



**Division of Developmental Disabilities
District South (Tucson) Independent Oversight Committee
Public Meeting Minutes Summary
Wednesday, January 27, 2021 – 2:00 PM to 4:00 PM**

Call to Order

Meeting called to order by Committee Chairperson, **Jessica Richards**. The date is January 27, 2021 at 2:05 pm. **The meeting took place Virtually due to COVID-19.** Physical location when meetings resume in person will be at 400 W. Congress Street Ste. 500, Tucson, AZ 85701.

Welcome and Introductions

Attendance Virtually:

- **Jessica Richards**
- **Bonner Raskob**
- **Lynne Tomasa**
- **Shereen Shoulders**

Attendance by Phone:

- **Christine Small**
- **Genevieve Valenzuela**

Absent:

- **Bianca Pimentel**
- **Tyler DeMers**

Public in Attendance: **None**

Health Plan Liaisons:

- **Sophie Stevenson** (United Healthcare)
- **Vera Kramarchuk** (Mercy Care)

ADOA:

- **Larry Allen** (ADOA liaison)

DDD:

- **Jeffrey Yamamoto** (IOC Liaison)
- **Octavia Lamb** (IOC Liaison)
- **Leah Gibbs** (DDD OIFA Administrator)
- **Richard Kautz** (DDD Chief Advocate)
- **Joe Jensen** (QI Supervisor)



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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 within 21 days. Then the IOC members can take a vote and submit a recommendation to the agency or appeal the decision at their next calendar meeting.

Q: Please give an example on what committee questions or issues that should be voted on?

A: example would be if there is an issue with a pharmacy such as mistakes, or a particular member and see an incident constantly on the same member, then a question can be elevated by the committee.

Bonner Raskob These can be systemic issues as well as individual concerns as well?

Larry Allen Yes.

Jeffrey Yamamoto individual and systemic issues should be discussed at committee meetings and hopefully a resolution will occur at the meeting before being elevated to the IOC liaison and Larry.

Larry Allen the fourth and final meeting for abuse and neglect is coming up in the first quarter for 2021 and it will help carry a platform to keep communication with all the chairs and meet with each other and break down those barriers with all the committees. It is greatly appreciated that Tucson submitted their year end report.

Health Care Liaisons Update

Sophie Stevenson Informed the committee that the new Aug. Comm. transition went into effect on January 1, 2020. Sophie asked the committee if they have heard any feedback from the community on the new transition. If there are any feedback to email the IOC liaison and the IOC liaison will email to Sophie the feedback.

Vera Kramarchuk, had no updates for the committee at this time.



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Updates from Statewide meeting

Bonner Raskob Provided an overview of what was discussed at the Statewide meeting. It was discussed about COVID-19 numbers and were the DDD members stand as the numbers are low. Respite hours have been increased from 600 to 720 until September 30, 2021 and the Home Delivered meals program has been extended. Also discussed the electronic platform which all the committees are excited about the roll out.

Updates from DDD Staff

Leah Gibbs recently the Department of Health & Human services extended the Public Health Emergency Declaration until April/2021. Letters have been sent out to each of the state governors notifying them that the expectation is because of COVID-19 that there will be an extension until the end of the year. Respite hours was extended to 720 for those who qualify for it until September 30, 2021. Home Delivered meals was also extended until April 30, 2021. Parents that are getting paid as direct care workers for their minor children was set to expire March 12, 2021 but there is also an expectation that this will be extended as well.

Leah Gibbs continued to say All of DDD group homes, developmental homes, and Home and community-based provider agencies are required to submit an incident report directly to DDD if a member tests positive for COVID-19. DDD is also part of a data sharing program called Health information exchange that any laboratory who has any COVID-19 test results will share the data in this exchange database and identify DDD members who have tested positive for COVID-19. On the DDD website it states the data of positive test results for DDD members and if the members lived in a DDD licensed setting or in their home.

Leah Gibbs DDD data is as of this meeting DDD has 44,880 members of those 39, 881 live in their own home or with their families and 4,999 lives in a DDD licensed residential setting. 2,381 DDD members have tested positive for COVID-19 and 1,367 of those members live in their own home or with their families and 1,014 live in a residential setting. 66 members have passed away from COVID-19 and 25 of them lived in their own home or with family and 41 lived in a licensed residential setting. The week of January 12th there was an increase of 220 new positive cases were identified. The week of January 19th there were 169 new cases the week of January 26th there were



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168 new cases. There numbers have been decreasing and is hoping that the rest of the state will decrease as well.

Q: Are the members having an easier time accessing vaccinations

A: there are many vaccination sites all over the state, there is no mobile lab that go into the homes to do testing, but no complaints have been reported that someone needed access to testing, and they were not able to get it.

Q: what resources are out there to help DDD members and staff stay updated on what's going with COVID-19 that live in group homes?

A: DDD has regular meeting with the provider community and updates are provided on a regular basis. Recently the CDC made changes to their quarantine criteria of those who contracted the virus or tested positive for the virus. The state of Arizona just adopted these criteria and updated it as of January 25,2021 and keep it current as much as possible.

Leah Gibbs The Department of Health services have identified 3 different phases of rolling out the vaccine for COVID-19 in Arizona. For DDD members under Phase 1A were included if the lived in a long-term care facility and every direct care worker. They go online to schedule their vaccine.

Q: Do people working in the group homes have a choice to be vaccinated or not?

A: Right now, there is not a mandate that says you must get a vaccine and there has been discussion on if staff chooses not to get vaccinated if it is appropriate to tell other staff in that group home that they have chosen not to get vaccinated without violating privacy laws.

Joe Jensen There are no updates currently regarding incident reports

DDD public comment on Prop. 207

Jeffrey Yamamoto Prop 207 came into law as of January/2021 the recreational use of marijuana. DDD had a meeting with some committee members and what should be put in policy for DDD. The policy is on the DDD website for public comment until February 3, 2021 the public can comment on members being able to have marijuana at the group or development homes properties.



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Training and Rollout of the Google Shared Drive

Jeffrey Yamamoto asked if the committee had received the email with the desk top guidebook for the new sight? The committee agreed that they had but some stated that they had difficulty opening the email. 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



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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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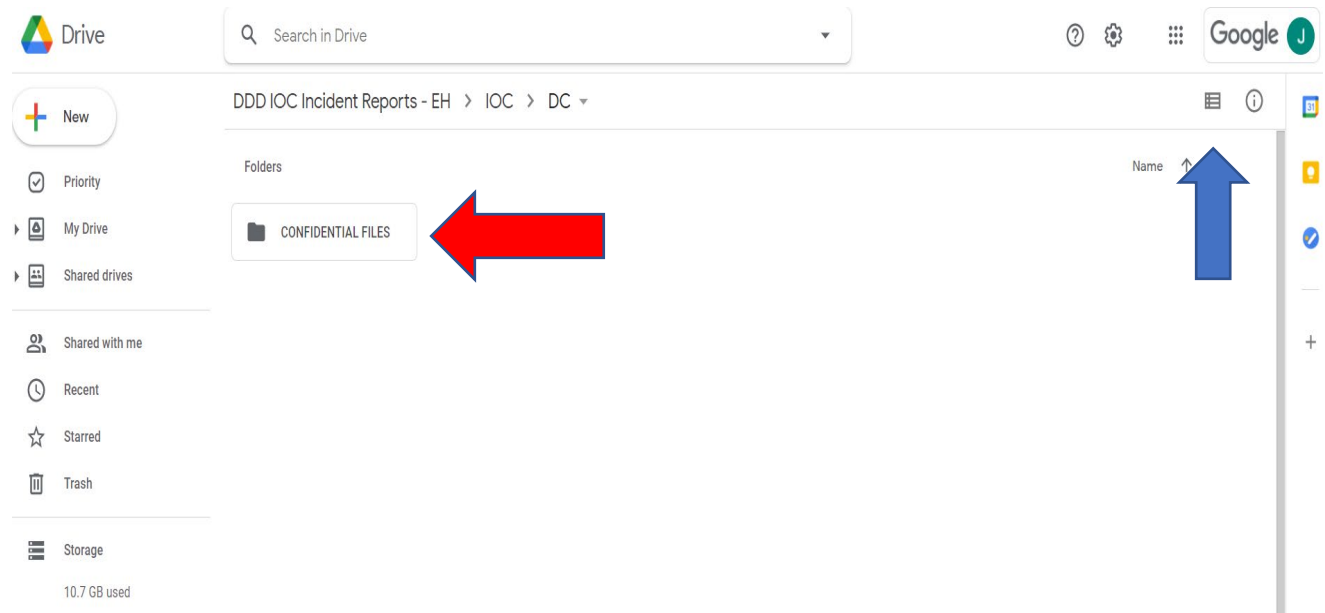
Navigating the Shared Drive:

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 is located at the top right. Below the search bar is a breadcrumb trail: 'DDD IOC Incident Reports - EH > IOC > DC > CONFIDENTIAL FILES'. Underneath the breadcrumb trail, there is a section labeled 'Folders' containing three folder icons: '1-Open', '2-Closed', and '3-Archived'. On the left side of the interface, there is a sidebar with various 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 displays a Google Drive interface. At the top, there is a search bar labeled "Search in Drive" and a "Google" logo. Below the search bar, the breadcrumb path reads "DDD IOC Incident Reports - EH > ... > CONFIDENTIAL FILES > 2-Closed". The main content area shows a grid of 14 folders, each with a folder icon and a name. The folders are arranged in three rows. The first row contains: "*Questions/Comments", "Accidental Injury Oct C...", "CLIENT MISSING Oct C...", "DEATHS Oct CL 2020", and "EMERGENCY MEASUR...". The second row contains: "HUMAN RIGHTS Oct C...", "LEGAL Oct CL 2020", "MED. ERROR Oct CL 20...", "NEGLECT-POTENTIAL ...", and "OTHER ABUSE-SEXUA...". The third row contains: "OTHER- BEHAVIOR Oct...", "OTHER- INJURY UNKN...", "PHYSICAL ABUSE Oct ...", "PROPERTY DAMAGE O...", and "SUICIDE Oct CL 2020". On the left side, there 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 top right corner shows a "Google" logo and a "Goo" logo.



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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 shows the Google Drive interface. At the top, there is a search bar with the text 'Search in Drive'. Below the search bar, the breadcrumb path is 'DDD IOC Incident Reports - EH > ... > 2-Closed > LEGAL Oct CL 2020'. The main area displays four PDF files, each with a red 'PDF' icon and the title 'Fact Finding Summary ...'. The left sidebar contains 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 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
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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:	[Redacted]	Due Date:	01/31/2021
Staff Involved 2:	[Redacted]	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:	[Redacted]
		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: 02/28/2020 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:	[Redacted]
Incident Level:	Level 3	Closed Date:	[Redacted]
Staff Involved 1:	[Redacted]	Due Date:	05/20/2021
Staff Involved 2:	[Redacted]	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:	[Redacted]
		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.

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

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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
Responsible 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

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	/1985	ANNE HOFFMANN

Address: AZ 851107756
Note:

Summary Notes

Author: AWILDA JONES
IR received from SC and forward to factfinder
Entered: 09/30/2020

Author: LEANN REILLY
Assignment acknowledged by RN
Entered: 10/10/2020

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.

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.



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Jeffrey Yamamoto answered the following questions during the training:

Q: Will incident titles that are assigned to the committee member be labeled with committee member name?

A: Yes, Committee chair will email IOC liaison a list with committee members names assigned to which incident title and will be alphabetized by first name.

Q: If the committee had a comment, how will this be communicated to the IOC liaison?

A: There will be a Google excel spreadsheet labeled questions and comments. Members will copy and paste comment or question on the spreadsheet along with the fact-finding id# and the IOC liaison will check this spreadsheet weekly.

Q: When reviewing an incident report, will the fact-finding id# always be highlighted?

A: If the incident has been reviewed then, Yes, that is the indication that that the incident report has been reviewed and highlight in red.

Q: If the committee members wanted to talk to each other about an incident report how will they contact each other to review an incident?

A: Committee members can call, email, or create a google meets to review the incident in question.

Q: When new incident reports are loaded in the Drive will they be uploaded in a separate folder or in the same Open folder?

A: New incidents will be uploaded in the same open folder, but it will but in by month.

Discussion and Review of Incident Reports and Behavioral Plans

The committee members reviewed 616 closed incident reports. The District South (Tucson) IOC will review all the closed reports pursuant to an agreement with members of leadership on both committees. There were no Behavioral Plans given at this time.

Type	Closed
Accidental Injury	115
Deaths	0
Emergency Measures	5
Human Rights	3
Legal	5
Medication Errors	121
Missing	6
Neglect	25
Other Abuse	12
Other-Behavior	150
Other -Injury unknown	154
Physical Abuse	12
Property Damage	6
Suicide	2



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TOTALS	616
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The desired IRs was left up to the chairs to decide if they wanted to equally distribute amongst the members or do them together.

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**.

Number of Behavior Plans turned in by IOC Members: **None**. There is a plan to have the Behavior Plans uploaded on the electronic platform.

Adjournment

The meeting was adjourned by Jessica Richards. The public meeting ended at 3:50 pm.

The next District South –Tucson IOC meeting will be held on February 24, 2021 at 2:00 pm.
