

ANNUAL 2025 REPORT



CARE DESIGN NY

With operational support from Partnership Solutions, CDNY's Management Services Organization (MSO)





Throughout the challenges of 2025, we remained a steady force in our members' lives. We stayed focused on connecting people to high-quality services and improving outcomes — whether through direct support, systems-level coordination, or advocacy.

Kerry Delaney,
CEO, CDNY and Partnership Solutions

A Message From the CEO

As I reflect on 2025, I am keenly aware of how difficult the year has been for many in our community. The federal budget cuts proposed in H.R. 1 served as a direct threat to Medicaid, placing an enormous strain on our sector. Many of the individuals we serve with intellectual and developmental disabilities (I/DD) rely on Medicaid not only for healthcare, but also for their homes, employment and other supports that make everyday life possible.

On top of that, concerns about potential changes to the Supplemental Nutrition Assistance Program (SNAP) added an additional layer of stress. Nutrition, like healthcare, is a basic need. Living with uncertainty about the future of these services and supports has been unsettling, and, at times, frightening.

At the same time, these experiences reinforced the central role of our organization in protecting and advocating for our members. In response to proposed policy changes, our teams moved quickly to share clear information through a series of member sessions open to all individuals and families throughout the state. We brought in experts to explain what funding cuts could mean for our community. We reached out directly to vulnerable members and made sure they had access to the resources they needed. We participated in sector-wide advocacy efforts, and we led the field by organizing our own advocacy events and initiatives.

Throughout the challenges of 2025, we remained a steady force in our members' lives. We stayed focused on connecting people to high-quality services and improving outcomes — whether through direct support, systems-level coordination or advocacy. That work

made an impact. Employees, members and families showed up in record numbers for advocacy events across the state. We also welcomed close to 2,300 new members to CDNY, including many Partners Health Plan (PHP) members who chose Care Design NY (CDNY) for their Care Coordination Organization/Health Home (CCO/HH).

Building on that progress, our family of organizations took an important step forward this year with the founding of a new organization, InclusiCare. As an I/DD-tailored population health management company, InclusiCare will build on the expertise we have developed over many years through PHP, CDNY and the Alliance for Integrated Care of New York (AICNY). Most importantly, it will allow us to expand our work to reach even more people.

As we look to 2026, we are also deepening our commitment to the frontline care management staff who make this work possible every day. In the year ahead, we will focus on operational enhancements that better support your work and create more space for what matters most — strengthening relationships with the members we serve.

You'll read more about the future of InclusiCare later in this report. For now, let me close by saying how proud I am of how our community came together this year.

Thank you for your advocacy, your partnership and the trust you've placed in us as we move forward together.

Kerry Delaney
Chief Executive Officer, CDNY and Partnership Solutions*



* Partnership Solutions is the Management Services Organization for Care Design NY.



Executive Overview

This Annual Report highlights a year defined by advocacy, growth and resilience. As policy and funding pressures intensified across the I/DD sector, CDNY reinforced its role as a trusted care coordination organization — supporting members and families, elevating their voices and strengthening access to essential services across New York State.

This report centers on CDNY’s impact, including progress in care outcomes, advocacy leadership, workforce development and our ongoing commitment to quality. It also reflects how collaboration with affiliate organizations and partners supported this work throughout the year, including the planned wind-down of the PHP FIDA-IDD Demonstration and the launch of InclusiCare as the care landscape continued to evolve.

Together, these stories illustrate how CDNY continues to adapt to change while staying grounded in person-centered care, equity and member choice — ensuring individuals with I/DD remain at the center of every decision we make.

Contents

02

A Message From the CEO

03

Executive Overview

04

Our Impact and Values

05

By the Numbers

08

Celebration of Staff

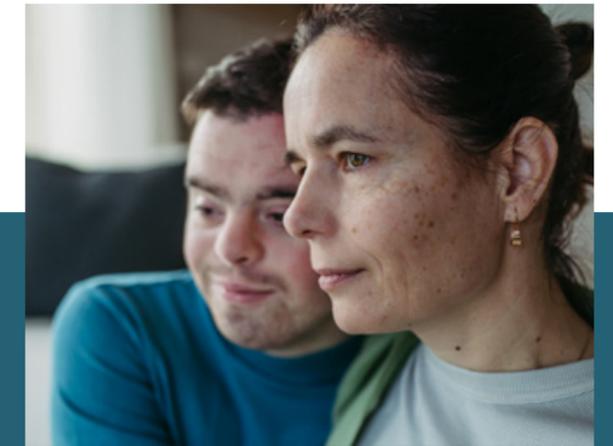
- + Developing Leaders Across Our Organization
- + Focusing on Quality
- + Advancing a Provider-Led Model of Care
- + Leading the Evolution of Value-Based I/DD Care

12

Change and Continuity

13

Charting the Path Ahead



Our Impact and Values

CDNY is dedicated to providing person-centered care coordination for individuals with I/DD across New York State. Our work recognizes that people with disabilities experience persistent health disparities, which was formally acknowledged in 2023, when the National Institutes of Health designated people with disabilities, including those with I/DD, as a population facing significant health inequities.

People with disabilities often experience higher rates of chronic conditions, shorter life expectancy and barriers to timely, comprehensive healthcare. Discrimination, systemic inequities and exclusionary policies further compound these challenges, particularly for individuals who belong to multiple marginalized communities.

CDNY's approach is designed to confront these disparities directly. Through intentional care coordination, advocacy and systems-level engagement, we support members in accessing healthcare, services and community resources that align with their goals and needs.

In collaboration with our network of partner organizations and stakeholders, our multidisciplinary team of healthcare and service professionals is working to make that vision a reality.

OUR VALUES



Committed

We are committed to developing successful employees across the organization so members and families can receive high-quality supports.



Compassionate

We are compassionate about creating open, honest relationships through collaboration, active listening and showing empathy for others.



Connected

We are connected to each other through a sense of belonging that enriches the work environment and shapes a positive experience for members and families.

PARTNERSHIP SOLUTIONS MSO TIMELINE & MILESTONES

2016



PHP FIDA-IDD Demonstration Established

2018



CDNY Founded

2018



Kerry Delaney Appointed CEO

2021



Partnership Solutions Founded

2024



AICNY Acquired

2025



InclusiCare Founded; PHP FIDA-IDD Demonstration Ended

CURRENT PARTNER ORGANIZATIONS

Partnership Solutions

Partnership Solutions (PS) is a Management Services Organization (MSO) that provides management and administrative support to healthcare organizations, with specialized expertise in serving individuals with I/DD.

Partners Health Plan

Partners Health Plan (PHP) is a not-for-profit managed care company designed exclusively to demonstrate the value of fully-integrated managed care to people with I/DD. PHP's FIDA-IDD Demonstration was established in 2016 and concluded in 2025.

The Alliance for Integrated Care of New York

The Alliance for Integrated Care of New York (AICNY) is a provider-led accountable care organization (ACO) created to work with clinicians to improve quality of care for people with I/DD.

InclusiCare

InclusiCare is an I/DD-tailored population health management company. InclusiCare will partner with health plans and healthcare organizations to improve care and outcomes for people with I/DD.



With the help of my care manager, I was able to get an apartment. She guided me through the entire process. Honestly, it's a dream come true. I'm independent, I can come and go as I please, and I have a wonderful roommate, supportive neighbors and great staff who work with me in my apartment. My hope for the future is to continue exploring my abilities and find new opportunities for growth.



Ackeem
PHP Member



By the Numbers

The metrics in this section offer a data-driven look at our impact in 2025. Together, they reflect the scope of our work, the outcomes we achieved and the progress made across our network of organizations.

Who We Serve

These demographics reflect the diverse individuals and families CDNY supports across New York State.

DEMOGRAPHICS

Regions Served

+ CDNY

- NORTH COUNTRY
- CAPITAL REGION
- HUDSON VALLEY
- NYC
- LONG ISLAND

+ PHP

- ROCKLAND
- WESTCHESTER
- NYC
- LONG ISLAND

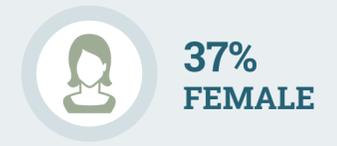


Sex/gender identity of people served

+ CDNY



+ PHP

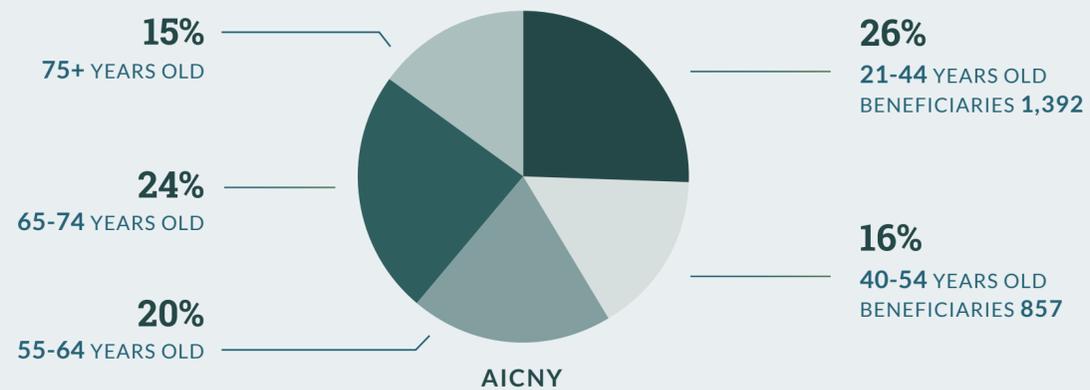
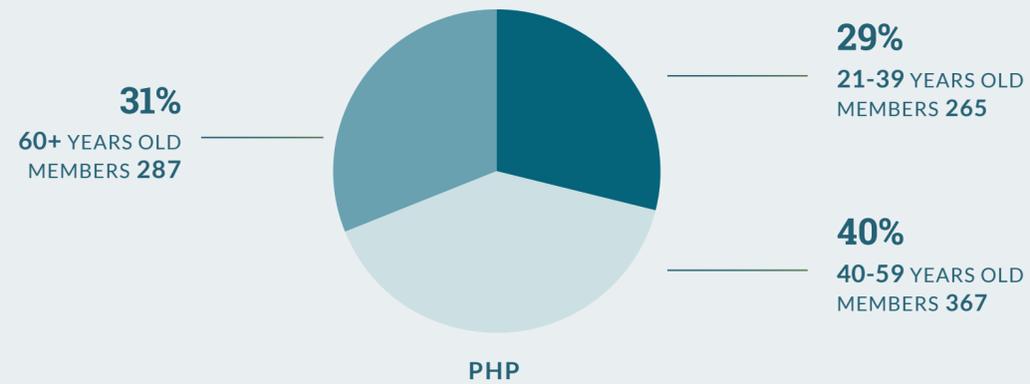
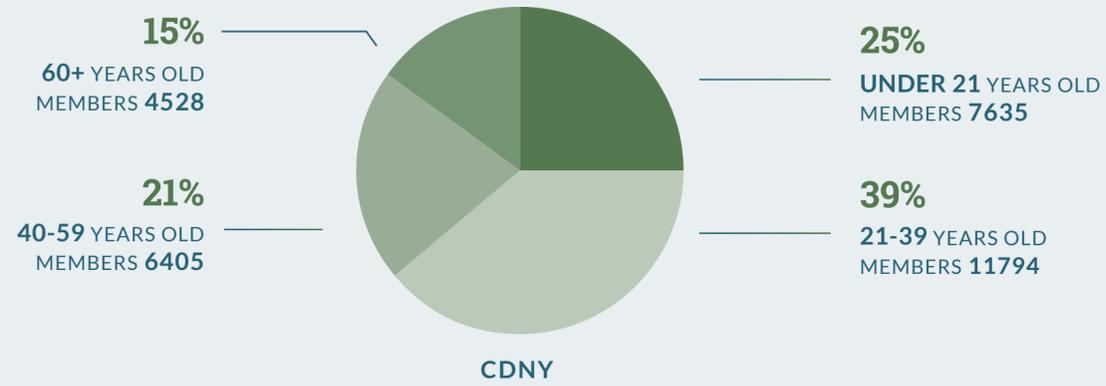


Jessica
PHP Member

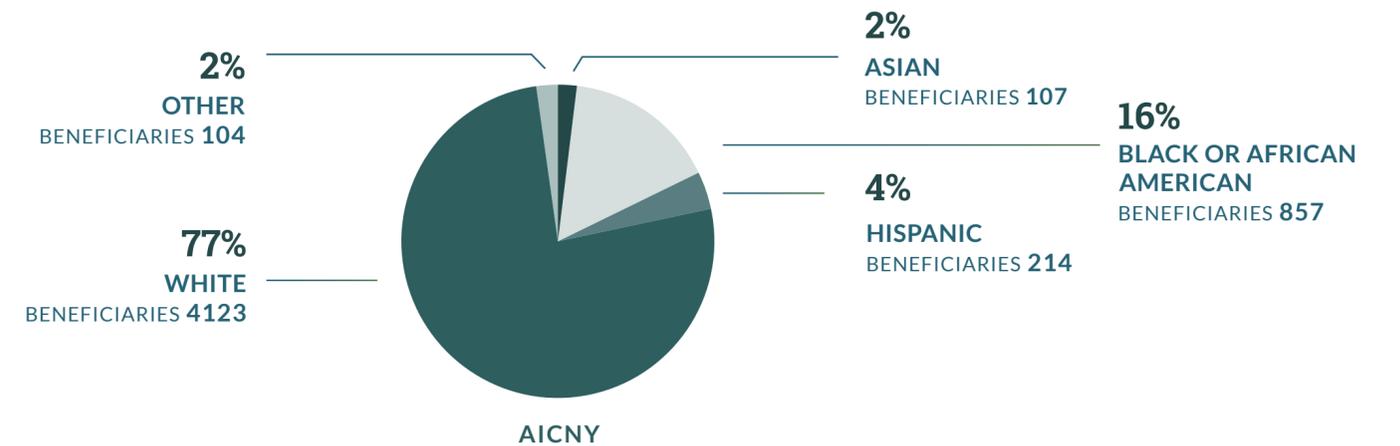
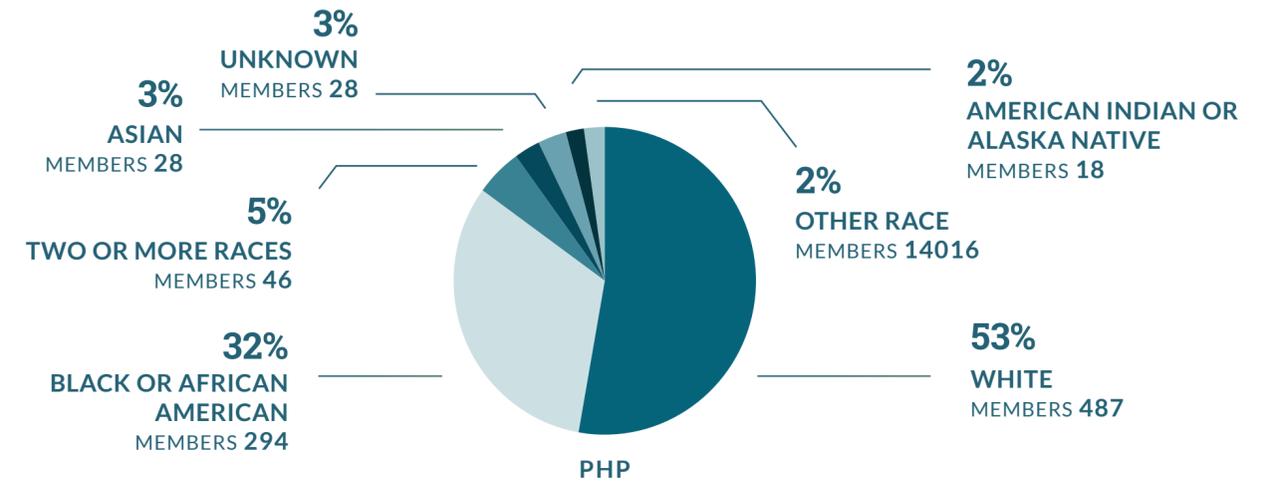
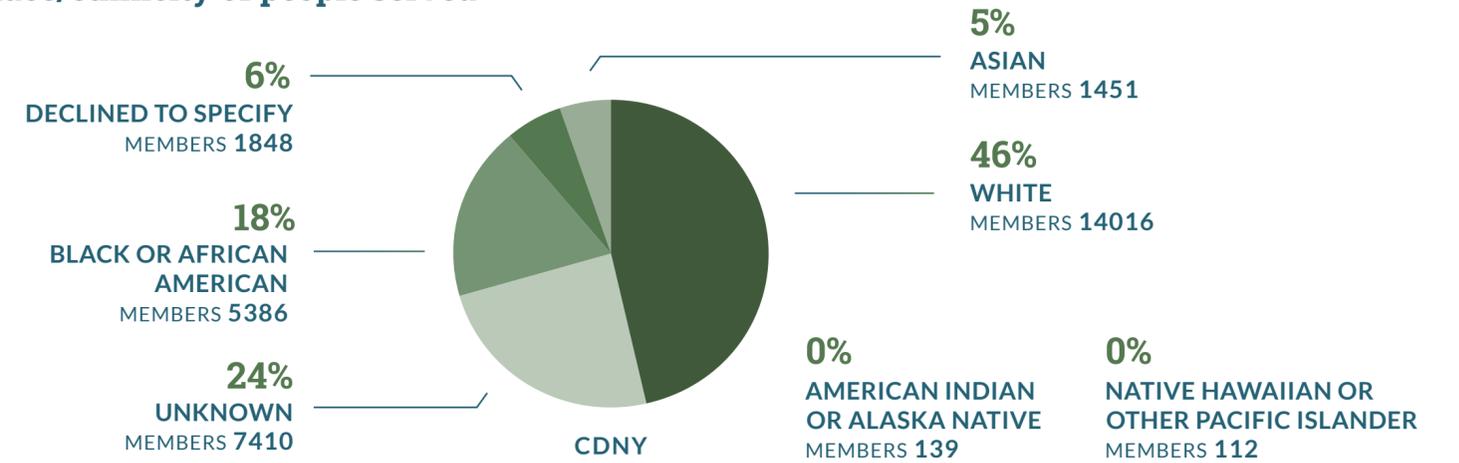
“As a PHP member since 2017 and a former advocate for the Advocacy Association of New York State, I’ve seen how important timely, accessible healthcare is for people with disabilities. My hope for the future is that everyone in the Medicaid system can access the medical care and supports they need.”

DEMOGRAPHICS

Age of People Served



Race/ethnicity of people served



CARE OUTCOMES THAT MATTER

These measures show how timely care coordination and preventive services translate into better health and stability for members.

Member Satisfaction & I/DD Services

Total number of people served in 2025

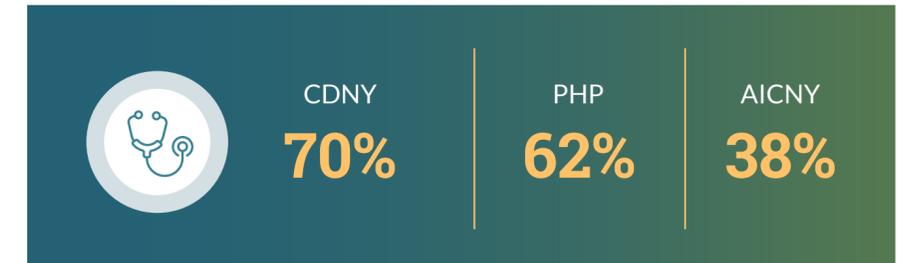
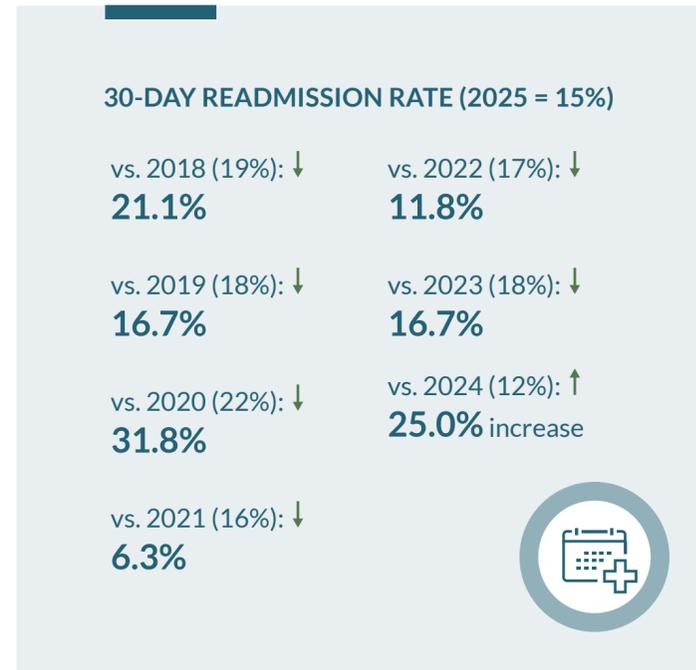


Voluntary disenrollment rate (CDNY)

Percentage decrease in inpatient admissions in 2025 versus previous years (PHP)

Percentage decrease in 30-day readmission rate in 2025 versus previous years (PHP)

Percentage of PHP and CDNY members reporting annual wellness visits in 2025



Percentage of PHP and CDNY members reporting annual dental visits in 2025



ORGANIZATIONAL GROWTH



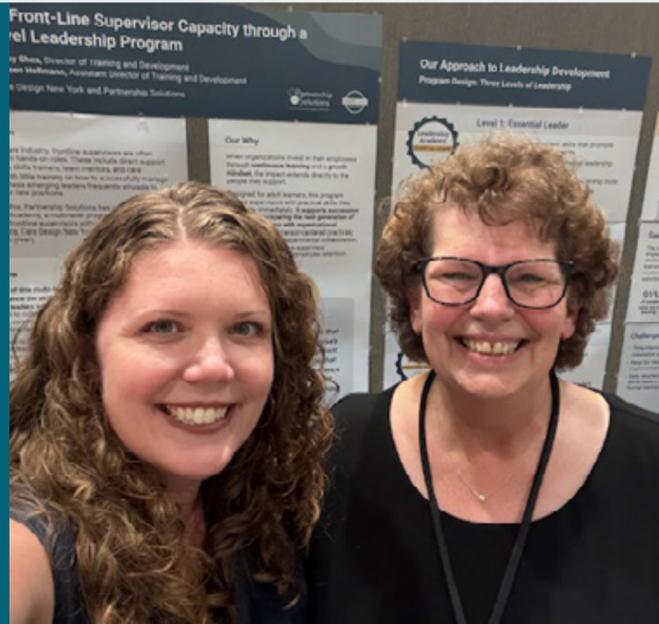
Total number of new members added in 2025.

+ CDNY - 2,396 + PHP - 47 + AICNY - 2,355

Celebration of Staff

In 2025, Partnership Solutions and CDNY continued to invest in the people and systems that make high-quality care possible. The initiatives in this section highlight some of the key ways we've worked to support staff and advance care for people with I/DD over the last year.

Colleen Retenski (left) and Nancy Shea (right), presenting at American Association on Intellectual and Developmental Disabilities (AAIDD) Annual Conference



+ DEVELOPING LEADERS ACROSS OUR ORGANIZATION

Partnership Solutions created the Leadership Academy to help frontline supervisors become more effective people managers. Leadership Academy gives current and emerging leaders practical tools to guide teams and support staff, focusing on skills such as coaching employees and managing performance.

Leadership Academy has made a strong impact across our organization. Because of its success, we are now partnering with other healthcare organizations to deliver it to their teams.



The Four Levels of the Leadership Academy

1 ★

Level 1: Essential Leader

This level helps participants build a solid foundation as a manager. Participants complete 14 courses focused on core supervisory skills, including employee-centered supervision, communication and performance evaluation.

2 ★ ★

Level 2: Influential Leader

Level two concentrates on extending the manager's ability to positively influence their team. Through 12 courses, participants hone their coaching skills, learn to develop employee capacity and build confidence in their leadership role.

3 ★ ★ ★

Level 3: Impactful Leader

Level three prepares leaders to make a broader impact across their organization and field. Participants take eight courses developed with input from senior-level leadership. These focus on strategic skills that go beyond the scope of the manager's immediate team.

4 ★ ★ ★ ★

Level 4: Master Class

The final level of the program is selective, with four candidates accepted each year. Candidates attend monthly classes, complete a leadership self-assessment and receive mentorship from senior leaders. To graduate, participants must deliver a professional presentation.

Program Participation

1 ★

Level 1

All people managers (hired on or before January 1, 2025), have completed at least 50% of the Level 1 courses (7 out of 14)

166 out of 264 eligible managers have completed 14 courses and attained their Level 1 badge (63%)

2 ★ ★

Level 2

264 managers that have begun working on their Level 2 Leadership Academy Courses and have completed at least one course



There are few leadership programs designed for the realities of our sector. **Leadership Academy** fills that gap. We saw the impact it had at Partnership Solutions and how empowering it was for their supervisors. That's why we chose to partner with them to bring the program to our own staff in 2026, so they can benefit in the same way.

Marco Damiani,
CEO, AHRC NYC



Quality means more than what happens day to day — it also means showing up in the rooms where systems are shaped. Our team’s participation in statewide aging conversations ensures that CDNY’s clinical expertise and the lived experiences of our members are part of those decisions, so policies translate into better outcomes for people with I/DD.

Courtney Skivington-Wolf
Chief Operating Officer

Focusing on Quality

A key part of CDNY’s commitment to quality is contributing our clinical expertise to broader, system-level conversations that shape care for people with I/DD. In 2025, Brittany Miske, RN, AGNP-BC, Vice President of Healthcare Management and Clinical Support, was selected by the Office for People With Developmental Disabilities (OPWDD) to participate in the Commissioner’s Taskforce on Aging, a subcommittee of the Developmental Disabilities Advisory Council (DDAC).

This statewide taskforce is focused on developing actionable strategies to better support aging New Yorkers with I/DD, with particular attention to healthcare access, service availability, accessible housing, caregiver support and circles of support. The group brings together self-advocates, clinicians, service providers, family members and representatives from state agencies across New York.

Brittany was chosen as the sole representative from the Care Coordination Organization/ Health Home (CCO/HH) sector, drawing on her clinical background as a certified Adult Gerontology Nurse Practitioner and her extensive experience supporting aging populations across a range of healthcare settings. Her participation ensures that the perspective of care coordination — and the voices of CDNY members — are reflected in statewide planning efforts focused on equity, cultural competence and person-centered care.

CDNY staff continue to deepen their engagement in statewide I/DD organizations. In addition to taskforce participation, CDNY clinical leaders have increased involvement with the New York State Interagency Disability Developmental Network Association (NYSIDDNA), including leadership roles in conference planning and regional representation.



Brittany Miske
RN, AGNP-BC
Vice President of Healthcare
Management and Clinical Support





Advancing a Provider-Led Model of Care

Founded in 2014, the Alliance for Integrated Care of New York (AICNY) is a provider-led accountable care organization (ACO). AICNY is the only Medicare Shared Savings Program (MSSP) ACO built specifically for individuals with I/DD. It was established by providers who understand the realities of I/DD care delivery and the challenges of navigating clinical, operational, and regulatory requirements in New York State. Since its acquisition in 2024, AICNY has been proudly managed by Partnership Solutions.

AICNY partners with I/DD providers to deliver coordinated, high-quality care within value-based payment models. Providers have access to data-driven tools, high-touch support, and a dedicated peer network to help them apply value-based strategies. This approach is designed to improve outcomes, strengthen workflows and generate shared savings that are returned directly to providers.



AICNY Stats

27

Participating primary care providers across 9 practices



5,300+

attributed Medicare beneficiaries

9

participating I/DD-focused providers across New York State



80%+

attributed patients with an I/DD diagnosis



AICNY shows what's possible when providers lead the work. By focusing on people with I/DD and supporting providers with the right tools and resources, we're improving care and creating a model that truly works for providers and gets patients the best possible outcomes.

Joe Shen, Executive Director, AICNY, and Pam Matuszewski, Deputy Executive Director, AICNY

Introducing InclusiCare

+ LEADING THE EVOLUTION OF VALUE-BASED I/DD CARE

Traditional healthcare systems often face challenges addressing the complex needs of people with I/DD. As a result, these individuals may be underserved or routed into costly, unnecessary treatment pathways that don't align with their needs.

Partnership Solutions founded InclusiCare to address these issues. InclusiCare is a value-based care organization that partners with health plans and healthcare organizations to improve outcomes, reduce costs and expand access to care for people with I/DD.

InclusiCare's model is built around four core solutions:



I/DD-TAILORED CARE MANAGEMENT

Integrated, person-centered care management.



CLINICALLY INTEGRATED PROVIDER NETWORK

A specialized network of providers who are trained to support patients with I/DD.



ON-DEMAND I/DD TAILORED HEALTH AND CLINICAL SUPPORTS

Access to purpose-built tools that support the medical and behavioral needs of the I/DD population, including 24/7 urgent care and scheduled psychiatry and psychology appointments.



PATIENT & MEDICATION MANAGEMENT

Including physician-led clinical rounds, I/DD Admission, UM review and comprehensive medication review.



InclusiCare represents a new chapter in Partnership Solutions' work to advance health equity. In preparation for the company's public launch, we will be rolling out a new brand that reflects InclusiCare's purpose and values.



InclusiCare builds on the strong foundation we've created through PHP. It takes what has worked, what we've learned and what our members need most and provides a model to bring those lessons and successes to more people.

Mike Mascari,
Board Chair, PHP and Partnership Solutions



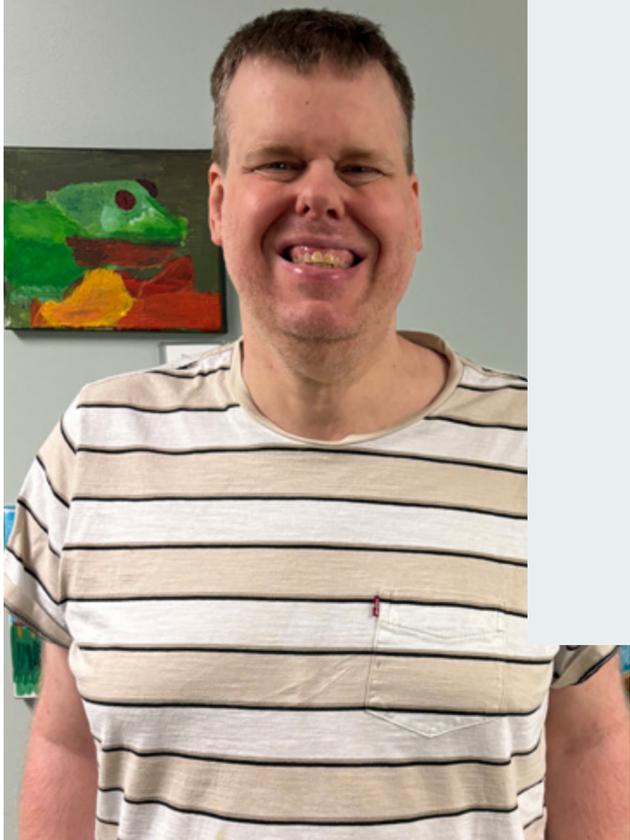
Change and Continuity

This year, Partnership Solutions oversaw the planned wind-down of PHP’s FIDA-IDD Demonstration. Since its launch in 2016, PHP has proudly served more than 1,700 members across the State of New York. And together, we’ve demonstrated what integrated, whole-person care can achieve for people with I/DD. As this chapter comes to a close, our priority has been making sure our members remain supported and informed during the transition.

Throughout the year, our teams shared timely updates, hosted meetings and worked directly with members and their families, along with providers to reduce disruption. We successfully secured a special enrollment exemption that will give members more time to choose a new plan, reducing the risk of gaps in coverage. Our care managers remained a consistent point of contact, helping members and families understand their options and navigate their next steps. As a result, many PHP members chose to transition to CDNY, allowing them to preserve the relationships and supports they have come to trust and rely on.

While PHP’s demonstration is ending, the lessons learned and progress made will steer our work for years to come. Through CDNY, AICNY and InlusiCare, we remain committed to advancing high-quality, whole-person care for people with I/DD.

Billy, CDNY Member and Special Olympics Swimmer



CONTINUITY STATS:

Number of PHP members transitioned to CDNY

484

(as of Dec 1, 2025)

Number of PHP staff transitioned to CDNY

43

Care Managers

5

Supervisors

2

Directors

Our Leading Voice

In 2025, Partnership Solutions and CDNY were at the forefront of state-wide advocacy efforts on behalf of our organizations and our sector. This work reflects our commitment to amplifying the voices of people with I/DD and their families.

Partnership Solutions and CDNY played an active role in coordinated advocacy through our participation in the Care Management Alliance of New York (CMANY). CMANY led a unified advocacy strategy during the state budget process, focusing on the importance of investing in the organizations and workforce that support people with I/DD. These efforts highlighted the potential impacts of funding cuts and emphasized the need for a fair cost-of-living adjustment (COLA).

This work included making sure members, families and staff had clear information and practical ways to engage. We provided talking points and facilitated opportunities for individuals to connect directly with lawmakers. Members and families across the state described their experiences in meetings and outreach, showing how care coordination supports access to healthcare, housing, employment and community life. We also worked with CMANY to offer a one-click advocacy tool, making it easy and fast for people to participate in our campaign.

Together, these initiatives helped to center members’ experiences in conversations about care coordination and funding.

STAT HIGHLIGHTS:



ANCOR one click tool statistics

+ **5,013** total advocates

+ **10,026** emails / legislator connections

7

Total number of advocacy events attended across New York State in 2025

65

Number of staff members involved in advocacy initiatives in 2025

Charting the Path Ahead

The challenges and progress of 2025 clarified what matters most for our future. In a year shaped by policy uncertainty and organizational change, our teams demonstrated resilience and a steady commitment to the people we serve. Those experiences sharpened our understanding of how to best support better care and stronger outcomes for people with I/DD.

As we move into 2026, our focus is on strengthening the systems that make that work possible. This includes improving how we operate, investing in leadership and continuing to build a culture grounded in quality, advocacy and connection. At its core, our work remains centered on helping individuals live the lives they choose and ensuring we can reach and support as many people as possible.

In the year ahead, we will continue to strengthen the I/DD care ecosystem as a whole. This includes expanding the reach of our advocacy efforts and building on the progress we have made in quality, recognizing that quality care is advocacy. The lessons of 2025 are guiding how we translate that progress into consistent, scalable practices that support people with I/DD and their families.

Across all of this work, our goal remains the same: to lead our field forward with purpose, in close collaboration with members, families, providers and partners, and with a clear focus on long-term impact.



Ephraim
CDNY Member

”
I rely on coordinator services from Care Design to live independently. Advocacy is important to me. I attend seminars and meet with legislative leaders, including my senators and congressperson, to discuss the services I need and the impact of potential Medicaid cuts. Without these services and my care coordinator, I wouldn't be able to live independently or exercise self-direction. Going back to institutional care, as was common decades ago, would be a step in the wrong direction.



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