



making supports work

Capital District Individual/Family Advisory Board Meeting Summary

8 Southwoods Boulevard, Suite 100, Albany, NY 12211

November 28, 2018 from 6pm - 8pm

Members Present

Mr. & Mrs. Deneen Homer
Kelley Schultz
Mary Lou Barry
Meryl Elinbinder

Cheryl Marcella
Janet Deixler- phone conference
Pamela Sproule
Gemma Gilliher
Veronica Crawford

Liz Crawford
Jeff Lynch
Cindy Machold
Stacey Fusco

CDNY Staff Present

Jim Moran, CEO
Anne Ogden, COO
Danielle Wiltsie, Director of Individual, Family & Self-Advocate Support
Suzanne Beattie, VP of Quality & Analytics
Danielle Mazza, Assistant VP of Care Management

Members Absent

Sheri Gaylord
Shawn Fultz
Andy Housler
Connor McEvoy
Roy Schult

Welcome:

Care Design NY (CDNY) welcomed all self-advocates and family members for attending the first meeting and volunteering on Capital District Advisory Board.

Introductions:

The Advisory Board Members introduced themselves along with CDNY Employees.

Introduction of Care Design NY (CCO): Handouts

Review of Demographics: Locations where CDNY provides Care Management Services was reviewed. Attached is a map of the number of individuals served and the location they live in. While reviewing the map, the definition and location of Capital Region was defined along with the other regions.

Quick Update on the first 5 months: As we look at the number of individuals served CDNY is looking at the workforce. There are over 950 Care Managers and vacancies in the position have decreased. There were 125 vacancies in this position when we began and now there are approximately 55 vacancies.

Jim discussed CDNY covers a large demographic but as an agency Care Design is committed and focused on the individuals served and its employees located in each community.

The Board discussed the transition from Medicaid Service Coordination (MSC) to Care Management that took place on July 1. There are 7 Care Coordination Organizations (CCOs) in total across the State. 3 of the CCOs provide Care Management in the Capital District they are Tri-County Care, Life Plan and CDNY.

There was a discussion that CDNY is committed to the retention of Care Managers and will continually looking at the number of individuals supported by any one Care Manager (goal is no more than 35) We have that now in some regions but not all.

We discussed the requirements for becoming a Care Manager. The requirements are a 4-year degree and 2 years of relevant experience. Families asked if CDNY has done or will do outreach to colleges for recruitment. Anne discussed that she will be meeting with a local college (SUNY Albany School of Social Work) to discuss possible internships that could be looked as experience in the field. CDNY also employs a number of parents who have children with an intellectual and/or developmental disability that are Care Managers for the organization.

Anne Ogden briefly reviewed the Organizational Chart: Leadership Team CDNY.

Background:

Danielle Wiltsie provided the background on the formation of the Regional Advisory Board - outreach to self-advocates and families began before she began working with CDNY. The Advisory Boards - 4 have been set up to date, will have members from a variety of backgrounds such as cultural and geographical diversity. This is the very first Advisory Meeting for CDNY and the meetings will be designed to brainstorm regional issues and develop proposed solutions.

Meeting Format and Structure:

The Advisory Board is important to CDNY in so many ways. Communication will be key for the Board and discussing areas/issues that the Board would like to discuss. Danielle Wiltsie will be available at the meeting and in between meetings to assist the Board. The Board will facilitate these meetings going forward.

Discussion of quarterly meetings, this Regional Advisory Board would like to initially meet more often than quarterly initially to build the foundation of the group.

Development of Chairperson, Vice Chairperson, Secretary:

Discussion of volunteers for the Regional Advisory Board, Chairperson, Vice Chairperson and Secretary.

There were discussions on having a potential Co-Chairperson to share the role and work and possibly having sub-committees that will work on different topics in between the meetings.

The members of the Regional Advisory Board asked that contacts be shared with the group as well as possible blog/communication board to facilitate communication other than email.

Employment of Individuals/Family Advocates:

CDNY plans to hire self-advocates/family members as Ombudsman. Looking to fill 6 full time positions, filled with part-time people to maximize participation, across CDNY's catchment area.

CDNY would like the Advisory Board to work with CDNY to develop job descriptions. These positions will be valuable to the organization and continue to keep everyone engaged in the CCO both inside and outside.

Discussion of Targeted Items:

There was a review of the document of “What You Should Expect from Your Care Manager”. The Board discussed that the most important trait for the Care Manger is being knowledgeable of available supports and services. The Regional Advisory Board would like the Care Manager to be trained and understand the services that are available. Several indicated that they have had to “train” the MSCs in the past.

Overall, the feedback of the document was positive. The Board was informed that CDNY will be sharing this document with the other regions at their Advisory Meeting and that we would like to have this document distributed by the new year.

Summary of Meeting:

- The meeting minutes to be sent out to all Board Members attended in person, phone or were unable to attend this meeting.
- The Board Members would like for contact information to be shared such as email and phone. I will send out contact information along with the meeting minutes.
- The Board Members would like to utilize a communication tool to use to communicate with each other outside of email. I am working CDNY’s Communication Director who will do research into a blog that the Advisory Board can use for ongoing communication. As I have information on what platform we will be using I will communicate that to the Board.
- Danielle Wiltsie will work with Board Members on developing job descriptions for the positions of the Advisory Board such as Chairperson, Co-Chairperson and Secretary.
- We will use Doodle Poll Calendar to schedule the next meeting to ensure everyone can choose the dates and time that work best for them.
- If any Board Members are interested in holding a position on the Advisory Board to please reach out to Danielle and let her know what your interest may be.
- Tent Cards with Names will be displayed for meeting moving forward.
- The next meeting will be scheduled for January.