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New York City Individual/Family Advisory Board Meeting Summary
104 W. 29th Street, 3rd Floor NY
December 10, 2018 from 10am to Noon

Members Present

Luz Diaz
Linda Blumkin
Gail Siller
Tondra Lynford
Danielle Lazzara

Pauline Humphries
Heather Piedmont- via phone
Jeanne Raichie
Elly Rufer
Terri Parker
Debbie Chan

Fiano Ho
Lisa Severino
Jim Karpe
Cindy Chen
Xinyne Wang

CDNY Staff Present

Jim Moran, CEO
Anne Ogden, COO
Danielle Wiltsie, Director of Individual, Family & Self-Advocate Support
Matthew Northrup, Assistant VP of Quality & Analytics
Megan Hebert-O'Connor, VP of Care Management
Gordon Collier, Provider Relations Specialist

Members Absent

Susana Montes
Gitel Blau

Welcome:

Care Design NY (CDNY) welcomed all self-advocates and family members for attending the first meeting and volunteering on NYC Region 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 NYC and Boroughs were 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 employees in CDNY, mostly in care management, and care manager vacancies in the position have decreased. There were 125 vacancies in this position when we began and now there are approximately 35 vacancies.

Jim discussed CDNY covers a large demographic area, as an agency we are 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 NYC Region they are Tri-County Care, ACA (Advance Care Alliance) 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 are at that caseload size now in some regions but not all. Also, CDNY is working on ensuring the supervisor has a smaller number of Care Managers they are supervising, for example 1 Care Manager Supervisor to support 4 Care Managers. This will allow the supervisor to dedicate time to a smaller caseload.

The Board was given 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 this Region 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. The Board will meet every other month at this time.

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 discussed that contacts be shared with the group as well as possible blog/communication board to facilitate communication other than email. The Board also discussed utilizing a pod cast as well in the future.

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:

The Board discussed the current ongoing communication with Office for People with Developmental Disabilities (OPWDD) and CCO's since the transition in July. The CCO's have weekly phone calls with OPWDD to discuss various topics such as Life Plan, Software and other related topics. There are also various workgroups that meet at each CCO more frequently to ensure all areas from software, Life Plans, Quality, Compliance are being discussed. Jim discussed with the Board that Care Design has weekly phone calls with the other six CCO's to discuss updates.

Discussion about the requirements for becoming a Care Manager occurred. The requirements are a 4-year degree and 2 years of relevant experience. It was discussed that Anne will be meeting with a college in the Capital Region (SUNY Albany School of Social Work) to discuss possible internships that could be looked at as experience in the field. CDNY also employs several parents who have children with an intellectual and/or developmental disability that are Care Managers for the organization.

The Board would like to see the caseload size of Care Managers stay around 30- 35 individuals per Care Manager. The Board discussed the Life Plan, I AM Assessment and DDP-2 form. Danielle discussed the process of completing a DDP-2 form as well as the I AM Assessment. The Board discussed the importance of understanding the various assessments, what the purpose is for each assessment and who should be involved from the team.

The Board Discussed the importance of working with School Districts and educating the local schools on the services provided through the CCO's. Children come home with fliers in there take home binders and the Board discussed possibly having CDNY fliers and brochures going home with the children as well as connecting with families through meetings held at the school for parents. One of the Board Members discussed "Include NYC" is a helpful resource that is already available to families in the area, this could be resource we can connect with as well.

The Board discussed future interaction the Advisory Board would have with the Board of Managers. The Board discussed the importance of the Ombudsman participating in Board of Manger Meetings. Jim is working on a proposal for the Board of Managers and will update the Board as more information is available.

There was a review of the document of "What You Should Expect from Your Care Manager". The Board discussed the most important trait for the Care Manger is being knowledgeable of available supports and services as well as being available for the individual and family members. The Regional Advisory Board would like to ensure the individual/family member has access to the Care Manager's work cell phone number, to ensure they can contact via phone as well as email. Jim discussed currently all cell phones through CDNY have a 518-area code and that is something that will be updated as staff obtain new phones. 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. I will send out a date for the next meeting along with the meeting summary.
- 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.
- The next meeting will be scheduled for February.