



**Queens Individual/Family Advisory Board Meeting
CPC Community Center 133-14 41st Avenue, Flushing, NY**

November 4th, 2019 6:00 PM to 8:00 PM

Xinyue Weng
Karen Kaiser
Judy Gleason

Bin Feng
Monica Gonzalez
Elise Levine
Riqi Lin

Cindy Chen
Janet Huang
Fiona Ho

CDNY Staff Present

Ernie McNutt, AVP Care Management
Matt Northrup, AVP Quality and Analytics
Kate Bishop, Consultant with Medisked
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:

There was discussion at the previous Advisory Board Meeting in regard to the Quality and Analytic Department having a standing agenda item to review updates from the Department. Danielle Wiltsie scheduled a meeting with a few of the Board Members from each region last month and the staff from the Quality and Analytics Department. During this discussion Matt Northrup, AVP of Quality and Analytics and Lisa Getman, VP of Compliance and Quality and Analytics updated the Members on what they have been working on and discussed the items for the standing agenda items for the upcoming meeting.

At this meeting Matt Northrup reviewed with the Advisory Board Members the Quality Management Plan, Quality Management Steering Committee and Quality Teams. Matt Northrup also discussed with the Advisory Board the Advisory Board Engagement with the Quality Steering Committee. The Quality Management Steering Committee are Bi- Monthly meetings that occur internally to review updates from the Quality Team. One of the Board Members asked Matt if he can look into how many people supported by Care Design are receiving Employment Services. The Steering Committee is looking for two Advisory Board Member participate on this Committee. The Board Members would participate for one year, after that year is complete their will be two new Board Members who would participate on this Committee. If there are any Board Members that are interested to please let Danielle Wiltsie know within the next week.

Danielle Wiltsie introduced Kate Bishop, contractor with Medisked. Kate is working on obtaining feedback from Individuals and Families regarding the I AM Assessment and the Life Plan. Danielle Wiltsie discussed with the Board Members that Kate is attending this meeting along with other regional Board Meetings. Kate discussed with the Board the background and development of the Assessment and Life Plan, the actions taken by the Care Coordination Organizations in regard to training and support for Care Managers, relationships to other



Assessments, what individuals and families like and don't like about the Assessment and Life Plan and discussed feedback. This was an opportunity for the Advisory Board to talk to Kate Bishop about what they have liked about the I AM Assessment and Life Plan and what they would like to see improve. Kate listened to all the feedback and engage in discussion with all Board Members. Kate will be taking the feedback from each of the Advisory Board and bringing this information back to Medisked Team.

Danielle Wiltsie updated the Advisory Board on the new job position which is Finalized for The Individual & Family Liaison. This position will serve as a "bridge" between the organization (Care Design NY) and members, including self-advocates, individuals, families and community "working for the organization, speaking for you". Danielle Wiltsie informed the Advisory Board that interviews for the position have begun. The interviews have been with Danielle Wiltsie, a represented from HR and a Board Member. When Danielle Wiltsie has updates on the position Danielle Wiltsie will share with the Board Members.

The Advisory Boards were updated on the Managed Care Focus Groups that were held in all the regions in July and August. Care Design launched the 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. From the Managed Care Focus Groups questions were developed from individuals and families. The Questions and Answers are on the Care Design website. The document will be a living document and updated as there are additional questions submitted. There is an email address on the webpage where questions can be submitted as well.

Discuss I AM and Life Plan Informational Sessions: Care Design will be holding I AM and Life Plan Informational Sessions. One of the Care Manager Directors in the Capital Region presented this topic to the Advisory Board and the feedback was positive. Beginning in January there will be Information Sessions held in each region and various locations through February. There will be invites sent out via mail and the information will also be on the Care Design Website.

Lastly, Danielle Wiltsie shared with the Advisory Board the Acronym List information. The Advisory Boards have submitted suggestions for the Acronym List. Danielle Wiltsie shared with the Advisory Boards via email. The Board Members had the list to review and remove and add Acronym's that they feel are important or irrelevant. This document will be a work in progress, once it is complete it will be shared with Individuals, Families and Care Managers and will be placed on the Care Design Website.



Summary of Meeting:

- Quality and Analytics updated the Advisory Board on the areas that they have been working on as well as updates on the Quality Steering Committee.
- Kate Bishop reviewed the I AM and Life Plan process and listened to the feedback from the Advisory Board.
- Care Design will update the Advisory Board on the Individual & Family Liaison position as interview continue to progress.
- Danielle Wiltsie reviewed the Frequency Asked Question and Answers for Managed Care are on the website. Additional questions can be submitted. This is a living document that can be updated.
- The Advisory Board assisted with updating the Acronym List with sending updates. This list will be shared with individuals and families as well as on the website. This also is a living document that can be updated as needed.
- There will be Informational Sessions scheduled for January and February on the I AM and Life Plan process. The invites will be mailed out and the information will also be on the website.
- The next meeting will be held in January 2019. Danielle Wiltsie will send out a date, time, and location that accommodates as many Board Members as possible. Due to decrease in attendance in this location the next Advisory Board Meeting will be held at the Manhattan location.
- The Meeting Minutes will be sent out to all Advisory Board Members who attended in person, phone, or were unable to attend this meeting.

