



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, November 8th, 2021 – 1:00 PM to 3:00 PM**

Call to Order

Meeting called to order by Committee member, xx. The date is November 8, 2021, at 1:00 pm. **The meeting took place Virtually due to COVID-19.** Physical location when meetings resume in person will be at 2981 E Tacoma St, Sierra Vista, AZ 85635.

Welcome and Introductions

Attendance Virtually:

- **Keith Jansen**
- **Genevieve Valenzuela**
- **Mario Gutierrez**

Absent:

- **Chere Solorzano**

Public in Attendance:

- **None**

Health Plan Liaisons:

- **Vera Kramarchuk** (Mercy Care)
- **Karen Kramer** (UnitedHealthcare)

ADOA:

- **Larry Allen**

DDD:

- **Octavia Lamb** (IOC Liaison)
- **Fredreaka Graham** (Community Affairs Liaison)
- **Leah Gibbs** (DDD OIFA Administrator)
- **Christopher Hall** (District South Quality Improvement Supervisor)
- **Joseph Jensen** (District South Quality Improvement Supervisor)

Call to Public



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No one from the public was in attendance for this meeting

Statewide Meeting Updates

Keith Jansen gave an update on what was discussed at the Statewide meeting on October 20th. He stated that Article 9 was discussed and where the status of it was and how to get committee member trained without charging the committee members, Committee recognition and how this would help with recruitment and maintaining membership. DDD staff will look into doing something for committee members but did not say how soon something will be put together. there was a discussion about room & board costs at group homes and Geraldine Ortiz spoke about the process and answered questions that the committee had about it. Provider issues was discussed about the training amongst direct staff workers and providers and how members should not have to be requested by members.

DDD Staff Updates

Leah Gibbs provided an update on COVID-19 numbers amongst the DDD population. As of the beginning of November the division is supporting 46,268 members. Of those 2,258 have tested positive for COVID-19 that live in their own home or family home. 1,254 have tested positive who live in a licensed residential setting, there is a total of 3,513 DDD members test positive for the virus. 37 members have passed away due to the virus who lived in their home or family home and 45 members passed away that lived in a licensed residential setting. Over the last month in a half the number of members who have tested positive continues to increase, as of last week there were 17 new cases for the week of November 1st. No members have passed away since October 12th. And the number of positive cases in Arizona has been decreasing. The Pfizer vaccine has been released for the age group 5-11 and the division is collaborating closely with the DDD health plans to ensure those vaccines are available along with doing outreach to let members and their families know that the vaccine is available. There continues to be transportation available for members and their families if they need it to get vaccinated and those members that are home bound the health plans continue to have contracted agencies to come to the members home to administer the vaccine. The division continues at 59.7% rate of the members that were vaccinated and are not that far behind from the general public in the state of Arizona.

Leah Gibbs also stated that the division has been made aware that the Public Health Emergency from the health and human services department has been extended to mid-January/2022 and what this means is that all the flexibilities that are in place currently will remain where they are. The division has completed the training amongst support coordination statewide in the implementation the new Person-Centered Service format when doing planning meetings for DDD members. Many families have given feedback on how the data that is being collected on and it is good and that members are being heard. There have been some leadership changes within the division. There is a new Chief Medical Officer, Anthony Decker and a new Chief Quality Officer, Carl Bruick and the division is excited to have them on board. A new rate book was published that reflect from some of the funds that were awarded from the legislator and had totaled to



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\$101 million of additional funds that they are able to use for paying for services for qualified vendors, the division understands that it is not enough, but it is a start. More of the funds were put towards attendant care and respite services based on the feedback from the community. The division is also, aware that beginning in January that minimum wage will be increased, and new rate books will be posted to help offset the costs of the minimum wage increase for providers. The division continues to work with members and families with the EVV (Electronic Visit Verification system) to help identify providers that are arriving on time to provide services and any service gaps so that they can be aware of the gaps and make changes immediately. Also, there was a name change to the American Indian Health plan and DDD has had the plan for many years and so does AHCCCS have an American Indian Health program and to clear up anymore confusion from the community, the division changed the plan name to the DDD Tribal Health program, and all the members have received new identification cards and no changes were made to any services provided under the program. The Division did post the 2021 Annual Support annual Report, which is a plan that outlines for the public some of the accomplishments that the division has done over the past year and would greatly appreciate it if the committee will look at it and read it. The Division recently published its 2021 Family Support Annual Report. It is on the website for review at <https://des.az.gov/services/disabilities/developmental-disabilities/current-member-resources> under the Resource Results section.

Keith Jansen asked what is the division doing to administer booster shots to the DDD adult population?

Leah Gibbs responded, with the Division is doing outreach amongst eligible members and their families about the booster shot as well.

Genevieve Valenzuela asked for the DDD members who have not received their new identification cards for the new name change for the Tribal Health program, who do they contact to get their new card?

Leah Gibbs responded, the best way to get the new card is to call the DDD customer service center, because the new identification cards have been sent out and for those that have not received it can call 1-844-770-9500 to get assistance with member services.

Joseph Jensen discussed with the committee about the comments and questions that are turned in weekly to the QI team and what to discuss the appropriate way to respond to their questions and comment while still responding timely. He said that at a meeting that the QI team and the IOC Liaison, created some responses to their questions and comments to let them know how their questions were being answered and wanted to make that they were okay with the responses created.

Keith Jansen stated that he appreciated the responses that he has received regarding his questions and particularly appreciates the spreadsheet that has been sent out by QI. He appreciates all their work that they are doing and that they are responding to his questions even though he understands that there are times that additional information cannot be provided.

Joseph Jensen wanted to make the committee aware that it is standard practice that every incident goes to a higher-level review with the quality management unit and at that level there will be a termination made if the incident should be followed up further with or a health safety visit is needed.



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Christopher Hall stated that even when incidents are closed, he does take some of the comments and questions and share it with specific teams so that they can look at them and get their feedback.

ADOA Updates

Larry Allen informed the committee that the annual report has been submitted to ADOA leadership for approval. The IOC guidelines that were governed has been approved as well and will be loaded onto the website. IOC South committee has not made their guidelines and suggested that it be put on the agenda to get some guidelines submitted so that ADOA can approve them.

Keith Jansen asked were would they find any examples of guidelines that they can look at to use as a guide.

Larry Allen stated he would be happy to send out the guidelines from other committees so they can look at them and create there own and get them to him when they can.

Health Care Liaisons Update

Vera Kramarchuk (Mercy Care) stated that Mercy Care have been sharing numbers of eligible members that have not yet received the vaccine with their assigned PCP and current communication will be about the vaccine roll out for ages 5-11. They will also be contacting DDD group homes through the state to arrange for vaccines to be available for ages 5-11 to be administered.

No updates from United Healthcare

DDD IOC Liaison

Octavia Lamb provided an update on IRs and that the IRs are currently being uploaded to the shared drive weekly. The incident reports for October have been uploaded between 24-30. And all open and closed incident reports are completed between June-September and all the incidents that are left are October. The committee was thanked for there consistency and the open and closed folders are up to date.

Discussion, Review, and Possible Action on Committee Membership

No update was provided at this meeting



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Discussion and Review of Incident Reports and Behavioral Plans

For June IRs, the Committee members have been given 607 for October incident reports in the Shared Drive. This included 28 open and 579 for closed reports.

| Type | Open | Closed |
|-----------------------|-------------|---------------|
| Accidental Injury | 2 | 131 |
| Deaths | 4 | 1 |
| Emergency Measures | 0 | 0 |
| Human Rights | 1 | 12 |
| Legal | 0 | 6 |
| Medication Errors | 4 | 81 |
| Missing | 2 | 10 |
| Neglect | 9 | 39 |
| Other Abuse | 2 | 19 |
| Other-Behavior | 1 | 144 |
| Other -Injury unknown | 2 | 116 |
| Physical Abuse | 1 | 20 |
| Property Damage | 0 | 0 |
| Suicide | 0 | 0 |
| TOTALS | 28 | 579 |

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

Number of Questions for QIM: **96**. members of the committee will send the incident reports questions to the DDD Liaison **Octavia Lamb**.

Adjournment

The meeting was motioned to be adjourned by Keith Jansen. The public meeting ended at 1:53 pm.

The next District South IOC meeting will be held on December 11, 2021, at 1:00 pm.
