

**ISS** **INDEPENDENT**  
SUPPORT SERVICES INC.  
*Make your Own Path*

*Celebrating 20 Years of Self-Direction*

# Who is Independent Support Services?

Independent Support Services, Inc. (ISS) facilitates and delivers Self-Directed and individualized supports to people with developmental disabilities. We encourage and foster the growth of this service model by providing Fiscal Intermediary services in alignment with New York State's OPWDD Self-Direction plan. Our Long Island and Monticello, NY offices offer participants the resources and supports needed to Self-Direct his or her life and to make their own path.

Since its' inception in 2003 and due to the tremendous success and popularity of Self-Direction ISS has grown exponentially. In addition to being an FI, our Long Island and Monticello offices provide Broker and Self-Direction Coordination services. To avoid conflict of interests we do not provide direct services. ISS today, serves more than 2,155 participants on Long Island, NYC, the Hudson Valley, and the Capital and Central Districts.

# Our Mission

Our mission is to provide person-centered, self-directed and individualized supports to people with developmental disabilities to assist them in making choices that will lead them to actualize their dreams.

# Our Philosophy

Every person with a developmental disability can lead a Self-Determined life and will hopefully achieve happiness and success by being empowered to make his or her own decisions. We believe the road to making your own path is paved with inspiration, freedom of expression, the right to be self-reliant and the right to risk.

# Our Function

Independent Support Services, Inc. is a leading Fiscal Intermediary (FI) not-for-profit agency, providing administrative support to people Self-Directing throughout New York State. As the FI, ISS supports the implementation of Self-Direction by allowing individuals and their families to:

- Identify the services and supports
- Have employer and budget authority
- Co-manage an approved budget with the FI agency

Operating as a co-manager, the participant and their family or guardian are the “managing employer” and ISS is the “employer of record”.

# HCBS Waiver Services We Provide

- Fiscal Intermediary
- Start Up & Support Brokerage
- Supported Decision Making Facilitators

# What is required to access these services?

- OPWDD eligibility (<https://opwdd.ny.gov/eligibility> )
- Active Medicaid status
- Enrolled in Care Management services (<https://opwdd.ny.gov/care-management> )
- HCBS waiver enrolled
- OPWDD Self-Direction with budget authority approval for services (SARF via Care Manager)

# How to apply for services at ISS

- Obtain eligibility with OPWDD
- Obtain Care Manager
  - Care Manager's can assist with applying for Medicaid and the Home and Community Based Waiver
- Notify your Care Manager of your interest in Self-Direction Services
  - Care Manager will complete SARF and submit to OPWDD
- Upon approval from OPWDD, Contact our intake department at [intake@issny.org](mailto:intake@issny.org)
- ISS is able to provide Brokerage & FI services upon request

# Customer Service

- ISS strives to provide the best quality of customer service
- Assistance and educational opportunities provided to all we serve to better manage their self-direction services.
- Agency works collectively across departments to best assist those we serve.



# Abilibee Transition Tool



- Abilibee is an app created by Abiliites First that assists Special Needs individuals navigate their transition out of traditional school district services.
- The following link provides information on the app and its abilities:
  - [https://drive.google.com/file/d/1kbzEs5IrTSMdiOA6Ud3JisMUVDg5TWCz/view?usp=drive\\_link](https://drive.google.com/file/d/1kbzEs5IrTSMdiOA6Ud3JisMUVDg5TWCz/view?usp=drive_link)
- Here is a link to the toolkit for Abilibee it includes:
  - Letter to families about Abilibee that can be edited and inserted into an email (Word Doc)
  - The Hive is Alive flyer which can be inserted into an email (pdf)
  - The Hive is Alive Facebook post (png)
  - 3 Testimonial/Registration Invite Facebook posts (png)
  - [https://drive.google.com/drive/folders/1yBjdk9AOg55wKrRgcxZ1e8OHDn5Klsto?usp=drive\\_link](https://drive.google.com/drive/folders/1yBjdk9AOg55wKrRgcxZ1e8OHDn5Klsto?usp=drive_link)

# Contact us

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