

A Message from Kerry A. Delaney, OPWDD Acting Commissioner

Dear Friends and Colleagues:

With input from individuals, families, advocates, nonprofit providers and direct care staff, the New York State Office for People With Developmental Disabilities (OPWDD) has been reengineering how we offer services to people in order to promote the awareness and choice of service options for individuals and families, with a particular emphasis on self-direction, employment and community integration. This is known as our Front Door initiative. Individuals who are seeking services for the first time will be the first to use this new process.

The Front Door builds on the philosophy of self-determination and person-centered planning, and the understanding that people with developmental disabilities have the right to enjoy meaningful relationships with family, friends and others in their lives; experience personal growth; fully participate in their communities; and live in the home of their choice. The process was designed to improve the way people learn about and access available service options while giving individuals as many opportunities as possible to direct their own service plan.

This initiative is essential to helping us achieve the outcomes associated with our *Road to Reform* transformation goals and will further our mission of helping people with developmental disabilities live richer lives.



Sincerely,
Acting Commissioner Delaney

For more information about the FRONT DOOR,
call your local Front Door contact:

Region 1, Western NY

Rochester.....585-241-5700
West Seneca.....800-487-6310

Region 2, Central NY

Syracuse.....315-473-6978

Region 3, Capital District & Hudson Valley

Capital District.....518-388-0431
Poughkeepsie.....845-473-5050
Thiells.....845-947-6100

Region 4, NYC and Metropolitan Area

Brooklyn.....718-642-6000
Bronx.....718-430-0885
Manhattan.....646-766-3222
Queens.....718-217-5890
Staten Island.....718-983-5233

Region 5, Long Island

Long Island.....631-434-6100



Office for People With
Developmental Disabilities



The Front Door
The way to a richer life



Office for People With
Developmental Disabilities

44 Holland Avenue
Albany, NY 12229-0001



Front Door, Welcome

Opening the door to a richer, fuller life—that’s the goal of OPWDD’s new Front Door—a person-centered approach for people with developmental disabilities that prioritizes individual choices, needs and desires in making decisions.

Opening the Front Door to Possibilities

The Front Door is for individuals seeking services for the first time.

The Front Door strives to:

- Improve the way people learn about OPWDD and available service options
- Better connect individual needs to available services
- Give people as many opportunities as possible for self-direction

Front Door services rest on the philosophy of self-determination and the idea that people with developmental disabilities have the right to:

- Enjoy more meaningful relationships with family, friends and others in their lives
- Experience personal growth
- Fully participate in their communities
- Live in the home of their choice

Ultimately, opening the Front Door means people with developmental disabilities will have the opportunity to pursue their dreams, and live the lives of THEIR choosing.



FAQ’s

What will people using the Front Door experience that is different from the “old way” of doing things?

The wants and needs of the individual come first when mapping out a service plan. People with developmental disabilities will have a say in the decision process for services and will be guided in the exploration of options from the array of services available. The services will be tailored to the individual, based on his or her needs and desires.

Why is this change being made?

A person-centered approach has been found to enrich the lives of people with developmental disabilities. Being able to determine their own outcomes has resulted in individuals enjoying more meaningful relationships with friends and family, better health, personal growth and more independence and community involvement.

What is the definition of self-direction and how is it related to Front Door services?

Self-direction is an approach that allows individuals with developmental disabilities to take charge of and be responsible for the services they receive.

Self-direction is the hallmark of the Front Door. It allows people with developmental disabilities to help create a plan for services and, ultimately, for their lives, that will meet their wants and needs and help them achieve their goals.

Is the Front Door approach more helpful in assisting people to link with the support they need?

The Front Door offers the opportunity to expand the service options available to individuals by allowing people to receive services in more integrated settings. Individuals and their families will be guided through the process of learning about, choosing and implementing those services.



The Front Door Experience

Initial Contact

Eligibility for Services

Assessment of Strengths

Identifying Support Needs

Informed Decision Making and Individualized Plan Development

Plan Authorization and Implementation