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Office for People With
Developmental Disabilities



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Developmental Disabilities



How Can I Get Services? The Front Door



(866) 946-9733 | NY Relay System 711

www.opwdd.ny.gov

The Front Door Experience

Contact
OPWDD

View Front
Door Videos

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?

Call the OPWDD Information Line at 1-866-946-9733 for more information.

People with hearing impairments, use NY Relay System 711.

