



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, Mar 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 March 9th, 2022, at 5:01pm. 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, Sarah McGovern, Elizabeth Bird, Yolanda Huynh**
- Absent: **Tonia Schultz, Amanda Godek**
- Public in Attendance: **Sophie Stevenson (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) Whitney Burdett (Program Review Committee (PRC) Manager, District East)**
- **The Committee, DDD, ADOA, AHCCCS and UHC Employee** introduced themselves.

Call to Public

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

DDD Staff Updates

Joan McQuade updated the committee that the DDD IOC team is down 3 employees, a liaison and two redactors, and they are quickly interviewing candidates and will be training them soon. So that the delay of IRs will not be too much longer.

Whitney Burdett stated that she didn't have anything to update except to re-inform the IOC on the change in supervision. Mary DeCarlo is out and there are now two supervisors in her place to confer with instead of one. Gives more one-one-one time to the PRC managers.

Suzanne Hessman asked about the lack of volunteers to attend the PRC meeting.

Whitney Burdett replied that it is OK with one or two volunteers along with the IOC volunteer to man the PRC meetings.



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Jeffrey Yamamoto announced that Leah Gibbs apologized for not being present and gave information she would normally present from the DDD COVID-19 webpage from 3/2/2022.

- 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
- 6,653 members tested positive for COVID-19 (monthly difference of 368)
 - 4,719 residing in their own/family home
 - 1,934 residing in licensed facilities
- 99 Member deaths attributed to COVID-19 (47 lived in a family/own home & 52 lived in licensed facilities). (Monthly difference of 5)
- Tracking weekly counts, Data above is from 3/2/2022

Jeffrey also included the following information in lieu of Leah Gibbs

- Postings for “Public Comment” on the DDD website are available for Article 10,11, Article 15, at this site. There are several other postings including Articles 1,6,8,12,13,16,22,23 available at this site until 3/21 and 3/25.
<https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules>
- Revisions to the Medical Policy manual is in “Public Comment” until 3/31
- Behavioral Health Residential Facilities Policies is in “Public Comment” until 3/25
- Claims Processing Policy is in “Public Comment” until 3/25
- Tribal Health Program Fee for Service is also having some changes
- Qualified Vendor Agencies (QVA) agreement to include Habilitation Enhanced Behavioral Group Home is up for “Public Comment” at a different site until 3/11.
<https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/qualified-vendor-agreement-qva-public-comment>
- Beginning April 1st DDD Support Coordination is allowing the members to decide whether they would like face to face meetings or continue with virtual meetings for their interactions
- "AHCCCS is currently working with the Division to determine next steps and obtain additional insight on how the current Parents as Paid Caregiver flexibilities are working. This process also requires us to get CMS approval in order to finalize our transition from the emergency flexibilities to use of the ARPA funds for this program. It may take us a few weeks to finalize everything, but we will be sure to incorporate your feedback into our discussions. Please feel free to reach out at any time if you have questions and/or additional thoughts to share." Leah/Zane

Jeffrey Yamamoto explained that the COVID exposures will no longer be reported in the IRs and only COVID positive results will create an IR. COVID exposures will reported to Health Services.



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ADOA Update

Larry Allen needs photos of Yolanda and Sophie to complete the DE batch for badges. He informed them they can send them directly to his email. He left his email in the chat. He also informed **Suzanne** he did not receive the email on the Formal Request of the IOC to DDD from last meeting.

Health Plans Updates

United Healthcare Community Plan (UHCCP) Karen Kramer was present for the call. She informed the Committee that there are two documents. They are both dealing with Crisis Care. The first document is “What to do if you’re in Crisis” and the second is “What do I do after the Crisis”. Karen said she would send it out to the liaison to send to the IOC when it’s approved by AHCCCS. It will be sent to members via their usual communications with members.

Yolanda Huynh asked if the documents would have contact information. Karen said it would.

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, but her committee did not meet the past week, so she has no update.

Suzanne Hessman reported on her personal experience on DDD Policy by bringing up the difficulty she is going through becoming a vendor for her daughter to get services which haven’t been available to her since July of 2021. Her daughter resides in an IDLA. No good results in vendor calls and direct calls for services. There was one new agency which did answer declined to offer service after the introduction of her daughter. **Suzanne** found out that the rate of pay to that agency for HCBS care was around \$26/hr. and they were paying their DCW \$12/hr. This is the chronic problem of low pay for low quality workers. There is a lack of agencies for difficult behavior members. She asked, “What is DDD doing to get better quality agencies for difficult behavior members”? **Suzanne** brought up that close to 400 individual services were not being met for the members in DDD.

Suzanne Hessman brought up the fact that there is a mess in the vendor qualifying process. There is no call back by DDD or help in getting started also there are many hoops to go through. In the process of getting a vendor contract, she found out that several policies that, as a parent, were never done. The example she gave was that vendor agencies were required to give a survey at least annually to the parents of members they serve to get feedback on their service performance. She reports that she never received any for her daughter. She asked the committee if they had any experience with service surveys.



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Sarah McGovern, Beth Bird and Yolanda Huynh all said they had but they were never consistent and only a few vendors did many years ago. They all agreed that there should be more agencies to handle difficult behavior members and that provider agencies are dwindling.

Suzanne Hessman has written to both Senator Barto and been vocal to the legislature about the failing policies of DDD, including pay wages for workers.

Kin Counts brought up the fact that DDD Assistant Director **Zane Garcia-Ramadan** had informed the IOC in the last quarterly meeting that the DCW and SC would be receiving pay raises in the summer. **Suzanne** responded that the agencies would get the rate/wage increase but there is no contract/guarantee saying that the increase will be directly given to the actual workers.

Suzanne Hessman will compile a list of requirements from the vendor policy which she believes have never been done and give it to the IOC. She can't believe that there is no accountability for some of the agencies to do what is in policy. DDD must do a better job in monitoring the agencies for violation to their own policies.

Suzanne Hessman had a discussion with **Amanda Godek** and Amanda will bring to the next meeting the concerns she has with some chronic and systemic problems she has been seeing in DDD IRs as emergency measures.

Yolanda Huynh asked if the problem of the lack of vendor agencies and DCW and support coordinators is a problem because of COVID-19 or with DDD. **Suzanne** replied both but more with DDD as this has been longer than COVID-19 crisis. **Yolanda** stated she had difficulty in assigning herself to an "Article 9" class, but finally did take it.

Suzanne Hessman apologized and stated she had not sent the request for response to ADOA and DDD on the above voted requests. She said she would do that this week.

The following Requests were votes from the prior meeting on 2/9/2022:

- 1) **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.

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.



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- 2) **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.

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.

Yolanda Huynh asked the committee about the 30-day response process.

Suzanne Hessman commented that after the request email to respond, DDD has 21 days to make a response.

Suzanne Hessman apologized and stated she had not sent the request for response to ADOA and DDD on the above voted requests. She said she would do that this week.

Discussion of Membership and Voting for the IOC

Sophie Stevenson informed the committee on herself. She is a former UHC rep in the MCO and had worked with the IOCs before moving to another branch of UHC. She is a licensed social worker.

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

Suzanne Hessman motioned to vote Sophie Stevenson 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.



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

Suzanne Hessman asked **Susan Kingsbury** to update the committee on how the PRC and BPs are going.

Susan Kingsbury informed the IOC that she is attending the meetings and that while the new BP form is longer the form is also harder to read. There are always issues with compliance but there doesn't seem to be a systemic problem that she has noticed so far. Her view is that some issues are repetitive in nature, such as documentation, seems hard for some agencies. Keeping the correct and updated documentation for the BP to be utilized. She misses some of the total narrative for the member in the new PCSP (support plan).

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
TBD - Yolanda TBD - Sophie

For **February 2 week IRs**, the Committee members have been loaded in the shared drive **450** incident reports. This included **25** open and **425** closed reports. ATPC had **0** totals with **0** open and **0** closed.

Type	Open	Closed
Accidental Injury	2	35
Consumer Missing	1	6
Deaths	1	2
Emergency Measures	0	1
Human Rights	1	0
Legal	0	0
Medication Errors	0	23
Neglect	6	9
Other Abuse	2	0
Other Behavior	0	101
Other Hospitalization, Unknown injury	11	244
Physical Abuse	1	4
Property Damage	0	0
Suicide	0	0
TOTALS	25	425



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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

Suzanne Hessman adjourned the meeting at 6:07 pm. The next District East IOC meeting will be held on Wednesday April 13th, 2022, at 5:00 pm. Will be virtual meeting should COVID-19 concerns still be in effect.