



## *Innovating Together*

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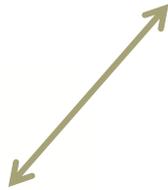
# Person-Centered and Choice Driven Supports

IAHD

The Institutes of Applied Human Dynamics, Inc.



**HeartShare**  
HUMAN SERVICES OF NEW YORK

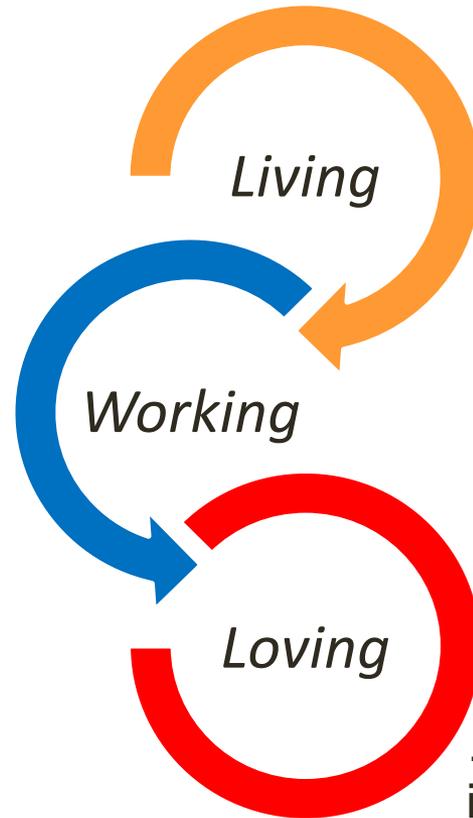


# Vision Statement

NYIN is a collaborative venture of five successful and trusted agencies that will become a sustainable network. NYIN respects individuals with developmental disabilities who have capacity for growth and self-determination, and who strive to attain full citizenship. The sustainable network will be a system of high quality, integrated services and supports across multiple systems that will develop new and innovative models of care, utilize best practices, improve quality of services and demonstrate effective and efficient delivery of care. The network promotes quality of life.

# Our Shared Goals

Achievement of our vision through the delivery of innovative services and supports will create...



...opportunities for individuals in integrated community settings

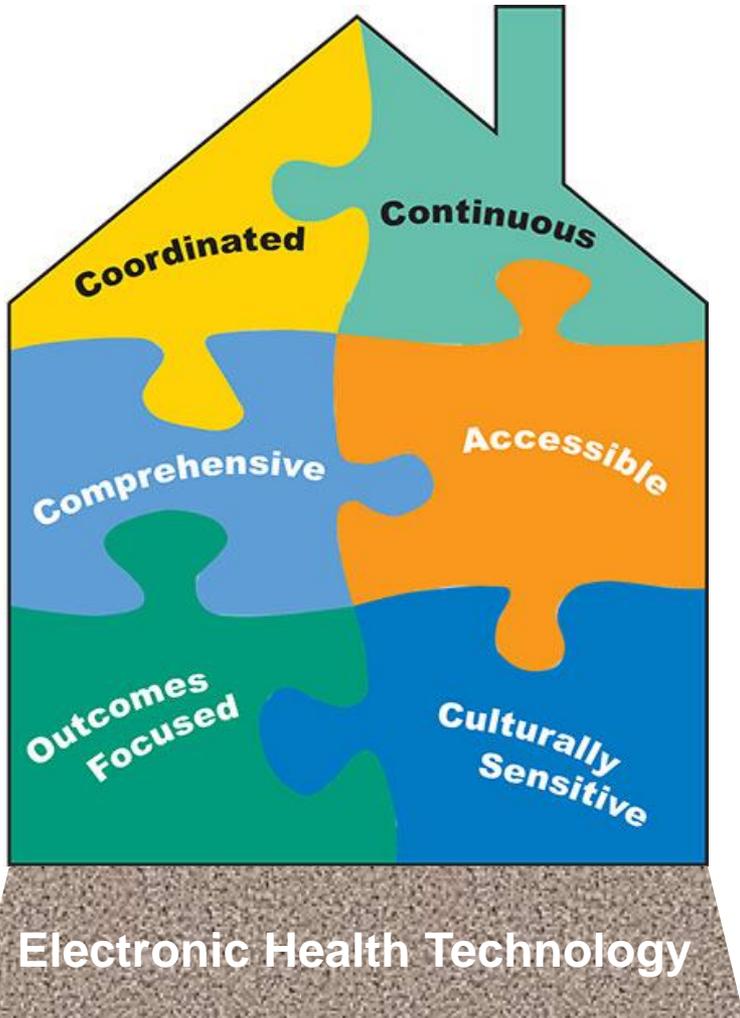
Peter DellaBella, M.D.

YAI



NYIN Primary Care Network

# NYIN Primary Care Network



- 10 health centers, several hundred providers
- > 300,000 annual visits
- 22,000 persons served
- Patient Centered Medical Home formally designated by



# NYIN Primary Care Network

## SERVICES

- Primary care & specialties, Mental health, ST/LT Rehab (OT, PT, Sp), Dental
- Same day PCP visits, 24/7 call center, expanded hours of operation, partner with Urgi-care

## CARE COORDINATION

- PCP & care team, SWs, MSCs, TCs, Providers, residences, day programs in continuous communication
- Referrals and tests are tracked, Electronic prescriptions
- Don't age out/move out: improved care transitions facilitated by shared technology platform/electronic health record (EHR)

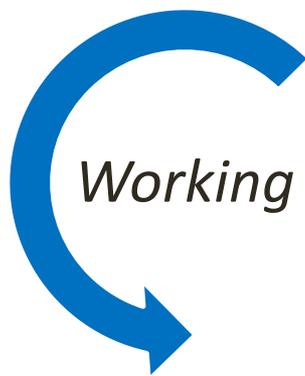
## CULTURAL COMPETENCY

- Multilingual staff
- Cultural Sensitivity training, including disability culture & etiquette

## METRICS

- Continuous data collection and review
- National standards of care
- ↓ ER/hospital utilization

Linda Tempel  
Executive Director  
Developmental Disabilities Services  
HeartShare



NYIN Empowerment Centers

# NYIN Empowerment Centers

*a search for new options*

## Services and Overview

- Adaptation of the **Evidence-Based** “Clubhouse” model used in the mental health field internationally
  - A **vocationally-focused alternative to traditional day services**
  - Emphasizing interpersonal relationships and socialization
- Individuals are **members**:
  - Members operate the program, provide governance and drive decision making
  - Strong focus on individual strengths
  - Peer-to-Peer mentoring
  - Staff play facilitative role as opposed to a directive one
- Structured by a **“work-ordered day”**
  - Each day organized to mirror expectations of the workplace, preparing members to work in a range of settings including culinary services, corporate settings and human services
  - Opportunities for transitional, short-term **employment** are provided **in the community** based upon **individual choice**

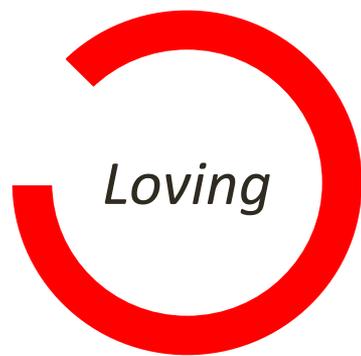
# NYIN Empowerment Center

- A **flexible environment** conducive to adaption and enhancement
  - Independent skills development including independent travel training
  - Wellness and exercise groups
  - Recreational, artistic and cultural pursuits

## Goals

- Develop and operate a **minimum of three Empowerment Centers** utilizing existing community facilities
- Operate in accordance with International Center for Clubhouse Development (ICCD) standards
- Focus on Employment and Socialization as key determinants leading to increased independence, social inclusion, and workforce participation
- Proposed pilot based upon proven evidence-based model

Linda Laul  
Associate Executive Director  
United Cerebral Palsy of New York City



Speaking with One Voice, Partnering Together

# Speaking with One Voice, Partnering Together

## Overview

- NYIN has established a workgroup partnering with individuals served, family members, and staff representatives from the five agencies as well as community partners (e.g. resources for Children with Special Needs, Coalition of Families in Support of Direct Support Professionals)
- **Together we will get the message out!**

## Goal

- Increase the availability of information and support for families to better access and understand the options available within New York State
- **Together we can be a complete resource to families and individuals seeking information and/or services.**

# Speaking with One Voice, Partnering Together

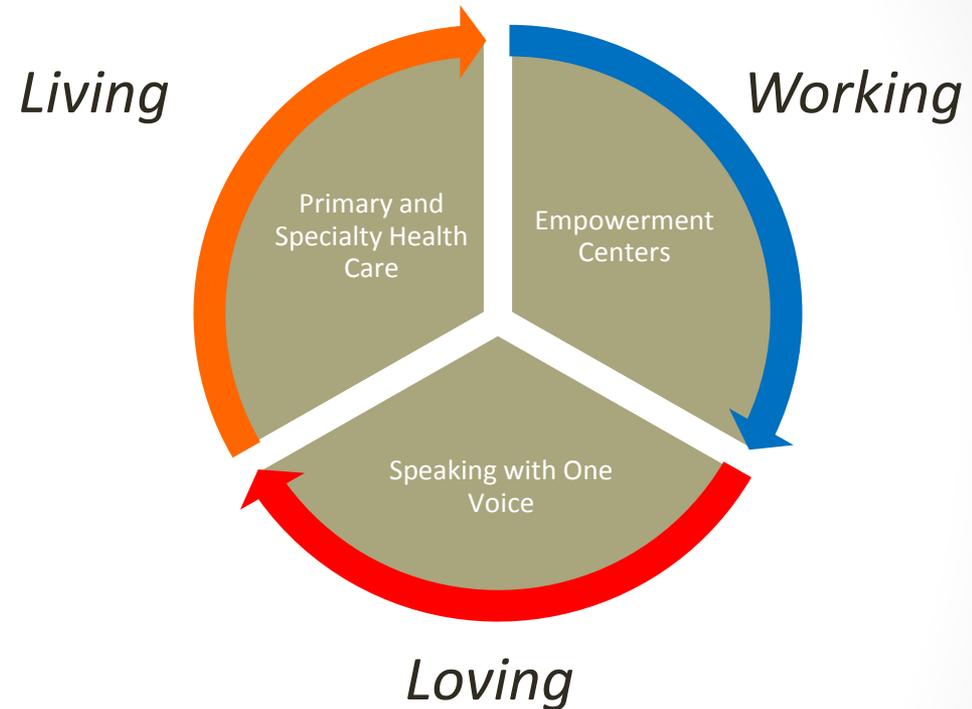
## Activities

1. Integrate our agencies' outreach and education efforts to create **ONE** consistent message for families and staff.
2. Develop materials to extend the message to potential receivers of service.
3. Create a **NYIN webpage** which will be linked to all network agency websites for easy access to information for staff and families. This will create an **information exchange** connecting families with other families
4. Provide unified **Family Forums**
5. Demonstrate success through the creation of **individual profiles** illustrating participation in various programs, e.g. Individualized Support Services (ISS), Consolidated Support Services (CSS) which highlight Person Centered Planning.
6. Seek **partnerships with additional community partners** to enhance opportunities (CUNY, HUD, NYCHA)

## Timeline

- Current and ongoing
- The first family forum is scheduled for mid-July on Staten Island

- Integrated
- Coordinated
- Person-Centered
- High-Quality
- Efficient
- **Innovative**





## Questions and Comments