

# Service Coordination

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## Introduction

Some people can identify and get supports and services on their own. Others have family members and friends who can help them. Some people need help to learn about and understand all the different supports and services that they can choose from that will meet their needs.

When you are choosing the supports and services that are the best ones to meet your needs, it helps to start by working with your family and friends to figure out the ways that they can help you. Then you should identify what other supports you need and get information about provider programs and community resources that will help you. You should look at: 1) what the program will offer you, 2) where the program is held, 3) who can attend the program, 4) whether the program has a spot for you, and 5) what you have to do to apply.

Your Service Coordinator can help you get this information and can help you and understand all of the different supports and services that you learned about. Then you can make a choice about what supports and services are the best ones to meet your needs.

## Options

OPWDD offers two kinds of service coordination: Medicaid Service Coordination (MSC) and Plan of Care Support Services (PCSS). The difference is how much support you need from a service coordinator and how often you need that support. MSC is for people who need service coordination more often over a longer period of time and PCSS is for people who do not want or need the higher level of support MSC offers. Your support needs will help decide which option is best for you. With each option, your service coordinator will work with you to develop and maintain your Individualized Service Plan and help you keep your eligibility for OPWDD services and certain benefits.

## Role of the Service Coordinator

Your Service Coordinator's job is to help you choose and get the supports that help you live in and be part of your community in the way that you think is best for you, and help you use your strengths and skills to work on your interests and goals.

## **Role of the Service Coordinator (continued)**

Your Service Coordinator helps you put together your own Individualized Service Plan (ISP) that describes your goals, services and supports and other information. Service Coordinators do not provide direct services. They help you to look for and find the supports and services you need.

With direction from you and your advocate, your Service Coordinator will:

- Help you increase your choices and control in your life
  - Help you identify your personal goals
  - Help you identify the services and supports you need
  - Help you plan and manage your ISP
  - Help you identify service providers and assist with program enrollment
  - Help you put your plan into action by finding activities, supports, and services and connecting you to the ones you choose
  - Help you decide if your services and supports are working for you and make sure they are provided the way you want them
  - Help you to be a self-advocate for what you need and want
- Work together with you and the OPWDD Front Door staff to help you move through various processes

## **It's Your Choice**

You have a choice in your service coordination provider. There are many OPWDD approved MSC and PCSS providers across New York State. You can get a list of available providers in your area by going to the OPWDD website at:

<http://providerdirectory.opwdd.ny.gov/>

or by asking your local OPWDD Service Coordination Liaison (below).

[http://www.opwdd.ny.gov/opwdd\\_services\\_supports/service\\_coordination/medicaid\\_service\\_coordination/contacts](http://www.opwdd.ny.gov/opwdd_services_supports/service_coordination/medicaid_service_coordination/contacts)

## **For More Information**

For more information, please contact your local Service Coordination Liaison:

Information about OPWDD supports and services in your area can be found at <http://www.opwdd.ny.gov/node/124>.

OPWDD's information line at (866) 946-9733 or TTY (866) 933-4889