



Hudson Valley Individual/Family Advisory Board Meeting Summary
17 Squadron Blvd, New City, NY
January 13, 2020 from 6pm -8pm

Members Present

Kathy Beccarelli
Bernadette Grey
Bonnie Kaplan

Steven Jade
Joanne Cohen

Larry Bate
Tasha Medco

Pam Klein
Jean Flynn
Andrew Kaplan

CDNY Staff Present

Danielle Wiltsie, Director of Individual, Family & Self-Advocate Support
Lisa Getman, VP of Quality and Analytics and Compliance (via Teams)
Beth Wales, Director of Communications
Gordon Collier, Provider Relations Specialist

Introductions:

The Advisory Board Members and CDNY Employees introduced themselves.

Welcome:

Danielle Wiltsie of Care Design NY (CDNY) welcomed all family members to the meeting and handed out a printed agenda for the meeting. The Advisory Board Members introduced themselves along with CDNY Employees as some Board Members were present at the meeting and on the phone.

Summary of Last Meeting:

Review of the Meeting Minutes from the previous meeting. The Board Members approved the previous meeting minutes.

Review of Handouts:**Quality & Analytics:**

There was discussion at the previous Advisory Board Meeting in regard to the Quality and Analytic Department having a standing agenda item to review updates from the Department. Danielle Wiltsie scheduled a meeting with a few of the Board Members from each region and the staff from the Quality and Analytics Department. During this discussion Matt Northrup, AVP of Quality and Analytics and Lisa Getman, VP of Compliance and Quality and Analytics updated the Members on what they have been working on and discussed the items for the standing agenda items for the upcoming meeting.

At this meeting Lisa Getman reviewed with the Advisory Board Members the Quality Management Plan, Quality Management Steering Committee and Quality Teams.

Lisa Getman and Matt Northrop have been presenting to all family advisory boards; Hudson Valley is the final group. Moving forward, Quality Assurance will be on the agenda as a standing agenda item for each Board Meeting.

Care Design's Quality Management Plan is approved on an annual basis by executive leadership and board of managers. There is also a Quality Management Steering Committee, which meets bimonthly, and a number of quality teams and performance metrics, such as I/DD Performance Metrics, Health Home, and Performance Metrics, Comprehensive Assessment Reviews, Life Plan Reviews, Individual/Family Satisfaction, Intake Quality, and Data Quality.



Presentation from Parent to Parent of New York State:

Lynn Perry of Parent to Parent of New York State, a state-wide nonprofit funded by OPWDD, joined via videoconference. Lynn discussed with the Advisory Board an overview of Parent to Parent, and all of the support it offers to families. For example, the organization will hold a webinar on the Jan 28, 2020, on the topic of transitions. The web site is www.parenttoparentnys.org.

Lynn Perry and Danielle Wiltsie talked about the collaboration between Parent to Parent and Care Design New York. Lynne is based in Binghamton, New York, but there are 10 offices throughout New York State. The website to obtain additional information and locate your local Parent to Parent contact information can be found at: www.ptopnys.org.

Overview of Provider Relations:

Gordon Collier who is a member of the Care Design New York Provider Relations Team was present at the meeting via videoconference. Gordon discussed the results of Care Design's Provider Survey, a 36-question survey sent during June and July of 2019 to all network providers and association contacts. The survey, which received 99 responses, asked providers about their feedback towards Care Design New York. Care Design received its highest rating for the "Would you recommend other providers to join Care Design?" question. Areas to improve upon were the life plan process and keeping providers informed about the people they are supporting. Provider Relations will continue to provide an update to the Advisory Board on the areas they are working on.

Rockland County Day Programs:

A group for PAAS Rockland (Parents for Appropriate Adult Services) attended the Advisory Board Meeting. The group discussed the issues they face, lack of day programs appropriate for young people with severe developmental and intellectual disabilities. Care Design will have a separate meeting that is focused on Day Programs in the Hudson Valley region. Lisa and Gordon will be part of this meeting. The purpose will be for the Individuals and Families to outline where the gaps are in services and the providers are and outline the areas/providers the families could reach out to discuss these gaps.

Communications Update:

Beth Wales introduced herself she is the Director of Communications at Care Design New York; she recently launched the new public-facing website. She took a few minutes to show us some of the areas that are relevant to family members. For example: Individual and Family Advisory Meeting Minutes for all regions are all now posted on the web site. Beth invited advisory board members to go through the site and make recommendations.



While reviewing the website the Board reviewed the information pertaining to Informational Sessions (middle of January) on I AM and Life Plans. Care Design mailed out invites for this event as well as having this information on the website.

Individual and Family Liaison Position update:

Danielle Wiltsie has interviewed 6 people for the part-time family liaison positions, which will initially be based out of Albany region (for the pilot phase.) Danielle Wiltsie interviewed 6 people (3 family members and 3 self-advocates). Danielle is looking into hiring 3 of those people. Danielle will update the Board as there is additional information to share.

Summary of Meeting:

- Quality and Analytics updated the Advisory Board on the areas that they have been working on as well as updates on the Quality Steering Committee.
- Provider Relations updated the Advisory Board on the areas that they have been working on.
- Parent to Parent shared information to the Board on supports and services they provide.
- Beth Wales, Director of Communications reviewed the Care Design website with Board Members and asked for feedback after they have time to review the website.
- The next meeting will be held in March 2020. Danielle Wiltsie will send out a date, time, and location that accommodates as many Board Members as possible. Most Advisory Board Members in attendance said that the 6pm-8pm time for the Advisory Board Meeting works well.
- The Meeting Minutes will be sent out to all Advisory Board Members who attended in person, phone, or were unable to attend this meeting.

