



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Call to Order

The meeting called to order by Committee Chairperson, **Karen Van Epps** on January 27, 2020 at 10:17 am. The meeting was located at 4400 N Central Ave, Ste 900, Phoenix, AZ 85012.

Welcome and Introductions

Attendance in Person:

- **Karen Van Epps**
- **Carol McNulty**
- **Mandy Harmon**

Attendance by Phone:

- **Linda Mecham**
- **Sherry Wilhelmi**
- **Lisa Witt**
- **Eva Hamant**

Absent:

- **Eduarda Yates**
- **Andrea Potosky**
- **Debbie Stapley**
- **Heidi Reid-Champigny**

Arizona Department of Administration:

- **Veronica Peralta**

Division of Developmental Disabilities:

- **Eric Houghtalin (IOC Liaison)**
- **Diane Murphy (DDD Revenue)**
- **James Mayo (District Central QI Manager)**
- **Megan Dougherty (District Program Director)**
- **Sharina Jacquett (Administrative Assistant)**

Public in Attendance:

- **Sophie Legaspi (United HealthCare Liaison)**
-



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Case Manager Discussion

Karen Van Epps: Asked **Megan Dougherty** if DDD had a policy that stated that support coordinators could not use their phones after 5:00pm.

Megan Dougherty: Advised that there was no policy that specifically stated that but that all work outside of 8:00 am and 5:00 pm needs to be approved by supervisors. She also noted that any overtime needs to be approved by the supervisors as well. She noted that there are some SCs that work outside of the regular hours but that they are pre-approved.

Karen Van Epps: Shared her concern that the only phone number that most families have is that of their support coordinator.

Megan Dougherty: Added that there is an after-hours number that families/members can call. She noted that James Mayo, QI Manager, was a part of the after-hours process in District Central.

Karen Van Epps: Asked if there was a phone number that families/members could call after hours.

Megan Dougherty: Answered that every SC is supposed to have a recording on their voicemail that gives the after-hours phone number.

Linda Mecham: Added that the recording only has the supervisor's contact information.

Megan Dougherty: Advised that it is policy that all SCs should have the after-hours number on their voicemail recordings.

James Mayo: Advised that all the phones shunt over to Coolidge and that a caller would automatically go to after-hours.

Karen Van Epps: Asked if a supervisor is able to answer after hours.

James Mayo: Advised that they are exempt and may answer after hours.

Megan Dougherty: Added that that isn't the protocol and that supervisors are not required to take after-hours phone calls.

Karen Van Epps: Advised that every family be given the phone contact information for after-hours and all supervisors.

Linda Mecham: Added that she doesn't have those numbers.

Megan Dougherty: Advised Karen Van Epps that she could put a request in to have that added to the planning document but that she couldn't help her at the district level.

Sherry Wilhelmi: Added that she wasn't able to get a message to after-hours when she was hospitalized.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Linda Mecham: Expressed concern that SCs weren't able to take care of the workload in the regular 40-hour work week. She asked how SCs know when they are going to need more time.

Eric Houghtalin: Advised that it was pretty clear when he was still an SC around the middle of the week that he would have to ask for help or overtime. He advised that the cases would pile up to be processed faster than he could type them up.

Linda Mecham: Advised that the overtime is typically not approved.

Megan Dougherty: Advised that she cannot speak about overtime at this meeting. She also asked **Karen Van Epps** why she was asking about the after-hours contact with support coordinators.

Karen Van Epps: Answered that a mother was talking to a case manager and at 5:00 pm and had to hang up.

Megan Dougherty: Advised that she couldn't speak about overtime but that she would be happy to look into a particular incident if **Karen Van Epps** would contact her with details.

- *Please note that **Megan Dougherty** excused herself from the meeting at this time and was not present for the discussion below this line.*

Karen Van Epps: Expressed her concern that SCs are being changed out or are filling in for Program Review Committee meetings.

Eric Houghtalin: Reminded the committee that **Mary DeCarlo**, the new head of the PRC, advised that she would be calling for SCs to cover their own meetings while at the last statewide IOC meeting.

Karen Van Epps: Added that she (**Mary DeCarlo**) is trying to keep it (PRC) standardized.

Carol McNulty: Added that the families used to get letters from new SCs when there was a change. She noted that she hadn't received any type of correspondence in the last couple of changes for her daughter.

Eric Houghtalin: Advised that when he was in support coordination that was mandatory but that he isn't aware of the current policy. He also advised that he personally would also call and/or email to leave contact information when he was assigned to a new member so there would be no gaps in contact for the member/family. He reminded the committee that as of recent, the vacancy rate in support coordination in District Central was about 40%. He noted that the cases were then distributed equally among the remaining SCs in the unit. He advised that any confusion may be partially attributed to the high workloads. He reminded the committee of the 45 maximum case limit as directed by the Arizona Health Care Cost Containment System (AHCCCS).

Karen Van Epps: Asked who enforces that number.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Eric Houghtalin: Advised that he was instructed by a former unit supervisor that DDD may count vacancies as well as actual employees.

James Mayo: Added that the District Program Manager keeps track of the numbers.

Karen Van Epps: Asked how SCs are able to get their jobs done when the workload is that high.

Eric Houghtalin: Advised that he personally had to learn to process meetings and requests faster to compensate.

Karen Van Epps: Added that in her meeting with **Rep. Barto**, there was a woman that said that it takes her three hours to complete an annual meeting and she still had to go back to the office to type it in.

Eric Houghtalin: Advised that now that SCs are going computer in the field, that should make it so that the forms are filled out before they even leave the meeting.

Eva Hamant: Advised that her SC had a health emergency and left the meeting. She noted that she still hasn't received the planning document (annual meeting document) from support coordination. She also added that she had an issue with her daughter's device (augmented communication device?) and that the SC told her that she would be called back within the hour. She advised that the SC never returned her call.

James Mayo: Asked **Eva Hamant** if she followed up with the SC's supervisor or the Area Program Manager over the supervisor.

Eva Hamant: She acknowledged that she had not due to circumstances in the holiday season.

Karen Van Epps: Advised **Eva Hamant** that there was a lawsuit against DDD regarding augmented communication devices.

James Mayo: Added that the Interim Assistant Director, **Zane Garcia-Ramadan**, sent an email to employees of DDD advising that they are working on resolving any current issues in the unit that processes augmented communication devices requests.

Eva Hamant: Expressed her concern because she paid for a warranty. She noted that PRC wants to send it back to DDD. She wanted to know when her daughter would get the device back.

Karen Van Epps: Advised that she would send the information to **Eva Hamant** that would show her how to sign on to the lawsuit.

Eric Houghtalin: Asked when DDD started making families purchase warranties.

James Mayo: Answered that he believed that **Eva Hamant** purchased the device herself.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Eva Hamant: Advised that she purchased the warranty to keep from having to deal with DDD for repairs.

Linda Mecham: Advised that **Zane Garcia-Ramadan** told her that by February or March that there would be e-signature workflow and that by June that 80% of SCs would have laptops. He also told her that they (DDD) would be utilizing technology to store the documents rather than physically.

James Mayo: Added that the project was already starting now.

Linda Mecham: Added that these changes would help streamline some of the overtime and the length of time that the 90-day meetings take.

Sherry Wilhelmi: Advised that she sent out the lawsuit information to Karen Van Epps and Eric Houghtalin by email.

Karen Van Epps: Expressed concern about high caseloads.

Eric Houghtalin: Advised that DDD is already starting to make some adjustments to overcome the issue of high vacancy rates in support coordination. He added that there is a new paid intern program being developed for BSW students and that the recent postings for SC positions are reflecting a higher upper-end range for salary of over \$50,000 annually.

James Mayo: Advised that he has nurses in his QI unit that wouldn't take a salary of \$50,000 a year when they can make \$60,000 to 80,000 a year in the field.

Eric Houghtalin: Advised that it appears that the DDD focus is on the new graduate BSWs as of now. He noted that the BSW internship has the problem of not having enough MSWs to act as coaches over the BSW students. He also noted that the MSWs would be coaching outside of their regular jobs without extra compensation.

James Mayo: Advised the he believes that support coordination is utilizing temps to fill in vacant SC slots.

Karen Van Epps: Asked if the temps had to have the same credentials. She also asked about the pay.

James Mayo: Advised that the temps have to have the same credentials as directed by AHCCCS and that the pay is different for the use of temps versus actual employees.

Eric Houghtalin: Added that he believed DDD wouldn't be able to break through until the pay is closer to \$60,000 a year. He also added that a military-type bonus structure might also be needed to move forward with retention.

James Mayo: Reminded the committee that this is all related to the budget and that the Governor and Arizona Legislators are responsible for the budget.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Karen Van Epps: Reminded the committee that the Division has over 44,000 members now and the number is climbing.

James Mayo: Added that there are now teams of people in the Division that are tasked with improving retention.

Eric Houghtalin: Advised that former District East District Program Manager was promoted to the newly developed director role for retention.

ADOA and DDD Updates

Veronica Peralta: She mentioned the brochures from the statewide meeting. She also advised that **Larry Allen** was working on regular meetings with the Chairs.

Karen Van Epps: Asked if this was about getting the Chairs of other IOC together.

Veronica Peralta: Advised that this was correct.

Karen Van Epps: Added that **Dr. Jack Potts** wanted behavioral health to be added to the group. She also asked about the IOC manual. She had concerns that the manual included language that committee members could be removed by ADOA.

Veronica Peralta: Advised that she believed that it was only worded so that ADOA could recommend that committees remove a member. She advised that she would check with **Larry Allen** about that.

Linda Mecham: Advised that the quote was at-will in reference to the Governor removing members.

Carol McNulty: Added that the IOCs are supposed to be autonomous.

Linda Mecham: Noted that the IOCs are legislatively placed.

Karen Van Epps: Asked Veronica Peralta if the manual was intended to replace the guidelines.

Veronica Peralta: Advised that she believed that the IOC manual was the rule for those IOCs that had them and that the manual could be adopted by committees that don't have guidelines.

Eva Hamant: Advised that she read the newsletter and that it said that ADOA was waiting for the IOC annual reports.

Veronica Peralta: Accounted for the reports and the plan to get the last report published.

Eva Hamant: Asked when 2019 Annual reports were due. She also asked if all the annual reports had been received.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Veronica Peralta: Advised that all reports are now on fiscal year. She added that she believed that the due dates in the future are no later than November 1st. She asked if the committees would like to have a template. She advised that annual reports would cover July 1, 2019 through June 30, 2020. She advised that she would verify all the information regarding the IOC manual and email **Karen Van Epps** and **Eric Houghtalin**. Said that all of the DDD IOC annual reports are accounted for at this time.

Diane Murphy (DDD Revenue): Introduced herself and told the committee about how group home billing works. She noted that the system is sourced by several places. She advised that when some data is left un-generated, that billing can be off from one month to another. She advised that there are some plans being reviewed at this time. She acknowledged failures across the board with billing. She noted that there has been some brainstorming to try to alleviate the issue.

Carol McNulty: Asked about fluctuations when there is a change of who lives in the home. She asked if there were a maximum number.

Diane Murphy: Advised that she knows that the amount is high but that she isn't aware of one particular case. She advised that she could research the problem for Carol. She advised that the system runs on the 21st of the month.

Carol McNulty: Advised that DDD revenue department should notify all the families and members of the rates.

Karen Van Epps: Advised that she also had an issue with getting billed more than the agency is getting paid.

Diane Murphy: Acknowledged the issue and the rule that DDD can't bill more than the provider earns. She also mentioned that revenue is corresponding with the members and families about rates soon (within 3-4 weeks).

Eric Houghtalin: Advised the committee that any changes in the agenda need to be into his office no later than close of business on the Wednesday prior to the scheduled IOC meeting. He advised that the concern was getting the public posting up on-time and assuring that the physical copies of the agenda are not wasted with each update.

Linda Mecham: Asked **Eric Houghtalin** how they would be able speak about a non-documented topic in member report.

Eric Houghtalin: Advised that the members can bring up new topics in the committee member report but may not discuss or vote on these topics. He advised that he would be happy to give a DDD update on a topic so that the members may speak on the record.

Eva Hamant: Asked about the email sent and if **Eric Houghtalin** had forwarded it to the IOC members.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Eric Houghtalin: Acknowledged forwarding the email to the committee as requested.

Carol McNulty: Explained the customer service processes of other agencies. She also expressed concern about the lack of communication between agencies.

Eric Houghtalin: Asked if there were any ideas of how to better facilitate the communication between agencies.

Carol McNulty: Advised that the idea was a shared computer access to share data.

Rep. Barto Meeting (Oversight Language) Discussion

Karen Van Epps: Advised that she, **Linda Mecham**, **Zane Garcia-Ramadan**, and other stakeholders met with **Rep. Barto**. She advised that it was called the DDD Accountability meeting.

Linda Mecham: Advised **Karen Van Epps** that it was called the Oversight meeting.

Karen Van Epps: Advised that **Rep. Barto** wanted to see more oversight.

Linda Mecham: Advised that **Rep. Barto** wanted to hear comments from the committee and that was why she wanted to add the topic to this agenda.

Karen Van Epps: Advised of the topics within the meeting. She added the topic of if the IOCs can start receiving incident reports in an unredacted format. She explained personally identifiable information as mentioned in the Health Insurance Portability and Accountability Act (HIPAA) and how she believes that the IOCs should be allowed to see this information as they have signed the HIPAA releases. She acknowledges that there is a process to request unredacted incident reports, but she isn't aware of how.

Eric Houghtalin: Advised that it was a matter of starting with an email or call so that he could get the process started.

Linda Mecham: Advised that on the annual meeting paperwork includes a notice that is signed by the guardians that advises that the IOCs will have access to their information.

Eric Houghtalin: Advised that the argument has already been up to the State Attorney's office for review and they have advised that all reports will be redacted. He reiterated the statement that on a case by case basis, the IOC members can request unredacted information from DDD about a particular incident report.

Karen Van Epps: Acknowledged that the Arizona Attorney General said that all incident reports will be redacted. She advised that they have signed confidentiality agreements and that should be enough.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Eric Houghtalin: Advised that he is aware of the signed agreements by the IOC members but that the language of HIPAA prohibits DDD from sharing information.

Karen Van Epps: Advised that group homes won't allow a parent/guardian of one member to give their information to other residents' parents/guardians. She added that HIPAA has everybody afraid to act.

James Mayo: Added that was something that shouldn't be happening.

Eric Houghtalin: Advised that HIPAA is intended to protect patients and that keeping families from giving their own information to other families wouldn't be protected under the law as written.

James Mayo: Added that if patient information is passed along that HIPAA covers that.

Linda Mecham: Asked if anybody present has the form associated with member restitution.

Eric Houghtalin: Advised that if anybody has a copy that they could email it to him for distribution to the committee via email.

James Mayo: Added that DDD has added restitution back into the rules. He noted that it was added back to article 9 training. He advised that the ISP team can determine if a member is able to pay, understands consequences, and understands money in the event that restitution is asked of a member.

Karen Van Epps: Added that the members had to go before the Human Rights Committee, and they would determine if the member were able to pay or not.

James Mayo: Noted that if a member has a claim for restitution pending that they should have already had a behavior plan in place.

Karen Van Epps: Stated that members could break/steal something (without paying) because they live in a group home.

James Mayo: Added that he believed that the old restitution rules required that restitution needed to be in the behavior plan of the member. He advised that **Tim Payne** would have the info and asked **Eric Houghtalin** to reach out to him.

Karen Van Epps: Added that there should be groups of people that visit the group homes (off the regular schedule) to help keep oversight.

Eric Houghtalin: Added that when he was in support coordination, he would run a vendor call and provide the results back to the families with the advice that they should search for the reviews of the provider by some source outside of the vendors' influence.

James Mayo: Added that families should visit sites as well.

Karen Van Epps: Asked why families should have to do their own work.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Eric Houghtalin: Answered that its no different than when we had young children and we wanted to bring our child to a day care. The responsibility to make the right choice was on the parent. He added that we didn't rely on the state to do that and that they knew what they wanted.

James Mayo: Reminded the committee that the SCs are forbidden to make recommendations for any service provider.

Karen Van Epps: Added that rural area providers are the problem.

James Mayo: Explained the difference between systemic and site-specific issues. He advised that its hard to make systemic changes with when the focus is on the individual sites. He also noted that if **Karen Van Epps** were to recommend an idea that the Division would look at it.

Linda Mecham: Asked if there were site issues would it behoove the Division to look at all of the programs of the vendors.

James Mayo: Answered that it didn't when they did it before. He also explained how the process works today.

Eric Houghtalin: Advised the committee that he attempted to send an invitation to **Rep. Barto** and will be happy to extend invitations to anybody they would like to meet with in the future.

Article 9 Discussion

Karen Van Epps: Advised that nothing has happened with article 9 as of the date of the meeting.

James Mayo: Added that it could be the end of January or beginning of February.

Karen Van Epps: Advised the committee that they should review it as soon as it is out.

Carol McNulty moved to go into executive session

Sherry Wilhelmi seconded the motion

All members present voted to go into executive session. There were no members abstaining or voting no.

The first public session ended at 11:19 am

In executive session, the committee discussed a recent news release of a member that was killed, and a few select incident report reviews.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Carol McNulty motioned to move into public session.

Sherry Wilhelmi seconded the motion.

There was no discussion.

All available members voted yes to move into executive session. No members abstained or voted no.

The public session ended at 11:28 am.

Call to the Public

Sophie Legaspi (United HealthCare Liaison): Advised that there was a recent WebEx meeting for UHC and IOC members and more were coming soon.

Committee Member Report

Karen Van Epps: Asked for more information about a member that was covered in the news recently and the Division response to it.

Discussion, Review, & Possible Action on Committee Membership

There was no discussion, review, or action taken on committee membership at the meeting.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Incident Reports and Behavior Plans

IOC Members took incident report packets with them prior to leaving. There was no discussion with the Quality Improvement Manager regarding the members or incident reports after the public meeting ended.

The incident reports included **694** closed and **153** open for a total of **847** total reports for the September meeting. An email was sent to the District Central Quality Improvement Manager to inquire about delivering the incident reports to the committee, but it was not replied to by the end of the meeting.

Type	Open	Closed
Accidental Injury	20	151
Deaths	2	7
Emergency Measures	4	60
Human Rights	11	2
Legal	3	0
Medication Errors	11	72
Missing	11	2
Neglect – Potential & Imminent	39	6
Other Abuse – Sexual, Verbal, and Emotional	11	2
Other	24	376
Physical Abuse	12	0
Property Damage	3	1
Suicide	2	15
TOTALS	153	694

IRs were equally divided among the members in attendance as they chose to take them. IOC members that were not available had their reports mailed to them on Tuesday, January 28, 2020.

Carol McNulty motioned to adjourn the meeting.

Linda Mecham seconded the motion.

There was no discussion.

All available members voted yes to move into executive session. No members abstained or voted no.

The public session ended at 12:05 pm.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, January 27, 2020 – 10:00 AM to 1:00 PM**

Adjournment

The next District Central IOC meeting will be held on February 24, 2020 at 10:00 am.

(The meeting ended at 12:05 pm)