

THE OMBUDS PROGRAM

Thursday, September 25, 2025, 10:00 am – 11:30 am

DESCRIPTION: The new program Independent Intellectual and Developmental Disability Ombuds (IDDO) program was created by OPWDD to educate people with intellectual and developmental disabilities understand their rights, help them advocate and support people navigating the OPWDD delivery system and mediate concerns related to service access and quality. This new program operates independently of OPWDD and does not replace care managers who assist individuals obtaining OPWDD services but is meant to provide an avenue for resolving issues and complaints when existing mechanisms have not produced a resolution. At this webinar you will learn the role of IDDO, what services the program provides and receive information about its operating agency Community Service Society (CSS).

WHO SHOULD ATTEND: Parents, family members, caregivers and professionals who want to enhance the lives of children, teenagers & young adults. We welcome anyone who strives to achieve the same goals.

LANGUAGE: English (With Spanish& Mandarin Interpretation)

REGISTRATION IS REQUIRED

By web: [Click Here](#)

By Email familyconnect@adaptcommunitynetwork.org

By Phone: (718) 436-7979 Ext.5139



LIVE WEBINAR



ABOUT THE SPEAKER



Rachel Shuman is IDDO's Training and Outreach Manager. She is a social worker with experience supporting people with disabilities and older adults navigate healthcare and disability systems. She also has two siblings on the Autism Spectrum. Her experiences as a sibling informed her decision to pursue a career in social work.

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