NEW YORK STATE | Office for People With Developmental Disabilities

Front Door Welcome Flyer

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 your Front Door Facilitator:

(Front Door Facilitator Name) (Phone Number) (Email Address)

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 or Service Access Agency to help you with this process. Information on these agencies is included in your Welcome Packet.

	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)** or **Service Access Agency (SAA)**		
☐	Establish OPWDD **Eligibility**		
☐	View the **Front Door Videos**		
☐	Work with OPWDD to complete an **Assessment of Service Needs**		
☐	Develop your **Life Plan** working with your Care Manager and Request Services		

Initial Contact
When you contact your local OPWDD Front Door, you will be asked for some basic information such as your address, contact information 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.

Care Coordination
Making contact with a Care Coordination Organization (CCO) or Service Access Agency (SAA) is an important next step in this process. These agencies are responsible for helping you apply for OPWDD eligibility. If you are found OPWDD eligible, and meet the requirements for enrollment in a CCO, 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.

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 SAA agency will assist you with the eligibility process and will submit your eligibility application to OPWDD on your behalf.

Front Door Videos
The Front Door videos available on OPWDD's website (opwdd.ny.gov/get-started) outline the process of how to become eligible for OPWDD supports and services, the types of supports and services available and how to get assistance. A family member or advocate may watch the videos for you. Included in your welcome packet is a flyer that describes these videos and how to access them online. You can watch the videos at any time during the Front Door process but it's best if you watch them early in the process.

Assessment of Service Needs
To receive OPWDD services, state law requires an assessment chosen by OPWDD be used to review and record your strengths and needs. Front Door staff will complete a **Developmental Disabilities Profile (DDP2)** with you, and you will also work with OPWDD staff to complete either a **Child and Adolescent Needs and Strengths (CANS)** assessment if you are under 18 or a **Coordinated Assessment System (CAS)** if you are 18 or over. OPWDD services cannot be approved before the required assessments are complete.

Develop a Life Plan
You will work with your Care Manager (CM) to identify and plan for the services and supports that best meet your needs. Be sure to share your interests and any services and supports that you already receive, supports from your family and community, what you are currently doing and your plans for the future. Your Care Manager will request OPWDD approval for the services you need and will help you identify providers to deliver the services and supports listed in your Life Plan.