

# **Navigating OPWDD Services?**

## ***We're Here to Help***

The Intellectual and Developmental Disabilities Ombudsprogram, also known as IDDO, provides independent guidance and advocacy.

Call our statewide helpline, open **Monday to Friday, 9 AM to 5 PM.**



**We are free and private**

**Call us at  
1-800-762-9290**

**or Email us at [iddo@cssny.org](mailto:iddo@cssny.org)**

### **What does IDDO do?**

The IDDO can help you:

- **Get information** about services and the supports offered through OPWDD.
- Connect you to **OPWDD's Front Door**.
- Support you and advocate with you alongside your providers, **Fiscal Intermediary**, Care Manager, **Care Coordination Organization** or anyone else who supports you.
- Advise you on how to **file a complaint**.



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