



**Division of Developmental Disabilities (DDD)
District West Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Tuesday, Jan 25th, 2022 – 5:30 PM to 7:30 PM**

Call to Order

This meeting is being held virtually due to the Coronavirus (COVID-19) concerns.

Meeting called to order by De Freedman. The date was Jan 25th, 2022, at 5:35 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

- Attendance in Person: **None This meeting was virtual only due to COVID-19 concerns**
- Attendance by Google Meets unless noted: **Diedra (De) Freedman, Bernadine Henderson, Cynthia Macluskie, Brad Doyle,**
- Absent: **Julie Heineking, Pat Thundercloud, Heidi Miller**
- Public in Attendance: **None**
- Arizona Department of Administration (ADOA): **Larry Allen**
- Healthcare Plan Liaison: **Janet Holtz, (Mercy Care) Karen Kramer, (UHCCP)**
- DDD staff and Guests: **Jeffrey Yamamoto (DDD IOC Liaison), Leah Gibbs (DDD IOFA Administrator), Delorah Grant (DDD Quality Manager), Diane Kress & Martha Williams-Hayes (DDD Quality Supervisors), Fredreaka Graham (AHCCCS IOC)**
- The Committee, DDD staff and guest, United Healthcare and Mercy Care introduced themselves.
- The IOC make up in attendance: **De Freedman** is a former Lawyer, **Pat Thundercloud** is a retired Physician's Assistant, **Bernadine Henderson** is a former School Teacher and a current Foster Parent, **Cynthia Macluskie** is the President of the Greater Autism Society of AZ. **Brad Doyle** is a Parent and Advocate, **Heidi Miller** is a Parent and Advocate. All these members have children who have services with DDD

Call to Public

De Freedman: Called for public to announce themselves. No Public in session.

DDD Staff Updates

There may have been question(s) and vote(s) taken during this section and those are listed in the "Discussion and Voting on Request for DDD" section of these minutes.

Mary Demery informed the committee that she was unable to attend this meeting by email



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Delorah Grant stated that Covid-19 is keeping the Quality Improvement team busy with investigations and Incident Reports (IRs). She offered stats from her last weekly COVID-19 Quality meeting 1/18/2022 for District West and **De Freedman** asked to hear them. **Diane Kress** gave the statistics for **DDD District West ONLY**:

- 3,488 cases were being followed for possible COVID-19 since 2020
 - 2,378 were exposures
 - 1,140 were positive cases
- 25 Member deaths attributed to COVID-19 since the beginning of the crisis
- She gave some age-related breakdown of the last two-month reporting of COVID positives
 - 9 cases 0-4 yrs. of age
 - 45 cases 5-11 yrs. of age
 - 43 cases 12-17 yrs. of age
 - 306 cases over 18 yrs. of age

De Freedman commented that DDD still is doing well as it relates to death vs the general public.

Delorah Grant wants to ensure everyone that Quality is still investigating all exposures and COVID related incidents with the members in any residential setting.

Brad Doyle also wanted to comment that DDD is still doing well with the crisis going on.

Leah Gibbs informed the committee that she apologized for being late.

Cynthia Macluskie wanted to know how many Support Coordinators (SCs) DDD is down as a percentage.

Leah Gibbs informed the IOC that DDD is down around 200 SCs, a 10% below expectation.

Leah Gibbs gave the COVID numbers for the state from the DDD updates as of 1/25/2022.

- 46,672 members being served by DDD
 - 41,588 members are living in their own home/family home
 - 5,084 members are living in licensed facilities
- 5,230 members tested positive for COVID-19
 - 3,568 residing in their own/family home
 - 1,662 residing in licensed facilities
- 90 Member deaths attributed to COVID-19 (43 lived in a family/own home & 47 lived in licensed facilities) this month 3 members
- Tracking weekly counts
- Three weeks ago, there were 232 tested positive and last week 320 and this week 416 so it is spreading quickly. Prior to these weeks the high was 220.



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Leah Gibbs continued to update.

- DDD is going to be sponsoring a vaccine event in Page Arizona. Also talks to get one in Kingman and Showlow. Partnering with vendor agencies in District North. District North has been the most vulnerable population. Accommodations are being assured to all members. (Drive-thru, in office, comforting toys, time periods, etc.)
- AzDHS has reported 73% vaccinated population and DDD is at 53%.
- The Public Health Emergency will continue until mid-April by the Federal government, the flexibilities will continue for DDD including the paid parent provider for minors and the home delivered meals. There are others.
- AHCCCS has asked for continuance of flexibilities with the ARPA monies, and they have been approved by CMS. Now DDD just needs the AZ legislature to vote to get required state funds into the system.
- Roll out of the Person-Centered Service Plan (PCSP) is happening and all the division is now using the new plan. 62% of members have been transitioned into the new PCSP.
- New salary compensations to SC and their Supervisors. Hopes that this will slow/stop the exodus of these positions.
- National Core Indicators (NCI) is going to be starting up again. There will be 5 surveys for members, families, and vendors. Partnering with Pilot Parents of Southern AZ graduates.
- DDD Current to Future initiative to correct their Notice to Cure has been cleared on Jan 14th, 2022, surrounding access to care.
- Published the electronic DDD January newsletter, the Sonora, University Center of Excellence in Developmental Disabilities, (UCEDD) asking for help with a survey around feeling safe around abuse and neglect. Also published new DDD brochures for the public. Using simple language with the help from People First/Ability 360. Links for all of the brochures are below and will be sent out to the IOC members by the liaison.
 - COVID-19 QVA Guidance for Congregate Settings and Direct Care Workers - <https://bit.ly/ddd-csdcw-guidance>
 - Resource Guide for Caregivers - <https://bit.ly/descaregivers>
 - Annual Family Support Plan - <https://bit.ly/2021-Family-Support-Program-Report>
 - Community Resource Guide - <https://bit.ly/ddd-communityrg>
 - Updated Member Rights Document - <https://bit.ly/ddd-member-rights>
 - Special thanks to People First, a group of self-advocates, who helped create the document.
 - Cultural Competency and Family Centered Care/Language Access Plan CYE 2021-2022 - <https://bit.ly/ddd-eye22-cceplan>
- Public comments are open for comments at the DDD website.



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De Freedman commented that she wanted to give a shoutout to Health Choice and Dr. Mark Carrol(sp.) for their efforts in District North who have responded to the needs of the DDD population.

De Freedman Asked if the NCI and DDD project working on Social Determinates of Health is enacted or being utilized. **Leah Gibbs** did not know and suggested to invite Michelle Pollard to the next meeting.

De Freedman commented that she heard that maybe 90% of Direct Care Workers (DCW) were unaware that they were mandatory reporters.

Brad Doyle asked since the pandemic, has there been a difference of IRs or grievance. **Leah Gibbs**, from track and trending reports and anecdotally, replied that it's about the same as before the pandemic. No significant increases or decrease.

Cynthia Macluskie asked about the eligibility for speech benefits for those members who had it as a minor but as an adult are no longer getting it. The reason is because as a minor they could get the service from an assistant speech therapist but now that as an adult they can only retain a fully independent speech therapist for billing reasons. Medicare is not paying for it. **Leah Gibbs** suggests referring them to Medicaid for the billing.

De Freedman asked if DDD could be the final decision makers for a dual DDD/DCS juvenile in the court system. **Leah Gibbs** responded that DCS is the court appointed guardian and will have the final decision over the member.

Quarterly Statewide IOC meeting update

De Freedman and Bernadine Henderson gave their opinion on the Quarterly Statewide IOC meeting. **Bernadine Henderson** responded that she wasn't present for the whole meeting, and she came away with the topic about Abuse and Neglect training for DCW and members in congregate settings and DTAs. **De Freedman** also concurred and said she is concerned that the training of DCW will not be sufficient for the average DCW to properly understand and implement a trauma informed care training. A second point that was made was that the rate of abuse for the member is high among those DCW and now the member is going to be being trained by their abuser. **De Freedman** suggest that the 2 integrated health plan be invited to be a part of the training and discussions of implementation of continued training.

ADOA Update

Larry Allen commented that the only thing he had mentioned during the week before IOC meeting.



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- The IOC website is revamped and is much easier to navigate
- The application portal is working better, and he now has control over the receiving of the applications.

De Freedman asked about any information on when the DCS IOC will be formed and if there will be a multi-agency meeting of the chairs. **Larry Allen** replied that he's working on trying to get DCS to form an IOC and that the multi-agency brainstorming meeting with AHCCCS/ DHS and DDD is in the works.

Health Plans (HP) updates

There may have been question(s) and vote(s) taken during this section and those are listed in the "Discussion and Voting on Request for DDD" section of these minutes.

Karen Kramer (from United Health Care) Did not have any updates for the committee. She restated from before that UHC is still providing vaccinations in homes if asked. Is still reminding their population of the importance of the COVID-19 vaccines and booster.

Janet Holtz (From Mercy Care) also stated that Mercy Care is still providing vaccinations in homes if asked. Is still reminding their population of the importance of the COVID-19 vaccines and booster

Cynthia Macluskie asked about the eligibility for speech benefits for those members who had it as a minor but as an adult are no longer getting it. The reason is because as a minor they could get the service from an assistant speech therapist but now that as an adult they can only retain a fully independent speech therapist for billing reasons. Medicare is not paying for it. Is this being reported to the Health Plans? **Janet Holtz** reported that she has heard of one issue with speech assistants.

Karen Kramer replied that she had not heard of any thing on this matter. **Cynthia Macluskie** said she had forwarded it to the UHC team and have not gotten any responses. **Karen Kramer** said she would bring it up with her leadership.

Discussion and Voting on Request from DDD

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Cynthia Macluskie asked that the DDD Behavior Health Advocate be invited to tell the committee of what services they can provide for the members.

Leah Gibbs told the committee she oversees the DDD Behavior Health advocates. She asked if the IOC wanted a full presentation or an update. The IOC stated they would like a presentation.



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DDD IOC Liaison Updates

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Jeffrey Yamamoto began by informing the committee that the redactions have been slowed up due to labor shortage on this team. The committee will be getting their IRs up to a week later. Richard Kautz is officially retired from DDD. New manager will soon start.

De Freedman asked about if the redaction process could be automated and then there would not be a delay. **Leah Gibbs** replied that there are efforts to bring DDD into the AHCCCS incident portal and bring all the IOC’s incident under one platform. It is currently unknown to her on where the plan of this is at.

Discussion of Membership for the IOC

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Jeffrey Yamamoto informed the committee that there are no new potential members in the system and asked **Leah Gibbs** to tell the committee about the new Volunteer Coordinator position.

Leah Gibbs stated that the new DDD Volunteer coordinator would be assigned to recruit for both the IOC and PRC. She will also be in charge of the Holiday program during the Christmas holiday season. Find sponsors for the Holiday families and to coordinate with DDD and the families. The IOC is willing to help in anyway to make the program successful statewide.

Discussion of Incident Reports (IR) & Behavior Plans (BP)

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Jeffrey Yamamoto: Discussion of Behavior Plans on the Shared Drive.

For Dec IRs, the Committee members have been given weekly the past months of incident reports in the Shared Drive. The reported IRs are listed below. **Total= 744 Open= 41 Closed= 703**

Dec 2021

Type	Open	Closed
Accidental Injury	1	75



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Consumer Missing	4	8
Deaths	2	14
Emergency Measures	0	22
Human Rights	1	0
Legal	1	3
Medication Errors	3	41
Neglect	22	37
Other Abuse	3	2
Other Behavior	1	300
Other Hospitalization, Unknown injury	1	196
Physical Abuse	2	3
Property Damage	0	1
Suicide	0	1
TOTALS	41	703

The IRs will be reviewed by the committee members.

Number of Questions for QIM: members of the committee will comment on incident reports directly and the liaison will send to QIM.

All PRC meetings are being attended by Bernadine Henderson and Pat Thundercloud.

Number of Behavior Plans turned in by IOC Members: 0

The Program Review Committee (PRC): None.

Adjournment

De Freedman adjourned the meeting at 7:12 pm

The next District West IOC meeting will be held on Tuesday February 22nd, 2022, at 5:30 pm. Will be virtual meeting should COVID-19 concerns still be in effect.