

Intellectual and Developmental Disabilities Ombudsprogram (IDDO)

New York State's Ombudsman for People with
Intellectual and Developmental Disabilities

January 2025



Agenda

Introductions

What is CSS?

What is IDDO?

Feedback and questions

Today's Presenters

Flor Ramirez, Supervising Attorney: Flor is a parent of two children one of whom has autism.

Rachel Shuman, Training and Outreach Manager: Rachel has two siblings who are both on the autism spectrum.

What is Community Service Society of New York (CSS)?

We are a leading nonprofit that promotes economic opportunity for New Yorkers

We work to champion a more equitable city and state through

- ✓ **Direct services**
- ✓ **Advocacy**
- ✓ **Research**



How does CSS serve New York?

- Statewide live-answer helplines
- Partnerships with 50+ CBOs throughout the State
- CSS' programs serve over **130,000 New Yorkers annually** to enroll in and use health insurance, resolve medical debt, and access health care and services

The screenshot displays the CSS Community Service Society website. At the top, the navigation menu includes 'ABOUT CSS', 'OUR WORK', 'OUR IMPACT', 'CSS NEWS', 'PUBLICATIONS', 'GET INVOLVED', and a 'DONATE' button. The main content area features a dark blue banner with the text 'Help low-income New Yorkers get immediate relief.' and a donation form with options for \$120, \$85, \$50, \$30, and 'OTHER', followed by a 'CONTINUE' button. Below this is a news announcement: 'Announcing IDDO, a new program for developmental disability services' with a 'Get Help' link. At the bottom, a section titled 'Powering a more equitable New York' lists four service areas: 'Access to Health Care', 'Affordable Housing', 'Economic Security', and 'Legal Justice'.

What is IDDO?



IDDO

Intellectual and
Developmental
Disabilities
Ombudsprogram

IDDO is an Ombudsman Program

- Authorized under Mental Hygiene Law § 33.28, OPWDD sought to fund one entity to **provide independent, conflict-free Ombudsman services** to **assist** individuals with intellectual/ developmental disabilities and **preserve their rights**
- The mission of the Ombudsman is to act as a resource and advocate for individuals and families as they navigate OPWDD's programs and services

What is an Ombudsman?

Ombudsman is a Swedish word for **'representative'**

- Advocate
- Mediate
- Educate
- Refer

How did IDDO start?

- In 2024, CSS was awarded the funding to build this ombudsman program
- CSS manages **4** other ombudsman programs
 - ✓ Community Health Advocates (CHA)
 - ✓ Independent Consumer Advocacy Network (ICAN)
 - ✓ Managed Care Consumer Assistance Program (MCCAP)
 - ✓ Community Health Access to Addiction & Mental Healthcare Project (CHAMP)

What does IDDO do?



Direct services

Helpline
Casework



Education and Outreach

Presentations
Community Events



Policy

Data Collection
Sentinel function

How does IDDO work?

Hub and Spokes Model



IDDO Hub and Spokes Model

- CSS is “the Hub” through which IDDO advocates provide services through a toll-free live-answer helpline, website, and email
- “The Spokes”
 - IDDO’s specialist organization, **New York Lawyers for the Public Interest (NYLPI)**, provides training; technical assistance and legal referrals as needed
 - **The Regional Outreach Network** is made up of community-based organizations and parent/caregiver groups across the 5 DDRO regions



How to get help?

Contact our Statewide Helpline

IDDO has a helpline that is open Monday-Friday 9AM-5PM.

Staffed by:

- 4 IDDO Counselors
- 2 IDDO Attorneys

The helpline serves **all** of New York State

Call **1-800-762-9290**
Email iddo@cssny.org



Services that IDDO can provide



Educate on OPWDD eligibility and the Front Door Process



Explore certified and non-certified housing options and mediate certified housing disputes



Explain how to get necessary assessments and documents



Answer questions about the role of the CCOs and care managers and mediate disputes



Navigate self direction and other home and community-based services



Advise on Fair hearing and due process rights and provide referrals to legal services, as necessary

Services IDDO does NOT provide

Care Management

- IDDO does not replace CCOs

Education

- IDDO does not assist with IEPs, Section 504 plans or school-based services

Behavioral Health

- IDDO does not assist with access to early intervention services such as ABA therapy

We will always connect people to the appropriate resources



**Feedback or
Questions?**

We look forward to collaborating with you!

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