



Providing Supports to People with Intellectual  
and Other Developmental Disabilities Since 1975  
[www.newhopecommunity.org](http://www.newhopecommunity.org)

ANNABEL LINDENBAUM  
Chair

A. JAMES FORBES, JR.  
President  
&  
Chief Executive Officer

December 18, 2017

Dear Individual/Family Member,

This letter is to introduce you to the Care Coordination service and to our partners, the Hudson Valley Service Providers (HVSP) and Life Plan. Please see the attached letter from Lori Kearsing and Carleen Stewart of Life Plan.

Care Coordination, as the Life Plan letter describes, is a new, more comprehensive service which, over time, will replace the Medicaid Service Coordination service. To offer that service, New Hope Community, Inc., has come together with other agencies in the formation of a Care Coordination/Health Home Organization.

The services that you know and rely on are not changing. Whether you or your family member live in a residence (or apartment), attend a day program, receive a community habilitation service, respite service, work support or any related service, it will not be effected in any way by this change. You will not need to change providers, there will be no changes in eligibility and virtually every aspect of the current Medicaid Service Coordination (MSC) service which you are currently receiving will be incorporated into this new service.

And, we're not going anywhere. New Hope Community's Service Coordination will remain on site through the transition period which, in the case of LIFEPlan, will be until the CCOs are fully implemented. That is not expected to be until July of 2019. Beyond that New Hope Community, Inc., HVSP and LIFEPlan will be where you need us to be to ensure that your services are effective, local and responsive.

The staff you know, your MSC, we have been and will be working with you to develop as an essential part of our local care coordination team. Joining them will be nurses and other professionals who will enable the delivery of this more comprehensive service. A key to our success and a priority for our group, will be to preserve important established relationships whenever possible. And, on behalf of our MSC staff, be assured of our resolve to offer them the best possible incentives to stay with us and with you as we make this change together.



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Not-For-Profit Organization

Care Coordination is new and to offer it required a new kind of organization. In response to the challenge posed by the state's transformational agenda and after much research and thoughtful consideration of our responsibility to the people we serve, New Hope Community, Inc. joined with other provider agencies to become a part of the formation of a group now called the Hudson Valley Service Providers (HVSP). This collaboration of like-minded organizations, all based in the Hudson Valley, was created out of a common commitment to our service recipients and for the MSC staff who will be at the center of this transformation. HVSP joined with LIFEPlan to become their partner in our region in order to better meet the needs of those we serve locally as well as to conform to the state and federal requirements.

We expect that you will have many more questions about the transformation of this service. In the months ahead we look forward to working with you every step of the way as we develop more information and as the plans for this new endeavor take shape. In communications to follow, HVSP will be announcing open forums on behalf of LIFEPlan at which, you will have the opportunity to ask questions, hear the latest updates and offer input. Most importantly, our hope is that you find a welcoming home in HVSP / LIFEPlan for your service needs and a voice for your advocacy as we work together to make this service the very best it can be.

Warm regards,

A handwritten signature in black ink, appearing to read "A. James Forbes, Jr." with a stylized flourish at the end.

A. James Forbes, Jr.  
President & CEO