Frequently Asked Questions Regarding the CRO ADM Training for Residential Providers
January 17, 2025

QUESTIONS	ANSWERS
1. When will the revised CRO forms be available for use?	Forms are currently available on OPWDD website: ADM #2024-03 Certified Residential Opportunities (CRO) | Office for People With Developmental Disabilities After March 3, 2025, all revised forms and the revised protocol must be followed. If providers submit outdated forms the RFO will send these documents back and request re-submission on the revised forms dated 2024 found as attachments to the CRO ADM.
2. Have the documents been updated to include options for people who are transgendered?	The revised forms give the option to indicate what gender a person identifies with, this information will be useful to providers
3. Beginning March 3 will it be necessary to re-submit an announced vacancy on the revised H006-Vacancy Announcement form?	If a vacancy announcement has already been submitted, it is not required to re-submit the vacancy until Phase 2 of the CMA is initiated. Any new vacancies or vacancies previously not announced to the Regional Field Office (both viable and non-viable) need to be submitted utilizing the H006 Vacancy announcement form.
4. Do we complete a vacancy announcement even if we are planning an internal move?	The H006 Vacancy Announcement form must be filled out within 5 calendar days of the vacancy or anticipated vacancy. If an internal move is completed prior to the 5-day time frame, the vacancy announcement for that specific opportunity does not need to be documented. However, a vacancy announcement must be submitted for the opportunity that will/had been created as a result of the internal move.
5. For current vacancies: can we send all vacancy announcements at the same time starting March 3rd?	Yes, the provider can choose to complete the revised H006 – Vacancy announcement forms and send them to the RFO Certified Housing team at one time or send them in batches.
6. Will it be necessary to complete the revised H007 Site Profile forms for existing homes that the RFO	If a site profile has already been submitted for an existing home, the provider is not required to complete a new site profile unless there has been changes to the supports and demographics of the home. When phase 2 of the Capacity Management System is

QUESTIONS	ANSWERS
already has a completed profile form or is it only for residences with vacancies?	initiated, the Residential Site Profile (H007) will be expected to be completed by residential providers within the application for all homes. Providers will be given several months to do this through a phased in approach. Additional training will be provided when the Capacity Management System is launched.
7. Do site profiles need to be completed for homes that are temporarily suspended?	Yes, H007 Site Profile forms need to be completed for all homes in the provider's residential footprint even those that are temporarily suspended.
8. Will we be completing forms and submitting to regional vacancy management contact we currently work with, or will we need to complete forms in OPWDD choices? Is the CMA being launched in CHOICES once the new process is transitioned over? Or will providers have access to the forms as they are sent to the residential programs?	CHOICES and Capacity Management are two separate applications on the Dynamics platform. Both CHOICES and the CMA will be in the cloud and the CMA will be launched after CHOICES migrates to the cloud as they communicate with one another. Until residential providers have access to CMA send all completed forms to the RFO as you currently doing (i.e., sending to the CRO mailboxes. All CRO revised forms are currently available as attachments to the CRO ADM. Training on the Capacity Management Application (CMA) and submission of forms within that application will occur prior to the launch of the application.
9. When will the CMA go live in March, 2025 or June, 2025?	The Capacity Management Application (CMA) launch and full implementation is being conducted through a phased in approach. The plan is to have CMA functional for OPWDD staff and CCO agencies by Spring, 2025 and CMA functional for Residential providers by Fall, 2025. Attachment 8 associated with the CRO ADM will be updated as we get specific launch dates for each phase.
10. Can we print any of these forms after we filled them out?	Yes, all CRO revised forms are in PDF and are printable. When the CMA is functional you also will be able to print completed forms.

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Can these documents be saved in our computers	Yes, completed forms can and should be saved on your computer.
11. On the H002 Site Profile form, is there a way to change the age range to include under 18?	No, however you will have the opportunity to add information in the "Additional Comment" section.
12. For internal moves-If IRA to IRA with same agency, do we still follow due process or just fill out H002 for notification purposes?	Yes, due process is a requirement for all internal moves. H002 - Request for Approval to Fill a Residential Opportunity or Internal Move Notification form is also required for notification
13. Many families do not return forms timely, e.g., the signed proposed placement response forms. We are almost always able to speak with families about a prospective internal move and emphasize the need to sign and return the form. We are also (of course) sending it along with the letter and attachments, including a self-addressed stamped envelope, but still don't get them back more than 50% of the time. Any suggestions?	Due process letters are required for internal moves. A person/advocate has 30 days to determine if they accept or want to object to the due process letter. As required in the CRO ADM and to expedite the movement process the provider must submit a drafted due process letter with the H002 Request for Approval To Fill a Residential Opportunity OR Internal Move Notification form. A Residential Providers may receive confirmation that the person/advocate accepted the proposed move or the provider must wait **30 days** to know that there is NO objection (lack of signed objection means there is no opposition to the move). A signature for approval is not required. A move may take place and the RFO will sign off on the DDP1 if the provider has not received any objections within the 30 days from the date of the letter.
14. When re-submitting the revised H007 Site profile form by June, do we mark "updated site protocol" box	Updated site profile should be checked on the paper form. When phase 2 of the Capacity Management Application is launched, additional guidance and training will be given to residential providers.

QUESTIONS	ANSWERS
on the updated form or "initial site profile?	
15. When completing due process for a person without family/advocate involvement and the person and does not have capacity to give consent. MHLS does not want agency consent committee to sign due process placement letter, and instead, MHLS has recommended that they should be completing any forms. Who should be signing the Due Process consent if the individual is not capable and has no advocate?	A person is assumed capable unless deemed otherwise. The local Mental Hygiene Legal Services (MHLS) will serve as a representative for a person that cannot consent for themselves.
16. Are due process forms available to be shared?	There are due process letter templates on the OPWDD website: https://opwdd.ny.gov/due-process .
17. Is due process required for people that are being discharged to their families per their own choice?	Due process notification is required when the provider is driving the discharge, not when the discharge is being initiated by the person.
18. If the signed Due Process letter was sent to MHLS and they don't respond and it is after 30 days, can a DDP1 completed after the 30 days?	Yes, the provider may proceed with the DDP1 if there is no objection to a move received within 30 days of the sent letter.
19. Can you please review what circumstances MHLS is noticed?	Mental Hygiene Legal Services must be copied on all relevant certified housing letters. This includes when a person is moving from a non-certified residence to a certified residential opportunity and all due process notices, pursuant to 14 NYCRR 633.12, (e.g., relocating

QUESTIONS	ANSWERS
	from a certified residential opportunity to another certified residential opportunity; or being discharged from a certified residential opportunity; or suspended from their residential program).
20. What agency is responsible for submitting the due process letter when a person is switching residential agencies? Is it the receiving agency or the discharging agency?	Due process is completed by the residential provider that is discharging the person. The provider must explain why it is in the best interest for the person to move to another residential agency.
21. With the Due Process Notification letter, is a Community Service Plan always required even if person is not a WB Class member?	Yes, Community Service Plans outline continuity of care for the person to ensure all supports and services will be addressed. For people who are Willowbrook class members the Care Manager/CCO is responsible for completing the Due Process notification inclusive of the comprehensive Community Services Plan to ensure continuity of care. For people who are not Willowbrook class members the Residential Provider is responsible for completing the Due Process notification inclusive of the comprehensive Community Service Plan to ensure continuity of care.
22. What Operating Certificate (OC) number is required when a person in an IRA is moving? Is the OC number required for the IRA that they are leaving or is it needed for the IRA where they are moving?	On the H002 – Request for Approval to Fill a Residential Opportunity or Internal Move Notification form, it is required to input the OC number for the proposed residence.

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23. Is an internal move VO IRA to SO IRA considered to be a move to more restrictive setting?	A move from voluntary provider agency (VO) to State Operated provider (SO) or SO to VO would **not** be an internal move as the person is changing residential provider agencies. The transition from Voluntary to State Operations certified homes does not determine if a move is more restrictive. The determination of more restrictive is depending on type of IRA (e.g., supportive to supervised, Family care to supervised).
24. Does the RFO Director have to approve the H002 Request to Fill form when a person is moving, within the same provider agency, to a more restrictive setting?	Yes, if a person is moving, as an example, from an IRA to an ICF, or supportive residence to a supervised residence within the same agency the Director of the RFO needs to approve the internal move H002 - Request for Approval to Fill a Residential Opportunity or Internal Move Notification form. The provider must submit a H002 form just as a notification if the person is moving within the same agency and the level of supervision of the residence is the same or the level of supervision is reducing. In those situations, the RFO director does **not** have to approve the move.
25. Can you speak on annual physicals?	An annual medical examination report is a requirement for an initial CRO referral packet, and it is required to be included in the annual referral update. A physical is concerned current when it is within 365 days of the prior examination report.
26. Who will be sending the Targeted referrals?	The Certified Housing Team will send targeted referrals, as they currently do.
27. Will all targeted referrals require a screening?	Yes, targeted referrals shared with providers by the CHT required a screening report to be completed. With the functionality of the Capacity Management Application targeted referral will be more precise, as such a provider that does not have the capacity to, for example, support increase medical needs should not be receiving a targeted referral on a person that has those type of service needs. A provider must complete a Screening when they receive a CRO packet from the RFO.

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QUESTIONS	ANSWERS
28. Are providers required to do a face-to-face screen once we request a packet? What do they do in situations where the information is gathered and it reveals that we cannot safely support the person at a specific vacancy?	In accordance with the CRO ADM "Upon receipt of a residential referral packet, residential providers must conduct a screening of the person to determine whether they would be a suitable match for a current or anticipated vacancy. Providers must complete screenings within 14 calendar days of receiving a referral packet."
29. How should providers handle telling CCOs and family about screening out someone?	The CM/CCO will continue to have access to the completed H003- Screening form. The CMs will be able to have those conversations with the person/family.
30. When do providers submit the completed H003- Screening form?	In accordance with the CRO ADM "Upon receipt of a residential referral packet, residential providers must conduct a screening of the person to determine whether they would be a suitable match for a current or anticipated vacancy. Providers must complete screenings within 14 calendar days of receiving a referral packet." "Upon completing a screening, residential providers must complete the H003 form in the Capacity Management Application, or in the form and format requested by the RFO. The completed H003 screening form must be submitted within 14 calendar days of conducting the screening."
31. Are providers allowed to do multiple rounds of screenings? (virtual, then dinner or overnight)	Yes, providers are welcomed to complete multiple rounds of screening. However, the H003-Residential Screening Report must be completed and submitted to the RFO Certified Housing team within 28 days of receiving the CRO referral packet. The H003 form can be completed after the first step in the multi-screening process.
32. Is it ok to do a screening via Zoom if the person lives several hours away?	Yes, that would be considered a virtual screening.

QUESTIONS	ANSWERS
33. If a paperwork screening is completed and then virtual/in person screening is performed, would providers submit this form both times or only after the final screening for them?	The H003 Screening form is completed when the provider finishes their screening process of a person. To submit multiple screening forms on the same person for the same opportunity would be incorrect.
34. Our agency screens via a committee prior to the residences getting the packets. Would that process need to change with the 14-day turnaround that's required?	The CRO ADM does not specify how "paper screenings" are completed by agencies, therefore internal committee reviews by provider agencies are options available and determined by the agency. In accordance with the CRO ADM "Providers must complete screenings within 14 calendar days of receiving a referral packet". "Upon completing a screening, residential providers must complete the H003 form in the Capacity Management Application, or in the form and format requested by the RFO. The completed H003 screening form must be submitted within 14 calendar days of conducting the screening." "Screenings must be face-to-face unless prohibited by unique circumstances. If a preliminary face-to-face screening is not possible, such as for an out of district referral, virtual screenings may be used. If neither a face-to-face nor a virtual screening are possible, a thorough review of the person's complete residential referral packet may be acceptable." In total a provider has 28 days to submit a completed H003 Screening form, this is from the date that they receive a CRO referral packet to complete the screening process.
35. CRP graduates were previously considered Emergency Need. Is OPWDD changing CRP graduates to Current Need if they do not have an adult placement upon graduation?	Any person in a residential school in their graduation year without a viable adult plan is considered to have a residential support category level of Emergency Need. Residential Support Levels are defined in the CRO ADM in Section 3- OPWDD Statewide Residential Support Category Criteria.
36. Do CRP and 853 residential school programs have to complete and submit the H007 Site profile forms?	All CRPs have an Operating Certificate number; CRPs are ICFs that are certified by OPWDD. Residential providers of CRPs must submit the H007 Site Profile form for all of their CRP.

QUESTIONS	ANSWERS
	CRPs were jointly developed with OPWDD and NYS State Education, that does not hold true to the other 853 residential school programs with OWPDD operating certificates. That is why we would not hold those programs to the same expectations as we do with the CRPs. Providers of 853 residential opportunities do NOT have to submit H007 site profile forms. Residential providers of CRPs **DO NOT** have to submit the H006 Vacancy Announcement forms, H002 Notification of Internal Move/Request Approval to Fill forms. If a provider has both CRPs and adult IRAs/ICFs the provider must follow all protocols outlined the CRO ADM when presenting residential opportunities to adults being considered for certified placements.
37. If a person supported is in a residential school, in their graduating year, they are considered EN. Would they still require a PASP/PSSP or do we follow the CRO processes?	Yes, preliminary plans (PASP, PSSP & PBSP, if needed) are required for everyone moving from a residential school to certified housing.