



**Queens Individual/Family Advisory Board Meeting  
CPC Community Center 133-14 41st Avenue, Flushing, NY  
September 10<sup>th</sup>, 2019 6:00 PM to 8:00 PM**

---

Joyce O'Connell  
Rachelle Kivanoski  
Imre Kovacs  
Judith Gleason

Bin Feng  
Sid Kivanoski  
Danielle Lazzara  
Elise Levine

Cindy Chen  
Janet Huang  
Fiona Ho  
Riqi Lin

**CDNY Staff Present**

Jim Moran, CEO  
Anne Ogden, CCO  
Ernie McNutt, AVP Care Management  
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:**

Danielle Wiltsie updated the Advisory Board on the newly proposed 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”.

Care Design will pilot this position, 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. The next steps are to post for the position externally and internally share with Advisory Board Members, Care Managers and Individuals and Families in the Capital/North Country Region. Danielle Wiltsie will share with the Board the finalized job description.

There was Board discussion in regard to in the future arranging for a meet and greet for self advocates to come and meet other self advocates and learn more about the Advisory Boards. This will be an item the Board can work on for 2020.

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.



When the focus groups were held there were 6-10 individuals and families that attended each focus group. There was an outside vendor who facilitated the meetings. Care Design was able to capture information shared and will use it for internal purposes and external for purposes of education on Managed Care. As discussed at previous Advisory Board Meetings CDNY will launch a Managed Care Sub Committee that will meet the months in between the Advisory Board Meetings. The first meeting will be held in October via Teams. The information that is discussed at the Sub Committee will be shared with the Advisory Board Members by the Member that has attended for the region they participate in.

Care Design's intention moving forward with the Managed Care Sub Committee is to focus on honest exchanges about the issues with the interests of the participants as the priority and critical issues as a primary focus.

Discuss Benefits and Entitlements Training/Workshop: Care Design has been holding Benefits and Entitlement Workshops. The first one of the series that was held was Transition Planning. There will be a survey at the end of the Workshop. There will be additional Workshops that begin again in September and will continue through October.

Danielle Wiltsie asked discussed with the Advisory Board that Care Design would like to continue with Key Note Workshops and will send out a survey on topics the Board would like to occur next.

Danielle Wiltsie shared with the Advisory Board a list of Acronym's that can be used as a starting point. The Advisory Boards have asked that there be an updated Acronym List. Danielle Wiltsie shared with the Advisory Boards that she would email the list to the Board Members. The Board Members will have 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.

There was discussion at the Advisory Board Meeting the Quality and Analytic Department will have a standing agenda item to review updates from the Department. Danielle Wiltsie will schedule a meeting with a few Board Members from each region with the next month and the staff from the Quality and Analytics Department can update the Members on what they have been working on and discuss the items for the standing agenda items for future meetings.

Lastly, Danielle Wiltsie discussed that Kate Bishop, contractor with Medisked, is working on obtaining feedback from Individuals and Families regarding the I AM Assessment and the Life Plan. Danielle Wiltsie discussed that Kate will be attending other regional Board Meetings and if this is something this Board is interested in Danielle Wiltsie can look at having Kate attend the November 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 Sub Committee and will ask Board Members to attend and share information with the Advisory Board at the next meeting.
- Danielle Wiltsie will send out the invite for the Quality and Analytics Sub Group. This group will meet and discuss the standing agenda item for the next meeting.
- The Advisory Board will be sent via email the Acronym List to review and send back with updates they would like to see.
- The next meeting will be held in November 2019. Danielle Wiltsie will send out a date, time, and location that accommodates as many Board Members as possible.
- The Meeting Minutes will be sent out to all Advisory Board Members who attended in person, phone, or were unable to attend this meeting.

