



**2019
Individual & Family
Forum**



Mission

Our mission is to assist individuals with intellectual and/or developmental disabilities to get the supports and services to live a quality life.

Vision

CDNY will empower Individuals with Intellectual and Developmental Disabilities to live their most fulfilling lives as members of their communities with support from a person-centred, culturally competent workforce and diverse provider community.



Purpose of these forums

- To provide updates
- To receive feedback from individuals and families



Update on the First Months of Operation

- Transition - new organization, new program, new systems, new staff
- Maintain the individual/family-care manager relationship
- Focus on care manager hiring and retention (competitive wages and benefits)
- Developing a Care Design NY Culture
- Initiated training of the workforce





Current Focus for Care Design NY

- Developing Life Plans
 - Will replace Individual Service Plans (ISPs)
- Focus on Quality
 - What you should expect from your care manager
 - Review and monitoring of the number of individuals supported by a care manager (goal is on average to be at 35).
- Family Advisory Boards
 - Established 4 Regional Boards to date (LI, NYC, HV and Capital District/North Country) and all have met at least once.
- New Enrollees
 - Since July, Care Design NY has assisted and enrolled more than 800 new individuals into services.





Focus for 2019

- Continue focus on all aspects of the workforce.
- Complete Life Plans for each member.
- Begin to identify gaps in service and focus on solutions with service providers.
- Consolidate Care Design NY office locations from 98 to about 40 while remaining in every county/borough community.
- Hiring self-advocates and family advocates to work for Care Design NY.
- Piloting and begin rolling out a portal to access information on-line.
- Develop and Implement a community service provider database and referral system for care managers and individuals and families to access.





Shift to Managed Care

What is managed care?

- Managed care is a payment system in which a managed care organization (insurance company) receives money (from state and federal funds) to make sure all your needs are met.
- They responsible for coordinating, ensuring the delivery of care/support, monitoring care quality, and paying providers of service.





Shift to Managed Care

What will the Care Coordination Organizations (CCOs), like Care Design NY (CDNY), role be in managed care?

- The CCO will continue to provide care coordination services as it does today but through a direct relationship with the Manage Care Organizations (i.e. contract, or other relationship).
- CDNY has the added benefit of having Partner's Health Plan (PHP) as a founding member of CDNY. PHP is the only managed care organization, both in NYS and in the country, that has a history of and is entirely focused on supporting individuals with intellectual and/or developmental disabilities.





Shift to Managed Care

When will managed care begin for Individuals with Intellectual and/or developmental disabilities?

- It already has started on a “voluntary basis” for individuals who have both Medicare and Medicaid (PHP pilot program).
- It is scheduled to start on a “voluntary” basis in August/Sept 2019 for those individuals with Medicaid.
- “Mandatory” enrollment is scheduled to begin, with a phased in approach, sometime in 2021.





Questions?



Who to contact if you have questions

- Your Care Manager or their supervisor
- Regional Care Manager Director
- Jim Moran, Anne Ogden, or Danielle Wiltsie (518-235-1888)

www.caredesignny.org