



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes
Wednesday, August 12th, 2019 – 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 Committee Chairperson, **Suzanne Hessman**. The date was Aug 12th, 2020 at 5:01 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 Phone: **Suzanne Hessman, Amanda Godek, Cynthia Elliott, Sarah McGovern, Tonia Schultz, Susan Kingsbury, Elizabeth Bird, Jennifer Horton, Sheri Reed, Kin Counts**
- Absent: **Cathryn Whalen**
- Guest on Agenda: **State House Representative Jennifer Longdon**
- Public in Attendance: **None**
- Arizona Department of Administration (ADOA): **Larry Allen, ADOA IOC Liaison (by Phone)**
- United Healthcare Community Plan Liaison (UHCCP): **Laurie Ganzermiller, UHCCP Director (by Phone)**
- DDD: **Jeffrey Yamamoto, DDD IOC Liaison (by Phone) Michelle Pollard (NCI by phone)**
- **The Committee, DDD, UHCCP, and ADOA Employees introduced themselves.**

Call to Public

Suzanne Hessman: Called for public to announce themselves. There were no members of the public on the phone.

Discussion and Questions for Representative Longdon

Rep. Longdon joined the meeting via Google meets: She started by informing the committee on who she was and which congressional district she was from. She then informed the Committee on the two questions which were asked, the first being how we get to connect with our Representative and second how do parents help make systemic changes to DDD to better their children's lives. She informed the Committee that make appointments with your representative's assistant and then when the meeting occurs be concise and be specific. Writing a handwritten letter may catch the attention of the congressperson versus a block form letter making a request. Personalize the request and make it



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relatable and memorable. They may schedule the meeting more quickly if they do that. The congressperson may respond quicker if the subject matter is dealing with their assigned house committee, the request is from a constituent of their voting district, or a lot of communications dealing with the same subject matter from multiple people. These probably will stand out to most Representatives as issues which need immediate attention. A third question was given in the chat box concerning special education in the remote learning environment. Will it continue and how can it be improved. The Representative did not have any personal knowledge to answer the question at the time but did acknowledge that this is a concern with COVID-19 and schooling. She was going to talk to her policies unit and try to find out what she can about the question. She asked the committee if there were any other questions for her. **Cynthia Elliot** informed the Representative that the systemic problem with agencies and DDD was her question and wondered how to help with the changes? Hacienda was used as an example of changes that need to be made to the vulnerable communities. Representative Longdon stated that there have been made many changes legislatively after the Hacienda case. Many of the recommendations from the different task forces looking into the case were made into legislation to prevent this from happening again. Some legislations were about to be signed when COVID-19 came into the state and the attention was given to COVID-19 crisis and many of the Non-COVID-19 matters were put on hold. This will be brought up again for the next session for the legislation. Her recommendation to make the changes in DDD is to be vocal and to continue to make the issue in the forefront of the legislature. Making sure your issues are being broadcasted, write op-eds and comment with personal stories wrapped around public policies and get that out there in the public eye. Sometimes you need to be consistent and vocal about changes or changes will never happen. When asking for change be specific and not ask for everything but those one or two things that are most critical to you. Be considerate of the Congresspersons time as their outside meeting time is usually short. If you feel hurried, they are not trying to be mean but their schedules maybe quite full. Representative Longdon stated that she is still going to bring up a bill creating a pilot DDD group home watchdog committee to monitor DDD congregate settings. The watchdog committee will go into the DDD congregate settings and review the home for safety and policy matters to ensure the members are being taken care of correctly. **Beth Bird** asked via chat what can the IOC do to assist with this bill? The Representative said that when the bill is introduced the members can address it with their congressperson and write and phone with support for their representatives to support the bill. Inform the representative that their constituency is watching their voting. **Suzanne Hessman** asked what the bill number was, or which committee was it proposed through? Representative Longdon replied she did not remember the bill number, but it was brought up through the appropriations committee and will need to be readdressed when the new session is reconvened. She or her co-sponsor will bring it up after the elections and the legislature is back in session. The Representative gave her email address to the IOC committee. She asked the committee members to subscribe for updates from her office through her assistant Haley Howard. **Suzanne Hessman** asked how the IOC makes itself noticed to become a stakeholder to relevant issues in the congress. The Representative informed her to write the relevant committees when they go back into session and introduce themselves. The possible relevant committees would be the Health and Human Services and Appropriations. After the introduction meet with the chair, vice-chair, and ranking



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member of the select committee to explain the IOC purpose and ask to help in the relevant issues. Do it in both the Senate and the House to make sure they are known in both chambers. Get to know your congressperson and try to get that personal connection and inform them you are one of their constituents.

ADOA Update

Larry Allen began by stating that a request for the chairs is forthcoming to participate in another task force project from Arizona Health Care Cost Containment System (AHCCCS). This was directed to Suzanne and she said she had received the request. As brought up in the previous IOC meeting, Larry also stated that he and Jeffrey Yamamoto had a meeting with AHCCCS and DDD to go over the logistics of allowing the members to access the Incident Reports (IRs) via a computer link and dedicated server. This is looking good to have this be done.

Health Plans Updates

Laurie Ganzermiller began by stating that she is the United Healthcare Community Plan (UHCCP) Director and that she did not have any updates since last meeting. They are still member outreach and working telehealth. **Suzanne Hessman** asked about her daughter's problem which was brought up to the attention of Sophie Legaspi (UHCCP liaison). Laurie said she was informed of the problem and she would let Sophie get back with her. Laurie stated that she was unaware that there were any other situations like Suzanne's child is experiencing. Laurie recommended to talk with their support coordinators. **Kin Counts** asked via chat what changes are going on with AHCCCS on October 1st, 2020. Laurie replied that only Habilitation C and ABA will be coming from the Health Plan. **Amanda Godek** asked when the services switch to the Health Plans, the provider does not have to follow the DDD Article 9 guidance? Laurie replied "No", the service providers will be contracted with AHCCCS and not with DDD. She mentioned that DDD was having a Town Hall the following night.

Michelle Pollard with DDD National Core mentioned that will be asking for volunteers to help them with survey information to help NCI steering committee.

Chair Discussion

Suzanne Hessman began by stating once again that Jennifer had asked to step down from the Vice-chair due to family time. Suzanne asked if there was any interest in becoming the Vice-Chair? Sarah McGovern asked to be sent the district guidelines again to see the officer's requirements. **Jeffrey Yamamoto** said he will email copy of the District East Guidelines to all members with officer duties described so that they would know the responsibilities. Sheri Reed said that she would continue to act



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as a temporary back up to Suzanne until a Vice-chair could be voted in. Suzanne agreed and several members of the committee also agreed to put this back on for the next agenda for discussion and possible vote.

DDD IOC Liaison Updates

Jeffrey Yamamoto informed the Committee that the District East IOC maybe the pilot group for the all-digital format for reading Incident Reports and Behavior plans off their computers or electronic devices. **Suzanne Hessman** asked Jeffrey to add a roundtable discussion to the agenda for the members to bring up future topics for the meetings as well as a line item for any policies or legislations they wish the committee to pursue. She also asked to add an actions items list for the committee to follow so they keep relevant actions for the meetings fresh. Maybe “Address actions items listed”.

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

For July IRs, the Committee members should be given 1076 incident reports. This included 150 open and 926 closed reports. ATPC had 65 totals with 23 open and 42 closed.

Type	Open	Closed
Accidental Injury	9	133
Deaths	7	9
Emergency Measures	3	24
Human Rights	8	50
Legal	7	14
Medication Errors	21	110
Missing	3	35
Neglect	14	114
Other Abuse	4	13
Other Behavior	10	180
Other Hospitalization, Unknown injury	45	185
Physical Abuse	6	38
Property Damage	1	8
Suicide	12	13
TOTALS	150	926

The desired IRs, when delivered, will be divided among the members.



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Number of Questions for QAM: members of the committee will forward their incident reports question directly to the New Google Drive folders being set up by the Chair. Including 6 from chair.

Number of Behavior Plans turned in by IOC Members:

The Program Review Committee (PRC): 1 will send BPs to the office to be sent out by liaison.

Adjournment

Suzanne Hessman adjourned the meeting at 6:12 pm. The next District East IOC meeting will be held on September 9th, 2020 at 5:00 pm. Will be virtual meeting should COVID-19 concerns still be in effect.