



SERVICE & SUPPORT ADMINISTRATION

Person-centered planning and support

A service and support administrator (SSA) is the primary point of coordination for individuals who are determined eligible through the HCDDS Introduction and Eligibility team (I&E). If you want an SSA, contact our I&E team to discuss your needs and how those needs can be met.

If you receive waiver services from our agency, you are required to work with an SSA. All service and support administrators use person-centered planning to create individualized service plans that identify the supports each person needs. It is important you and your family understand available options and seek the support of an SSA, who can connect you to resources.

Our service and support administrators get to know each person and learn what he or she wants or needs for a good life, respecting the individual choices of that person and their support team. SSAs connect people to provider agencies, community resources and funding sources to achieve their life goals. SSAs assist with self-advocacy and, when needed, advocate on behalf of that person. They are assigned based on the needs of the person and other considerations and divided into teams:

CHILDREN'S TEAM (ENROLLED IN SCHOOL):

- Community SSA: Available for those not enrolled in waiver-authorized services, however, includes those enrolled on a Level One waiver
- Medicaid Waiver SSA: Available for those enrolled in waiver-authorized services

ADULT TEAM (NO LONGER ENROLLED IN SCHOOL):

- Community SSA
- Medicaid Waiver SSA
- Multi-System SSA: Available for those who have multiple complex needs and are also involved with the criminal justice system
- Group Home SSA: Available for those enrolled in waiver-authorized services and who live in larger residences

To learn more about Service and Support Administration, call (513) 794-3300. For details about qualifying for services, call the Introduction & Eligibility team, (513) 559-6990.