

# 2020 Equality and Inclusion Town Hall Meeting

List of Questions Submitted to The New York State

Office for People With Developmental Disabilities (OPWDD)

Hosted by Community Inclusion and Development Alliance (CIDA) and NYS Senator John C. Liu

Community Inclusion and Development Alliance (CIDA) received more than 100 questions from the town hall meeting attendees during registration period. The questions were grouped by issues, and a set of OPWDD related questions was submitted to OPWDD through Timothy Elliot, Office of Home and Community Living Program Outreach Specialist. We submitted the following 5 most commonly asked questions. HOOPWDD allowed Mr. Elliott to address only two questions (Language Access and Housing) and during the meeting, and noted that he will share the contacts whom we can find the answers.

## 1. Language Assistance

Q: What are the changes on the OPWDD's language access policy?

## 2. Housing

Q: Can you please tell us about OPWDD's long term policy and plan for increasing community housing? And what are the most available or practical options at the moment for the families right now?

Q: Is there any chance that OPWDD would support innovative ideas for community living options developed by community members or family members? (For example, community co-ops or expanding more Family Care providers to siblings or family members etc.).

## 3. Support for Students with ID/DD transitioning to Adult Life

Q: Does the agency have any plans to improve collaboration with local schools to better engage with students who are exiting high school?

## 4. Self-direction Issues

Q: We have significant shortages in Financial Intermediaries (FIs) serving the NYC Metro area. Is there a plan to recruit more FIs in near future?

Q: Who can the families contact to file a complaint about brokers while CCOs and FIs are turning over many of the responsibilities to the brokers?

## 5. Care Coordination Organization (CCO) and Quality Control

Q: Does OPWDD have any plans to improve the quality of services in CCOs? Are there any platforms for individuals and families to rate the performance of the CCOs and other OPWDD providers?

## 6. Preparing the Services during COVID-19: Community-based services

Q: Would you explain the highlights and important announcements in dealing with COVID-19 this upcoming fall and next year?

# 2020 Equality and Inclusion Town Hall Meeting

## Q & A Session Summary

Office for People With Developmental Disabilities (OPWDD)

Hosted by Community Inclusion and Development Alliance (CIDA) and the office of Senator John C. Liu

Presenter: Mr. Timothy Elliott, OPWDD Program Outreach Specialist

### 1. Language Access

- OPWDD does have policies in place to assist someone whose primary language is other than English.
  - [Executive Order No. 26](#)
- As of August, OPWDD will be using a new telephonic service vendor, Language Associate Services, to provide language assistance services.
- Individuals and families can call 1-866-946-9733 for free language assistance services.

### 2. Housing

- OPWDD is participating in Integrated Supportive Housing with the partnership with [Block Institute](#).
- The first phase was launched earlier this year and will be accepting more applications in the fall for additional 67 one bedroom and studio apartment.
  - Individuals and families can contact [housing@blockinstitute.org](mailto:housing@blockinstitute.org) or call 718-333-0980 for more information and application process.
- Another 100 apartments will be available in the next couple of years.
- OPWDD is also open to other ideas when a group of parents come together and present a housing idea that offers safe housing solutions that keep individuals with disabilities in the community.

### 3. Transition

- Schools are always encouraged to reach out to OPWDD, and representatives can come out to schools to present and share information regarding housing options.

