

NYS Office For People With Developmental Disabilities
Putting People First



Information Line

Providing information about supports and services for New Yorkers with developmental disabilities and taking complaints of alleged misconduct, fraud, waste, and abuse in our service system.

A public service of NYS OPWDD

Call toll-free:

Voice: 1-866-946-9733

TTY: 1-866-933-4889

Log on at:

www.opwdd.ny.gov



At OPWDD, our motto is “putting people first.” With that in mind, we are committed to providing a variety of supports and services for individuals with developmental disabilities. Our services are designed to give individuals and families high quality, individualized supports. This brochure offers information about our toll free Information Line and online service.

Laurie A. Kelley, Acting Commissioner



NYS Office For People With Developmental Disabilities

Information Line

TEL: 1-866-946-9733 TTY: 1-866-933-4889
www.opwdd.ny.gov

Looking for Information? Call or click!

The Toll-Free Information Line is accessible during business hours, Monday through Friday, 9 a.m. to 5 p.m. Eastern Standard Time. Online submissions can be made at your convenience, 24 hours a day, 7 days a week.

Call OPWDD's Toll-free Information Line at

VOICE: 1-866-946-9733

TTY: 1-866-933-4889

Or Online at:

www.opwdd.ny.gov

English is not required!

The OPWDD Information Line offers assistance in English, Spanish and most other languages. Call us for assistance!

What is the information line?

OPWDD's Information Line is designed to help people get answers to questions about supports and services for individuals with developmental disabilities in New York State. It is also used to take complaints of alleged misconduct, fraud, waste, and abuse in our service system.

Information Line representatives are standing by during regular business hours, Monday through Friday (except holidays) from 9:00am to 5:00pm to provide information, to link callers to the appropriate personnel for assistance and to record other types of information reported. Requests for information and reports can also be submitted online at www.opwdd.ny.gov

In addition to the information line, OPWDD has a significant amount of information available on the agency website. If you have any questions, it's likely the answers are already online. Obtain information online at: www.opwdd.ny.gov. From brochures to memos to service guidelines to maps, nonprofit provider links, and more, the information on the website is there for you when you need it.



What the Information Line is not!!

The Information Line is NOT a crisis or emergency line. If you have an emergency, please call 9-1-1 or your local police department.

What happens when I call?

When you call the Information Line, your call will be answered by an OPWDD representative. If the lines are busy, you will hear “All of our staff are busy answering other calls at this time. Your call is important to us, please stay on the line and the next available person will take your call.”

English and Spanish speaking representatives are standing by to assist you. If you speak another language, an OPWDD representative will connect you with a translator within minutes of your call. Your request will then be referred to someone who will return your call and provide you with the information you are seeking or to record your complaint.

What would I call or write about?

Other than emergencies, you can call or submit online about anything. The Information Line is designed to refer people to the right staff member to give information that is applicable on a statewide and/or local basis. If you're from Buffalo or Binghamton, Watertown or Long Island, you will either get the information you're looking for and/or be referred to a local person in your area who can help you.

If you need help regarding the supports and services you are receiving, you should first talk with your local service provider and/or your Developmental Disabilities Regional Office (DDRO). If you do not know who to contact on the local level, the Information Line will refer you to the right place. OPWDD staff will follow up on issues brought to our attention.

Will there be any cost for using the OPWDD Information Line?

The Information Line is a Toll-Free service of The New York State Office For People With Developmental Disabilities.

How to contact the Information Line

**Voice: 1-866-94NYSDD
(1-866-946-9733)**

**TTY: 1-86 NYDD4TTY
(1-866-933-4889)**

Online: www.opwdd.ny.gov

Disclaimer: OPWDD will adhere to all applicable laws, policies, procedures and protocols in providing information or responding to requests made through the Information Line.

The Information Line is a service of:

OPWDD
44 Holland Avenue
Albany, NY 12229
www.opwdd.ny.gov

In addition to the Information Line, you can also contact the New York State Office of the Inspector General. The Inspector General monitors and investigates allegations of corruption, fraud, criminal activity, conflicts of interest or abuse by State employees. Complaints may be reported to a 24-hour toll free hotline at 1-800-367-4448, online www.ig.state.ny.us or in writing to the Office of the Inspector, PO Box 9, One Commerce Plaza, Albany, NY 12260.

OR

The New York State Office of the Medicaid Inspector General (OMIG). The OMIG's mission is to improve the efficiency and accountability of the New York State Medicaid program by preventing and detecting fraudulent, wasteful and abusive practices within the Medicaid program. They can be reached by calling 518-473-3782, online www.omig.state.ny.us or in writing at 800 North Pearl Street, Albany, NY 12204.

This brochure is published by the OPWDD Communications Office, located at 44 Holland Ave., Albany, NY 12229.



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)