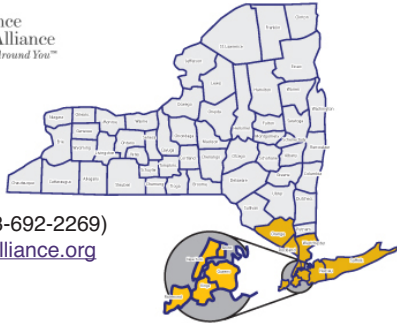


Care Management

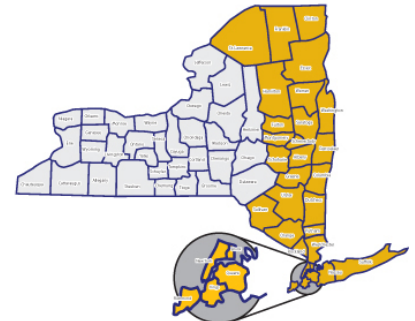
CCO Coverage Areas



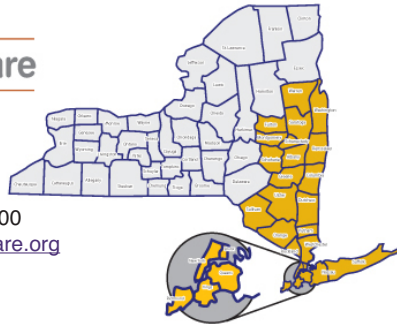
833-MYACANY (833-692-2269)
www.advancecarealliance.org



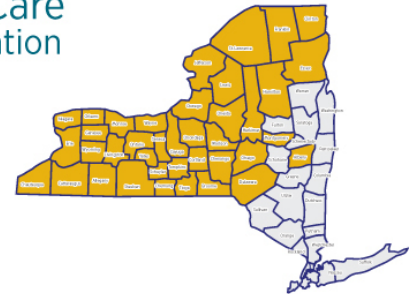
making supports work



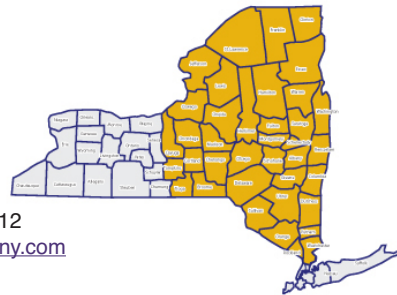
518-235-1888
www.caredesignny.org



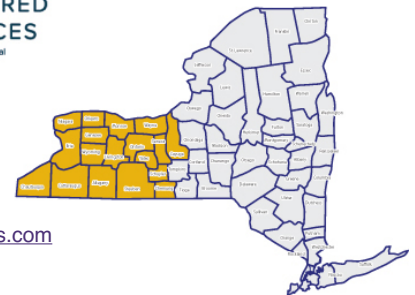
844-504-8400
www.tricountycare.org



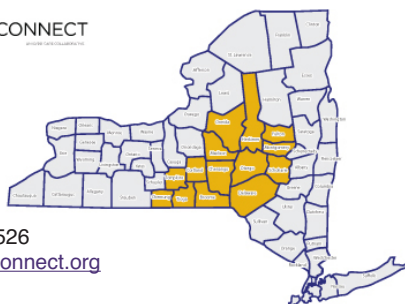
844-347-3168
www.primecareny.org



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



888-977-7030
www.personcenteredservices.com



607-376-7526
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

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.

Health Home Care Management vs. Basic HCBS Plan Support	Health Home Care Management	Basic HCBS Plan Support
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



Office for People With Developmental Disabilities



Front Door Access to Services







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Welcome to the New York State Office for People With Developmental Disabilities Front Door!

What is the Front Door?

The Front Door is how you access services.

Helping you opening the door to a richer, fuller life is the goal of the New York State Office for People With Developmental Disabilities (OPWDD). Our Front Door offers a person-centered approach to planning supports for people with developmental disabilities.

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

The goal of the Front Door process is to provide supports and services that help individuals and family members in ways that are respectful of their abilities, language and cultural values and traditions.

Purpose of this Guide

The purpose of this guide is to explain OPWDD's Front Door process. This detailed guide will help you understand the services that OPWDD offers and how they might fit into your life. The guide also tells you what you will need to become eligible for OPWDD supports and services. including:

- Findings related to your developmental disability,
- Medicaid eligibility, and
- Enrollment in the Home and Community-Based Services (HCBS) waiver program. Most OPWDD supports are funded through this waiver program.

This guide will also outline the choices available to you and/or your family member.

Mission Statement:
We help people with
developmental
disabilities live
richer lives.

Where Do I Begin?

To help you get ready to plan for OPWDD services, you will be asked to attend a Front Door Information Session. The information session is a way for you to learn valuable information about:

- The supports and services that may be right for you, and how to access them
- The choices that OPWDD offers for helping individuals and families
- How the Front Door process works

About the Office for People With Developmental Disabilities

The New York State Office for People With Developmental Disabilities (OPWDD) is responsible for coordinating services for New Yorkers with developmental disabilities, including intellectual disability, cerebral palsy, epilepsy, neurological impairment, autism, familial dysautonomia and Prader-Willi Syndrome. It provides services directly and through a network of not-for-profit provider agencies.

OPWDD is proud of our strong working partnership with families and individuals. This partnership has shaped the way the system has grown to assist increasing numbers of individuals to live with greater independence in their communities.

Supports and services are provided in community settings across the state and include long-term care services such as habilitation and residential supports. Individuals and their families can also choose to manage their own services and manage their own staff by self-directing any or all of their services. OPWDD also provides employment supports, including ongoing job coaching, job matching and vocational training.

In addition, OPWDD offers family support services designed to help families provide care for their loved ones who live full-time in their family home.

How OPWDD is Structured

Five Developmental Disabilities Regional Offices (DDROs) coordinate and oversee not-for-profit provider services, and manage the Front Door process. Most of your interaction with OPWDD will be through your local DDRO. You may also interact with not-for-profit agencies funded by OPWDD.

OPWDD also operates six regionally-based State Operations Offices that manage services run directly by New York State.

OPWDD works in partnership with Care Coordination Organizations (CCOs) to support people in developing and maintaining service plans.

Ways to contact and stay connected to OPWDD

OPWDD website:
www.opwdd.ny.gov

OPWDD Facebook page:
www.facebook.com/NYS-OPWDD

Commissioner's Email Address:

Commissioners.Correspondence.Unit@opwdd.ny.gov

Any inquiries you have may be directed to OPWDD's Information Line at 1-866-946-9733.

See pages 24-25 in this guide for further details.



Eligibility

The Key to Accessing Supports

To be able to access the majority of OPWDD services, most individuals will need to:

- Provide evidence that they have a developmental disability
- Enroll in Medicaid (if needed), and
- Enroll in the OPWDD Home and Community Based Services waiver (if needed)

The OPWDD Eligibility Review

The eligibility review process is the way OPWDD determines if you have a developmental disability and are eligible for OPWDD supports and services.

The eligibility review process begins at one of OPWDD’s five Developmental Disability Regional Offices (DDROs) located throughout New York State. You and your family submit materials and records to the DDRO, such as reports of assessments conducted by medical professionals. A Care Manager may help you with this process.

Qualified DDRO staff review this information to see if your disability meets requirements specified in New York State law. If it meets the requirements, you are deemed to have a developmental disability and become eligible for OPWDD services. (Please note: additional steps, such as enrolling in Medicaid, are needed to gain access to most supports and services.)

Depending on the complexity of your condition, the process for obtaining an eligibility determination may require reports from multiple specialty assessments. A face-to-face interview may also be part of this process.

The request for TABS ID and Transmittal for Determination of Developmental Disability form must accompany all requests sent to the DDRO for eligibility determinations. Eligibility requests and supporting documentation must be sent to the Eligibility Coordinator at the DDRO where you live.

For detailed information on how the eligibility determination works, please see the Appendix at the end of this guide.

The image shows a complex form titled 'Transmittal Form for Determination of Developmental Disability'. It includes sections for 'Section 1: Person's Information', 'Section 2: Family Information', 'Section 3: Health History', and 'Section 4: Services Received'. There are various checkboxes and fields for personal details, family contacts, medical history, and a list of services received. A legend at the bottom explains the codes used in the 'Services Received' section.

You can find the Transmittal for Determination of Developmental Disability Form on the OPWDD website.

Go to **“Resources”** on the homepage, choose **“Forms,”** and scroll down to **“Eligibility Form and Information.”**

Or, just type this address into your browser:
<http://www.opwdd.ny.gov/node/1018>

OPWDD Eligibility Determination Frequently Asked Questions

What is the Eligibility Determination?

Each person who wants OPWDD supports and services has the right to an individual eligibility review. That review will determine whether he or she has a condition that qualifies – or makes the person “eligible” -- for services and supports from OPWDD.

Who may ask for a review of eligibility for OPWDD supports or services?

Individuals or their caregivers, guardians, advocates or Care Managers may apply to get supports and services provided or paid for by OPWDD. The application and review process is called the Eligibility Determination Process.

Who decides whether a person is eligible for OPWDD services?

OPWDD determines whether a person has a developmental disability and meets all the conditions of eligibility for OPWDD-funded services.

What is required for a person to be eligible for OPWDD services?

In order for a person to be eligible for OPWDD services, New York State Mental Hygiene Law requires:

1. The presence of a developmental disability that is described by certain qualifying diagnoses or conditions,
2. The disability occurred before the person reached age 22,
3. The disability can be expected to continue indefinitely or permanently, and
4. The disability causes a substantial handicap to a person’s ability to function normally in society.

What are developmental disabilities?

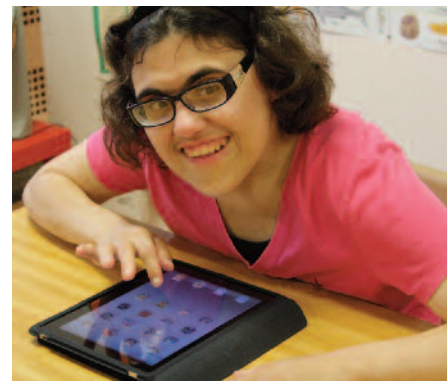
Developmental disabilities are special conditions that may occur anytime from before a baby’s birth up until the age of 22. A developmental disability may take different forms. Developmental disabilities are different from “developmental delays” that show up as a lag in one or more areas of growth or skill. Developmental delays can be reduced by providing Early Intervention services and Special Education services, including special help in the classroom. A developmental disability may cause a child to develop more slowly, or to have physical difficulties and limitations, or have trouble learning and growing, and continues throughout the person’s life. Sometimes a person has more than one condition or disability that qualifies as a developmental disability.

Developmental disabilities that qualify a person for OPWDD eligibility include, but are not limited to, intellectual disability, autism, cerebral palsy, epilepsy, familial dysautonomia, Prader-Willi syndrome, and neurological impairment (injury, malformation or disease involving the central nervous system).

What is NOT considered a developmental disability?

- Mental illness (e.g., bi-polar disorder or depression)
- Loss or absence of senses, motor skills or physical abilities
- Mild forms of conditions such as cerebral palsy, seizure disorder or brain injury, if there is no evidence of “substantial handicap”

An individual may qualify for OPWDD eligibility if they have one of the conditions listed above as well as a qualifying developmental disability.



What does “substantial handicap” mean?

For OPWDD eligibility, “substantial handicap” means that a developmental disability is so serious that it makes it very difficult for a person to live everyday life independently. Qualified professionals are trained to evaluate individuals for developmental disabilities and difficulties with everyday life and functioning.

What kinds of records are needed to show that a person meets all the requirements for OPWDD eligibility?

In general, the records for an OPWDD eligibility review would include reports of current or recent psychological testing of the person’s intellectual functioning, a standardized evaluation of the person’s “adaptive” behavior functioning, a social/developmental (or psychosocial) history, and medical reports indicating the person’s health status. For children or adults with special medical conditions, genetic disorders, or neurological impairment, medical records that confirm the diagnosis of these conditions or disorders are required. Educational records (the student’s Individualized Education Program, also called the IEP, and report cards) can be helpful, too. The DDRO staff can answer additional questions, explain the records requirements in more detail, and advise applicants and their representatives about giving permission and requesting copies of evaluations and other records.

How is eligibility determined for children?

For children between birth and eight years of age, the eligibility review requirements are the same as those for adults, although the qualifying condition requirement leaves room for flexibility. Sometimes children are given provisional eligibility for OPWDD supports or services.

What is “provisional eligibility?”

In some cases, based on clinical judgement of a child’s disability and needs, the DDRO may grant a child provisional eligibility. Provisional eligibility means that a child may get OPWDD supports and services for a limited period of time. Before the end of the time period, OPWDD must review updated information about the child’s condition and functioning to see if the child is still eligible for supports and services. The reason that some children have provisional eligibility is that they may have qualifying levels of delays in development that can still change or improve as they grow older. All children with provisional eligibility must be reviewed again before their eighth birthday, but some may be reviewed earlier. The DDRO will decide when the child should be evaluated again, and whether a child who has had provisional eligibility is still eligible for OPWDD supports and services.

What is a “qualifying level of delay in development” for children?

New York State Education Law has standards that explain how to measure the possible kinds and levels of delay that a child under eight years of age may have. These rules help to determine how much the child’s delay affects the child’s ability to live a normal life. This information about the kind and level of delay in development is usually contained in a report that is reviewed for OPWDD eligibility.

Is there any age limit for applying for OPWDD eligibility?

There are no age limits for requesting OPWDD eligibility. Eligibility status can be reviewed from infancy throughout a person’s life. It is important to be aware, however, that a person’s age can affect the ability to find proof that the disability was present before the person reached age 22. As a person gets older, it may become more difficult to find the records and reports from schools, clinics, hospitals, and other settings that could show how a person’s condition met the age requirement for OPWDD eligibility.

How does OPWDD work with children who are approaching the age when they will no longer be eligible for school or social service programs and may need adult services?

OPWDD works closely with schools, foster care agencies, and other programs that provide services to children to plan for the transition from these services once the child becomes too old to receive them. Usually, individuals become too old for children's services when they turn 21 years old. The school should begin working with the child and family to plan for this transition before the child is age 15.





Medicaid and OPWDD Services

Most OPWDD services are provided through New York State's Medicaid program, jointly funded by the federal and state government. OPWDD also offers limited services with state funding.

OPWDD's largest Medicaid program is the Home and Community Based Services (HCBS) waiver, discussed on the next page.

OPWDD expects each person asking for services to apply for available benefit programs (like Medicaid) that help pay for the services they want. For example, if a person is asking for OPWDD's HCBS waiver services, the individual will need to apply for those services. If they are deemed eligible they need to enroll in Medicaid and in the OPWDD HCBS waiver so that the government will pay for these services. Individuals may also pay for the cost of services with their own funds instead of enrolling in a benefit program.

Medicaid pays for the following OPWDD supports and services:

- The OPWDD Home and Community-Based Services (HCBS) waiver (includes most OPWDD services, such as respite, supported employment, community habilitation, day habilitation and residential services)
- Care coordination
- Residential care
- Additional health-related items and services

Most OPWDD services are funded through Medicaid. **Therefore, in most cases, it is necessary that individuals seeking services from OPWDD enroll in Medicaid.** You must be eligible for and enrolled in Medicaid to enroll in the OPWDD HCBS waiver, or Care Coordination programs.

If you are not already enrolled in Medicaid, you can apply in a variety of ways:

- You can apply directly to the Medicaid office in your county.
- Adults can apply through New York State of Health by calling **1-855-355-5777**
- If you currently work with a community services agency, staff at that agency may be able to help you with the Medicaid application process. The agency can help you complete the Medicaid application and explain what documents will be needed.
- OPWDD's Front Door will refer you to a Care Coordination Organization that will assist you with the Medicaid enrollment process.
- You can also get help with completing the Medicaid Application by calling **1-800-541-2831**.

Please see the frequently asked questions section on pages 11-13 for detailed information about applying for Medicaid.

The Medicaid Program has special provisions for people with developmental disabilities:

- Individuals can work and still qualify for Medicaid (although depending upon their income, a person may need to contribute to service costs)
- Parental income and resources may be waived (not be considered) for children living at home and seeking enrollment in the OPWDD HCBS waiver program, and
- Financial resources can be put into a Medicaid qualifying supplemental needs trust and be exempt for Medicaid purposes

How to Enroll in the OPWDD Home and Community Based Services Waiver

The OPWDD Home and Community Based Services (HCBS) waiver offers several different services to support individuals in the community so that they do not need to live in institutions. The HCBS waiver is one of many waivers that the federal government approves to allow states to be more flexible with the use of Medicaid funds. Under these special agreements, the federal government sets aside certain Medicaid rules to allow states to use Medicaid funding for services that will support individuals to live at home with their families or independently in the community .

Individuals who want to receive the supports and services offered through OPWDD's HCBS waiver need to enroll in the HCBS waiver program.

To ask for enrollment in the OPWDD HCBSwaiver, you must fill out and submit an Application for Participation. At the time of enrollment, you must live at home or in a certified Family Care home, community residence or Individualized Residential Alternative (IRA).

You will need to provide evidence of:

- A developmental disability
- An appropriate level of need for these services
- Eligibility for Medicaid enrollment
- An appropriate living arrangement
- Other information as necessary

Medicaid and OPWDD HCBS Waiver Frequently Asked Questions

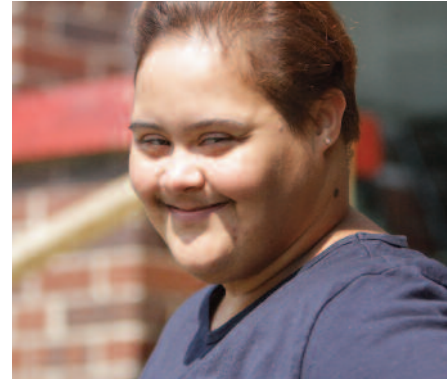
How do I apply for Medicaid?

When you come to OPWDD's Front Door, our staff will explain the Medicaid application process, and will either give you information about the CCOs you can choose to help you or will link you with a Family Support Services (FSS) service access program to help you gather the materials you need and apply for Medicaid.

You can also apply directly to Medicaid. In order to apply, you will need your personal records, for example: your birth certificate; proof of where you live, such as a rent receipt or utility bill; proof of income, such as a Social Security check; and proof of your resources, such as bank records. You will need to show proof of your disability. You can use many of the same documents used to prove OPWDD eligibility.

You can request an application for Medicaid by phone, by mail or in person through your local department of social services (LDSS) or by contacting a Facilitated Enroller (FE).

An FE is a community agency trained to assist with Medicaid applications. An FE may have hours or a location that is more convenient for you than the LDSS. While FEs are available to provide application assistance, you do not have to use a one in order to apply for Medicaid.



Assistance with completing the Medicaid Application can be obtained by calling 1-800-541-2831 or 1-855-355-5777.

You also can contact your local OPWDD Revenue Support Field Office (RSFO). RSFO staff who will help you locate the appropriate Medicaid Office to apply for benefits. Ask your Front Door team representative for more information.

Who is eligible for Medicaid?

Individuals with disabilities who are age 18 years or older are eligible for Medicaid if their income and resources (bank accounts, life insurance, etc.) are below a certain amount. Programs like the Medicaid Buy-In for Working People with Disabilities can help working adults keep more of their income and resources and still get Medicaid. Children under age 18 with developmental disabilities who live at home with their families may be eligible for both Medicaid and OPWDD's HCBS waiver based on their own income and resources or their family's overall income and resources. In some cases, family income and resources are not considered by Medicaid when a child applies for OPWDD's HCBS waiver. This is called a "waiver of parental deeming." Your Front Door team representative will have more information if you qualify.

What other benefits does Medicaid provide?

In addition to funding many OPWDD services, Medicaid provides health insurance that will pay for medical care and for specialized medical care that is not covered by other types of insurance. For example, Medicaid can pay for home health aides and transportation for medical services.

An individual can have other insurance coverage and still apply for Medicaid.

How does someone find out what type of Medicaid to apply for?

Individuals or families should talk to the Front Door, the local OPWDD Revenue Support Field Office or their Care Manager to get help with applying for the right Medicaid coverage. Each will know what type of Medicaid coverage is needed.

What if an individual wants a new Medicaid or OPWDD HCBS waiver-funded service?

If an individual wants a new service, the person or their family should talk to their Care Manager. The individual and the Care Manager can then talk to the agency they want the service from to ask if the agency can provide the service to the individual and to confirm that the individual has the right Medicaid coverage to pay for the service. If the individual does not have the right Medicaid coverage, they work with their Care Manager to enroll in the right coverage before new services will be provided.

If the individual or family does not apply for the Medicaid coverage needed, the agency can deny the request for service. However, in cases where the person's health or safety would be in danger without the service, the agency may choose to provide the service before the individual has enrolled in Medicaid.

What if an individual or family decides not to apply for Medicaid?

If an individual or family does not apply for Medicaid coverage or does not complete the application process, the individual or family will be responsible for paying the full cost of the service. The agency the individual wants services from will tell him or her how much has to be paid for the services.

However, if an individual is not eligible for Medicaid because of a reason other than income or resource level, then that person or their family should ask the agency for assistance in getting support.

What if Medicaid finds that an individual is not eligible?

If Medicaid finds that an individual is not eligible for coverage, Medicaid will send a letter stating that Medicaid coverage has been denied. If an individual or family receives a denial letter, the individual or family should save the letter and show it to the CCO or FSS service access program they are working with to see if they should appeal the decision. The CCO or FSS agency can help with the appeals process.

I still need help! What do I do?

If you have more questions about Medicaid, our Revenue Support Field Offices can help. There are nine OPWDD Revenue Support Field Offices located throughout New York State. Revenue Support Field Office staff share their expertise with voluntary provider agencies, individuals with disabilities, their families, advocates and other representatives. To contact the Revenue Support Field Office for your area, ask your Front Door representative for more information or go to the OPWDD website at https://opwdd.ny.gov/sites/default/files/documents/revenue_support_field_offices_2_0.pdf





Planning

- OPWDD will learn about your needs, strengths and abilities through an assessment process.
- A Care Manager will work with you and your family to develop a Life Plan. The Life Plan is a roadmap to your personal goals and includes the supports and services that will help get you there.
- Your “Circle of Support” (the people in your life and the staff you want involved in helping you choose services), your Care Manager and treatment team will be there to help you figure things out and help you make informed choices.
- You are at the center of the planning process!

The Assessment Process

Once your eligibility to receive OPWDD services has been determined, you will start the assessment process. The purpose of the assessment is to identify your current strengths and needs and the natural or community supports you have or can get. This information is used to plan for services you need and to develop your person-centered plan.

OPWDD uses two tools when assessing your service needs:

1. The Developmental Disabilities Profile (DDP-2) is a brief assessment used by OPWDD to identify your challenges and your service needs. OPWDD staff will work with you and your family to complete the DDP-2 during the initial assessment process. To do this, OPWDD staff will ask you questions about your life in order to more fully understand your strengths and needs.
2. The Coordinated Assessment System (CAS) is a comprehensive assessment tool used by OPWDD to identify your strengths, needs and interests and to assist in person-centered planning for your care. The CAS asks many questions about you, your living situation, your needs and interests, and your challenges so that the services that will best meet your needs can be identified.

Person-Centered Planning

What is Person-Centered Planning?

Person-Centered Planning is the way you and your Care Manager explore your needs and wants—what is important to you, how you want to live, and how OPWDD can provide the support to help you get there.

The Person-Centered Planning process is directed by you and the people important to you, usually including your family members. The focus is on your abilities, capacities, interests and what you are looking for in your life. By providing supports and services planned around your needs and goals, OPWDD can help you reach your potential and live a fulfilling life.

Focus on Outcomes!

The results of the planning and services provided—the outcomes—are what really matter. Outcomes are not goals, but tell us whether a person's goals are being achieved.

The planning and supports provided should work for you and your family. To find out if they do, we look at the results and ask questions like:

- Are you connected to activities that are important to you?
- Are the supports helping you develop and maintain relationships that are important to you?
- Do you feel safe and stable?

Developing a plan for your supports and services is only the first step. We continually work with you to make sure the plan meets your needs and revise it as necessary.

Students Transitioning from School to OPWDD

OPWDD wants families to know that that we need your help to make sure there is no break in service for children finishing their school program. Local school districts provide special education services until a student graduates or completes their school program at the end of the school year in which they turn age twenty-one (21). Schools are expected to help plan the student's transition to adult services before their 15th birthday. Families also should begin the process of determining OPWDD eligibility and planning for services ahead of time.

If your child is older than fifteen, you are encouraged to start the process as soon as possible. This allows time to find the best supports, develop a plan, and do so at a more relaxed pace.

OPWDD's Front Door staff, working with Care Managers, will help students at local schools plan for the OPWDD supports they may need as adults. Please ask your Front Door team representative for more information.

If your child attends a residential school (as a result of a school placement, and is graduating or completing their school program at the end of the school year in which they turn 21), OPWDD's Residential School Transition Coordinators help you and your child work with not-for-profit service provider agencies to plan for and carry out your child's transition.

Assessment Tool Checklist

Preparing for the assessment may be helpful. You can think about these topics and have the following information available:

- Your strengths
- Goals you want to achieve
- Changes you would like to make in your life
- Areas where you need help to complete everyday activities
- Cognitive, sensory, motor and communication needs
- Medical history
- How often you see medical/behavioral professionals (e.g., doctor, psychologist, speech therapist)
- Supports you have now (e.g., family, friends)

TIP: When preparing for an assessment, it may be a good idea to create a seven-day (week-long) calendar reflecting your current base of activities, needs and supports. This will help in the assessment and in planning services.



Care Management

What is Care Management?

Care management is the service that helps you and your family get the services and supports you need. Care management is provided by Care Managers who work for Care Coordination Organizations (CCOs), organizations that were formed by developmental disability service providers (and are staffed by Care Managers with training and experience in the field of developmental disabilities). Your Care Manager will coordinate a variety of healthcare, wellness and developmental disabilities services to meet your needs. You will need to choose the CCO that you want from the list of CCOs that provide services in your region. Your CCO will help you with the OPWDD eligibility determination process, the Level of Care Eligibility Determination process and the process of enrolling in Medicaid. To enroll in a CCO and receive the services of a Care Manager, you will need to successfully complete those processes.

Once you have enrolled in your CCO, you will choose the care management plan that best meets your needs. The two care management choices are:

- Health Home Care Management - the more robust, comprehensive care management service which provides:
 - Coordination of the developmental disability services that you and your family need or are currently receiving, AND
 - Comprehensive coordination of other health and behavioral health care services you need or receive.
- Basic HCBS Plan - focuses on planning related only to HCBS waiver services and does not coordinate any other health or behavioral health services. With this service, your Care Manager will work with you to:
 - Develop, review and update your Life Plan (service plan),
 - Ensure that your annual, needed Level of Care Eligibility Determination (LCED) is completed.

Comparison of Health Home Care Management & Basic HCBS Plan Support

	Health Home Care Mgmt.	Basic HCBS Plan Support
Coordinates OPWDD supports and services	■	■
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	■	

A specialized team, made up of a Care Manager working together with other professionals, will work with you and your family to develop your individualized Life Plan (plan of services). This team will make sure that your services are provided the way they are supposed to be and make changes when you need them.

Care Managers Promote and Support Informed Choice

Informed choice: a choice that a person makes based on a good understanding of the options available to him or her, and how each option may affect his or her life.

Your Care Manager provides information to you so you can make informed choices about your life and services. You may be supported to make an informed choice on your own, or may have assistance from family members, friends or other people important to you.

The Circle of Support: Developing Individualized Services Using Person-Centered Planning

You, the person receiving services, are at the “center” of your Circle of Support. Your Circle of Support includes the people you choose, and may include family members, friends, or other people important to you. Your circle can be as small as you and your Care Manager, or can be larger. Your circle meets regularly to work with you to develop a plan for the supports and services you want, to evaluate the success of your current plan, and to make changes to your plan when necessary.

Your Care Manager focuses planning on your needs and interests, drawing input from you and your Circle of Support. Everyone works cooperatively to develop a personalized plan of services for you.

Your Life Plan

Your Care Manager will work with you and your family/Circle of Support to develop your Life Plan, an individualized service plan designed just for you. Your Life Plan is a roadmap to your personal goals and describes the supports and services that will help get you there.

Developing Your Life Plan

Your Care Manager:

- Develops your Life Plan using a person-centered approach, working with you, and other people you and your family think should be involved
- Helps you make informed choices and develop a personal network of activities, supports, services, and community resources based on your needs and desires
- Documents the supports, services and community resources needed and chosen by you, and details how you will access them in your Life Plan
- Helps you identify the additional care coordination activities and interventions that you want and need to meet your individualized goals and valued outcomes as described in your Life Plan

Implementing Your Life Plan

To implement your Life Plan, your Care Manager:

- Shares his or her knowledge of the community and researches available resources to help you make informed choices about how to achieve your valued outcomes
- Makes referrals and facilitates visits and interviews with family members, service providers, housing options, and other alternatives so that you can make informed choices
- Coordinates access to and delivery of supports and services identified in your Life Plan, including both natural supports and funded services



Services

- OPWDD services and supports can help you live in a home of your choosing, find employment and other meaningful activities, build relationships in the community, and support your good health
- OPWDD offers an array of supports and services providing different levels of assistance
- You are in control of your supports and services

OPWDD Supports and Services

OPWDD is committed to providing a wide variety of support and service options to meet your needs. OPWDD supports and services include:

- Help to live independently in the community with rent subsidies, community habilitation and other services
- Help for your family to support you in the family home with respite and family support services
- Help with employment training and support, volunteer opportunities and other types of community activities you choose, and
- Intensive residential and day services, if needed

OPWDD is committed to helping you obtain the supports and services that most closely match your preferences. Please keep in mind that OPWDD serves individuals in the most community-integrated setting possible.

The supports and services you choose may come from several different sources. You may get help from family, friends and neighbors, and you may participate in programs that help you to be part of your community. This kind of assistance is referred to as “natural and community supports”. OPWDD’s goal is to provide services that add to those natural and community supports to help you accomplish your goals and valued outcomes.

Self-Direction of Supports & Services

You may choose to self-direct your supports and services. Self-Direction empowers you and your family to choose the supports and services that best fit your needs. Self-Direction can provide you with more flexibility and gives you the maximum amount of control over your supports and services. Through Self-Direction, services are paid for with funds from your **Personal Resource Account (PRA)**. The PRA is a budget amount based on your assessed needs. The dollar amount varies for each person. You can self-direct some or all of your services.

If you self-direct your services, you will be helped by your Circle of Support, the group of people you choose who work with you to help you make your best decisions and support your success. Remember, Circles of Support can be as small as a few people, or they can

What is the difference between supports & services?

a **support** can refer to any help an individual with disabilities receives from any source, while a **service** more generally refers to a type of support that is provided by a service agency. To make things easy, it’s best to think of OPWDD supports and services as simply **help provided to an individual with developmental disabilities to address needs which stem from his or her disability.**

be large. You are at the “center” of your circle, and members connect on an ongoing basis to discover, discuss and help you plan the best way to meet your needs and fulfill your personal goals.

Employer and Budget Authority

You may choose to exercise decision-making authority over some or all of your services. By exercising this choice, you also accept the responsibility for taking a direct role in managing these services. You will be helped to do this by your Circle of Support.

Employer Authority allows you to be responsible for hiring staff who will provide your supports and services. You co-manage staff with a provider agency that can help you with recruiting, supervising and directing support workers, or you can handle some or all of these responsibilities yourself. The provider agency also supports you by providing functions such as screening potential employees and handling payroll. These are some, but not all, of the potential responsibilities.

Budget Authority allows you to take responsibility for managing your individualized Self-Direction budget. This authority lets you make decisions about the supports and services included in your Life Plan, who is paid to provide them, and how they are purchased. Budget authority also allows you to self-hire your staff and gives you control over how much your staff are paid. If you choose to have Budget Authority, your Fiscal Intermediary will help you by billing and making payments for approved self-directed supports and services, and by providing fiscal accounting and reporting and general administrative supports.

The Self-Directed Lives of People with Developmental Disabilities: Stories and Insights

Dennis “Denny” Pullen might not be able to move his body or breathe on his own, but that doesn’t stop him from directing his own services and living his life to the fullest. Denny is an artist who paints with his mouth by carefully holding a paintbrush in his teeth to create beautiful works of art.

He currently resides in a house specifically adapted to his needs, owns his adapted van, and enjoys many strong and loving relationships with both his blood relatives and chosen family. This family includes his nurses, some of whom who have supported and stood by him for decades. Thanks to Self-Direction, Denny is able to hire his own staff and live independently.

Denny enjoys spreading his love of art at local elementary schools. He shares his life story and painting technique with students, and directly involves them in this activity by encouraging them to try mouth-painting themselves. He plans to continue to paint, to add middle schools to his school engagement calendar, and continue to show and sell his works of art.

Kristin Ahern and Todd Begore have followed their dream of getting married and living on their own in an apartment. By using self-direction, they achieved their dream. Todd now works competitively 15 hours per week and would like to get a new job in the future. Kristin has participated in the Special Olympics. Self-direction gave them the skills and services they needed to find an apartment and live on their own. They are responsible for their own cooking, laundry and pet-care. Kristen also participates in an art and writing group. Together, the couple enjoys spending time with family, bowling and going out to eat.

Kayla McKeon is making history! Kayla has been sworn in by the White House to serve on the President’s Committee on People with Intellectual Disabilities (PCPID). At just 31 years old, she has also become the first registered lobbyist in Washington D.C. that happens to have Down Syndrome. Kayla will continue to make her voice heard far and wide. When not

advocating for change, Kayla has used Self-Direction to achieve a job as a manager of grassroots advocacy for the National Down Syndrome Society and attends Onondaga Community College. When not working hard, she enjoys reading and learning loom knitting.

Independent Living in the Community – Apartments & Housing

OPWDD offers housing supports and services based on the goals and needs of each person, supporting people to live in the most integrated community setting possible. While it is often seen as more common for people with milder disabilities to live independently in the community, individuals with moderate to very severe disabilities have also been successful at living in apartments and their own homes in the broader community with the right supports and services.

Community living can be extremely rewarding and can help you reach your potential. Staff, family and friends may help you live successfully in the community.

The **Individual Supports and Services (ISS)/Housing Subsidy** helps adults with developmental disabilities live in their communities by providing funds to help you pay for rent and utilities in your own apartment in the community. Housing subsidies are available to help individuals live independently – you can share an apartment with one or more people who are not your parents or legal guardians. For more information, go to: https://opwdd.ny.gov/opwdd_community_connections/housing_initiative/opwdd-housing-subsidy.



Community Residential Settings

Community residential settings in the OPWDD system are certified homes that offer different levels of support to individuals with developmental disabilities who have high needs.

Family Care provides community-based housing in private homes that are approved and certified by OPWDD. The Family Care program offers a caring and stable home environment in a family-like setting.

IRAs (Individualized Residential Alternatives, or group homes) provide room, board and individualized services and supports in a home-like setting where individuals with developmental disabilities can gain the skills they need to live as independently as possible. Some people who live in IRAs need help 24/7 to meet their medical and behavioral needs. Other people who live in IRAs need less support.

Employment and Day Services

OPWDD values the abilities and talents each person contributes, and supports people with developmental disabilities in preparing for working and volunteering in integrated community settings. In addition, OPWDD provides supports and services for individuals so that they can participate in community activities that interest them. Individuals who participate in day services can also participate in employment services.

Prevocational Services

OPWDD prevocational services offer people with developmental disabilities an opportunity for career exploration and volunteer experiences to identify their skills, abilities and interests.

Pathway to Employment is a time-limited service that helps you develop a plan for employment success using Person-Centered Planning to identify your job interests and goals, try various jobs to determine which tasks and work atmosphere you like best, and

learn work-related social and communications skills. The outcome of this service is a Career and Vocational Plan that identifies the next step in your path to employment.

You may be eligible for Pathway to Employment if you are receiving day habilitation or community prevocational services, or are a student leaving high school, or someone who is interested in creating a career and vocational plan.

Community Prevocational Services help people with developmental disabilities learn social and communication skills related to work as well as other work-related skills such as task completion, time management, problem solving, following directions and safety skills that will increase their independence in the community.

Employment Services

OPWDD employment services can help people with developmental disabilities obtain and maintain competitive employment. People with developmental disabilities work in all types of community businesses including banking, education, technology, health care, hospitality, food service, retail, not-for-profit corporations and government. Some people have also started their own businesses.

OPWDD offers several employment services to assist individuals with varying support needs. All employment services provide employment staff or job developers and coaches to help individuals with developmental disabilities be successful at work.

Supported Employment (SEMP) supports people in getting and keeping paid competitive jobs in the community. Once a person-centered career plan is developed through Pathway to Employment, Community Prevocational Services or another method, OPWDD service provider agencies offer job development services.

OPWDD service provider agencies also offer services to assist with maintaining employment. These services include helping the individual adapt to the workplace, retraining when job requirements change, and travel training.

The **Employment Training Program (ETP)** offers people an opportunity to work in a paid internship in a community business. ETP participants receive enhanced job coaching and attend job readiness classes that cover topics like conflict resolution and how to dress for work.

Day Services

OPWDD day services help people with developmental disabilities increase their independence, gain self-confidence and develop relationships in their community.

Community Habilitation (CH) helps people who live independently or at home with family learn about and experience community-based activities. Community Habilitation is a service available at home and in the community. It can be either self-directed or agency-sponsored. Community Habilitation staff help the person learn and keep the skills they need to live safely and more independently, maintain or improve their health, work toward other personal goals, meet people and make and keep friends, take part in community activities, and be part of their community.

Day Habilitation services help people learn and keep the skills they need to live safely and more independently, participate in community activities, identify interests, develop talents and skills, make and keep friends, learn basic life skills, and be a valued member of the community. Day Habilitation activities take place at a set location or within the community (referred to as Day Habilitation Without Walls).

Respite services help families who care for their loved ones in the family home, even if the individuals have more serious health issues or more challenging behavioral needs. These services give caregivers needed breaks. The kinds and locations of respite service available include in-home, camp, recreational and site-based.





NY Paid Family Leave may be able to help your family!

As of January 1, 2018, Paid Family Leave provides job protected, paid time off to eligible, working New Yorkers to bond with a new child; assist loved ones when their spouse, domestic partner, child, or parent is called to active military service abroad; or care for a family member with a serious health condition.

In 2019, eligible employees can take up to 10 weeks off at 55% of their average weekly wage, capped at a maximum of \$746. Benefits will continue to increase until 2021, when Paid Family Leave is fully phased in, at which time eligible employees will be able to take up to 12 weeks off at 67% of pay, up to a cap. Along with strong benefits, Paid Family Leave has strong protections against discrimination and retaliation. Most employees who are employed in New York State for private employers are covered for Paid Family Leave, and neither citizenship nor immigration status is a factor in employee eligibility. For complete details, visit PaidFamilyLeave.ny.gov or call the Helpline at (844) 337-6303.

Family Support Services

Family Support Services help families who care for their loved ones at home. These services can provide needed breaks to caregivers, provide training and moral support, recreational and social activities, sibling services, parent-to-parent networking and support in times of crisis.

Family Support Services include:

- Respite (provides relief to individuals who are responsible for the primary care and support of an individual with a developmental disability)
- Family member training
- Support groups
- Training in how to manage challenging behaviors
- Reimbursement
- Parent-to-parent networking
- Information and referral
- Sibling services
- After school programs
- Recreation/social activities

Assistive Technology and Medical and Behavioral Health

Assistive Technology is a category of services that encompasses both environmental modifications (e-mods) and adaptive technology.

OPWDD is not a primary provider of medical services or durable medical equipment, but offers supports designed to foster behavioral health. OPWDD also operates clinics with limited services.

Environmental Modifications (e-mods) and Adaptive Technology

Environmental Modifications include physical changes to the home such as a ramp, and can include modifications that address the individual's sensory deficits or promote a safer environment for individuals with challenging behaviors.

Adaptive technology include communication aids and adaptive devices, including aids for feeding, dining and meal preparation as well as other tools to help a person live as independently as possible. Van modifications to meet specialized transportation needs are also included.

Intensive Behavioral Services are short-term services of about six months that focus on developing effective behavior support strategies for people whose challenging behavioral issues put them at risk of placement in a more restrictive residential setting (such as a group home or hospital). This program teaches individuals, family members and other caregivers how to respond to challenging behaviors. To be eligible for these services, the individual must live in his or her own home, their family's home, or a Family Care home, and be enrolled in the Home and Community-Based Services waiver.

NYSTART is a community-based program that provides crisis prevention and response services to individuals with intellectual and developmental disabilities who have complex behavioral and mental health needs, and to their families and others in the community who provide support to them.

The NY START program offers training, consultation, therapeutic services and technical assistance to help individuals remain in their home.

Clinic Services

OPWDD is not a primary provider of medical services, but does operate clinics with limited services.

OPWDD clinics were established to meet the needs of individuals with developmental disabilities in areas where there are not enough generic providers of medical services. OPWDD clinics also provide services to individuals with very complex needs.

Charting Your Course

- You will need to supply documentation to establish eligibility for OPWDD services. You will likely need to complete three processes to get services. Those are:
 1. The OPWDD eligibility determination that you have a qualifying developmental disability
 2. The determination of eligibility for Medicaid
 3. Enrollment in the Home and Community Based Services waiver
- Your documentation will be reviewed. OPWDD may ask for additional information from you. If you do not agree with the eligibility decision that OPWDD makes, you may appeal the decision.
- After eligibility is established, OPWDD will assess your needs, wants and strengths using a standardized survey to create an individualized profile of your abilities, wants and needs.
- Next, a CCO Care Manager will work with you, your family and others who are important in your life to make decisions about what supports and services best fit your needs.
- A Life Plan (plan for services) will be agreed to and services and supports will be identified to carry the plan forward.
- Services will be authorized and begin.

OPWDD is committed to making sure the process to get services is easy to understand and runs as smoothly as possible. The process may seem challenging at times, but we would like you to know that OPWDD is available to help. Please contact your Regional Office Front Door team with questions or concerns.

Now that you know more about what we have to offer, the next question to think about is where you want your life to take you, and how OPWDD can help.

Chart your own course—the first step is going through OPWDD’s Front Door!





Front Door Contact Information

Region 1

Finger Lakes: 855-OPWDDFL (679-3335) (Counties: Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates)

Western New York: 800-487-6310 (Counties: Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans)

Region 2

Broome: 607-771-7784 press 0 (Counties: Broome, Chenango, Delaware, Otsego, Tioga, Tompkins)

Central New York: 315-793-9600 Ext. 603 (Counties: Cayuga, Cortland, Herkimer, Lewis, Madison, Oneida, Onondaga, Oswego)

Sunmount: 518-536-3480 (Counties: Clinton, Essex, Franklin, Hamilton, Jefferson, St. Lawrence)

Region 3

Capital District: 518-388-0398 (Counties: Albany, Fulton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington)

Hudson Valley:

845-947-6390 (Rockland County)

845-695-7330 (Counties: Orange, Sullivan)

914-332-8960 (Westchester County)

Taconic: 844-880-2151 (Counties: Columbia, Dutchess, Green, Putnam, Ulster)

Region 4

Brooklyn: 718-642-8576

Manhattan: 646-766-3220

Bronx: 718-430-0757

Queens: 718-217-6485

Staten Island: 718-982-1913

Region 5

Long Island: 631-434-6000 (Counties: Nassau, Suffolk)

Individuals with hearing impairment: use NY Relay System 7-1-1

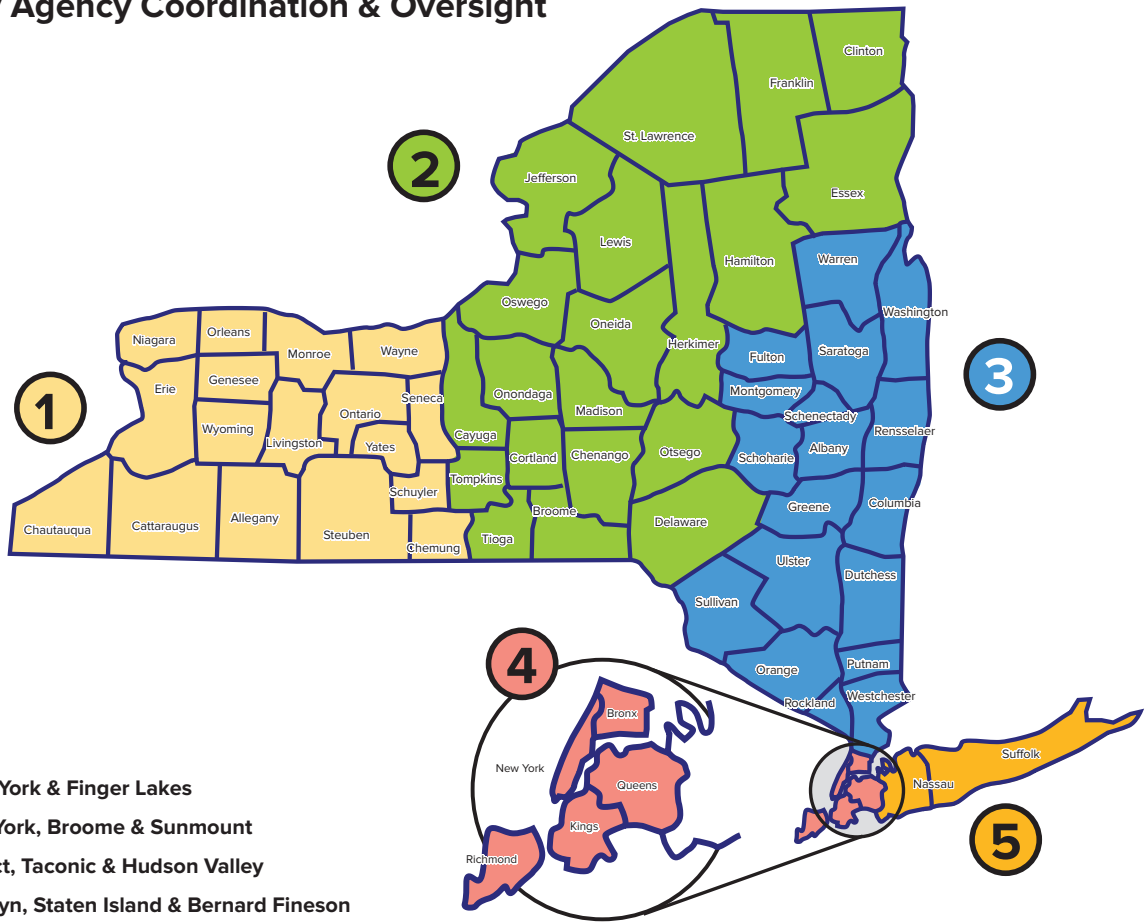
Information Line

Call OPWDD's toll-free Information Line at 1-866-946-9733 if you need answers to questions about supports and services for individuals with developmental disabilities in New York State. You can also call OPWDD's Information Line if you have concerns about alleged misconduct, fraud, waste and abuse in the OPWDD service system.

If you speak a language other than English, representatives are prepared to assist you or connect you with an interpreter. Translated written information is available upon request.

5 Developmental Disabilities Regional Offices

Voluntary Agency Coordination & Oversight



- 1 – Western New York & Finger Lakes
- 2 – Central New York, Broome & Sunmount
- 3 – Capital District, Taconic & Hudson Valley
- 4 – Metro, Brooklyn, Staten Island & Bernard Fineson
- 5 – Long Island



Appendix: Detailed Information on the OPWDD Eligibility Determination

Eligibility Determination Checklist

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

- Psychological report(s) identifying intellectual functioning
- Psychosocial report documenting developmental/social history
- Recent general medical report, for individuals thought to have an intellectual disability
- For a person with a condition other than intellectual disability, a medical specialty report that includes health status and diagnostic findings will be needed to support the diagnosis
- Interpretive report of adaptive behavioral assessment results

Required Documentation for Eligibility Determination Requests

In order to determine if you are eligible for OPWDD services, the following information must be submitted to your local Developmental Disabilities Regional Office (DDRO) Eligibility Coordinator for review:

- A psychological report within three years 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 **young children**, an Early Intervention Multidisciplinary Core Evaluation may be acceptable provided it includes standardized test scores relevant to cognitive, language and communicative, adaptive, social, and motor functioning.
- For conditions other than intellectual disability, a medical or specialty report that includes health status and diagnostic findings to support the diagnosis.
- A recent general medical report (within the past 365 days) should be included in all eligibility requests. This is required for all eligibility requests.
- A social/developmental history, psychosocial report or other report that shows that the person became disabled before age 22.
- A social evaluation (within the past 365 days) prepared by a Care Manager/supervisor who meets Care Manager educational and experience requirements, or by a Qualified Intellectual Disability Professional (QIDP), social worker (LMSW or LCSW), psychologist or a person with a Master’s Degree in psychology, and who is familiar with the individual.

In some cases, the DDRO may require additional information or further evaluation. The DDRO may recommend where additional assessments can be completed.

We recommend that you work with the Eligibility Coordinator at your local DDRO to ensure that you have submitted a complete eligibility packet when requesting an eligibility determination.

Diagnostic Evaluation

The most critical component to determining eligibility is the diagnostic evaluation. A diagnostic evaluation is done to determine the nature and significance of an individual's developmental disability (i.e., his or her diagnosis.)

A Guide to Eligibility Assessment Resources in New York State, which includes OPWDD-certified clinics and the services they offer, can be found on the OPWDD website or by contacting your Eligibility Coordinator. To find the guide online:

- Go to “Services & Supports” on the homepage and click on “Eligibility,” then choose “Finding Testing/Assessment Services” from the left menu and select “Guide to Eligibility Assessment Resources in New York State” or
- Type the following web address in your internet browser:
<http://www.opwdd.ny.gov/node/1024>.

Acceptable Measures of Intellectual and Adaptive Behavior

The following measures provide information about an individual's intellectual functioning and adaptive behavior, which is needed for eligibility to be determined. You may wish to share this information with your doctor, or clinicians who will conduct these assessments.

Acceptable Measures of Intellectual Functioning

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

Considerations for Measures of Intellectual Functioning:

- 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, are deaf, or are non-verbal
- Intelligence tests standardized in English cannot be administered in a different language and then be used for eligibility determinations

Acceptable Measures of Adaptive Behavior

- Adaptive Behavior Assessment System
- Vineland Adaptive Behavior Scales
- The Motor Skills Domain only of the Scales of Independent Behavior

Other intelligence tests and/or adaptive behavior measures are acceptable if they are comprehensive, structured, standardized and have up-to-date general population norms. Results from a measurement that is not on this list, but was given prior to the person reaching age twenty-two (22), can be used to establish a 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 with assistance.

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.

The 3-Step Eligibility Determination 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.

At the First Step, DDRO staff review the eligibility request to make sure it is complete.

1st Step Review

After this first review, the DDRO notifies the requestor 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

If your eligibility request is forwarded for a second step review, a committee of clinicians will evaluate the materials in your request file, and any additional information that you provide. If you are found to be ineligible, you will be able to schedule a meeting with staff to discuss that decision and to request a third step review. You can also request a Medicaid Fair Hearing at this point if you are seeking Medicaid-funded services.

2nd Step Review

When the Second Step Review is complete, the DDRO will send the requestor a written notice of the determination (also called a Notice of Decision or NOD). If the committee determines that the person does have a developmental disability, that person is deemed eligible for OPWDD services. If the committee determines that the person does not have a developmental disability, the person is deemed ineligible for OPWDD services. In that case, you will be able to:

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

The person may choose any or all of these options. If a Medicaid Fair Hearing is requested, a Third Step Review will happen automatically. **Please note:** the Notice of Decision will only offer a Medicaid Fair Hearing if the person has requested Medicaid-funded services on the Transmittal for Determination of Developmental Disability Form.

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

3rd Step Review

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 requestor is informed of the results, including any changes in the DDRO's determination. Third Step Reviews are completed before Medicaid Fair Hearing dates.

FRONT DOOR

Contact your DDRO to enter OPWDD's Front Door



Get Information

First you will learn about OPWDD and the process to get services

Eligibility Determination

To access most OPWDD supports and services, you will need to qualify for:

- 1 OPWDD services, by proving you have a developmental disability
- 2 Medicaid services, by meeting eligibility requirements for Medicaid
- 3 HCBS Waiver services, through an evaluation of your level of need

You will gather information and work with an Eligibility Coordinator for the determination to be made.

Qualify*

*Qualifying for eligibility is not guaranteed



Life Plan

Contains selected services and providers



Developed with the help of a Care Manager

Learning and Planning



Assessment and discussion of services through your DDRO



Services & Support Cycle

an ongoing process of evaluation of service effectiveness as goals are met and new needs are identified

Services are Provided



Evaluation

of effectiveness of services and personal satisfaction



Outcomes

- Goals ✓
- Health ✓
- Happiness ✓





Help OPWDD keep you in the know –
Join the Conversation today and be
empowered with accurate, timely information.

**Join the Conversation today at
opwdd.ny.gov/jointheconversation**



**Office for People With
Developmental Disabilities**

44 Holland Avenue, Albany, NY 12229-0001
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**Office for People With
Developmental Disabilities**

Front Door: Access to Services

Front Door Information Session

Revised April 2021

WELCOME AND INTRODUCTIONS



What is the Purpose of this Information Session?

The Front Door Information Session tells you about:

- OPWDD's mission and vision,
- The process to become eligible for OPWDD supports and services,
- The types of OPWDD supports and services available,
- The process for applying for those services, and
- Where you can go to get help.



What is OPWDD?

- The New York State agency that authorizes services for over 138,000 people in NYS who have intellectual or developmental disabilities.
- Helps people with developmental disabilities live richer lives in the most integrated community settings possible.
- Services are provided by hundreds of nonprofit agencies across NYS that OPWDD certifies and regulates, and by OPWDD.
- Care Coordination Organizations (CCOs) assist most people with the coordination of their services.



Who Does OPWDD Serve?

Individuals with a developmental disability:

1. A condition that occurs anytime from birth until the age of 22, including:
 - Intellectual Disability,
 - Cerebral Palsy,
 - Epilepsy,
 - Neurological Impairment,
 - Autism,
 - Familial Dysautonomia,
 - Prader-Willi Syndrome
2. The condition is expected to be permanent.
3. The condition affects the person's ability to function in society.



What is the Front Door?

OPWDD's Front Door is:

- The way OPWDD connects people to the services they want and need.
- Based on the idea that people with developmental disabilities have the right to:
 - ✓ Enjoy meaningful relationships,
 - ✓ Experience personal growth,
 - ✓ Participate in their community, and
 - ✓ Live as independently as possible with supportive services.
- A way to help people make choices about their services and how they are provided.



Steps in the Front Door Process

- Determining your eligibility for OPWDD services,
- Identifying the supports and services you need,
- Developing your Life Plan (service plan), and
- Authorizing your supports and services*.

*Depending on the services requested, you may need to apply for Medicaid and apply to enroll in OPWDD's Home and Community Based Services (HCBS) waiver.



The Front Door Process Helps You With Many Choices You Will Need to Make

Choices about:

- The care coordination organization you will work with, and
- The type of care coordination you want,
- The types of services you need,
- Whether to self-direct your services, or not, and
- Which available agencies you would like to deliver your services.



OPWDD ELIGIBILITY



Eligibility:

- A. The first step in getting OPWDD services is getting a determination of OPWDD eligibility.
- B. The eligibility determination process is the way OPWDD decides if someone has a developmental or intellectual disability and is eligible for OPWDD supports and services.
 - 1. You must establish eligibility to access OPWDD services,
 - 2. Your eligibility review begins at your local Developmental Disabilities Regional Office (DDRO).
 - 3. Your care manager or other advocate will help you gather and submit materials and records to the DDRO.



Eligibility:

4. The Eligibility Coordinator at your local DDRO will need the following information to determine if you (or your loved one) are eligible for services:
 - a. A full psychological report,
 - b. A social/developmental history or psychosocial report,
 - c. A medical specialty report,
 - d. Supporting documentation showing that you, the individual, became disabled before age 22,
 - e. An assessment of adaptive skills, and
 - f. Depending on your condition, specialty assessments.

Eligibility:

- C. The process for determining eligibility may involve more than one step to ensure that every person receives a fair review.
- D. Sometimes provisional eligibility is given to a child who is younger than eight (8) years old.

FRONT DOOR – IDENTIFYING THE SUPPORTS AND SERVICES YOU MAY NEED



Front Door – Identifying Supports and Services

Once your eligibility to receive OPWDD services has been determined:

1. Front Door staff will talk with you about your current needs, strengths, and the natural and community supports available to you.
2. You will participate in two assessments, the Developmental Disability Profile 2 (DDP2) and, if you are 18 years of age or older, the Coordinated Assessment System (CAS).
3. OPWDD will also consider your culture, language and life experiences to ensure that you have the help you need to identify your service needs and the right assistance to develop a person-centered plan that meets your needs and interests.



Front Door – Identifying Supports and Services

As you are going through the Front Door process, you should think about:

1. Your strengths,
2. Goals you want to achieve,
3. Changes you would like to make in your life,
4. Areas where you need help to complete everyday activities,
5. Your medical history,
6. How often you see medical and behavioral health professionals, and
7. Your current supports.



SUPPORTS AND SERVICES



Supports and Services

We'll talk today about:

- What are supports and services?
- How do you choose what's best for you?
- What supports and services does OPWDD provide?
- How do you plan for them?
- How are they coordinated?
- How are they funded?



Supports and Services

As you hear about supports and services:

1. Remember that supports and services include help from family, friends, neighbors and the community – referred to as natural and community supports.
2. Think about the choices you or your family member need to make about:
 - Where you want to live, and
 - What you want to do with your day.



Supports and Services

OPWDD supports can help you learn how to:

1. Get along with other people,
2. Manage different situations,
3. Be a self-advocate,
4. Find ways to get places in the community,
5. Go places with less help,
6. Take part in activities you are interested in,
and
7. Enjoy your free time doing activities you choose.



CHOOSING YOUR SUPPORTS AND SERVICES



Choosing Your Supports & Services

- You can choose the mix of supports, services and providers that meet your needs.
- You can choose to get your services in different ways:
 - Through Self-Direction,
 - Directly from not-for-profit agencies, or
 - A mix of agency-provided services and Self-Direction.



Choosing Your Supports & Services

1) Self-Direction :

- Self-Direction gives you and your family the power to decide which supports, services and not-for-profit agencies fit your needs.
- Self-directed services give you more control, flexibility and independence in your life.
- You can self-direct some or all of your services.

If you're interested in Self-Direction, you will need to attend a Self-Direction information session.



Choosing Your Supports & Services

2) **Agency-provided services** (known as traditional services):

- Services you need are provided by not-for-profit agencies, and
- You will have more or less control over the services you choose, depending on the type of service.

3) **Mix of Services:**

- You may choose to purchase the services you need using a combination of self-directed and agency-provided services.



Supports and Services

Types of supports and services:

- A. Services in the community
- B. Employment services
- C. Housing
- D. Intensive Behavioral Services (IBS)
- E. Crisis Services for Individuals with Intellectual and/or Developmental Disabilities (CSIDD)
- F. Clinic services



Supports to be Active in Your Community Include:

1. Community Habilitation (CH)

a. Community Hab staff help you:

- 1) Learn and keep the skills you need to live safely and more independently,
- 2) Maintain or improve your health,
- 3) Work toward other personal goals,
- 4) Meet people and make and keep friends,
- 5) Take part in community activities, and
- 6) Be part of your community.

b. Community Hab:

- 1) Is provided at home and in the community.
- 2) Can be either self-directed or agency-sponsored.



Supports to be Active in Your Community Include:

2. Day Habilitation (Day Hab)

a. Helps you:

- 1) Learn and keep the skills you need to live safely and more independently,
- 2) Participate in community activities,
- 3) Identify your interests,
- 4) Develop your talents and skills,
- 5) Make and keep friends,
- 6) Learn basic life skills, and
- 7) Be a valued member of your community.

b. Takes place at a set location or within the community.



Supports to be Active in Your Community Include:

3. Respite Services

- a. Give caregivers needed breaks.
- b. Help families who care for their loved ones in the family home, even if the individuals have more serious health or behavioral needs.
- c. Kinds and locations of respite service you can get:
 - 1) In-Home,
 - 2) Camp,
 - 3) Recreational, and
 - 4) Site-Based.



Supports to be Active in Your Community Include:

4. Family Supports Services (FSS)

Help families who care for their loved ones in the family home:

- 1) Provide individuals with recreational and social activities,
- 2) Provide families/caregivers with:
 - Needed breaks,
 - Training and moral support,
 - Sibling services,
 - Parent-to-parent networking, and
 - Supports in times of crisis.
- 3) Can include after school and vacation respite, in-home respite, weekend and overnight respite.

Individuals can access FSS services as soon as they are found eligible.



Supports to be Active in Your Community Include:

5. Environmental Modifications (e-mods) and Adaptive Technologies fund:

- **Environmental Modifications** – Changes to the person's home,
- **Adaptive devices** – Communication aides and adaptive devices, including feeding, dining and meal preparation as well as other tools to help you live as independently as possible, and
- **Van modifications** – To meet specialized transportation needs.



Supports for Work

1. OPWDD can help you get and keep a job based on your skills, interests and job availability.
2. When you have a job, staff will help you:
 - a. Learn the job tasks and adjust to any job changes,
 - b. Work collaboratively with coworkers and supervisors, and
 - c. Learn the social and communication skills needed to be a quality employee.
3. As you develop new interests and learn new skills, employment staff will support your career development.



Employment Services Include:

1. **Pathway to Employment:**

- Helps you develop a plan for employment success,
- Is a time-limited service.

2. **Supported Employment (SEMP):**

- Gives you the supports that you need to get and keep a paid job in the community.

3. **Employment Training Program (ETP):**

- Helps you to learn a job initially as an intern.

4. **Community Prevocational Services:**

- Help you get ready to work.



Housing Supports

1. OPWDD offers housing supports and services based on your goals and needs.
2. Some people think that only individuals with milder disabilities are able to live independently in the community, but

People with more complicated disabilities are also successfully living independently their own homes (an apartment or a house) with the right supports and services.



Housing Supports Include

1. Housing Subsidies – Funds to help you, the individual with I/DD, pay for rent and utilities in your own home in the community. Housing subsidies are ONLY available to help individuals live independently.
2. Family Care – Community-based housing in private family homes approved by OPWDD. The Family Care program offers you a caring and stable home in a family setting.
3. Community Residential Homes (IRAs) – Provide room, board and individualized supports in a home-like atmosphere where you can gain the skills necessary to live as independently as possible.
 - a. Some people who live in IRAs (Individualized Residential Alternative) need help 24/7 to meet their medical and behavioral needs.
 - b. Other people who live in IRAs need less support.



Other Services

1. Intensive Behavioral Services (IBS)

- a. Short-term – about 6 months – services that focus on behavior support strategies for people whose behavioral issues put them at risk of placement in a more restrictive residential setting like a group home or a hospital.
- b. Teach individuals, family members and other caregivers how to respond to challenging behaviors.
- c. To be eligible for IBS services, you must:
 - 1) Live in your own home, your family's home, or a Family Care home, and
 - 2) Be enrolled in the Home and Community Based Services waiver.



Other Services

- **Crisis Services for Individuals with Intellectual and/or Developmental Disabilities (CSIDD)**
 - a. Is a community-based program that provides crisis prevention and response services to:
 - 1) Individuals with intellectual and developmental disabilities who have complex behavioral and mental health needs, and
 - 2) Families and others in the community who provide support.
 - b. Offers training, consultation, therapeutic services and technical assistance to help individuals remain in their home.

3. Clinics

- a. OPWDD is not a primary provider of medical services, but does operate clinics with limited services.



PLANNING YOUR SERVICES



Planning Your Services

Person-Centered Planning

1. OPWDD and care managers use the person-centered planning process to help you identify and understand your strengths, skills and interests – the keys to success in being an active and independent member of your community.
2. Person-centered planning helps you focus on your abilities and interests and identify your needs and wants:
 - a) What is important to you,
 - b) How you want to live, and
 - c) How OPWDD can provide the supports and services to help you get there.



COORDINATION OF SERVICES AND CARE MANAGEMENT



What is Coordination of Services?

“Coordination of Services” is helping people:

- Choose the services that meet their needs,
- Decide what agencies they want to provide their services,
- Make sure they are getting the services they are supposed to get,
- Decide if their services are meeting their needs,
- Decide when they want to change their services, and
- Make the changes they want.



Why Care Management?

- Care Management:
 1. Is required in order to get some OPWDD services,
 2. Is required to ensure individuals who enroll in OPWDD's HCBS waiver receive the right services and supports,
 3. Is a good idea to make sure you get the supports and services you need.
- Care managers work for Care Coordination Organizations (CCOs).
- Care managers are professionals who provide care management and help you coordinate your services.



What Are CCOs?

- Organizations formed by providers of developmental disability services to provide care management services.
- You choose the CCO you want from at least two CCOs in your county.
- In the OPWDD system, you can choose the type of care management you want:
 - Health Home Care Management Services, or
 - Basic HCBS Plan Support



CCOs

- CCOs have staff who can assist with OPWDD eligibility and Medicaid applications.
- CCOs will help you identify the services you need and the agency(ies) that will provide them.
- CCO staff will work with you after you are approved for services to manage your services, making sure you have staff and that you get your services the way you are supposed to.
- CCO staff will meet with you regularly, help you decide when changes are needed and help you make the changes.

What Do *Health Home Care Management* and *Basic HCBS Plan Support* Do For You?

Health Home Care Management

- Coordinates OPWDD supports and services,
- Coordinates access to behavioral health services,
- Coordinates access to medical, and dental services,
- Identifies community-based resources,
- Uses technology to link services,
- Connects your care providers,
- Takes the burden of navigating systems from families.

Basic HCBS Plan Support

- Coordinates OPWDD supports and services.



FUNDING SUPPORTS AND SERVICES



How are OPWDD services paid for?

By New York State and the federal government:

1. Most services are provided through the Home and Community Based Services (HCBS) Medicaid waiver, paid for by NYS and the federal government.
 - To get HCBS waiver services, you need Medicaid and you need to enroll in the HCBS waiver.
 - Individuals under the age of 18 may be eligible for Medicaid without considering parental income (called “Parental Deeming”).
2. You do not need to enroll in Medicaid or the HCBS waiver to get state-funded services, such as Family Support Services.
3. You can have other insurance coverage and still apply for Medicaid.



What's Next?

- Talk to your local OPWDD Regional Office Front Door, and/or,
- If you are interested in Self-Direction, attend a Self-Direction informational meeting.

For additional information, go to:

<https://opwdd.ny.gov>



Contact Your Local Front Door Team

Capital Region: [518-388-0398](tel:518-388-0398)

Counties served: Albany, Fulton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington

Hudson Valley

Rockland: [845-947-6390](tel:845-947-6390)

Orange & Sullivan: [845-695-7330](tel:845-695-7330)

Westchester: [914-332-8960](tel:914-332-8960)

Upper Hudson Valley: [845-473-5050](tel:845-473-5050) x 167

Counties served: Columbia, Dutchess, Greene, Putnam, Ulster



Contact Your Local Front Door Team

Central NY, Southern Tier and North Country

Southern Tier: [607-771-7784](tel:607-771-7784)

Counties served: Broome, Chenango, Delaware, Otsego, Tioga, Tompkins

Central NY: [315-793-9600](tel:315-793-9600) Ext. 603

Counties served: Cayuga, Cortland, Herkimer, Lewis, Madison, Oneida, Onondaga, Oswego

North Country: [518-536-3480](tel:518-536-3480)

Counties served: Clinton, Essex, Franklin, Hamilton, Jefferson, St. Lawrence



Contact Your Local Front Door Team

Long Island: [631-434-6000](tel:631-434-6000)

Counties served: Nassau, Suffolk

New York City

Queens: [718-217-6485](tel:718-217-6485)

Brooklyn: [718-642-8576](tel:718-642-8576)

Manhattan: [646-766-3220](tel:646-766-3220)

Bronx: [718-430-0757](tel:718-430-0757)

Staten Island: [718-982-1913](tel:718-982-1913)



Contact Your Local Front Door Team

Finger Lakes and Western NY

Finger Lakes: [855-679-3335](tel:855-679-3335)

Counties served: Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates

Western NY: [800-487-6310](tel:800-487-6310)

Counties served: Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans





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	607-771-7784
Central New York.....	315-793-9600, Ext. 603
North Country.....	518-536-3480
Capital District.....	518-388-0398
Rockland County	845-947-6390
Orange County	845-695-7330
Taonic	845-473-5050
Westchester County	914-332-8960
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

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.

