



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, April 14th, 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 April 14th, 2021 at 5:04 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, Suzanne Hessman, Kin Counts, Tonia Schultz**
 - Absent: **Amanda Godek, Elizabeth Bird**
 - Public in Attendance: **None**
 - Arizona Department of Administration (ADOA): **None Present**
 - Healthcare Plan Liaison (UHCCP): **None Present**
 - DDD staff: **Jeffrey Yamamoto (DDD IOC Liaison), Leah Gibbs (OIFA), Mary DeCarlo (PRC), Nicolette Fidel. (Operations) Megan Taylor (DPM), Michelle Pollard (NCI)**
 - **The Committee and DDD staff** introduced themselves.
-

Call to Public

Suzanne Hessman: Called for public to announce themselves. There was no one from the public in attendance.

DDD Staff Updates

Jeffrey Yamamoto Introduced Leah Gibbs to the Committee.

Leah Gibbs began by thanking the committee for allowing her to update them. She stated we are continuing to track members who have been diagnosed as COVID positive and that have passed away from virus. What we know effective yesterday: the division is supporting 45,040 members statewide. There's a total of 2,786 positive cases which breaks down to 1,678 members in their own home/family home and 1,108 in licensed residential settings, 74 members passed away of which 30 live in their own home/family home and 44 lived in licensed residential settings. Good news is that new cases are decreasing. Additionally, the Division's support coordinators continue their outreach for members over 16 years old to register for vaccination and offering other resources on where to go or how to coordinate visits for vaccine administration for homebound members. We are still working on those contacts that are homebound. We are finding that the majority of



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parents/guardians/members are saying they have or will schedule for vaccination. Others are saying they are planning to schedule but are waiting a bit longer before making that decision for the member, and some are choosing not to vaccinate.

Suzanne Hessman commented that it's excellent this outreach is being done and that it's great that service to the home is being coordinated for vaccination. Leah states it's a wonderful partnership with the Dept of Health and they really understand our members have unique needs.

Mary DeCarlo informed the committee that the IOC drive has been rolled out statewide. Hopes this has been helpful in accessing behavioral plans (BP) and uploading dispositions. Opened up floor for feedback.

Jeffrey Yamamoto called on Susan Kingsbury. Susan had no comments.

Mary DeCarlo shared another update for PRC: in May, all the chairs and admins will be at the training dept for Article 9 full day training. The expectation is that the chairs will be trained as subject matter experts to be better able to provide technical assistance when it comes to those questions about what Article 9 is and its applicability. They will not be certified as instructors and will not be teaching those courses. From a behavioral health administration standpoint, there are several work groups that are currently looking at expanding/improving behavioral health access in licensed residential settings. From some of those work groups, subgroups have emerged and are working with an ADA provider community in developing a standardized behavioral treatment plan (BTP) and FDA format. The goal is to have the first document ready to pilot in a District by end of May. She's looking forward to having some consistency statewide with documents that are coming in. From that work group, they will also be working with the training dept to revise our BTP writing workshop, so all documents are consistent.

Suzanne Hessman commented that this is excellent news. She says they have wanted for a long time to have those documents standardized. It'll be easier for everyone involved, including direct care providers.

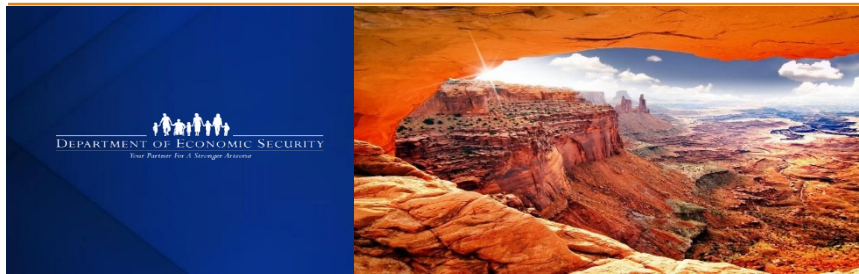
Kin Counts asked if there's a way to make the review of claims more efficient so that all claims can be discussed thoroughly because they are always pushing for time and the last claims to be discussed are never looked at thoroughly. Her suggestion to make it more efficient is that the plan(s) be sent out earlier and everyone's questions be typed out to be sent to the chair or whomever. Then the answers to those questions be compiled before discussing it in the meeting for approval. Kudos to Dr. Andrew Wade.

Mary DeCarlo offered, based on feedback, to go back to IOC drive and creating a document (pre-meeting form) where members can input their questions. Also, to prepare for reviewing those plans, reaching out to admins/chairs ahead of time to extend time allotment by 30 minutes or an hour. She will address this with the chairs. She will also send Kin Counts' kudos to Dr. Andrew Wade.



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Nicolette Fidel presented a PowerPoint presentation. The content of the power point presentation is below.



Arizona Provider Network Development Consultation

Provider Network Development Consultation

BURNS & ASSOCIATES
A DIVISION OF HEALTH MANAGEMENT ASSOCIATES

 **Human Services
Research Institute**

NASDDDS

National Association of State Directors of Developmental Disabilities Services



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Provider Network Development Consultation

Project Purpose:

Support DDD to improve service models and contract design, with stakeholder input, aligned with the Division's "True North"

"True North" means the DDD empowers Arizonans with developmental disabilities to lead self-directed, healthy, and meaningful lives

Provider Network Development Consultation

We conducted research and talked to stakeholders to recommend ideas for improving services and contracts

We focused on:

What would make services better?

What would make contracts or the process of becoming a vendor better?

What would support vendors to deliver the best possible services?



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Provider Network Development Consultation

DDD decided to focus on three areas for improvements to the contract including:



Quality



Employment



Training

Some of the changes we recommend will be ongoing beyond when the new contract is implemented. No changes will be final until after the public comment period.

Provider Network Development Consultation

Proposed "New" Contract

Future

Quality Management Plan

Accreditation

Workforce Development Plan

Strengthening employment training for some employment services

Quality Monitoring

Expanding DSP training requirements

Vendor Standards

Changing Service Specifications

Focus on Employment Services



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Provider Network Development Consultation

Current Services

- | | | |
|---|---|--|
| • Attendant Care | • Habilitation, Group Home | • Occupational Therapy |
| • Career Preparation Readiness | • Habilitation, Hourly Support | • Person Center Planning Facilitation: Service Not Being Solicited |
| • Center-Based Employment | • Habilitation, Individually Designed Living Arrangement | • Physical Therapy |
| • Day Treatment and Training, Adult | • Habilitation, Music | • Respiratory Therapy |
| • Day Treatment and Training, Child (After School) | • Habilitation, Nursing Supported Group Home | • Respite |
| • Day Treatment and Training, Child (Summer) | • Habilitation, Specialized Behavior: Service Not Being Solicited | • Room and Board, All Group Homes |
| • Employment Support Aid | • Habilitation, Vendor Supported Developmental Home (Child and Adult) | • Room and Board, Vendor Support Developmental Homes (Child and Adult) |
| • Group Supported Employment | • Home Health Aid | • Speech Therapy |
| • Habilitation, Communication | • Homemaker | • Support Coordination (Case Management): Service Not Being Solicited |
| • Habilitation, Community Protection and Treatment Hourly | • Individual Supported Employment | • Transition to Employment |
| • Habilitation, Consultation | • Nursing | • Transportation |
| • Habilitation, Early Childhood Autism Specialized | | |

Provider Network Development Consultation

Service Changes

Removed:

- Support Coordination (Case Management)
- Person Center Planning Facilitation
- Habilitation, Specialized Behavior
- Habilitation, Consultation
- Habilitation, Early Childhood Autism Specialized

Transitioned:





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Provider Network Development Consultation

Current Section 9 – Attachments, Certifications, Agreements, Plans

- Section 9A – Application and Award Agreement
- Section 9B – Qualified Vendor Application and Directory System
- Section 9C – Certification Regarding Lobbying
- Section 9D – Debarment
- Section 9E – Data-Sharing Request/Agreement View Sample
- Section 9F – Developmental Home Third Party Agreement
- Section 9G – Request for Central Registry, Background Check
- Section 9H – Business Plan
- Section 9I – Contingency Plan
- Section 9J – Business Associate Agreement
- Section 9K – Utilization Data
- Section 9L – Participation Boycott of Israel
- Amendment #7 with Signature Page

Proposed “New” Section 7 – Attachments

- Section 7A – Assurances
- Section 7B – Business Plan
- Section 7C – Contingency Plan
- Section 7D – Developmental Home Subcontract

Provider Network Development Consultation

Join us in the public comment period

- During public comment, the contract will be posted for people with disabilities, families, vendors, and advocates to review and provide feedback.
- Expected to start in May 2021
- Will last for approximately 60 days
- Comments will be used to make changes and finalize the contract
- We’re having meetings this month to discuss with different stakeholders



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Provider Network Development Consultation

Current Contract

- [Application Submittal Checklist](#)
- [Section 1 - Notice of Request for Qualified Vendor Application](#)
- [Section 2 - Table of Contents](#)
- [Section 3 - Instructions to Applicants](#)
- [Section 4 - Background](#)
- [Section 5 - Services Requirements / Scope of Work](#)
- [Section 6 - Standard Terms & Conditions](#)
- [Section 7 – Service Specifications](#)
- [Section 8 - Arizona Geographic Map](#)
- [Section 9 – Attachments, Certifications, Agreements, Plans](#)

Proposed “New” Contract

- [Section 0 – Cover Page](#)
- [Section 1 – Introduction](#)
- [Section 2 – Table of Contents](#)
- [Section 3 – Standard Terms & Conditions](#)
- [Section 4 – Instructions](#)
- [Section 5 – Scope of Work](#)
- [Section 6 – Exhibits](#)
- [Section 7 – Attachments](#)

The screenshot shows a web browser window with the URL [https://www.azdhs.gov/ddiv/ddp/Providers/Vendors/QualifiedVendorAgreement\(QVA\)/PublicComment](https://www.azdhs.gov/ddiv/ddp/Providers/Vendors/QualifiedVendorAgreement(QVA)/PublicComment). The page title is "Qualified Vendor Agreement (QVA) Public Comment". On the left is a navigation menu with categories like "Developmental Disabilities", "Individuals & Families", "Providers & Vendors", etc. The main content area features a network diagram of people connected by lines. Below the diagram is a paragraph of text: "In September 2019, the Division of Developmental Disabilities (DDD) partnered with Burns & Associates Inc. to improve the quality of services that our members receive. A new, draft Qualified Vendor Agreement (QVA) has been developed with input from stakeholders including Qualified Vendors, members, families and other organizations. All parts of the QVA have been reviewed and revised in some manner as a result of this project, and as such, all portions are being posted for public comment." Below this text is a "Resources" section with two buttons: "Structure Comparison" and "Summary of Changes (Plain Language)". An "Instructions" section follows with three bullet points: "Click on the name of the document in the Qualified Vendor Agreement Draft Documents section to view each revised document.", "Use the Google Form link to the right of each document to submit comments about each specific document.", and "Be as specific as possible when submitting comments including referencing the line number." At the bottom, there is a form with a dropdown menu labeled "Qualified Vendor Agreement Draft Documents" and a "Timeline" section.



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Resources

[Structure Comparison](#)

[Summary of Changes \(Plain Language\)](#)

Instructions

- Click on the name of the document in the *Qualified Vendor Agreement Draft Documents* section to view each revised document.
- Use the Google Form link to the right of each document to submit comments about each specific document.
- Be as specific as possible when submitting comments including referencing the line number.

If you have questions related to the project, but unrelated to a specific document, please submit them using this form, <https://forms.gle/BqvkgTSyXUJX2AVI8#>.

Qualified Vendor Agreement Draft Documents

- Section 1 - Introduction
- Section 2 - Table of Contents
- Section 3 - Standard Terms & Conditions (Use this link to submit comments, <https://forms.gle/KsCnACnYAp2MBUY9#>.)
- Section 4 - Instructions
- Section 5 - Scope of Work (Use this link to submit comments, <https://forms.gle/24B12vZILdnpugmx9#>.)
- Section 6 - Exhibits
 - Section 6A - Pathways to Employment (Use this link to submit comments, <https://forms.gle/vogXcLCDJTMUGP1p6#>.)
 - Section 6B - Center Based Employment (Use this link to submit comments, <https://forms.gle/XamFrFGTGPqQnv8j5#>.)
 - Section 6C - Group Supported Employment (Use this link to submit comments, <https://forms.gle/QVJWZy2HKaKMMMSJ8#>.)
 - Section 6D - Individual Supported Employment (Use this link to submit comments, <https://forms.gle/2aV4gUzyYtdn9b8P6#>.)

DEPARTMENT OF
ECONOMIC SECURITY

Division of Developmental Disabilities

**RFQVA Public Comment Submission
Form - Section 6G Transportation**

The Arizona Department of Economic Security ("Department" or "ADES")/Division of Developmental Disabilities ("Division" or "DDD") proposes new or revisions to Section 6G - Transportation of the Qualified Vendor Agreement. Use this form to submit your comments regarding these revisions.

Written comments and opinions on the proposed policy will be accepted until 11:59 PM (Arizona Time) on XX/XX/2021.

Please complete this form in its entirety.

* Required

Email address *

Your email

First Name *

Your answer

Last Name *

Your answer



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Provider Network Development Consultation

Stay Involved!

- Meetings** • We'll join a townhall to update you about the final changes
- Website** • Check DDD's website for details at <https://des.az.gov/qualified-vendor-network-project>
- Email** • Contact us anytime through the project to make sure we hear your ideas: AZnetworkdev@burnshealthpolicy.com

Megan Taylor offered the following update: still serving around 10,800 members, still have quite a few vacancies in our district for support coordination positions, which they are continuously working on diligently to get them filled to lower caseloads. Also, in an effort to level the managers' workload due to adding on three additional units, they are adding another area manager position to the District. The position is posted. They will be moving their Early Intervention Unit (EIU) under this new area manager, and that way they have that continuity of having one manager instead of two supporting EIU. They are also moving two units from Chandler and one from Mesa under this new area manager. This will not cause any changes to support coordinators currently supporting members. It's just a management change to help keep the workload at a manageable level.

Michelle Pollard wanted to tie into what Nicolette Fidel presented on all the changes coming into play/being in the works with Burns & Associates, HSRI, and NASDIS. NCI works with HSRI and NASDIS when it comes to the national core indicator surveys in which these surveys' data is used as a resource for strategy to get information on members' services within the IDD population. The change specifically that Nicolette Fidel was talking about regarding quality employment and training for the provider network development consultation, that would relate and co-relate to what she does with the Staff Stability Survey in the provider network. That data that she receives from that survey would basically assist, in the future, to make decisions and find out where they are at within the nation and across America as far as being able to compare data from state to state. She wanted tie those things together so that people understood that it's to allow/help the Division move in a positive



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direction for members to make sure that everything (including COVID and everything happening to racial disparities and everything in between) is taken into consideration when it comes to members and the provider network. These surveys would be utilized within the DDD, within Quality Management, and for staff stability to basically analyze and take a look at what our provider network is seeing or reporting back.

Suzanne Hessman asked if Michelle is doing more surveys than what is usually done for NCI? Michelle said “No”. She is doing all the surveys that were originally sent (in-person, three mail-out family surveys, and staff stability). As far as collection of data, the numbers are the same. With the staff stability surveys, those are sent out via email to providers based on the contracts with the provider network. So, they utilize the internal information. It’s sent out and they urge the provider network to give feedback so that they understand where the State of Arizona is with regards to the IDD population and the provider network they’re in. Suzanne further asked if those questions that are being asked are based upon how many direct care providers that they have and shortage of providers and things of that nature. Michelle answers yes. She says that they want to identify what the minimum wage approximations are here across Arizona, which they want to see who’s getting PTO, who’s being compensated, whether it’s a bonus compensation at the beginning of work or at 90 days. They are mostly HR questions to establish the stability of the provider network. Suzanne then asks what is the minimum that they’re allowed to pay those direct care workers? Michelle’s answer is it’s up to the provider how they disperse their funds. She further states that they urge providers to give them to the direct support workers and increase the pay in that arena. She states that historically, as a Division, they have made those suggestions to providers when there were rate increases, especially when COVID happened and during COVID. Legislatively, they can take the information from those surveys and push for wage increases for direct care providers. Suzanne asks what is the average wage being paid to direct care staff? Michelle answers it’s approximately \$11.00 across the board in Arizona. That’s what they’re seeing reported. Suzanne comments that it’s our minimum wage right now. She further comments that they can work at McDonalds and make more. Michelle then answers that’s why they want this data so that they can show that support is needed as to where the funds are being allotted within the business. Suzanne asks how Michelle suggests we go about doing that. It’s unacceptable for them to only be making minimum wage for us to have quality providers providing those direct care services to our members. It takes very special/patient people with more training to care for our members. She also asks Michelle how we are best able to influence that. Michelle says the best influence would be every opportunity we have within the public comment that may affect this area. Therefore, the public comments the committee members go to at town hall meetings, attending the different events that are now becoming more available all over DDD, she urges Suzanne and committee members to go and have their voice heard so we can push the change. When people speak that’s when people above start making those changes. Suzanne thanks Michelle and states it was very informative. Then asks if anyone else has any more questions for Michelle. There were no other questions, and this concludes the DDD Staff Updates section of this meeting.



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ADOA Update

Larry Allen: was not present and apologized for not being there. He had an emergency which came up.

Health Plans Updates

United Healthcare Community Plan (UHCCP) was not present for the call.

Mercy Care liaison was not present for the call.

DDD IOC Liaison Updates

Jeffrey Yamamoto commented that he only had 2 things to go over. 1) There's a quarterly IOC meeting scheduled a week from now, 10am to Noon. Anyone wanting to be invited to participate or listen in let Jeffrey know so that he can have Octavia send invite/information. 2) Regarding the announcement that he sent out earlier today about Quality being very busy this week, in and out of the office for this and last week. The questions were submitted that were done up until April 5 to give them enough time to answer them this week and a half, but they have been in and out. The questions will be forwarded as soon as he receives them. A follow-up email was sent to Joan to have those sent to him as soon as possible.

Action Items: Follow up with questions from the committee they pose to Quality. No questions were posed.

Discussion of Membership for the IOC

Suzanne Hessman announced that Sheri and Karla resigned from the committee due to other work circumstances taking up their time. They will be missed. She asked Jeffrey Yamamoto how many members that leaves us with. He answers six plus Tonya (plus 1). She then asks that, other than those who are on the call, who is she missing. He answers Amanda that had sent him information she was still at work and was unable to attend, and Beth, which has had a leave of absence for a few months. She then asks if there is any active recruiting now that COVID numbers are getting better and vaccines are happening? He answers that it's been brought up with upper management from DDD and the DES volunteer coordinator. Larry is working on that. Plus, they are working with the different districts. He says he is sure Megan has heard something along those lines. He knows Leah has put it in the last OIFA newsletter. Leah says she didn't get anything out of that one either. The last one that was sent at least had a couple responses. He continues to ask that anytime any of the DPMs are on to reach out with their groups of support coordinators. He states that they'll try some



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other things. Right now, he has quite a busy plate due to training the new redactors. they're pulling them in so they can get the committee caught up.

Suzanne Hessman encouraged any of the members who know people or any associations that would be appropriate members to join our committee, please have them reach out to Jeffrey. She says we do need more committee members, so the workload isn't so overwhelming.

Megan Taylor asks Jeffrey if they've thought about doing a presentation at one of the monthly town halls of the IOC and what that looks like. Jeffrey says that was proposed and talked about the first of April. They couldn't coordinate who was going to be on there at that time. It's not known if Leah said anything during that, but it was discussed that would be another opportunity. He thanks Megan.

Suzanne Hessman asks if anyone has any connections with special ed schoolteachers to reach out to, either of them directly or their family members. Jeffrey suggested to reach out to Sheri.

Sarah McGovern suggests a new rule should be implemented that if you are leaving the committee, you should provide your replacement. Suzanne answers that she thinks the bylaws should be changed to put that one in, otherwise it's a lifelong commitment.

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

Suzanne Hessman says she has not been in in there this month. She then opened up the floor to questions/concerns.

Sarah McGovern says if there is a backlog of incident reports of other members that are no longer with us that she can go through and try to get through some of those and get them archived out. Jeffrey answers that DDD has to make those available to committee members and the committee can choose and do whatever they can with the people they have. All they have to make sure is they're not missing any of the big six (death, human rights, neglect, other abuse, physical abuse, suicide). The others can be tracked/trended at Quality's end.

Susan Kingsbury says to Sarah if she wants to assign someone's name to her to do some more reports of theirs, she can let her know by sending her an email. Sarah says she will be sending her an email tomorrow regarding this assignment.

For Jan IRs, the Committee members have been loaded in the shared drive 726 incident reports. This included 180 open and 546 closed reports. ATPC had 59 totals with 44 open and 15 closed.

Type	Open	Closed
Accidental Injury	4	73
Consumer Missing	2	6
Deaths	5	3



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Emergency Measures	2	11
Human Rights	8	6
Legal	6	3
Medication Errors	15	48
Neglect	39	33
Other Abuse	0	4
Other Behavior	9	115
Other Hospitalization, Unknown injury	97	227
Physical Abuse	2	13
Property Damage	0	2
Suicide	0	2
TOTALS	180	546

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 6:14 pm. The next District East IOC meeting will be held on Wednesday May 12th, 2021 at 5:00 pm. Will be virtual meeting should COVID-19 concerns still be in effect.