



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM**

Call to Order

Meeting called to order by Committee Chairperson, **Chere Solorzano**. The date is May 10, 2021 at 1:00 pm. **The meeting took place Virtually due to COVID-19.** Physical location when meetings resume in person will be at 2981 E Tacoma St, Sierra Vista, AZ 85635.

Welcome and Introductions

Attendance Virtually:

- **Amy Schroeder**
- **Keith Jansen**
- **Genevieve Valenzuela**
- **Chere Solorzano**

Absent:

- **Michelle Talley**
- **Gloria Brunell**

Public in Attendance: **None**

Health Plan Liaisons:

- **Laurie Ganzemiller** (United Healthcare)
- **Vera Kramarchuk** (Mercy Care)

ADOA:

- **Larry Allen** (ADOA liaison)

DDD:

- **Octavia Lamb** (IOC Liaison)
 - **Barbara Picone** (OIFA Program Manager)
 - **Leah Gibbs** (DDD OIFA Administrator)
 - **Richard Kautz** (DDD Chief Advocate)
 - **Joseph Tracewell** (District South Quality Improvement Supervisor)
 - **Brent Maloney** (District Project Manager)
 - **Nicolette Fidel** (Deputy Assistant Director, Network)
 - **Joseph Jensen** (District South Quality Improvement Supervisor)
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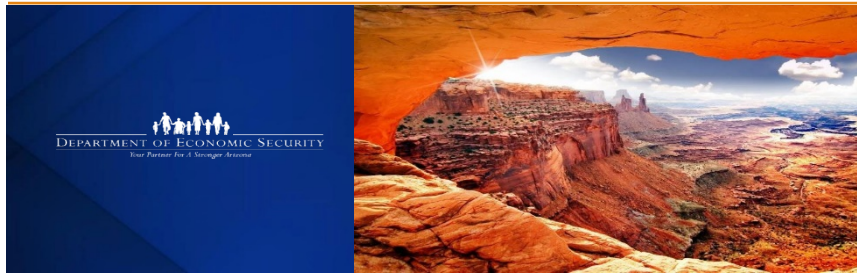
**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM**

Call to Public

There were no members of the public on the call

Provider Network Development Project from Nicolette Fidel

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



Arizona Provider Network Development Consultation



**Division of Developmental Disabilities
District South Independent Oversight Committee
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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

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



**Division of Developmental Disabilities
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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?

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.



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM**

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





**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM**

Provider Network Development Consultation

Current Services

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

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:





**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM**

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



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM**

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
- CCID 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/SqvkgtSyXtJXZAVB#>.

Qualified Vendor Agreement Draft Documents

Timeline

Frequently Asked Questions



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM**

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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 *



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM**

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

Q: Will this presentation be provided to support coordinators to give to there DDD members and their families to update them on these changes?

A: There has been outreaches to the support coordination team, but most of the communication have been through member emails, newsletters, and directly through the website but Nicolette will make sure that the information will be provided to Support Coordination so during the 60-day public comment period so members and families are aware, and they can provide feedback.

Q: When are these changes going to be implemented?

A: these changes are looking to be in place around July/2022

Q: Are the vendor standards going to be stricter than what they are now?

A: they are going to be more standardized and be clearer for those that want to apply to be an individual contractor.

DDD Staff Updates

Richard Kautz provided an update on hiring a permeant redactor and that they have joined the team as of last week. He also wanted feedback from the committee about how the shared drive is working out for everyone with reviewing incident reports and if there have been any concerns or connectivity issues.

Chere Solorzano stated that she had not had any problems and it has been straight forward

Keith Jensen said once he was connected, he has stayed connected, and the incident reports have been easy to view and make comments.



Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM

Richard Kautz thanked the committee for all their hard work and the consolidation of both the Sierra Vista and Tucson committees was a good idea and appreciated all their time and talent.

Barbara Picone gave an update on changes with the OIFA staff. The current statewide benefits coordinator has resigned as of Friday 5/7/21 and they are currently hiring to fill the position and interviews will start on Friday 5/14/21 and is hopeful that the position will be filled quickly. Also, the foster care liaison retired on 3/5/21 and the new person will start in the beginning of June/2021. Barb is currently filling in for both positions until staff are on board.

Brent Maloney stated that he had no new Support Coordination updates, but that Support Coordinators are still conducting their meetings virtually and there have not been any updates of when they will go back to in-person meetings. They are working with quality management for the high-risk members whose health and safety could be impacted and will make arrangements for those members to be seen in-person.

Joseph Tracewell stated that they are seeing DDD members in person if their health and safety are at risk, but they are still doing virtual health and safety visits as well in residential settings.

Leah Gibbs provided an update on COVID-19 numbers with the DDD population, as of the end of April the division had 45,189 members statewide and as of last week, we had 2,817 DDD members who tested positive for COVID-19. 1,700 members live in their own home or with family. 1,117 members live in a residential setting, members who have passed away from the virus there have been a total of 74 statewide, 30 lived in their own home or in their family home and 44 lived in a licensed residential setting. New COVID-19 numbers for DDD members who have tested positive are posted on the DDD website weekly and last week 16 members tested positive. The week before it was down to 9 who tested positive and the week before that only 6 tested positive. The division is in hopes that the numbers will continue to decrease, and the division have not had members pass away of the virus in two months. Also, DDD members that are over the age of 16 and are eligible to receive the vaccine as of last week approximately 47% of members have at least received 1 dose of the COVID-19 vaccine and 34% are fully vaccinated. There are many families that are nervous and have many concerns about receiving the vaccine and the division continues to provide information on how to access the vaccine and that transportation is available and if members are home bound and want to receive the vaccine home bound visits are available as well.

Leah Gibbs continued to say that the flexibilities continue to remain in place to access services and parents who have children with disabilities continue to be paid to provide services based on assessed need, 720 hours for maximum respite for this respite year ending 9/30/2021 are still available to families and home delivered meals are still available to members that need that support and has been extended to the end of September/2021. Article 9 is open for public comment and is posted to the DDD policy website until May 24,2021 and is suggested that the



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM**

committee go and read it and submit any comments. Also, as of the beginning of May/2021 the division re-implemented in person monitoring for all DDD facilities such as day programs, group homes, adult developmental homes and HCBS services.

Q: Is there an update when in-person meetings will start for support coordinators and members?

A: There is not a time frame or estimate date right now. If a family request a meeting in-person because of various issues, then arrangements are made to conduct a meeting in-person.

Q: Do the nurses or personnel have any knowledge how to give a vaccine to a DDD member?

Brent Maloney stated that this is currently being discussed at the Support Coordination level and they have had discussions with parents and guardians to see what experiences can be like for a DDD member and working with families to find ways to make the process of receiving a shot smoother.

ADOA Updates

Larry Allen stated that he created a new tab on the IOC website for District South IOC, but the Sierra Vista and Tucson tabs are still on the website to view previous meeting and agenda notes. He would like the committee to discuss and vote at the next meeting the new guidelines for the committee. The year-end reports will need to be created and submitted by the end of July. There has also been a focus with recruitment for the committee internally, but so far there has not been any activity.

Q: How is the year-end report going to be created if the committees were split part way through the year?

A: The committee can do their best and to include in the report the challenges with recruitment and stabilization with the committee, how the electronic platform has been working for the committee and improvements the committee would like to see done. Larry will make himself available to complete the report with the chair.

Health Care Liaisons Update

Vera Kramarchuk (Mercy Care) did not have any current updates for the committee

Laurie Ganzemiller (United Healthcare) stated that United Healthcare continues to work with DDD to help with coordinating with COVID-19 vaccinations and ensuring that DDD members and their families are aware of community activities that are open for families that are interested and that they can help schedule appointments. She was happy to report that many families have reported that they have either had their vaccination and or are ready for their second or have completed both vaccinations. Also, both United Healthcare and Marcy Care integrated the Aug Comm device benefit back on January 1, 2021 and



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM**

it has been a very successful implementation and have received positive feedback from both providers and family members who have obtained a device under the integrated health plans or have had repairs to their devices and things have been moving along very well.

Q: For the outreach for the COVID-19 vaccinations how are you letting members know that this service is available?

A: There have been several outreach phone calls and are working with a company called Spectrum to do to out-bound calls to help schedule appointments or provide information of where they can receive the vaccination statewide.

Q: Are you keeping track of members and families receiving the COVID vaccine?

A: Yes, through the statewide database that is tracking data from LabCorp or pharmacies through claims data and DDD is using data they have on file. The database is not health plan specific it is data provided overall.

DDD IOC Liaison

Octavia Lamb told the committee that the team has been redacting as quickly as possible and March's incident reports are uploaded in the shared drive and April's are currently being worked on. An email will be sent out to the committee when the April incident reports are uploaded. Also, recruitment has been made the top focus and the IOC liaison has been working diligently to spread the word for membership, there has not been any activity on any applications but is hopeful that with the outreach in the community that interested members would come on board soon.

Discussion and Review of Incident Reports and Behavioral Plans

For March IRs, the Committee members have been given 550 for March incident reports in the Shared Drive. This included 94 open and 456 for closed reports.

Type	Open	Closed
Accidental Injury	20	93
Deaths	5	1
Emergency Measures	3	2
Human Rights	11	9
Legal	4	4
Medication Errors	13	55
Missing	0	2



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, May 10th, 2021 – 1:00 PM to 3:00 PM**

Neglect	14	27
Other Abuse	4	4
Other-Behavior	10	137
Other -Injury unknown	6	112
Physical Abuse	3	10
Property Damage	0	0
Suicide	1	0
TOTALS	94	456

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

Number of Questions for QIM: **41**. members of the committee will send the incident reports questions to the DDD Liaison **Octavia Lamb**.

Adjournment

The meeting was adjourned by Chere Solórzano. The public meeting ended at 2:23 pm.

The next District South IOC meeting will be held on June 14, 2021 at 1:00 pm.
