



CCO and Provider Partnership Meeting Minutes

January 2026

Mission Statement: Connect people to the care, support, and opportunities that maximize their quality of life.

Vision: A community where all people lead fulfilling lives.

Core Values: People, Integrity, and Trust

Partnership Purpose: A group of Provider and CCO professionals that work together to improve processes and deliver high quality services for individuals and families with I/DD.

CCO Liaison:

I. Updates

- Changes to effective date in section IV of the Life Plan
 - Effective 2/1/2026, Care Coordinators will begin to use the DDP1 date as the effective date of the service – if DDP1 date can not be found, NOD.09 date will be used and if neither date can be found, annual Life Plan date will be used
 - a. Addendums are not needed to change the effective date if one of the above mentioned dates is listed; best practice is the DDP1 date
- Communication around hospitalizations / incidents for Willbrook members
 - When these occur, the notification needs to be communicated to the Care Coordination team immediately as the Care Coordination team must notify the Willowbrook Liaison of the status as soon as the notification occurs
 - If a Care Coordinator is out when the call is made, please notify the supervisor and/or director which is noted in the care coordinators voicemail and e-mail response when there is an away message

II. Operations Updates

- Update to Operations Team
 - Sherry Johnson is the new Associate Vice President of Operations
- Reminder that the Single Point of Contact (SPOC) is used for Life Plans that are finalized; if the plan has not been finalized, contact should be with Care Coordinator
 - If you are in the portal, you can check who the current Care Coordinator is and if the plan has been finalized, if the plan is not visible in the portal it has not been finalized
 - If you are not in the portal and the plan is past the 45 days, connect with the Care Coordinator first before connecting with the SPOC – escalate to supervisor as needed

- Review of “Acknowledged and Agreed” status, and what that means for Care Coordination
 - Acknowledged and agreed indicates that all necessary Life Plan documents have been gathered from the applicable services and the plan is closed
 - Life Plans will remain in “Finalized” status until all documents have been gathered
 - This is where the emphasis comes from within our SPOC team to follow up and gather these documents

III. Provider Portal

- Goals for 2026
 - Consistency with process in relation to the Life Plan process
 - More electronic signatures and documentation uploading
 - Moving forward with increasing access to other services
- Communication flow for portal users
 - If you are unable to sign off on a Life Plan, but you are able to see the member – connect with the portal account team
 - a. Our SPOC team is continuing to distribute Life Plans and attachment Bs to all services to assist with covering these gaps; you will be able to sign off on the plan, just not within the portal until the change is made to fix access
 - b. There is no need to include the Life Plan SPOC in these e-mail communications
 - If you are missing members from your caseload – connect with the portal account team
 - Best practice is to communicate with the portal liaisons within your agencies to have one line of communication to and from Person Centered Services to avoid duplication of work or confusion

IV. Agency Openings

- Content analytics from our agency openings page housed internally have been trending positively since the beginning of this process
- If you have openings you’d like to share with Care Coordination, send to Provider Relations before the last day of the month to be included in the following month
- E-mail template for Agency Openings will be housed in Provider Relations newsletter beginning in October

V. Agency/Provider Relations 1:1 Meetings

- Provider relations and/or local directors are available to meet 1:1 with agencies per request
- Focus on agency specific concerns, process improvements between agencies and person Centered Services
- Smaller group to openly discuss concerns / positive feedback /etc., that may not be appropriate for larger meetings

East / Southern Tier: Katelyn Luke-Moore

klukemoore@personcenteredservices.com

Cayuga, Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne, Yates

West / Southern Tier: Maria Kirkpatrick

mkirkpatrick@personcenteredservices.com

Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, Wyoming

VI. Additional Information and Resources

- Service Announcement Reminder: [Service Announcements - Person Centered Services](#)
 - If you have any upcoming events you would like Care Coordination to be aware of, please complete the service announcement form
 - If you have an additional attachment, e-mail Provider Relations: providerrelations@personcenteredservices.com

VII. Service Spotlights 2026

- To register as a presenter, contact Provider Relations: providerrelations@personcenteredservices.com
- 2026 Service Spotlight Schedule

*** Please note, the audience for these is Care Coordination. We are requesting provider attendance as panelists to discuss the topics listed ***

These events are held virtually via Teams from 1:00pm – 2:00pm on the scheduled date.

If you are a provider who is interested in joining as a panelist, please e-mail Provider Relations at: providerrelations@personcenteredservices.com

1. E-Mods, V-Mods, A-Tech
 - Q. East: Wednesday, February 11th
 - R. West: Thursday, February 12th
2. DEIB Supports
 - Q. East: Wednesday, May 20th
 - R. West: Thursday, May 21st
3. SEMP & Pre-Voc Services
 - Q. East: Wednesday, August 12th
 - R. West: Thursday, August 13th
4. Community Supports: Unhoused Population
 - Q. East: Wednesday, November 18th
 - R. West: Thursday, November 19th

VIII. Community Resource Tool: [Community Resource Tool - Person Centered Services](#) has transitioned to the Disability Services NY: [Services for Intellectual and Developmental Disabilities in NY State | Disability Services NY Directory](#)

- A tool that assists in your search for day programming, employment support, or other resources for people with intellectual and developmental disabilities
- You can find opportunities in your region by using the **DSNY**
- If you have any questions, concerns or notice that something does not look right for you, please contact us at providerrelations@personcenteredservices.com

