



**Long Island Individual/Family Advisory Board Meeting  
1 Michael Avenue Farmingdale New York  
January 27<sup>th</sup>, 2020 6pm to 8pm**

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**Members Present**

Ed Lavine  
Valeri Colavecchio

Susan Platkin  
Lisa Fleisher  
Rosa Soto

Steven Fleisher  
Ralph Warren

**CDNY Staff Present**

Jim Moran, CEO  
Anne Ogdan, CCO  
Megan O'Connor, VP of Care Management  
Ernie McNutt, AVP Downstate  
Matt Northrup, AVP Quality and Analytics  
Danielle Wiltsie, Director of Individual, Family & Self-Advocate Supports  
Beth Wales, Director of Communications  
Jocelyn Zeller, LI Regional Director

## **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. A Board Member would like information added from the previous meeting minutes in November. The Board had beginning discussions of turnover of Care Manager from the Individual and Family point of view. Due to not having time to discuss this topic at the November meeting it was added to this meetings agenda.

## **Review of Handouts:**

A standing agenda items for each of the Advisory Boards is having the Quality and Analytics Department discuss updates. Matt Northup, AVP of Quality and Analytics joined the meeting via videoconference today. At this meeting Matt discussed the intake process and the length of time it may take families to go through the intake process. Matt displayed the length of time it may take families and the families that have been in the process for over six months for each region. Matt 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. The Members were able to share resources that were available for families regarding the evaluation process as well as providers who can complete the evaluations. All Board Members present at this meeting have children who have not been through the intake process in a long time. It was difficult for them to pinpoint some of the other areas that may be of concern to families currently going through the process.

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. There was also a question and discussion about language being a barrier for some families. Care Design Intake team does have staff that are bilingual and are available to meet the needs of the families.



There was also discussion at other Board Meetings around having a “Road Map” that would be available for families to use as a visual guide for families to access services at various points of their life. This would be a project for 2020 for all Advisory Boards.

Matt Northrup 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. When looking at the numbers that Matt shared it is difficult to currently see who is receiving supports and how many hours they are receiving. This is an area that Matt and the QA team can look at moving forward.

Presentation from Parent to Parent of New York State:

Parent to Parent staff, Valarie Colavechchio was present at the meeting. Valerie is based out of the Long Island office for Parent to Parent in Hauppauge. Valerie provided an overview of Parent to Parent services. Parent to Parent has a matching program where 1200 parents were trained as support parents. Parent to Parent offers trainings to families as well as they will go to schools to offer training on enrolling in OPWDD. They will share information and paperwork, the staff from Parent to Parent will bring binders and help parents get organized with their own personal education record.

Text for Caregivers: If it is difficult for families to get to meetings, this is a way to reach them. This will send the families articles focused solely on parents for self-care. There was a pilot program and currently this program is up and running for ten weeks. This assists families with customizing your self-care journey.

Valerie discussed with the Advisory Board they can visit the website to see list of upcoming webinars. [www.ptopnys.org](http://www.ptopnys.org).

Parent to Parent is also working with Care Design Care Managers on completing trainings with them to ensure they have the information as well to share with individuals and families.

Care Manager Updates:

Megan O’Connor discussed with the Board that Care Design is looking at measuring and monitoring the Care Manager positions and any transitions that are occurring. Internally Care Design is discussing the Care Manager transition vs turnover. These transitions may happen for a variety of reasons due to promotions, leaving CDNY or the Care Manager may take a leave of absence. The Care Manager may have a medical situation and it might be weeks, months before they return. Care Design acknowledges that transitions are complex. Currently, Medisked doesn’t allow CCO’s to track the changes of Care Managers. Care Design has case load requirements dictated by the State and within Care Design.

There was discussion regarding what the turnover rate is for Care Managers. Care Design has a 17% turnover rate for the Long Island Region. Care Design will look into what the reason is for



the turnover specifically on LI. The Board Members asked if the transition from one Care Manager to another has or will interrupt the services the member is receiving. One of the Board Members discussed they did not have an issue when their Care Manager changed but could not speak for others. Care Design has procedures in place and training is scheduled for February for Care Managers so it can be managed and monitored. Care Design is working with Care Manager to tighten communication between the Care Manager, member supported and the family members. The What to Expect from Your Care Manager Document will be updated as well.

#### 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.

#### 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 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.
- Megan O'Connor updated the Board on Care Managers Transition.
- 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 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.

