



FINAL: SWAN meeting with NYS Officials

Meeting held on October 22, 2018.

Attendees

Office of Governor- Paul Francis, Health and Human Services; Shelly Weizman, Mental Hygiene.
Dept Of Health- Donna Frescatore, NYS Medicaid Director; Greg Allen, Policy Director Dept. of Health.
OPWDD- Kerry Delaney, Acting Commissioner; Roger Bearden, Executive Deputy Commissioner; Kate Marlay, Director; Greg Roberts, Legislative Affairs; Leslie Fuld, Service Delivery.
SWAN swannys.org - Roy Probeyahn and Fran Kermian of LIANND, Pat Curran of ENYDDA, Barb Delong and Kathy Bunce of DDAWNY Family Committee, Jim Karpe, Elly Rufer & Meri Krassner of NYC FAIR

Summary

On October 22nd of 2018, SWAN met with NYS senior officials. Our agenda was focused on three items:

1. Ongoing Workforce crisis.
2. Transition to Managed Care, starting with Care Coordination
3. MAPP (Medicaid Analytics Performance Platform). Routine reports about service system

Follow-up Actions

No explicit commitments were made at meeting. The following actions were discussed as possibilities

1. NYS- Arrange a meeting where SWAN can directly address NYS decision-makers on DSP pay. (ie Governor Cuomo)
2. DOH & OPWDD- Accelerate the delivery of [SWAN's priorities for MAPP](#). Our top priority is the ratio of Service Delivery over Service Approval, categorized by acuity level. As a first step, NYS will deliver an ad hoc report by bringing these data points together outside of MAPP.

The following initiatives have recently been put in place.

3. Coordination: OPWDD and SWAN to have monthly teleconferences.
4. OPWDD has added family members to Regulatory Affairs committee.

Details:

Workforce Crisis

SWAN reminded NYS officials that people with I/DD are the most vulnerable and least culpable population: "If anyone deserves a safety net, it is this one." It is unacceptable that this occupation is not valued as it should be and like it was 10 years ago. Further there is a significant different in rate of pay for DSP's who work directly for NYS and those employed by Voluntary Providers. Wages should be based on who is being served, not on who is doing the serving.

SWAN urged NYS to Increase pay significantly and also make efforts to provide DSPs with more opportunities for growth.

Managed Care

On July 1st of 2018, the Care Coordination Organizations launched. Medicaid Service Coordinators (MSCs) became Care Managers (CMs). SWAN urged NYS to pause in the March to Managed Care. Get this reconfiguration working smoothly before making the next change. SWAN highlighted problems with:

- Care Manager assignment - Some people still do not know who their CM is 4 months in.
- Case File availability. Some CMs do not have access to the pre-existing history of the individual, because that history was not transferred to the CCO from the legacy provider.
- IT issues. Software is not working properly: The experience of the families is that things are not working properly. Time is wasted because information is not actually saved and portions of interviews and assessments have to be repeated. Information had to be added by hand
- Focus on actual Care Management. Care Managers have not been allowed to focus on managing the delivery of additional services. Instead, they are directed to perform yet more time-consuming assessments.

Data: MAPP (Medicaid Analytics Performance Portal)

Through-out the meeting, both SWAN and NYS officials repeatedly stated some version of:

We need data to make decisions.

DOH has delivered to the ad hoc SWAN Data Committee a state-wide data report extracted from MAPP. However, the report is missing two vitally important data components: service approval, and acuity level.

Our position has been and remains that this needs to be a top priority. We are transforming a six-billion dollar a year system for delivering services. We cannot do that while remaining in the dark about the ability of the system to actually deliver what it promises. we should have a one-time report by end of December 2018 on the ratio of Services Delivered over Services Approved. And then have routine delivery of the report within MAPP by the end of March 2019. This is our top data priority.