

Get to Know Us



PERSON
CENTERED
SERVICES

Our Mission

Connecting individuals to the care, support and opportunities that maximize their quality of life

Our Vision

A community where all people lead fulfilling lives

Our Services

Comprehensive Care

Management: Create a holistic, continuously-reviewed life plan tailored to each individual's needs and goals

Seamless Transitional Care:

Monitor life circumstances and manage services related to and during life transitions

Health Promotion Services:

Coordinated access to medical, dental, behavioral health, safety, appointment and community-based services

Referral to Community & Social

Support Services: Connect individuals to support services

Individual and Family Support:

Promote informed choices and independent decision-making through connection to educational resources

Health Information Technology:

Utilization of sophisticated health technology

Service Area

Our service area includes an 18-county region in the western part of New York State.



Servicing:

Allegany	Niagara
Cattaraugus	Ontario
Cayuga	Orleans
Chautauqua	Schuyler
Chemung	Seneca
Erie	Steuben
Genesee	Wayne
Livingston	Wyoming
Monroe	Yates

Who are we?

Person Centered Services is a Care Coordination Organization committed to providing individuals with intellectual and developmental disabilities with the services and support they need to live a healthy, fulfilling life.

What is care coordination?

Care coordinators provide expert care management for people with intellectual and developmental disabilities. They make sure the dots are connected between all aspects of care. This is done



through customized planning that can extend from support services to medical, wellness, behavioral health, job assistance, housing, safety and more.

Care coordinators create a holistic Life Plan for each person, then change and adapt the plan as new goals and needs occur, with the individual always at the center of determining the level of supports and services wanted and needed.

Person Centered Services promotes informed choices and independent decision-making.

Why Person Centered Services?

- Person Centered Services' Care Coordinators are highly experienced and experts at working with people with intellectual and developmental disabilities
- Our staff works closely with our agency partners, advocacy groups, and other constituent groups – all with the goal of reaching the best outcomes for individuals
- People choose us: The 17,000 people we serve make up about 85% of the reported number of people who receive Care Coordination services in our service area

Who are our agency owners?

We work with 100% of the I/DD providers in our 18-county service area, and we are owned by a diverse network of 31 agencies. Our owner agencies are:

Able2 Enhancing Potential Inc.
Allegany Arc
Arc of Genesee Orleans
Arc of Seneca-Cayuga
Arc of Steuben
Arc of Yates
Aspire of WNY
Autism Services Inc.
Baker Victory Services
Cantalician Center for Learning
Community Services for Every1

Empower
Grace Community Services
Heritage Christian Services
Hillside Children's Center
Intandem
Lifetime Assistance Inc.
Ontario ARC
Pathways, Inc.
People Inc.
sasi
Starbridge Services Inc.

The Arc of Chemung
The Arc Erie County New York
The Arc of Livingston-Wyoming
The Arc of Monroe
The Arc of Schuyler
The Arc Wayne
The Resource Center
The Rochester School of the Holy Childhood
Urban League of Rochester, NY, Inc.

Terms to Know

Some helpful terms for you to know:

Care Coordination Organization (CCO):

An organization formed by existing providers of developmental disability services that is staffed by care coordinators.

Care Coordinator: A person who works with you to coordinate services and resources across systems and provide you one place to plan all of your services.

Department of Health (DOH): A government agency that provides leadership and direction for health providers to prevent disease, promote health and protect the public from health problems and hazards.

Health Home Care Management: A new way to coordinate care by combining disability services/support with health and wellness services.

IAM Assessment (It's All About Me Assessment): The preliminary assessment conducted by the care coordinator to identify person-centered goals and valued outcomes, which drive services.

Individual Safeguards: A compilation of all supports and services needed for the individual to remain safe, healthy and comfortable across all settings.

Life Plan: A holistic plan tailored to your unique goals and needs, including disability-related supports and other services like medical, dental and behavioral health, that's routinely reviewed and updated based on your changing needs. Personal outcome measures (POMS) are used to ensure that supports and services are truly person-centered.

Managed Care Organization (MCO): An organization responsible for managing specialized planning, arranging and financing of Medicaid funded services.

MediSked: An electronic health record platform used by CCO's to manage an individual's life plan, goals and services all in one place.

The Office of People with Developmental Disabilities (OPWDD): Responsible for coordinating services for people with intellectual and developmental disabilities in New York State.

Staff Action Plan: Describes in detail what habilitation staff will do to help the individual reach their goals/valued outcomes through the habilitation provider assigned goal(s) identified in their Life Plan

How do I get started with care coordination?

Person Centered Services is happy to help you or someone you know enroll for care coordination. Everyone's first step is calling our Customer Service Department at 1-888-977-7930 or emailing intake@personcenteredservices.com. If you don't yet have approval for Medicaid or OPWDD services, we can help with that, too!

The steps to enroll in care coordination are as follows:

Step 1

Person/Guardian/Support Professional contacts a customer service specialist at Person Centered Services by calling 1-888-977-7030.

Step 2

A customer service specialist conducts an initial 10-15 minute screening consisting of demographics, Medicaid status, OPWDD eligibility, and service history.

Step 3

A pre-intake packet will be sent to you within 5 business days of your screening that includes privacy notices, authorizations, and releases. The packet includes a paid postage return envelope for you to return your signed documents to Person Centered Services.

Step 4

Within a week of return, the packet is screened for accuracy then forwarded to an intake specialist to confirm your Medicaid and OPWDD eligibility. If you don't have Medicaid and/or OPWDD eligibility, they will assist you with the application/eligibility process.

Step 5

Within a week of obtaining Medicaid and OPWDD eligibility, an intake specialist will help you choose your preferred service option and complete the proper consents.

Step 6

A care coordinator is assigned to you and services will begin on the first day of the month following the signing of consents (i.e. sign consents on 11/5/2018, services begin 12/1/2018).



Contact us

To learn more about care coordination services at Person Centered Services you can reach us by phone, email or social media.

Toll Free: 888-977-7030

Phone: 716-324-5100

Fax: 716-783-9036

Corporate Office: 560 Delaware Ave., Buffalo, NY 14202

Email: intake@personcenteredservices.com

Website: personcenteredservices.com

Social Media:

