



**Division of Developmental Disabilities (DDD)  
District Central Independent Oversight Committee (IOC)  
Public Meeting Minutes Summary  
Monday, November 22, 2021 – 10:00 AM to 12:00 PM**

**Call to Order**

Meeting called to order by Committee Chairperson, **Karen Van Epps**. The date is November 22, 2021, at 10:02 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 (to be determined) Phoenix, AZ 85012.

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**Welcome and Introductions**

Attendance Virtually:

- **Karen Van Epps**
- **Carol McNulty**
- **Sherry Wilhelmi**
- **Eva Hamant**
- **Marlene Riggs**
- **Linda Mecham**

Attendance by Phone:

- **Lisa Witt**
- **Debbie Stapley**

Absent:

- **Mandy Herman**
- **Edurda Yates**
- **Andrea Potosky**

Public in Attendance:

- **None**

Health Plan Liaisons:

- **Laurie Ganzermiller** (United Health Care)

ADOA:

- **Larry Allen**

DDD:



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- **Octavia Lamb** (IOC Liaison)
- **Trudy O’connor** (Quality Improvement Manager)
- **Megan Dougherty** (District Program Manager)
- **Patricia Sandino** (PRC Chairperson)

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**Call to Public**

**There were no members of the public on the call**

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**DDD’s Handling of Transgender Issues**

**Karen Van Epps** stated that she has been on PRC and know of two members that was born male but has stated and has acted like females and because this has become known nationally, she wanted to know what is DDD’s policy on transgender members in group homes. Staff are uncomfortable with working with these members and the members are not happy. To her knowledge staff were not equipped to work with them and nothing was working in the home.

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**Provider Issues**

**Linda Mecham** stated that this was supposed to be regarding the Abuse and Neglect Training which was discussed under update on motions.

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**Person-Centered Planning Document**

**Linda Mecham** stated that she has been made aware than some Support Coordinators are having issues with this new planning document and this document is more complicated than the previous planning document.

**Sherry Wilhelmi** stated that there may need be more supportive training.

**Karen Van Epps** stated that she feels that this planning document needs to be looked at again because it is lacking so much information from the previous planning document. It has very little information and she was told that DDD has the ability to make changes to the document.

**Linda Mecham** suggested that the committee do a comparison of all the planning documents and come together and make recommendations on what needs to be included and maybe a work group can be put together like with the incident reports. She also feels that she receives more information



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on behavioral treatment plans as far as information about the member and their history and just wants to make sure that all the missing information is being captured.

**Karen Van Epps** stated that she is concerned with the amount of time that it takes to conduct the meetings and at many PRC meeting she is still noticing Support Coordinators still being new and not meeting the member or knowing anything about the member.

**Eva Hamant** asked how is this going to effect EVV and Sandata?

**Marlene Riggs** stated that teaching strategies is a separate issue and according to the training to Support Coordination they were not told how to do step by step but to only strategize on what is needed to complete the goal. What it sounded like are things not being made clear.

**Linda Mecham** asked can this Person-Centered planning document be put on hold until everyone is on the same page about what everything on the document is being understandable or until all the training is done for Support Coordination?

**Megan Dougherty** responded with the Person-Centered Planning Document came out from AHCCCS as well as the training and everyone has been trained for several months now and the division has until the end of December to have all DDD members transitioned to the PCSP. There was an extension requested to AHCCCS until the end of March, but it was not granted and because these were all changes implemented by AHCCCS unfortunately they do not have the authority to put a pause on moving forward with the Person-Centered planning document.

**Sherry Whilemi** asked if the Person-Centered planning document be sent to each family member with DDD and let the families get familiar with it? And this document should be parent friendly and currently it is not and has caused confusion.

**Megan Dougherty** stated that would be a good idea

**Linda Mecham** had a question for Megan Dougherty and wanted to know if she had been listening to the committees' experiences and concerns and what can DDD do to help, because this PCSP is moving forward, but there are too many issues with it. What can DDD do to solve the confusion and training issue so consistency can happen.

**Karen Van Epps** stated with each change her concern comes from Medicaid through AHCCCS they lose more information about the member. More people are hired but there is no connection.

**Linda Mecham** asked why do IOC members have to come up with a list of difference? And why can't it be part of a DDD task force? And why can't DDD staff figure out what is going on with this Person-center planning document?

**Marlene Riggs** stated she has been in many of the planning meeting for the PCSP and her and others in the planning meetings noticed many things missing in the new document and gave examples. She



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spoke up and said how it is important to be thorough and expressed the IOC members concerns and what needs to be kept in the new planning document like the spending plan.

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**Pain Scale Recommendations**

**This topic was requested to be moved to the January meeting**

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**Healthy Food Cards**

**Eva Hamant** stated that for those members who have UnitedHealthcare community plan came January/2021 members were given a healthy foods card where they get \$125 a month. She had attended a PRC meeting and she had suggested using the Healthy food card during the meeting and the group home staff where unaware of this card. She felt that DDD members who have public Fiduciaries receive these cards and all they do is throw them away and they can be used as resources that DDD members could be utilizing in their group home. She is proposing that public fiduciaries give the Healthy food cards to the group home staff and once the group home receives the Healthy food cards that habilitation goals are created to help the members go out into the community and use the card. Also, she is asking that UnitedHealthcare put in their brochure's examples Online on how health foods can be included with their lunches.

**Karen Van Epps** asked how this is going to affect group homes if they are receiving room & board and they are supposed to be providing everything through room & board, are they going to look at it as a food stamp card instead.

**Laurie Ganzermiller** from UnitedHealthcare stated that the Healthy Food card is mailed out to every DDD member on the Dual complete plan, and she has heard the committee's feedback and will be taking it back to her team to see how they can make this program easier for the members and their guardians and would like to talk to Eva out of the meeting to hear more about her ideas and ways they can help the members. UnitedHealthcare has reached out to DDD about conducting a training about how to use the food cards and has not heard back from DDD about this training.

**Eva Hamant** said the reason why this is important to her is because she wants group homes to be aware of over-the-counter options for members and not sending healthier food options in members lunches when they attend a day program.

**Laurie Ganzermiller** stated UnitedHealthcare does not have control over how group home staff provide food to the members but what she can do is go back to her team and see how training could be provided such as better educational tool and resources so that those that have the card and those that support members with the card understand how to use it correctly.



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**Updates from Integrated Health Plans**

**Laurie Ganzemiller** from UnitedHealthcare stated that they continue to reach out to DDD to offer resources and outreach to DDD members specifically for those that can received the COVID-19 vaccinations. In January/2022 outreach will be provided to those that can receive the COVID-19 booster shot to those in their own homes and group homes. UnitedHealthcare has received complaints about the constant phone calls so they will be changing their system to mail-ins and may go back to phone calls but only for specific age groups and populations. Right now, phone calls and mail outs have stopped until after the holidays.

**Eva Hamant** asked what is UnitedHealthcare doing with DDD members vaccination cards?

**Karen Van Epps** stated that members that live at home their card should be in the responsible person's care and if a member has a vaccination card that live in a group home than the group home staff should have it on file for each member.

**Eva Hamant** asked for a motion for DDD to find out who is responsible for the vaccination cards if a member lives in a group home.

**A vote was set in place that IOC request that DDD that if a member lives in a group home, where is the vaccination card kept, and who has physical control of that? If there is not a policy in place as to who is keeping track of the card for members and there should be some consistency throughout DDD so that they know where the vaccination cards are being stored.**

**Linda Mecham** motioned to request

**Eva Hamant** - Seconded the motion.

All present members disagreed by "nay" and no "ayes"

**Debbie Stapley** stated that the group homes do have all the medical records for members even the vaccination and even with the booster if they know a members has a guardian, they are supposed to contact the guardian first to ask if its okay and what pharmacy is administering which kind of vaccination i.e. Moderna or Pfizer.

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**DDD Staff Updates**

**Patricia Sandino** informed the committee that the BTP template is currently being updated and once it is completed, she will be sharing it with the committee.



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**Karen Van Epps** asked once the BTP template is completed will anyone from the committee be able to review it and see if it works?

**Patricia Sandino** answered, it is currently going under many reviews and will keep the committee posted.

**Trudy O'connor** thanked the committee for their commit and time to DDD members

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**Updates from Arizona Department of Administration**

**Larry Allen** stated that regarding there annual reports he send out an email that ADOA is requesting that the chairs email their annual reports directly to representative Bowers office for filing so that it can be ensured that the annual report is recorded timely and there is no delays. He will be updating the policy to include where the annual reports should be sent to. Also, in a few months the IOC website will be updated to make it more user friendly to locate specific items.

**Eva Hamant** asked were the IOC motions from October sent to him.

**Larry Allen** responded with Yes, he did, and Octavia elevated them to the responding staff. Then he explained the process of how their motions are elevated and ADOA does not respond to their motions only DDD leadership, ADOA just ensures that that the responding personnel stays within the 21-day timeframe to respond to the motion, so the committee can review the response from DDD leadership with any questions or comments they may have.

**Karen Van Epps** emphasized that the reason why the committee has ADOA involved is because the committee wanted someone overseeing how DDD is responding to their questions and attending the committee meetings.

**Linda Mecham** asked when does the 21-day period start?

**Larry Allen** answered with when the motion is submitted and received by email to ADOA and the IOC Liaison.

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**Updates on Previous Motions**

**Octavia Lamb** provided an update on the 4 motions that was agreed on by the committee and what was elevated and to whom it was elevated to.

**Linda Mecham** explained the difference and cleared up the confusion with the motion that was voted on by the committee regarding the Abuse and Neglect training presented to DDD members and the letter she sent to Zane Garcia-Ramadan at the October IOC Statewide meeting. She stated that



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Zane Garcia-Ramadan only responded to the letter she sent him from the IOC statewide meeting and that response had nothing to do with the motion that was agreed on by the committee. Zane Garcia-Ramadan did respond to the letter but did not answer all the questions as well as did not respond to the committee's motion.

**Linda Mecham** also, stated that she spoke to Senator Barto and asked is it possible for something to become policy without it going through public comment first? And her response was No. According to the response from Zane Garcia-Ramadan a summary of the member materials went out for public comment. Then she asked Senator Barto if a summary counts for public comment and the Senator said, no it does not count it has to be the actual document. Right now, DDD has something in policy that should not be in policy. She felt that the DDD planning counsel self-advocacy group is representing the majority of members served by the division and by selecting this material that is not appropriate for them should be withdrawn because it is in policy and it should not be per policy standards and it still needs to go out for public comment and Zane Garcia-Ramadan stated that the materials will be out for a year and then it will go out for public comment and by then so many members will be hurt or traumatized by this training.

**Karen Van Epps** stated that her concern is the personnel that will be conducting the training will be the DTA staff and they are not properly trained, and they do not have enough day program staff already. Somebody that has a professional background should be doing this training.

**Octavia Lamb** stated that the Abuse and Neglect motion has been elevated again to DDD leadership and will notify the committee chair of who will be responding to this motion and when a response will be given.

**Karen Van Epps** stated her concern that the issue that there is no option for members not to go through this training and they did not put this into policy appropriately.

**Linda Mecham** stated that this training should be removed from policy since it did not go through the right procedures for putting it into policy and who from legislation can stop DDD for putting materials out that can put DDD members in jeopardy in a negative way. She cannot get answers to any of her questions regarding this issue.

**Karen Van Epps** stated how and why the DES director is not aware of what's going on.

**Linda Mecham** stated there were two major issues with not following public comment policy, that is the content, and this went into policy without following the procedures for becoming policy.

**Linda Mecham** suggested that the committee start a sub-committee for Abuse and Neglect so that they can operate starting at this meeting until the end of January so that this issue does not go on for additional two months before they meet again and have the discussion.

**Larry Allen** stated a sub-committee can be created but they cannot formally act as the IOC committee and send a formal response, but they can work on it.



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A sub-committee was created at this meeting regarding the Abuse & Neglect training, and it will consist of Karen Van Epps, Linda Mecham, Carol McNulty and Debbie Stapley.

**Octavia Lamb** informed the committee that regarding the 3 other motions the committee voted on in October. There was no response provided within the 21-day timeframe because DDD staff has scheduled a meeting the last week of November to provide a response to the motion, therefore a response was not given in the 21-day guideline.

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**Discussion, Review, and Possible Action on Committee Membership**

No updates provided at the meeting

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**Discussion and Review of Incident Reports and Behavioral Plans**

**Octavia Lamb** informed the committee that incident reports that are being redacted are still current and there is no back log and November 7-13<sup>th</sup> has been uploaded to the drive.

**Eva Hamant** stated that she has been happy with the closed incident reports that they have been substantiated and questions that she had previously has already been answered.

For October IRs, the Committee members have been given 618 for October incident reports in the Shared Drive. This included 17 for open and 601 closed reports.

Type	Open	Closed
Accidental Injury	2	126
Deaths	0	5
Emergency Measures	0	25
Human Rights	0	9
Legal	0	3
Medication Errors	1	55
Missing	0	14
Neglect	6	28
Other Abuse	3	33
Other-Behavior	1	185
Other -Injury unknown	1	90
Physical Abuse	3	13
Property Damage	0	3
Suicide	0	12
<b>TOTALS</b>	<b>17</b>	<b>601</b>





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

Number of Questions for QIM: **24**. members of the committee will send the incident reports questions to the DDD Liaison **Octavia Lamb**.

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**Roundtable reports from members**

**Eva Hamant** requested follow up on the October/2021 motions

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**Adjournment**

The meeting was adjourned by Karen Van Epps. The public meeting ended at 12:44 pm.

The next District Central IOC meeting will be held on December 27, 2021, at 10:00 am.

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