



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.