

## How Can We Help?

Compass can help you determine what services and supports would work best for you and your family. A variety of supports and services are available through the state's Medicaid Waiver and other programs, such as:

- In-home care and assistance with activities of daily living and health care needs.
- Options for residential or supported living services.
- Job training and support.
- Physical Therapy, Speech Therapy and Occupational Therapy services.
- Specialized equipment for mobility, communication, and physical health needs.



And, other support services ...

**We can help you sort out the options, and put together a set of supports and services that works for you and your family!**

## How to Contact Us?

### West Tennessee

#### Memphis:

1255 Lynnfield Road, Suite 150  
Memphis, Tennessee 38119  
Phone: 901.682.0500

#### Jackson:

45 Conrad Drive  
Jackson, Tennessee 38305  
Phone: 901.661.0183

### Middle Tennessee

#### Nashville:

500 Interstate Blvd. South, Suite 230  
Nashville, Tennessee 37210  
Phone: 615.242.9500

#### Clarksville:

420 Madison Street, Suite B-4  
Clarksville, Tennessee 37040  
Phone: 931.906.1676

#### Cookeville:

715 East Spring St., Suite A  
Cookeville, Tennessee 38501  
Phone: 931.372.1800

E-Mail: [administration@compasstn.org](mailto:administration@compasstn.org)

Website: [www.CompassTN.org](http://www.CompassTN.org)

Compass Coordination, Inc. is a not-for-profit, public benefit corporation. Services are funded by the State of Tennessee using state and federal Medicaid funds. Compass provides services to eligible persons, selects the members of its Board of Directors, and hires staff without regard to race, ethnic or national origin, gender, sexual orientation, religion, age or disability.



# Compass

Coordination, Incorporated

“Helping people with disabilities and their families to chart & navigate the course they choose for their lives.”

## Who Are We?



Compass is a not-for-profit organization serving persons with disabilities and their families.

Persons with disabilities and their family members sit on our Board of Directors.

We provide “**Independent Support Coordination (ISC) Services**” for persons with developmental disabilities and their families.

We were founded in 1996.

We were the first ISC agency established in Tennessee.

We believe that people with disabilities can and should:

- Be supported to participate fully in family and community life.
- Be seen and treated with dignity and respect as fellow citizens of our communities.
- Choose their services and the providers of those services.
- Control how, when, where, and by whom their supports are provided.
- Have supports that ensure their safety, health and well-being in the community.
- Have lives that are built around their choices and preferences.

## What Is Independent Support Coordination?

Independent Support Coordination is a service that helps people manage their home and community-based services. It is available to people enrolled in the state’s **Medicaid Waiver** and other programs for persons with mental retardation or other developmental disabilities.

The service is “**independent**” because it is separate from direct service providers and state agencies. Being independent means the ISC agency can advocate solely for the interests of the person — not the interests of providers or the state.

The person, and his/her family or legal representative have a choice of Independent Support Coordination (ISC) agencies, such as **Compass**.

Once an ISC agency is chosen, the person and his/her family can choose an available **Support Coordinator** to work with them.

**Support Coordinators** are trained and skilled in how supports and services work for persons with disabilities in the community.

## What Does Compass Do For You?

We act as your personal representative.

We help you understand how services and funding work for you.

We help you decide on the services and supports you want and need.

We write a personal plan for your services, based on what you tell us about what you want and need.

We help you apply for funding and get approval for the services you need to carry out your plan.

We help you find and choose the agencies and people who will provide the supports and services that you need.

We visit with you and your service providers to see if your plan is being carried out, and that you are satisfied with your services.

We help you resolve problems, find new service providers, or change your services, if you are dissatisfied.



**We help you navigate the course you choose!**