



**Division of Developmental Disabilities (DDD)  
District West Independent Oversight Committee (IOC)  
Public Meeting Minutes Summary  
Tuesday, January 26<sup>th</sup>, 2021 – 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 26<sup>th</sup>, 2021 at 5:36 pm. The address of the meeting was Virtual, no physical address.

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**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, Pat Thundercloud (by Phone), Bernadine Henderson, Pam Grady, Cynthia Macluskie**
- Absent: **Brad Doyle, Laurene Zemis**
- Public in Attendance: **None**
- Arizona Department of Administration (ADOA): **Larry Allen, ADOA IOC Liaison**
- Healthcare Plan Liaison: **Sophie Stevenson, UHCCP Liaison, Summer Kamal, Mercy Care Liaison**
- DDD staff: **Jeffrey Yamamoto, DDD IOC Liaison, Richard Kautz, Leah Gibbs, Octavia Lamb**
- **The Committee, DDD, UHCCP, Mercy Care and ADOA Employees** introduced themselves. The IOC make up in attendance: **De Freedman** is a former Lawyer, **Pat Thundercloud** is a former Physician's Assistant, **Bernadine Henderson** is a former School Teacher and a current Foster Parent, **Cynthia Macluskie** is the Vice President of the Greater Autism Society of AZ. All of these members have children who have services with DDD. **Pamela Grady** is the manager of the DRS program at Estella Mountain College.

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**Call to Public**

**De Freedman:** Called for public to announce themselves. **There was no public in this session.**

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**ADOA Update**

**Larry Allen:** He stated that he had two announcements. The first was announcement was that the last Abuse and Neglect Task force meeting invitations will be sent out in the next 30 days for the last meeting and looking for similar meetings with the chairs to go forward. The second is that if there is need to follow up with questions to DDD, there is a formal process in which the IOC must follow to submit the questions they have. The committee must vote on the question to be sent and then send it



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to the DDD Liaison and ADOA liaison to have a time stamp on the action of the question. The Division must reply to the question in 21 days.

**De Freedman** asked if there is an official form to fill out? **Larry** replied that there is not one, but it needs to be done on an official way with a vote and written communication sent to Jeffrey and himself. **De** informed the committee that this is the new way to put forth any questions or issues.

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**Health Plans (HP) Updates**

**Sophie Stevenson** (United Healthcare Community Plan (UHCCP)) stated she did not have much of an update except that the integrated health plans have officially taken over the Augmentative and Alternate Communication (AAC) device plans from DDD. She asks the committee to forward any feedback on this transition to her so she can send it to her management.

**Cynthia Macluskie** asked if a member is waiting on DDD because they filed a claim before January 2021, could they withdraw the claim from DDD and refile it with their health care plan? **Sophie** did not know. She will consult with her management. **Leah Gibbs** of DDD informed Cynthia if she were to provide her the name of the individual offline, she would provide her with the status of their claim.

**De Freedman** informed the committee about how the intense case managers for service coordination and the DDD liaisons for the HP have really helped the members. She comments if a member has any problems to seek these individuals out and their contact information is on the DDD website.

**Summer Kamal** (Mercy Care): Informed the committee that Janet Holtz oversees the AAC transition for Mercy Care.

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**DDD IOC Liaison and Staff Updates**

**Jeffrey Yamamoto** introduce Leah Gibbs to update the committee. Leah Gibbs started the updates from DDD.

**Leah Gibbs** began by thanking the committee for allowing her to update them. She began by stating that DDD is extending the flexibilities to member and providers due to COVID-19 until April 1<sup>st</sup>, 2021. Some of these include the Respite hours for the year increased to 720 hours & Home delivered meals. Please visit the DDD COVID-19 site for the COVID-19 flexibilities extensions. She informed the committee of the monthly “Town Halls Meetings” occurring on the first Thursday of the month from 6pm-8pm and the agenda found on the DDD website. She also informed the committee about the COVID-19 vaccination efforts and priorities listing for the public. That the Long-Term Care facilities and Intermediate Care facilities are mentioned in the Phase 1-B of the priorities listing. Direct Care Workers are listed also in the Phase 1 of the vaccine distribution. DDD is asking the Arizona Department of Health Services (AZDHS) to add the DDD members as a group



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with a priority status. There has not been made a commitment to make this a priority group yet by the people who can make it happen. She will keep the IOCs informed of any priority's changes for DDD members. Leah gave the COVID-19 statistics for the population of DDD members, percent positivity, residential status, deaths, and percent in congregate housing. These can all be found on the DDD website. She then asked for any questions from the IOC.

**Cynthia Macluskie** asked if the information Leah gave can be distributed to the public. **Leah Gibbs** responded that she could, and all the information could be found on the DDD website under the COVID-19 page.

**Pat Thundercloud** asked if there was any indication whether they had determined if “Down Syndrome” was classified into a priority group. **Leah** informed her no and referred to DDD is asking for all DDD long term care members to be grouped and classified as a priority group for vaccinations and they are awaiting determination.

**De Freedman** proposed that the committee make motions and vote on the following items.

**Cynthia Macluskie:** Motioned for De Freedman to send request on behalf of the committee concerning awareness of in-home services pertaining to COVID-19.

**Pat Thundercloud:** Seconded the motion.

**All those members in attendance replied “Aye”, there were no “Nay” votes. Motion carries. The request is below.**

#1. That DDD collaborate with AHCCCS and the DDD/ALTCS Integrated Care Plans (Mercy Care and UnitedHealthcare Community Plan) to engage in a public information campaign including use of all available social media resources to educate DDD Members, their families, all who work with them and even the general public that in home medical care including COVID-19 testing is available to AHCCCS Members, especially DDD/ALTCS Members. We are aware that Scottsdale Physicians Group is a Mercy Care In-Network Provider and is especially committed to providing care for individuals with developmental disabilities of all ages. There most likely are other AHCCCS registered providers providing similar services but this IOC is not aware of their identity.

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**Cynthia Macluskie:** Motioned for De Freedman to send request on behalf of the committee concerning the blister packaging of medications to decrease the medication errors found in incident reports.

**Pat Thundercloud:** Seconded the motion.

**All those members in attendance replied “Aye”, there were no “Nay” votes. Motion carries. The request is below.**



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#2. Given that approximately 50% of all DDD Incident Reports involve medication errors, that DDD collaborate with AHCCCS and the DDD/ALTCS Integrated Care Plans (Mercy Care and UnitedHealthcare Community Plan) to engage in a public information campaign including use of all available social media resources to educate DDD Members (especially those residing in congregate living arrangements), their families, all who work with them and even the general public that prescribed medication can be dispensed from the pharmacy in pre-packaged blister packs containing the correct dosage for particular times during the day; for example either morning, afternoon and evening or specific times (9am, noon, etc.) and is available to AHCCCS Members, especially DDD/ALTCS Members, through In-Network Providers for their DDD/ALTCS Integrated Care Plans and AHCCCS Complete Care Plans. We discussed this information during our November 2020 meeting but no additional information was available for us at tonight's meeting.

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**Cynthia Macluskie:** Motioned for De Freedman to send request on behalf of the committee concerning DDD Support Coordination to use technology as well as physical mean to make sure of the safety and security of members.

**Bernadine Henderson:** Seconded the motion.

**All those members in attendance replied “Aye”, there were no “Nay” votes. Motion carries. The request is below.**

#3. That DDD use technology (zoom, Google meet, etc.) to physically monitor DDD Group Homes and other congregate living arrangements to ensure that all DDD Members are safe. DDD Support Coordinators currently use technology to physically conduct well visits for DDD Members living in their own and/or family home.

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**Demonstration and training of IR electronic platform**

**Jeffrey Yamamoto** began by asking if the committee had received the email invitation to the Shared Drive on Dec 23<sup>rd</sup>, 2020 and the desk top guidebook for the shared drive. The committee agreed that they had. He went over the desk top guidebook with the committee. (Below is the Guidebook and Jeffrey demonstrated the Shared Drive for Incident Report with the committee in attendance)

**Desktop Guide**

**Using the shared drive to review Incident Reports (IRs)**



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**Overview:** This guide will help you to navigate how to log into the shared drive and how to view and comment on any of the Incident Reports (IRs) in your district. The IRs are already redacted so that all HIPAA information is removed. **The IRs you will review are confidential and ONLY current IOC Members are invited to view.** Confidentiality is still in place from your signed volunteer form to become a member.

The shared drive will allow you to view and comment on the IRs at any time. The loading of new IRs will be determined by the DDD staff, IOC Chairs, and available redacted IRs. DDD staff envision that this will be a continuous process so that there will always be current IRs to view and comment on.

**The Invitation:**

You will be invited to join the group in a shared drive via an email sent to you. The content of the email will look similar to the one below.

[???????@azdes.gov](mailto:???????@azdes.gov) has added you to DDD IOC D? shared drive.  
You can comment on files in this drive.

Shared drives is a space where teams can easily store, collaborate on, and access their files anywhere,  
from any device.

[Open shared drive](#)

**PLEASE** click on the [Open shared drive](#) to have the shared drive loaded to your computer/device.

***Requirements:** you will need to have either Google Chrome loaded on your device or another compatible platform to access the shared drive*

The system will typically ask which platform you wish to use. The best option is Google Chrome. If you have had Google Drive in the past it will load into your “Shared Drives” in your personal Google Drive. If you haven’t the link will show you what you need to do to load it.



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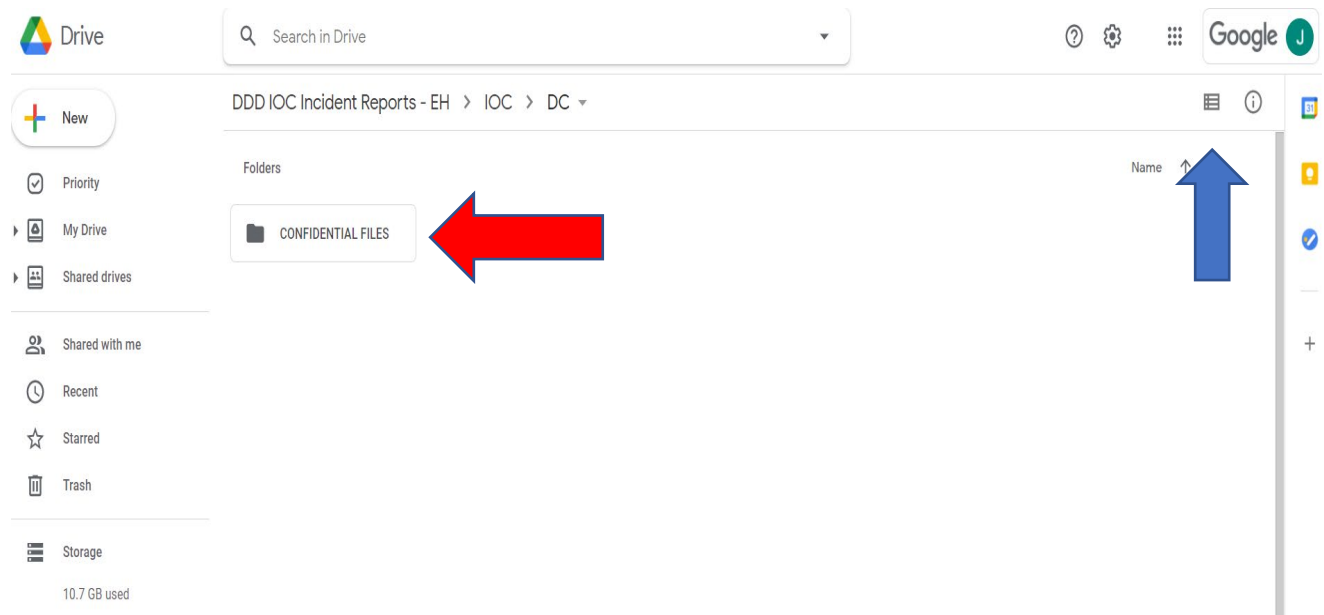
**Navigating the Shared Drive:**

Once logged into the shared drive, you will see your District area and a folder “Confidential Files”.

*The example below is for District Central (DC)*

If your screen is not set up in tiles you may click on the tile icon in the upper right-hand corner of the screen. (Blue Arrow) to view in the same configuration as this desktop guide.

**Double Click on the “Confidential Files” box to open the next screen. (Red Arrow)**





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The next screen will be the screen which shows the “Open”, “Closed”, or “Archived” folders.

*District Central is still being used for example. District East will have the additional folders for District A (ATPC)*

**Double Click on the “Open” folder categories, “Closed” folder categories, or previously viewed or older “Archived” folder categories.**

The screenshot shows the Google Drive interface. At the top left is the Drive logo. A search bar contains the text "Search in Drive". Below the search bar is a breadcrumb trail: "DDD IOC Incident Reports - EH > IOC > DC > CONFIDENTIAL FILES". Underneath, a section labeled "Folders" contains three folder icons with labels: "1-Open", "2-Closed", and "3-Archived". On the left sidebar, there are navigation options: "New", "Priority", "My Drive", "Shared drives", "Shared with me", "Recent", "Starred", "Trash", and "Storage" (with "10.7 GB used" below it).



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The next screen will contain the 14 Categories boxes and a “Question/comment” box when you choose either the “Open” or “Closed” box.

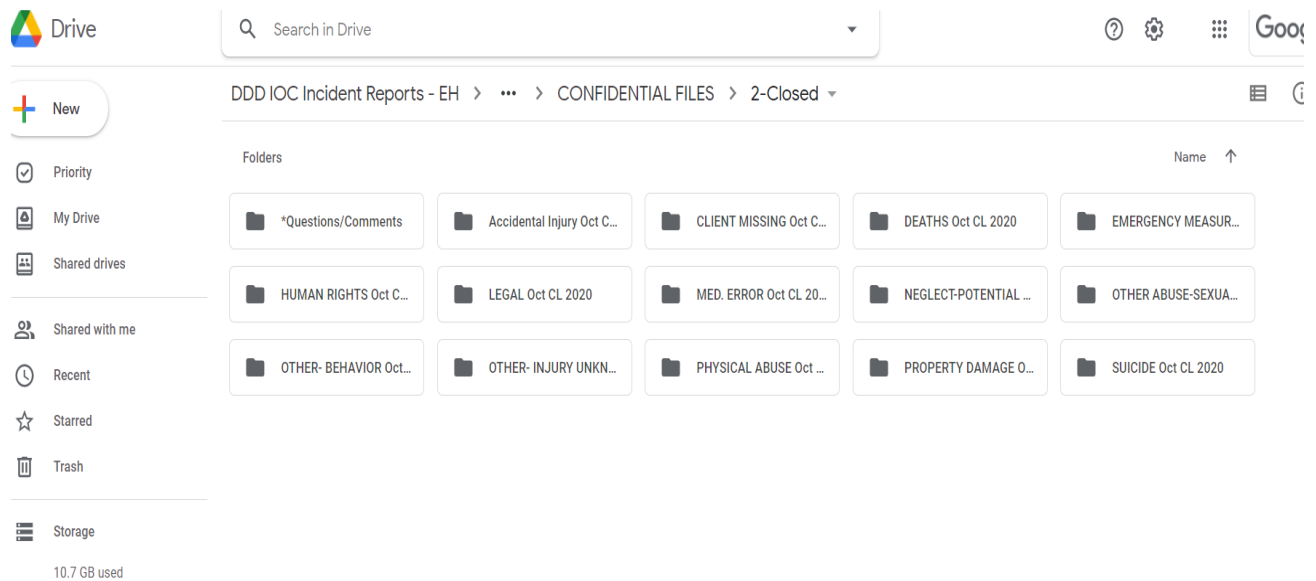
The “Archived” box will only show the folders and IRs from past categories, labeled by the month/year of the older IRs.

*Below is an example screen for “Closed” reports.*

The first box you will see is the “Question/Comment” box which will contain any IRs where there is a comment made by an IOC member. *(This box will be maintained by the DDD staff. You will not have the rights to move any files or folders in this shared drive environment.)*

The categories will be in alphabetical order and be labeled (Category, Month, Op/CL, and Year) see below the example for “Legal Oct CL 2020”

**Double Click on the category box you wish to review IRs.**







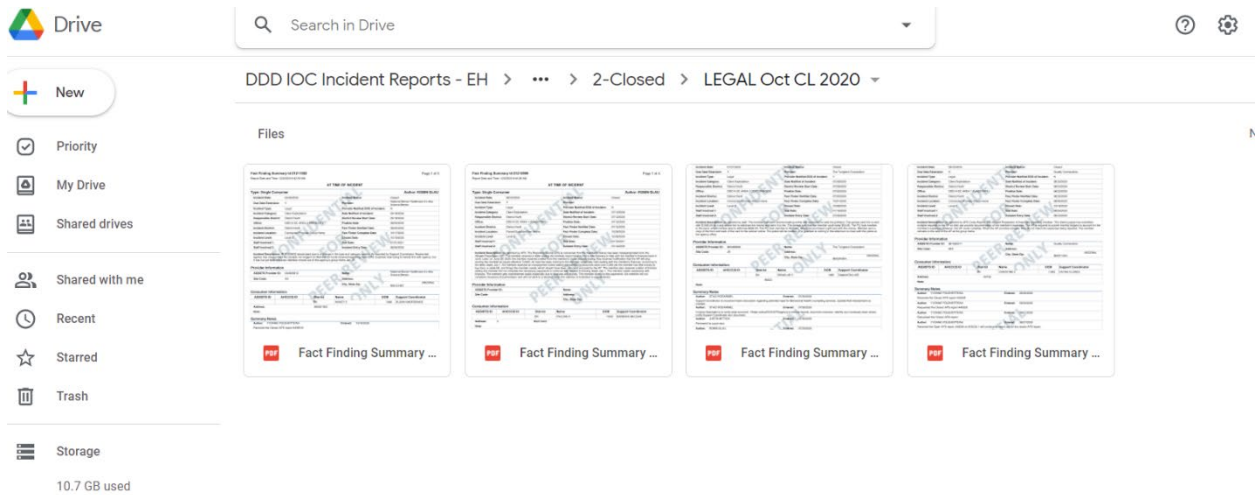
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The next screen will be the screen with all the available IRs in pdf format.

*Requirement: You will need a pdf viewer downloaded to your device to see the actual IR.*

*In this case, "Legal Oct CL 2020" has 4 IRs listed.*

**Double Click on the pdf box of the IR you wish to view.**





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The viewing and commenting of the IR will be the next screen.

You only need to view the IR in this manner to complete your task. There is no need to download or open with Google Docs. (just read/review with the black background)

You can review and scroll down the pages to read the entire report.

**IF there is No Concern** with the report then you will click on the “Comment” button (Bubble with plus sign) or (Red Arrow) and highlight the IR Fact Finding Summary Id #(Blue Arrow) with the mouse and “+” icon which will appear.

You will type “NC” (No Concern/Comment) in the text/comment box.

**IF there is a Comment or Concern** you will do the same as above except you will type your comment or concern in the text/comment box on the right side of the IR.

**Fact Finding Summary Id 21211582**  
Report Date and Time: 12/3/2020 9:42:59 AM

AT TIME OF INCIDENT

Type: Single Consumer		Author: ROBIN GLAU	
Incident Date:	02/05/2020	Incident Status:	Closed
Due Date Extension:	Y	Provider:	National Mentor Healthcare Inc dba Arizona Mentor
Incident Type:	Legal	Provider Notified DDD of Incident:	N
Incident Category:	Client Exploitation	Date Notified of Incident:	05/18/2020
Responsible District:	District North	District Review Start Date:	05/18/2020
Office:	DDD N SC AREA 2 PRESCOTT	Finalize Date:	06/05/2020
Incident District:	District North	Fact Finder Notified Date:	06/05/2020
Incident Location:	Contracted Provider Group Home	Fact Finder Complete Date:	10/17/2020
Incident Level:	Level 2	Closed Date:	10/19/2020
Staff Involved 1:		Due Date:	01/31/2021
Staff Involved 2:		Incident Entry Date:	06/05/2020

**Incident Description:** IR 21209632 deactivated due to a change in the type and category system. As reported by Support Coordinator: Residential agency has not provided the receipts nor ledgers for Member for funds received beginning April 2019. Guardian was trying to handle this with agency, but it has not yet been resolved. Member moved out of this agency's group home Jan. 31.

Provider Information		Name:	
ASSISTS Provider ID:	042893910	National Mentor Healthcare Inc dba Arizona Mentor	
Site Code:	AA	Address:	
		City, State Zip:	850121997 ARIZONA.

Consumer Information					
ASSISTS ID	AHCCCS ID	District	Name	DOB	Support Coordinator
		DN	NANCY S	1948	SUSAN NIKIFORAKIS
Address: 863051852					
Note:					

**Summary Notes**  
Author: YVONNE POLEHEPTEWA  
Received the Closed APS report #438510  
Author: YVONNE POLEHEPTEWA

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**Fact Finding Summary Id 21211582**  
Report Date and Time: 12/3/2020 9:42:59 AM

**AT TIME OF INCIDENT**

**Type: Single Consumer** **Author: ROBIN GLAU**

Incident Date:	02/05/2020	Incident Status:	Closed
Due Date Extension:	Y	Provider:	National Mentor Healthcare Inc dba Arizona Mentor
Incident Type:	Legal	Provider Notified DDD of Incident:	N
Incident Category:	Client Exploitation	Date Notified of Incident:	05/18/2020
Responsible District:	District North	District Review Start Date:	05/18/2020
Office:	DDD N SC AREA 2 PRESCOTT	Finalize Date:	06/05/2020
Incident District:	District North	Fact Finder Notified Date:	06/05/2020
Incident Location:	Contracted Provider Group Home	Fact Finder Complete Date:	10/17/2020
Incident Level:	Level 2	Closed Date:	10/19/2020
Staff Involved 1:		Due Date:	01/31/2021
Staff Involved 2:		Incident Entry Date:	06/05/2020

**Incident Description:** IR 21209632 deactivated due to a change in the type and category system. As reported by Support Coordinator: Residential agency has not provided the receipts nor ledgers for Member for funds received beginning April 2019. Guardian was trying to handle this with agency, but it has not yet been resolved. Member moved out of this agency's group home Jan. 31.

**Provider Information**

ASSISTS Provider ID:	042893910	Name:	National Mentor Healthcare Inc dba Arizona Mentor
Site Code:	AA	Address:	
		City, State Zip:	850121997 ARIZONA,

**Consumer Information**

ASSISTS ID	AHCCCS ID	District	Name	DOB	Support Coordinator
		DN	NANCY S	1948	SUSAN NIKIFORAKIS

Address: 863051852  
Note:

**Summary Notes**

Author: YVONNE POLEHEPTEWA  
Received the Closed APS report #438510  
Author: YVONNE POLEHEPTEWA

If there is a Comment or Concern with a particular IR, you will need to write down the Id number for the Incident Report. (the area you highlighted) (Blue Arrow)

To save the comment while viewing the pdf, you must click on the Comment Button (Red Arrow) and then you will see just the comment appear (without the blue comment button)

**Fact Finding Summary Id 21222189**  
Report Date and Time: 01/28/2020 10:18:28 AM

**AT TIME OF INCIDENT**

**Type: Single Consumer** **Author: ANDREW SABORI**

Incident Date:	09/03/2020	Incident Status:	Fact Finding Pending
Due Date Extension:	Y	Provider:	Alexander's Abilities, Inc.
Incident Type:	Accidental Injury	Provider Notified DDD of Incident:	Y
Incident Category:	No Medical Intervention	Date Notified of Incident:	09/04/2020
Responsible District:	District East	District Review Start Date:	09/04/2020
Office:	DDD E SC APACHE JUNCTION	Finalize Date:	09/06/2020
Incident District:	District East	Fact Finder Notified Date:	09/09/2020
Incident Location:	Community	Fact Finder Complete Date:	
Incident Level:	Level 3	Closed Date:	
Staff Involved 1:		Due Date:	05/20/2021
Staff Involved 2:		Incident Entry Date:	09/04/2020

**Incident Description:** As reported by DTA on 9/4; on 9/3 during transport, member slid out of his seat in the van and got on the floor. Staff 1 (driver) took the next available off the freeway and when it was safe, staff 1 pulled over; Staff 2 assisted member back into his seat. Transport resumed without further incident.

**Provider Information**

ASSISTS Provider ID:	860683493	Name:	Alexander's Abilities, Inc.
Site Code:	BD	Address:	
		City, State Zip:	852078333 ARIZONA,

**Consumer Information**

ASSISTS ID	AHCCCS ID	District	Name	DOB	Support Coordinator
		DE	KEVIN C	/1988	ANNE HOFFMANN

Address: AZ 851197756  
Note:

**Summary Notes**

Author: AWILDA JONES  
IR received from SC and forward to factfinder  
Author: LEANN REILLY  
Assignment acknowledged by RN



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**To Exit** You will need to verify that there is no longer the blue comment box under your comment, like the example below and then **click on the left pointing arrow at the top left corner of the screen (Green Arrow)**. This will bring you back to the pdf versions of the IRs for that category.

**PLEASE ONLY** send a list of the IR numbers you wrote **Comments/Concerns** to your assigned liaison or DDD staff person. Please do not send those IR numbers with “NC” in the comments.

Once the IR number is received by DDD, the comments or concerns will be copied from the IR and pasted into a spreadsheet and sent to Quality Improvement for their responses.

The Commented IR will be moved from the individual Category box to the “Questions/Comments” box until informed by the committee it has been resolved to their approval.

All finished and reviewed category folders along with all their individual “N/C” IRs will be placed into the “Archived” box. The folders and IRs in the “Archived” box can be accessed by the IOC member at any time.

The committee chair can also inform their DDD IOC liaison in writing on those categories which will not be reviewed and ask to move those folders into the “Archived” box to be reviewed at any time by their members.



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Unreviewed or uncompleted category folders and their IRs will be left in the Shared Drive until they are either completed, or the committee chair ask to have them moved to the “Archived” folder in writing.

Jeffrey Yamamoto gave some common answers to questions:

**Will the archived folders always be available:** Yes, they will be available at any time.

**How will the comments be conveyed to the liaison:** A Google sheet will be downloaded into the Question/comment box and the IR number and Question needs to be placed there. They will be sent to Quality for their response before the next meeting date.

**How will the committee member know if there are new files to review:** unable to answer this question at this time, but ideally there will be a constant feed of new IRs coming in so the member will always have some reviewing.

**Can the larger categories be broken up to be assign so one person doesn’t have to review a whole category:** It is quite possible to break up the folder when the liaison has the assignment listing.

**New invitations for the link resent to them:** He said he would ask IT to resend them.

**Discussion of Membership for the IOC**

**This topic was not discussed during this meeting.**

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

**Jeffrey Yamamoto:** Discussion of Behavior Plans will probably be found on the same Shared Drive. Jeffrey is working with the Head of PRC to make arrangements for the Behavior Plans prior to the meeting be available for review on the Shared Drive in its own area. Design of the format is still in development.

For Oct IRs, the Committee members have been given 862 incident reports in the Shared Drive. This included 149 open and 713 closed reports.

Type	Open	Closed
Accidental Injury	<b>0</b>	<b>75</b>
Consumer Missing	<b>9</b>	<b>15</b>
Deaths	<b>1</b>	<b>6</b>
Emergency Measures	<b>4</b>	<b>30</b>



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Human Rights	2	3
Legal	5	0
Medication Errors	29	86
Neglect	28	17
Other Abuse	3	2
Other Behavior	27	265
Other Hospitalization, Unknown injury	28	202
Physical Abuse	11	5
Property Damage	2	3
Suicide	0	7
<b>TOTALS</b>	<b>149</b>	<b>713</b>

The IRs will be divided next meeting by the chair.

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

Number of Behavior Plans turned in by IOC Members: 0

The Program Review Committee (PRC): None.

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**Adjournment(s)**

**De Freedman** adjourned those not participating in the Shared Drive Training to be released from the meeting at 6:58 pm.

**De Freedman called for a motion to adjourn the meeting at 7:55pm**

**Bernadine Henderson:** Motioned to adjourn the meeting.

**Pat Thundercloud:** Seconded the motion

**The Motioned carried with all present saying “Aye” and no “Nays”**

The next District West IOC meeting will be held on Wednesday February 23<sup>rd</sup>, 2021 at 5:30 pm. Will be virtual meeting should COVID-19 concerns still be in effect.