



**Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, January 25th, 2021 – 10:00 AM to 12:00 PM**

Call to Order

Meeting called to order by Committee Chairperson, **Karen Van Epps**. The date is January 25, 2021 at 10:03 am. **The meeting took place Virtually due to COVID-19.** Physical location when meetings resume in person will be at 4400 N Central Ave, Ste 900, Phoenix, AZ 85012.

Welcome and Introductions

Attendance Virtually:

- **Karen Van Epps**
- **Carol McNulty**
- **Mandy Herman**
- **Sherry Wilhelmi**
- **Eva Hamant**
- **Marlene Riggs**
- **Lisa Witt**

Attendance by Phone:

- **Eduarda Yates**
- **Linda Mecham**
- **Heidi Reid-Champigny**

Absent:

- **Andrea Potosky**
- **Debbie Stapley**

Public in Attendance:

- **None**

Health Plan Liaisons:

- **Sophie Stevenson** (United Healthcare)

ADOA:

- **Larry Allen** (ADOA liaison)

DDD:



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- **Jeffrey Yamamoto** (IOC Liaison)
- **Octavia Lamb** (IOC Liaison)
- **Richard Kautz** (DDD Chief Advocate)
- **Leah Gibbs** (DDD OIFA Administrator)
- **Michelle Pollard** (National Core Indicator (NCI))

Call to Public

There were no members of the public on the call

ADOA Updates

Larry Allen Update on the IOC questions about agencies, policies, or programs that the committees submit a written request to the IOC liaisons and Larry Allen. So that all concerns, questions, and outcomes can be tracked, and the agency will provide a written response in a timely manner. Then the IOC members can take a vote and submit a recommendation to the agency or appeal the decision at their next calendar meeting.

Larry Allen thanked the committee for submitting their year report for the 2019-20 year. The 2020-21 end of year reports are back on state fiscal year and to be started in July/2021 and submitted by October/2021.

Health Care Liaisons Update

Sophie Stevenson No updates currently

Eva Hamant How can members keep track of how much money is on the Healthy foods card? And do Group home members receive the healthy foods card?

Sophie Stevenson This will come from the dual special needs plan and Sophie will follow up on this answer and will email the committee members separately on how to track the funds on the card and can provide education as well.

No updates from Mercy Care



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DDD Staff Updates

Jeffrey Yamamoto Introduced the new IOC Liaison Octavia Lamb

Leah Gibbs The Public Health Emergency Plan related to COVID-19 has been extended to April 21, 2021. Respite services was maximized to 720 hours until the end of the Respite year September 30, 2021. Home Delivered Meals was extended until April/2021. It was discussed with the Business Operations Department to implement the mileage reimbursement for committee members and will inform the committee when this is finalized.

Leah Gibbs continued to inform about Townhall meetings, and they are held on the first Thursday evening of each month and the next meeting is scheduled on February 4, 2021. The link to the Townhall is on the DDD website. An example of a service provided by the Public Health Emergency Plan is a parent being paid as a direct care worker for their minor child and it is scheduled to end on March 12, 2021 and a request has been made to extend this.

Richard Kautz No updates currently

Michelle Pollard Update on Prop. 207 is open for public comment. She encouraged that members attend the next Townhall meeting scheduled for February 4, 2021. This meeting will have participation from HSRI who work closely with NCI and they are from the national level and want to hear all concerns and questions because they take all the information and combine all the information provided with all the US states to allow for legislative change.

Karen Van Epps Is Article 9 revised? And ready to be sent out?

Jeffrey Yamamoto and Richard Kautz There are no new updates on Article 9 and the current Article 9 is still in place and as soon as new revisions go out for public comment then all committees will receive notification.

Update of COVID-19 numbers in Group homes

Leah Gibbs DDD continues to have an increase in members testing positive for COVID-19 and updates are provided on the DDD website. COVID-19 numbers as of the week of January 18, 2021, there are a total of 4,880 members 2, 213 test positive for COVID-19 and a total of 63 members passed away. 24 of those members lived in a family home or lived in their own home and 39 lived in a licensed setting. 169 new cases were recorded for this same week.

Eva Hamant Are they going to put individuals with Disabilities on the COVID-19 list?

Leah Gibbs DDD has been working with Physician Dr. Lin Branan who is part of a work group who is advocating for individuals that are Long-term care eligible to be included in one of the groups, but



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it has not occurred yet. All members that are in a DDD group home are part of Phase 1A as well as all direct care workers.

Karen Van Epps Does Arizona plan on getting more vaccines? Because it was stated that the Federal government was refusing them?

Leah Gibbs did not have any information on this but will follow up with that information from the team.

Investigations from Dr. Peterson

Karen Van Epps DDD has a doctor named Timothy Peterson who is the acting director of quality management and she proposed to him that there will be an independent report done with DDD and follow up with serious incidents with DDD staff going out to vendors to investigate incident reports. She is waiting for a response from James Mayo

Redactions Legal Standings Discussion

Linda Mecham reviewed a memo from an IOC meeting that was held with Leah Gibbs, Senator Barto and others recently. The Discussion was about the legal issue on letters K and I in Statute 3804. The IOC are an official government body, and the redaction is not a conflict according to the legislative memo. If DDD members sign a form (Acknowledgment of Publications Information) in their Planning document that they understand that IOC and PRC will have access to their personal information in the performance of official duties. There are two ways that should not be an issue for committee members. 1) the IOC's are official government body and 2) the DDD member is giving permission to have access their planning documents.

Linda Mecham continues to say that Senator Barto is working with committee members on this issue and DDD is aware of this and Leah Gibbs stated that their hands are tied per Letter K, and DDD and the committee members are going to come up with a way to work together. There was a comment that was made "Committee members are only volunteer's" and this was very offensive to the members.

Linda Mecham If Direct care works have access to all the information unredacted and the direct care staff loses their job or get fired for revealing confidential information, then they lose the ability to work somewhere else, but committee members it is not a severe violation. 1) DDD does not have a blacklist where they keep track of direct care workers who have been fired and these same workers go from agency to agency taking the information with them. 2) Committee members when they had all the information and knew who the workers were by their last name, which group home or Day program they worked for and they noticed trends amongst themselves they resulted in some



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discoveries that changes needed to be made within those agencies because they had more information. Lastly, Committee members do have permission stated on the DDD members planning document and all members have signed confidentiality agreements and they all have fingerprint clearance.

Sherry Wilhelmi Would it help if the committee made a motion that they need that information to do their jobs effectively?

Linda Mecham No it would not because it is stated in the law that they would need to submit in writing why they need the requested information.

Richard Kautz If there is a specific planning document or incident report that you need more information on, there is a process that is followed for requesting additional information through Richard Kautz or ADOA.

Linda Mecham the other concern is they are just receiving October incident reports and we are in the Month of January and the reason why the incident reports are late is because the reports still have to be redacted and therefore are not timely. The point of this redaction memo is to give the committee an update on what has been said, what is going on and what the concerns are, that they are still moving forward and that they are dealing with what they have received.

Updates from Statewide

Karen Van Epps stated that at the statewide they discussed the annual report and Senator Barto used District Central report for legislation she will be proposing. DDD needs to develop a complex care unit because Senator Barto feels its important to develop appropriate long term care homes for people with behaviors. There are no Parent support groups any more.

Richard Kautz and Jeffrey Yamamoto went over an overview of what was discussed at statewide, COVID-19 numbers update was provided, vaccine dissolution, The new Aug comm. procedure with the health plans, Prop. 207 open for public comment. There is a temporarily rate book for direct care workers, and support coordination planning meeting being held virtually.

Demonstration and training of IR electronic platform

Jeffrey Yamamoto: He started off by discussing the original process of receiving incident reports and the difficulties with the paper format of how the committees were receiving the incidents reports. There was a beta testing done with the Google shared drive and it is ready to be rolled out to all the committees. Jeff asked if the committee had received the email with the desk top guidebook for the new sight? Some of the committee members could not open the email or did not receive the email



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from December 23,2020. Jeff informed the committee when new files are available and how to record the comments that they have. These will be answered during the presentation. He went over the desk top guidebook with the committee. (Below is the Guidebook and Jeffrey went over it page by page)

Desktop Guide

Using the shared drive to review Incident Reports (IRs)

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 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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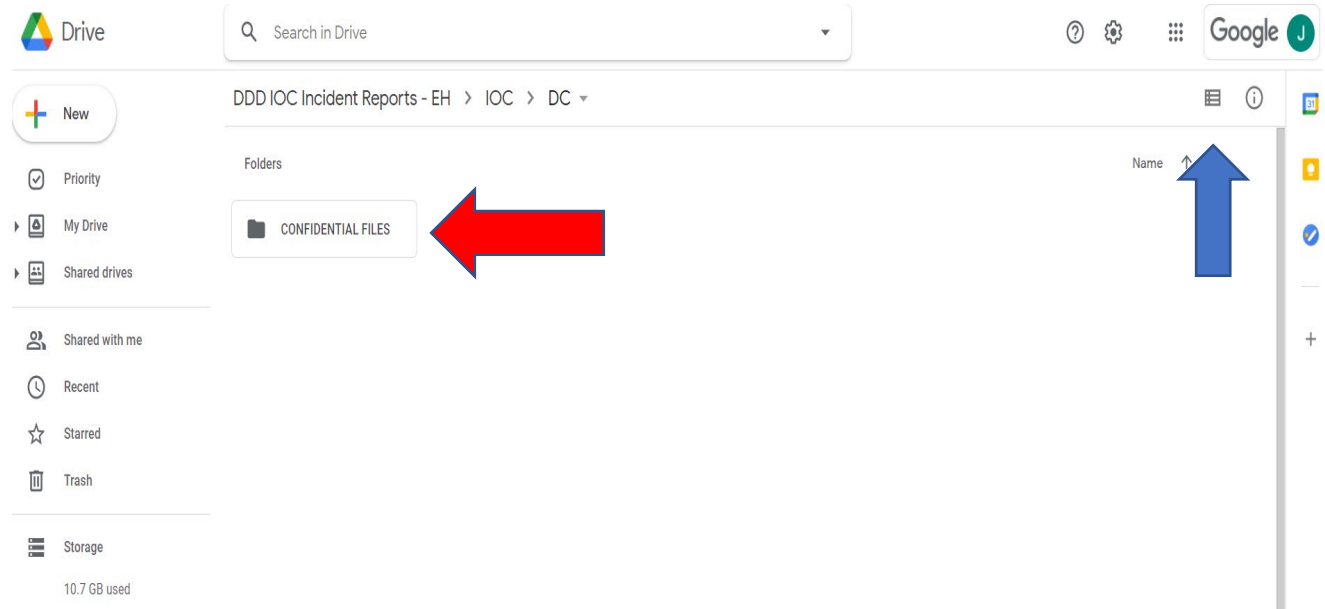
Navigating the Shared Drive:

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". At the bottom of the sidebar, it indicates "10.7 GB used".



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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.

The screenshot shows a Google Drive interface. The breadcrumb path is 'DDD IOC Incident Reports - EH > ... > CONFIDENTIAL FILES > 2-Closed'. The main area displays a grid of 14 folders under the heading 'Folders'. The folders are arranged in three rows and five columns (with the last cell empty). The folders are: Row 1: *Questions/Comments, Accidental Injury Oct C..., CLIENT MISSING Oct C..., DEATHS Oct CL 2020, EMERGENCY MEASUR...; Row 2: HUMAN RIGHTS Oct C..., LEGAL Oct CL 2020, MED. ERROR Oct CL 20..., NEGLECT-POTENTIAL ..., OTHER ABUSE-SEXUA...; Row 3: OTHER- BEHAVIOR Oct..., OTHER- INJURY UNKN..., PHYSICAL ABUSE Oct ..., PROPERTY DAMAGE O..., SUICIDE Oct CL 2020. The left sidebar shows navigation options: New, Priority, My Drive, Shared drives, Shared with me, Recent, Starred, Trash, and Storage (10.7 GB used).



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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.

The screenshot displays the Google Drive interface. On the left is a navigation sidebar with options: New, Priority, My Drive, Shared drives, Shared with me, Recent, Starred, Trash, and Storage (10.7 GB used). The main area shows a breadcrumb path: DDD IOC Incident Reports - EH > ... > 2-Closed > LEGAL Oct CL 2020. Below the path, the word 'Files' is centered. Four PDF thumbnails are visible, each titled 'Fact Finding Summary ...'. Each thumbnail contains a large, diagonal watermark that reads 'CONFIDENTIAL - FOR REVIEW ONLY'.



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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 21211582.pdf

Open with Google Docs

Fact Finding Summary Id 21211582

Report Date and Time: 12/3/2020 9:42:59 AM

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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

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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

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

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:	09/08/2020
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

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 G	/1968	ANNE HOFFMANN

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 and Review of Incident Reports and Behavioral Plans

For Oct IRs, the Committee members have been given 667 incident reports in the Shared Drive. This included 80 open and 587 closed reports.

Type	Open	Closed
Accidental Injury	18	84
Deaths	0	10
Emergency Measures	8	37
Human Rights	4	4
Legal	2	3
Medication Errors	3	63
Missing	5	11
Neglect	13	21
Other Abuse	0	10
Other-Behavior	15	214
Other -Injury unknown	3	112
Physical Abuse	8	9
Property Damage	0	0



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Suicide	1	9
TOTALS	80	587

The desired IRs will be divided by the chair and equally distributed amongst the members.

Number of Questions for QIM: **None**. members of the committee will send the incident reports questions to the DDD Liaisons **Jeffrey Yamamoto and Octavia Lamb**.

Jeffrey Yamamoto: Discussion of Behavior Plans will probably be found on the same Shared Drive. The committee has requested that Behavior Plans do not be added to the shared drive but to continue sending them in paperwork format

Roundtable reports from members

Carol McNulty would like a follow up from DDD revenue about billing concerns for those living in DDD licensed settings.

Eva Hamant stated that they have to raise the issue with a written motion stated by Larry so that they put a time limit on it and if they do not write a letter than DDD does not to follow up on their issue, but if they put the motion in writing Larry has to follow up within a time frame.

Voting for Inconsistency of billing for room & board for DDD members

Linda Mecham- Motioned to request that the DDD IT department investigate and update the billing software for the purpose of consistent month to month billing from DDD to members for room & board

Sherry Wilhelmi - Seconded the motion.

All present members agreed by “aye” and no “nays”

Linda Mecham update on electronic visitation from support coordination and an update from DDD on the progress.

Sherry Wilhelmi would like a follow up on pain scale for members with behaviors

Karen Van Epps would like an update on a Complex care unit information

IOC Liaison Update on letter for the motion on billing from the IT department.



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Adjournment

The meeting was adjourned by Karen Van Epps. The public meeting ended at 12:33 pm.

The next District Central IOC meeting will be held on February 22, 2021 at 10:00 am.
