



**Office for People With
Developmental Disabilities**

INDEPENDENT INTELLECTUAL AND DEVELOPMENTAL DISABILITIES OMBUDSMAN PROGRAM (IDDO)

Services Provided Include:

- Explaining the Front Door or the first step in getting OPWDD services.
- Helping individuals obtain necessary documents for the OPWDD eligibility and service authorization process.
- Educating individuals and families on Self-Direction.
- Navigating the role of Care Coordination Organization (including the role of Care Managers in service authorization and coordination); difficulties communicating with care managers.
- Informing individuals and their Circle of Support on the purpose of The Life Plan and advising them on how to address issues with their Life Plan.
- Providing resources and referrals for Housing
- Understanding how to report Abuse/Neglect to the Justice Center
- Counseling on complaints, grievances and fair hearings

Need Help or Have Questions?

To contact the Ombuds Program:

**Call the free and confidential helpline: 1-800-762-9290| Monday –
Friday 9 AM – 5PM**

Learn more: iddony.org