



**Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, February 28, 2022 – 10:00 AM to 12:00 PM**

Call to Order

Meeting called to order by Committee Vice-Chairperson, **Carol McNulty**. The date is February 28, 2022, at 10:12 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.

Welcome and Introductions

Attendance Virtually:

- **Sherry Wilhelmi**
- **Eva Hamant**
- **Linda Mecham**
- **Carol McNulty**
- **Eduarda Yates**
- **Marlene Riggs**
- **Lisa Ehlenberger**

Attendance by Phone:

- **Mandy Herman**

Absent:

- **Andrea Potosky**
- **Debbie Stapley**
- **Karen Van Epps**

Public in Attendance:

- **Carolyn Willmer**

Health Plan Liaisons:

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

ADOA:

- **Larry Allen**



Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, February 28, 2022 – 10:00 AM to 12:00 PM

DDD:

- **Jeffrey Yamamoto** (IOC Liaison)
- **Patricia Sandino** (District Central PRC Chairperson)
- **Dr. Dekker** (DDD Chief Medical Officer)
- **Lori Vaccaro** (DDD executive assistant)
- **James Maio** (District Central Quality Improvement Supervisor)
- **Joan McQuade** (DDD OIFA manager)

Call to Public

Carol McNulty made a call to the public.

Carolyn Willmer introduced herself and stated why she is interested in joining the IOC. She's had 25 years in early childhood development. She has been working for Head start. She has retired, she would like to stay busy, and she had a few family members that were disabled and would like to be a voice for them.

Voting on New Membership

Carol McNulty asked for a motion to vote to have **Carolyn Willmer** voted in a new full voting member of the District Central IOC.

- **Eduarda Yates** motioned to vote in **Carolyn Willmer** to be a member of the District Central IOC.
- **Sherry Wilhelmi** seconded the motion.
- A vote was taken and all present (see Welcome and Introductions attendance) voted "Aye", there were no "Nay" votes. Motion was passed and **Carolyn Willmer** is now a member of the District Central IOC.

Subcommittee Discussion

Carol McNulty stated that there was a subcommittee meeting on the affairs of the committee and was attended by Carol, Sherry, Linda, Eva, and Lisa. This discussion was to form recommendations on the leadership of the committee. It was recommended that **Linda Mecham** be the chair and **Sherry Wilhelmi** be the vice-chair and that **Karen Van Epps** and **Carol McNulty** would step down from their respective positions. She asked for any other nomination. There were none.



Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, February 28, 2022 – 10:00 AM to 12:00 PM

Carol McNulty asked for a motion to vote to have **Linda Mecham** be the new chair and **Sherry Wilhelmi** be the vice-chair of the District Central IOC.

- **Eva Hamant** motioned to vote **Linda Mecham** be the new chair and **Sherry Wilhelmi** be the new vice-chair of the District Central IOC.
- **Carolyn Willmer** seconded the motion.
- A vote was taken and all present (see Welcome and Introductions attendance) voted “Aye”, there were no “Nay” votes. Motion was passed and **Linda Mecham** be the new chair and **Sherry Wilhelmi** be the vice-chair of the District Central IOC.

Carol McNulty asked if **Linda Mecham** wanted to facilitate the meeting. Linda declined and Carol continued to facilitate the meeting.

Senate Bill 1231 & 1308-1309

Linda Mecham provided background on the bills. Senate bill 1231 would give the same privileges as the DDAC on being able to review policy changes 30 days prior to it going out to public comment. This bill has passed the Senate and is in the House for review and vote. This bill would allow the IOCs the rights and privileges of review to policies of DDD in a 30 day prior to public comment.

Linda Mecham mentioned that during the prior subcommittee the IOC should form another subcommittee to keep on top of the policy changes of DDD.

Linda Mecham provided background on the Senate bills 1308 & 1309 which have passed through committee but has not made it past the Senate vote. These bills would allow the monitoring for Behavioral Group Homes. DDD is piloting the program of Behavioral Group Homes in hope to begin soon.

Sherry Wilhelmi stated her problems with these two bills is it is requiring the agency staff to be trained in ABA and PBS and she believes a minimum paid staff worker would not be able to perform this intervention properly in the group home situations due to training. She also brought up the fact of there are no proper training infrastructure currently within DDD to do this training.

Linda Mecham agreed and that there isn't enough money to fund this program, let alone funds to increase the direct care workers' salaries.

Eva Hamant brought up the Arizona State Hospital (ASH) having DDD members there because there isn't anywhere to go.

James Maio stated that there are members in ASH due to extreme behaviors.



**Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, February 28, 2022 – 10:00 AM to 12:00 PM**

Sherry Wilhelmi stated that there is no infrastructure to support any other way of supporting those with critical behavioral problems and when this is brought up before DDD it is ignored. There isn't the funding to support these programs.

Linda Mecham is aware of the problem with ASH and DDD funding with severe members. Therefore, the bill for 1231 will help.

James Maio states that there is no level between group homes and the state hospital.

Marlene Riggs gave information that there is one transitional home state operated group home, but the spot is currently filled. This was also called the step-down unit.

The Committee informed Eva that the ATPC (Coolidge facility) has been closed to new members by law. The legislation would need approve a change to ATPC.

Linda Mecham asked if the Coolidge facility could be utilized as a step-down unit.

James Maio also brought up the problems to staffing of Coolidge.

Crisis Care Discussion

Eva Hamant commented that the first sign of crisis is calling the police first. Crisis care should be being taught to the direct care workers to de-escalate the crisis first. Stop calling the police first.

Linda Mecham explained that the police are being called in first to make sure the crisis team will be safe to do their jobs. Many police are not trained in dealing with the DD population.

Eva Hamant commented on the issue is to have families be trained in PBS and ABA to head off the crisis before it escalates. This should be taught by the provider agencies or HCBS.

Linda Mecham explained that most of these issues derive from lack of funding by the Legislature and Governor's office. She suggests talking with your local legislature to get this more in front of the legislature.

Sherry Wilhelmi stated that this is a funding issue and that hopefully this will be resolved in the two new bills in Behavioral Group Homes along with infrastructure in training in DDD and the vendor network.

Article 9/Policy Updates

Linda Mecham stated that is in the internal stakeholder's review process. The Policies have been written to the satisfaction of Linda, as she was part of the stakeholder's meetings. She's not sure of the timeline but must be completed by end of April.



**Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, February 28, 2022 – 10:00 AM to 12:00 PM**

Eva Hamant asked if the IOC would be able to see the policies prior to it going to “Public Comment” to make inputs.

Linda Mecham informed Eva that she was part of the group to put it together and she is satisfied with the policies.

Discussion on Incident Reporting

Eva Hamant informed the committee that she has asked to archive all incident reports prior to January 2022. She had also concerned that the questions she had for Quality have not been addressed. Last one received was October 2021.

James Maio apologized that the responses have not been answered. He has the responses but has not been forwarding them. He promised he would forward them to the DDD Liaison.

Linda Mecham asked if anyone had been reading the Open IRs. There were a couple of responses, **Mandy Herman** said she was. **Carol McNulty** said she will begin to do them again.

DDD Staff updates

Jeffrey Yamamoto informed the committee that there is currently only one liaison and one redactor.

Joan McQuade introduced herself to the IOC as the OIFA manager over the IOC. Her past was with District East Quality manager. She promised to be in attendance once a quarter.

Patricia Sandino had no updates at this time.

James Maio informed the committee that the COVID exposures will no longer be reported in incidents report.

Dr. Dekker arrived late to the meeting. He was arriving as **Sherry Wilhelmi** was talking about the problems, she was having with DCS not knowing how and when to contact DDD when members are in both agencies. (Roundtable discussions)

Dr. Dekker brought up the fact that Dr. Sarah Park the CMO of DCS would like to be more involved with DDD and the cross-agency cooperation. He would like to see the desktop guide that was introduced in 2014 to create a working relation with DDD and DCS members in both agencies. He believes this would be a good starting point for the CMO’s to discuss.

Eva Hamant asked Dr. Dekker about the pain-scale again from previous meeting.



Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, February 28, 2022 – 10:00 AM to 12:00 PM

Dr. Dekker reiterated that the FACES scale is used for non-verbal and less than 5-year-old skilled people. This used a series of faces showing pain and the member chooses which closely relates to their pain. There are other pain-scales but informed the IOC that pain-scales are not always accurate. He admits that the acute and chronic pain is not always being addressed effectively. The CDC has developed a new pain guideline which are available for comment at the CDC website until the end of March.

Linda Mecham asked about the follow up of the “Abuse and Neglect” trainings and the possible effect on the members.

Dr. Dekker said Adverse Childhood Events (ACEs) lead to many problems later in life. DD populations are vulnerable to being picked on and bullied. This population has underreporting of abuse and neglect because many may lack the ability to remember or express the abuse and neglect. He will send out to Larry the documentations about the studies.

Linda Mecham thanked Dr. Dekker on the information he just provided but wants to know about the Abuse and Neglect training by vendors to the DD members.

Dr. Dekker said he did not review the trainings for the members. He will review the document.

Eva Hamant asked Dr. Dekker about the pain-scale again and is DDD using the scales.

Dr. Dekker said that there are problems with all the pain-scales and there isn't consistency for the pain even with the same individual. Using dental pain as an example, dental pain cannot be scaled easily or detected easily but is a real pain that the DD population can experience. He regrets that even when it is known that it's dental pain the member may not get immediate service if the procedure is under anesthesia. He does not have an easy answer to the difficulty of determining pain by the members because all the scales have problems. This is a work in progress.

Sherry Wilhelmi stated that she has been trying to address this point to DDD for a couple of years and that he's the only DDD staff that is listening to this problem, and she is thankful to have his attention on this matter.

Dr. Dekker said that pain and opioid usage is becoming a primary issue and that is being addressed at many agencies. He feels that the issue is not over-prescribing opioids but to manage the chronic pain to allow the person to function in life.

Marlene Riggs added that she has noticed that there doesn't seem to be a medical assessment for behaviors before a mental assessment is done anymore. Leaving out the possibility for pain being the reason for the behavior.

Linda Mecham sent a link of the training of the abuse and neglect to Lori Vaccaro and Dr. Dekker.



**Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, February 28, 2022 – 10:00 AM to 12:00 PM**

Updates from Integrated Health Plans (HP)

Karen Kramer (United Healthcare) stated that putting together two documents about “ How utilize Crisis Services” and “What to expect after Crisis”. This is a navigation tool for the reader with contacts and numbers.

Eva Hamant asked a question on Medicare deductible and wanted to know if that is reported to the Health Plans. It was responded that the provider would submit the bills and proof of payment to the HP to show their deductibles being met to AHCCCS.

Vera Kramarchuk (Mercy Care) no updates were provided at this meeting

Updates from Arizona Department of Administration

Larry Allen was asked by the committee members if their new badges have been sent. He asked for those who haven't received theirs, to send in their pictures since most of those without badges are the reason why. He will send out a request for those pictures that he doesn't have to make their badges.

Roundtable Reports from Members

Eduarda Yates would like to discuss the lack of funding for education. It's a problem which needs attention

Carol McNulty suggests talking with your local legislature to get this issue in in front of the legislature.

Sherry Wilhelmi suggest that that get out and vote for bonds which fund education.

Linda Mecham brought up the recruiting of the IOC, through other means. Ann Ronan is a good lead. IOC needs to be aware of new policies and legislative bills. These would be her goals going forward.

Sherry Wilhelmi would like to bring up the DCS and DDD matrix to cross communicate about members. This form was created as a desktop guide to have better communications and relationship between DCS and DDD. She does not believe it's being utilized by DCS. She will send it to Dr. Dekker.

Discussion on Membership

Linda Mecham asked that there be a concerted effort to start recruiting for District Central.



**Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, February 28, 2022 – 10:00 AM to 12:00 PM**

Joan McQuade informed the IOC that DDD OIFA has hired a volunteer coordinator to do the outreach for volunteers in PRC and IOC.

Patricia Sandino stated that she had two possible candidates who were interested in the IOC, and she would forward their information to Linda and Jeffrey.

Discussion and Review of Incident Reports and Behavioral Plans

For January IRs, the Committee members have been given 494 for January incident reports in the Shared Drive. This included 9 for open and 485 closed reports.

Type	Open	Closed
Accidental Injury	0	104
Deaths	0	4
Emergency Measures	0	20
Human Rights	2	6
Legal	1	1
Medication Errors	0	62
Missing	0	13
Neglect	0	18
Other Abuse	5	4
Other-Behavior	1	139
Other -Injury unknown	0	88
Physical Abuse	0	10
Property Damage	0	2
Suicide	0	14
TOTALS	9	485

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

Questions for QIM: Members of the committee will send the incident reports questions to the DDD Liaison **Jeffrey Yamamoto** to be forwarded to Quality for responses.

Adjournment

Carol McNulty asked for a motion to vote to adjourn the meeting

- **Sherry Wilhelmi** motioned to adjourn the meeting of the District Central IOC.
- **Linda Mecham** seconded the motion.



**Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, February 28, 2022 – 10:00 AM to 12:00 PM**

- A vote was taken and all present (see Welcome and Introductions attendance) voted “Aye”, there were no “Nay” votes. Motion was passed to adjourn the meeting

The meeting was adjourned by vote. The public meeting ended at 12:19 pm.

The next District Central IOC meeting will be held on March 28, 2022, at 10:00 am.
