

Summary of Joint Design Team Wrap-Up Meeting

October 17, 2011
1:00 pm – 2:00 pm
Capital District DDSO
500 Balltown Road Schenectady, NY

Introduction

Members of the Access and Choice, Care Coordination, Fiscal Sustainability, Services and Benefits and Quality design teams met on Monday, October 17, 2011 to discuss the joint recommendations put forth by the design teams. The recommendations have been incorporated into the 5.07 Plan for the New York State Office for Persons With Developmental Disabilities. Commissioner Courtney Burke gave opening remarks, which were followed by a PowerPoint presentation given by Kate Marlay, Director of OPWDD's 1115 Waiver Implementation Unit. The presentation addressed key features of the 5.07 plan, including: the shared vision for the new service delivery system; the new fiscal, administrative and organizational infrastructure; reformed care management; restructuring home and community-based services; and enhancing and aligning the quality infrastructure. The PowerPoint also gave a description of the four implementation phases of the People First Waiver. Design team members were given the opportunity to ask questions during the presentation and to form groups after the presentation to answer questions posed to them by the People First Waiver Unit. Commissioner Burke concluded the meeting by thanking participants and detailing next steps in developing the new waiver. Meeting materials will be posted on the People First Waiver Web page at http://www.opwdd.ny.gov/2011_waiver/index.jsp.

Consolidated Recommendations and Next Steps

Kate Marlay's PowerPoint presentation highlighted the key features of the 5.07 Plan (synthesis of recommendations). The recommendations were designed to help create an ideal picture for the future that includes OPWDD's values. The OPWDD vision is for people with developmental disabilities to enjoy meaningful relationships with friends, family and others in their lives, experience personal health and growth, live in the home of their choice, and fully participate in their communities. Key outcomes for the 5.07 Plan include: improved care coordination; person-centered planning; new reimbursement models that encourage efficiency, improve accountability and reduce costs; an expanded range of community-based services; redesigned assessment tools and eligibility processes that can ensure "no wrong door" access to Medicaid services under any State agency; and improved health and safety outcomes. The

complete 5.07 Plan and PowerPoint presentation will be posted on the People First Waiver Web page at http://www.opwdd.ny.gov/2011_waiver/index.jsp.

Next steps will include distribution of information on the upcoming Briefing Sessions and Public Hearings on the 5.07 Plan. The process of iterative learning and development will continue. The People First Waiver Unit is preparing for implementation planning. System changes will be tested through the pilot projects before they are implemented statewide.

Design Team Member Feedback

I. Questions about the 5.07 Plan

A. DISCOS

Most of the questions asked during the PowerPoint presentation focused on the new fiscal platform and the Developmental Disabilities Individual Support & Care Coordination Organization (DISCO).

- Topics raised included the capitated rate and risk mitigation for the DISCOs. The pilot process will provide useful data to determine the best approach to mitigating financial risk.
- The size/parameter of DISCOs was also discussed. It will probably be larger than any agency that exists today, but there aren't any preconceived expectations. The pilot process will be helpful in making this determination. The pilot process will also provide information needed to determine whether to use the recommended quality ratings for providers or to determine separate quality standards for DISCOS.
- Those considering forming DISCOS were advised to form diverse networks and have an advisory committee or board that includes individuals and family members in order to mitigate self-referrals.

B. Information Technology/Tools to Enhance Choice

Other questions and comments related to information technology (IT) and tools to help individuals make choices. It was suggested that the waiver include enhanced IT in order to support integrated care coordination. Desired technologies exist in pockets throughout the developmental disability service system, but are difficult to grow. It is expected that pilot projects and system transformation will facilitate use of these technologies.

II. Questions Posed to Joint Design Team Members

A. What are the group's reactions to the draft 5.07 Plan (consolidated recommendations sections)? Any substantive recommendations for changes to the draft?

The design team members congratulated the authors of the plan for its comprehensive scope. A design team member asked if family supports will be carved out from the waiver. A lighter touch type of service may be carved out of the waiver. At this time, it is not determined whether or not 100% state-funded services will be included in the services provided by DISCOs.

B. Input on the four phases of Waiver Implementation

A design team member asked for further details about the timeline of the four phases. Phase one and phase two will occur during the first and second years. It is expected that rate reform will occur and a plan for assessing the waiver will be developed during the first year. The second and third phase will be more fluid. It was suggested that a roll out plan for health care be developed to prevent undesired complications. Some expressed concern that the waiver would/could provide the health care industry unfettered access to Medicaid dollars through serving individuals with developmental disabilities. The DD population is one of the last populations that is not under managed care.

C. What did you like about working on the design teams? Any recommendations to improve future stakeholder input?

Design team members reported that the process was valuable and were pleased with the representation by diverse stakeholders and the overall transparency of the design team processes and outputs. It was suggested that more individuals with expertise outside of OPWDD's system be brought to the table.

D. What else can OPWDD and stakeholders do to prepare individuals, families and other stakeholders for future changes?

The design team members were pleased with all of the work that has been done to spread information in multiple formats, but the question remains as to how to reach out to people that seem intimidated, apathetic or discouraged. Design team members reported that people have not gone to the Web site, and many remain uninformed and disengaged. Frontline staff members don't seem to be well-versed. Moreover, there is misinformation traveling around. It was suggested that the same speaker use the same script to give additional presentations and that DDSO directors and staff be better trained to respond to questions about the waiver.