

01 NEWSLETTER 2026



“The time is always right to do what is right.”

— DR. MARTIN LUTHER KING, JR.

The Why Right Now

As we step into the new year, we’re embracing a refreshed approach to communication and collaboration. This newsletter has been redesigned to give you clearer, more actionable updates — what’s happening, why it matters, the next steps and how your efforts directly advance our mission.

This year, we’re committed to strengthening the bonds between our leadership team, our members and families and each of you. It’s about creating deeper connections, fostering shared understanding and working together with intention to make a real, lasting impact. In 2026, together we will:



KERRY DELANEY
CEO



Elevate care:

Deliver compassionate, skilled, person-centered care that addresses the full spectrum of health and wellness, ensuring every member feels supported, respected and empowered.



Champion inclusion:

Advocate for a world where people with disabilities are fully included, celebrated and able to thrive.



Unite initiatives under purpose:

Bring together our advocacy, wellness and culture programs under one shared vision, ensuring that every campaign, event and effort advances our mission.

Each of you play a critical role in shaping our culture, advancing our goals and strengthening the communities we serve. Your expertise, passion and dedication are the foundation for the progress we aim to achieve.

What's New + What's Changing

Advocacy Update

The New York State budget process is underway, and decisions are being made that directly affect our members and our ability to support them.

Our advocacy team has already been actively engaging with policymakers, sharing insights and data to inform decisions that impact the communities we serve. We will continue mobilizing in the coming weeks, and there will be ample opportunities for you to get involved.

Keep an eye on your inbox for specific calls to action and ways to support our advocacy efforts during this important window. Together, our collective voice can help shape policies that make a meaningful difference for our members.



CATHY VARANO
CHIEF QUALITY OFFICER

Leadership & Operations Updates

Here's what you need to know from the BLT this month:



Finalizing 2026 Goals & Culture: We're currently finalizing our organizational goals for the year and will present them at the All Hands next month. On the culture front, our Colorful Connections group meets next on February 16 to launch our first "Queerdia Club" – a book club-style discussion that includes movies and TV.

Business Continuity Planning: We're developing a formal Council and Charter to handle business continuity. We haven't had a robust plan in place since the pandemic, and this new framework will ensure we're better prepared to respond to and recover from disruptions.



1,300+
MEMBERS HAVE
SUCCESSFULLY
TRANSITIONED TO CDNY

PHP Membership Transition: This has been a massive effort made possible through the collaboration of several of our internal teams. As of 1/1/26, 1,300+ members have successfully transitioned to CDNY. The priority is now ensuring all members continue to be connected to needed services and securing consents for the remaining ~360.

Team Spotlight: Healthcare Management

The Healthcare Management team is ramping up outreach to high-risk members and their advocates to improve health outcomes.

Here's what you need to know:

Using data from PSYCKEs, RHIOs, clinical chart reviews and other sources, they are proactively identifying gaps in care and providing member level education on the importance of preventive care and chronic disease management—empowering members and their advocates to take an active, informed role in their health.

Our Data Analytics & IT teams are working on enhancing Medisked to generate actionable reports and data. Meanwhile, standardized workflows and training ensure that care managers have consistent tools and practices.

Clinical assignment versus non-clinical assignment supports are now clearly defined to promote consistency and transparency. Additionally, organizational-level trackers are under development and will provide visibility into team activities and support.

Here's what you can do: The team encourages everyone to follow updated workflows, utilize new reporting tools once live and available, and share feedback to continuously strengthen member and care manager support.



BRITTANY MISKE, RN, AGNP-BC
VICE PRESIDENT OF HEALTHCARE MANAGEMENT
AND CLINICAL SUPPORT



Resources & Reminders

We're Hiring!

We find some of our best people through you. We're currently looking for:

- [Behavioral Support Specialist](#)
- [Care Manager Supervisor - Queens](#)
- [Care Manager Supervisor - Long Island](#)
- [Care Manager Supervisor - Brooklyn](#)
- [Care Manager Supervisor \(Bilingual Mandarin or Cantonese\) - Queens](#)

Spotlight on Excellence

We received **over 100 Spotlight on Excellence nominations last year** — and we know there are even more stories waiting to be told. Let's make this year our most impactful yet.

Who inspires you? Who lifts others up? Who brings our mission and values to life? Nominate them today.

[CLICK TO NOMINATE](#)

Share Your Stories

What are you and your team up to? We want to know about it all — whether it's a big win at work, or if you're doing something cool in your personal life.



Email us at communications@caresignny.org to submit a shout-out.

Key Dates

Wednesday, February 4 at 10 a.m.
Q1 All Hands Meeting

Monday, February 16 at 2 p.m.
Colorful Connections Meeting