

CMANY Statement on CCO Evaluation Results

The Care Management Alliance of New York (CMANY), representing the State's seven Care Coordination Organizations (CCOs), welcomes the findings of the recently released evaluation of the CCO/Health Home (CCO/HH) program commissioned by the New York State Office for People with Developmental Disabilities (OPWDD) and conducted by the American Institutes for Research (AIR). CCOs are the only entities in New York that coordinate comprehensive care, including health, mental health, dental, and community-based services, as well as intellectual and developmental disability (I/DD) supports, for individuals with I/DD.

The report confirms what we observe every day: care coordination is effective. It documents significant improvements in health and safety outcomes, such as reduced emergency room visits and hospitalizations. It demonstrates that longer enrollment in the program leads to greater access to critical services, including Home and Community-Based Services (HCBS), personal care, and community engagement supports. These are real, measurable outcomes that improve quality of life.

The evaluation also highlights the incredible efforts of New York's nearly 5,000 Care Managers and supervisors, who provide individualized, person-centered support to over 125,000 people with developmental disabilities statewide. Over 70% of enrollees reported satisfaction with their Life Plans, their Care Managers, and the services they receive—demonstrating the program's commitment to equity, cultural responsiveness, and high-quality, individualized care.

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While the report identifies areas for improvement, these also present opportunities to enhance the model further. CCOs are already acting—reducing administrative burdens, expanding training for complex needs, and increasing access to community and employment services.

CMANY looks forward to working with OPWDD, families, providers, and self-advocates to build on the program's success. Strengthening this innovative model of whole-person care will ensure that every New Yorker with intellectual and developmental disabilities (I/DD) has the opportunity to live a healthy, connected, and fulfilling life, with quality outcomes as our guiding principle.