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## Hudson Valley Individual/Family Advisory Board Meeting Summary

700 South Drive ~ Suite 204, Hopewell Jct., NY 12533

**December 5, 2018 from 6pm - 8pm**

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### **Members Present**

Karla Peterson  
Bonnie Kaplan  
Andrew Kaplan

Susan Angeles  
Sharon Stern- phone conference  
Bernadette Grey  
Larry Bate

Claire Perez  
Arlene-Thomas Strand  
Heather Berg

### **CDNY Staff Present**

Jim Moran, CEO  
Anne Ogden, COO  
Danielle Wiltsie, Director of Individual, Family & Self-Advocate Support  
Suzanne Beattie, VP of Quality & Analytics  
Megan Hebert- O'Connor, VP of Care Management

### **Members Absent**

Lalitha Ravichandran  
Delvalle Fidanque  
Kenneth Agni  
Jason Ross  
Athena Lightcap  
Robert Terry

## **Welcome:**

Care Design NY (CDNY) welcomed all self-advocates and family members for attending the first meeting and volunteering on Hudson Valley Advisory Board.

## **Introductions:**

The Advisory Board Members introduced themselves along with CDNY Employees.

## **Introduction of Care Design NY (CCO): Handouts**

Review of Demographics: Locations where CDNY provides Care Management Services was reviewed. Attached is a map of the number of individuals served and the location they live in. While reviewing the map, the definition and location of Hudson Valley was defined along with the other regions.

Quick Update on the first 5 months: As we look at the number of individuals served CDNY is looking at the workforce. There are over 950 staff employed by CDNY, mostly care management staff, and vacancies in the care management position have decreased significantly. There were 125 vacancies in this position when we began and now there are approximately 55 vacancies.

CDNY covers a large demographic but as an agency we committed and focused on the individuals served and its employees located in each community.

The Board discussed the transition from Medicaid Service Coordination (MSC) to Care Management that took place on July 1. There are 7 Care Coordination Organizations (CCOs) in total across the State. 4 of the CCOs provide Care Management in the Hudson Valley they are Tri-County Care, Life Plan, Prime Care and CDNY.

There was a discussion that CDNY is committed to the retention of Care Managers and will continually looking at the number of individuals supported by any one Care Manager (goal is no more than 35) We have that now in some regions but not all. The Board agrees that the caseload size should stay closer to 35.

We discussed the requirements for becoming a Care Manager. The requirements are a 4-year degree and 2 years of relevant experience. The Board discussed recruitment efforts and Anne indicated that she will be meeting with a college (SUNY Albany School of Social Work) in the Capital Region to discuss possible internships that could be looked as experience in the field. CDNY also employs several parents who have children with an intellectual and/or developmental disability that are Care Managers for the organization.

The Board was given a copy of the Organizational Chart: Leadership Team CDNY.



## **Background:**

Danielle Wiltsie provided the background on the formation of the Regional Advisory Board - outreach to self-advocates and families began before she began working with CDNY. The Advisory Boards - 4 have been set up to date, will have members from a variety of backgrounds such as cultural and geographical diversity. This is the second Advisory Meeting for CDNY as the first was in Capital that was held last week. The meetings will be designed to brainstorm regional issues and develop proposed solutions.

## **Meeting Format and Structure:**

The Advisory Board is important to CDNY in so many ways. Communication will be key for the Board and discussing areas/issues that the Board would like to discuss. Danielle Wiltsie will be available at the meeting and in between meetings to assist the Board. The Board will facilitate these meetings going forward.

Discussion of quarterly meetings, this Regional Advisory Board would like to initially meet more often than quarterly initially to build the foundation of the group.

## **Development of Chairperson, Vice Chairperson, Secretary:**

Discussion of volunteers for the Regional Advisory Board, Chairperson, Vice Chairperson and Secretary.

Danielle discussed at the meeting that was held in the Capital Region the Board agreed upon on having a potential Co-Chairperson to share the role and work and possibly having sub-committees that will work on different topics in between the meetings. Danielle asked the Board their feedback on these volunteer positions. The Board agreed upon these positions as well.

Danielle asked the Board if they were ok that contacts be shared with the group as well as possible blog/communication board to facilitate communication other than email. The Board thought that would be a great way to communicate with each other.

## **Employment of Individuals/Family Advocates:**

CDNY plans to hire self-advocates/family members as Ombudsman. Looking to fill 6 full time positions, filled with part-time people to maximize participation, across CDNY's catchment area.

CDNY would like the Advisory Board to work with CDNY to develop job descriptions. These positions will be valuable to the organization and continue to keep everyone engaged in the CCO both inside and outside.

## **Discussion of Targeted Items:**

There was a review of the document of “What You Should Expect from Your Care Manager”. The Regional Advisory Board would like the Care Manager to be trained and understand the services that are available.

One of the key areas the Board discussed was the Care Manager having knowledge of the transition process from School to Adult Services. The Board members have been in contact with various schools in the area as they have older children who have been through the process. The Board has suggested working with the school districts to inform the schools about Care Management Services and Care Coordination Agencies. This could be one area that a subcommittee can work on.

Suzanne Beatie and the Quality and Analytics Team will be available to assist with feedback on quality of services being delivered through CDNY.

Overall, the feedback of the document was positive. The Board was informed that CDNY will be sharing this document with the other regions at their Advisory Meeting and that we would like to have this document distributed by the new year.

## **Summary of Meeting:**

- The meeting minutes to be sent out to all Board Members attended in person, phone or were unable to attend this meeting.
- The Board Members would like for contact information to be shared such as email and phone. I will send out contact information along with the meeting minutes.
- The Board Members are open to utilizing a communication tool to communicate with each other outside of email. Danielle is working CDNY’s Communication Director who will do research into a blog that the Advisory Board can use for ongoing communication. As I have information on what platform we will be using I will communicate that to the Board.
- Danielle will work with Board Members on developing job descriptions for the positions of the Advisory Board such as Chairperson, Co-Chairperson and Secretary.
- We will use Doodle Poll Calendar to schedule the next meeting to ensure everyone can choose the dates and time that work best for them. Larry suggested that the Board hold their next meeting at Camp Venture, this location will be central to the group. Larry will send Danielle the contact information for the location.
- If any Board Members are interested in holding a position on the Advisory Board to please reach out to Danielle and let her know what your interest may be.
- The next meeting will be scheduled for February.