



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

Finger Lakes .....	855-679-3335
Western New York .....	800-487-6310
Southern Tier .....	607-240-4900
Central New York .....	607-240-4900
North Country .....	607-240-4900
Capital District.....	518-388-0398
Taconic.....	518-388-0398
Hudson Valley .....	845-947-6390
Brooklyn.....	718-642-8576
Bronx.....	718-430-0757
Manhattan .....	646-766-3220
Queens.....	718-217-6485
Staten Island.....	718-982-1913
Long Island .....	631-434-6000

Individuals with hearing impairment: use NY Relay System 711



Office for People With Developmental Disabilities

44 Holland Avenue  
Albany, NY 12229-0001



Office for People With Developmental Disabilities



# How Can I Get Services? The Front Door



**(866) 946-9733 | NY Relay System 711**

[www.opwdd.ny.gov](http://www.opwdd.ny.gov)

# The Front Door Experience

Contact  
OPWDD

Information  
Session

Determine  
Eligibility

Assessment  
of Strengths

Identify  
Support  
Needs

Develop  
Plan

Services  
Provided

People new to the OPWDD system can access services and supports through the Front Door. The Front Door is the way OPWDD connects people to the services they need and want. Once you enter, a person-centered planning process begins which helps you learn about and access service options taking your needs and desires into consideration. It will also give you the chance to direct your own service plan or help your family member or loved one as they direct theirs.

The Front Door is based on the understanding that people with developmental disabilities have the right to enjoy meaningful relationships, experience personal growth, take part in their community and live in the home of their choice.

The Front Door process will guide you through the steps involved in finding out if you are eligible for services with OPWDD, identify your needs, goals and preferences, and help you work on a plan for getting those services.

OPWDD provides a wide variety of support and service options to meet the needs of individuals and their families. OPWDD supports and services include:

- Help for people to live in a home in the community.
- Help for families to support their family member to live at home with respite and other family support services.
- Help for people who want to work in the community with employment training and support, volunteer opportunities, and other types of community engagement.
- And help for people who need intensive residential and day services.

The first step to receiving assistance is to find out if you are eligible to receive services and supports. Once you are determined eligible to receive services, you can begin the planning process.

### Where do I begin?

Individuals can contact the OPWDD regional office that covers their county to access the Front Door, or call the OPWDD Info Line at 1-866-946-9733.

