



**Office for People With
Developmental Disabilities**

HANYS 54th Annual Membership Conference: Complex Cases

**Dr. Jill Pettinger, Deputy Commissioner,
Division of Statewide Services**

June 22, 2023

Jill Pettinger has no real or apparent financial relationships to disclose.

Complex Cases

- Complex needs require a complex approach.
- New Yorkers with complex needs are experiencing discharge delays from emergency departments and inpatient units.
- Strain on hospitals, stress for the person and their families.
- Delays can lead to decline in functional status, negatively impact psychological well-being, all of which disrupt OPWDD's mission to help people achieve higher levels of independence in their communities.
- Solutions to the problem are equally complex.

Children & Youth Population Growth

- Children under 21 make up roughly one-third of people served by OPWDD.
- Age category is growing nearly 40 percent faster than overall service population.
- Increased need to serve children in crisis who struggle to access appropriate emergency supports.
- Five-Year Strategic Plan includes several initiatives:
 - Implementation of CANS
 - Expansion of capacity for specialized treatment
 - Cross-systems engagement & dialogue
 - Improvement in coordination of services between state agencies

CSIDD

- For adults and children 6+ experiencing crisis, OPWDD has implemented CSIDD following the START model.
- Provides high-intensity services for people who experience frequent hospitalizations, crisis visits, use of mobile emergency services and at risk of losing placement and/or other community services.
- Will soon have complete network of CSIDD providers across the state.

Cross-Systems Initiatives

- Urgent need to find multi-system solutions for growing number of people who do not fit neatly into one agency's service system.
- OPWDD participates in regular meetings with the CLMHD and IOCC.
- OPWDD also serves on DDPC.
- Specific cross-systems initiatives:
 - DDPC Pilot Proposal
 - The SUNY Upstate Program
 - 988
 - Gap Analysis



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