

# 03 NEWSLETTER 2026

## The Why Right Now

March is National Developmental Disabilities Awareness Month. This is a time to recognize the importance of inclusion, accessibility and opportunity for individuals with intellectual and/or developmental disabilities (I/DD). It's also an opportunity to pause and reflect on who we are and why we do the work we do.

Partnership Solutions and Care Design NY exist to connect people to the supports they choose to live healthy and meaningful lives. Our mission is twofold: to provide skilled, compassionate, person-centered care planning that includes a holistic approach to health and wellness, and to advocate for a disability-inclusive world.

We're committed to creating a world that is accepting, inclusive and promotes positive health for everyone in the I/DD community, and the work you all do every day is key to that.

With a crucial budget season underway for the state of New York, this month is a reminder of why it's so important to keep making our voices heard. We all need access to comprehensive care and support to thrive.

Whether you're attending a rally, calling your representatives or joining an advocacy group, your voice can make a difference. Thank you for showing up and speaking up for the I/DD community!



KERRY DELANEY  
CEO

## What's New + What's Changing

### Enterprise Council & Business Leadership Team

We've recently received a few questions about the Enterprise Council (EC) and Business Leadership Team (BLT). Here's a brief overview of what these two groups do and why we're sharing updates from them:

**EC** The **EC** is responsible for the overarching goals, strategic vision and major decisions related to our organization.

**BLT** The **BLT** is responsible for making sure our organization's operations run smoothly.

Together, these groups support the organization and make sure we're moving in the right direction. This month, our EC/BLT updates are focused on how we're approaching artificial intelligence (AI) across Partnership Solutions and CDNY, and what this means for you.

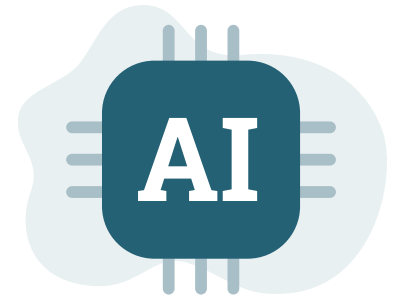


## AI Innovation News!

We're thrilled to share some exciting progress in our use of AI!

In late 2024, our Enrollment Department rolled out the AI-enabled In-Process Life Plan (IPLP) tool, a game-changing solution developed by Kelly Rios, Assistant Director of Enrollment, and Manuel Mogollon, Information Security Officer in collaboration with Microsoft and support from department and organizational leadership. Their efforts and contributions helped transform a challenging, time-consuming enrollment process into a faster, more personalized experience for our new enrollees—all while keeping personal health information secure and staff fully engaged and in control.

Thanks to their innovative work, we were invited to present at both the 2026 NYC Microsoft AI Tour and the Microsoft 2026 Global Nonprofit Leaders Summit in Seattle. It was an incredible opportunity for members of our leadership team to connect with other organizations, share ideas, and learn new ways to support our Mission. We're proud to be leading the way and can't wait to see how AI will continue to help us deliver even better outcomes for the I/DD community.



One of our core organizational goals for 2026 is to identify areas where we can use AI to support efficiency, accuracy and accountability in our operations and further our Mission as an organization. The insights and experiences shared by those who do the work every day are central to this process; it's your feedback that will shape where and how we innovate with AI. By listening to the people closest to our Members, we ensure that future advancements are truly meaningful and responsive to real needs.

---

## AI Governance Policy

Mike Goode and his team have been leading efforts to develop an AI Governance Policy for our organization. The goal of our AI Governance Policy is to protect employees and the individuals we serve by:

- Keeping people in control of decisions.
- Safeguarding personal and health information.
- Requiring AI-supported work to be reviewed, fair and accountable.

The nature of our work means that many of you handle highly sensitive health data, making it especially important that AI is used safely and ethically.

### What Comes Next

- The team recently shared a draft of the new AI Governance Policy with the EC, BLT and our Compliance team.
- The policy is currently being refined based on feedback and will be distributed more broadly once it is finalized.
- Mike is also starting to work with operational leaders to identify areas where we could potentially implement AI to support teams. Stay tuned for more coming soon!



## MediSked Enhancements

Our I.T. team is currently working to prioritize a list of MediSked enhancements for 2026. As part of our contract with MediSked, we are able to request a set number of enhancements each year, and we are committed to ensuring those updates meaningfully improve the experience and efficiency of our Care Managers and all team members who use the platform to support our members.

To strengthen this focus, we recently asked all Care Management team members to complete a survey ranking the priority of potential enhancement requests. Thank you to everyone – nearly 300 team members – who shared input! Your feedback will directly shape the enhancements we submit to MediSked.

Additional details on the survey results and next steps will be shared during the Care Management webinar in April.



---

## New Cell Phone Upgrade Coming Soon

We're currently in the planning phase of a device upgrade that will make it easier for everyone to stay connected and get work done in the field.

Over the next six weeks, we'll be sharing more details about how the rollout will work across regions. Once that's finalized, new devices will be shipped directly to employees' homes, with a prepaid return label included to make sending back current phones simple and hassle-free.

What can you expect? A brand-new iPhone 16, designed to boost connectivity and make day-to-day work smoother and more efficient.

Stay tuned for more details coming soon!



---

## Moments That Matter

### Rally Recaps

We recently participated in two rallies aimed at securing funding for I/DD services in the New York State budget.



March 10 | NYDA Capitol Rally



March 13 | Jawonio Rally in the Valley

We saw a strong turnout at both events, with great representation from staff, members and families. Thank you to everyone who joined us to advocate for services and resources for the I/DD community. As rising costs continue to impact I/DD care, it's more important than ever that we keep speaking up and engaging with lawmakers.

If you haven't already, you can use the CMANY one-click tool to quickly and easily reach out to your elected representatives.



## TAKE ACTION

---

### Mission Possible Update

The Mission Possible! professional development series is off to a strong start, with great engagement and energy from participants. Many of you have already taken part in sessions such as “Lead Like Lasso: Influence Through Empathy and Optimism” and “Brain Science at Work: Boosting Learning, Focus and Resilience.”



While these trainings are optional, it's been encouraging to see so many of you choosing to invest in your growth and development. We have several additional trainings coming up, including:

- April 14 | *Strengthening Your Confidence and Competence to Thrive at Work*
- May 12 | *Speaking Up Effectively – Building Assertive Communication Skills*
- June 9 | *Unlocking Curiosity and Critical Thinking: The Power of Beautiful Questions*

[Register now in Litmos!](#)

If you have any questions or need support with registration, please don't hesitate to reach out to [trainingsupport@caresignny.org](mailto:trainingsupport@caresignny.org).

## Resources & Reminders

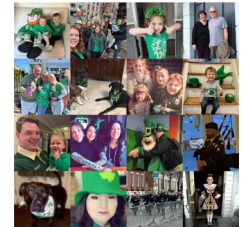
### Team Monday Hype Messages

Have you been keeping up with our Monday Motivation Messages on Teams? These weekly updates are a fun way to stay connected, catch up on community highlights and engage with teammates across the organization.

If you're not currently receiving them, be sure to sign up so you don't miss out on the energy each week!

In a recent update, we spotlighted our team celebrating St. Patrick's Day – lots of green, great spirit and plenty of smiles.

Missed a post or want to revisit your favorites? You can check out all [Monday Motivation Messages on SharePoint](#).



## We're Hiring!

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

- [Care Manager Supervisor – Brooklyn](#)
- [Care Manager Peer Mentor – Bayside](#)

You can find all open positions linked below!

- [Partnership Solutions](#)
- [Care Design NY](#)



## Upcoming Events

### Monday, April 20

*Colorful Connections + Queerdia Club Session: The Guncle by Steven Rowley*

Please read the book ahead of the Colorful Connections meeting if you'd like to participate. To attend, email Pam Matuszewski at [pmatuszewski@caredesignny.org](mailto:pmatuszewski@caredesignny.org), and she will send you the Teams link.

### Friday, April 24

*Cultural Forum: Get To Know the OCB Council*

This forum will focus on the past, present and future of the Organizational Culture and Belonging (OCB) Council. We'll discuss organizational belonging work at Partnership Solutions and CDNY, and provide space for you to share what you need from us.

Registration details coming soon!

## Upcoming Conferences

### April 14–17

*NY Alliance Annual Conference*

Speakers: Scott Kohn, Colleen Retenski, Brittany Miske  
Tabling: Nancy Shea & Dyonie Torres

### Tuesday, May 5

*CP State Compliance & Quality Connections Conference*

Speaker: Courtney Skivington-Wolf

### Thursday, May 14

*Annual Conference on Multi-Disciplinary Clinical Care for Patients with I/DD*

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