



New York City Individual/Family Advisory Board Meeting Summary
104 W. 29th Street, 3rd Floor NY
February 19, 2019 from 10am to Noon

Members Present

Luz Diaz
Linda Blumkin-via phone
Joyce O'Connell
Tondra Lynford
Rachelle Kivanoski
Alice Shulman
Susan Hamovitch
Jeanne Raichie

Terri Parker
Debbie Chan
Fiano Ho
Lisa Severino
Jim Karpe
Cindy Chen
Riqi Lin
Carol Dillon
Elly Rufer

Xinyne Wang
Karel Karpe
Pat Lin Chan
Janet Huang
Gitel Blau
Uly Ramos
Bin Feng
Susan Angeles- via phone

CDNY Staff Present

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

Susana Montes
Gail Siller
Danny Shapira

Heather Piedmont
Siem Yap
Nyuk Siem Looi
MaKhin Shwe Win

Danielle Lazzara
Fiono Ho
Khaqan Zafar

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 as some Board Members were present at the meeting and on the phone.

Summary of Last Meeting:

Review of the Meeting Minutes from the previous meeting. There was one revision on the previous meeting minutes the Advisory Board asked to have updated. The change was made to this paragraph:

The Board discussed future interaction the Advisory Board would have with the Board of Managers. The Board discussed the importance of the Ombudsman participating in Board of Manger Meetings. **The Advisory Board request formal participation with the Board of Managers Meetings.** Jim is working on a proposal for the Board of Managers and will update the Board as more information is available.

The Board Members approved the previous meeting minutes with this addition.

The Board discussed since this Advisory Board has grown the potential of two Board's developed one being in Manhattan and the other either located in Brooklyn or Queens. The Advisory Board Members at the time expressed an interest in keeping the Advisory Board as one Board. We will revisit this again when we gain additional Board Members and at the next Advisory Board Meeting.

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 Manger is being knowledgeable of available supports and services as well as creative at the previous meeting. These traits were added to the document and reviewed today.

At this meeting, the additional trait of a Care Manager being Compassionate was discussed. Families discussed they may have personal issues occurring at any given time and a trait that the families would like to see the Care Manger display is compassion towards all areas of the persons life.

The Advisory Board discussed the trait of being knowledgeable in a variety of areas and one key area that stood out to the Board was knowledge in Benefits and Entitlements. Many of the families would like additional support with Food Stamps/HEAP etc. from there Care Manager. Danielle Wiltsie discussed with the Advisory [Type here]



Board Care Design has a very robust Benefits and Entitlements Department and will be available for individuals and families as well as Care Managers to do training. The Advisory Board would need to let Danielle Wiltsie know what topics specifically they would like the training to cover and this could be arranged.

Families asked if they could have a timeline of how services work such as Life Plan's and I AM Assessments. This is information Danielle Wiltsie will work on and submit to the Advisory Boards upon completion.

The Regional Advisory Board believe this document will be a "live" document where it could change at times. Another suggestion made at another Region for this document was the document 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 and initiated a good discussion.

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 at previous meetings 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 if they have any follow up questions. Danielle Wiltsie discussed sending out a survey 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 send the information to the Advisory Board Members. The Board Members will be able to review who is interested in the position and their information prior to the next meeting. At the next Advisory Meeting the Board will vote on the three Board Positions.

There was discussion that the Advisory Board Members who volunteer for these positions will received support from Danielle Wiltsie. The term for these Board Position would be two years to ensure consistency with the Board and the role they are volunteering in.

Discussion of Targeted Items:

Suzanne Beattie drafted a survey for the Regional Advisory Board 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. The document is attached.

Discussion from the Board Members regarding the survey included: How frequent will this survey be sent to self advocates and families, is this survey confidential, the rating scales and how they are utilized in the survey, and the format of how the questions are asked. Suzanne discussed that this is an initial survey and there will be additional surveys sent out over time.

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The Advisory Board discussed the choices provided for answers is limiting to the responses that can be given by the self advocate or families regarding the Care Manager. The families discussed they most likely will not respond to the survey due to the lack of choices available. The families discussed that the survey does not show that their responses will remain confidential. They would be more apt to complete the survey if the information submitted would be kept confidential. When families were working on survey, they did not find that if they answered no to certain questions the survey didn't populate another field to continue asking additional questions. Discussion about adding a question about would you recommend the Care Manager as well as the CCO to other people.

Suzanne will take the information obtained from the meeting and make changes on the survey due to the feedback of the Advisory Boards before the survey is live on the Care Design NY Website.

The Advisory Board also discussed caseload size for Care Managers and being able to look at it in a graph format of what the caseload size looks like in each region. The Board would like to see the caseload size of Care Managers stay around 30 or under 30 individuals per Care Manager, although still feel that is high for one person to manage. Suzanne will work on developing this graph of information with her Quality and Analytics Team.

The Board asked how Care Design NY communicates with Office for People with Developmental Disabilities (OPWDD) and CCO's since the transition in July and how the relationship is with OPWDD. The CCO's have weekly phone calls with OPWDD to discuss various topics such as Life Plan, Software and other related topics. There are also various workgroups that meet at each CCO more frequently to ensure all areas form software, Life Plans, Quality, Compliance are being discussed. Jim discussed with the Board that Care Design has weekly phone calls with the other six CCO's to discuss updates.

The Board discussed that there are a variety of topics that they would like to focus on such as for example but not limited to: ideas on how to continue to facilitate relationship with OPWDD, Housing Navigator, Language Barriers, Benefits and Entitlements, Succession Planning and training availability/opportunities for families. Due to the size of the Board for the next meeting the Board will break up into several groups and discuss one of the focus areas and then come back to the larger group as to where they are at with the topic. This will include the discussion the group had and what the next steps are going to be.

The discuss and question was raised as to what the Mission is of the Advisory Board. The Mission of the Advisory Board falls in line with Care Design's Agency's Mission Statement which is to assist individuals with Intellectual and/or Developmental Disabilities to get the supports and services they need to live a quality life. The Advisory Boards role is to communicate and share information with all Care Design Employees, Self Advocates and Families and ensure the quality of services are being provided.

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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.
- 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 share information with the Board on who is interested in a Board Position. The process of election will be at the next Advisory Meeting.
- The Board Members received the document of What to Expect from Your Care Manager. The document will be shared with Care Mangers and all Self Advocates and Family Member of CDNY.
- The Board Members received a draft of a survey regarding services provided by the Care Manger to review prior to the next meeting. After discussion at the meeting Suzanne and the Quality and Analytics Team will work on updating the survey based on all the feedback.
- Families asked if they could have a timeline of how services work such as Life Plan's and I AM Assessments. Danielle Wiltsie will work on and submit to the Advisory Boards upon completion.
- Due to many targeted areas of focus the Advisory Board will break into groups at the next meeting and facilitate a discussion with goals, outcomes and solutions and bring it back to the Advisory Board.
- The Advisory Board Members outline what areas of Benefits and Entitlements they would like training on.
- The next meeting will be scheduled for May.

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