



**Capital District-North Country
Individual/Family Advisory Board Meeting Summary**
St. Mary's Amsterdam Hospital, Amsterdam NY
May 14th, 2019 from 6pm - 8pm

Members Present

Shawn Fultz
Mary Lou Barry
Shelly Winters
Cindy Machold

Gemma Gilliher
Veronica Crawford
Liz Crawford
Jeff Lynch
Lisa Schapiro

Pam Sproule
Jasmine Olsen
Jeremy Goodreau
Rachel Sproule

CDNY Staff Present

Jim Moran, CEO
Danielle Wiltsie, Director of Individual, Family & Self-Advocate Support
Carrie Wood, Capital District Regional Director

Members Absent

Mr. and Mrs. Deneen Homer
Kelley Schultz
Andy Housler
Janet Deixler
Stacey Fusco
Connor McEvoy
Sheri Gaylord
Meryl Einbinder
Cheryl Marcella
Agnes Skiff

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:

Danielle Wiltsie shared with the Board in response to the feedback of self advocates and families discussion of trainings being provided to them Care Design will begin a series of trainings. Self Advocates and Families have asked for training on various of topics on Benefits and Entitlements. The Advisory Boards were given a survey outlining six topics that are encompassed in Benefits and Entitlements. After reviewing the feedback from the survey, the first Workshop will be on Transition Planning. The Workshop will focus on how eligibility for benefits and entitlements like Medicaid, Supplemental Income, Social Security Disability and SNAP Benefits chase as a child become an adult. The Advisory Board Members will have the opportunity to participate in a preview of the training and offer feedback prior to the scheduled Workshops.

The Workshops will be scheduled in various locations in each region and the Benefits and Entitlement Staff will be present in the region they work in. Self Advocates and families will have the opportunity to meet the staff and ask questions after the Workshop. The first Workshop will be in June. The information regarding the Workshops will be shared via mail and Care Design's Website. All individual and families are encouraged to attend. There will be additional Workshops scheduled for the following months on various Benefits and Entitlement trainings.

At the previous Advisory Board Meeting, the Advisory Board reviewed a drafted survey for feedback on Care Management Services. Care Design was looking for Regional Advisory Boards to review with input, comments and feedback. Care Design is looking for feedback on Care Management Services received, the is very important to Care Design as a growing agency. Danielle Wiltsie discussed with the Board the feedback that is being received from each Advisory Board has been reviewed. After listening to the Advisory Boards and the suggestions offered Care Design has decided to look at outside vendors for this process.



The Advisory Board reviewed a DRAFT of a Consumer Assessment of Healthcare Providers and Systems (CAHPS) Home and Community Based Waiver (HCBS Waiver) survey that addressed some concerns identified by the Advisory Boards around measuring satisfaction. The CAHPS offers a scientifically validated reliable questions and methods to most accurately reflect the individuals and family's satisfaction. It is scientifically researched, validate and proven reliable in measuring satisfaction in healthcare. This will allow CDNY reliable measures of itself as a support and allows for comparison among other organizations using the same standard tool. The next steps would be for Care Design NY to meet with vendors regarding the process and align the content to be developed by the Advisory Boards. All the updates with this process will be shared with the Advisory Boards and input from the Advisory Board is welcomed. This is the first survey that will be sent out to self advocates and families, this will be used to determine a baseline of quality of services.

Danielle Wiltsie shared with the Advisory Boards the forms that were created with the support and feedback from each Advisory Board. Self Advocates and Families asked for Frequently Asked Questions and Answers. This form will be mailed and shared on the Care Design Website for self advocates and families.

Danielle Wiltsie shared with the Advisory Board information regarding a Self Direction Work Group that has been established at Care Design. The Work Group has met three times and have been working on increasing training and knowledge for Care Managers in Self Direction. Danielle Wiltsie shared with the Advisory Board the documents that the Work Group has created. Danielle Wiltsie asked for the Board Members to review the documents and offer feedback. As the Self Direction Work Group continues to meet, they will be working on outlining the topics to train Care Managers on as well as self advocates and families. Danielle Wiltsie asked for the Advisory Board to offer any feedback they have in this area to ensure we are focusing on the areas they would like to see more information on.

The Advisory Board discussed what their role should be on an ongoing basis as well as following the agenda items listed. Danielle Wiltsie discussed that as the Board Chair Positions are selected moving forward the Board Chairs will work with Danielle Wiltsie to develop the agenda. The Advisory Board would like to see actions items being worked on and follow up at the Board Meetings. The Board will have follow up to do during the summer months on various areas the Board would like to work on.

This Advisory Board discussed the frequency of the meetings, location and time. The Capital/North Country Advisory Board would like to have the meetings every other month at the 6:00 PM time. There was discussion on where all the Board Members reside and as a group this Advisory Board would like to meet at Saratoga Bridges for the next meeting in June. The meeting will be held in June due to the busy months of July and August there will not be any meetings, but work will be completed and followed up on in between. Danielle Wiltsie discussed at some point as the North Country Region Advisory Board grows there will be an Advisory Board in the North Country and an Advisory Board in the Capital Region.



Summary of Meeting:

- The meeting minutes to be sent out to all Board Members attended in person or were unable to attend this meeting.
- The Board Members received a draft of a survey regarding services provided by the Care Manger to review. The Board discussed the Survey and talked about feedback at the Advisory Meeting. Updates will continue as more information is identified.
- The Advisory Board to list out priorities for the next 4-6 months and discuss who will volunteers to chair committees to lead those.
- The Advisory Board will work on developing a job description for the Ombudsmen role.
- The next meeting will be scheduled for June. Danielle Wiltsie will be sending out the location, day and time of the next Board Meeting to ensure that it accommodates all Board Members. The meeting will be in June as the Advisory Board decided to not have a meeting in the months of July and August.



