



**Office for People With
Developmental Disabilities**

Accessing Residential Supports

Certified Residential Opportunities (CRO)

- The Certified Residential Opportunities (CRO) is a list of individuals who are actively looking for housing.
- The CRO is a data recording and case management and tracking system.
- OPWDD Regional Office staff work with individuals, their families, their service coordinators and residential providers to develop new residential opportunities or identify residential opportunities in existing residences.

Certified Residential Opportunities (CRO)

- The CRO collects:
 - demographic information,
 - type of residence and support needed, and
 - referral and screening activity.
- When an individual is referred to the CRO, regional office staff assess need for a certified setting and determine a level of need category:
 - Emergency
 - Substantial
 - Current



Emergency Need Criteria

- Homeless or at imminent risk of homelessness; or there is immediate risk to health and safety.
- Individual whose family/caregiver has an emergency situation where the primary caregiver is incapacitated and there is no other available caregiver.
- Individual is ready for discharge from a hospital or psychiatric facility; ready for release from incarceration; in a temporary setting such as a shelter, hotel, or hospital emergency department.

Substantial Need Criteria

- Individual has increasing risk of having no permanent place to live. This includes an individual whose family or other caregivers are becoming increasingly unable to continue to provide care to manage the individual's needs, including behavioral needs.
- Individual is at increasing risk to their health and safety, or presents an increasing risk to the safety of self or others.
- Individuals living in other settings transitioning from a residential school or Children's Residential Program (CRP); residing in a developmental center and ready to move to the community; or residing in a skilled nursing facility and ready to move to the community.

Current Need Criteria

- Individual has a need for residential placement, has requested and is ready to actively seek a residential opportunity, but the need is not an emergency nor substantial as defined above.

Certified Residential Opportunities (CRO) Process

1. Individual, Family or Service coordinator/care manager or other referral source submits the CRO Residential Referral to the RO.
2. CRO staff review, affirm need for certified level of support, determine a level of need category and input information into the CRO database.
3. Information about individuals with Emergency Need is distributed regularly (at least monthly) and upon request to provider agencies.



Certified Residential Opportunities (CRO) Process, cont.

4. Providers are asked to review Emergency Need lists and identify individuals for screening whose needs may be met in existing vacancies.
5. CRO staff will also directly refer individuals to provider agencies and request a screening.

Certified Residential Opportunities (CRO) Process, cont.

6. Information about individuals with an Emergency Need is also reviewed during regular Access to Residential Opportunities Committee (AROC) meetings, attended by representatives from voluntary provider agencies, State Operations and RO residential team.

Certified Residential Opportunities (CRO) Process, cont.

7. Before offering a residential vacancy to other than someone with Emergency Need, residential providers are required to screen individuals designated as Emergency Need ***whose needs may be supported in the available setting.***

- There is not a requirement to screen all Emergency Need individuals each time a vacancy occurs.
- Providers are encouraged to maintain familiarity with individuals on the Emergency Need list in case a vacancy occurs which would be responsive to their needs.

Certified Residential Opportunities (CRO) Process, cont.

8. Following a screening, the residential provider completes the Residential Screening Report Form (H003) for all individuals screened, indicating whether someone will be offered a particular vacancy.

- If an individual will not be offered available vacancy, specific reasons are detailed on the Screening Report form.

9. The RO team will review the Screening Report form, note agreement/disagreement and initiate follow-up discussions.

Certified Residential Opportunities (CRO) Process, cont.

10. Individuals with Substantial and Current Need

- Individuals with Substantial Need will be presented for screening to residential providers who have an available residential opportunity once the RO Residential team and provider have agreed that the available opportunity will not be offered to someone with Emergency Need based on screening results.
- Individuals with Current Need are available for screening by residential providers who have an available residential opportunity once the RO Residential team and the provider have agreed that the available opportunity will not be offered to someone with Emergency or Substantial Need based on screening results.

Certified Residential Opportunities (CRO) Process – Communication / Dispute Resolution

11. Communication and Dispute Resolution

- Providers may, at any point, contact the RO Residential team to discuss referrals, screenings, or any other processes or issues.
- A formal dispute resolution process is in place per the CRO protocol.
 - If a provider disagrees with a decision made by the Regional Office, they may submit a written request for reconsideration to the Regional Director.

Certified Residential Opportunities (CRO) Process – Communication / Dispute Resolution

- The RO Director or designee has three business days to obtain necessary information and render a decision in writing, via e-mail, that copies all relevant parties.
- If the residential provider is not satisfied with the RO Director's decision and wishes to appeal the RO's handling of the Certified Residential Opportunities process and/or other placement issues, a written appeal/complaint may be made to the RO Associate Commissioner within three business days of receiving the RO Director's denial.

Improving the Process

- CRO established in 2015
- 2018 - review, assess procedures
- Main focus on process improvements - the policy decision to have providers screen those with the most need on the EN list can't be modified

Improving the Process

- Establish a workgroup to explore efficiencies and suggest improvements
- Include providers, representatives from provider associations, OPWDD staff
- September 2018 – November 2018