



PERSON
CENTERED
SERVICES

Know Your Rights:

Exploring All Service Options Available to You



If you have recently become eligible to receive services or already are receiving services, you have the right to explore all options that are available to you. This could mean choosing from different provider organizations or choosing between available staff members within the organization where you currently receive services. When you are exploring service options, you should consider community-based organizations as well as OPWDD providers.

What are my rights related to exploring service options?



- You have the right to information about and access to all providers in your area.
- You have the right to speak to providers about their services and what sets them apart from others. You also have the right to know program expectations and to receive an explanation if you are denied a service.
- You have the right to engage with providers to understand the process for speaking with staff members so you can make a choice.
- You have the right to understand how to make changes as needed.
- You have the right to learn about self-directed options.

What are my responsibilities related to exploring service options?



- Know your life plan, your goals, and what should be done to help you achieve your goals.
- Learn how to provide feedback to express your satisfaction or dissatisfaction with services. Don't assume that others know how you are feeling.
- Explore what is available. Understand that providers have limited staff with schedules and that getting what you want may require flexibility and patience on your end. You also may not fit the qualifications or be approved for all programs.
- Talk with your Care Coordinator and providers to understand how processes work when you want to make changes with your providers or staff, and learn the timeframes involved.

Find more info and resources related to your right to explore service options at personcenteredservices.com/serviceparticipation.