

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.

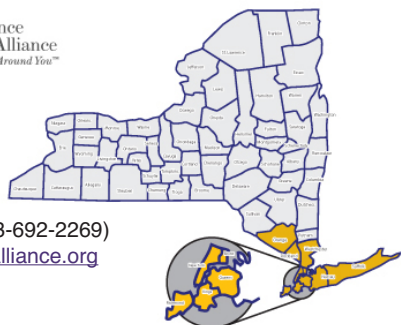
Health Home Care Management vs. Basic HCBS Plan Support	Health Home Care Management	Basic HCBS Plan Support
Develops Care Plan and Reviews Bi-Annually	■	■
Monitors Health and Safety	■	■
Coordinates Access to Behavioral Health Services	■	
Coordinates Access to Medical and Dental Services	■	
Identifies 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**

Care Management

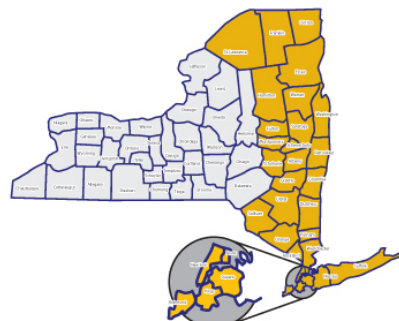
CCO Coverage Areas



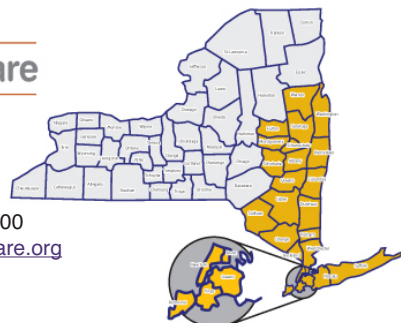
833-MYACANY (833-692-2269)
www.advancecarealliance.org



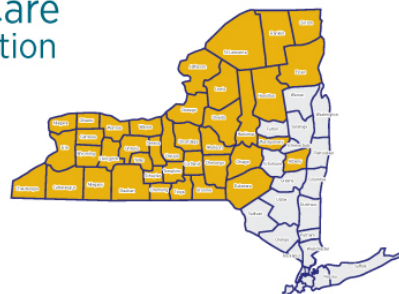
making supports work



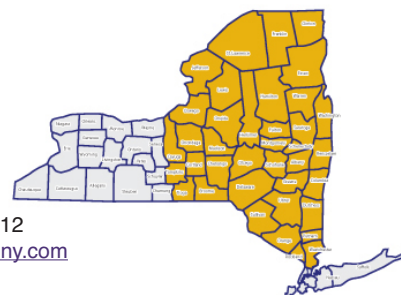
518-235-1888
www.caredesignny.org



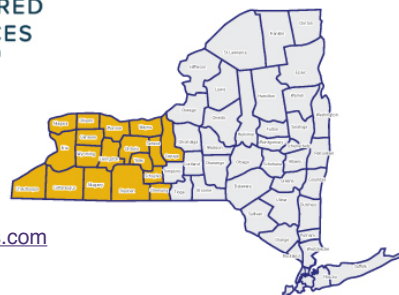
844-504-8400
www.tricountycare.org



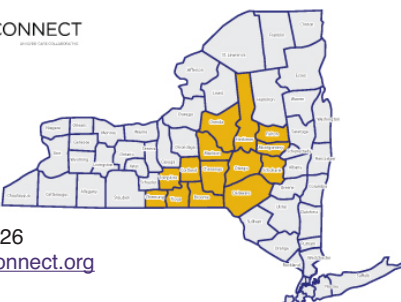
844-347-3168
www.primecareny.org



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



888-977-7030
www.personcenteredservices.com



607-376-7526
www.southerntierconnect.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				■	■		



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

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

All sessions are presently offered remotely by WebEx.

The session length is two hours.

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

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

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

Date	Time	Language	Registration Link	Contact for Assistance
1/5/2022	11:00 am	English	https://meetny.webex.com/join/MTID=ebb8303883f73b0115746eae3a7a9e084	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov
1/6/2022	4:00 pm	Spanish	https://meetny.webex.com/join/MTID=ef22798b92e0ffa6f5485429c2cb231	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
1/14/2022	10:00 am	English	https://meetny.webex.com/join/MTID=e125edaabab6d3f2026852360daed909e	Shannon Alford (315) 793-9600 ext. 602 shannon.m.alford@opwdd.ny.gov
1/19/2022	9:00 am	English	https://meetny.webex.com/join/MTID=e95f20f9f4f4f88d40ebad4c1fbc657b2	Christina Vankeuren (518) 388-0431 Christina.M.Vankeuren@opwdd.ny.gov
1/24/2022	10:00 am	Spanish	https://meetny.webex.com/join/MTID=e9e3f9d9349a3e6e3989acae9afa86944	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
1/27/2022	10:00 am	English	https://meetny.webex.com/join/MTID=e2e963ad55b27777568fb009062fd982b	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
2/2/2022	5:00 pm	English	https://meetny.webex.com/join/MTID=ec6819a41733aed011b4765cdb5b6e815	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov

2/8/2022	4:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ee7c67e5271d53427ba1b572e5ec37af6	Angelina Gogola (315) 793-9600 ext. 621 angelina.m.gogola@opwdd.ny.gov
2/14/2022	2:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ef4a817ca4902e1da08dc6bd67b5f699e	Kelli Smith (845) 695-7330 Kelli.l.smith@opwdd.ny.gov
2/16/2022	4:00 pm	Spanish	https://meetny.webex.com/meetny/onstage/g.php?MTID=e9b0b2438e5f620dbfb1825eb5d383604	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
2/23/2022	4:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ef1b1f3a302151d66be4100e5a82605e6	Christina Vankeuren (518) 388-0431 Christina.M.Vankeuren@opwdd.ny.gov
2/28/2022	4:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e9068fdc1a507f96941ad57fbe148ea30	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
3/4/2022	10:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ed23004944506e183a9ef373b2f38cfa0	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov
3/9/2022	1:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e9fdef4d597babf598081b0d291c98f40	Monica Moore 315-473-6985 monica.moore@opwdd.ny.gov
3/11/2022	10:00 am	Spanish	https://meetny.webex.com/meetny/onstage/g.php?MTID=e985f3b670d659cd867a5987f4852f878	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
3/15/2022	9:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=efe6971f3cc78eba51eb17fba7131bc8	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov
3/22/2022	10:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e4136346ca9568553f30a049841f8f5c0	Christina Vankeuren (518) 388-0431 Christina.M.Vankeuren@opwdd.ny.gov
3/30/2022	1:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e18b5409a7a67a54500538dfef608bec	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
4/4/2022	9:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e809501b5f0a81fbf97e3e3b1f26d0bcc	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov
4/7/2022	10:00 am	Spanish	https://meetny.webex.com/meetny/onstage/g.php?MTID=edf894ca30942265bb4bc39c291a7c9c6	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
4/11/2022	9:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e0b72fe3a8a791ea694941aa8b2a6c5b3	Rebecca Edwards (315) 793-9600 rebecca.edwards@opwdd.ny.gov
4/19/2022	5:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e351c2415e7d34f1f8b4fc7089dd92954	Kelli Smith (845) 695-7330 Kelli.l.smith@opwdd.ny.gov
4/26/2022	4:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e5161559c24fad72518e5cfa4c480b708	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
5/2/2022	9:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e988599ce201b352f305ea56f8fe2f252	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov

5/6/2022	10:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ef0c8371083fcb3295b202a73c7615773	Kelly Dean (607) 217-6587 kelly.l.dean@opwdd.ny.gov
5/9/2022	4:00 pm	Spanish	https://meetny.webex.com/meetny/onstage/g.php?MTID=e56b83be685030d2ce7097ab0f0e992f4	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
5/11/2022	10:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e3dbed5d44a38309f0012510252ec3bff	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
5/20/2022	10:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e37e2793dbe1f16295d1ca82a544e20b5	Kelli Smith (845) 695-7330 Kelli.l.smith@opwdd.ny.gov
5/23/2022	10:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e40c51c310259f9beb1054ad14bb0aee0	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
6/1/2022	9:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=eba2747c03da0f29a6221aff1c8c1f6e6	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov
6/2/2022	1:00 pm	Spanish	https://meetny.webex.com/meetny/onstage/g.php?MTID=e6cb072d953c80a797d1120d565a3ca69	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
6/7/2022	4:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e2c226b28288e0f58f03ff3e5bfd14156	Cortney Zielasko (315) 793-9600, cortney.l.zielasko@opwdd.ny.gov
6/15/2022	4:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e4de26788cbaae3820e0783a4b86e1531	Amanda Brechko (607) 217-6580 amanda.l.brechko@opwdd.ny.gov
6/20/2022	10:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ed6af949f46f905e8c4ff67870aa586d7	Christina Vankeuren (518) 388-0431 Christina.M.Vankeuren@opwdd.ny.gov
6/30/2022	5:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e6200c8e95a9c7cd34969c0289cefc282	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
7/6/2022	5:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ed4d094d618f9c342c5b3899a05ec1289	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov
7/6/2022	4:00 pm	Spanish	https://meetny.webex.com/meetny/onstage/g.php?MTID=e314f5c5d80f224dcab9b072b5ebb42fd	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
7/11/2022	5:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=eceef74054bc192732e6333927ca055f5	Brenda Sportello (315) 793-9600 brenda.sportello@opwdd.ny.gov
7/19/2022	5:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e5136f18d164b66def4c99fbbc2ad5092	Kelli Smith (845) 695-7330 Kelli.l.smith@opwdd.ny.gov
7/27/2022	10:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e9863a84fe82c2f38d8e6131d3cad33ab	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
8/3/2022	10:00 am	Spanish	https://meetny.webex.com/meetny/onstage/g.php?MTID=e55ffab773c63c7837ccb0dcbb9dc8166	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov

8/4/2022	4:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e8a424071bf043acb70110fc58f08bf89	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov
8/11/2022	1:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ee0ecd8409abd052dfc25c7b8ceda5d20	Molly Graves (607) 217-6588 molly.c.graves@opwdd.ny.gov
8/17/2022	5:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e88563bfce3584a4385ad502f657526d0	Christina Vankeuren (518) 388-0431 Christina.M.Vankeuren@opwdd.ny.gov
8/22/2022	4:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ec9251a94d9a3e8b2cab2ad754bc11829	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
9/1/2022	9:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ebe5cbd1242e370cfc4192c0828985b8a	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov
9/1/2022	4:00 pm	Spanish	https://meetny.webex.com/meetny/onstage/g.php?MTID=eff7804b736b575e65627a88e5dc008fd	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
9/13/2022	12:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e5d5c8fc4659f9e51fa80862423cf7cd3	Tanya Ernenwein (315) 793-9600 tanya.m.ernenwein@opwdd.ny.gov
9/22/2022	1:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e471fac90030a2cbb0aa031bfe92f77b4	Christina Vankeuren (518) 388-0431 Christina.M.Vankeuren@opwdd.ny.gov
9/26/2022	10:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ed5b255b285949213363e7fd2548cd6b4	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
10/4/2022	10:00 am	Spanish	https://meetny.webex.com/meetny/onstage/g.php?MTID=e390ab6b5826e51380bc8f83e508b7823	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
10/5/2022	9:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e6f3020cc58aeaa26357e36024eb3b1f4	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov
10/12/2022	11:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=ef44454dfa9c98c76110645fbe79c4874	Kendra Darrah (518) 536-3475 Kendra.a.darrah@opwdd.ny.gov
10/21/2022	10:00 am	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e97c567503b2606eb17ed89ffec5256b4	Kelli Smith (845) 695-7330 Kelli.l.smith@opwdd.ny.gov
10/27/2022	4:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=eee40d9ea09d25f3ffe69fdcd156db988	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
11/1/2022	5:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e14e490b249d72c7001dd6e1a6f1938ee	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov
11/2/2022	4:00 pm	Spanish	https://meetny.webex.com/meetny/onstage/g.php?MTID=ef048b7b9a810e7409d5c0bd5dfe65375	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
11/8/2022	4:00 pm	English	https://meetny.webex.com/meetny/onstage/g.php?MTID=e6641b1e739fd12895205c41a57ce0e88	Roberta Cheatham (607) 217-6598 roberta.d.cheatham@opwdd.ny.gov

11/21/2022	10:00 am	English	https://meetny.webex.com/join/mtid=ebfc2e414ebf74d28089bf80cce28f317	Kelli Smith (845) 695-7330 Kelli.l.smith@opwdd.ny.gov
11/29/2022	10:00 am	English	https://meetny.webex.com/join/mtid=e74ea8024b523f8bb2d58e2d4fc6d2689	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov
12/1/2022	9:00 am	English	https://meetny.webex.com/join/mtid=e252795d3e9ac215f573ab73bfd7726ba	Jeff Roberts (585) 241-5797 Jeffrey.e.roberts@opwdd.ny.gov
12/9/2022	10:00 am	Spanish	https://meetny.webex.com/join/mtid=eef412040e1103cd2dcae5a8f8bda06b0	Clara Fournier (718) 430-0761 clara.fournier@opwdd.ny.gov
12/14/2022	4:00 pm	English	https://meetny.webex.com/join/mtid=e5eaaf2cec4e26cec797565802e9ee3ce	Mary Cannan (518) 359-7730 Mary.Cannan@opwdd.ny.gov
12/21/2022	10:00 am	English	https://meetny.webex.com/join/mtid=e13760453d5956083ac0f8ee67e0c2f14	Christina Vankeuren (518) 388-0431 Christina.M.Vankeuren@opwdd.ny.gov
12/28/2022	5:00 pm	English	https://meetny.webex.com/join/mtid=e50b4c0d04055fe62ae6a49d5f109f3d	Erin Caglioti (631) 416-3943 erin.a.caglioti@opwdd.ny.gov

Registration for a Front Door Information Session can be done by clicking on the link for the desired date on the provided Schedule.

Please follow steps below to register:

1. Open PDF attachment "Front Door Info Session Flyer 2022"
2. Click on the "Registration Link" of the desired date you wish to attend the Front Door Information Session
3. Click on the word **Register** highlighted in blue adjacent to **EVENT STATUS**
4. Fill in your information (First Name, Last name, phone number, email, address, borough, state, your county {Kings County for Brooklyn}, the name of the person for whom you are seeking services and their Date of Birth (DOB))
5. Click submit.

Upon successfully registering for the front door session, you'll receive a confirmation email from the host of the session. Within the email you will see a Big Green "Join Event" Button. On the day and time of the Front Door Information Session, go back to that confirmation email and click on "Join Event" green button.

You will be prompted if needed to "Download Webex Meetings" press that Green "Download Webex Meetings" button and it will take you to your device's application store. The Webex Meetings App is free. You will need this application to attend the front door session. Please download the application prior to the session.



Office for People With Developmental Disabilities

Welcome!

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

Below is a checklist of key steps you need to complete to get OPWDD services. You can find more details about each step on the following page. If you are ever not sure where you are in the process or have any questions, please contact:

Front Door Office Queens: [718-217-6485](tel:718-217-6485)

Front Door Office Brooklyn: [718-642-8576](tel:718-642-8576)

Front Door Office Manhattan: [646-766-3220](tel:646-766-3220)

Front Door Office Bronx: [718-430-0757](tel:718-430-0757)

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

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

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

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

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

Initial Contact

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

Care Coordination

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

Eligibility

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

Information Session

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

Assessment of Service Needs

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

Plan for Services

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



012_41119

44 Holland Avenue
Albany, NY 12229-0001



Office for People With
Developmental Disabilities



Office for People With
Developmental Disabilities



How Can I Get Services? The Front Door



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, Ext. 0
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
Taconnic	844-880-2151
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



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

(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.



**CARE COORDINATION ORGANIZATION (CCO)
INTAKE CONTACT INFORMATION
FOR THE 5 BOROUGHES**

ADVANCE CARE ALLIANCE (ACA)

www.advancecarealliance.org

Main Phone: (833) 692-2269

Alyssa Gobetz, Assistant Director of Admissions

(646) 279-7629

e-mail: Alyssa.Gobetz@myacany.org

Michael Fleischmann, Director of Admissions

Phone: (347) 504-2076

e-mail: Michael.Fleischmann@myacany.org

CARE DESIGN NEW YORK (CDNY)

www.caredesignny.org

Main Phone: (518) 235-1888

Dyonie Torres, Director of Enrollment

(646) 491-6497 ext:4037

e-mail: dtorres@caredesignny.org

BROOKLYN

Bilingual Espanol (Spanish)

Luz Obando

(347) 227-0817 ext: 3215

e-mail: lobando@caredesignny.org

QUEENS

Peter Coleman

(718) 532-4812 ext: 2047

e-mail: pcoleman@caredesignny.org

BRONX

Bilingual Espanol (Spanish)

Rios Kelly

(646) 491-6497 ext: 4027

e-mail: krios@caredesignny.org

NYC & STATEN ISLAND

Todd Brilliant

(646) 491-6497 ext: 4050

e-mail: tbrilliant@caredesignny.org

TRI-COUNTY CARE

www.tricountycare.org

Main Phone: (844) 504-8400

BROOKLYN & QUEENS

Raizy Rosenfeld

(844) 504-8400 ext: 9610

e-mail: r.rosenfeld@tricountycare.org

STATEN ISLAND

Christina Silva-Soto

(844) 504-8400 ext: 9745

e-mail: c.silva-soto@tricountycare.org

MANHATTAN & BRONX

Rachel Tress

(844) 504-8400 ext: 9213

e-mail: r.tress@tricountycare.org

Clinical Evaluation Resources- for those with Medicaid/Insurance

Agency and Program	Contact Information	Programs Description
<p>ADAPT Community Network 5030 Broadway New York, NY 10034 251 West 154th St New York, NY 10039</p> <p>408 East 137th Street Bronx, NY 10454</p> <p>175 Lawrence Ave Brooklyn, NY 11230</p>	<p>Michelle Reece T: 917-965-2950 Ext. 120 Mreece@adaptcommunitynetwork.org</p> <p>T: 718-993-3458 Ext. 1 or 216</p> <p>T: 718-436-7600 Ext. 106 / 877-827-2666</p>	<p>Article 16 clinic Provides diagnostic evaluations in medicine, psychology, social work, as well as speech therapy, physical therapy, occupational therapy as necessary</p>
<p>AHRC NYC 83 Maiden Lane 5th Floor New York, NY 10038</p> <p>83 Maiden Lane 11th Floor New York, NY 10038</p> <p>83 Maiden Lane 6th Floor New York, NY 10038</p> <p>200 Varick Street New York, NY 10014</p> <p>1500 Pelham Parkway Avenue Bronx, NY 10461</p> <p>1952 Mayflower Avenue Bronx, NY 10461</p> <p>2488 Grand Concourse, Ste 337 Bronx, NY 10458</p>	<p>Clinic Intake: 212-780-2652 T: 212-780-4491/4492/4493 referrals@ahrcnyc.org</p> <p>Jason Conover T:212-780-2658 Jason.conover@ahrcnyc.org</p> <p>Ellen Shwartz T: 212-780-2580</p> <p>Jessica Williams T: 212-780-2575 Manhattan</p> <p>T:212-895-3410 Maiden Lane</p> <p>T: 212-691-2100 Varick Street</p> <p>T: 718-730-1004 Pelham Pkwy</p> <p>T: 718-414-1001 Mayflower Ave T: 718-367-3691 Bronx</p>	<p>Article 16 clinic Complete psychological and psycho-social evaluations for eligibility determinations, non-Medicaid service coordinator, respite, recreating, counseling, parent training, family reimbursement, assistance with guardianship.</p>

Community Assistance Resources and Extended Services, Inc. (CARES) 465 Grand Street 2 nd Floor New York, NY 10002	Linda Feder T: 212-420-1970 Ext. 149 Pearl Ratz T:212-420-1940 Ext. 123 Pratz@caresnyc.org	Article 16 clinic Completes psychological and psycho-social evaluations for eligibility determinations. Language include SPANISH, MANDARIN, CANTONESE, FRENCH, CREOLO, GREEK, RUSSIAN and HEBREW
Epilepsy Foundation of Metropolitan New York 65 Broadway Suite 505 New York, NY 10006 257 Park Ave South #302 New York, NY 10010	Miriam Castro T: 212-677-8550 Ext. 14	Article 16 clinic Information & referral, advocacy, vocational rehab counseling, psychotherapy, psychological testing, psychosocial testing, psychiatry, Spanish spoken. FEE: Sliding scale. NO one refused
Harmony Services 3820 14 th Avenue Brooklyn, NY 11218	Leah Hirth T: 718-435-8080	OPWDD Article 16 clinic
HASC Diagnostic & Treatment Center 1221 East 14 th Street Brooklyn, NY 11230	T: 718-535-1972	OPWDD Article 16 clinic Offers a full range of comprehensive clinical services including speech therapy, occupational therapy, physical therapy, and psychology. Provides patient centered care in primary care, psychiatry, neurology, dermatology, podiatry, and women's health
HeartShare Wellness 177 Livingston Street Brooklyn, NY 11201	Angela Thomas T: 718-855-7707 Ext: 8015 T: 646-915-6361 Angela.thomas@heartshare.org Joseph Baird T: 718-422-3227	Article 16 clinic Provides a full spectrum of psychological, psycho-social, psychiatric evaluations. Evaluations in most medical specialties are available as well and provide an interdisciplinary team approach. The Angels on the Bay Evaluation Center offers educational and developmental evaluations for school age children
Institute for Community Living 6209 16 th Avenue Brooklyn, NY 11204	T: 718-234-0073	Full complement of clinic services including psychiatric, speech therapy, psychology, social work, physical therapy, occupational therapy, nutritional therapy, sexuality counseling, and gynecology
Institute of Basic Research 1050 Forest Hill Rd Staten Island, NY 10314	Intake T: 718-494-5126	Neurological evaluation, genetic evaluation and counseling neuro-psychological testing, psycholinguistic assessment, psychiatric evaluation, behavior assessment with videotaping, autism assessment and videotaping, comprehensive blood, and urine studies
Interfaith Medical Center 1545 Atlantic Avenue Brooklyn, NY 11204	Intake: T: 718-613-4486	OPWDD Article 16 clinic Psychiatric, psycho-social evaluations and psychological testing

Kings County Hospital Center Development Evaluation Clinic 451 Clarkson Ave R-Bldg 7 th Fl Brooklyn, NY 11203	Stephanie Erickson T: 718-245-2739/2743	Provide comprehensive development evaluations including psychological and psycho-social evaluations, developmental, neuropsychological evaluations, psychiatric evaluations, neurological and speech evaluation, Provide ongoing medication treatment, speech therapy and individual and family therapy for children with delays based on results of recommendation of comprehensive evaluations
Lifespire 184-10 Jamaica Ave, 5 th Floor Hollis, NY 11423 159 East 125 th Street, 2 nd Fl New York, NY 10035 1315 Loomis Street, 1 st Fl Bronx, NY 10461	T: 718-454-3584 Kimberly Reynolds T: 718-454-6940 Kreynolds@lifespire.org T: 718-892-7765	Article 16 clinic Comprehensive clinical services to individuals with developmental disabilities, including individual and group psychotherapy, occupational therapy, physical therapy, speech therapy, psychiatry, sexual counseling, psychometric testing psychological and psycho-social evaluations
Morrisania Diagnostic & Treatment Center 1225 Gerard Avenue Bronx, New York 10040	T: 718-960-2991	Offers comprehensive developmental evaluations which include pediatric neuro-developmental evaluations, psychological, psychosocial and speech evaluations. Provide psychiatry for neuro-motor evaluations and occupational therapy evaluations and treatment. Ongoing developmental follow up, treatment and case management is offered
NYSHA, Inc 293 Division Ave Brooklyn, NY 11211	T: 718-26-NYSHA(69742)	OPWDD Article 16 clinic Offer a wide range of comprehensive developmental evaluation including psychological and psych social evaluation. Also offer evaluations as well as on going service for speech therapy, occupational therapy, physical therapy, psychotherapy, psychiatry, and nutrition. Based on necessary offer to do evaluations and therapy at the individual's home or day program
Premier Health Care (affiliated with YAI) 406 10th Ave New York, NY 10001	T: 212-273-6515	OPWDD Article 16 clinic Full complement of clinic services including psychiatric, speech therapy, psychology, social work, physical therapy, occupational therapy, nutritional therapy, sexuality counseling
Richmond University Medical Center Elizabeth W. Pouch Center for Special People 657 Castleton Avenue Staten Island, NY 10301	T: 718-448-9775	OPWDD Article 16 clinic Full complement of clinic services, including comprehensive diagnosis, treatment, counseling, speech therapy, occupational therapy, supportive services, preschool inclusion classes at Head Start, programs for children with autism spectrum disorders, specialized services for adults and parents

Rose F. Kennedy Children's Evaluation and Rehabilitation Center Montefiore Van Etten Building 1225 Morris Park Avenue Bronx, New York 10461	T: 718-839-7333 F: 718-892-1892	OPWDD Article 16 clinic Provides a range of comprehensive developmental evaluation as well as diagnostic and therapeutic clinical services for infants, children, adolescents and some adults. Service include Developmental pediatric, pediatric neurology, physiatry, ophthalmology, orthopedics, otolaryngology, primary health care, as well as special care dentistry, psychological testing, speech evaluation and treatment, psychosocial evaluation, occupational and physical therapies, and audiological evaluations
The Shield Institute, Inc 144-61 Roosevelt Ave Flushing, NY 11354 39-09 214 th Place Bayside, NY 11361	Cindy Cohen T: 718-939-8700 Ext. 1311 Mikal George T: 718-393-8700 Ext. 1160 Clinic@shield.org Bayside: T: 718-229-5757	OPWDD Article 16 clinic Comprehensive psychological and psycho-social evaluations. We also specialized in psychosexual assessments and augmentative communication evaluations
United Cerebral Palsy of Queens, Inc 81-15 164 th Street Jamaica, NY 11432	T: 718-380-3000	OPWDD Article 16 clinic Staffed by experienced, licensed professionals who offer a broad range of assessment and treatment services
YAI 406 10 th Ave, 9 th Fl New York, NY 10001 227 East 41 street New York, York, 10017 3060 East Tremont Bronx, NY, 10461 175 Remsen Street Brooklyn, NY, 11201 211-11 Northern Blvd Bayside, New York, 11361 80-02 Kew Gardens Road Kew Gardens, NY, 11415 37-11 35 th Avenue Astoria, NY 11101	T: 212-273-6182/6272 Link@yai.org 866-2-YAI-LINK T: 718-705-1000 TDD: 212-290-2787 Kew Gardens: T: 718-793-2182 Astoria: T: 718-482-8121	Article 16 clinic A network of innovative medical practices which offer a full range of quality, state of the art primary care, medical specialty, dental, rehabilitation and mental health services specifically designed for people with intellectual, developmental, physical, and learning disabilities and their families. Autism evaluations. Services includes psychological testing, psychological, psycho-social evaluations, speech therapy and evaluation. ENGLISH, SPANISH & MANDARIN

Clinical Evaluation Resources- for those without Medicaid"

(Family Support Services Contracts for individuals without Medicaid)

Agency and Program	Contact Information	Disabilities/Characteristics of Population Served	Program Description	Boroughs Served
AHRC NYC 83 Maiden Lane New York, NY 10038	Marissa McMillan T: 212-780-2565 F: 212-777-3918 referrals@ahrcnyc.org	Individuals (ages 5 and up) seeking OPWDD eligibility.	Provides comprehensive psychological and psychosocial evaluations for individuals without Medicaid to determine eligibility for OPWDD services.	Brooklyn Bronx Manhattan Queens Staten Island
Community Assistance Resources and Extended Services, Inc. (CARES) 465 Grand Street 2 nd Floor New York, NY 10002	Dee Rivka T: 212-420-1999, ext. 200 F: 212-420-1910	Children with Developmental Disabilities under age 21 seeking OPWDD eligibility.	Provides bilingual psychological evaluations: languages include Spanish, Mandarin, Cantonese, French Creole, Greek, Russian and Hebrew. Evaluations can be provided in the home as needed.	Queens
Eden II 94 Wright Avenue Staten Island, NY 10303	Gina DePrima T: 718-816-1422 ext. 1200 F: 718-442-1779 gdeprima@eden2.org	Individuals who have a developmental disability seeking OPWDD services.	Provides comprehensive psychological and psychosocial evaluations for individuals without Medicaid to determine eligibility for OPWDD services.	Brooklyn Staten Island
GHO 125-10 Queens Boulevard, Suite 2705 Kew Gardens, NY 11415	Pat Liu Chang T: 718-307-6563 pat@ghoinc.org	All ages	Provides comprehensive psychological and psychosocial evaluations for individuals without Medicaid to determine eligibility for OPWDD services	Queens

HeartShare Human Services 12 MetroTech Center 29 th Floor Brooklyn, NY 11201	Joseph Baird T: 718-422-3227 F: 718-422-3324 joseph.baird@heartshare.org	Children with Developmental Disabilities ages 3-20 seeking OPWDD eligibility.	Psychological and psychosocial evaluations for children who do not have Medicaid. Evaluations are conducted in downtown Brooklyn and in Bensonhurst.	Brooklyn
New York State Institute on Disability 930 Willowbrook Rd. Bldg. 41-A Staten Island, NY 10314	Elizabeth Sunshine T: 917-699-0578 F: 718-494-6461	Children with Developmental Disabilities under age 21 seeking OPWDD eligibility.	Provides comprehensive psychological and psychosocial evaluations for children without Medicaid to determine eligibility for OPWDD services. Will provide assessments in the home, as needed.	Brooklyn Bronx Queens Staten Island
OHEL Bais Ezra 4510 16 th Avenue Brooklyn, NY 12204	Lisa Sheinhouse T: 718-686-3201 lisa_sheinhouse@ohelfamily.org	Individuals who have a developmental disability seeking OPWDD services.	Provides comprehensive psychological and psychosocial evaluations for individuals without Medicaid to determine eligibility for OPWDD services.	Brooklyn
QCP 8115 164th St Queens, NY 11432	Marisa M. Fojas T:718-380-3000 ext. 251 T: 917-837-4195		Provides comprehensive psychological and psychosocial evaluations for individuals without Medicaid to determine eligibility for OPWDD services	Queens
QSAC 25-09 Broadway Astoria, NY 11106	Deepa Suchdeve T: 718-728-8476 ext. 2063 or Kevin Martinez ext. 1240	All ages	Provides comprehensive psychological and psychosocial evaluations for individuals without Medicaid to determine eligibility for OPWDD services.	Queens
Singeria, Inc	Lore Barcelona T: 212-643-2840 Ext. 318 Lbarcelona@singeriany.org	All ages but only for Manhattan residents who don't have Medicaid	Provides comprehensive psychological and psychosocial evaluations for individuals without Medicaid to determine eligibility for OPWDD services.	Manhattan

YAI 460 W. 34 th Street New York, NY 10001	YAI LINK T: 212-273-6182	Individuals with developmental disabilities who are not Medicaid eligible and are seeking OPWDD eligibility.	Provides comprehensive psychological and psychosocial evaluations for individuals without Medicaid to determine eligibility for OPWDD services. Spanish spoken.	Brooklyn Queens
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Office for People With Developmental Disabilities

INSTRUCTIONS FOR REQUESTING OPWDD ELIGIBILITY DETERMINATION FOR NYC RESIDENTS

To request an OPWDD eligibility determination, you are encouraged to work with a Care Coordination Organization (CCO) to assist you with this process, or you may submit the information directly yourself. The following documents are required:

- **Eligibility Transmittal Form**

All required areas on this form must be completed. The referral source must include your email address next to your name at the very bottom of the form where asked to print name (Completed by _____).

- **Psychological Evaluation** (Full measure of intelligence and standardized measure of adaptive behavior)

- **For children** – preferably within 1 year
- **For adolescents** – within 2 years
- **For adults** – within 3 – 5 years

- **Psychosocial Evaluation** - within 1 year

- **Physical Examination** – within 1 year (If the condition originates in either the brain or spinal cord then the physical must support that condition)

- **IMPORTANT!!** If the person you are referring is over the age of 22, we need documentation from prior to that age to establish "age of onset" of a developmental disability. The easiest way to do this is to contact the DOE Records Management Office at 718-935-3161 or the last school district if not New York City.

Once completed, these documents are to be sent by email to:

OPWDD.SM.BROOKLYN.ELIGIBILITY.REQUEST@OPWDD.NY.GOV

(You are to use this email address even if you do not reside in Brooklyn)

If you wish to mail in the required documents, please send to the borough where you reside:

Bernard Fineson/Queens DDRO

PO BOX 280507
Queens Village, NY 11427
Attention: Eligibility Unit

Brooklyn DDRO

750 Vandalia Avenue
Brooklyn, NY 11239
Attention: Eligibility Unit

Metro Bronx DDRO

2400 Halsey Street
Bronx, NY 10461
Attention: Eligibility Unit

Metro Manhattan DDRO

25 Beaver Street
3rd Floor
New York, NY 10004
Attention: Eligibility Unit

Staten Island DDRO

930 Willowbrook Rd
Bldg. 12G
Staten Island, NY 10314
Attention: Eligibility Unit

Please be aware that additional documents may be requested following the committee review.

Follow Up inquiries regarding eligibility after submission may be sent to:

OPWDD.SM.BROOKLYN.ELIGIBILITY.REQUEST@OPWDD.NY.GOV

(You are to use this email address even if you do not reside in Brooklyn)

Please allow at least 6 weeks for review and response.