



IMPACT

2020 ANNUAL REPORT



A YEAR IN REVIEW

March marked a grim milestone for all of us. A full year had passed since the COVID-19 shutdown started in New York State. Without a doubt, 2020 was a year none of us expected. It was a difficult year for you, our members, and your families, as well as our communities. As we reflect on this past year, we mourn the members, friends and staff we lost, we pray for those who are ill or are still in recovery, and we express gratitude for all who helped others during this most challenging year.

LIFEPlan Care Managers and staff worked throughout 2020 to support our membership and their families. During 2020, our Care Managers and support teams:

- Implemented telehealth and other tools to make sure we continued to serve our 18,500 members safely during the shutdown. We are sharing some special stories in this report.
- Provided loaner technology and service to members who did not have any safe means to connect with people during the shutdown.
- Assessed all LIFEPlan members on a regular basis to ensure their health and care needs were met.
- Worked with our provider partners to ensure those members who had specific needs (food, housing, care) were supported.
- Led Statewide advocacy efforts with the help of our members and families to ensure:
 - Family members could accompany a loved one when hospitalized.
 - People with IDD were prioritized for the vaccine both in certified settings and later in the community.
 - Family members could visit their loved ones safely.
 - Transparent data reporting by the State on how the pandemic was affecting people with IDD.

Alexander Pope wrote, “hope springs eternal.” As we enter Spring of what hopefully will be a better year, there are signs of encouragement. COVID vaccines are available to all people with disabilities. LIFEPlan members are now actively getting vaccinated. We continue to work with counties and local providers to prioritize our members and ensure access to both general clinics as well as specialized IDD centers. We look forward to when students can return to school, people can return to their work and resume their normal social activities and we can safely meet with our members as we have always done. We are not out of the woods yet.

Please do not hesitate to let us know how we can continue to support you as we look forward to putting this pandemic behind us.



-Nick Cappoletti, LIFEPlan CEO

MEMBER STORIES

CENTRAL NEW YORK | CAPITAL



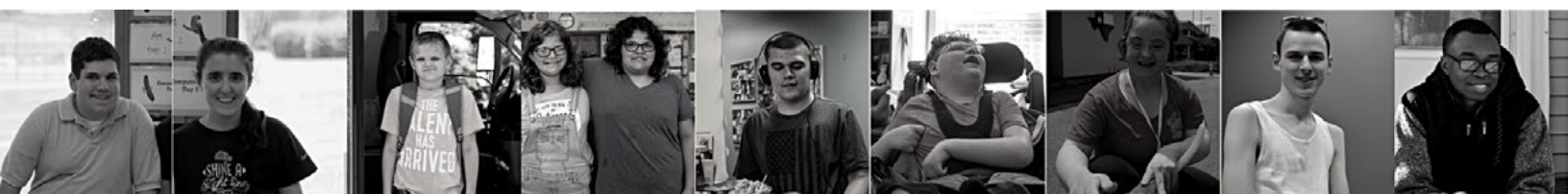
COLLABORATION IN CARE

Three LIFEPlan members with different living situations were able to move into an apartment together. Iker B. was ready to take the next step into adulthood. After the devastating passing of his mother, Jeremiah I. was in need of different living arrangements. Anthony S. was living in a difficult situation and needed to move out. Their Care Managers came together and brainstormed about housing options that would work for all the men. Then they worked out the finances through their Self Direction Plans. Individualized Supports and Services were put into place, and benefits were obtained, while helping the men's dreams of living independently to be fulfilled.



SECURE AT HOME

After his mom passed away, Jihad P. wanted to continue living in his family home. Unfortunately, the roof needed replacing, at a cost over \$10,000. With no savings to repair the roof, Jihad faced moving from the home he loved. His Care Manager went to work to find a way to pay for the roof, and after exploring many options, the LIFEPlan team helped with a grant from the CP Association of NY to pay for the repairs in full. Jihad was able to stay in his family home.



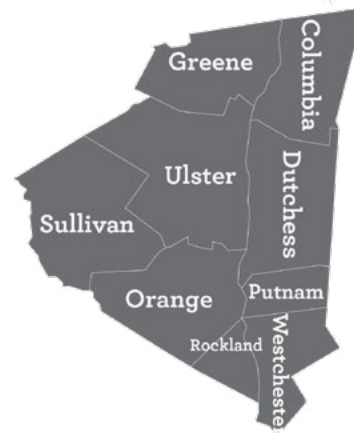
MEMBER STORIES

HUDSON VALLEY | NORTH COUNTRY



EMERGENCY RESPONSE

Care Manager Nathalee stepped up to the plate immediately when her member Christian (CJ) S. tragically lost her home and belongings in a fire. She first ensured CJ was evaluated to confirm she was unharmed. Nathalee assisted CJ in securing temporary and accessible housing, started a State Farm Insurance claim to get a new wheelchair, and contacted the Red Cross to obtain clothing and other daily necessities. CJ and Nathalee worked as a team to help her recover from her losses.



INDEPENDENCE

Lavelle M. is a young man who desired to have his own apartment, set up for his own taste and preferences. Even in the midst of a Pandemic, this did not stop Lavelle's Care Manager from helping him reach his goal of having his own place. With her support, Lavelle finally found a spacious apartment in the city of Plattsburgh, and moved in early fall 2020. Lavelle is very proud of this accomplishment and has shared the excellent job he did organizing his many belongings with his Care Manager via video conference.



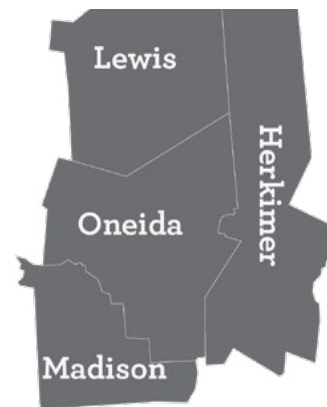
MEMBER STORIES

MOHAWK VALLEY | SOUTHERN TIER



ADVENTURE

Travel and adventure is a life experience every person should have. With planning help from his Care Manager, Michael S. saved his money to purchase a 14ft kayak for hiking adventures. Mike's goal is to complete the 46 high peaks and become a 46er!



SUPPORT

During the pandemic, Joel C. began to feel lonely, isolated, anxious, and depressed. Working remotely, his Care Manager Samantha coordinated supports for Joel to help address his feelings of social isolation. She connected him to natural supports within his community so Joel was able to meet some new people and not feel so isolated. Then Samantha helped Joel locate a new apartment, and through volunteering and day habilitation, now Joel has some other opportunities for things to do during the day. Joel's mental health has greatly improved with Samantha's support.





LIFEPLAN STRONG

GOING ABOVE & BEYOND

LIFEPlan Administrative Assistants kept things going at 13 Hub offices by staying on top of masks, mail, and a 100% mobile workforce to be sure our Care Managers had what was needed to support our members.



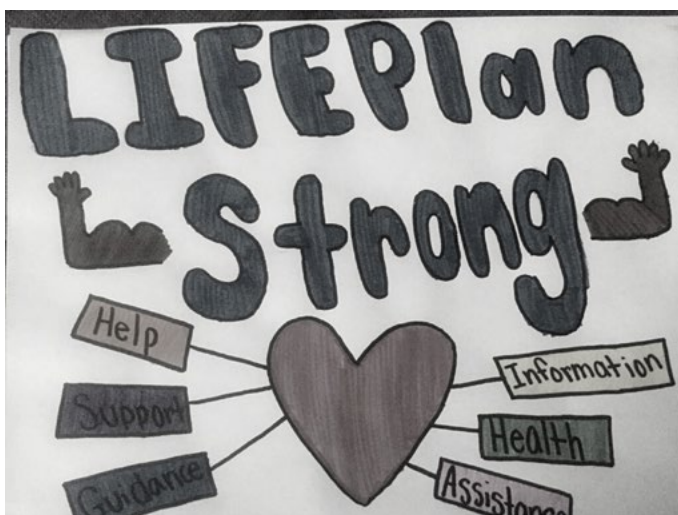
STAFF STEPPING UP

Care Managers and other staff navigate supporting members in a new, all virtual world, managing technology in a work from home setting.



LEADING THE WAY

Members like Andrew P. overcome their fears to get vaccinated for COVID-19.





“Four words that come to mind when I think about our Care Manager: knowledge, navigation, guidance and support. Thanks to her dedication, we are really hopeful for my son’s future.”

-Linsey Barone, Mohawk Valley Mom

SURVEY ON MEMBER SATISFACTION

SURVEY RESULTS

We wanted to hear from you how we were doing!

Throughout the pandemic it has and continues to be of primary importance for Care Managers to reach out to all members and families to ensure that they are safe and healthy and that their needs are being met. Care Managers have continuously engaged with our members to ensure the appropriate supports, services, and resources are available to our members.

A member satisfaction survey was sent to members and families via email in the month of December. The survey focused on member satisfaction with their LIFEPlan Care Manager and services received. We are so pleased to share that over 96% of our members would recommend our services!

5,737
SURVEYS COMPLETED

over **96%**
RECOMMENDED LIFEPLAN

over **94%**
SATISFIED WITH CARE MANAGER



CLINICAL SUPPORT

SUPPORTING THE HEALTH AND BEHAVIORAL HEALTH OF OUR MEMBERS

The Clinical Department prioritizes providing person-centered services that continuously improve the health and behavioral health needs of LIFEPlan members. Led by a team of licensed medical and mental health professionals, this team focused on training Care Managers so they had the skills to link members to community-based medical and behavioral healthcare providers to address health needs, with special attention to our members with a COVID-19 diagnosis.

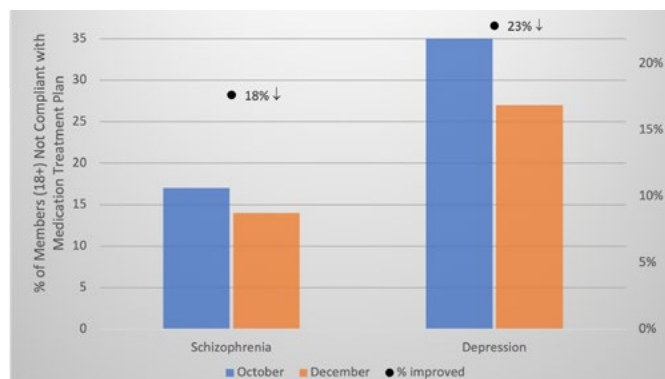
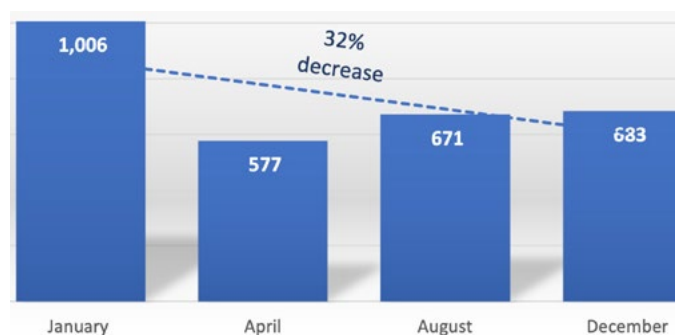
This team remains focused on:

- Preventive Care for Members
- Caring for Members with Chronic Conditions
- Supporting Members' Mental Health Needs
- Supporting Members with Substance Use Disorders
- Ensuring that Members are supported when discharged from the hospital or Emergency Room

DECREASE AVOIDABLE EMERGENCY ROOM VISITS

Focus: Identification and outreach to frequent Emergency Room users to ensure they have a Primary Care Provider to meet their health needs.

Outcome: 32% decrease in avoidable ER use. Some decreased ER usage can be related to COVID but this team worked with Care Managers to identify and link members to Primary Care Providers across the regions. Also, supported members with chronic health care concerns, to be sure that members were seeing their specialist providers and were aware of community-based resources.



CARE CONNECTION

TELEHEALTH TOOLS

ENROLLMENT

The Care Connection Enrollment Team added the new role of Engagement Specialist Care Manager (ESCM), a blend of Care Management and Outreach, to identify, educate, and connect with the community about CCO supports and services. ESCM professionals carry a small caseload of LIFEPlan members, and work to identify and support solutions with enrollment barriers. The Outreach team will be focusing efforts on underserved populations for 2021.

**“ENROLLING IN DISABILITY SERVICES
CAN BE HARD. WE ARE HERE TO HELP.”**

Reach out to our Care Connection Team if you know someone who may be eligible for our services!



SUPPORTING MEMBERS

When the COVID-19 pandemic hit, the LIFEPlan Quality Management and IT Teams quickly responded. In collaboration with other CCOs, a monitoring and support tool was developed.

Care Managers used this tool to regularly monitor members, especially those with high-risk conditions who were especially vulnerable to viruses like COVID.

Using a telehealth service model, we were able to stay connected to our members, improving access to care, while maintaining appropriate social distance.

During this critical time, communication was constant, Care Managers ensured members had the resources they needed, items such as masks and personal protection equipment, food, supplies, and medication.



PROVIDER RESOURCES

PROVIDER EVENTS

LIFEPlan continues to educate Care Managers about services by hosting Provider Events. Before COVID, we held events in Central New York, North Country and the Mohawk Valley. These events allow for opportunities for Care Managers to connect with providers about program offerings so that they remain up to date about all the supports and services available for our membership.

As COVID-19 emerged in late March, face to face visits and in person meetings were restricted. This led to the expansion of our provider relationships with primary care, behavioral health and other community - based providers to meet the needs of our members.

[Click here to access the Community Resource Tool.](#)

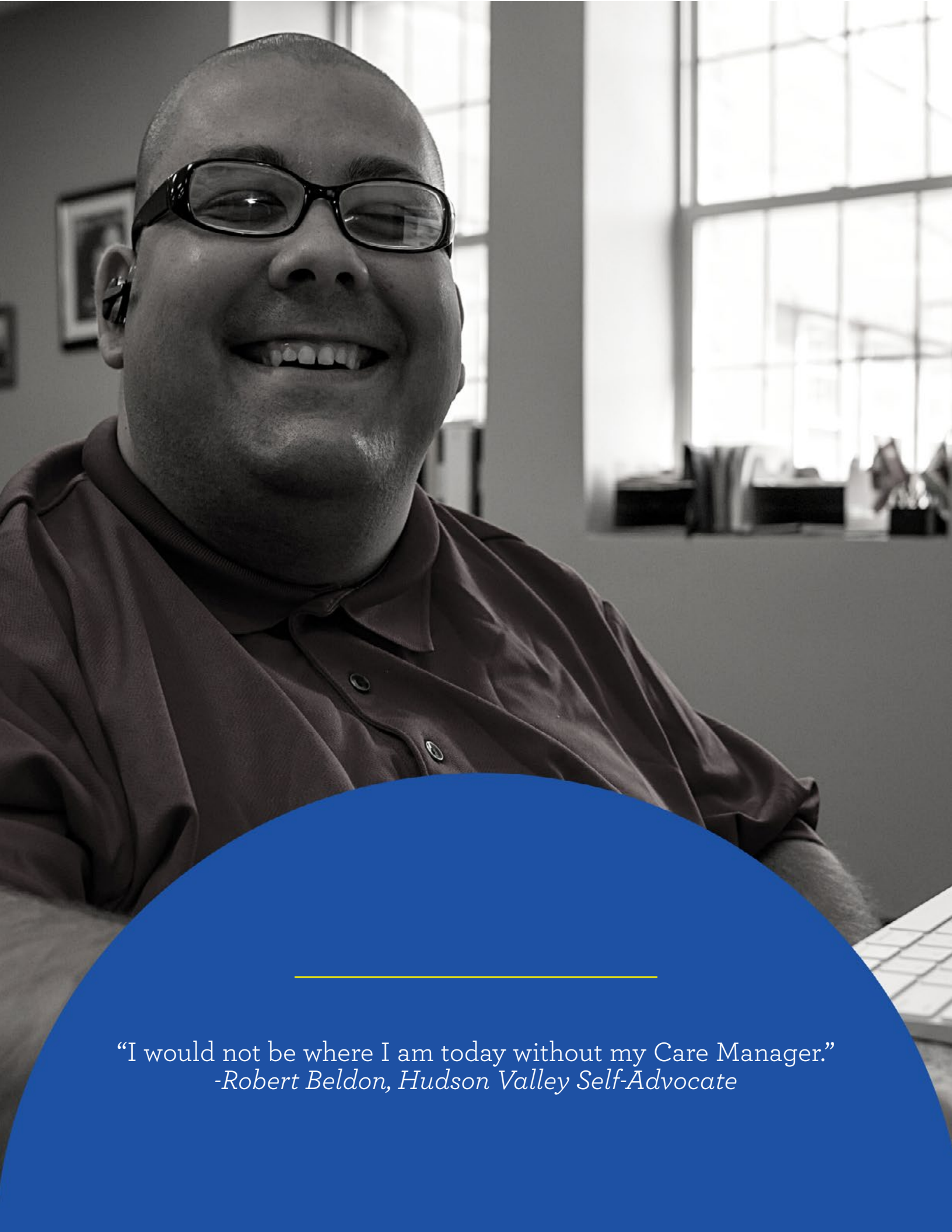
"IT WAS GREAT TO SEE PROVIDERS ALL IN ONE PLACE."



CATEGORIES

Transportation
Medical/Dental
Assistive Technology
Camps and Summer Programs
Housing and Rent
Education
Interpreter Support
Legal & more





“I would not be where I am today without my Care Manager.”
-Robert Beldon, Hudson Valley Self-Advocate