

Who Coordinates Office for People with Developmental Disabilities (OPWDD) Services & What is Their Role?



Guide & Connect

Keeping you in the loop about disability services

What is it?

Beginning July 1, 2018, the person coordinating your Office for People with Developmental Disabilities (OPWDD) services will have a new title based on the organization they are employed by. They may be referred to as a Care Coordinator, Care Manager or Health Home Care Manager. Their role is the same, just different titles!

This person will assist with:

- Coordination of Services across systems which includes OPWDD related services, behavioral health services and medical services.
- Develop, Monitor and Update the Life Plan (previously the Individualized Service Plan or ISP)
- Linkage, Referral and Advocacy for services and supports
- Assistance through “life transitions” such as high school to adult services, hospitalization to discharge, etc.

Who does it affect?

All individuals who receive OPWDD related services.

Why is it important to the reader?

The Care Coordinator/Manager role will replace the Medicaid Service Coordinator role. In many cases, but not all, you will retain the person you have been working with but they will be working for a new company and have additional responsibilities.

When will this happen?

July 1st, 2018

How will this affect a family?

This should remove the burden of navigating across systems and organizations from individuals and family members. Access to electronic records will also be available to individuals and families.



Guide & Connect simplifies and delivers information about NYS OPWDD changes that affect the way individuals with intellectual & developmental disabilities receive their services and health care.

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