



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, Feb 9th, 2022 – 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 9th, 2022, 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: **Susan Kingsbury (by Phone), Suzanne Hessman, Kin Counts (by Phone), Sarah McGovern, Elizabeth Bird, Amanda Godek,**
 - Absent: **Tonia Schultz**
 - Public in Attendance: **Yolanda Huynh (potential member)**
 - Arizona Department of Administration (ADOA): **Larry Allen**
 - Healthcare Plan Liaison (UHCCP): **Karen Kramer**
 - DDD staff and guests: **Jeffrey Yamamoto-DDD IOC Liaison, Fredreka Graham (AHCCCS liaison) Joan McQuade (DDD IOC supervisor) Melanie Stamps (Interim District Program Manager, District East)**
 - **The Committee, DDD, ADOA, AHCCCS and UHC Employee** introduced themselves.
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Call to Public

Jeffrey Yamamoto informed the committee that Yolanda Huynh would be calling in later to introduce herself. He would interrupt the proceedings as she may need to get off quickly due to prior engagements.

Suzanne Hessman: Called for public to announce themselves later in the meeting.

Ms. Yolanda Huynh introduced herself to the committee. She stated she is a mother of two children one who was receiving services through DDD. She was a stay-at-home mom for 10yrs and then for the past 7 years been a kindergarten teacher. She said she heard about the IOC through reading about it in the “Connect” newsletter.

DDD Staff Updates

Melanie Stamps introduced herself and began by stating that her district has been affected by being short staffed. She stated that there are 74 support coordinator vacancies and 4 supervisor vacancies currently in her district. Weekly she is barely maintaining these number from the increase in hiring



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and those leaving their positions. Salary is #1 reason for leaving. Unassigned services have also suffered from lack of qualified employees. There are 385 members needing HCBS and/or therapy services which are still not being fill due to lack of vendor availabilities due to staffing issues. Person Centered Service Plan (PCSP) is being done at 66% to finish by March.

Suzanne Hessman asked what the highest needed unassigned service is. **Melanie** answered that respite care is the number one need for families right now. Since parents/caregivers have been able, due to flexibilities, to be paid providers for their children, there isn't usually anyone else available to provide respite for those parents who are already paid providers.

Joan McQuade introduced herself as the new OIFA manager overseeing the IOCs and the liaisons. She had informed the committee that she had previously come from DDD Quality and is happy to be in her new position. She started her position on Monday.

Jeffrey Yamamoto announced from the DDD COVID-19 webpage from 2/08/2022.

- 46,778 members being served by DDD
 - 41,732 members are living in their own home/family home
 - 5,046 members are living in licensed facilities
- 6,285 members tested positive for COVID-19 (monthly difference of 1,801)
 - 4,441 residing in their own/family home
 - 1,844 residing in licensed facilities
- 94 Member deaths attributed to COVID-19 (44 lived in a family/own home & 50 lived in licensed facilities). (Monthly difference of 6)
- Tracking weekly counts, Data above is from 2/8/2022

- **Jeffrey** also included the following information
 - AHCCCS did submit their proposal to the Centers for Medicare/Medicaid Service (CMS) for using the American Rescue Plan Act (ARPA) funds. AHCCCS is waiting on the AZ legislature to reconvene and approve the AZ funding side of the ARPA funds. DDD hopes that the approval will be completed by early springtime frame. Monies have been asked for wage increase for workers and extension of flexibilities.
- **Jeffrey** also included the following information.
 - Introduction of new IOC supervisor **Joan McQuade**.
 - New IR redactor in place. Redaction should be getting close to weekly loading again.

ADOA Update

Larry Allen: Did have one update for the IOC. The badges are done, and he needs photos of Kin Counts and Sarah McGovern to complete the DE batch. Amanda Godek stated she did not receive



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her badge and was requested also to send her photo to the DDD liaison. Jeffrey said he would forward both Kin and Sarah's pictures to Larry that night.

Suzanne Hessman asked about the annual report and the response from any of the legislature confirming they received them. Larry said he would follow up with that.

After the vote for **Yolanda Huynh**, Larry was asked to inform Ms. Huynh of the next steps from ADOA. He stated there wasn't anything else and included the signed appointment letter by ADOA.

Health Plans Updates

United Healthcare Community Plan (UHCCP) Karen Kramer was present for the call. She informed the Committee that she did not have any updates for the committee.

Discussions of DDD Policy and/or Legislative Issues

Suzanne Hessman stated that she has been keeping up with some of the legislative bills including the ARPA funding and wanted to let the committee know of a service which allows community members to access legislative bills and supply comments and or talk to the legislature on the topic. Here is the link for the "Request to Speak" from Suzanne. <https://www.cebv.us/rts.html>

Suzanne Hessman Gave a proposal to the Committee of a member's parent (Debbie T) concerns that DDD has been negligent in providing a new case manager for her son and haven't given to her the son's progress reports and group home reports from his qualified vendor living facility.

Melanie Stamps did inform the committee that she is familiar with the members situation and due to the shortage of case managers (support coordinator) the member's case manager has not yet been re-assigned. The files from the group home are to be provided by the vendor agency and DDD has no direct control on that request.

Jeffrey Yamamoto asked **Larry Allen** to explain the procedure to make a formal request per statutes to ADOA and DDD. **Larry** informed the committee that they must vote on the request and then send an email of the request to both ADOA and the DDD Liaison to begin the 21-day response process, per statutes.

Suzanne Hessman asked for a vote on the Parent's concern over her son's case manager and files.

Sarah McGovern motioned to submit a formal request to DDD and ADOA to find out why DDD has not provided Debbie T's son with a new case manager or why DDD has not turned over his Group Home files for the last 6 months he's been placed there or progress reports.

Kin Counts Seconded the motion.



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The committee voted and all members present said “aye” there were no “nay” votes. All IOC members present are listed in the attendance roll call in the Welcome & Introduction.

Suzanne Hessman also requested a vote to be taken to find out what legal policy or statute keeps any “Quality of Care Concern” (QOC) complaints final determinations from the parent, family, or originator of the grievance. From personal experience, Suzanne stated that all they receive is a letter from AHCCCS stating that the case is closed. Suzanne asked why the stakeholders can’t find out if it was substantiated or not or if corrective actions were taken.

Fredreaka Graham asked if the QOC is not responded to. Who was a letter from AHCCCS.

Sarah McGovern motioned to submit a formal request to DDD and ADOA to find out why an Incident/grievance that has been turned into a Quality-of-Care Concern (QOC), the final determinations cannot be given to the parent, family, or originator of the grievance.

Kin Counts Seconded the motion.

The committee voted and all members present said “aye” there were no “nay” votes. All IOC members present are listed in the attendance roll call in the Welcome & Introduction.

Discussion of Membership and Voting for the IOC

Suzanne Hessman asked on a vote for Yolanda Huynh as a full voting member of the DE IOC.

Suzanne Hessman motioned to vote Yolanda Huynh in as a new member to the District East IOC.

Sarah McGovern Seconded the motion.

The committee voted and all members present said “aye” there were no “nay” votes. All IOC members present are listed in the attendance roll call in the Welcome & Introduction.

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

Suzanne Hessman asked Sarah McGovern to reassign the neglect IRs left to the active members in the committee. Sarah said she would.

Suzanne Hessman also described the IR review function of the IOC to **Yolanda Huynh**



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Suzanne Hessman asked the only categories they wish to review are the CLOSED Emergency Measures, Death, Neglect, Physical Abuse, Human Rights, Suicide and Other Abuse.

CLOSED Categories:

*Death/ Suicide- Suzanne Other Abuse/Neglect (1wk)- Sarah
Emergency Measures- Amanda Physical Abuse/DA closed- Susan
Human Rights/Neglect (2wk.) Kin Neglect (4wk)- Tonia Neglect (3wk)- Beth*

For January IRs, the Committee members have been loaded in the shared drive **667** incident reports. This included **88** open and **579** closed reports. ATPC had **9** totals with **2** open and **7** closed.

Type	Open	Closed
Accidental Injury	2	70
Consumer Missing	2	8
Deaths	1	6
Emergency Measures	1	9
Human Rights	1	6
Legal	0	2
Medication Errors	1	45
Neglect	8	43
Other Abuse	1	5
Other Behavior	2	156
Other Hospitalization, Unknown injury	70	213
Physical Abuse	1	13
Property Damage	0	2
Suicide	0	1
TOTALS	88	579

The desired IRs will be divided among the members.

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) is being attended to by Susan Kingsbury and Kin Counts.

Adjournment



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Suzanne Hessman adjourned the meeting at 6:19 pm. The next District East IOC meeting will be held on Wednesday March 9th, 2022, at 5:00 pm. Will be virtual meeting should COVID-19 concerns still be in effect.