



PERSON
CENTERED
SERVICES

CARE COORDINATION WORKSHOP

Person Centered Services

Meet The Hosts



Amy Albanese

Community Relations Manager
EAST

Person Centered Services



Kristi Moscato

Community Relations Manager
WEST

Person Centered Services



Mission

Connect people to the care, support and opportunities that maximize their quality of life.

Vision

A community where all people lead fulfilling lives.

Core Values

People, Integrity, and Trust



**PERSON
CENTERED
SERVICES**
Reach Your Potential



CARE COORDINATION

What does it mean?



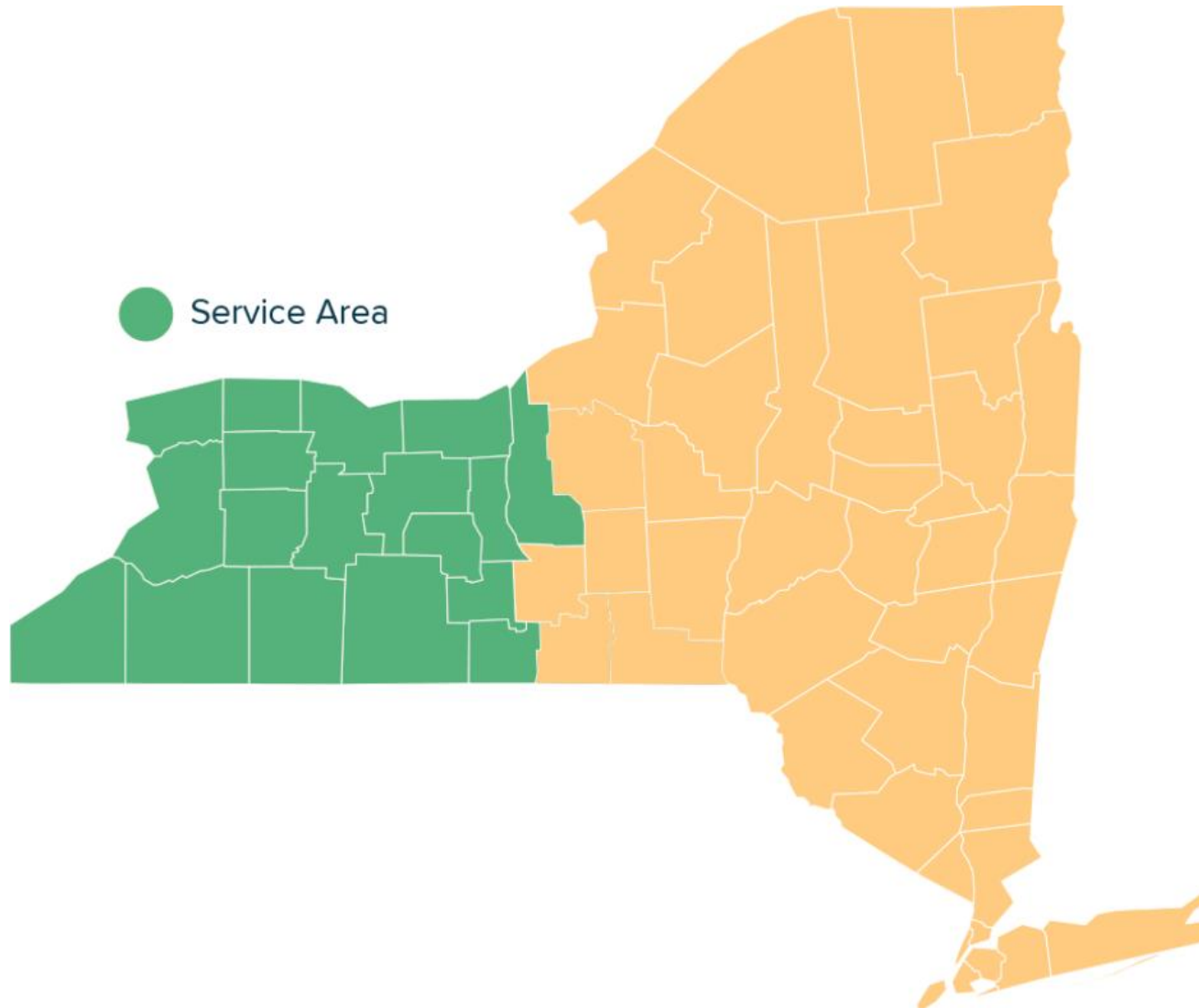


Who we are?

- More than 17,000 individuals served
- Provide Care Coordination for more than 80% of individuals in WNY
- Easily accessible – Care Coordinators and Leadership live and work in the community
- Provider Relations Manager



Where we are?



Counties Served

- ✓ Allegany
- ✓ Cattaraugus
- ✓ Cayuga
- ✓ Chautauqua
- ✓ Chemung
- ✓ Erie
- ✓ Genesee
- ✓ Livingston
- ✓ Monroe
- ✓ Niagara
- ✓ Ontario
- ✓ Orleans
- ✓ Schuyler
- ✓ Seneca
- ✓ Steuben
- ✓ Wayne
- ✓ Wyoming
- ✓ Yates

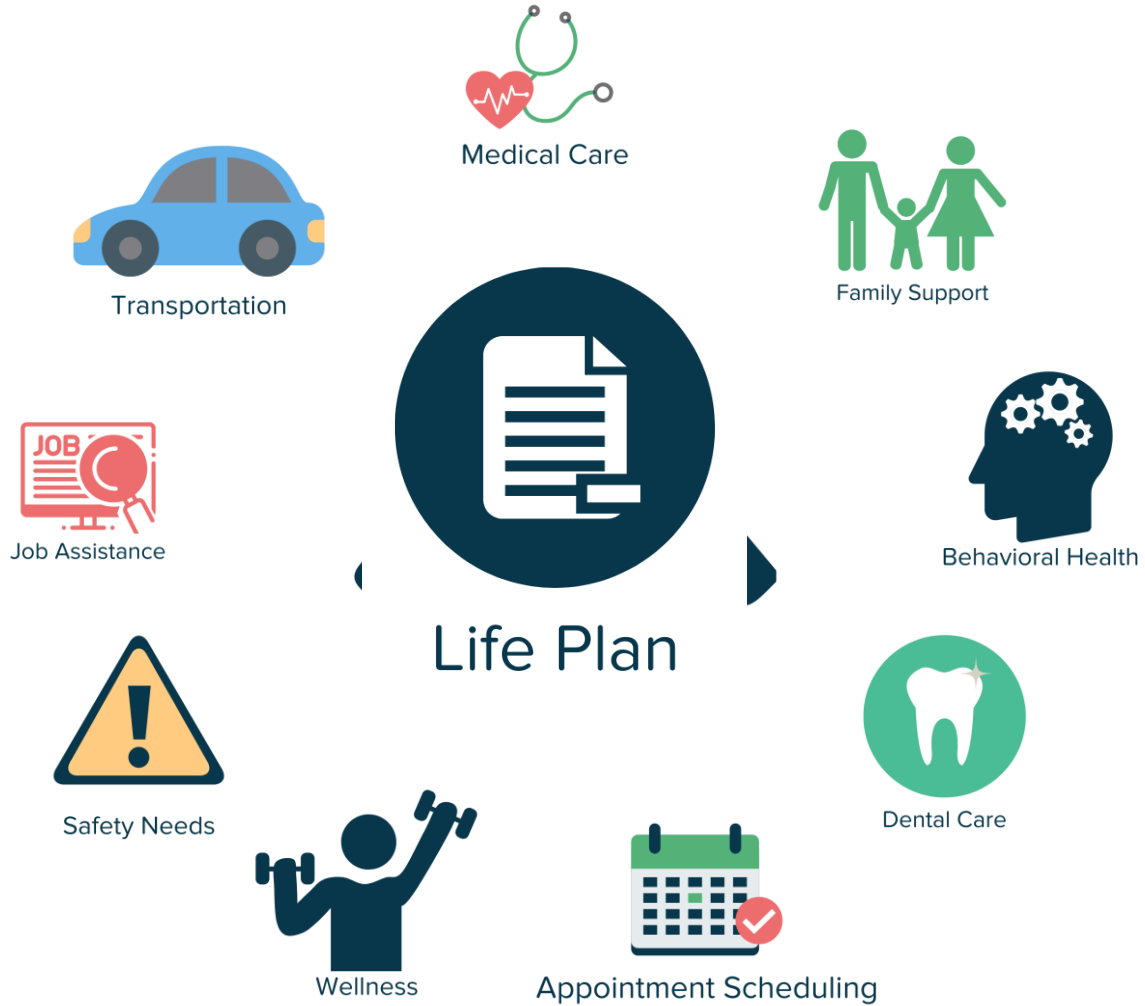


Agency Owners

Work With 100% of Agencies in Service Area



What does a Care Coordinator Do?



What are my Care Coordination options?



Comprehensive
Case Management



Basic Case
Management



Plan Benefits	Health Home Care Management	Basic HCBS Plan Support
Develops Care Plan and Reviews Bi-Annually	✓	✓
Monitors Health and Safety	✓	✓
Coordinates Access to Behavioral Health Services	✓	
Coordinates Access to Medical and Dental Services	✓	
Identifies Community-Based Resources	✓	
Uses Technology to Link Your Services	✓	
Connects Your Care Providers	✓	
Takes Burden of Navigating Systems From Families and Individuals	✓	
Anticipates Future Needs	✓	



Care Coordinators & School



- Annual introduction letter
 - Care Coordinator changes
- Can attend CPSE/CSE meetings or school meetings at the request of the family
- Communicate/share updates with school support team
- Collaborate in transition planning
 - Transition checklist



Clinical Department

Clinical team members serve on the interdisciplinary team of people with highly complex medical, behavioral health, and cross systems needs

Regional teams

- Behavioral Health
- Mental Health
- Medical expertise
 - Serve as consultants for care coordinators to provide clinical support for the people we serve

Social Determinants of Health (SDOH) Specialist

- Assist Care Coordinators with:
 - Benefits/entitlement
 - Economic stability
 - Neighborhood/housing concerns



INTAKE & ENROLLMENT

OPWDD Eligibility



Who is Eligible for Care Coordination?

Individuals With:

- Intellectual Disability
- Cerebral Palsy
- Epilepsy/Seizure Disorder
- Familial Dysautonomia
- Autism Spectrum Disorder (Autism, PDD, Asperger)
- Neurological Impairment (Traumatic Brain Injury, Spina Bifida, Tourette's Syndrome, Prader Willi, other Neuro cognitive)

Can be obtained at any age, with proof disability occurring prior to age 22



Adaptive Assessments

Answer questions in terms of **what the child does completely alone; without prompts, reminders, or help**

Answer questions keeping in mind if the child was left alone for a couple days at home what he/she would **ACTUALLY DO, not what he or she can physically do**

This assessment is not the time to give the child the "benefit of doubt". This is a time to be objective and critical. Children have many strengths, but for this assessment we want to know what he/she struggles with doing independently. Please rate him/her on what he/she **ACTUALLY DOES ALONE**, not what he/she **CAN** do sometimes, may be able to do, or does with help.



Documentation

Eligibility Documentation

Intake specialist will assist with obtaining the following documents:

- Psychological Evaluations - all years
- IEP (Individualized Education Program)
- Physical (within 1 year signed by an MD)
- Additional Documentation required, if applicable
 - Autism Evaluation (ADOS or CARS-2)
 - Early Intervention Reports
 - Other medical records related to diagnosis



OPWDD

Supports and Services



Children's Services



Family Support Services



Respite



Assistive Technology



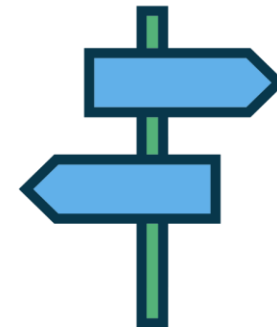
Environmental Modifications



Vehicle Modification



Community Habilitation



Self-Directed Services



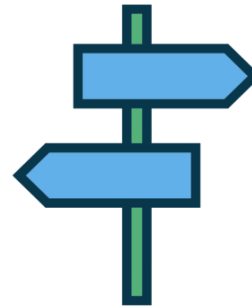
Transitional/Adult Services



Family Support Services



Community Habilitation



Self-Directed Services



Assistive Technology



Respite



Environmental Modifications



Vehicle Modification



Housing



Day Habilitation



Employment Services



Behavioral Health/Medical

Crisis Services

- In-home behavior support
- CSIDD/NY-START
- Strong Crisis (OPWDD crisis service through Strong Hospital)

Mental Health Support

- Article 16 Clinics
- PSID programs (Presence Development Services)



REFERRAL PROCESS



How to Get Started

Care Coordination Referral Form

- Referral specialist will contact you to assist with the referral packet

[Referral-Form-East.pdf \(netdna-ssl.com\)](#)

[Referral-Form-Moscato.pdf \(netdna-ssl.com\)](#)

Call Direct Intake Direct Line

- 855-208-3533
- Referral specialist assists with the referral packet



What you can expect from us

Intake and Enrollment Process

Referral Packet

Completed and returned

Eligibility

Obtain documentation
and submit for review

Enrollment

You now have a
coordinator!



Intake Specialist

Assigned

OPWDD Decision

Assistance applying for
Medicaid if applicable



Resources



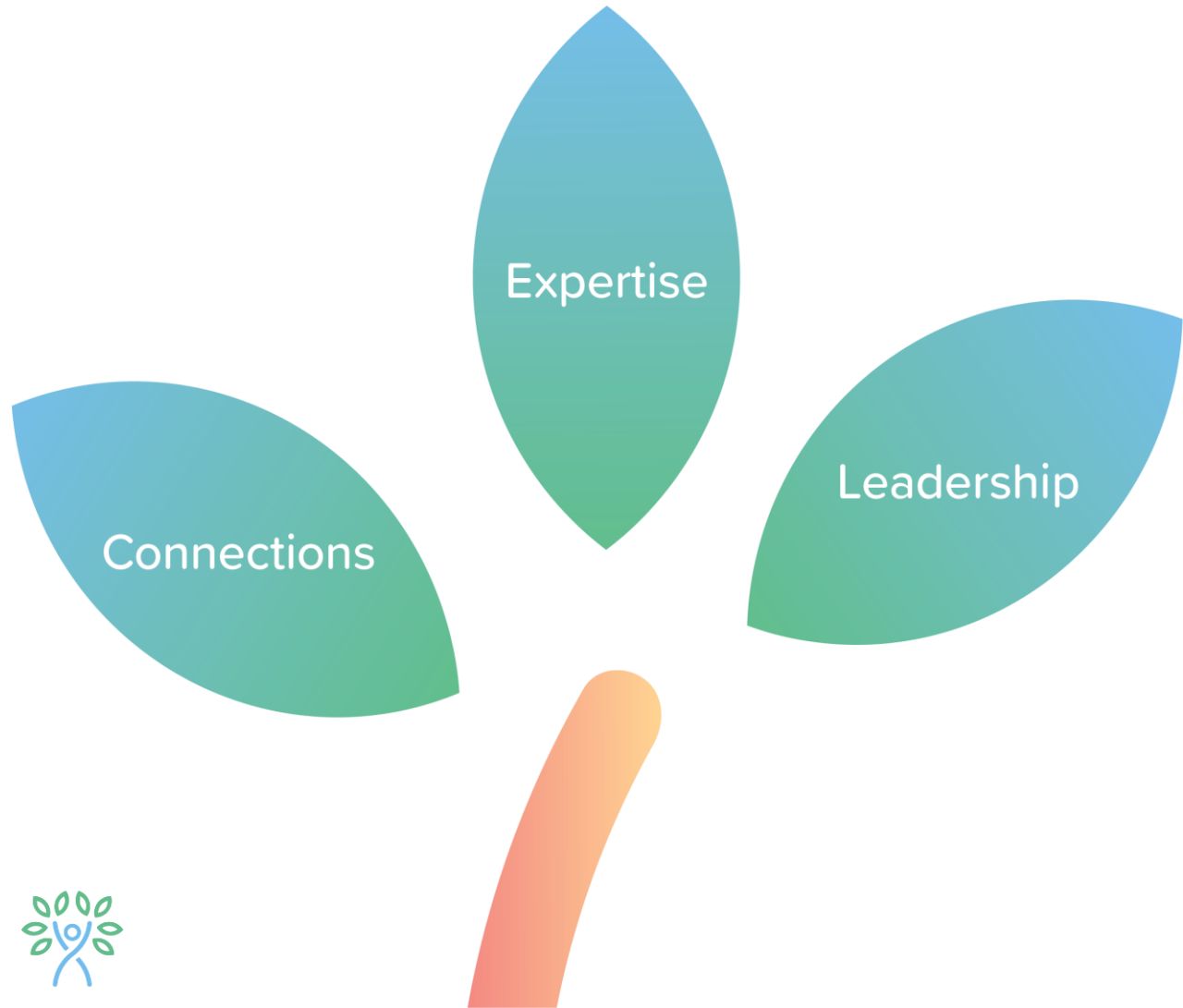
Available Resources

- Person Centered Services Hot Topics
- OPWDD Facebook Groups
- OPWDD Family Support Services Directory
- Self-Direction Informational Website
- Parent to Parent of NYS
- Parent Network of WNY
- DDAWNY (Developmental Disabilities Alliance of WNY)

A PDF with links and more information will be available to download following the presentation.



Contact Me



Amy Albanese

Community Relations Manager

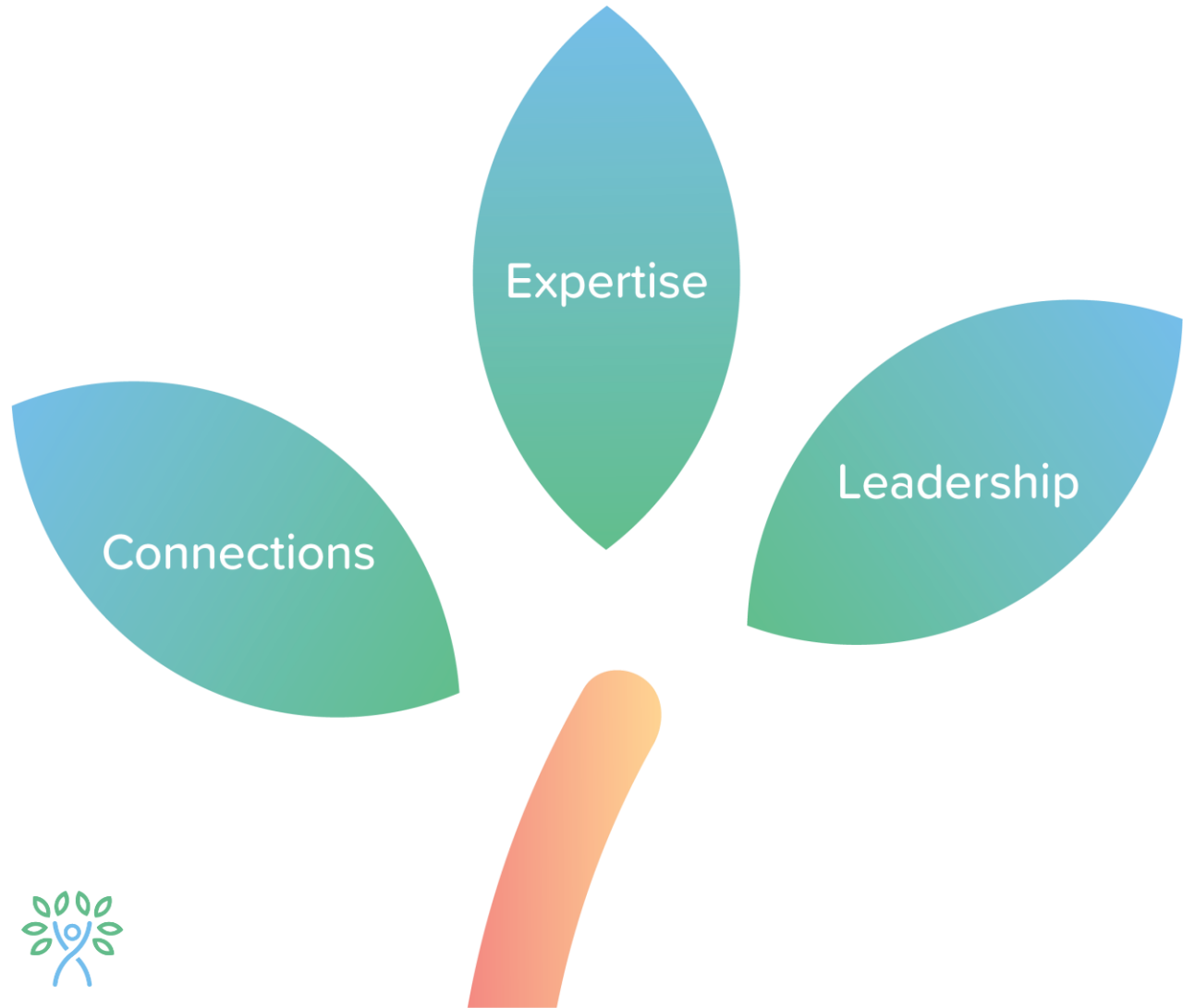
Eastern Counties:

Cayuga, Chemung, Livingston, Monroe,
Ontario, Schuyler, Seneca, Steuben,
Wayne, Yates

Phone: 585-689-7459

aalbanese@personcenteredservices.com

Contact Me



Kristi Moscato

Community Relations Manager

Western Counties:

Allegany, Cattaraugus, Chautauqua, Erie,
Genesee, Niagara, Orleans, and Wyoming

Phone: 716-954-6987

kmoscato@personcenteredservices.com



Connect With Us!



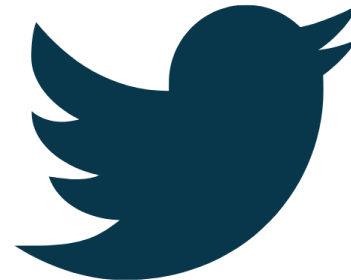
@personcenteredservices



@person-centered-
services-care-coordination-
organization-llc/



@personcenteredservices



@prsncenteredsvc



QUESTIONS?

We appreciate your feedback.
Please scan the QR code or click the logo to share your thoughts.



THANK YOU!

