



**Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, March 22nd, 2021 – 10:00 AM to 12:00 PM**

Call to Order

Meeting called to order by Committee Chairperson, **Karen Van Epps**. The date is March 22, 2021 at 10:24 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:

- **Karen Van Epps**
- **Carol McNulty**
- **Sherry Wilhelmi**
- **Eva Hamant**
- **Marlene Riggs**
- **Lisa Witt**

Attendance by Phone:

- **Eduarda Yates**

Absent:

- **Mandy Herman**
- **Linda Mecham**
- **Andrea Potosky**
- **Debbie Stapley**

Public in Attendance:

- **None**

Health Plan Liaisons:

- **Laurie Ganzermiller** (United Health Care)

ADOA:

- **Larry Allen**

DDD:



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- **Octavia Lamb** (IOC Liaison)
- **Jeffrey Yamamoto** (IOC Liaison)
- **Leah Gibbs** (DDD OIFA Administrator)
- **Michelle Pollard** (National Core Indicator (NCI))
- **James Maio** (Quality Improvement Manager)
- **Megan Dougherty** (District Program Manager)
- **Patricia Sandino** (PRC Chairperson)

Call to Public

There were no members of the public on the call

DDD Staff Updates

Megan Dougherty stated that DDD has been approved to reduce caseload sizes by hiring more support coordinators and other staff and it will take up to the end of 2021 to hire staff and will help with better and quicker response times to DDD members.

Q: Is there going to be hiring in a different area within district Central or a different area all together?

A: The plan is to hire more staff in the areas in the North-East region of Phoenix like the reservation, Mesa, Scottsdale and Tempe.

Q: Is Teleworking going to be in place going forward?

A: The Division's policy future state is to maximize teleworking going into the future. The Division has been successful thus far and moving forward it will be in conglomerate with teleworking and in-person/coming back in the office.

Leah Gibbs stated at this time the Division will continue to do virtual meetings, however if we do not have the ability to have eyes on the member then arrangements are made to go and see the DDD member. For safety reasons virtual meeting will remain in place.

Q: Is there an ETA on how long virtual meetings will be conducted?

A: At this time there is no date, all we know The Public Health Emergency will remain in place until the end of this year.

Megan Dougherty stated the Division has come up with creative solutions to minimize COVID-19 exposure and risk. If a family has technical difficulties or cannot be seen virtually staff is making arrangements safely to see the members. There are options such as seeing the member outside, driving by, meeting at their DTA etc.



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Leah Gibbs stated that she wants the committee to be aware that they continue to have all the flexibilities in places to ensure that members are receiving all services for in treatment programs, sending staff in the homes if members are not able to attend programs and AHCCCS has indicated that they have received assurance that Medicaid services will continue to pay parents whom are providing services for minor children as long as the public health emergency remains in place.

Octavia Lamb Updated the committee that IOC is very close to being caught up on redactions and January redactions are complete and IOC is currently redacting February

Marlene Riggs updated the committee that the state has decided to consolidate their offices and PRC will no longer reside on the 9th fl. As of April 19th, at 4400 N. Central. The department has moved to the 4th fl. There will not be offices for state operations staff, and they will be on the 2nd fl. There will be a conference room available on the 4th fl. for meetings when meetings do return to in-person.

Patricia Sandino asked if committee members for PRC can start to fill out and turn in timesheets. What is needed is how long it takes to review Behavioral Treatment Plans.

Q: Is the committee supposed to record how much time is spend doing PRC and reviewing incident reports on the same timesheet.

A: PRC and IOC have their own timesheets and PRC time is recorded on PRC timesheets and IOC time spent is on another timesheet.

Q: Are coping skills and relaxation removed from PRC as alternative behaviors?

A: They are not at this time. Many of the plans are related to the methodology of those skills.

Q: Is there any update on BTP's moving to the electronic platform?

Patricia Sandino stated that PRC have had meetings about the electronic platform and as of currently the option stands that if committee members request hard copies that they need to communicate this to PRC and this will remain in place.

Sherry Wilhelmi stated that committee members are having difficulties getting connected to the electronic drive and the committee members would like the option to continue with hard copies to review BTP plans.

Patricia Sandino said she understands and spoke in her team meeting that committee members would like hard copies and it was left as an option for committee members.

James Maio No updates currently

Marlene Riggs reiterated what Larry Allen and James Maio said that once the pandemic ends even though Support Coordinators will have the option to telework the future plan is to still conduct meetings in members' homes.



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Updates from Arizona Department of Administration

Larry Allen stated that as long as there is a Public Emergency in place with COVID-19 it will be required that meetings remain virtual and until that is lifted and the governor has removed The Public Emergency, state meetings will be virtual. ADOA has also consolidated offices to save staff money and the hopes is to use the money for other areas in need.

Karen Van Epps stated that there is a concern with the lack of eyes on group homes and residential settings seeing members virtually is not as good as seeing members in the home.

James Maio stated that staff are going out for health and safety visit in any residential setting or day programs where there are serious incidents reported. There are limited visits being conducted in-person with Support Coordination because of the pandemic.

Updates from Integrated Health Plans

Laurie Ganzermiller stated that United Healthcare's main focus continues to be helping DDD with vaccinations for COVID-19 they are currently supporting Coconino county and will continue to support other counties as needed.

Q: Is Maricopa County okay with support for vaccinations?

A: Yes, DDD and AHCCCS has a focus-group of the counties that were struggling to get vaccinations out to individuals and Maricopa is not on the list for additional support, because they are not aware of people struggling to make appointments or get vaccinated, but this will continue to be monitored.

Laurie Ganzermiller continued to state as a reminder that the Aug Comm. transition to the Health Plans was implemented as of January 1st, 2021 and it has been working very well and they continue to meet with DDD on a weekly basis and share information as needed.

No representatives from Mercy Care were present

Q: Is there any way that the Health Plans can engage in the pain management concerns?

Laurie Ganzermiller stated that she is taking back feedback from the committee to her team and will work on how they can coordinate with the district nurses, so more information will come soon. Also, currently the Health Plan does have pain management programs, but they are different in that when assigned to a Care Manager, if there is a chronic need then the member is enrolled in the pain management program. When members are nonverbal or cannot fully express their needs or concerns, the Health plan does work with behavioral health providers to do a assessment, but the Health plans will help with assessing for pain management in the future.



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Laurie Ganzermiller also stated that when it comes to DDD Support Coordination training perspective there can be questions that are asked to identify the need and the Health Plan will discuss assisting with providing more trainings to help support in this area.

Updates and questions on Google Shared Drive for Incident reports

Karen Van Epps started off by asking where is the invitation to get access to the shared drive?

Octavia Lamb stated that each member must have a Gmail account to have access to the google shared drive.

Q: How do they review incident reports if they do not have an invite emailed to them?

A: You cannot get access to the Google shared drive before hand without permission from the IT department.

Karen Van Epps stated that is the only way to review incident reports is to depend on someone to send each committee member an invite each time.

A: Committee members are emailed an invite one time then once they click on it then they will have access continuously.

Octavia Lamb will notify the IT department to resend invites to those that provided Gmail accounts.

Carol McNulty stated that she does have access but has problems viewing the incident reports on her Apple device. Can incident reports be viewed and make comments on an Apple devices?

Octavia Lamb stated that this will be elevated to the IT department, but as of currently it is better to view and comment incident reports on a desktop computer not a tablet.

Jeffrey Yamamoto provided brief instructions on how to get to the shared drive once the invite is received.

Updates on IOC workshop's regarding Incident Reports

Karen Van Epps stated that at the last IOC workshop they requested more information be provided and this request was going to be elevated and at the next scheduled workshop the committee is hopeful that an update will be provided and if one is provided then Karen will discuss this at the next IOC meeting.



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James Maio suggested that the committee members request more vendor trainings for reporting incident reports and that it's a requirement and what is the vendors immediate response to the incident report.

Carol McNulty stated that the other concern is that when a staff reports an incident to their agency as the incident is elevated within the agency the incident report changes as it goes up the chain in the agency.

James Maio stated that DDD should require the staff that witnessed the incident write the incident report and should not be altered and if it is the original incident report should be provided to appropriate staff so the staff can see the differences. He suggested that this be elevated by the committee at the upcoming workshop.

Update on Pain Scale in Members with Behaviors

Marlene Riggs stated that per her research she found that in the Article 9 class does mention to rule out any medical conditions or pain before assuming a behavior because the definition of a behavior is communication before something is happening. In DDD Article 9 the discussion about pain management should be discussed with support coordination and the team. There is a complex care behavioral health liaison that helps Support Coordinators for technical supports and give advisement to minimize barriers with behavior health and pain related concerns.

Marlene Riggs presented a Behavior to English Dictionary form and explain how this benefit helps assess behavior or pain indicators in DDD members as a tool to assist with the member and the support team, but she stated she could not find anything formal to address pain management specifically.

Sherry Wilhelmi stated that if the tool that was presented was taken to a PCP it would not be usefully to licensed personal to assess the member accurately. This tool will only assist DDD staff and the team but there will need some other tool for licensed personal and feels that the Health plans should be more involved because they work with licensed personal that are prescribing pain management. And suggested that the health plans create a tool for licensed personal.

Discussion and Review of Incident Reports and Behavioral Plans

For December and January IRs, the Committee members have been given 915 for December and 508 for January incident reports in the Shared Drive. This included 117 for December and 88 for January open and 798 for December and 420 for January closed reports.



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Type	Open	Closed
Accidental Injury	12	162
Deaths	2	15
Emergency Measures	22	15
Human Rights	11	5
Legal	11	3
Medication Errors	7	72
Missing	2	36
Neglect	12	51
Other Abuse	11	34
Other-Behavior	7	218
Other -Injury unknown	12	128
Physical Abuse	4	36
Property Damage	0	4
Suicide	4	19
TOTALS	117	798

Type	Open	Closed
Accidental Injury	14	57
Deaths	0	9
Emergency Measures	4	34
Human Rights	9	2
Legal	5	3
Medication Errors	12	59
Missing	4	12
Neglect	10	18
Other Abuse	16	14
Other-Behavior	2	123
Other -Injury unknown	4	72
Physical Abuse	6	7
Property Damage	1	2
Suicide	1	8
TOTALS	88	420

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

Number of Questions for QIM: **8**. members of the committee will send the incident reports questions to the DDD Liaison **Octavia Lamb**.



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Roundtable reports from members

No roundtable topics. Committee members will notify IOC Liaison if there are any additional topics for discussion for the next meeting.

Adjournment

The meeting was adjourned by Karen Van Epps. The public meeting ended at 12:08 pm.

The next District Central IOC meeting will be held on April 26, 2021 at 10:00 am.
