

New York State Office of Mental Health
Division of Children and Families Services'

Home and Community Based Services (HCBS) Waiver

Waiver has changed, know exactly how this affects you. . .

Recently, HCBS Waiver Program underwent some changes. These changes are intended to enhance the program and comply with Federal requirements. Waiver is comprised of many services provided by specially trained and qualified staff. These services are intended to “wrap around” your family to help you thrive in your home and community. Here are some of the changes you should be aware of:

- Previously, your **Individual Care Coordinator (ICC)** provided three services (Care Coordination, Intensive In-Home and Crisis Response). As of September 1, 2017, your Care Coordinator will be focusing solely on the coordination of all your services. This includes continuing to assist you with documentation, scheduling appointments, managing your services and ensuring your needs are met.
- Your **Intensive In-Home (IIH)** provider will help you to develop and practice intervention techniques as well as teaching strategies for increasing positive behaviors, and decreasing challenging behaviors while in your home;
Examples:
 - Coping Skills
 - Anger Management
 - Mental Health Education
 - Relationship Building
- **Crisis Response (CRS)** will help you to reinforce the agreed upon safety plan that is developed by you and your child. In addition, your CRS provider will help to stabilize occurrences of child/family crises when they arise. This may include assessment, consultation, linkage and immediate intervention wherever necessary, for example, in schools, at home and work.

This service is available 24 hours a day, seven days a week.

IIH and CRS will be provided by a specially trained and qualified individual. IIH and CRS may be offered by the same provider. This change is intended to provide more support to assist you and your family on your path to wellness.