



Finger Lakes DDSO Family Support Services MSC Parent Forum

Tuesday April 27, 2010
Finger Lakes DDSO
620 Westfall Rd.
Rochester, NY 14620
Classroom 3 & 4 (Staff Dev.)
5:00pm-7:00pm

OMRDD is looking for family/parent input
in the re-design of MSC.

RSVP: by 4/26/10

Joanne Lampey: 585-359-4229

Judy Herlihy: 585-241-5726

MSC REDESIGN QUESTIONS FAMILY SUPPORT SERVICES FINGER LAKES DDSO

At the FSS Statewide meeting held on Wednesday March 24, 2010 Kate Marley and Carol Kriss talked with members about the MSC redesign and asked for help in gathering feedback from families at each DDSO. The Statewide FSS council has been asked to moderate local parent focus groups to provide OMRDD with qualitative information that will help in making key design decisions for the MSC redesign. There is a brief timeline, and they would appreciate if local focus groups could be held with the results reported back by May 1st.

The following questions are to be used in the discussion at all meetings. In addition to the questions a briefing document will be prepared by Carol Kriss. When that document is available it will sent to all of you.

The responses can be emailed back to [**policy.solutions@omr.state.ny.us**](mailto:policy.solutions@omr.state.ny.us)

MSC DISCUSSION QUESTIONS

1. What does your service coordinator do that is most helpful for you and your family member?

2. Are face to face visits with your family member's service coordinator important to you? What other communication strategies would be most helpful?

3. At what point in your family member's life, was the assistance of a service coordinator most important?

4. Are there any groups of individuals, for whom you think service coordination is particularly important? (E.g. adults transitioning out of school, medically frail children)

5. What should stay the same about OMRDD's Medicaid Service Coordination (MSC) Program?

6. How should OMRDD's Medicaid Service Coordination (MSC) Program be improved?

Other comments: