



**HERITAGE**  
CHRISTIAN SERVICES

# Individualized Supports & Services

*The services to meet your life goals  
now and in the future.*

## CREATING A PLAN FOR YOUR LIFE

Everyone wants a good life – the kind that goes beyond existing and moves toward really living – but each person defines that life differently. We believe that’s at the heart of what self-direction and personal responsibility means.



That’s why Heritage Christian listens and partners with you to accomplish your goals. We want to support people who want to control their destiny by choosing what supports are most important and how to obtain them.

People are already customizing their own paths with support from HCS. The goal is that more people will partner with their natural supports, like family and friends, to choose their own direction and achieve what matters most to them.

*“At Heritage Christian Services, we believe this puts individuals and their loved ones at the heart of the decision making – we must partner with people to deliver supports when, where and how people need them most.”*

– Marisa Geitner, president and C.E.O. of Heritage Christian Services



In addition to Heritage Christian’s foundational services – like certified residential services, certified day programs, service coordination and respite – we also have the expertise for all phases of individualized and self-directed planning:

- For those beginning, HCS offers startup brokers who support the creation of a customized plan to meet your needs.
- To help navigate that plan throughout the year, Heritage Christian offers support brokers. They are a team member who works alongside you ensuring the supports are in place to meet your goals.
- Then, to help you manage the financial ins and outs associated with your plan for services, HCS can serve as a fiscal intermediary.



*Sometimes it is easier to stay with the status quo, to keep doing what you’ve been doing even when you are interested in more. But occasionally that dream for more is worth the risk, worth learning to take the city bus, worth mastering new job skills. The joy of Marion “JR” Carter’s restaurant career has been worth the work for him. Thanks to his own courage to try something new and the support from the Employment Alliance, he’s reaping the benefits of a paycheck and meaningful work.*

*Alyson Przybyl is where she is at in life because she has been honest with herself and others about the things that are most important to her. Things like living in an apartment that offers less staffing support and more independence. Things like earning her GED and working toward having a driver’s license. She even serves on a design team that helped Heritage Christian gain national accreditation from the Council on Quality and Leadership.*



# GETTING STARTED WITH INDIVIDUALIZED & SELF DIRECTED PLANNING

The graphic below outlines the route a person can take to create an individualized plan.



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For more information please complete this form. Then mail to:

Heritage Christian Services, 349 West Commercial Street Suite 2795, East Rochester, NY 14445-2402

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_  
 Zip \_\_\_\_\_  
 Phone \_\_\_\_\_  
 Email \_\_\_\_\_

Please contact me for the following:

- I would like help finding a job.
- I would like to learn more about self-advocacy.
- Please add me to your mailing list.
- Please add me to your email list.

## FIRST STEPS

**How is this different than what I'm used to?** People, along with loved ones who naturally offer their support, will be in the driver's seat, actively making decisions for their lives and directing their services. Heritage Christian believes in treating people with dignity and respect. We encourage building relationships that are meaningful to you and your personal development, gaining your greatest level of independence.

**How do I get started?** Contact your Medicaid service coordinator. The service coordinator will complete a referral for you. Once the referral is approved, you will be given a list of startup brokers and fiscal intermediary providers to partner with to begin your customized plan.

## HOW DO I LEARN MORE?

Looking for places where you can learn about person centered planning? Try these websites:

◦ [www.opwdd.ny.gov/opwdd\\_services\\_supports/supports\\_for\\_independent\\_and\\_family\\_living/consolidated\\_supports\\_and\\_services](http://www.opwdd.ny.gov/opwdd_services_supports/supports_for_independent_and_family_living/consolidated_supports_and_services)

◦ [www.waisman.wisc.edu/naturalsupports](http://www.waisman.wisc.edu/naturalsupports)

The Natural Supports Website includes resources, video clips, success stories and ways to make it all happen.

◦ [www.abcdinstitute.org](http://www.abcdinstitute.org)

The Assets Based Community Development Institute Website offers several resources and tools, including training videos, publications and discussion groups.

◦ [www.capacityworks.com](http://www.capacityworks.com)

The Capacity Works Website features videos, artwork by Beth Mount and an e-club.

◦ [www.cclds.org](http://www.cclds.org)

The Citizen-Centered Leadership Website offers videos, study courses and experts.

◦ [www.inclusion.com](http://www.inclusion.com)

The Inclusion Website includes planning and resource materials, publications and workshops and training events.

## OPTIONS THAT YOU CAN INCLUDE IN YOUR INDIVIDUALIZED PLAN, PROVIDED BY HERITAGE CHRISTIAN SERVICES:

### In the Finger Lakes and WNY Regions

Community Habilitation  
Respite  
Supported Employment

### At the Pieters Family Life Center in Henrietta

(Finger Lakes Region)

Transition University  
ABC's of Cooking  
Physical Therapy  
Occupational Therapy  
Consultation for swallowing difficulty  
Speech Language Pathology

Magic Paintbrush Project Workshops  
Dance Movement Therapy  
Music Therapy  
Art Therapy  
Massage Therapy  
Fitness Consultation, Coaching and Memberships  
Aqua Fitness  
Water Walking Exercise Class  
iPad Consultations

### At Heritage Christian Stables in Webster (Finger Lakes Region)

Therapeutic Horseback Riding

## CONTACT US.

For more information about Heritage Christian Services in Rochester, call (585) 340-2000. In Buffalo, call (716) 743-2020. Or visit [www.heritagechristianservices.org](http://www.heritagechristianservices.org)

*Looking for family caregiving support or services for you or your loved one? Ask to speak with our resource advisor by emailing [info@heritagechristianservices.org](mailto:info@heritagechristianservices.org) or call the office at (585) 340-2000.*