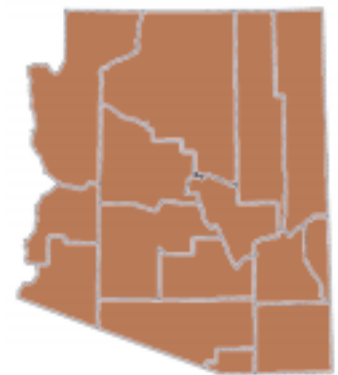


AHCCCS NORTH
INDEPENDENT OVERSIGHT
COMMITTEE

2020 ANNUAL REPORT





December 14, 2020

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:

On behalf of the Arizona Department of Administration (ADOA) – Northern Arizona Independent Oversight Committee (NAIOC), it is my pleasure to present to you the Second Annual Independent Oversight Report for Northern Arizona. The report has been prepared in accordance with the requirements of A.R.S. § 41-3804(G).

Please contact me at 1-928-300-8360 or Ann Gunty, Vice Chair at 1-928-380-4758 if you wish to discuss the contents of this report. Thank you for your support of our work.

Sincerely,

Dorothy O'Brien
NAIOC Chair



NAIOC Committee Membership

	IOC Member Names:	Position:	Membership Status:	Vong:	Non-vong:
1.	Dorothy O'Brien	Chair	Family Member, Parent of adult	X	
2.	Ann Gunty	Vice Chair	Parent of a child, Behavioral Health	X	
3.	Sue Hernandez	Secretary	Parent of a Child, Behavioral Health, Family Support	X	
4.	Christopher Gonzalez	Chair – Site Visit Subcommittee	Educationon, Family Members – Vive la Esperanzaer, Behavioral Health, CEO Hope L	X	
5.	Keran O'Brien	Member	Family Member, Parent of adult	X	
6.	Katy Welty	Member	Parent of a Child, Family Member, Behavioral Health	X	
7.	Trish Riner	Member	Regional Director-N AZ Family Involvement Center	X	
8.	Dr. Cory Krueger	Member	physician- Geriatric Specialist, Vulnerable Adult Population	X	
9.	Alpha Muluh	Member	Mental Health. Operations Director at Cadens Health and Wellness.	X	
10.	Dr. Katherine Leonardi	Member	Member, Retired Chemical Dependency and Mental Health	X	



NAIOC 2020 Annual Report

2020 has been a year of transition and evolution, as we have learned to navigate the pandemic. The Northern Arizona Independent Oversight Committee began the year by making plans for site visits; however the committee quickly pivoted to explore other options due to Covid-19. There were two important changes this year that we will cover in this report.

The first major improvement since last year's report was in the support we received from ADOA and AHCCCS. Adding Larry Allen, Fredreaka Graham and CJ Loiselle to our team helped us to overcome many of the challenges in accessing information that we had previously encountered. We were able to review deliverables and receive the information needed to accomplish our goals. We were able to grow our membership with the aid of their responsiveness and professionalism from 7 to 10 members.

With the addition of new members, the committee was able to allocate and coordinate the responsibility for review of the various vulnerable population categories by our fields of expertise. Doing so allowed committee members to review reports in greater depth, helping to identify patterns and persistent issues. This increased our efficiency and ability to accomplish our oversight goals.

Secondly, in response to the Covid-19 pandemic, the site visit subcommittee, now led by Christopher Gonzalez, reevaluated site visit policies and procedures to determine how to move forward within the limitation of in-person site visits.

The re-evaluation also allowed the committee to increase our reach to other underserved or isolated communities as well as increasing the efficiency within both provider and NAIIOC coordination of care. A new draft plan was created and approved by the NAIIOC and is attached here for review. The plan is awaiting approval from the Director of the ADOA. The plan has been enthusiastically received by the other IOC Chairs around the state and the Committee Chair will be presenting to the other Chairpersons in the near future. In addition, we requested pandemic response guidelines from the providers across our region and appreciate the prompt response we received.



It is our hope that we will implement our new site visit procedures in 2021, following approval by the Director of the ADOA. We will be able to take the next step in fulfilling the mission of the committee. The committee continues to require support and training on deliverables and portal access. We can't overstate the difference strong professional support has made to the progress and success of the NAIIOC.

Suggestions

We are a volunteer organization and administrative support is critical to our sustainability. The NAIIOC is grateful for the support and suggests the following to continue to be successful:

- Consistent staff liaisons and communication have proved to be fundamental to our success.
 - Continued understanding of the committee's mission and scope of work. ●
- As we transition to online site visits and electronic records review, we will look forward to prompt action when issues are reported.

The NAIIOC thanks you for your attention!