



**Office for People With
Developmental Disabilities**

Front Door: Access to Services

Front Door Information Session

Revised July 31, 2023

WELCOME AND INTRODUCTIONS



Today's Objective

- What is OPWDD?
- What is the Front Door?
- What is Care Management?
- What is the OPWDD Eligibility Review Process?
- What are OPWDD supports and services?
- How are OPWDD services delivered?
- How are OPWDD services paid for?



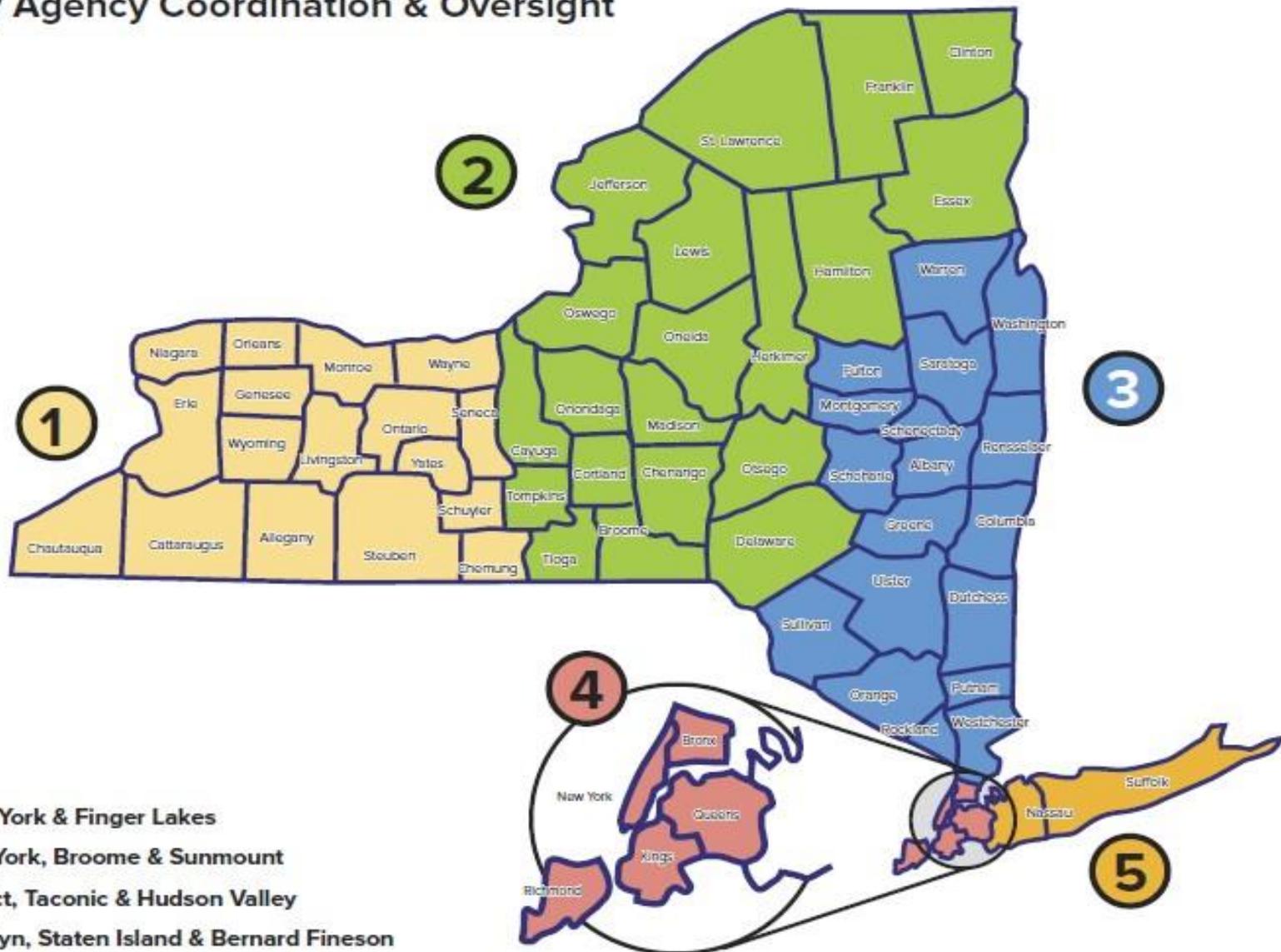
What is OPWDD?

The Office for People With Developmental Disabilities:

- The New York State agency that authorizes services for people who have developmental disabilities
- Helps people with developmental disabilities live richer lives
- Our Vision: People with developmental disabilities enjoy meaningful relationships with friends, family and others in their lives, experience personal health and growth and live in the home of their choice and fully participate in their communities.

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

What is the Front Door?

- The person-centered process that connects people to services
- A team of staff at the Developmental Disabilities Regional Offices (DDROs) to help guide you through the process to access supports and services that are appropriate to meet your needs



Steps in the Front Door

Initial Contact



Eligibility



Identify Needs, Goals and Preferences



Plan



Access Services



What is Care Management?

- Care management is provided by qualified care managers that help you navigate various service systems and connect you with the services and supports you need to achieve your personal goals.
- There are various types of Care Management to choose from...



Care Coordination Organization (CCO) Care Management

- CCOs are organizations that provide person-centered care management, planning and coordination.
- Staffed by Care Managers with training and experience in the field of developmental disabilities.
- You will choose which CCO you want to work with from a list of CCOs in your area



Role of the CCOs

To work closely with you, the DDRO and any identified service providers through all of steps of the Front Door process including:

- Assisting with the OPWDD Eligibility and Medicaid application process
- Identifying the services that meet your needs and the agencies that you want to provide services
- Ensuring services are available to meet your needs
- Assist with any changes needed to your services



CCO Care Management Options

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 to each other so they know about your care

Basic HCBS Plan Support

- Coordinates OPWDD supports and services.



Fully Integrated Duals Advantage for Individuals with Developmental Disabilities (FIDA-IDD) Care Management

- Available to **adults** (age 21 and older) eligible for both Medicare and Medicaid and who are living in the following counties: Bronx, Kings, Nassau, New York, Queens, Richmond, Rockland, Suffolk, Westchester
- Provides Care Management and coordination of comprehensive services for people with developmental disabilities
- Services are provided by a network of providers



FIDA-IDD Benefits and Services

Care Management

Interdisciplinary Team (IDT) Approach

Primary & Specialty Care

Inpatient and Outpatient Services

Long Term Supports & Services

Behavioral Health

OPWDD services

Dental

Pharmacy

Transportation

Medical Supplies and Equipment



OPWDD ELIGIBILITY



What is the OPWDD Eligibility Review Process?

The process by which OPWDD determines if you have a qualifying developmental disability to receive OPWDD supports and services

- May involve more than one step to ensure:
 - Every person receives a fair review
 - All applicants can submit additional information, request re-evaluation, appeal a determination and request a fair hearing.
- If you have specific eligibility questions, please contact your local DDRO.



What is a Developmental Disability?

- A condition that occurs anytime from birth until the age of 22, including:
 - Intellectual Disability
 - Cerebral Palsy
 - Epilepsy
 - Neurological Impairment
 - Autism Spectrum Disorder
 - Familial Dysautonomia
 - Prader-Willi Syndrome
- Is expected to be permanent
- Affects your ability to function in society



Required Documents for Eligibility

Your local DDRO will need the following information to determine if you are eligible for OPWDD services:

- A Transmittal Form for Determination of Developmental Disability
- A full psychological report
- A social/developmental history or psychosocial report
- A medical specialty report
- Supporting documentation showing that you became disabled **before** age 22
- An assessment of adaptive skills
- A diagnostic report (an evaluation that supports how the diagnosis was made)

What is “Provisional Eligibility”?

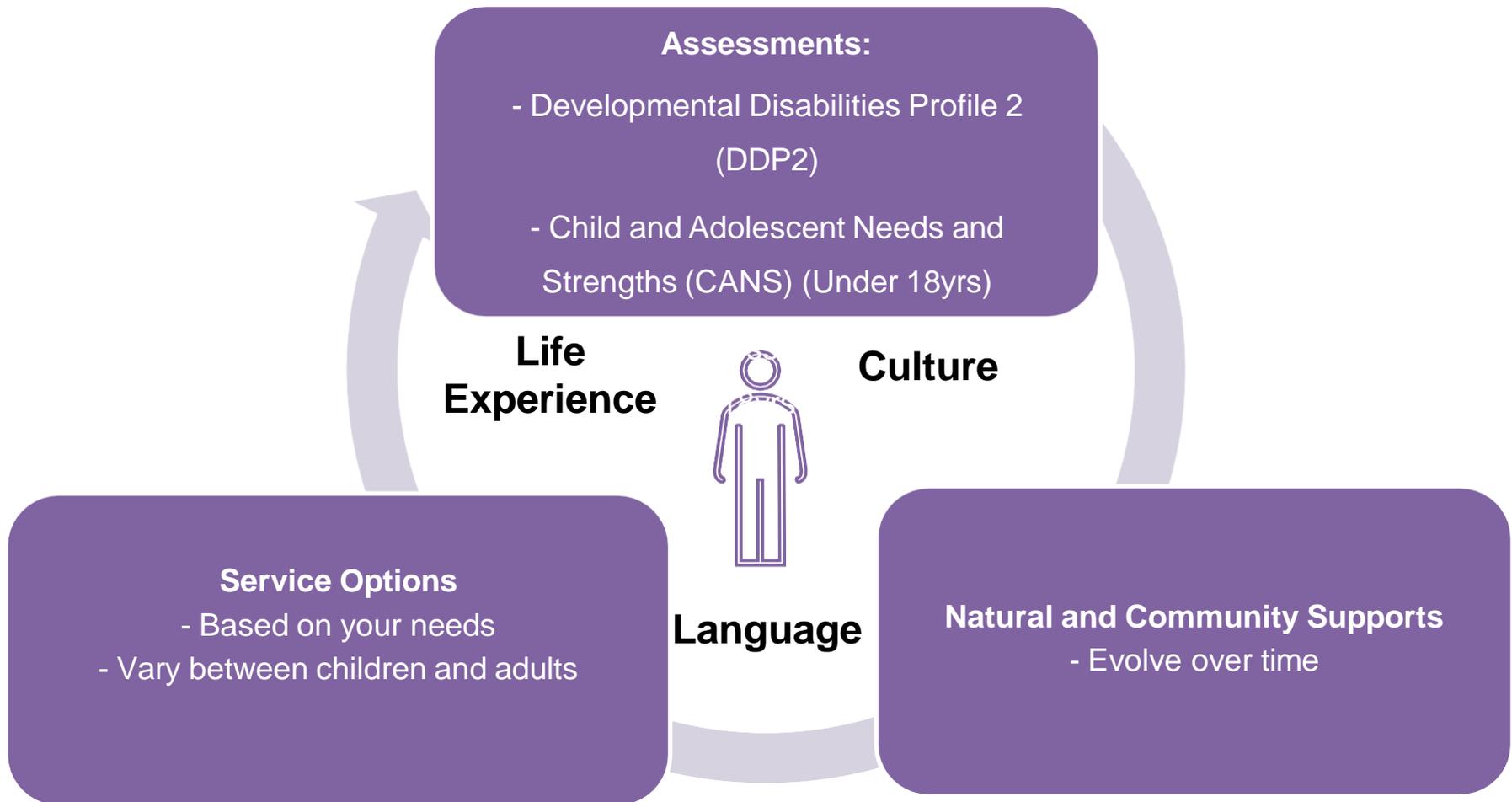
- For children under the age of 8, OPWDD may grant provisional eligibility based on clinical judgement of disability and needs.
 - You may have qualifying levels of delays in development that can still change or improve as you grow older.
- All children with provisional eligibility must be reviewed again before their eighth birthday, but some may be reviewed earlier.
- The DDRO will decide when you should be evaluated again, and whether you are still eligible for OPWDD supports and services.



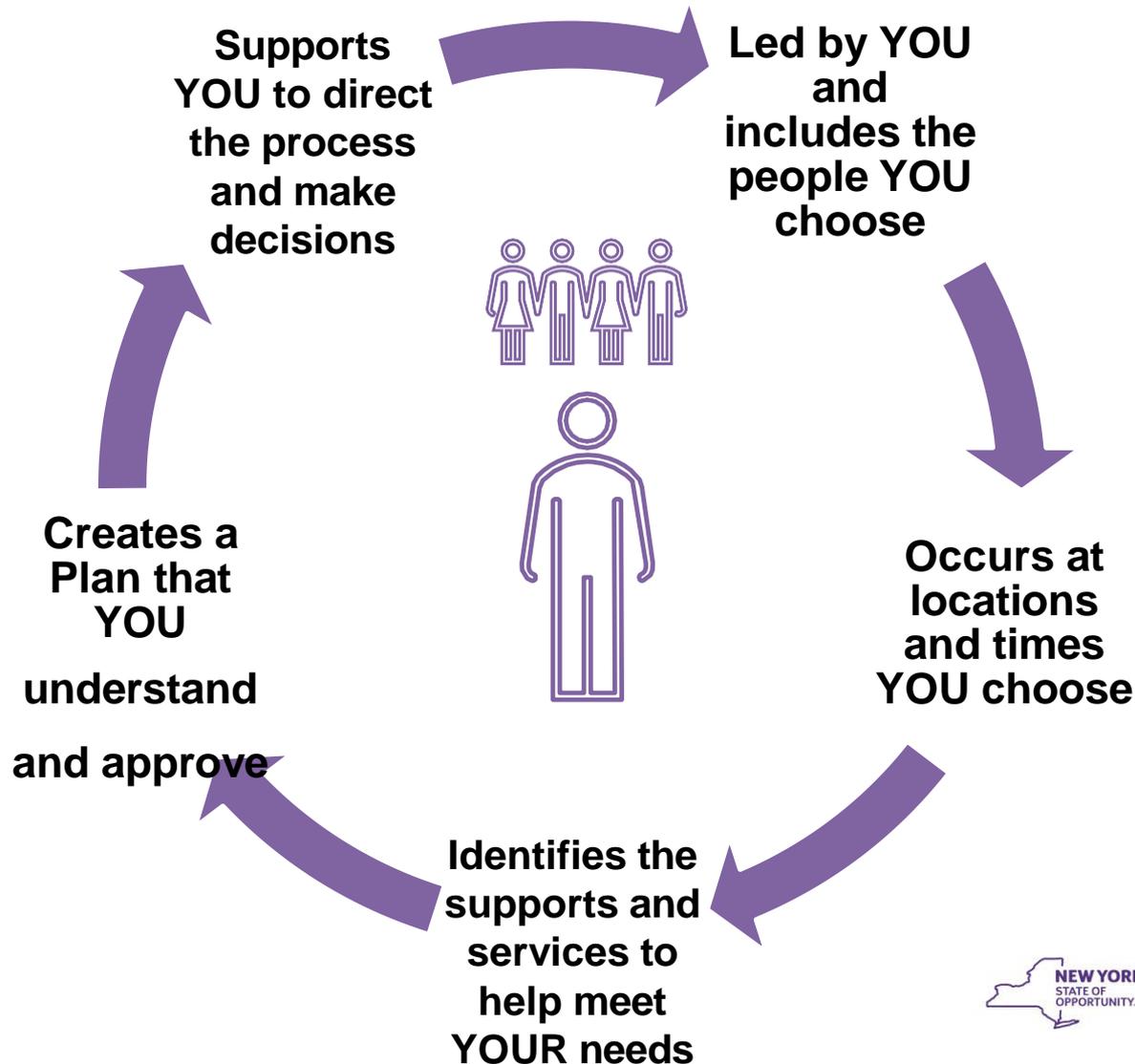
IDENTIFYING THE APPROPRIATE SERVICES THAT MEET YOUR NEEDS



Identifying Your Services



Person Centered Planning (PCP)



OPWDD Supports and Services

- Community Based Services
- Assistive Technology
- Employment Services
- Housing Options
- Behavioral Supports
- Clinic Services

Services are meant to enhance the support you are receiving from your Natural Supports to help meet your needs.



Community Based Services

Family Supports Services (FSS):

- Helps families care for their loved ones residing at home and may include:
 - Respite - Provides relief to primary caregiver(s)
 - Family Member Training and Support Groups
 - Reimbursement
 - Information and Referral
 - Sibling Services
 - Recreation and Social Activities/After School Programs

FSS services may be accessed as soon as you are found OPWDD eligible.



Community Based Services

OPWDD Housing Subsidy:

- Funds to help you pay for rent and utilities in your own home in the community (must be over 18 years old)
- Housing subsidies are **ONLY** available to help you live independently.

You may explore the OPWDD Housing Subsidy as soon as you are found OPWDD eligible.



Community Based Services

Respite: A break for caregivers

Types of Respite:
In-Home Respite
Site-based Respite
Intensive Respite
Recreational Respite
Camp Respite
Family Reimbursed Respite through Family Support Services (FSS)

Respite is <u>NOT</u>
Babysitting
Staffing for people who do not have a caregiver
Skill Building



Community Based Services

Community Habilitation:

Helps you...

- Learn and keep the skills you need to live safely and more independently
- Maintain or improve your health
- Work toward other personal goals
- Meet people and make and keep friends
- Be part of your community and take part in community activities
- Live independently or learn about and experience community-based activities

Community Based Services

Day Habilitation:

Helps you:

- Learn and keep the skills you need to live safely and more independently
- Be a valued member of your community and participate in community activities
- Identify your interests
- Develop your talents and skills
- Make and keep friends
- Learn basic life skills

Takes place at a set location or within the community



Assistive Technology

Assistive Technology includes:

- **Environmental Modifications:** Physical changes to your home
- **Adaptive Devices:** Communication aides and adaptive devices, including tools used for dining; meal preparation and other tasks
- **Vehicle Modifications:** Physical changes to your vehicle to meet specialized transportation needs



Employment Services

- **Community Prevocational Services:**
 - Prepares you for employment by teaching job readiness skills
- **Pathway to Employment:**
 - Helps you develop a plan for employment success.
 - Time-limited service
- **Employment Training Program:**
 - Provides a time-limited paid work experience initially as an intern
- **Supported Employment:**
 - Gives you the supports you need to get and keep a paid job in the community



Certified Housing Options

Opportunities to live in certified homes that offer different levels of support

- **Family Care:** Community-based housing in private family homes certified by OPWDD. Offers you a caring and stable home in a family setting
- **Individualized Residential Alternatives (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



Certified Housing Options

- **Certified Residential Opportunities Team:** OPWDD staff who assist you with exploring the most integrated and the least restrictive housing options to meet your needs in residential facilities, certified and/or operated by OPWDD
- Housing resources are managed to ensure certified housing is available **to those in greatest need.**
- Your Care Manager will work with the DDRO CRO team to assist with the application process.



Behavioral Supports

Intensive Behavioral Services:

- Short-term (6 month) services that focus on behavior support strategies for behavioral needs that may put you at risk of placement in a more restrictive residential setting (such as a group home or a hospital)
- Teaches you, your family and other caregivers how to respond to challenging behaviors
- You must live in your own home, your family's home or a Family Care home to be eligible



Behavioral Supports

Crisis Services for Individuals with Intellectual and/or Developmental Disabilities (CSIDD):

- Community-based program that provides crisis prevention and response services to you and your family if you have complex behavioral and mental health needs
- Offers training, consultation, therapeutic services and technical assistance to help you remain in your home



Article 16 Clinical Services

- Provides clinical services are provided either at main clinic sites or at satellite site locations throughout New York State.
- You may access Article 16 Clinics specifically for the purposes of diagnosis and evaluation if you do not have a known diagnosis.
- Services are rehabilitative to improve or limit disabling conditions, disease or illnesses through the provision of therapies.
- Services help you remain in, or move to, the least restrictive settings.
- Clinics are **Not** a primary care provider of medical services.

HOW OPWDD SERVICES ARE DELIVERED



Service Delivery Options

Direct Provider Purchased

- Traditional service option
- The service provider manages services.
- Provider determines staffing assignment, wages paid and schedule of service delivery.

Agency Supported Self-Directed

- You enter into a co-employment agreement with a provider agency.
- You select staff from the provider or recommend staff to be hired by the provider.

Self-Directed

- You have the most control on how your services are delivered.
- You enter a co-employment agreement with a Fiscal Intermediary.
- You have flexibility in all aspects of service delivery and pay rate.

**Provider has
Responsibility**



**You have
Responsibility**

You may customize your service delivery options by using a combination of self-directed and agency-provided services.



**Office for People With
Developmental Disabilities**

HOW ARE OPWDD SERVICES PAID FOR?

Paying for OPWDD services

- **Home and Community Based Services (HCBS) Medicaid Waiver:**
 - OPWDD's largest Medicaid program
 - Paid for by New York State and the Federal Government
 - You need to enroll in Medicaid and apply for the waiver
 - If you are **under the age of 18**, you may be determined eligible for Medicaid without considering parental income (called "Parental Deeming")
- **State-funded services:**
 - OPWDD offers limited services with state funding.
 - You do not need to enroll in Medicaid or the HCBS Waiver to get state-funded services, such as Family Support Services (FSS).

*You can have other insurance coverage and still apply for Medicaid

Your Next Steps

- **Contact your local Front Door Team**
- **Connect** with a CCO (or Non-MSC agency/Service Access Agency) to support you in the process toward applying for OPWDD eligibility and services
- Your services may or may not be **authorized** following a quality review process that is person-centered, needs-based and considers the supports available within the community.
- A **Life Plan** (plan for services) will be agreed to and your services and supports will be identified.

OPWDD is committed to making this process as clear and accessible as possible. If at any time you have concerns or are unsure of where you are in the process, please contact your local Front Door team.



Contact the Front Door

866-946-9733

**For those who are deaf, hearing impaired
or speech-disabled, dial 711.**



Thank you for attending!

If you would like to learn more about OPWDD services, please reach out to your local OPWDD Regional Office Front Door office.

For additional information, please visit OPWDD's website: opwdd.ny.gov

