

# Public Forum Responses

## Access and Funding Worksheet

Category	Public Forum Response	Recommendations
<p><b>Accessing Services</b></p>	<p>Accessing services is a complicated and extensive process and a simpler process is needed. It is important for families to be provided clear information about the service options for individuals entering the system and how the enrollment process works.</p>	
	<p>Services and eligibility should be maintained for people currently receiving services</p>	
	<p>Individuals must be assessed appropriately and correctly</p>	
	<p>Development of a single point of access for information related to an individual’s care and support such as a secure website “portal,” which could be accessed from any computer with Internet access</p>	
<p><b>Administrative Process</b></p>	<p>OPWDD should reduce paperwork and streamline administrative processes as too much time is devoted to paperwork. Respondents suggested the use of a single application for all OPWDD services, require less frequent updates to plans and documents, and develop simpler processes.</p>	
	<p>Concern about the amount of training staff must undergo in order to be able to complete documentation</p>	
	<p>Using technology and electronic medical records to avoid duplication and facilitate communication.</p>	
	<p>Importance of transparency in administrative decisions and the need for technical assistance for agencies as they implement administrative changes</p>	
	<p>Forum respondents spoke to three distinct forms of collaboration that are needed to address current system silos. The first is cross-systems collaboration between OPWDD and</p>	

	<p>other New York State Agencies such as the Office of Mental Health (OMH) and State Education Department (SED). Respondents also suggested that developing public-private partnerships between OPWDD and community entities would result in greater opportunities for individuals outside the regular OPWDD service delivery system. One last level of collaboration requested was between service providing agencies, whereby among voluntary agencies coordinate operations and share resources to provide comprehensive care and fill existing gaps in service provision</p>	
<p><b>Funding</b></p>	<p>Individuals and families want more control over the funds that are allocated to their services including the development of personalized budgets.</p>	
	<p>The use of resources should be reviewed to find savings for reinvesting in additional services</p>	
	<p>Respondents also voiced concern that they cannot be sure that funds dedicated to program areas do in fact go to those areas and do not support increased overhead costs. A number of respondents suggested redirecting and reinvesting existing resources to more desirable or emphasized program areas.</p>	
	<p>Respondents noted that complexity in billing and funding require time and effort to be spent on paperwork and training staff how to complete that paperwork instead of going directly into providing a service to that individual.</p>	
	<p>Allocation of resources based on need</p>	
	<p>Cost-sharing by families to provide funding beyond what is offered by the State. Family collaboration on innovative residential projects, for example, as noted as a way for families to work together to design and coordinate services.</p>	
	<p>Vouchers for community organization would be a simple way to allow individuals to access opportunities not formally linked to the OPWDD system (for example, funds to defray the costs of an art program available to the general public)</p>	
<p><b>Service Coordination</b></p>	<p>Service coordination is vital to families, and service coordinators must be well trained and knowledgeable</p>	
	<p>Families requested more support to help them assess and decide which services are best for their loved ones and</p>	

	opportunities for more involvement and engagement in the service design process.	
	Comments regarding the managed care model included cautions that the model be applied carefully and appropriately to individuals with developmental disabilities.	
	OPWDD should develop incentives for motivating agency performance and rewarding agencies that provide quality services, are fiscally responsible, and pursue new courses of development encouraged by OPWDD.	
	Regulatory reform was primarily requested to reduce the cost of meeting mandates and remove barriers to the development of innovative services	
	Privatization of services so that services can be provided at less cost by voluntary agencies with strong records of success	
<b>OTHER</b>		