

Dear Family Member:

I want to inform you about an important step *sasi* has taken to address your service needs. This year, the Office for People with Developmental Disabilities (OPWDD) will transition from a Medicaid Service Coordination Model to a Care Coordination Model. In response, we have joined Person Centered Services, which will serve as the future Health Home/Care Coordination Organization for individuals and families at *sasi* who receive Medicaid Service Coordination or Plan of Care Support Services. According to OPWDD, this change is effective July 1, 2018.

We know that change is never easy, and that it comes with questions. We are committed to answering yours and making this transition meaningful, positive and specific to the needs of you and your family.

To help, we encourage you to visit PersonCenteredServices.com as a resource for updates and answers. Visit to learn more about the organization and its benefits. Stay connected through the Sign Up for Updates section, and share questions through the Contact page. We want to hear from you.

Importantly, you are not losing services. In fact, you will gain some. *sasi* has chosen Person Centered Services because we believe that their mission and vision aligns to our values. We believe that Person Centered Services will deliver a top notch Care Coordination program for you. Additionally, Person Centered Services provides resources and expertise that enable us to better tailor services to you, while keeping you connected to the same providers and services you know and trust.

This transition will take time. Not all answers are available, but we at *sasi* and Person Centered Services are addressing every detail – sharing what we know, when we know it, so that you can focus on your family's needs. As part of this, we will be hosting a series of in-person forums in early 2018 to help further connect you with important information, and introduce the mission and vision of Person Centered Services. See the accompanying invitation for details.

Our promise is to keep you informed and supported throughout this shared journey, together.



Anthony J. Annunziato
President and CEO



Bridget Bartolone
Chief Executive Officer

Agency Partners

Able2 Allegany Arc Allegany Regional Development Corporation Aspire Autism Services, Inc. Baker Victory Services Cantalician Center
Community Services for the Developmentally Disabled Empower Grace Community Services Heritage Christian Services Hillside Family of Agencies
Holy Childhood Learning Disabilities Association of WNY Lifetime Assistance Inc. Lutheran Grace Community Services Ontario ARC
Opportunities Unlimited of Niagara Pathways, Inc. People Inc. ReHAbilitation Center Starbridge *sasi* The Arc of Erie County The Arc of Chemung
The Arc of Genesee Orleans The Arc of Livingston-Wyoming The Arc of Monroe County The Arc of Schuyler The Arc of Seneca Cayuga
The Arc of Steuben The Arc of Yates The Resource Center Trinity Assistance Corporation Urban League of Rochester, NY Wayne ARC