



**Division of Developmental Disabilities (DDD)  
District East Independent Oversight Committee (IOC)  
Meeting Minutes & Action Items  
Wednesday, October 9<sup>th</sup>, 2019 – 5:00 PM to 7:00 PM**

**Call to Order**

Meeting called to order by Committee Chairperson, **Suzanne Hessman**. The date was October 9<sup>th</sup>, 2019 at 5:04 pm. The address of the meeting was 120 W. 1<sup>st</sup> Ave Mesa AZ 85210

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**Welcome and Introductions**

- Attendance in Person: **Suzanne Hessman, Elizabeth Bird, Cynthia Elliott, Lindy Fisker, Cherrie Floyd, Jennifer Horton**
  - Attendance by Phone: **Cathryn Whalen, Tonia Schultz, Kin Counts**
  - Absent: **Tammy Leeper, Jill Wilson, Susan Kingsbury, Sheri Reed, Mindee Stevenson, Sarah McGovern**
  - Public in Attendance: **None**
  - Arizona Department of Administration (ADOA) on phone: **Veronica Peralta, ADOA IOC Liaison (by Phone)**
  - DDD: **Jeffrey Yamamoto, DDD IOC Liaison. Michelle Pollard DDD Core indicator (by phone)**
  - **The Committee, DDD and ADOA Employee** introduced themselves.
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**Call to Public**

**There was no public in attendance.**

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**ADOA Updates**

**Veronica Peralta** began by stating that the ADOA operations manual for the IOCs is now closed for public opinion/comment. The draft manual is being revised and will be in front of the ADOA Director soon. The final operations manual will follow soon after. Business cards for each of the IOCs are available if the committee chooses to order some. **Suzanne** asks when the anticipated time for manual to be approved. Veronica stated she is unsure on a timeline.

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**IOC manual discussion**

**Suzanne Hessman** asked the committee if there were any comments they had made to the manual. There were no comments made.

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**DDD IOC Liaison Updates**

**Jeffrey Yamamoto** began with the Town Hall update and flier he had out in their meeting packet. He reminded them this is the results of the prior town halls throughout the state. Also, Leah Gibbs will oversee the Office of Individual and Family Affairs (OIFA), along with the Housing Engagement Resources and Opportunities (HERO) unit will be in charge of working with the DDD IOCs. Jeffrey also introduced Lorie Ray and Paul De Frances as speakers from Support Coordination. They were invited to answer questions that the committee asked for last session.

**Lorie Ray** introduced herself as a Mesa unit Support Coordination Supervisor and **Paul De Frances** as a support coordinator. Some questions were sent to Lorie prior to the meeting to answer and to get a feel of what the committee was looking for. **Suzanne Hessman** began by asking about the basic information about the support coordinators (SC). Paul informed that he has 50+ members he serves and makes sure they are safe and are being served with the right services to help them lead productive lives. He sees the members every 90 days and makes sure the Planning Document is correct for the individual. If a Behavior Plan is needed it's updated every year. Since the SC are not trained in behavior health it's important to understand that getting referrals can be difficult for SCs to get done. With the Regional Health Behavioral Authority (RHBA) no longer helping DDD then it's up to DDD SCs to recommend behavioral health screening services based on their limited scope of training. Much of the training comes from "On the Job" training and working with their supervisors on the correct course of actions. Paul used many real-life situations to illustrate the use of his time and strategies to work with the members. Lorie stated that the SCs are Home and Community Based Services (HCBS) and are not medically or behavior clinicians. Therefore, it's not easy to do the SC job. They can make referral for medical case manager to the Health Liaisons for both medical plans if they feel the member needs one. When a member turns 18 many behavior health benefits dry up and are difficult to obtain for adults. **Kin Counts** asks if there are any liabilities that SC have for not making referrals? Lorie and Paul answered that there are not. **Cynthia Elliott** asks how is the training for SC? Paul answered that the basic is ok for the information, but it is up to the individual and the supervisor to find the best way to train for knowledge. New on-boarding personnel has been identified to help with the hiring, training and retention of SCs. Hopefully this will have an impact on the retention of SCs. Paul mentioned that the number one reason for quitting is the pay per hour ratio. Not enough pay for the hours needed to perform the job well. **Suzanne Hessman** asked how well supported does SC feel from upper management? Paul gave examples of both good and poor support of leadership. Lorie is hopeful of the recent change in leadership and she will continue to push up concerns to management from the SCs. **Kin Counts** brought up that why are there so many SCs and the level of understanding vary greatly, there is no consistency for their members. Both Lorie and Paul agree that the member needs the consistency of only one SC, but it is near impossible to be good at only the single level of support coordination and not be recognized to move up and away from support coordination. Too many are promoted and or leave because of their knowledge. **Jeffrey Yamamoto** asked how often do SC or their Supervisors get questions or concerns from the IOC? They answered that they do not receive many at all. Quality Improvement (QI) has been doing a



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good job in looking for the answer in the complete notes from the report. The supervisors are constantly asking SCs to keep an eye on their incident reports and update with any new information. Jeffrey also gave example of QI being able to look at the more informative scope notes and give valid answers from the complete report.

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**Review of Reference information.**

**Suzanne Hessman** began by stating the references that Jeffrey forwarded to the committee were dated but some of the material is valid and the information of the acronyms are helpful. She asked if there were any comments about the reference materials. **Lindy Fisker** replied that it was very helpful.

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**Annual Report Discussion.**

**Suzanne Hessman** mentioned that the annual report is upcoming and if anyone had any information which needed to be on the report? She informed the committee of the required information that needs to be on the report from the draft version of the IOC manual. First the reporting period had changed from calendar year to a fiscal year. The report is due to ADOA on November 1<sup>st</sup>. Jeffrey gave direction on where to find the annual report for the statewide annual report.

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**Incident Reports & Behavior Plans**

For Sept IRs the committee members reviewed 1341 incident reports. This included 193 open and 1148 closed reports.

Type	Open	Closed
Accidental Injury	24	340
Deaths	2	2
Emergency Measures	4	64
Human Rights	7	0
Legal	10	0
Medication Errors	19	138
Missing	3	1
Neglect	23	2
Other Abuse	4	0
Other	77	587
Physical Abuse	10	1
Property Damage	2	2
Suicide	8	11
<b>TOTALS</b>	<b>193</b>	<b>1148</b>



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The desired IRs were divided among the members in attendance.

Number of Questions for QAM: members of the committee will forward their incident reports question directly to the DDD Liaison and Tammy Leeper.

Number of Behavior Plans turned in by IOC Members: two with “not violates”.

The Program Review Committee (PRC) left 18 behavior plans for the committee.

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**Adjournment**

**Suzanne Hessman** adjourned the meeting at 6:56 pm. The next District East IOC meeting will be held on November 13th, 2019 at 5:00 pm.