



**New York City Individual/Family Advisory Board Meeting Summary**  
**104 W. 29<sup>th</sup> Street, 3rd Floor NY**  
**June 10, 2019 10am to Noon**

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**Members Present**

Luz Diaz  
Rachelle Kivanoski  
Joyce O'Connell  
Kitty Truong  
Susan Hershman

Terri Parker  
Debbie Chan  
Mary McGuire Weafer  
Elly Rufer

Fiona Ho  
Karel Karpe  
Jackie Goldberg  
Alice Shulman  
Mary DiPerna

**CDNY Staff Present**

James Moran, CEO  
Danielle Wiltsie, Director of Individual, Family & Self-Advocate Support

## **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:**

Jim Moran and Danielle Wiltsie introduced the newly proposed job position which is in Draft Form. The Individual & Family Liaison which will serve as a “bridge” between the organization (Care Design NY) and members, including self-advocates, individuals, families and communities. “working for the organization, speaking for you”.

Care Design is looking to pilot an Individual and Family Liaison Position in the Albany area. Initially, there will be two to three part-time, hourly employees who will be hired and will be overseen by Danielle Wiltsie. Care Design has discussed this job description with Advisory Boards in the other Regions as well and received feedback.

After the pilot has begun and has been evaluated, the goal for Care Design is to have two to three part-time positions in each region, 12-15/20 hours a week. Advisory Board Members discussed during the meeting 1) title of the job description (most meeting attendees liked “Member Advocate” or Liaison” rather than 7/11/2019 Ombudsman); 2) the role of the position (support people who reach out to Care Design with questions, assist with new hire training for the Care Design workforce, engage with advisory board, attend conferences, community outreach, liaison with school systems, etc.); and 3) the logic behind hiring 2-3 part-time people instead of one full-time person. All Advisory Board Members agree that a variety of people and diversity of background of services are important.

Danielle Wiltsie discussed the various areas in the job description with the Advisory Board

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Members. The Advisory Board discussed the word “liaison” as being an accurate description of the position. Jim Moran discussed the development of why Care Design will be recruiting for the position which including to provide support to the individuals and families that the Care Manager’s role would not. The Advisory Board reviewed the job duties this position would perform.

It was noted that the overview should contain a description of qualifications and experience such as an individual advocate /or family member that could be candidates in the position. The Advisory Board discussed the educational background and area of expertise depending on experiential criteria.

Danielle Wiltsie further discussed details about advertising the position and working with Human Resources and the Advisory Board Chairs to participate in the hiring process. Care Design would like to move forward with this position and have the first few positions filled by the fall.

The Advisory Boards discussed hosting a Managed Care Focus Group in all the regions the Advisory Boards are located in. Care Design is launching a new series of Managed Care Focus Groups. In an effort to better understand individual and family perspectives on the roll out of managed care for the I/DD population in NYS, and how Care Design can best facilitate education and outreach, Care Design will convene small regional focus groups in July and August.

Focus groups will be in-person for 6-10. Elected Chair Positions should plan to attend the focus group. There will be an outside vendor who will facilitate the meetings. Care Design will record the focus groups to ensure all the information is captured that is shared and will use it for internal purposes and external for purposes of education on Managed Care. After the focus group, CDNY will launch a Managed Care Committee.

Care Design’s intention in utilizing a focus group is to have honest exchanges about the issues with the interests of the participants as the priority and critical issues as a primary focus. There was discussion that there is a significant number of individuals that are already in managed care and the individuals would be able to provide feedback on their experiences with managed care for medical needs.

Danielle Wiltsie will send out information regarding the focus group within the next few days. Please look for information that is sent out, Advisory Board Member were asked to share the information about the Focus Group with other Care Design Members.

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Discuss Benefits and Entitlements Training/Workshop: Care Design is holding Benefits and Entitlement Workshops. The first one of the series to be held was Transition Planning. There will be a survey at the end of the Workshop. There will be additional Workshops beginning back up in September.

Website Design Survey: Danielle Wiltsie sent each of the Board Members a link to a survey for Care Design's website, asking each Board Member to review and provide feedback. Board Members have asked for a spot for feedback asking for additional information to be placed on the website.

Advisory Board Next Steps. Danielle Wiltsie asked the Advisory Board what they would like to work on moving forward. The Advisory Board Members can think about areas they would like to focus on and discuss at the next meeting.

### **Summary of Meeting:**

- Care Design will share the final version of the job description for the Individual & Family Liaison position with Board Members.
- Danielle Wiltsie will send out information for the Managed Care Focus Group and will ask Board Members to share information with Care Design Members.
- The next meeting will be held in fall 2019. Danielle Wiltsie will send out a date, time, and location that accommodates as many Board Members as possible. Most Advisory Board Members in attendance said that the 10am to noon time for the Advisory Board Meeting works well.
- The Meeting Minutes will be sent out to all Advisory Board Members who attended in person, phone, or were unable to attend this meeting.

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