



**Capital District-North Country
Individual/Family Advisory Board Meeting Summary**
Care Design NY/ 2111 Ellsworth Blvd, Malta
February 12, 2020 from 6pm - 8pm

Members Present

Agnes Skiff
Sheri Gaylord

Cheryl Marcella

Meryl Einbinder
Lisa Shapiro

Via Phone

Jasmine Olsen
Shelly Winters

CDNY Staff Present

Danielle Wiltsie, Director of Individual, Family & Self-Advocate Support
Carrie Wood, Capital District Regional Director
Lisa Getman via phone, VP of Quality and Analytics and Compliance
Beth Wales, Director of Communications

Welcome:

Care Design NY (CDNY) welcomed all self-advocates and family members for attending the meeting.

Introductions:

The Advisory Board Members introduced themselves along with CDNY Employees.

Summary of Last Meeting:

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

Review of Handouts:

A standing agenda items for each of the Advisory Boards is having the Quality and Analytics Department discuss updates. Lisa Getman, VP of Quality and Analytics joined the meeting via videoconference today. At this meeting Lisa discussed the intake process and the length of time it may take families to go through the intake process. Lisa displayed the length of time it may take families and the families the number of families who have been in the process for over six months for each region. Lisa asked the Board Members what they think the challenges are for families in the intake process. The Board had a discussion regarding the process and ensuring resources are available for families was one of the key areas needed for families in this process. Some of the Board Members are active members on other advocacy groups. The Members were able to share resources that were available for families regarding the evaluation process as well as providers who are able to complete the evaluations.

There can be many other roadblocks and reasons for the intake process taking longer than expected. That information is not broken down in this data at this time. That is an area that Care Design can look into to break down the data further. The discussion at the meeting was that all the families have been through the intake process many years ago and can't specifically discuss the areas that may be of concern now. Board Members would like for their pediatricians and physicians in general to be aware of the supports and services available to families. The Intake Department is concerned with the possible lack of providers in the Capital Region. There are providers but due to the lack of providers it is taking longer for the process to occur.

Lisa Getman shared with the Board Members the data on how many of the members supported by Care Design are receiving Self Direction Services as well as how many members are enrolled in Day Hab, Pre.Voc. Services and Employment Services as this was information Board



Members had asked for information on. There was discussion with the Board Members on being approved for a service does not necessarily mean they are receiving the services and that can change the data. Care Design is looking into a way to share the information on members approved for services and members receiving the service. The Board Members noticed that the percentage of people in Day Hab. is very high. Is that the right service for those members or should they be exploring other options? The Advisory Board discussed how to capture residential supports and are people living in the correct setting that is appropriate for them. Lisa Getman will deeper into this and share additional information in the future.

Presentation from Eastern New York Developmental Disabilities Advocate (ENYDDA):

ENYDDA staff, Karen Nagy was present at the meeting. Karen provided an overview of the services provided. In 2016 families had a strong voice in Albany, families decided to coalesce and started a statewide organization from Buffalo to Long Island.

ENYDDA is affiliated with “Dawning” and LIAC or LIAN. There are currently some areas that ENYDDA is not located in, such as the Hudson Valley Region. Karen shared a PP that outlined the areas that ENYDDA focuses on.

The group meets monthly; 3rd Monday of every month, they next meeting for the Capital Region is Feb 24. They do have a Facebook page: <https://www.facebook.com/enyddda/>. Statewide: Swan has a website this is the link to the website: <http://swannys.org/>.

Overview of Provider Relations:

Beth Grayson who is a member of the Care Design New York Provider Relations Team was present at the meeting via videoconference. Beth 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.

At the next Advisory Board Meeting Provider Relations will update the Board on the progress made with the software platform UNITUS.



Communications Update:

Beth Wales introduced herself to the Board Members, 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.

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 2 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.
- Provider Relations updated the Advisory Board on the areas that they have been working on.
- ENYDDA 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 April 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 6:00pm to 8:00pm 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.



