



**Office for People With
Developmental Disabilities**

Front Door: Access to Services

Front Door Information Session

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. NY START (Systemic, Therapeutic Assessment, Resources, and Treatment)
- 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.
- 4) 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.
4. 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

2. NY START

- 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.

Care Coordination Organizations for Long Island

ACA-Advanced Alliance Care

833-692-2269

www.advancecarealliance.org

Care Design New York

518-235-1888

www.caredesignny.org

Tri-County Care

844-504-8400

www.tricountycare.org



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.



Front Door Key Steps

1. Make **Initial Contact** with OPWDD through the Front Door
2. Choose a **Care Coordination Organization (CCO)**
3. Establish OPWDD **Eligibility**
4. Attend a **Front Door Information Session**
5. Work with OPWDD to complete an **Assessment of Service Needs**
6. Develop your **Life Plan** working with your Care Manager



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>



QUESTIONS?



**Request to begin the FRONT
Door Process.
Schedule Information Session
& Assessment.**

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