



APRIL 2026

NEWSLETTER

The Why Right Now

As we approach Mental Health Awareness Month in May, I've been thinking a lot about the work we do and the weight that can come with it. I know firsthand that while it's deeply meaningful, it can also be heavy – and right now, I recognize these are especially challenging times for many across our team.

Please know that every resource of this organization is being put behind supporting our frontline staff and ensuring you have the tools, resources and support you need to do your jobs as effectively as possible.

I believe your mental health is inseparable from how you show up each day. And taking care of yourself isn't separate from the job; it's a critical part of it.

A few simple ways to check in with yourself:

- Utilize our Employee Assistance Program (EAP). It exists for exactly this.
- Step outside for 5 minutes between meetings.
- Try to take notice when you're running on fumes before someone else has to point it out.
- Talk to someone who understands the nature of what we do.

I know it's not always easy to prioritize yourself, but it matters. Looking out for yourself is one of the best ways we can look out for each other.

Thank you for everything you do and your continued dedication to our team, our members and the I/DD community.



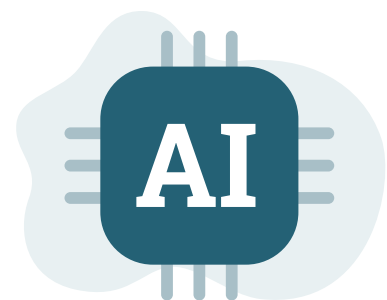
KERRY DELANEY
CEO

What's New + What's Changing

What's Next for AI

The AI Governance Policy is approved, our leadership is back from the Global Nonprofit Leaders Summit in Seattle and CDNY is entering a real rollout phase.

AI tools, including Microsoft Copilot, will start showing up in day-to-day workflows to cut administrative burden, surface information faster and strengthen processes the team already uses. People come first, and privacy, security and compliance stay non-negotiable.



What Comes Next

- A formal AI intake and request process so teams can submit ideas for AI-assisted improvements.
- Broader familiarity-building around Microsoft Copilot before any wider rollout.
- A deliberate pace, with space to learn the tools before you're expected to use them.

Get a head start: The [Microsoft Copilot Academy](#) is live in Viva Learning through Teams. Complete short, self-paced courses on how Copilot works and where it fits into your workday!

CM Support Plan

Pam Matuszewski, Chief of Staff, recently conducted over 30 confidential interviews with Care Management leadership across the organization. The conversations were open-ended and built to generate feedback.

Early themes included caseload size and staffing, wages, MediSked challenges, data and tracking, support for new enrollees, service access, complex cases and the overall training and meeting load. That feedback is consistent with what we've previously heard, but the additional details learned are helpful to take a closer look at what's already in progress, where there are gaps and where there are areas for opportunity.

The goal is to build a clear set of improvement initiatives with real timelines and the right support behind them, focused on easing day-to-day pressure for CMs over the next 6–8 months.

You can expect more regular updates as this work moves forward, including what's being prioritized and how your feedback is shaping what comes next.



Express NY Submission

On behalf of Care Design NY, Kristina Cunningham, Vice President of Financial Growth and Service Excellence, recently submitted nearly 40 recommendations to New York State through [EXPRESS NY](#), Governor Hochul's statewide push to streamline regulations and cut through red tape.

This was a real opportunity to shape reform for the individuals and families that we support and who live inside these systems every day. The recommendations our team made are intended to remove barriers, improve continuity of care and better align systems with the needs of the individuals and families we support every day.

Key focus areas of our recommendations included:

- Simplifying service access and the OPWDD Front Door experience.
- Streamlining OPWDD eligibility and administrative requirements.
- Reducing/eliminating redundant assessments.
- Enhancing day services and housing flexibility.
- Modernizing Medicaid and HRA processes.
- Strengthening the workforce and reducing administrative burden for CMs.



While not the only initiatives in process around improving organizational efficiency and addressing critical issues for Care Managers, this was a direct line to the Governor to surface many of the same issues that we are working to address in other ways as well - we are hoping for some traction on the items we put forward and are committed to keeping you all informed!

Training and Development Team Updates

Our Training Department had some exciting news this month! They have been renamed the **Learning and Talent Development team**, a change that better reflects our focus on fostering continuous learning across the organization.

With this announcement comes new leadership promotions and title changes. **Nancy Shea** was promoted to Assistant Vice President of Learning and Talent Development, and **Colleen Retenski** was promoted to Director of Learning and Talent Development.

Congratulations to Nancy and Colleen on their promotions. We look forward to seeing how the Learning and Talent Development team continues to contribute to the success of the organization and beyond under their leadership.



Moments That Matter

Conference Bonanza!

Several members of our team have been busy attending and speaking at conferences over the last month. Across these events, our team isn't just showing up – they're helping lead the conversation and push the work forward in the I/DD community.

- **ELIJA Foundation | Pathway to Adulthood Using Self-Direction (March 21)**
Diane Marrone, Chief of Care Management, and Lysette Morales, Care Manager Director, presented on self-direction and the transition to adult services.
- **2026 Microsoft Global Nonprofit Leaders Summit (March 24–26)**
Kristina Cunningham and Manuel Mogollon represented CDNY in Seattle, with additional CDNY IT and CM leadership in attendance, and shared how we're using AI to strengthen person-centered care.
- **NY Alliance Annual Conference (April 14–17)**
Brittany Miske co-presented with Access: Supports For Living on identifying and addressing social, medical and behavioral health needs. Scott Kohn and Colleen Retenski facilitated a session on the Giant Rhythm Orchestra to demonstrate how blending our unique strengths will create something greater together. Throughout the week, Nancy Shea and Dyonie Torres connected with attendees at the CDNY table, highlighting our services and spreading the word about the Leadership Academy.



NY Alliance Executive Leadership Development Series Completion

Please join us in celebrating Colleen Retenski, Director of Learning and Talent Development, on her successful completion of the New York Alliance Executive Leadership Development Series – an intensive, 8-month program designed to strengthen executive leadership across the I/DD field.

This comprehensive experience supports leaders in deepening self-awareness, expanding their leadership approach and building meaningful peer networks through collaboration and shared learning. Throughout the program, participants engaged with complex challenges facing the sector while sharpening their ability to problem solve and promote person-centered practices within their organizations.

Congratulations to Colleen on this impressive achievement and continued investment in leadership excellence!



Go, Joe, Go!

What a month for Joe Shen, our Chief Strategy Officer! Joe accomplished an extraordinary feat by completing both the Boston Marathon and the London Marathon, just five days apart.

This kind of endurance, discipline and determination is no small achievement, and we're proud to celebrate such an incredible milestone. Congratulations, Joe! We can't wait to see where your next race takes you.



Resources & Reminders

We're Hiring!

Some of our best people come through referrals. Current featured job openings include:

- [Care Manager Supervisor – Long Island](#)
- [Care Manager Peer Mentor – Queens](#)

All open roles can be found on the Partnership Solutions and Care Design NY career sites.



New Hires

We've welcomed a number of new team members across the first four months of the year!
Join us in welcoming these individuals and helping them get settled into their new roles.

WELCOME TO THE TEAM!

Bryan Antonoff, Care Manager	Mayisha Nawar, Care Manager Intern
Katherine-Michelle Gallipo, Care Manager	Michael Wu, Care Manager
Jalessa Williams, Care Manager	Nia Van Brackle, Care Manager
Hannah Santiago, Care Manager	Farrah Goff, Care Manager
Jennifer Joseph, Care Manager	Tieairra Tyler, Care Manager
Tara Vaughns, Care Manager	Colleen Stalsbrotten, Care Manager
Brittany Cushman, Care Manager	Safia Siraj, Care Manager
Marcus Bowen, Care Manager	Tianny Ocasio, Care Manager
Wahteshia Pinkard, Care Manager	Mamakor Davies, Care Manager
Tracy Schwan, Care Manager	Kendall Wilson, Care Manager
Haitian Ruan, Care Manager	Holly Richards, Care Manager
Tejaswi Thapa, Care Manager	Deanna McHeard, Care Manager
Dorissa D'Moya Vasquez, Coordinator of Advocacy and Member Engagement	Maria Bove, Behavioral Support Specialist
Tiffany Taylor-Drummond, Care Manager	Kennetha Corley, Care Manager
Karen Walker, Care Manager	Rachel Treshan, Care Manager
Luis Combe, Care Manager	Angelica Epple, Care Manager
Michelle Klotz, Care Manager	Geneve Castro, Care Manager
Michka Dyer, Care Manager	Jenilee Pollan, Care Manager
Kristina Morales, Care Manager	Jordynn Knott, Care Manager
Haron Tareen, Care Manager	Frances Arango, Care Manager
Tanya Wilkins, Care Manager	Luis Charles, Care Manager
Mariana Flores, Care Manager	Sharmin Akter, Care Manager
Althea Thomas, Care Manager	Rebecca Kreamer, Willowbrook Care Manager
Danielle DiBari, Care Manager	Ismaias Piche, Care Manager
Marnelle Celestin, Care Manager	Nikaury Grullon Pichardo, Care Manager
Natalie Suriel, Care Manager	Kelsey McKeon, Talent Acquisition Specialist
Elsie Colachagua, Care Manager	Holly Smith, Care Manager
Ariana Mineo, Care Manager	Breanna Martin, Care Manager
Caitlin Gajarski, IT Project Manager	Kim Mathews, Care Manager

Upcoming Events

Monday, May 18 at 2 PM

Colorful Connections Meeting & Queerdia Media Club

More information to come! To attend, email Pam Matuszewski at pmatuszewski@caredesignny.org and she will send you the Teams link.



Upcoming Conferences

Tuesday, May 5

CP State Compliance & Quality Connections Conference

Speaker: Courtney Skivington-Wolf, Chief Operating Officer

Thursday, May 21

Mind Matters: Addressing Mental Health in the Aging Population with Healthy Capital District

Speaker: Brittany Miske, Vice President of Healthcare Management

June 9-11

Open Minds Conference

Speaker: Pam Matuszewski, Chief of Staff

July 21-22

2nd Annual SNP Innovations Summit

Speaker: Courtney Skivington-Wolf, Chief Operating Officer, and Pam Matuszewski, Chief of Staff

If you're interested in attending any of the upcoming events, please contact your supervisor.