

**Oswego County Opportunities, Inc.**  
239 Oneida Street  
Fulton, NY 13069

**Oswego**  
**Executive Director: Ms. Diane Cooper-Currier**  
**Agency Phone: (315)598-4710**

## **Services:**

### **Home:**

- Funding subsidies for personal apartments
- Shared Living - living in a house or apartment with a person of choice
- Living with your family in your family's home
- Certified personal apartments with some supervision and support but not 24/7
- Certified personal apartments with 24/7 supervision and support
- Certified group housing with some supervision and support but not 24/7
- Certified group housing with 24/7 supervision and support
- Emergency housing

### **Health & Safety:**

- Fire Safety Assessments
- Fire Safety inspections in certified settings
- Behavior support services, including intensive services for behavioral crises

### **Assistance, Advocacy, Education:**

- Assistance developing and maintaining an Individual Service Plan that reflects the person's needs and choices
- Community based, personal training such as using public transportation, shopping, banking, etc.
- In-home training in activities such as cleaning, cooking, laundry, parenting skills, etc.
- Assistance with budgeting and money management
- In-home respite services for individuals living at home with family
- Out of home respite services, including after-school programs, summer programs, etc.
- Out-of-home, overnight respite services

### **Work and Meaningful Activities:**

- Volunteerism
- Group day programs at a permanent location that do not involve work activities

## Protocol Performance Indicators:

Overall MSC Performance ★★★★★ (Sample: 7 MSCs with 11 Individuals)

Category	Criteria	Reviews Done	Agency Rating	Statewide Rating
Overall Agency Performance			★★★★★	★★★★★
Vendor Performance			★★★★★	★★★★★
0	Hiring systems to ensure service coordinators are qualified for the position	1	Met	99%
0	A mechanism to establish and communicate standards of practice to ensure quality services	1	Met	98%
0	A mechanism to provide training, supervision and monitoring to ensure service coordinators are providing quality services	1	Met	98%
0	A mechanism to obtain information from stakeholders about their satisfaction and concerns and to respond to the information obtained	1	Met	99%
0	A system to monitor and prevent conflicts of interest	1	Met	99%
Qualified Provider			★★★★★	★★★★★
1	Service coordinators have education, experience and training required by OPWDD.	7	100%	98%
1	Service coordinators are competent at providing informed choices to individuals, person-centered planning, and assessment of the person's needs for services.	7	100%	100%
Choice			★★★★★	★★★★★
2	The individual record of persons who receive service coordination contains a completed and signed form that indicates that the person freely chose waiver services instead of placement in an intermediate care facility.	11	100%	96%
2	Based on interview of individuals and service coordinators, the individual was given the information needed to make an informed choice.	11	100%	99%
2	Based on interview of individuals and review of individuals' records, the person is supported in making choices in his/her daily life.	11	100%	99%
Rights			★★★★★	★★★★★
3	The individual has been informed about his/her rights and the process to object to a limitation or denial of rights.	11	100%	99%
3	The MSC ensures that individuals are afforded their rights and live free from abuse and neglect.	11	100%	99%
Service Planning			★★★★★	★★★★★
4	There is a current ISP that meets OPWDD's requirements	11	100%	98%
4	The individual and persons of his/her choice are involved in the development of the ISP.	11	100%	99%
4	The ISP contains accurate information about the person's safeguarding needs, health care needs, and fire safety needs.	11	100%	98%
4	The ISP contains accurate information about the person's valued outcomes, the Natural Supports and Community	11	100%	99%

Category	Criteria	Reviews Done	Agency Rating	Statewide Rating
	Resources available to the person and the services the person needs.			
Responsiveness of the Service Coordinator			★★★★★	★★★★★
5	The individual, and advocate if applicable, can reach the service coordinator whenever needed	11	100%	99%
5	The ISP is revised timely in response to a significant change in the individual's life or a needed change in services.	11	100%	99%
5	The MSC meets with the individual when/if needed at the location of the individual's choosing.	11	100%	99%
Advocacy and Monitoring			★★★★★	★★★★★
6	The MSC ensures that any allegations of abuse involving the person were investigated and that the individual is protected.	7	100%	99%
6	The MSC ensures that the individual is receiving safeguarding and health services identified in the ISP.	7	100%	99%
6	The individual's natural supports are being maintained and/or increased.	7	100%	100%
Satisfaction with Service Coordination			★★★★★	★★★★★
7	The individual is satisfied with his/her service coordinator and with the services and supports he/she is receiving.	7	100%	99%

## Protocol Performance Indicators:

View Breakdown Overall Safety Performance ★★★★★ (Sample: 4 Sites)

Category	Criteria	Reviews Done	Agency Rating	Statewide Rating
Overall Agency Performance			★★★★★	★★★★★
The facility has implemented a process that should result in the successful evacuation of the facility in the event of an emergency			★★★★★	★★★★★
1	The certified site has an acceptable evacuation plan.	4	100%	97%
1	All fire and evacuation drills or events MUST be documented on the standardized a drill report form developed by OPWDD.	4	75%	98%
1	The Evacuation Plan is practiced through drills with the frequency specified by OPWDD.	4	100%	96%
1	Evacuation drills are conducted in a manner to effectively train and assess participants, per OPWDD requirements.	4	100%	98%
1	The agency monitors the effectiveness of the fire evacuation plan, per OPWDD requirements.	4	100%	99%
1	Drills are appropriately evaluated and corrective action taken as needed.	4	100%	98%
1	Individuals' fire safety needs and abilities have been accurately assessed and documented, based on actual performance and this information is available to staff.	4	100%	99%
1	The certified site provides safe exiting to a public way.	4	100%	98%
1	In LSC Facilities, a review of the fire drill records conducted in the last 60 days indicates that all individuals are able to be evacuated from the facility in accordance with the safety level of the building.	4	100%	99%
1	For facilities that do not meet LSC, a review of fire drill records conducted in the past year or since last review, indicates all individuals can be evacuated in 3 minutes or less in an IRA, or evacuate in 2.5 minutes in a CR.	4	100%	99%
1	The local fire authority with jurisdiction is kept informed regarding the special needs of the individuals and the facility	4	100%	99%
The agency has installed and maintained all fire safety protections and equipment required for the safety of individuals at the facility.			★★★★★	★★★★★
2	If the facility is required to be in compliance with NFPA Life Safety Code, it meets the code.	4	100%	95%
2	The facility maintains a current E-score if an E-score is required.	4	100%	99%
2	There is fire protection and detection equipment in the facility as required by regulation.	4	100%	99%
2	Heat detectors are present in the residential facility as required by OPWDD.	4	100%	98%
2	Fire alarm and notification systems are operational and effective.	4	100%	98%
2	Other fire protection equipment is operational.	4	100%	97%
2	Automatic sprinkler systems must have a water supply that is sufficient to operate the required number of sprinkler heads for	4	100%	99%

Category	Criteria	Reviews Done	Agency Rating	Statewide Rating
	the period of time that is specific to the system type that is in place.			
2	Fire alarm, smoke detection and sprinkler systems must be inspected and maintained at the frequency required for each specific system.	4	100%	97%
2	Maintenance and inspection of Fire Alarm and Detection Systems is performed by competent parties and according to OPWDD standards.	4	100%	98%
2	Maintenance and inspection of Sprinkler Systems is performed by competent parties and according to OPWDD standards.	4	100%	99%
2	At least one fire extinguisher equal to Class-1-A-5BC, 2.5 pound unit, approved and labeled by the Underwriters Laboratories, is located in an accessible place on each floor, and tested and recharged in accordance with the recommendation of the manuf	4	100%	98%
2	The facility, at the time of the inspection, was free from observed fire safety hazards.	4	100%	93%
2	The fire alarm system is operational upon activation.	4	100%	99%
2	The sprinkler system is operational.	4	100%	99%
The buildings (residences or day program sites) are maintained for the safety of individuals.			★★★★★★	★★★★★★
3	The maintenance and/or cleaning of any heating, air conditioning and/or air filtration equipment shall be performed on a regular basis and in accordance with the recommendations of the manufacturer.	4	100%	99%

When searching for Providers by service on the OPWDD Web Site the following:

OSWEGO COUNTY OPPORTUNITIES, INC.	239 ONEIDA STREET FULTON, NEW YORK 13069 [ <a href="#">View Map</a> ]	JOSEPH ROSZAK 315-598-4710	1/1
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When I put Oswego County Opportunities into the OPWDD Search this is what comes up:

**Listing of Nonprofit Providers Offering MSC Services - Central NY DDSO:**

64390	Oswego County Opportunities, Inc.	315-598-4710	<a href="mailto:dcooper-currier@oco.org">dcooper-currier@oco.org</a>	Oswego
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