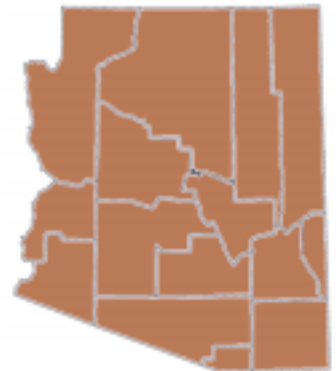


AHCCCS CENTRAL  
INDEPENDENT OVERSIGHT  
COMMITTEE

2020 ANNUAL REPORT





February 18, 2021

The Honorable Karen Fann  
President, Arizona State Senate  
1700 West Washington Street  
Phoenix, Arizona 85007

The Honorable Russell Bowers  
Speaker, Arizona House of Representatives  
1700 West Washington Street  
Phoenix, Arizona 85007

Dear President Fann and Speaker Bowers:

As provided in A.R.S. §41-3804(h), the Central Arizona Independent Oversight Committee (the "Committee") is pleased to present its 2020 Annual Report for your review and consideration. The Report summarizes the Committee's work during calendar year 2020. For a more detailed accounting of our activities and the issues that we addressed, please see the Arizona Department of Administration's web-site: <https://ioc.az.gov/committees/ahcccs> . You will find copies of our meeting agendas and, also, a recording of each of our meetings. These recordings serve as our meeting minutes and the record of the committee's activities as required under Arizona's Open Meeting Law, ARS §§ 38-431.01(B), (C), (D) and 431.03(B)).

### **IOC Committee Work in the Time of CoVID-19**

To review the mandates outlined in A.R.S. § 41-3804 E:

- E. Each Committee shall provide independent oversight to:
1. Ensure the rights of clients are protected.
  2. Review incidents of possible abuse, neglect or denial of a client's rights.
  3. Make recommendations to the appropriate department director and the legislature regarding laws, rules, policies, procedures and practices to ensure the protection of the rights of clients receiving behavioral health and developmental disability services.

The CoVID-19 global pandemic significantly disrupted the Committee's activities. We were able to hold five meetings in 2020, most via telephone and video conferencing. However, since March of 2020 the Committee was unable to carry out its priority activity: site visits to housing where individuals living with serious mental illness reside. The Committee looks forward to resuming site visits when it is safe to do so, hopefully later in 2021.



### **Purposeful Re-Focused Efforts During CoVID**

Pending resumption of site visits, the Committee focused on reviewing hundreds of IAD (Incident, Accident, and Death) reports and also turned its attention to improving its internal operating competencies, including:

- Adoption of the *Independent Oversight Committees Statewide Operations Manual & Standard Work* prepared by ADOA.  
[https://ioc.az.gov/sites/default/files/media/IOC\\_Statewide\\_Operations\\_Manual%26Standard\\_Work%28publicv1%29.pdf](https://ioc.az.gov/sites/default/files/media/IOC_Statewide_Operations_Manual%26Standard_Work%28publicv1%29.pdf)
- Revising methods for assignment of reviews of Incident, Accident and Death (“IAD”) reports;
- Training in use of the AHCCCS portal for online access to IADs and techniques to efficiently sort and analyze IAD reports;
- Enhancing communication with other organizations, including reports at each meeting from:
  - Community organizations (e.g., Mental Health America, NAMI, and ACMI)
  - Provider agencies, including the RBHA (Mercy) and RBHA-contracted contracted health plans.
  - Other Arizona IOCs
- Participation in and Reviewing of the Final Report of the Governor’s Task Force on Abuse and Neglect, published November 1, 2019, including the 30 recommendations for organizations to approach abuse and neglect issues; and
- Participation in and Reviewing of the 2020 AHCCCS Incident Review Flowchart, which provides a consistent approach for analysis of incident reports across agencies and sets out the IOCs roles in the incident review process.



### **Targeted Areas of Focus for 2021**

The Committee identified targeted areas of focus for its work in 2021 assumption of site visits, which remain the Committee's priority. These additional areas of focus for 2021 include:

- Understanding members' access to telephone at all housing placements and residential treatment facilities;
- Reviewing members' experiences at psychiatric screening agencies;
- Continuing review of IAD reports;
- Investigation and evaluation of involvement of Title 14 Guardians in the treatment of their SMI wards;
- strategic planning process with a consultation by the Arizona State Hospital IOC Chair (and parent of a child living with SMI), Laurie Goldstein.

The Committee hopes that there will be an annual meeting of all IOCs in 2021, even if virtually. In 2020, the Committee's Chair, Dr. Jack Potts, reached out to strengthen relationships among the IOCs operating in Arizona. Committee members began regular meetings with all of the IOC chairs, and reported to the Committee about the other IOC's activities, challenges, and areas of focus. An annual meeting of Arizona's IOCs (As happened yearly for several years) would facilitate all IOC committee members' sharing experiences and developing more informed and efficient methods to discharge their statutory dues in A.R.S. §§ 41-3803 and -3804 and the Arizona Administrative Code in R9-21-105.

### **Current Members**

Jack Potts, MD (Medicine, Psychology)- Chair  
Marie Raymond (Family Member – Parent, Educaon) – Vice Chair  
Jim Ward (Mental Health) - Secretary  
Jim Dunn, MEd (Mental Health)  
Mahew Moody (Mental Health, Social Work)  
Holly Gieszl, Esq. (Law, Mental Health)  
Joy Green, (Family Member-Parent)  
Josh Mozell, Esq. (Law, Mental Health)  
Kathie Roe (Family Member – Parent, Special Education)



### **EXPRESSION OF GRATITUDE**

*We are all navigating this new normal together. As we lock arms virtually and try to help one another in the ways we can, our vast world suddenly feels a little smaller and a lot more connected. And for that, we are grateful. Michael Dell, CEO, Dell Technologies*

The Committee expresses its deep appreciation and respect for the diligent, extremely competent work by Larry Allen and the Arizona Department of Administration. From technical support for virtual communications to meeting logistics to compliance advice to facilitating outreach with other IOCs, Mr. Allen has supported the Committee in many ways. The Committee has also seen a vast improvement in the relationship between AHCCCS and this Independent Oversight Committee; in part because of the efforts of the Arizona Department of Administration and the AHCCCS liaison Ms. Fredreaka Graham. We are grateful.

Respectfully submitted this 18th day of February 2021.

Jack L. Potts, M.D. Chair,

Central Arizona Independent Oversight Committee