NEW YORK STATE | Office for People With Developmental Disabilities

Memorandum

INFORMATIONAL LETTER

Transmittal:	25-INF-03
To:	Executive Directors of Voluntary Provider Agencies Executive Directors of Care Coordination Organizations Developmental Disabilities State Offices Directors Developmental Disabilities Regional Offices Directors OPWDD Central Office Leadership
Issuing OPWDD Office:	Office of Advocacy, Commissioner's Office
Date:	November 13, 2025
Subject:	Independent Intellectual and Developmental Disability Ombudsman Program (IDDO) Information in Notices & Materials Requirement
Suggested Distribution:	Care Managers, Care Manager Supervisors, Regional Office Front Door Staff, Programmatic Staff
Contact:	advocacy@opwdd.ny.gov Director of Advocacy, Office of Advocacy
Attachment:	Attachment A – IDDO Information Options

Related ADMs/INFs	Releases Cancelled	Regulatory Authority	MHL & Other Statutory Authority	Records Retention
			NYS Mental Hygiene Law § 33.28	

Applicability:

This INF applies to Care Coordination Organizations (CCOs) and voluntary and state-operated providers that operate a facility, program or service operated, certified, authorized, or funded through contract by New York State Office for People With Developmental Disabilities (OPWDD providers).

Purpose:

This Informational Letter (INF) notifies all OPWDD providers and health homes serving individuals with developmental disabilities (known as Care Coordination Organizations) of their statutory requirement to provide information about the Independent Intellectual and Developmental Disabilities Ombudsman Program (IDDO) to people receiving services.

Background:

Enacted in 2023, New York State Mental Hygiene Law (MHL) § 33.28 established the Independent Developmental Disabilities Ombudsman Program (IDDO) with a purpose of assisting people with developmental disabilities to access services and preserve their rights.
In addition to outlining the purpose and duties of the IDDO, the statute also requires OPWDD providers and CCOs to provide specific information about the IDDO in notices and materials.

Discussion:

New York State Mental Hygiene Law § 33.28(c) states:

> "Notices and materials provided by the office for people with developmental disabilities, providers of services, and the health homes serving individuals with developmental disabilities shall include the name, phone number and website address of the independent developmental disability ombudsman program established by the office for people with developmental disabilities pursuant to this section."

MHL § 33.28 (c) requires that, "… providers of services, and the health homes serving individuals with developmental disabilities" comply with this requirement. Providers are defined as entities that operate a facility, program or service operated, certified, authorized, or funded through contract by OPWDD. This includes, but is not limited to:

- Care Coordination Organizations;
- Voluntary Organizations;
- Fiscal Intermediaries;
- Residential Providers;
- FSS Providers; and
- Housing Subsidy Providers.

Notices and materials provided to people that must include IDDO information include, but are not limited to:

- Admission, enrollment, or intake materials;
- Any Notice of Decision or other documents containing information about service authorizations, denials, and/or requests for service authorization;
- Notice of Discharge, Reduction, Termination or Suspension of Services; and
- Information about dispute resolution and due process.

OPWDD providers and CCOs must include information about the IDDO in their notices and materials that comply with MHL § 33.28. For ease, New York State Office for People With Developmental Disabilities has developed language that may be used in notices and materials. This language can be found in Attachment A, which offers two options for OPWDD providers and CCOs. The information provided in the options complies with MHL § 33.28. Any modifications or omissions to the text may risk non-compliance with the statutory requirement. OPWDD providers and CCOs should work to ensure compliance with this law.

For more information about the IDDO, visit www.iddony.org