



Office for People With Developmental Disabilities

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AGENCY TRANSPARENCY PLAN UPDATE **As of January 31, 2024**

Deliverables Achieved Since 2021

1. Public Data and Outreach:

The Office for People With Developmental Disabilities (OPWDD) has continued to expand its external data sharing on our public website, as well as concerted outreach of external stakeholders, including the following:

- In 2021, OPWDD issued its first Medicaid Databook in PDF format. The Databook provides data transparency on the types of Medicaid services received, demographics of people served, amounts of services utilized, breakdowns by county, etc.
- In 2022, OPWDD expanded its Medicaid Databook to be in both PDF and excel formats to allow expanded accessibility to agency data.
- In 2023, OPWDD continued updates of the Medicaid Databook and added the first set of data dashboards that provide new visualization and navigation tools which make our Medicaid data more accessible. <https://opwdd.ny.gov/data>
- Issuance of the Care Coordination Organization/Health Home Care Management Profile, which provides an overview of enrollment and care planning information for people with intellectual and/or developmental disabilities receiving OPWDD services. <https://opwdd.ny.gov/data/care-coordination-organization-profile>
- OPWDD staff provided regular updates on Strategic Plan activities as they meet with stakeholder groups throughout the year including the multi-stakeholder meetings, Family stakeholder meetings, self-advocates meetings, Provider Associations meetings and others, including translation as needed.
- OPWDD conducted a stakeholder survey to collect feedback on agency initiatives and priorities. The survey included general questions on what people know and how they feel about our Strategic Plan activities and progress.
- OPWDD released the annual update to the Strategic Plan. We are planning some in-person regional forums and online forums over the summer, in advance of the release of the November Annual Report. The forums would: 1) share updates and key information, 2) preview activities for the next year, 3) provide an opportunity for stakeholders to provide comments. <https://opwdd.ny.gov/strategic-planning>
- OPWDD revised how Administrative Memorandums (ADM) are shared with providers and others prior to these guidance documents becoming final agency policy. Proposed ADMs are shared through the Regulatory Affairs Units RAU listserv, which is comprised of providers, families, and people receiving services from OPWDD, allowing for a 30-day comment period during which time comments, concerns and suggestions are collected, summarized, and responded to, prior to finalization of the proposed guidance.

2. Strengthening Our Service System Through Enhanced Community Engagement and Fostering a Culture of Inclusion

As part of its strategic planning goals and commitment to diversity, equity, and inclusion (DEI), OPWDD is reviewing its community engagement practices and targeting areas of improvement, with a focus on meeting the needs of underserved communities and to ensure that the service system communicating in a culturally and linguistically competent way.

Primary initiatives include:

- Georgetown University's National Center for Cultural Competence (NCCC) 3-yr Project
 - In October 2022, OPWDD launched its 3-year project with the Georgetown University's National Center for Cultural Competence (NCCC). This is OPWDD's largest project funded by the American Rescue Plan Act (ARPA) at approximately \$10.6 million. The initiative with NCCC is a partnership for systems change. The goal of the project is to advance policies and practices of diversity, equity, and cultural and linguistic competence in all components of the intellectual and developmental disability system of New York. The anticipated benefits of this project are intended to strengthen the capacity of New York State to advance and maintain cultural and linguistic competence as essential approaches to achieve diversity, equity, and inclusion in its developmental disabilities system of supports and services.
 - In November 2022, the OPWDD leadership team initiated vision planning for diversity, equity, inclusion, and cultural and linguistic competence with NCCC.
 - In June 2023, OPWDD and the NCCC held 6 virtual community forums to introduce community partners to the project. Registration data representing the diversity of our constituents was shared during Strategic Plan forums. Frequently Asked Questions (FAQ) documents for providers and people with lived experience with DD were posted on the project website: <https://nccc.georgetown.edu/opwdd/whats-new.php>
 - In July 2023, OPWDD and the NCCC completed a 4-part professional development series with the OPWDD executive team, senior leaders, and DEI staff. Professional development was received on diversity, equity, inclusion, cultural and linguistic competence, intersectionality, and other terms in the developmental disability context.
- Community Engagement
 - In 2023, OPWDD hired a full-time community engagement specialist who actively works toward our agency goal for stakeholder engagement to be more inclusive and representative of the diversity of New Yorkers. Specifically, the community engagement specialist and other DEI staff are developing and implementing workplans with the Department of State's Office for New Americans (ONA). Workplans include ONA's review of OPWDD's presentations, Front Door manuals, and trainings for Front Door and Care Coordination Organization (CCO) staff on access to Medicaid for various immigration statuses. OPWDD is continuing to serve as a strategic partner on community-based pilots led by ONA, such as the Bilingual Coordinator Program and the Ramirez June Initiative.
- Language Access
 - OPWDD enhanced and expanded their internal network of language access liaisons and has a total 20 active liaisons across OPWDD regional and state offices. Since March 2023, OPWDD has received and fulfilled requests for language access services for approximately 47 languages.

- Website and Material Accessibility Focus Groups
 - As part of a grant from the Council of Developmental Disabilities, OPWDD partnered with a MWBE vendor and two community-based organizations (CBOs), the Chinese American Planning Council and Sinergia Inc., to conduct focus groups comprised of people with developmental disabilities and their family members on how OPWDD can make our website and materials more accessible. Focus group participants provided recommendations to the OPWDD team to best meet the diverse needs of their respective communities.
 - OPWDD partnered with the MWBE vendor and CBOs to design 30 bite-sized video modules on the OPWDD Front Door process. Ten videos are in English, ten in Mandarin (with simplified Chinese closed captioning), and ten in Spanish (with conversational Spanish closed captioning). Overall the result was culturally and linguistically responsive, standardized, and more accessible messaging offering greater choice and flexibility for OPWDD stakeholders

3. Record Management Enhancements:

OPWDD has targeted our records management office for enhanced staffing to support additional training and continued risk mitigations of record management practices. OPWDD is also expanding its electronic health records system to improve accessibility of records.

- OPWDD has enhanced staffing for Records Management Activities and developed a 5-Year Strategic plan that will expand the use of electronic record keeping throughout the Agency, including additional training and continued risk mitigation management practices.
- In addition, OPWDD is committed to increase the Electronic Health Record (EHR) usage by staff and is making improvements to the accessibility of records and adding areas of documentation as the Agency determines its need.
- The EHR Portal is available for use by individuals and their approved representatives.

Initiatives to be Implemented in 2024

1. Annual Public Data Dashboard Additions:

OPWDD is working in partnership with the Developmental Disabilities Advisory Council (DDAC) to launch a Data Community of Practice this Spring. The Data Community of Practice is a multi-year, future looking dialogue on data best practices and systems level change. Initially the Data CoP will focus on transparency, bi-directional data sharing (where feasible), and building collective understanding.

2. Strengthening Our Service System Through Enhanced Community Engagement and Fostering a Culture of Inclusion:

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- Georgetown University's National Center for Cultural Competence (NCCC) 3-yr Project

- NCCC will engage the provider network to define diversity, equity, inclusion, and cultural and linguistic competence, plus provide in-service training and technical assistance on how to implement systems change toward their DEI goals.
- NCCC will carry out listening sessions, virtual forums, and an array of activities designed to support persons who experience developmental disabilities and their families to meaningfully participate in system-level decision-making. The NCCC will collect data on the DEI and cultural and linguistic competence needs of people with developmental disabilities, their families, and providers. Data will be published in reports and in plain language to share with participants, OPWDD, providers, and CCOs.
- NCCC will continue to provide an array of technical assistance and professional development throughout the project, including conducting an audit of OPWDD's policies and practices to determine the extent to which they advance DEI and cultural and linguistic competence.
- Community Engagement
 - Through the Bilingual Coordinator Program, launched in 2023, a bilingual case manager at the Chinese American Planning Council will connect people to language accessible Front Door resources, CCO staff, and will assist people to access OPWDD services. Through the ONA Ramirez June Initiative, a navigator at ONA centers is trained on OPWDD services and works closely with OPWDD Front Door staff and CCOs to help new Americans and immigrant families access services.
- Website and Material Accessibility Focus Groups
 - Video modules on OPWDD's Front Door were published on the OPWDD website for use by people with disabilities, their families, and other stakeholders.
<https://opwdd.ny.gov/get-started>