



**Division of Developmental Disabilities  
District North Independent Oversight Committee  
Meeting Minutes & Action Items  
Wednesday, April 21<sup>st</sup>, 2021 – 4:00 pm**

**Call to Order**

- Meeting called to order by Committee Chairperson, **Robert (Bob) Malloy**, on April 21<sup>st</sup>, 2021  
Time: 4:03 pm. The meeting took place by publicly accessible video conference.

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**Welcome and Introductions**

*Please Note: All attendance for this meeting was by electronic (video or phone) means only.*

Attendance:

- **Robert (Bob) Malloy**
- **Sandra Malloy**
- **Jody BonDurant-Strong**

Absent:

- **Kyle White**

Public in Attendance:

- **None**

ADOA:

- **Larry Allen**

DDD:

- **Jeffrey Yamamoto** (DDD IOC Liaison)
- **Michelle Pollard** (DDD NCI Coordinator)
- **Marilyn Croci** (DDD PRC Chair)
- **Leah Gibbs** (DDD Office of Individual and Family Affairs, (OIFA) Administrator)
- **Nicolette Fidel** (DDD Deputy Assistant Director on Network Operation)
- **Jen Myler** (DDD District Program Manager for DN)
- **Staci Rodarmel** (DDD Quality Manager)
- **Robin Glau and Lori Devine** (DDD Quality Staff)

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**Call to the Public**

**Bob Malloy:** Made a call to the public. No public was present.

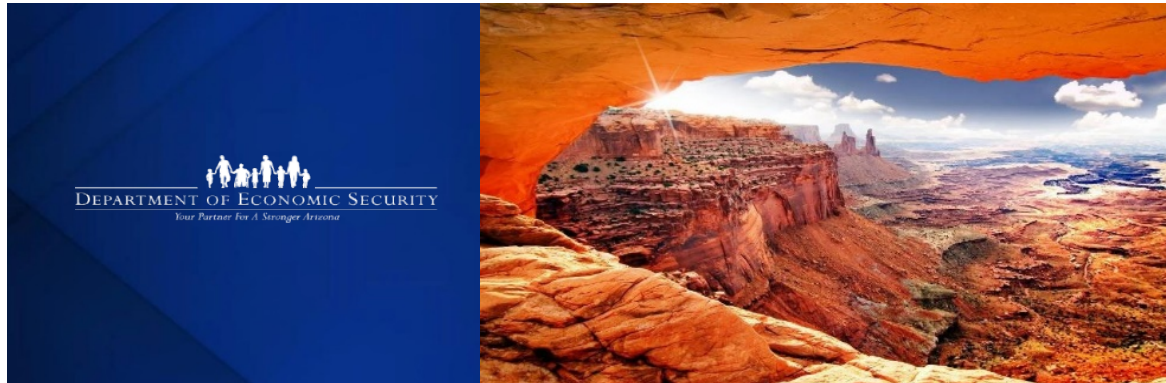
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**Updates from the DDD Staff**



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**Nicolette Fidel** from DDD Network Operations went over the below Power Point Presentation. This is the Provider Updates to their Contract.



# 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

Developmental Disabilities

- Individuals & Families
- Find Out if You Are Eligible for Services
- Providers & Vendors
- Licensing & Certification
- Accomplishments & Initiatives
- DD Health Plans Information
- Policy & Rules
- Public Councils & Committees
- Contact Developmental Disabilities
- How To Print Page Content
- Language Assistance

### Qualified Vendor Agreement (QVA) Public Comment

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.

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

Qualified Vendor Agreement Draft Documents

Timeline

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/BqvkgtSyXJX2AVi6#>.

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/KsCnAcnYAp2MBUYj9#>.)
- 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/XamFFGTGPqQm9j6#>.)
  - 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 \*

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](mailto:AZnetworkdev@burnshealthpolicy.com)

#### **Nicolette Fidel Finished her presentation.**

**Bob Malloy** asked about the pay rate being paid to the Direct Care Workers. Nicolette responded that unfortunately the Vendor sets the actual rate for their own contractors.

**Sandy Malloy** asked about making COVID-19 vaccination mandatory for vendors. Nicolette mentioned the Governors Executive Orders prevents this from happening.

**Leah Gibbs** from DDD OIFA updated the committee on COVID-19 and DDD.

- 45,040 members being served by DDD
- 2,792 members tested positive for COVID-19
- 74 Member deaths attributed to COVID-19, No deaths for last two months
- Tracking weekly. January was high of positivity, now single digits
- Support Coordinators are making contact and informing the members on all the flexible COVID-19 benefits which are available for them
- Over half of members are vaccinated. Still encourage members and families for vaccinations

**Marilyn Croci** asked if the committee wanted the Planning Documents with the Behavior Plans. She hadn't been from before with Cynthia as chair. This will be discussed later in Executive Session.

**Jennifer Myler** stated that DN has 3939 members. Mohave and Yavapai area offices have added two new employees each to serve.



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**Staci Rodarmel** didn't have anything to update.

**Michelle Pollard** included that NCI is working with the Provider Survey also to gain more information.

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**Updates from ADOA**

**Larry Allen:** Larry mentioned about ADOA and OIFA trying to create more volunteer interest.

**Bob Malloy** mentioned that some of the district members are not happy to be meeting virtually and may quit because of it. **Larry Allen** Responded that accommodation will be available to the members. Virtual will help with the geographically large area. **Jennifer Myler** noted that DN covers 64% geographically AZ but only has 4000 members.

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**Updates from the Health Care plans**

**There was no participation from the Health Care Plan for this meeting.**

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**DDD IOC Liaison Updates**

**Jeffrey Yamamoto** informed the committee that the Tribal Liaison presentation is set up for April 27<sup>th</sup> at 5:30 during the District West IOC Meeting. All of the District North members were invited by email and calendar invitations.

**Jeffrey Yamamoto** also informed the committee before the start of the meeting that Maegan Van Wyck had resigned just before the meeting.

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**Executive Session was called**

**Bob Malloy** asked to go into Executive Session. Sandy and Jody agreed. Jeffrey Yamamoto informed them they needed to call for motion/motion 1<sup>st</sup>/motion 2<sup>nd</sup> and vote to move into or vote on anything after the meeting was cleared of non-members. They did so at 5:02pm

**Bob Malloy motioned to go into Executive Session**

**Jody BonDurant-Strong Seconded the motion**

**All 3 members voted “aye” to go into Executive Session, No “Nays”**

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**Discussion, Review, and Possible Action on Committee Membership**

**This was discussed in Executive Session.**

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**Incident Reports and Behavior Plans**

The committee has been loaded the January 2021 reports The Jan incident reports include **67** open and **286** closed reports. This is a total of **353** incident reports presented to the committee for review.

The committee submits their comments and questions to Jeffrey Yamamoto via comments in Shared drive and will be sent to District North Quality Improvement for a response.

<b>Incident Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injuries	6	43
Client Missing	1	5
Deaths	0	6
Emergency Measures	0	14
Human Rights	3	2
Legal	1	3
Medication Errors	5	64
Neglect	11	8
Other Abuse	1	6
Other – Behavior	2	45
Other – Non-Behavior	36	81
Physical Abuse	1	5
Property Damage	0	3
Suicide	0	1
<b>Totals</b>	<b>67</b>	<b>286</b>

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**Adjournment**

**Bob Malloy called for a motion to exit executive session and adjournment of the meeting at 5:22 pm.**

**Sandy motioned to exit Executive Session and Adjourn the meeting**

**Jody seconded the motion**

**All 3 members voted “Aye” to exit Executive Session and Adjourn the meeting, No “Nays”**

The next meeting is set for Wednesday, May 19<sup>th</sup>, 2021 at 4:00 pm.