

Custom Class — Support Offerings

Our Promise

Every learner and family has a “no-wrong-door” path to help. Support is responsive (you can request help anytime), and transparent (you’ll always know the plan, the people responsible, and the next check-in date).

Academic Support

- Scheduled tutoring blocks available online or at our Family Service Centers.
- Multiple tiers of support available determined by the needs of the learner and their family.

Advising

- **Personalized Learning Plans:** Co-authored by student, family, with the support of our team; specify goals and supports.
- **Liaison:** Our team is here to help remove barriers, celebrate wins, and adjust your plan.
- **College/Career advising:** Course sequencing, dual-enrollment planning, career planning, and scholarship/FAFSA support.

Services for Diverse Learners

- **Special Education (IDEA):** Full continuum of services. IEPs include accommodations and assistive technology as needed.
- **Section 504:** Accommodation plans tied to success criteria and daily workflow.
- **English Learners:** Integrated language learning tools, translation services for families.

Wellness

- **School counseling:** Short-term counseling, solution-focused groups (stress, organization, social skills), and referrals to community providers.
- **Safety & crisis response:** Threat assessment, suicide risk protocols, and coordinated re-entry plans after extended absences.
- **Healthy routines:** Sleep, nutrition, and digital-wellness coaching.

Family Service Centers

- **Tutoring & Study support:** Scheduled sessions; quiet and collaborative spaces.
- **Maker & Project help:** Access to tools (3D printers, laser engravers), safety training, and project coaching.
- **Workshops for Families:** Tech tools, reading at home, math strategies, IEP/504 navigation, college/FAFSA nights.
- **Counseling Rooms:** Confidential space for services.
- **Hours & Access:** Extended afternoon/evening blocks.

Access, Transportation, and Technology

- **Transportation assistance:** Select routes using vans to expand access to centers, and community opportunities.
- **Device & connectivity:** 1:1 device program (as available), hotspot lending, repairs/loaners, and accessibility features (read-aloud, captions, translation).
- **Tech onboarding:** Short training for learners and families on platforms and communication tools.

Financial Supports

- **Fee relief:** No fees for any classes or activities preapproved as part of your plan.
- **Materials & equipment:** Providing calculators, instruments, sports gear, and maker kits to ensure participation isn't blocked by cost.
- **Work-based learning:** Setting up opportunities with willing partners in your community.

Communication & Translation

- **Multi-channel updates:** Text, email, phone, and portal notifications.
- **Translation:** Available for meetings, documents, and everyday communication.
- **Service transparency:** Each plan lists the service, frequency, staff lead, review date, and how to reach help fast.