



**Division of Developmental Disabilities (DDD)
District West Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Tuesday, Oct 26th, 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 Oct 26th, 2021 at 5:33 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, Pat Thundercloud**
- Absent: **Julie Heineking,**
- Public in Attendance: **Heidi Miller (Potential new member)**
- Arizona Department of Administration (ADOA): **Larry Allen (Absent)**
- Healthcare Plan Liaison: **Janet Holtz, Tenasha Hildebrand, Cole Arrigoni (Mercy Care) Karen Kramer, (UHCCP)**
- DDD staff: **Jeffrey Yamamoto (DDD IOC Liaison), Mary Demery, (Program Manager DW), Leah Gibbs (DDD IOFA Administrator), Elissa Vasquez (DDD intern for DW) Michelle Pollard (NCI Coordinator)**
- **The Committee, DDD staff, United Healthcare and Mercy Care** 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. **Brad Doyle** is a Parent and Advocate. All these members have children who have services with DDD

Voting on Membership for IOC

De Freedman proposed that the committee make motion to vote on the membership of Ms. Heidi Miller.

Bernadine Henderson: Motioned to approve Ms. Heidi Miller to become a new full member of the District West IOC.

Cynthia Macluskie: Seconded the motion

The Motion Passes with all present members voting “Aye” and No “Nay” votes



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Call to Public

De Freedman: Called for public to announce themselves. **Heidi Miller** was voted in before the Call to the Public. 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 has been made the District Program Manager for District West beginning Nov 1st. She said she has 5 support coordination supervisor vacancies and 1 area program manager in District West. Approx. 33 support coordinators missing.

Mary Demery added that she has elevated the question voted on the prior meeting concerning the human rights violation and Article 9.

Leah Gibbs informed the committee that she apologized for not being at the last few meetings.

Leah Gibbs gave the COVID numbers from the DDD updates.

- 46,268 members being served by DDD
 - 41,196 members are living in their own home/family home
 - 5,072 members are living in licensed facilities
- 3,496 members tested positive for COVID-19
 - 2,244 residing in their own/family home
 - 1,252 residing in licensed facilities
- 82 Member deaths attributed to COVID-19 (37 lived in a family/own home & 45 lived in licensed facilities)
- Tracking weekly counts
- Currently there are 57.1% of the available members who can receive the vaccine has been fully vaccinated.

Leah Gibbs continued to update.

- The Public Health Emergency will continue until mid-January by the Federal government, the flexibilities will continue for DDD including the paid parent provider for minors and the home delivered meals.
- AHCCCS has asked for continuance with the ARPA monies to continue for these two flexibilities until 2024.
- Roll out of the Person-Centered Service Plan (PCSP) is happening and all the division is now using the new plan.



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- New officers in Executive staff in DDD, Dr. Decker (CFO) and Carl F (New Quality Officer)
- Rate book increase has been approved and now enacted, most increase for Attendant Care and Respite services. New rate book should reflect the affects of the minimum wage increase on Jan 1st, 2022.
- Change name of AIHP (American Indian Health Plan) to the DDD Tribal Health Program as of October 1st, 2021.
- Published the 2020-2021 annual report of the Family Support. She will put the link into the chat.

De Freedman commented that DDD should be acknowledged for keeping the COVID death rate at a lower percentage rate than the average for the country.

Brad Doyle Commented on the lack of SC is directly related to the amount of pay. DCW need to be paid more.

Cynthia Macluskie asked Leah about the Crisis Response Network communicating with DDD and if the reports make it to DDD on all Crisis calls.

Leah Gibbs responded by saying that she cannot definitively state that they do but will contact the proper people in DDD and ask them She will get back to her.

De Freedman asked about DDD asking for Network insufficiency in providing ABA services through its providers brought up at the Autism Coalition conference. De wanted it to note that Mercy Care was the only provider to follow up and address the question with its parent presenter. De asked for inviting Spectrum to the next meeting.

NCI presentation

Michelle Pollard gave an update about The National Core Indicator (NCI) reports. She summarized about the results and participation of the survey. Last year the NCI did not reach the require number of person-to-person surveys require to run a specific state-run report. The information gathered was accumulated for the national report, but an AZ specific report could not be made. There were approx. 200 of the required 400 survey were completed. NCI is looking to find out the reason why. COVID mitigations were among the main reasons for the state not to make their numbers.

Michelle Pollard is going to change up this year some of the ways that the Pilot Parents of Southern AZ will approach the gathering up of the surveys. State issued ID's will be made for the survey takers and District liaisons for coordination for interview with members, DDD, and SC. Better coordination is being established for the surveys.

Bernadine Henderson asked if the information from the 200 survey is being utilized anywhere?



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Michelle Pollard stated that the information done in virtual, and in-person were compiled into the national report. Virtual surveys were included in the 200 number for the state surveys.

De Freedman asked about a project with Sherri Wince on matching up NCI and Social Determinant of Health including the Health Plans. Integration at every level is the key to working wholly with the DDD population.

Michelle Pollard was not sure if the project is being used or moved forward. She will ask Sherri.

Brad Doyle acknowledged Michelle and the good job she's doing as the lone person coordinator in NCI.

Quarterly Statewide IOC meeting update

De Freedman and Bernadine Henderson gave their opinion on the Quarterly Statewide IOC meeting. There was not much to include due to Leah Gibbs update covered most of the statewide meeting.

ADOA Update

Larry Allen was absent, but **Jeffrey Yamamoto** commented that the only thing he had mentioned during the week before IOC meeting.

1. Annual Report is due now. De said she will get that out.
2. New badges for your committee members are still being processed and will be sent to all committee members who have an expired badge now, they will be sent through the mail.

Health Plans (HP) presentations

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.

Tenasha Hildebrand, Cole Arrigoni, Janet Holtz (from Mercy Care) updated the committee that Mercy Care.

Tenasha Hildebrand began describing Crisis and where they serve and how many units and types of units they have in the community. She explained that they are part of the Regional Behavioral Health Administration (RBHA) and are contracted with both Mercy Care and United. Reports from the crisis



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network do get sent to DDD. She continues to describe the different programs involved with Crisis interventions including facilities, programs, mobile units, and hospitals.

Tenasha Hildebrand stated that Law Enforcement Officers (LEO) may be called out due to the nature of the behavioral event. Especially if violence, aggression, and others safety is involved. Crisis does have a good working relationship with the local LEOs in their areas.

Cynthia Macluskie asked **Tenasha Hildebrand** about who decided in **Mercy Care** that having 5 additional zip codes to serve in Maricopa County was a good idea. She also asked if the reports from Crisis are sent to DDD. She also asked who in Mercy Care is responsible to ensure that Crisis is doing their job correctly and not just saying that things are done? What is the best way to report if the members believe that Crisis is not doing their job?

Tenasha Hildebrand responded that she would try to find out why the 5 zip codes are within the Crisis network as she doesn't know. A Quality-of-Care complaint can be filed with Mercy Care. Metrics are run with all crisis runs on how long it takes and reporting on the actions performed before, during and after. Each Crisis is different and unique to the event and member.

Cynthia Macluskie asked **Tenasha Hildebrand** about a 360 degree follow up with the member or family on how they felt the Crisis team and LEO did with their response. Would that be something that Mercy Care would do?

Tenasha Hildebrand responded that LEO should be informed on those individuals and addresses which may come to their attention more. Mercy Care does track those familiar faces which tend to have more crisis call than others. She doesn't know if there is but will bring it up with the compliance people at Mercy Care.

Cynthia Macluskie asked **Tenasha Hildebrand** about the time requirements for reporting from the Crisis teams to Mercy Care. The "before 24 hours reporting" is still reported even if the event is "Resolved" by the provider.

Tenasha Hildebrand responded "Yes" to the reporting and for the Resolved status it is for the event of stabilization for the moment. Follow up may be needed for a near future but at the moment of crisis is resolved.

Cole Arrigoni stated that support coordination and DDD are now both receiving reports and the same reports from Crisis and Mercy Care. Mercy Care is now notifying the DDD Support coordinator individually since the conference call with **Cynthia**.

Cynthia Macluskie responded that she is glad that the reporting is being completed in DDD.

De Freedman commented that Spectrum presented to the Autism Coalition conference. Spectrum presented the plan in the integrated totally for the members including mobile units for the members.



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Discussion and Voting on Requests for DDD

There was one vote asked for during meeting.

De Freedman proposed that the committee does not meet for November and December due to the holidays.

Cynthia Macluskie: Motioned that the committee does not meet for November and December due to the holidays.

Brad Doyle: Seconded the motion

The Motion Passes with all present members voting “Aye” and No “Nay” votes

DDD IOC Liaison 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.

Jeffrey Yamamoto began by informing the committee that the Oct 10-16th and before IRs are in the shared drive program.

De Freedman informed Jeffrey that she is appreciative of Mary Demery on being responsive to the IOC. She had sent the question from last meeting to her for response.

Asked to have the IOC vote on if the meeting will be occurring for November and December.

Heidi Miller asked for more information on the American Indian information on the Health Plan.

Jeffrey Yamamoto will send her the PowerPoint from the tribal liaison presentation.

De Freedman informed Heidi that Spectrum can present to the IOC on their programs.

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.

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



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

For Sept 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= 804 Open= 31 Closed= 773**

Sept 2021

Type	Open	Closed
Accidental Injury	0	76
Consumer Missing	1	4
Deaths	3	3
Emergency Measures	0	18
Human Rights	2	4
Legal	2	1
Medication Errors	1	63
Neglect	18	38
Other Abuse	2	4
Other Behavior	0	358
Other Hospitalization, Unknown injury	0	195
Physical Abuse	2	8
Property Damage	0	1
Suicide	0	0
TOTALS	31	773

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 7:15 pm



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The next District West IOC meeting will be held on Tuesday January 25th, 2022 at 5:30 pm. Will be virtual meeting should COVID-19 concerns still be in effect.