



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. If you want an SSA, you can request one at any time and one will be assigned to you.

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

Our service and support administrators get to know each person and learn what they want or need 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
- 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 who are 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 department, (513) 559-6990.