



# Office for People With Developmental Disabilities

## Welcome!

Thank you for contacting the **Office for People With Developmental Disabilities (OPWDD) Front Door**. We look forward to helping you get the services you need. Enclosed is a Welcome Packet with important information to help guide you through the Front Door process.

Below is a checklist of key steps you need to complete to get OPWDD services. You can find more details about each step on the following page. If you are ever not sure where you are in the process or have any questions, please contact: **[Phone number, Email, Name of Front Door Facilitator if assigned]**

Since you are receiving this letter, you have probably already completed the first step: **Make Initial Contact with the Front Door**. If so, the next important step to take, if you have not already, is to **Contact and Choose a Care Coordination Organization** to help you with this process. Information on these agencies is included in your Welcome Packet.

☑	<b>Front Door Key Steps</b> Please see reverse for more details on these steps	Notes	Contact Person
	Make <b>Initial Contact</b> with OPWDD through the Front Door		
	Choose a <b>Care Coordination Organization (CCO)</b>		
	Establish OPWDD <b>Eligibility</b>		
	Attend a <b>Front Door Information Session</b>		
	Work with OPWDD to complete an <b>Assessment of Service Needs</b>		
	Develop your <b>Life Plan</b> working with your Care Manager		

Your welcome packet includes, at a minimum, the following items.

- Front Door Brochure (How Can I Get Services?)
- Front Door Information Sessions Schedule
- Care Management Brochures: Coverage Areas AND Frequently Asked Questions OR information on Non-Medicaid Service Coordination (N-MSA) Agencies, where available.

## **Initial Contact**

When you contact your local OPWDD Front Door, you will be asked for some basic information such as your address, current phone numbers, email address and the best times to contact you. Please let the Front Door staff know if you need documents translated and conversations interpreted into another language. The person you speak to will briefly describe the Front Door and eligibility processes, may connect you with a Care Coordination Organization (CCO) if needed, and will send you information you will need.

## **Care Coordination**

**Making contact with a Care Coordination Organization (CCO) is an important next step in this process.** A CCO can help you apply for OPWDD eligibility and Medicaid and can help you plan for and access OPWDD services. If you are found OPWDD eligible, and if you need the support of care management, you will be assigned a Care Manager from the CCO you select. Your Care Manager will help you to develop your Life Plan and connect you to the OPWDD services you need. Please Note: in some communities, where available, you may be referred to a Non-Medicaid Service Coordination (N-MSA) Agency instead of a CCO.

## **Eligibility**

If you are not already OPWDD eligible, you will need to provide certain documents and evaluations so that an eligibility determination can be made. In some cases, you may need to have new assessments and/or evaluations done. Your CCO or N-MSA agency will assist you with the eligibility process.

## **Information Session**

At the **Front Door Information Session**, you will learn about OPWDD services and steps needed to start services. A family member or advocate may attend for you. Included in your welcome packet is a schedule of upcoming sessions in your area. Sessions are also listed on OPWDD's website <https://opwdd.ny.gov/>. You can go to the information session at any time during the Front Door process but it's best if you attend early in the process. You do not need to be found eligible for OPWDD services in order to attend. Most services and supports cannot start until you have attended a session. If you want to Self-Direct your services, you need to attend a Self-Direction Informational Session before your initial budget can be approved.

## **Assessment of Service Needs**

Front Door staff and your care manager (if you have one and they are available) will talk with you and complete or update a **Developmental Disabilities Profile (DDP2)** to identify your strengths and support needs. If you are 18 years old or older and newly found OPWDD eligible, you will also work with OPWDD to complete a **Coordinated Assessment System (CAS) assessment**. This is OPWDD's person-centered needs assessment. A family member/advocate can take part with you. If a family member/advocate has attended the Front Door Information Session on your behalf, that person should be at your assessment.

## **Plan for Services**

During the Front Door process, you will work with your care manager to identify and plan for the services and supports that best meet your needs. Be sure to share your interests, services and supports that you already receive, as well as supports from your family and community, what you are currently doing, and your plans for the future. Be honest and accurate – the more your care manager understands you and your needs, the better your **Life Plan** will be. Your care manager will request OPWDD approval for the services you need and will help you identify, contact, and choose agencies to deliver the services and supports listed in your Life Plan.



For more information about the **FRONT DOOR**, call your local Front Door contact:

Finger Lakes .....	855-679-3335
Western New York .....	800-487-6310
Southern Tier .....	607-240-4900
Central New York .....	607-240-4900
North Country .....	607-240-4900
Capital District.....	518-388-0398
Taconic.....	518-388-0398
Hudson Valley .....	845-947-6390
Brooklyn.....	718-642-8576
Bronx.....	718-430-0757
Manhattan .....	646-766-3220
Queens.....	718-217-6485
Staten Island.....	718-982-1913
Long Island .....	631-434-6000

Individuals with hearing impairment: use NY Relay System 711



Office for People With Developmental Disabilities

44 Holland Avenue  
Albany, NY 12229-0001



Office for People With Developmental Disabilities



# How Can I Get Services? The Front Door



**(866) 946-9733 | NY Relay System 711**

[www.opwdd.ny.gov](http://www.opwdd.ny.gov)

# The Front Door Experience

Contact  
OPWDD

Information  
Session

Determine  
Eligibility

Assessment  
of Strengths

Identify  
Support  
Needs

Develop  
Plan

Services  
Provided

People new to the OPWDD system can access services and supports through the Front Door. The Front Door is the way OPWDD connects people to the services they need and want. Once you enter, a person-centered planning process begins which helps you learn about and access service options taking your needs and desires into consideration. It will also give you the chance to direct your own service plan or help your family member or loved one as they direct theirs.

The Front Door is based on the understanding that people with developmental disabilities have the right to enjoy meaningful relationships, experience personal growth, take part in their community and live in the home of their choice.

The Front Door process will guide you through the steps involved in finding out if you are eligible for services with OPWDD, identify your needs, goals and preferences, and help you work on a plan for getting those services.

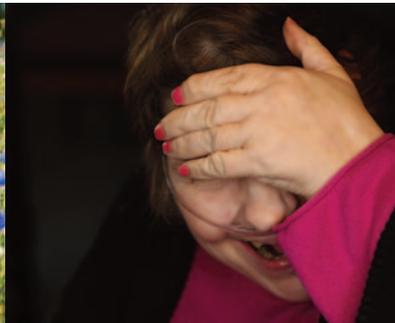
OPWDD provides a wide variety of support and service options to meet the needs of individuals and their families. OPWDD supports and services include:

- Help for people to live in a home in the community.
- Help for families to support their family member to live at home with respite and other family support services.
- Help for people who want to work in the community with employment training and support, volunteer opportunities, and other types of community engagement.
- And help for people who need intensive residential and day services.

The first step to receiving assistance is to find out if you are eligible to receive services and supports. Once you are determined eligible to receive services, you can begin the planning process.

## Where do I begin?

Individuals can contact the OPWDD regional office that covers their county to access the Front Door, or call the OPWDD Info Line at 1-866-946-9733.





ACA  
Advance Care Alliance

833-MYCANY (833-692-2269)

[www.advancecarealliance.org](http://www.advancecarealliance.org)

PO Box 1977

New York, NY 10113-1977

Intake and Benefits Access Team

ACANY MAIN PHONE NUMBER

1-833-692-2269

(PRESS OPTION #1- FOR THE INTAKE AND  
BENEFITS ACCESS DEPARTMENT)

LONG ISLAND INTAKE TEAM 490

Intake and Benefits Access Team- Regional Team E-mail  
Accounts

Long Island: [Longisland.intake@myacany.org](mailto:Longisland.intake@myacany.org)

For General Intake Inquiries/Questions:

[aca.intake@myacany.org](mailto:aca.intake@myacany.org)

# TRI – COUNTY CARE MANAGEMENT

## CONTACTS

NAME	PHONE	EMAIL
NECHAMA NISSENBAUM, RN <i>VP of Operations</i>	844.504.8400 EXT. 9508	n.nissenbaum@tricountycare.org
JASON MAZZUCA <i>VP of Care Management</i>	844.504.8400 EXT. 9214	j.mazzuca@tricountycare.org

LONG ISLAND CONTACT DETAILS NAME	PHONE	EMAIL
LONG ISLAND– REGIONAL DIRECTOR		
GAMAL BYFIELD	844.504.840 0 EXT. 9575	g.byfield@tricountycare.org
<u>INTAKE</u>		
MIMI SINGER <i>Regional Intake Specialist</i>	844.504.840 0 EXT. 9250	m.singer@tricountycare.org
<u>OUTREACH</u>		
TBD	844.504.840 0	

# Care Design

518-235-1888

[www.caredesignny.org](http://www.caredesignny.org)

8 Southwood's Boulevard

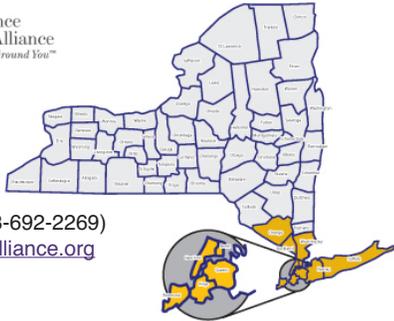
Suite 110

Albany, NY 12211

Contact	Phone/Email	Description of Department/Individual
Jocelyn Zeller	<a href="mailto:JZeller@caredesignny.org">JZeller@caredesignny.org</a> 516-531-7579 X 301040	Long Island Regional Director CM
Simone Chung	518-903-9402	Long Island Intake
Email	<a href="mailto:intakedownstate@caredesignny.org">intakedownstate@caredesignny.org</a>	Long Island Intake

# Care Management

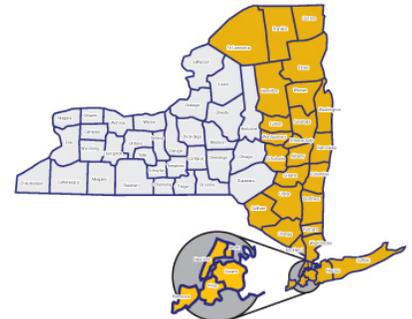
## CCO Coverage Areas



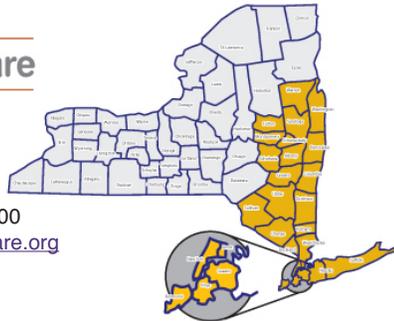
833-MYACANY (833-692-2269)  
[www.advancecarealliance.org](http://www.advancecarealliance.org)



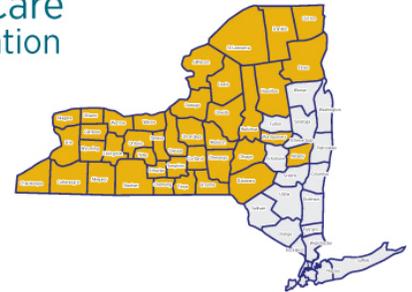
NEW YORK  
making supports work



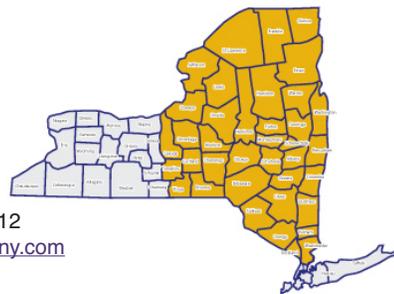
518-235-1888  
[www.caredesignny.org](http://www.caredesignny.org)



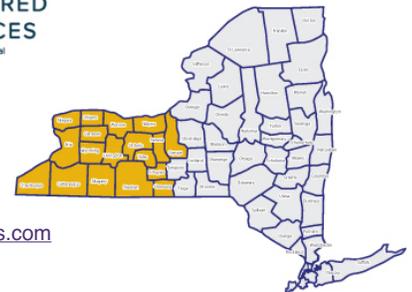
844-504-8400  
[www.tricountycare.org](http://www.tricountycare.org)



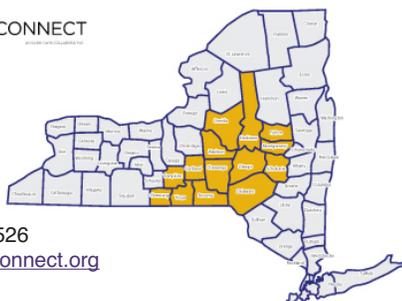
844-347-3168  
[www.primecareny.org](http://www.primecareny.org)



315-565-2612  
<http://lifeplancony.com>



888-977-7030  
[www.personcenteredservices.com](http://www.personcenteredservices.com)



607-376-7526  
[www.southernconnect.org](http://www.southernconnect.org)

The Care Coordination Organizations identified here were formed by existing providers of developmental disability services begin providing Health Home Care Management and Basic HCBS Plan Support on July 1, 2018.

See reverse for County coverage



Department of Health

Office for People With Developmental Disabilities

County	Advance Care Alliance	Care Design NY	LIFEPlan CCO	Prime Care Coordination	Person Centered Services	Southern Tier Connect	Tri-County Care
Albany		■	■	■			■
Allegany				■	■		
Bronx	■	■					■
Broome			■	■		■	
Cattaraugus				■	■		
Cayuga			■	■	■		
Chautauqua				■	■		
Chemung				■	■	■	
Chenango			■	■		■	
Clinton		■	■	■			
Columbia		■	■				■
Cortland			■	■		■	
Delaware			■	■		■	
Dutchess		■	■				■
Erie				■	■		
Essex		■	■	■			
Franklin		■	■	■			
Fulton		■	■			■	■
Genesee				■	■		
Greene		■	■				■
Hamilton		■	■	■			
Herkimer			■	■		■	
Jefferson			■	■			
Kings (Brooklyn)	■	■					■
Lewis			■	■			
Livingston				■	■		
Madison			■	■		■	
Monroe				■	■		
Montgomery		■	■	■		■	■
Nassau	■	■					■
New York (Manhattan)	■	■					■
Niagara				■	■		
Oneida			■	■		■	
Onondaga			■	■			
Ontario				■	■		
Orange	■	■	■				■
Orleans				■	■		
Oswego			■	■			
Otsego			■	■		■	
Putnam		■	■				■
Queens	■	■					■
Rensselaer		■	■				■
Richmond (Staten Island)	■	■					■
Rockland	■	■	■				■
Saint Lawrence		■	■	■			
Saratoga		■	■				■
Schenectady		■	■				■
Schoharie		■	■			■	■
Schuyler				■	■		
Seneca				■	■		
Steuben				■	■		
Suffolk	■	■					■
Sullivan		■	■				■
Tioga			■	■		■	
Tompkins			■	■		■	
Ulster		■	■				■
Warren		■	■				■
Washington		■	■				■
Wayne				■	■		
Westchester	■	■	■				■
Wyoming				■	■		
Yates				■	■		



# Care Management

## FAQ's for Individuals and Family Members New to Services

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### What is Health Home Care Management?

Health Home Care Management is a way to coordinate care that combines developmental disability services and supports with health and wellness services, to provide more options, greater flexibility and better outcomes.

Health Home Care Management is provided by Care Coordination Organizations (CCOs).

### What is a CCO?

CCOs are organizations formed by developmental disability service providers. These organizations are staffed by Care Managers with training and experience in the field of developmental disabilities.

### What is a Care Manager?

A Care Manager is a person who works with you to create your Life Plan. Your Care Manager helps coordinate services across systems, including the Office for People With Developmental Disabilities (OPWDD), the Department of Health and the Office of Mental Health, providing you one place to plan all your service needs.

### What is a Life Plan?

The Life Plan reflects your life goals and changing needs. Your Care Manager will work with you to create a plan based on your wants and needs. Your Life Plan will include coordination of your developmental disability related supports and your other services, like medical, dental and mental health. It is reviewed routinely and updated as needed.

### Am I required to participate in Health Home Care Management?

If you do not want to receive the more comprehensive care management that will be provided with Health Home Care Management, you can consider the option of Basic Home and Community Based Services (HCBS) Plan Support. Basic HCBS Plan Support will also be provided by the CCO, but it is a very minimal coordination option, and will not include coordination of health care or mental health services. With Basic HCBS Plan Support, your contact with the person coordinating your services will be limited.

### Will I be able to choose my own services and providers?

Yes, you will choose your services and providers. Within the CCO, a team of professionals, including your Care Manager, will work together with you to coordinate your developmental disability and/or long-term care services, as well as other types of services, based on your wants and needs. You will be able to choose a CCO provider in your region and your service providers.

### How do I enroll with a CCO to receive Care Management?

Your OPWDD Front Door contact will provide you with information about CCOs available in your area. The CCO you choose will assist you with enrollment. You will also need to choose between Health Home Care Management and Basic HCBS Plan Support.

**Who will have access to my plan and how will my personal information be protected?**

CCOs are required to have an electronic health record system that links the service providers involved in your care and allows your health information and Life Plan to be accessible to you and your care team. All CCOs must follow strict security protocols to protect your Personal Health Information.

**Can I change my mind once I choose a CCO?**

If you are not happy with the Care Management being provided by the CCO you choose, you can choose another Care Manager in that CCO and/or change the level of service you receive. You may also choose a different CCO within your region.

**What will happen if the CCO decides to change my services or give me fewer services?**

The CCO does not authorize services and therefore will not be able to take away or lessen your services, including self-directed services. You, in partnership with your care team, will identify the supports and services you receive based on your wants and needs. OPWDD Regional Offices will continue to authorize supports and services.

**Is Health Home Care Management a form of Managed Care?**

No, Health Home Care Management should not be confused with Managed Care. Managed Care will take several years to develop in the OPWDD system and will be offered at a future date.

<b>Health Home Care Management vs. Basic HCBS Plan Support</b>	<b>Health Home Care Management</b>	<b>Basic HCBS Plan Support</b>
Develops Care Plan and Reviews Bi-Annually	■	■
Monitors Health and Safety	■	■
Coordinates Access to Behavioral Health Services	■	
Coordinates Access to Medical and Dental Services	■	
Identifies Community-Based Resources	■	
Uses Technology to Link Your Services	■	
Connects Your Care Providers	■	
Takes Burden of Navigating Systems From Families and Individuals	■	
Anticipates Future Needs	■	



**Office for People With Developmental Disabilities**



ATTEND A FRONT DOOR INFORMATION SESSION TO LEARN ABOUT SUPPORTS AND SERVICES

The OPWDD Front Door Information Sessions outline the process of how you can become eligible for supports and services, the types of supports and services available and where you can go to get assistance.

All sessions are presently offered remotely by WebEx.

The session length is two hours.

Front Door Information Sessions for 2022 are listed below. You may also find this information on the OPWDD website here: https://opwdd.ny.gov/get-started/information-sessions.

Registration for a session is required. Once you have found the date and time that works best for you, please click the link to register for the session. If you're viewing a printed copy of this flyer you can register on the website using the link above or reach out to the contact listed for the session you wish to attend below.

All Regional Offices offer translation services for the language that best fits your needs. If you require a session in a language other than English, Spanish or Chinese, including American Sign Language (ASL), please contact your local Front Door Office. Front Door contact numbers may be found on the OPWDD Website here: https://opwdd.ny.gov/contact-us#access-services-through-front-door.

Table with 5 columns: Date, Time, Language, Registration Link, Contact for Assistance. It lists 8 sessions with their respective dates, times, languages, registration links, and contact information.

7/11/2022	5:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=eceef74054bc192732e6333927ca055f5">https://meetny.webex.com/meetny/onstage/g.php?MTID=eceef74054bc192732e6333927ca055f5</a>	Brenda Sportello (315) 793-9600 <a href="mailto:brenda.sportello@opwdd.ny.gov">brenda.sportello@opwdd.ny.gov</a>
7/19/2022	5:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e5136f18d164b66def4c99fbbc2ad5092">https://meetny.webex.com/meetny/onstage/g.php?MTID=e5136f18d164b66def4c99fbbc2ad5092</a>	Kelli Smith (845) 695-7330 <a href="mailto:Kelli.l.smith@opwdd.ny.gov">Kelli.l.smith@opwdd.ny.gov</a>
7/27/2022	10:00 am	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e9863a84fe82c2f38d8e6131d3cad33ab">https://meetny.webex.com/meetny/onstage/g.php?MTID=e9863a84fe82c2f38d8e6131d3cad33ab</a>	Erin Caglioti (631) 416-3943 <a href="mailto:erin.a.caglioti@opwdd.ny.gov">erin.a.caglioti@opwdd.ny.gov</a>
8/3/2022	10:00 am	Spanish	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e55ffab773c63c7837ccb0dcbb9dc8166">https://meetny.webex.com/meetny/onstage/g.php?MTID=e55ffab773c63c7837ccb0dcbb9dc8166</a>	Miriam Nieto (718) 430-0806 <a href="mailto:miriam.x.nieto@opwdd.ny.gov">miriam.x.nieto@opwdd.ny.gov</a>
8/4/2022	4:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e8a424071bf043acb70110fc58f08bf89">https://meetny.webex.com/meetny/onstage/g.php?MTID=e8a424071bf043acb70110fc58f08bf89</a>	Jeff Roberts (585) 241-5797 <a href="mailto:Jeffrey.e.roberts@opwdd.ny.gov">Jeffrey.e.roberts@opwdd.ny.gov</a>
8/11/2022	1:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=ee0ecd8409abd052dfc25c7b8ceda5d20">https://meetny.webex.com/meetny/onstage/g.php?MTID=ee0ecd8409abd052dfc25c7b8ceda5d20</a>	Molly Graves (607) 217-6588 <a href="mailto:molly.c.graves@opwdd.ny.gov">molly.c.graves@opwdd.ny.gov</a>
8/17/2022	5:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e88563bfce3584a4385ad502f657526d0">https://meetny.webex.com/meetny/onstage/g.php?MTID=e88563bfce3584a4385ad502f657526d0</a>	Christina Vankeuren (518) 388-0431 <a href="mailto:Christina.M.Vankeuren@opwdd.ny.gov">Christina.M.Vankeuren@opwdd.ny.gov</a>
8/22/2022	4:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=ec9251a94d9a3e8b2cab2ad754bc11829">https://meetny.webex.com/meetny/onstage/g.php?MTID=ec9251a94d9a3e8b2cab2ad754bc11829</a>	Erin Caglioti (631) 416-3943 <a href="mailto:erin.a.caglioti@opwdd.ny.gov">erin.a.caglioti@opwdd.ny.gov</a>
9/1/2022	9:00 am	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=ee12264ed5c059e0903ebc36964e6993d">https://meetny.webex.com/meetny/onstage/g.php?MTID=ee12264ed5c059e0903ebc36964e6993d</a>	Jeff Roberts (585) 241-5797 <a href="mailto:Jeffrey.e.roberts@opwdd.ny.gov">Jeffrey.e.roberts@opwdd.ny.gov</a>
9/1/2022	4:00 pm	Spanish	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=eff7804b736b575e65627a88e5dc008fd">https://meetny.webex.com/meetny/onstage/g.php?MTID=eff7804b736b575e65627a88e5dc008fd</a>	Miriam Nieto (718) 430-0806 <a href="mailto:miriam.x.nieto@opwdd.ny.gov">miriam.x.nieto@opwdd.ny.gov</a>
9/13/2022	12:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e5d5c8fc4659f9e51fa80862423cf7cd3">https://meetny.webex.com/meetny/onstage/g.php?MTID=e5d5c8fc4659f9e51fa80862423cf7cd3</a>	Angelina Gogola (315) 793-9600 ext 621 <a href="mailto:angelina.m.gogola@opwdd.ny.gov">angelina.m.gogola@opwdd.ny.gov</a>
9/21/2022	4:00 pm	Chinese	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e1b4eda4171f79f10801c8d69dca0ae6d">https://meetny.webex.com/meetny/onstage/g.php?MTID=e1b4eda4171f79f10801c8d69dca0ae6d</a>	Xindi Xu, 718-722-2745, <a href="mailto:xindi.x.xu@opwdd.ny.gov">xindi.x.xu@opwdd.ny.gov</a>
9/22/2022	1:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e471fac90030a2cbb0aa031bfe92f77b4">https://meetny.webex.com/meetny/onstage/g.php?MTID=e471fac90030a2cbb0aa031bfe92f77b4</a>	Christina Vankeuren (518) 388-0431 <a href="mailto:Christina.M.Vankeuren@opwdd.ny.gov">Christina.M.Vankeuren@opwdd.ny.gov</a>
9/26/2022	10:00 am	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=ed5b255b285949213363e7fd2548cd6b4">https://meetny.webex.com/meetny/onstage/g.php?MTID=ed5b255b285949213363e7fd2548cd6b4</a>	Erin Caglioti (631) 416-3943 <a href="mailto:erin.a.caglioti@opwdd.ny.gov">erin.a.caglioti@opwdd.ny.gov</a>
10/4/2022	10:00 am	Spanish	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e390ab6b5826e51380bc8f83e508b7823">https://meetny.webex.com/meetny/onstage/g.php?MTID=e390ab6b5826e51380bc8f83e508b7823</a>	Miriam Nieto (718) 430-0806 <a href="mailto:miriam.x.nieto@opwdd.ny.gov">miriam.x.nieto@opwdd.ny.gov</a>
10/5/2022	9:00 am	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e6f3020cc58aeaa26357e36024eb3b1f4">https://meetny.webex.com/meetny/onstage/g.php?MTID=e6f3020cc58aeaa26357e36024eb3b1f4</a>	Jeff Roberts (585) 241-5797 <a href="mailto:Jeffrey.e.roberts@opwdd.ny.gov">Jeffrey.e.roberts@opwdd.ny.gov</a>
10/12/2022	11:00 am	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=ef44454dfa9c98c76110645fbe79c4874">https://meetny.webex.com/meetny/onstage/g.php?MTID=ef44454dfa9c98c76110645fbe79c4874</a>	Kendra Darrah (518) 536-3475 <a href="mailto:Kendra.a.darrah@opwdd.ny.gov">Kendra.a.darrah@opwdd.ny.gov</a>

10/21/2022	10:00 am	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e97c567503b2606eb17ed89ffec5256b4">https://meetny.webex.com/meetny/onstage/g.php?MTID=e97c567503b2606eb17ed89ffec5256b4</a>	Kelli Smith (845) 695-7330 <a href="mailto:Kelli.l.smith@opwdd.ny.gov">Kelli.l.smith@opwdd.ny.gov</a>
10/27/2022	4:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=eee40d9ea09d25f3ffe69fdcd156db988">https://meetny.webex.com/meetny/onstage/g.php?MTID=eee40d9ea09d25f3ffe69fdcd156db988</a>	Erin Caglioti (631) 416-3943 <a href="mailto:erin.a.caglioti@opwdd.ny.gov">erin.a.caglioti@opwdd.ny.gov</a>
11/1/2022	5:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=ee9062dd3ae67c32e6e3b658f55948ae8">https://meetny.webex.com/meetny/onstage/g.php?MTID=ee9062dd3ae67c32e6e3b658f55948ae8</a>	Jeff Roberts (585) 241-5797 <a href="mailto:Jeffrey.e.roberts@opwdd.ny.gov">Jeffrey.e.roberts@opwdd.ny.gov</a>
11/2/2022	4:00 pm	Spanish	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=ef048b7b9a810e7409d5c0bd5dfe65375">https://meetny.webex.com/meetny/onstage/g.php?MTID=ef048b7b9a810e7409d5c0bd5dfe65375</a>	Miriam Nieto (718) 430-0806 <a href="mailto:miriam.x.nieto@opwdd.ny.gov">miriam.x.nieto@opwdd.ny.gov</a>
11/8/2022	4:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e6641b1e739fd12895205c41a57ce0e88">https://meetny.webex.com/meetny/onstage/g.php?MTID=e6641b1e739fd12895205c41a57ce0e88</a>	Roberta Cheatham (607) 217-6598 <a href="mailto:roberta.d.cheatham@opwdd.ny.gov">roberta.d.cheatham@opwdd.ny.gov</a>
11/21/2022	10:00 am	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=ebfc2e414ebf74d28089bf80cce28f317">https://meetny.webex.com/meetny/onstage/g.php?MTID=ebfc2e414ebf74d28089bf80cce28f317</a>	Kelli Smith (845) 695-7330 <a href="mailto:Kelli.l.smith@opwdd.ny.gov">Kelli.l.smith@opwdd.ny.gov</a>
11/29/2022	10:00 am	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e74ea8024b523f8bb2d58e2d4fc6d2689">https://meetny.webex.com/meetny/onstage/g.php?MTID=e74ea8024b523f8bb2d58e2d4fc6d2689</a>	Erin Caglioti (631) 416-3943 <a href="mailto:erin.a.caglioti@opwdd.ny.gov">erin.a.caglioti@opwdd.ny.gov</a>
12/1/2022	9:00 am	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e252795d3e9ac215f573ab73bfd7726ba">https://meetny.webex.com/meetny/onstage/g.php?MTID=e252795d3e9ac215f573ab73bfd7726ba</a>	Jeff Roberts (585) 241-5797 <a href="mailto:Jeffrey.e.roberts@opwdd.ny.gov">Jeffrey.e.roberts@opwdd.ny.gov</a>
12/9/2022	10:00 am	Spanish	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=eef412040e1103cd2dcae5a8f8bda06b0">https://meetny.webex.com/meetny/onstage/g.php?MTID=eef412040e1103cd2dcae5a8f8bda06b0</a>	Miriam Nieto (718) 430-0806 <a href="mailto:miriam.x.nieto@opwdd.ny.gov">miriam.x.nieto@opwdd.ny.gov</a>
12/13/2022	10:00 am	Chinese	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=ec6e220ba42aaba877b664ffac4e5deca">https://meetny.webex.com/meetny/onstage/g.php?MTID=ec6e220ba42aaba877b664ffac4e5deca</a>	Xindi Xu, 718-722-2745, <a href="mailto:xindi.x.xu@opwdd.ny.gov">xindi.x.xu@opwdd.ny.gov</a>
12/14/2022	4:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e5eaaf2cec4e26cec797565802e9ee3ce">https://meetny.webex.com/meetny/onstage/g.php?MTID=e5eaaf2cec4e26cec797565802e9ee3ce</a>	Mary Cannan (518) 359-7730 <a href="mailto:Mary.Cannan@opwdd.ny.gov">Mary.Cannan@opwdd.ny.gov</a>
12/21/2022	10:00 am	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e13760453d5956083ac0f8ee67e0c2f14">https://meetny.webex.com/meetny/onstage/g.php?MTID=e13760453d5956083ac0f8ee67e0c2f14</a>	Christina Vankeuren (518) 388-0431 <a href="mailto:Christina.M.Vankeuren@opwdd.ny.gov">Christina.M.Vankeuren@opwdd.ny.gov</a>
12/28/2022	5:00 pm	English	<a href="https://meetny.webex.com/meetny/onstage/g.php?MTID=e50b4c0d04055fe62ae6ea49d5f109f3d">https://meetny.webex.com/meetny/onstage/g.php?MTID=e50b4c0d04055fe62ae6ea49d5f109f3d</a>	Erin Caglioti (631) 416-3943 <a href="mailto:erin.a.caglioti@opwdd.ny.gov">erin.a.caglioti@opwdd.ny.gov</a>



OPWDD, through its local Developmental Disabilities Regional Offices (DDROs), determines whether a person has a developmental disability and is eligible for OPWDD-funded services. This Fact Sheet explains the Three-Step Eligibility Determination Process and describes the type of information OPWDD needs to make an eligibility determination of developmental disability.

**Please note** that even when someone is determined to have a developmental disability, the person may not be eligible for all OPWDD-funded services. Some OPWDD-funded services require additional reviews that are not described in this fact sheet.

## **ELIGIBILITY DETERMINATION PROCESS**

### **Eligibility Request**

The **Transmittal for Determination of Developmental Disability Form** <https://opwdd.ny.gov/eligibility> must accompany all requests sent to the DDRO for eligibility determinations. The **Required Documents** described on page 2 of this Fact Sheet must also be included as part of the eligibility request. Eligibility information is available through OPWDD's Front Door. A list of Front Door contacts can be found here: <https://opwdd.ny.gov/contact-us>

### **Three-Step Review Process**

The process for determining eligibility may involve multiple review steps, and is designed to make sure that every person receives a fair and thorough review.

#### **1<sup>st</sup> Step Review**

At the First Step, DDRO staff review the eligibility request to make sure it is complete. After this first review, the DDRO notifies the person in writing that:

- (a) Eligibility or Provisional Eligibility has been confirmed; or
- (b) The request is incomplete and requires additional documentation; or
- (c) The request is being forwarded for a Second Step Review

#### **2<sup>nd</sup> Step Review**

If the Eligibility Request is forwarded for a Second Step Review, a committee of DDRO clinicians evaluates the request. They also review any additional information that has been provided by the person. The person will be notified in writing if the committee requires more information, the specific type of information required, and the deadline date for the DDRO to receive the requested information.

When the Second Step Review is complete, the DDRO will send the person a written notice of the determination. If the committee determines that the person *does not* have a developmental disability, the person is *ineligible* for OPWDD services. The written notice will give the reason for the decision, and will also offer the person options to:

- (a) Meet with the DDRO staff to discuss the determination and the documentation reviewed; and
- (b) Request a Third Step Review; and
- (c) Request a Medicaid Fair Hearing (if Medicaid-funded services had been sought)

The person may choose any or all of these options. If a Fair Hearing is requested, a Third Step Review will happen automatically.

**Please note** that a Notice of Decision offering a Fair Hearing is sent only if the person has requested Medicaid-funded services on the **Transmittal for Determination of Developmental Disability Form**.

#### **3<sup>rd</sup> Step Review**

Third Step Reviews are done by an independent Eligibility Review Committee of licensed practitioners not involved in the First and Second Step Reviews. The committee reviews the eligibility request and provides recommendations to the DDRO Second Step Review coordinator. The Third Step recommendations are considered by the DDRO Director (or designee) and the person is informed of the results, including any changes in the DDRO's determination.

Third Step Reviews are completed before the Fair Hearing date.

## **REQUIRED DOCUMENTS FOR ELIGIBILITY DETERMINATION REQUESTS**

The DDRO will need this information to determine if a person is eligible for OPWDD services:

- A psychological report which includes an assessment of intellectual functioning ("IQ test"). This report should include all summary scores from the assessment (Full Scale, Index, Part and Subtest scores). *For people with IQ scores above 60*, an interpretive report of a standardized assessment of adaptive behavior, including summary, composite, scale, and domain scores, is required. *For people with IQ scores below 60*, an adaptive assessment may be based on an interpretive report using information gathered from interviews with caregivers, records review, and direct observations.
- For conditions other than Intellectual Disability, a medical or specialty report that includes health status and diagnostic findings to support the diagnosis. If available, a recent general medical report should be included in all eligibility requests.
- A social/developmental history, psychosocial report or other report that shows that the person became disabled before age 22. This is required for all eligibility requests.

In some cases, the DDRO may require additional information to determine eligibility. The DDRO may request additional information or further evaluation, and may either recommend where additional assessments may be done or arrange for them to be done.

### **Acceptable Measures of Intellectual and Adaptive Behavior**

**Please note:** it is expected that current/updated evaluations of intellectual or adaptive functioning are based on the most recent editions of the standardized instrument used.

***Any of these measures of intellectual functioning are accepted\*:***

- The Wechsler series of Intelligence Scales
- The Stanford-Binet Scales
- Leiter International Performance Scale
- The Kaufman series of Intelligence scales

\*Other intelligence tests *may* be acceptable if they are comprehensive, structured, standardized, and have up-to-date general population norms

- Brief or partial administration of comprehensive intellectual measures may only be used in circumstances where standardized administration is *impossible*
- Abbreviated measures of intelligence (WASI, K-BIT) are not acceptable as the only measure of intellectual functioning
- Language-free instruments (Leiter, CTONI) in combination with the Performance items of a comprehensive IQ test will be considered for individuals who do not speak English, or are deaf, or are non-verbal
- Intelligence tests standardized in English cannot be administered in a different language for testings reviewed for eligibility determinations

***Any of these measures of adaptive behavior are accepted for current evaluations\*:***

- Adaptive Behavior Assessment System
- Vineland Adaptive Behavior Scales
- The Motor Skills Domain only of the Scales of Independent Behavior
- Other adaptive behavior measures are acceptable if they are comprehensive, structured, standardized and have up-to-date general population norms. Results from an instrument that is not on this list, but was given prior to the person reaching age 22, can be used to establish a past history of adaptive deficits during the developmental period.

Adaptive behavior measure ratings should reflect the person's actual, **typical** behavior, not their best behavior under ideal circumstances, or behaviors they can complete only with assistance.

Adaptive behavior measures should only be given by professionals trained in their use, following the standards described in each instrument's manual.



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44 Holland Avenue  
Albany, NY 12229-0001



Office for People With  
Developmental Disabilities



Office for People With  
Developmental Disabilities



# Family Support Services (FSS) Overview



(866) 946-9733 | NY Relay System 711

[www.opwdd.ny.gov](http://www.opwdd.ny.gov)



OPWDD provides a wide variety of services that help New Yorkers with developmental disabilities live richer lives within their communities. Services are provided directly by OPWDD and through a network of approximately 600 nonprofit agencies across the state.

OPWDD's Family Support Services (FSS) provide programs and supports to help families keep their loved ones with developmental disabilities safe and living at home.

### Who is eligible to receive FSS?

To be eligible for FSS, a person must:

1. Have established eligibility for OPWDD services; and
2. Reside at home full-time with one or more non-paid family member(s) or non-paid caregiver(s)

A person does not need to be enrolled in Medicaid to receive FSS.

### What kind of support does FSS provide?

There are a wide variety of Family Support Services available to assist you with caring for your loved one at home. Programs vary from region to region and may include assistance with:

- Advocacy
- After-School Programs
- Behavioral Support
- Crisis Services
- Family Reimbursement
- Family Counseling and Training
- Information and Referral
- Parent and Sibling Support Groups
- Recreation/Camp
- Respite
- Service Access
- Social Skills Training
- Specialized Equipment and Home Modifications
- Transportation

FSS can be a lifeline for families who need help to meet the needs of their loved one and may be the only OPWDD service needed to support someone living at home with family.

### The Role of Local FSS Advisory Councils

Each of OPWDD's Developmental Disability Regional Offices (DDROs) has a number of local FSS Advisory Councils made up of people with developmental disabilities and family members. These local councils advise OPWDD on the kinds of supports and services that are needed by local families whose loved ones reside in their homes. The councils work in partnership with DDROs' FSS Coordinators to design, implement, and oversee programs that respond to the needs of the local families.

### If You Want FSS for Your Family

For more information about OPWDD eligibility, FSS programs or how to get involved with your local FSS Advisory Council, call our toll free InfoLine at (866) 946-9733 for voice, or NY Relay System 711. You can also find helpful information on the OPWDD website at [www.opwdd.ny.gov](http://www.opwdd.ny.gov).



To become a Support Parent or to be connected (matched) with someone in our volunteer parent network, or to learn more about our programs, contact the office in your region, or complete the form below and mail it to the office that serves your county.

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: New York Zip: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Work/Cell Phone: \_\_\_\_\_  
Email Address: \_\_\_\_\_ County: \_\_\_\_\_  
Individual with Special Need(s): \_\_\_\_\_ Age: \_\_\_\_\_  
Comments: \_\_\_\_\_

**PARENT TO PARENT OF NYS**  
brings together family caregivers  
of those with  
developmental disabilities  
or special health care needs.  
Being a part of this network  
helps caregivers learn  
to make better choices.

By finding support in each other,  
caregivers feel less alone  
and find hope.

- Receive training and join our network of volunteer Support Parents.
- Find out about programs and services that will assist your family.
- Learn skills that will improve parent-professional partnerships.
- Visit our website for regional news, announcements, and event listings.
- Join a regional e-group to receive updates.
- Contact our staff members to schedule a presentation. Our staff members, as parents of individuals with special needs, can share with you what they have learned along the way.

**PARENT TO PARENT OF NYS**  
*is funded by NYS Office for People with  
Developmental Disabilities (OPWDD).*



**Connecting and  
supporting families  
of individuals  
with special needs**



[www.ptopnys.org](http://www.ptopnys.org)



[www.facebook.com/  
ParentToParentNYS](http://www.facebook.com/ParentToParentNYS)



Follow us: @PtoPofNYS

**Contact a regional office of  
PARENT TO PARENT OF NYS:**

**CAPITAL REGION**

Albany, Columbia, Dutchess, Fulton, Greene,  
Montgomery, Putnam, Rensselaer,  
Saratoga, Schenectady, Schoharie,  
Ulster, Warren & Washington counties

**500 Balltown Road  
Schenectady, NY 12304  
1-800-305-8817, 518-381-4350**

**FINGER LAKES**

Livingston, Monroe, Ontario,  
Yates & Wayne counties

**300 Hylan Drive  
PMB 153  
Rochester, NY 14623  
585-424-7211**

**HUDSON VALLEY**

Orange, Rockland, Sullivan  
& Westchester counties

**WIHD / Cedarwood Hall, Room A106  
Valhalla, NY 10595  
1-800-305-8816, 914-493-2635**

**LONG ISLAND**

Nassau & Suffolk counties

**415-A Oser Avenue  
Hauppauge, NY 11788  
1-800-559-1729, 631-434-6196**

**NORTH CENTRAL NY**

Cayuga, Cortland, Herkimer,  
Lewis, Madison, Oneida,  
Onondaga & Oswego counties

**Exceptional Family Resources  
1820 Lemoyne Avenue  
Syracuse, NY 13208  
1-800-305-8815, 315-478-1462 ext. 322**

**NORTH COUNTRY**

Clinton, Essex, Franklin, Hamilton,  
Jefferson & St. Lawrence counties

**PO Box 1296  
Tupper Lake, NY 12986  
1-866-727-6970, 518-359-3006**

**SOUTH CENTRAL NY**

Broome, Chenango, Delaware,  
Otsego, Tioga & Tompkins counties

**213 Tracy Creek Road  
Vestal, NY 13850  
607-770-0211, ext. 787**

**SOUTHERN TIER**

Chemung, Schuylar, Seneca  
& Steuben counties

**PO Box 205  
210-12th Street #210  
Watkins Glen, NY 14891  
1-800-971-1588, 607-535-2802**

**WESTERN NY**

Allegany, Cattaraugus, Chautauqua, Erie,  
Genesee, Niagara,

Orleans & Wyoming counties

**1200 East & West Road  
Building 16, Room 1-173  
West Seneca, NY 14224  
1-800-305-8813, 716-517-3448**

Serving the Five Boroughs

**NEW YORK CITY**

c/o NYS OPWDD  
25 Beaver Street, 4th Floor  
New York, NY 10004-2310

**1-800-405-8818  
1-212-741-5545**

**STATEN ISLAND**

c/o IBR  
1050 Forest Hill Road, Room #108  
Staten Island, NY 10314  
**1-800-866-1068, 718-494-3462**



**info@ptopnys.org**

**STATEWIDE OFFICE**

**PARENT TO PARENT OF NYS  
Michele Juda, Executive Director**

**PO Box 9212  
Schenectady, NY 12309  
1-800-305-8817, 518-381-4350**

**PARENT TO PARENT OF NYS  
offices provide:**

**Support:** Through the Parent to Parent Matching Program, we help family caregivers connect one-to-one with someone who has “been there” as a caregiver of a child with the same type of disability, chronic illness, or health care concern.

**Information & Referral:** We help family caregivers find answers to general questions or information on a specific disability or health care need. We also can direct you to those who provide services, such as finding help to locate and pay for health care, equipment, or transportation needs.

**Training:** We offer training, such as using a Health Care Notebook or an Education Records Organizer, and Understanding Medicaid Service Coordination.

Fact Sheets and Health Care Notebooks are available from PARENT TO PARENT OF NYS offices, or may be downloaded by visiting the organization’s website, [www.ptopnys.org](http://www.ptopnys.org).

**PARENT TO PARENT OF NYS** is the Family Voices State Affiliate Organization, the Family-to-Family Health Information Center (F2F HIC) and the PARENT TO PARENT USA organization in New York State.

**PARENT TO PARENT OF NYS** is supported by NYS employees through SEFA.