



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, February 10th, 2021 – 5:00 PM to 7:00 PM**

Call to Order

This meeting is being held virtually due to the Coronavirus (COVID-19) concerns.

Meeting called to order by Suzanne Hessman. The date was Feb 10th, 2020 at 5:00 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: **Sarah McGovern, Susan Kingsbury (by Phone), Sheri Reed, Suzanne Hessman, Kin Counts, Tonia Schultz**
 - Absent: **Amanda Godek, Karla Houghtalin, Elizabeth Bird**
 - Public in Attendance: **Mary Azamy**
 - Arizona Department of Administration (ADOA): **Larry Allen, ADOA IOC Liaison**
 - Healthcare Plan Liaison (UHCCP): **Sophie Stevenson, UHCCP Liaison**
 - DDD staff: **Jeffrey Yamamoto, DDD IOC Liaison, Leah Gibbs, Megan Taylor**
 - **The Committee, DDD, UHCCP, and ADOA Employees** introduced themselves.
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Call to Public

Suzanne Hessman: Called for public to announce themselves. **Mary Azamy** introduced herself to the committee as a parent of 2 daughters, one with ASD. She is retired and has time to give back to the community. She has lived in Arizona most of her life. She is very interested in the also being on the Program Review Committee (PRC) and helping review behavior plans.

DDD Staff Updates

Megan Taylor (District Program Manager for District East) – Began by reintroducing herself. She stated that District East had 10,861 members and that they have promoted 5 new supervisors in their various offices to help with Support coordination. She asked for any questions, there were none.

Suzanne Hessman thanked Megan for attending the meeting.

Michelle Pollard: (National Core Indicator (NCI) coordinator) Did not have any updates. She asked for any questions. Suzanne Hessman commented that she had received the NCI survey and had already filled it out and commented that there were some good quality questions in the survey.



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Review of Annual Report from Leah Gibbs

Leah Gibbs began by thanking the committee for allowing her to update them. She began with the beginning of the annual report. She commented on the concerns mentioned in the annual report. Here is a summary of the concerns/comments and answers/comments from Leah Gibbs.

Loss of membership- Mail out newsletter for volunteers for IOC. Volunteer coordinator. Email send out for all members and families. ADOA has their own volunteer program.

Standardized training for new members- Will begin to present a more standardize a training regiment for the new volunteers. Working with ADOA for some help.

Working more to change policies for DDD- Leah mentioned to have all the members sign up to receive notifications to the “Public Comments” page of DDD. Will send out the link. This will allow the members to provide comments to actively changing policies from DDD.

Acknowledged challenges from DDD- Leah asked Suzanne Hessman and committee for specifics. Suzanne mentioned some good changes are occurring from IR electronically, BTPs and PRC attitudes. Facilitate Meeting with Mary DeCarlo.

Pandemic Plans and Emergency Response Plans- All Agencies have existing Plans, but all can be improved upon. All will be reviewed after Pandemic, especially the isolation for members.

Virtual meetings held- If there are any more meetings topics to be added let DDD know

Govender’s Abuse and Neglect Task force- The good recommendations from all participants. Over 30 recommendations are being carried forward.

ADOA recognition- DE recognize the efforts of Larry at ADOA.

Staff and Turnover- Changed onboarding program engagements and more touchpoints. District more involved in hiring. Executive leadership more involved with Central HR. Temp to hire added. New toolboxes to be added to managers for staff. Staff engagement team. Listening to more feedback from existing staff. Staff Salaries must fall within budgetary guidelines. New SC are not transitioning with parents.

PRC- Mary DeCarlo will be in contact the IOC for next meeting.

Redaction of IRs- Tracking and Trending of the members is being done in Quality. Redactions are required by statutes. Process is established in ADOA.

Not enough information on IRs. – There is a DDD group committee working on the content.

APS very little substantiation- DDD is still investigating all IRs regardless of APS determination. DDD will be making adjustments when investigation recommends.

BTP (Behavior Treatment Plans) clear language and training- Mary DeCarlo will be addressing on next meeting.

Respect for members- Respectful communications with members should always be done. If incidents are noted and nothing done the make note to have Quality look into it because it is a rights issue.

Behavioral Consultant to meeting- Will be sent to Executive management.

AIMS testing concern- If concerned let it be elevated to DDD.

Article 9 Revision- May be soon sent to the public comment.



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Police involvement- BTP should have crisis diversion incorporated into it. Should not be first line of contact. It's being worked on by DDD

Provider report card- Limited information but there is one on the DDD website. Will be getting more information on the site for the results of the providers.

Providers and DDD Contracts- Contracts for DDD is online. What is expected.

Families not knowing who is working with member- Policies on request from agency, Request if not given let DDD know and it will be provided. Background of staff is vetted through the Central registry and fingerprint clearance card.

Retaliation from agency- Retaliation is intolerable. If retaliation is being done, inform DDD and actions will be taken.

Camera's in GH. - Legal is looking into the legalities of the camera issues.

Performance problems with Vendor- Restrictions are made within DDD contracts for issues.

Dietary needs for members in GH- It is being elevated to executive management.

Members left in vehicles- Vendors have policies but always looked into and recommendations to eliminate this from happening. Training materials to be sent through newsletters.

Not enough residential setting to all members- This is being investigated by executive management.

Housing grants are working. Looking to get more vendors throughout state for residential services.

Behavioral Health Hospitals- A Behavioral health hospital is being established in the valley and is being looked into the integrated Health Plans.

ADOA Update

Larry Allen: He stated that he had two announcements. First is that he wanted to thank Suzanne and committee on the annual report. He was also asking the IOC if there was a need for renewing the IOC badge from ADOA. Larry said he was not going to renew any ADOA ID badges unless there was a need. The only need was the access of a DES building for meetings. Since all meetings conducted virtually now there doesn't seem to be a need. No one else commented on this with him.

Health Plans Updates

Sophie Stevenson (United Healthcare Community Plan (UHCCP)) stated she did not have any updates.

Mercy Care was not present for the call.

Updates of IR electronic platform

Jeffrey Yamamoto began by explaining that he appreciated the efforts from District East on everyone being able to log on and begin reviewing. He asked Susan Kingsbury if she had logged in



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yet. She said she has the Drive but hasn't reviewed any yet. She said she would do so soon. Jeffrey commented that all the present members had already began the reviewing through the Shared Drive and that he just need to confirm with Amanda and Beth on their ability to log into the Shared Drive. The members in attendance all said they really like the ease of the platform.

Jeffrey said that he had sent to the IOC the responses from DDD Quality earlier before the meeting and that he will send the next set of questions soon.

DDD IOC Liaison Updates

Jeffrey Yamamoto did not have anything to add from Leah Gibbs comments.

Action Items: Follow up with Amanda and Beth on their connecting to the Shared Drive.

Leah Gibbs had her own list of follow up items mentioned during her update/review.

Discussion and Voting of Membership for the IOC

Suzanne Hessman announced that due to her new work commitments **Cathryn Whalen** tendered her resignation earlier in the week. She said she sent her an email from the IOC, thanking her for her years of service.

Suzanne Hessman asked for a motion for **Mary Azamy** to become a member of District East IOC.

Sarah McGovern: Motioned to vote **Mary Azamy** as a full member of the District East IOC.

Sheri Reed: Seconded the motion

All members present voted "Aye" with No "Nay" Votes

Mary Azamy is voted into the District East IOC as a member.

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

For Nov IRs, the Committee members should be given 715 incident reports. This included 33 open and 682 closed reports. ATPC had 49 totals with 19 open and 30 closed.



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Type	Open	Closed
Accidental Injury	4	84
Consumer Missing	1	17
Deaths	0	6
Emergency Measures	0	18
Human Rights	4	13
Legal	0	1
Medication Errors	6	68
Neglect	4	53
Other Abuse	0	15
Other Behavior	9	129
Other Hospitalization, Unknown injury	2	240
Physical Abuse	3	16
Property Damage	0	5
Suicide	0	17
TOTALS	33	682

The desired IRs will be divided among the members and assigned by the chair.

Number of Questions for QIM: members of the committee will comment on incident reports directly and the liaison will send to QIM.

Number of Behavior Plans turned in by IOC Members: 0

The Program Review Committee (PRC): None.

Adjournment

Suzanne Hessman adjourned the meeting at 6:53 pm. The next District East IOC meeting will be held on Wednesday March 10th, 2021 at 5:00 pm. Will be virtual meeting should COVID-19 concerns still be in effect.