



## **Long Island Individual & Family Advisory Board Meeting Summary**

*1 Michael Avenue Farmingdale NY*

**March 13, 2019 from 6:00pm to 8:00pm**

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### **Members Present**

Ralph Warren  
Edward Levine  
Lisa Fleisher

Joseph Gerardi  
Susan Platkin

Carol Sholl Ostiwski  
Steve Fleisher  
Suzanne Valls

### **CDNY Staff Present**

Jim Moran, CEO  
Anne Ogden, COO  
Danielle Wiltsie, Director of Individual, Family & Self-Advocate Support  
Matthew Northrop, AVP of Quality & Analytics  
Megan O'Connor-Hebert, VP of Care Management  
Luisa Eusse-Roché, Regional Care Manage Director

### **Members Absent**

David Ng  
Denise Ginther  
John Jahng

**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. Danielle Wiltsie informed the Advisory Board the meeting minutes from January 22, 2019 are located on the Care Design website under the Individual and Family Tab. There are also minutes from the other Regional Advisory Board Meetings such as New York City, Hudson Valley and Capital/North posted on the Care Design NY Website.

**Review of Handouts:**

Review of the document of “What You Should Expect from Your Care Manager”: The Board reviewed the draft version of the document at the initial Advisory Board Meeting. The Board discussed the most important trait for the Care Manager is being knowledgeable of available supports and services at the previous meeting. This trait was added to the document. The Regional Advisory Board acknowledge this document will be a “live” document where it could change at times. The Regional Advisory Board Members are pleased with the document. The last suggestion made for this document made to this document was to list the Care Managers name and contact information as well as their Supervisors name and contact information. Overall, the feedback of the document was positive. Over the next month the Care Managers’ will begin to distribute this form to all Individuals and Families.

The Board discussion today included, format changes in the future, possibly a wallet size accordion style or a linear format. This would be easier for Individuals and Families to carry on them. Other discussion points included, the Care Managers being able to fulfill the individuals needs utilizing Care Managers with other expertise within the Care Design organization. CDNY Employees discussed at the meeting the Care Manager should always be open to tailoring his or her support to the needs.

Review of development of the Chairperson and Secretary Job Description: The Job Descriptions for the two Chairpersons and the Secretary were reviewed. Attached are the copies of both job descriptions. The Regional Advisory Board Members were given a chance to review the job description. There were discussions on having two Chairpersons to share the role and work and possibly having sub-committees that will work on different topics in between the meetings. The Advisory Board agreed on these three options.



Danielle Wiltsie asked if anyone is interested, they can follow up after the meeting. Danielle Wiltsie discussed sending out an email asking who is interested in these positions, what relevant experience they have on other Boards they may serve on as well as why they are interested in the position. Once the Advisory Board Members complete the survey Danielle Wiltsie will follow up with each member regarding their interest. There was discussion that the Advisory Board Members who volunteer for these positions will receive support from Danielle Wiltsie. The process of election for the positions will be discussed prior to the next meeting.

### **Discussion of Targeted Items:**

Danielle Wiltsie discussed with the Advisory Board the first Care Design NY Self Direction Work Group meeting was held last week. Care Managers from each region are participating in this Work Group. The Care Managers who are involved in this Work Group have knowledge of Self Direction and have worked with individuals on their caseload who are enrolled in Self Direction. Care Managers in this Work Group discussed developing a written guide explaining an individual's transition into Self Direction. The Work Group is currently working on developing a fact sheet containing frequently asked questions that resulted from family's feedback. This will assist Care Managers with supporting Individuals and Families regarding Self Direction. The staff in each Region will be able to work closely with the Care Managers in their Region and become the go to staff person regarding Self Direction when needed.

Susan Platkin discussed the upcoming Webinar with OPWDD that is being held for Brokers and the Fiscal Intermediaries, the webinars occur on a quarterly basis. Susan noted tomorrow's webinar will focus on the information from OPWDD regarding Managed Care. Additional discussion points included the future role of OPWDD once Managed Care transitions and possible changes to the criteria that Managed Care will use for determining an individual's budget for Self Direction. The Advisory Board will follow up at the next meeting as to the information that will be shared on this Webinar.

The Advisory Board discussed Managed Care and the future of services. The providers Care Design expects to be working with when the transition to Managed Care occurs will have experience with intellectual and developmental disabilities. Other areas discussed included concerns with the transition of Self Directed Services and costs currently overseen by OPWDD as well as medical services changes. Care Design intends to work with the Advisory Board during the transition to Managed Care as well as keep all Individuals and Families updated as information is obtained. There was discussion that the Advisory Board should begin to outline the policies in the current Self Direction model that should continue when the transition to Managed Care occurs. It was suggested the Advisory Board start with a conversation about protocols for Managed Care to assess the level of need.

Lastly, there was a discussion regarding succession planning. Danielle Wiltsie had a conversation with Alan, CEO from ISS, Jim and Danielle Wiltsie will be meeting with Alan in May to discuss succession planning and the work shops and information sharing ISS has worked on with Individuals and Families



## Summary of Meeting:

- The meeting minutes to be sent out to all Board Members attended in person or were unable to attend this meeting.
- Danielle Wiltsie distributed the job descriptions for the positions of the Advisory Board; the two Chairpersons and Secretary. Danielle Wiltsie will send out a survey of who may be interested in a Board Position. Danielle Wiltsie will follow up with all interested members prior to the next meeting. There will be follow up with all the Board Members regarding the process of election of the positions prior to the next Advisory Meeting.
- The Board Members received a draft of a survey regarding services provided by the Care Manger to review prior to the next meeting. The Board will discuss the Survey and feedback at the next Advisory Meeting.
- A survey will be sent out regarding topics on Benefits and Entitlements for Individuals and Families to have training on. Once Danielle Wiltsie receives the feedback she will work with the Benefits and Entitlement Department to arrange for information sharing process.
- The next meeting will be scheduled for May 7<sup>th</sup> at 6pm to 8pm at 1 Michael Drive, Farmingdale.

