



**Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Monday, April 26, 2021 – 10:00 AM to 1:00 PM**

Call to Order

Meeting called to order by Committee Chairperson, **Karen Van Epps**. The date is April 26, 2021 at 10:10 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**
- **Mandy Harman**
- **Sherry Wilhelmi**
- **Eva Hamant**
- **Marlene Riggs**
- **Lisa Witt**
- **Linda Mecham**

Attendance by Phone:

- **Eduarda Yates**

Absent:

- **Andrea Potosky**
- **Debbie Stapley**

Public in Attendance:

- **None**

Health Plan Liaisons:

- **None**

ADOA:

- **Larry Allen**

DDD:

- **Octavia Lamb (IOC Liaison)**



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- **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

Leah Gibbs gave an update on COVID-19 numbers for DDD members. As of the end of March there are 45,000 DDD members and 2,792 have tested positive for COVID-19, 1,681 lives in their own home or in their family home and 1,111 lives in a residential setting. 74 members have passed away, 30 lived in their own home and 44 lived in a residential setting. As of the week of April 19th only 8 members tested positive, which means the division is doing a good job of keeping DDD members safe. COVID-19 numbers have dropped significantly since January/2021 numbers were averaging 170 as high as 220 cases a week.

Leah Gibbs also stated that there have been some personnel changes within the Office of Individual & Family Affairs, Betty John who was the Department of Child Safety Liaison and was overseeing the internship program for bachelor's and master's level social work interns retired from the state. The division is working on interviewing this week to fill her position and will let the committee know once the position has been filled. Barbara Picone has been filling in until a new person is hired. Also, Zane is in full support in hiring extra staff to assist in getting the incident reports redacted and posted timely and 2 new staff have started in the last two weeks. All of February's redactions are completed and March is currently being worked on.

Leah Gibbs spoke about the continuation to work with AHCCCS to release the notice to cures. They are doing outreach and working with Zane a focus group made up of 50 people from around the state that consists of members, families, stakeholders and advocates and they are providing feedback on division improvements.

Q: How can the committee get access to that feedback from the next meeting and the previous meeting?

A: As soon as the final document is ready to share it will be provided to the committee and Leah will work with Zane to get the feedback from the previous meeting.



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Leah Gibbs Lastly stated they are working on the plans for initiatives for next year, the executive team is working on what will be the strategic goals for next year. They will be implementing requirements that have happened legislatively that the division will need to address. There are new requirements with the AHCCCS contract that has to do with the division receiving certification in certain areas, but these certifications will not be coming for another few months as they work on completing other requirements with AHCCCS.

Q: Are there any representatives from IOC part of the focus group with Zane?

A: Yes, there is one IOC representative from IOC district East.

Q: Why is there only one representative and how are other committee members supposed to get the information from the one IOC representative.

A: The focus group wanted to get one representative from all areas of the state and if any of the committee members would like the information, they can request it and Leah would be happy to provide the information upon request.

Q: What is the notice to cures that are being finalized with AHCCCS?

A: They are, Access to care (timely connection with a member and a service provider), quality assurance (appropriately access what needs to be a quality care concern) and concerns about assessment for nursing hours.

Q: How is the new Electronic Visit Verification (EVV) program doing across the state?

A: It has been a challenge, some of the vendors chose to use their own software and others chose Sandata (AHCCCS contracted with) and families continue to struggle with this. There are frustrations with how to log in/out when changing services and the AHCCCS administration is aware of these challenges and has postponed the Go-Live date to give the providers more time to address the issues. The new Go-Live date has not been provided.

Q: What will happen to the EVV program if it does not turn out the way it is supposed to?

A: No answer was given but will elevate to Provider network personnel.

Q: What can the committee do to advocate for a increase in salary for care providers?

A: The best way is to contact the local legislator that represent district central and ask if they can support Senate Bill 1355 (specifically for provider increases currently asking for \$30 million for state general funds) for more money towards the program.

Megan Dougherty gave the committee an update on support coordination. The division has hired an Area Program manager for the new area in district central and she is based out of the Cholla office and will have 38 new support coordinators that will help lower case load sizes.

Patricia Sandino requested that when volunteering to be apart of the PRC session each IOC member who participates fil out and submit the IOC disposition form as soon as possible. The sheet is included with the BTP's when mailed out or emailed and it is a requirement.

Karen Van Epps stated that the disposition forms are new and very difficult to fill out.



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Sherry Wilhelmi stated that she has been having difficulty viewing the BTP's Online.

Patricia Sandino stated that she understands many members have been having difficulties viewing the plans Online and will be speaking with the IT team about how to fix the issue.

Linda Mecham asked what is the disposition form?

Patricia Sandino stated that the disposition form is for every volunteer who reviews a BTP plan to report any rights restrictions on the DDD member.

Q: Who came up with form?

A: the form was updated by the chairs of behavioral health.

Q: How does this effect the IOC member?

A: answer could not be clearly given due to technical issues.

Eva Hamant stated that she believes that the disposition form was created just in case something was not addressed that the IOC felt should have been addressed.

Linda Mecham asked what is the history of the disposition form and who was involved with creating the form? Because the old form was easier to understand and fill out.

Eduarda Yates asked can the original form be filled out and submitted instead? Because it worked very well.

Sherry Wilhelmi stated that IOC members do not get any data from the disposition form, no feedback comes back once the form is filled out. During the PRC sessions there is open discussions to resolve their concerns and Patricia Sandino captures all the concerns and does not feel the need to go back and write down the concerns once it has been discussed. She wanted to know why IOC members were not included in creating the disposition form? and would like to but in a motion to investigate why this form was created without IOC member input.

A vote was set in place to investigate the reason for the disposition form and why there was no IOC member input

Linda Mecham motioned to request the IOC liaison to write up a summary regarding the discussion during the IOC meeting about the PRC disposition form so that they can obtain from DDD a history and the rationale behind the form and by going back to the original form it would benefit the volunteers and include the IOC members when developing the disposition form moving forward.

Sherry Wilhelmi - Seconded the motion.

All present members agreed by "aye" and no "nays"



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Updates from Integrated Health Plans

No one from the health plans were present

Updates from Arizona Department of Administration

Larry Allen stated that he will be expanding recruitment efforts for IOC membership specifically for the North and South districts because there have been some concerns with sustainability and meeting quorum for these districts but will keep all the committees in mind for recruitment.

Karen Van Epps asked is there any move in providing funds for transportation? Specifically, for the North and South districts.

Larry Allen responded by saying he will follow up with Leah Gibbs and Zane Garcia Ramadan because there was mentioned at the January Statewide meeting that transportation would be reimbursed.

Larry Allen stated that Senate bill 1244 has transferred administrative support duties to ADOA from Developmental Disabilities Advisory Counsel (DDAC). Larry will be helping them setup their website for the group to post their agendas, minutes, annual reports, etc. and make it more accessible for everyone. He will keep the committee updated on the changes.

Karen Van Epps asked How are the public forum sessions going for (DDAC)?

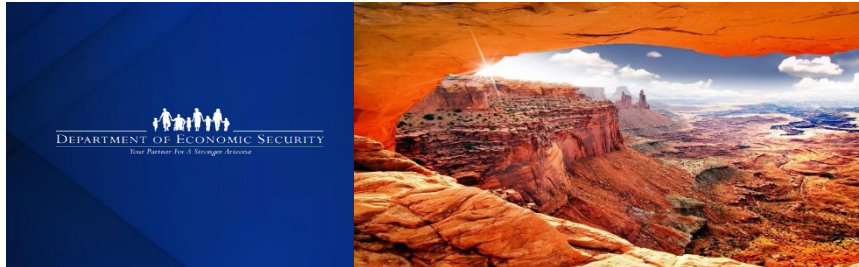
Larry Allen stated he does not have any information on if the public forums are taking place or if they have been productive.

Provider Network Development Project from Nicolette Fidel

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



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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 following content:

- Page Title:** Qualified Vendor Agreement (QVA) Public Comment
- Navigation Menu (Left):**
 - Developmental Disabilities
 - Individuals & Families
 - Find Out if You Are Eligible for Services
 - Providers & Vendors
 - Licensing & Certification
 - Accomplishments & Initiatives
 - DDC Health Plans Information
 - Policy & Rules
 - Public Councils & Committees
 - Contact Developmental Disabilities
 - How To Print Page Content
 - Language Assistance
- Main Content:**
 - Diagram:** A network diagram showing interconnected nodes representing a provider network.
 - 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."
 - 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.
 - Footer/Navigation:**
 - Qualified Vendor Agreement Draft Documents (dropdown)
 - Timeline (dropdown)
 - Frequently Asked Questions



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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/BqvkgTsyXfJX2Avr6#>.

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/XamFFGTGPqQv9j6#>.)
 - Section 6C - Group Supported Employment (Use this link to submit comments, <https://forms.gle/QVJWZy2HKaKMMSJ8#>.)
 - Section 6D - Individual Supported Employment (Use this link to submit comments, <https://forms.gle/ZaV4gUzyYdn9b8P6#>.)

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 *



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Provider Network Development Consultation

Stay Involved!

Meetings	<ul style="list-style-type: none">• We'll join a townhall to update you about the final changes
Website	<ul style="list-style-type: none">• Check DDD's website for details at https://des.az.gov/qualified-vendor-network-project
Email	<ul style="list-style-type: none">• Contact us anytime through the project to make sure we hear your ideas: AZnetworkdev@burnshealthpolicy.com

Linda Mecham asked when submitting feedback on a specific organization if it is a parent submitting the feedback would the parent specific as “parent”?

Nicolette Fidel stated that it helps them to know who is providing feedback, if the information pertaining to provider community or member’s families or other stakeholders. It is not required to state who the feedback is coming from, but it would be helpful who the feedback is from.

Updates from the Quarterly Statewide Meeting

Karen Van Epps spoke about the continual concern about case management and many of the case managers being new and the members not meeting their case managers in person and this is common on the PRC sessions because when Patricia Sandino ask a question to the case manager the case manager has been responding with “I have not had a chance to meet with the member” and members have been having difficulties with virtual meetings.

Octavia Lamb restated what Leah Gibbs stated at the quarterly statewide meeting that the plan is if the member cannot be seen on the virtual call for any reason than the case manager would make arrangements to see the DDD member in person either, by seeing the member outside or in the window or by other means safely.



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Karen Van Epps said the big concern is case management losing contact with what's going on in the home.

Karen Van Epps stated that she has a concern that virtual meetings will be the new norm because case managers like meeting over the phone or by video and wanted to know if any DDD staff had any update on this change.

Karen Van Epps stated that IOC members have access to review BTP plans on paper or virtually stated by Patricia Sandino and Mary DeCarlo at the statewide meeting.

Linda Mecham asked were there any updates on the electronic platform and viewing the incident reports. A few members said they do have access to the shared drive but are not able to view the incident reports.

Octavia Lamb stated that if there are any members that are still having struggles with the electronic platform to please contact her after the meeting so all concerns can be addressed, and incident reports can start being reviewed. Incident reports are almost caught up, the team just completed all of February incident reports and posted them to the shared drive and the team is now working on March incident reports and both closed and open incident reports for central should be posted no later than end of day on Wednesday 4/28/2021.

Octavia Lamb lastly asked the committee to please send in IOC timesheets because only a few members have turned them in. There was clarification on what meetings can be record as part of IOC hours to clear up any confusion on what hours to record.

Linda Mecham stated that her and a few other IOC members are on a committee working with Senator Barto, ADOA and other DDD/DES staff in developing a new incident report template. She gave appreciation to Virginia Rountree and James Maio for his helpful suggestions on some of the process and procedures so this information could be taken to these meetings so IOC members can read an incident report that is productive and gives a real picture of what has been going on within that incident and is hopeful that this template will be completed sometime in the near future.

Discussion and Review of Incident Reports and Behavioral Plans

For March IRs, the Committee members have been given 788 for March incident reports in the Shared Drive. This included 105 open and 683 for closed reports.



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Type	Open	Closed
Accidental Injury	13	127
Deaths	0	11
Emergency Measures	4	38
Human Rights	8	14
Legal	6	10
Medication Errors	9	64
Missing	0	20
Neglect	20	25
Other Abuse	18	43
Other-Behavior	6	172
Other -Injury unknown	9	114
Physical Abuse	10	31
Property Damage	0	4
Suicide	2	10
TOTALS	105	683

Number of Questions for QIM: **21**. members of the committee will send the incident reports questions to the DDD Liaison **Octavia Lamb**.

Roundtable reports from members

Karen Van Epps would like a follow up on if virtual meetings will remain in place for support coordination or will go back to in-person meetings

Linda Mecham requested that someone from Revenue Desk to come and explain room and board errors for DDD members living in residential settings.

Adjournment

The meeting was adjourned by Karen Van Epps. The public meeting ended at 12:35 pm.

The next District Central IOC meeting will be held on May 24, 2021 at 10:00 am.