



Conflict Resolution Policy

The First Early Intervention Program expects that the Team, which includes the parents and guardians, will work together to develop a service plan that meets the needs of the child and the family. If, at any time, differences arise and cannot be resolved by discussing the concerns with the Family Service Coordinator or by scheduling an IFSP review meeting, the following steps may be taken:

- Please contact Jill DeCarteret, Program Director, to discuss your concerns. She can be reached at 781-331-2533, ext. 11.
- Elizabeth Sandblom, Chief Executive Officer of the Arc of the South Shore, is also available at 781-335-3023, ext. 2211.
- The Department of Public Health has Regional Specialists who are available to provide technical assistance to Early Intervention programs and to handle conflict resolution. The Regional Early Intervention Specialist for the FIRST Program is Susan Grossman. She can be reached at 857-324-3367. Her email address is susan.grossman@mass.gov.
- The Department of Public Health also has a Due Process Coordinator for each of the Early Intervention programs in Massachusetts. You can reach Mary Dennehy Colorusso at 978-851-7261 x4016.

