategies that Frontline Services will use to assist the family. All final decisions are made by the family. Frontline staff are always available to assist the family.

Residential Services

Professional Direct Support Staff assist individuals who decide to live outside of their parents home, institution, group home, or intermediate care facility. Many of these individuals receive 24 hour care, special medical services, behavior assistance, and a variety of other services based on their specific needs and desires.

- ◆ **Person-Centered Planning:** A program designed by the individual, with assistance from family, friends, state support coordinator and support staff. This Person-Centered plan is designed to assist the individual with realizing their ideas, hopes and dreams.
- ◆ **Support Strategies:** Specific strategies to assist the individual with attaining their ideas, hopes, and dreams. Techniques taught to all staff and family members by Frontline Service's teachers, behavior specialists and direct support staff.
- ◆ **Personal Outcome Measures:** A system designed to measure an individual's realization of their ideas, hopes, and dreams. Emphasis on individual rights and quality of life are essential parts of this ongoing assessment.
- ◆ **Family Involvement:** At Frontline Services we strive to keep families together. Most children move out on their own eventually but that doesn't mean that communication needs to stop. We work closely with the individual's family to ensure their vision of the future remains intact.

WHY WE DO WHAT WE DO

Frontline Services have staff members that dedicate their lives to assisting people with disabilities. They are sensitive and caring individuals who carry themselves in a mature and professional manner. They have many years of knowledge in many different areas of assisting those with special needs. Frontline services continues to develop and grow through experience with the families and individuals it serves. We find that the life-changing interactions most often occur between the family, support staff and, the individuals with disabilities.

At Frontline we choose to focus much of our efforts to finding, training, and keeping these fantastic staff members. We provide incentives, bonuses, and recognition to all of our staff. They deserve it.

These dedicated professionals truly care

about the individuals they work with. They gain many benefits while working with them but what they say they enjoy most is seeing the individuals learn and make progress. If you have ever worked on teaching a task with a person with disabilities, surely you too know the joys of witnessing the long-awaited conquest of a seemingly undoable task, no matter how small it may seem.

Therefore, it is here, on the *front line*, that we have chosen to focus our attention and resources. We are here for the individual and will work to assure that their ideas, hopes, and dreams are fulfilled.

Notes:

F FRONTLINE SERVICES

Residential, Family Support,
and Behavior Consultation
Services



For
People With Disabilities

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