



**Division of Developmental Disabilities (DDD)
District West Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Tuesday, Sept 28th, 2021 – 5:30 PM to 7:30 PM**

Call to Order

This meeting is being held virtually due to the Coronavirus (COVID-19) concerns.

Meeting called to order by De Freedman. The date was Sept 28th, 2021 at 5:34 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 unless noted: **Diedra (De) Freedman, Bernadine Henderson, Cynthia Macluskie, Brad Doyle,**
 - Absent: **Julie Heineking, Pat Thundercloud**
 - Public in Attendance: **Heidi Miller (Potential new member)**
 - Arizona Department of Administration (ADOA): **Larry Allen**
 - Healthcare Plan Liaison: **Summer Kamal (Mercy Care) Karen Kramer, (UHCCP)**
 - DDD staff: **Jeffrey Yamamoto (DDD IOC Liaison), Mary Demery, (Interim Program Manager DW), Richard Kautz (DDD Chief Advocate), Delorah Grant (DDD Quality Improvement Manager for DW)**
 - **The Committee, DDD staff, United Healthcare and Mercy Care** introduced themselves.
 - The IOC make up in attendance: **De Freedman** is a former Lawyer, **Pat Thundercloud** is a former Physician's Assistant, **Bernadine Henderson** is a former School Teacher and a current Foster Parent, **Cynthia Macluskie** is the Vice President of the Greater Autism Society of AZ. **Brad Doyle** is a Parent and Advocate. All these members have children who have services with DDD
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Call to Public

De Freedman: Called for public to announce themselves.

Heidi Miller introduced herself to the committee. She is a parent of 3 adopted children in the DDD/ALTC system. She's been guardian for one more. Wants to be more involved in the system. She has been a previous family support specialist with another agency.

DDD Staff Updates

There may have been question(s) and vote(s) taken during this section and those are listed in the "Discussion and Voting on Request for DDD" section of these minutes.



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Mary Demery informed the committee that she is the new Interim District Program Manager. She's been working for DDD for 11 years, moving up from a support coordinator. District West has a new an Assistant Program Manager in Avondale due to a promotion. There are now 5 supervisor positions now open in the District. The district has now finished the Person-Centered Service Plan training and it will be rolled out to all members shortly.

Cynthia Macluskie asked that the support coordinators (SC) ask their members if they “feel safe with their providers” during their visits. She had been reported that members/families have come to her saying that they don't feel comfortable with their providers and fear the possible retaliation or dropped services.

Bernadine Henderson echoed that the SC ask not in front of their provider, but in private.

Richard Kautz and Mary Demery informed her to tell the member/families to tell their support coordinators and call the customer service center to document the feelings and events. There are bi-lingual people manning the phones. Mary left her email contact information in the chat.

De Freedman asked if the Division has issued new technologies to the support coordination teams.

Mary Demery informed her that all support coordinators have state issued cell phones, laptops, and VPN services so that they are completely mobile if necessary. They are equipped to go into planning meeting face-to-face.

De Freedman asked Mary what is her goals and what can the IOC do to help her in District West? Thanks Mary on her attendance for the meeting.

Mary Demery replied that District West (DW) is in good shape in employee retention at the support level. She doesn't know if there is anything the IOC can do right now but will keep in mind if something comes up.

Delorah Grant informed that when Quality Improvement investigates an accusation of a provider, the interviews are never done in the providers presence.

Delorah Grant also informed the committee that she recently attended a National Core Institute (NCI) survey panel discussion in which she says that the survey given to the members does have the “do you feel safe where you live” question and that there will be a result coming soon to the surveys.

De Freedman asked if the DW IOC could be used to be a pilot to support the NCI information results to the NCI surveys and resources. She requested that the NCI coordinator be invited to the next meeting to present and discuss the surveys.

De Freedman also mentioned that she attended a self-advocate group meeting with Zane (Assistant Director of DDD) about changes to Quality Improvement group. Would you please present on any changes when they occur?



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Delorah Grant confirmed the committee that there will be some changes made to the Quality Improvement group. She can't comment on what or when at this time but will let the IOC know when she knows.

Richard Kautz informed the committee that **Leah Gibbs** apologized on not attending this meeting and unable to update the committee.

Richard Kautz gave the numbers of the DDD updates.

- 46,066 members being served by DDD
 - 41,039 members are living in their own home/family home
 - 5,027 members are living in licensed facilities
- 3,323 members tested positive for COVID-19
 - 2,117 residing in their own/family home
 - 1,206 residing in licensed facilities
- 79 Member deaths attributed to COVID-19 (35 lived in a family/own home & 44 lived in licensed facilities), The 4 members in the last month live in own home
- Tracking weekly counts
- Currently there are 54% of the available members who can receive the vaccine has been vaccinated.

De Freedman commented on the low number of deaths that DDD has with the members they serve as compared to the national average of deaths. She wants to positively acknowledge that DDD has been successful in mitigation strategies during this pandemic. Also, amazing that DDD has 54% vaccination rate vs. the public.

Cynthia Macluskie asked if there is a report which distinguished the COVID death with co-morbidity and non-vaccinated members.

Richard Kautz replied that there may be but does not know at this time.

Cynthia Macluskie asked where the results of the vaccination rate coming from?

Richard Kautz replied that it would be coming from the Health Care Services and coordinating with the Health Plans.

Richard Kautz informed for Leah Gibbs: She wanted to also inform the committee through Richard Kautz that DDD has been in discussions on the matter brought up by Amy Rose (PRC) and De Freedman (Chair) in an email exchange. Leah wanted to inform the committee that the DDD leadership agrees that this is a Human Rights violation, but PRC needs to handle the approval or denial accordingly in the BP. Article 9 revisions are still being worked on for member rights.

De Freedman informed Richard the question that will be forthcoming to the Division will be asking the opinion of DDD legal counsel if Article -9 only is applicable to adults in the system. Does Article 9 apply to minors equally and if not why. Can Human Rights be waived by guardians for minors or



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self and not reviewed by PRC in a BP? She promised she would send the request letter to Mary DeCarlo and DDD staff.

ADOA Update

Larry Allen sent an update the committee

1. Annual Report is due now. De said she will get that out to Larry. The committee already agreed to approve it once it is done.
 2. New badges for your committee members are being processed and will be sent to all committee members who have an expired badge now, they are being sent through the mail.
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Health Plans (HP) presentations

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Karen Kramer (from United Health Care) Did not have any updates for the committee.

Summer Kamal (from Mercy Care) updated the committee that Mercy Care is working with Touchstone to get vaccinations to children 12-18 years of age through 3 vaccination events they sponsored.

De Freedman wanted to “Thank” Mercy Care on the arranging of at home vaccination through Scottsdale Physicians Group.

Cynthia Macluskie asked the HP about the communication of the Crisis teams to the Health Plans since they are not integrated with the HP yet. She’s been made aware that all Crisis interventions are not being reported to the HP and that Crisis also doesn’t always respond to crisis situations if the police are there first. How does the HP ensure that communications on Crisis calls are being forwarded to the HP?

Summer Kamal responded that she receives notifications whenever the Regional Health Behavioral Administration (RHBA) Crisis teams are employed. She feels that she is getting the notification timely and are responding accordingly. There is a upcoming single unit overseeing all the state Crisis units. Summer cannot respond as she is not working the Crisis units and she will try to talk with her Crisis administrator for Mercy Care with the Crisis teams and see if she can attend the next DW IOC meeting to help explain the communications and interactions.

De Freedman informed the committee that she was present 4 years ago when DDD brought stakeholders together for a Kaizen Event to try to develop a Crisis Reporting tool which would allow the SC to be proactive to possible Crisis emergencies instead of reactive to Crisis emergencies for



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members. She would like to know what ever happened to this tool and is there a proactive solution being used.

Discussion and Voting on Requests for DDD

There were 2 request/votes that were made during the previous meeting but were not completed by the chair. Those voting results are being left in these minutes due to reference to the two items to be done this month.

De Freedman proposed that the committee make motions and vote on the following items during the preceding meeting in August.

- 1) **Bernadine Henderson:** Motioned to approve the annual report with corrections when it is completed

Cynthia Macluskie: Seconded the motion

The Motion Passes with all present members voting “Aye” and No “Nay” votes

- 2) **Bernadine Henderson:** Motioned that that DDD create a formal legal opinion and supporting documentation from DDD legal counsel on Amy Rose email.

Brad Doyle: Seconded the motion

The Motion Passes with all present members voting “Aye” and No “Nay” votes

DDD IOC Liaison Updates

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Jeffrey Yamamoto began by informing the committee that the next Quarterly DDD IOC meeting is scheduled for October 20th at 10:00am. He asked if any member wanted to be invited. He will send out another email for those who may want to be invited.

Discussion of Membership for the IOC

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Heidi Miller application will be followed up with the DES/DDD Volunteer Coordinator.



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De Freedman asked the two Health Plans to recommended anyone to apply for the IOC to become members. She would like the IOC to become full in members.

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

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Jeffrey Yamamoto: Discussion of Behavior Plans on the Shared Drive.

For August IRs, the Committee members have been given weekly the past months of incident reports in the Shared Drive. The reported IRs are listed below. **Total= 888 Open= 50 Closed= 838**

August 2021

Type	Open	Closed
Accidental Injury	0	95
Consumer Missing	0	8
Deaths	2	8
Emergency Measures	0	1
Human Rights	4	5
Legal	2	18
Medication Errors	6	56
Neglect	18	52
Other Abuse	4	2
Other Behavior	0	400
Other Hospitalization, Unknown injury	2	182
Physical Abuse	10	3
Property Damage	2	7
Suicide	0	1
TOTALS	50	838

The IRs will be reviewed by the committee members.

Number of Questions for QIM: members of the committee will comment on incident reports directly and the liaison will send to QIM.

All PRC meetings are being attended by Bernadine Henderson and Pat Thundercloud.

Number of Behavior Plans turned in by IOC Members: 0

The Program Review Committee (PRC): None.



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Adjournment

De Freedman adjourned the meeting at 6:52 pm

The next District West IOC meeting will be held on Tuesday Oct 26th, 2021 at 5:30 pm. Will be virtual meeting should COVID-19 concerns still be in effect.