

**OPWDD** NYS Office For People With Developmental Disabilities  
**Putting People First**



**Helping families provide at-home care for loved ones with developmental disabilities**

**(866) 946-9733**  
**www.opwdd.ny.gov**



Providing at-home care for loved ones with a developmental disability presents a host of unique challenges. To give caregivers a helping hand, the Office For People With Developmental Disabilities (OPWDD) Family Support

Services program provides a range of supports including respite programs and reimbursement for certain goods and services. I encourage you to explore the many options available through OPWDD's Family Support Services program.

*Laurie A. Kelley*

Laurie A. Kelley, Acting Commissioner

**Family Support Services can provide you with:**

- Someone to call for support
- Information about OPWDD programs and services
- Someone to explain the benefits you're entitled to
- Help arranging health care, education and recreational opportunities
- Counseling and training to enhance family stability and to help you plan for the future
- Transportation, special equipment or necessary home modifications
- Help caring for a family member with a disability
- Respite Services, which provide temporary relief from care giving
- Family reimbursement for purchases of goods and services

**Meeting your family's needs**

Family Support Services Coordinators are available at each of OPWDD's statewide Developmental Disabilities Services Offices (DDSOs) to help families arrange assistance.

Each DDSO also has a Family Support Services Advisory Council to represent the interests of family members and people with developmental disabilities. The councils work in partnership with the DDSOs to make decisions supporting families and their loved ones.

One of the services asked for most often is respite. Respite services provide temporary relief from the demands of care giving, which helps reduce overall family stress. This often enables them to better meet the needs of a family member with a developmental disability. Respite can be provided in the home or out of the home, during the day, evenings or overnight.





In addition to providing respite, DDSOs continually work with local community agencies to ensure that other family support services for people with developmental disabilities and their loved ones are available when and where they are needed. These family support services may include:

- information and referral
- family and individual counseling
- family-member training
- recreation
- camps
- after-school programs
- transportation
- sibling services
- support groups
- service coordination
- Parent-To-Parent networking

DDSOs can also arrange for specialized equipment and home modifications.

Family Support Services can help in times of crisis when a family member or loved one becomes ill, or when things get difficult at home for other reasons. With assistance and support, families often work these situations out and stay together.

Find out more information about these services and supports by calling the Family Support Services Coordinator at your local DDSO. The Coordinator will be happy to assist you and your family.

Information is also available by calling the OPWDD toll free Information Line at (866) 946-9733, voice, or (866) 933-4889 TTY; or at OPWDD's Web site: [www.opwdd.ny.gov](http://www.opwdd.ny.gov). A listing of regional DDSOs is included on the back of this brochure.

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## OPWDD's Regional Offices

### Region 1

**585-461-8500**

(Counties: Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates)

**716-517-2000**

(Counties: Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans)

### Region 2

**607-770-0211**

(Counties: Broome, Chenango, Delaware, Otsego, Tioga, Tompkins)

**315-473-5050**

(Counties: Cayuga, Cortland, Herkimer, Lewis, Madison, Oneida, Onondaga, Otsego)

**518-359-3397**

(Counties: Clinton, Essex, Franklin, Hamilton, Jefferson, St. Lawrence)

### Region 3

**518-370-7429**

(Counties: Albany, Fulton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington)

**845-947-6100**

(Counties: Orange, Rockland, Sullivan, Westchester)

**845-473-5050**

(Counties: Columbia, Dutchess, Greene, Putnam, Ulster)

### Region 4

**718-217-4242**

(County: Queens)

**718-642-6000, 718-642-6053/6054**

(County: Kings)

**646-766-3466**

(County: New York)

**718-430-0700**

(County: Bronx)

**718-983-5200**

(County: Richmond)

### Region 5

**631-434-6100**

(Counties: Nassau, Suffolk)