



Patient Advocate Program

March 25, 2025 Teach in

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Learn About the Newly Established State Independent Intellectual & Developmental Disabilities Ombudsprogram

Date: Tuesday, March 25, 2025 **Time:** 10:00 AM—11:00 AM

Speaker: Flor Ramirez, Associate Supervising Attorney, Community Services Society of NY.

To register for the ZOOM Webinar event: Scan the QR code, click [HERE](#), or visit our website at www.nysenior.org

To connect via phone: 646-558-8656, Webinar ID: 815 1428 5283#



Session Overview

New York State recently established this new program to provide independent, conflict-free Ombudsman services to assist individuals with developmental Persons with Developmental Disabilities. The Community Services Society of New York operates this new program in partnership with the New York Lawyers for Public Interest (NYLPI).

This program is a major new resource for this very vulnerable population and human services providers & advocates need to become familiar with the assistance and resources they provide.

In this session you will learn about:

- The new Ombudsman statewide network to identify, investigate, refer, and resolve complaints related to access to or delivery of services.
- Assistance for people with developmental disabilities and their family member's education on services and rights, help with eligibility paperwork and access records, assistance with complaints, grievances or fair hearings and connection to legal services when needed.
- Assistance available to report abuse or neglect to the Justice Center.
- Comprehensive community education to increase awareness and use of ombuds services by people with developmental disabilities.
- Efforts to collect and analyze data on ombuds program activities and use that information to support ongoing quality assurance and improvement activities.
- The new IDDO Toll Free Helpline.

STATE WIDE

New York StateWide Senior Action Council, Inc
4 Computer Drive West, Suite 205, Albany, NY 12205 • Fax 518-436-7642
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Patients' Rights Helpline 800-333-4374

Upcoming Teach ins



APRIL 22: Elder Law Tips for Long Term Care Planning: Updates on Medicaid Requirements

MAY 27: The NEW Be Well Initiative. Learn about resources and tips to better cope and maintain mental wellness.

JUNE 24: Using Telehealth for Older Adults

If you would like to view a recording of our past webinars, visit our website at nysenior.org. View instructions (below).

Instructions and Other Information about Teach ins

- Sessions are in webinar mode, all attendees video and audio will be off. Attendees will be able to type in their questions during the Q&A portion of the meeting.
- Materials from Teach Ins are posted on our website www.nysenior.org
- For more information about our Teach ins, visit our website homepage:
 1. On the red navigation bar, click on **Our Helplines**
 2. In the drop down menu, click on **Patient's Rights Helpline**
 3. Look for the Teach in button **Click Here for Teach ins**.
This button will take you to additional information about

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NY STATEWIDE SENIOR ACTION COUNCIL is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

FUNDING FOR OUR PATIENT ADVOCATES PROGRAM is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging.

THE STATEWIDE PATIENTS' RIGHTS HELPLINE IS TOLL FREE AT 800-333-4374.

Information is also available on the StateWide website at www.nysenior.org

E-MAIL QUESTIONS TO: patientsrights@nysenior.org

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