



The Care Coordination E-VISORY is an electronic publication which provides information on policies, guidance, available programs and services and training opportunities related to Care Coordination services. In order to receive an email notification when a new Care Coordination E-Visory is posted, or to view past issues, visit the following link: [Care Coordination E-Visory](#)

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Recording of the December 12, 2018 Quarterly Care Managers Conference

The WebEx recording and PowerPoint of the Quarterly Care Managers Conference that was held on December 12, 2018 are now available on the OPWDD website at the following link: https://opwdd.ny.gov/opwdd_services_supports/service_coordination/medicaid_service_coordination/quarterlyconference12-18-PPT

The agenda for this conference was:

- CCO Implementation and Ongoing Activities to Ensure a Successful Transition
- Process Flow for Service Authorization
- The Staff Action Plan and Delivery of Habilitation Services for Care managers/Care Coordination Organizations
- Surrogate Decision Making Committee (SDMC) and Informed Consent

Recording of the December 10, 2018 WebEx – “The Staff Action Plan and Delivery of Habilitation Services”

The WebEx recording and PowerPoint of The Staff Action Plan and Delivery of Habilitation Services that was held on December 10, 2018 are now available on the OPWDD website at the following link:

https://opwdd.ny.gov/providers_staff/care_coordination_organizations/providers/staff_action_plan_info

The Staff Action Plan and Delivery of Habilitation Services WebEx covered the following information:

- The Shift from Habilitation Plans to Staff Action Plans;
- Where and how the Staff Action Plan fits into the Life Planning Process and how Habilitation Providers translate Life Plan goals into Staff Action Plans;
- Requirements and expectations for Staff Action Plan development and Service Delivery ([Administrative Memorandum # 2018-09](#));
- Expectations for ongoing collaboration and coordination between the person served, service provider and Care Manager; and,
- Examples of quality outcome indicators for service delivery based on Staff Action Plans.

NOTE: It is recommended that participants view the August 30, 2018 webinar, [“OPWDD Care Management, Life Planning and Service Delivery Process: Connecting the Dots,”](#) prior to viewing this training for a more in-depth overview.

Questions and Answers to the “OPWDD Care Management Life Planning and Service Delivery Process: Connecting the Dots” Are Now Posted

On August 30, 2018 and September 17, 2018, OPWDD organized two WebEx training sessions to help Care Coordination Organizations (CCOs) and OPWDD service providers develop a comprehensive understanding of:

- how all the essential components of the Life Planning process work cohesively to drive an individual’s most meaningful goals and outcomes;
- how habilitation providers translate individual Life Plan goals into Staff Action Plans and service delivery methods (Staff Action Plan Administrative Memorandum (ADM)) and;
- how to assess whether the person-centered Life Planning process is achieving what the individual needs and wants from his/her life.

The questions submitted to OPWDD during these two WebEx training sessions are addressed in the Questions and Answers document available at the following link:

https://opwdd.ny.gov/sites/default/files/documents/Final_Care%20Management%20Life%20Planning%20and%20Service%20Delivery%20Process-Connecting%20the%20Dots%20QA.pdf

The WebEx and PPT can be found on the OPWDD website at:

View the Webinar: <https://youtu.be/d0uzboNE5U4>

PowerPoint: [People First Care Coordination Informational Session 20 Questions & Answers](#)