



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

Call to Order

The meeting called to order by Committee Chairperson, **Karen Van Epps** on October 28, 2019 at 10:12am. The meeting was located at 4400 N Central Ave, Ste 900, Phoenix, AZ 85012.

Welcome and Introductions

Attendance in Person: **Andrea Potosky, Karen Van Epps, Eva Hamant, Linda Mecham, Debbie Stapley, Carol McNulty, Heidi Reid-Champigny, Eduarda Yates, and Lisa Witt**

Attendance by Phone: None

Absent: **Mandy Harmon** and **Sherry Wilhelmi**

Public in Attendance: **Laurie Ganzermiller** (United HealthCare) and **Amy Pawlowski** (United HealthCare)

ADOA: **Larry Allen**

DDD: **Eric Houghtalin** (IOC Liaison), **Marlene Riggs** (non-voting IOC committee member), **Michelle Pollard** (NCI Coordinator), **David Blount** (District Quality Manager), and **Bobbie Ellerston** (Chief Quality Officer)

ADOA and DDD Updates

Larry Allen: IOC manual has been pulled down from public comment and is waiting for the ADOA Director's signature. He advised that the IOC newsletter is going to start becoming a quarterly release due to lack of content.

Karen Van Epps: asked if the annual reports will be posed on the IOC website.

Larry Allen: advised that they will be posted as soon as they receive them.

Karen Van Epps: added that the new IOC manual is overwhelming to her.

Larry Allen: advised that he went back through the manual and removed a lot of the legal-ease and tried to keep it simple in a separate document for the IOCs to use.

Karen Van Epps: asked why the DDD Liaison was not writing the annual report.

Eric Houghtalin: answered that he was instructed that each committee writes their own and that they (DDD) are not allowed to alter the document once it is sent to them.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

Linda Mecham: added that the change came about when DDD formed the HERO unit and that before that time, the Liaison wrote the reports for the committees.

Karen Van Epps: asked **Eric Houghtalin** if his office had all the rest of the annual reports from the other committees.

Eric Houghtalin: advised that they would know when his Supervisor, **Richard Kautz**, returned from annual. He added that District North has made arrangements with ADOA to turn it in later.

Eva Hamant: asked **Larry Allen** if the IOC manual was already pulled down from public comment.

Larry Allen: advised that it was.

Eric Houghtalin: asked **Larry Allen** to clarify the ADOA position about the IOC manual versus the committee guidelines. He asked if the committees can still use them as their primary source of guidance.

Larry Allen: advised that the guidelines would be acceptable to use.

Linda Mecham: asked why the committees can't call them bylaws.

Eric Houghtalin: advised that the last person that filled **Larry Allen's** position asked that all the bylaws be called guidelines.

Larry Allen: advised that there is no known statute that requires that and that calling them bylaws is acceptable.

Eric Houghtalin: advised that all of the bylaws/guidelines to one style of document for ease of reading and reference.

Linda Mecham: asked if other committees have different bylaws/guidelines.

Eric Houghtalin: advised that some committees have written their own and some have adopted other committees' word-for-word. He continued to note that District North opted to adopt District South (Tucson) guidelines and that now they are holding an election next month for a Co-Chair position as a result.

Karen Van Epps: noted the history of District Central's bylaws.

Eric Houghtalin: Advised that ADOA is still waiting for signatures on the new HIPAA forms. He advised that the updated forms will be in each member's packet and that he will need them signed and returned by the end of the meeting. He advised that **Jeffrey Yamamoto** [DDD IOC Liaison for Districts South (Tucson), West, and East] has received his endorsement to train any interested parties in Article 9. We are aware that there are pending changes and those will be incorporated into his training as soon as they are made available. He asked all those interested to contact either **Jeffrey** or him at their earliest convenience.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

Article 9 Discussion

Amy Pawlowski: asked about the status of the article 9 update.

Eric Houghtalin: advised that he was not aware of any move to release it for public comment as of the time of the meeting.

Linda Mecham: asked why the DDAC hasn't seen the document. She advised that the DDAC is supposed to see the changes prior to the release.

Karen Van Epps: announced that they article 9 has been scheduled by release to the public for comment. She advised that the committee doesn't want to see it changed. She advised that 2-3 years ago a secret committee was formed to change the document that she believes most have been pulled back.

Linda Mecham: asked that the committee needs to contact the team to make sure that DDAC sees the release before it is put out for public comment.

Karen Van Epps: advised that she would contact the committee.

Vendor Call Process Discussion

Karen Van Epps: advised that article 21 is getting in the way of getting people that are difficult to serve getting programs. She noted that when she is in the program review committees (PRCs) that only the new agencies are taking tougher behavioral health cases.

Marlene Riggs: clarified that only the newest least-experienced agencies are the ones taking the most challenging cases.

Eduarda Yates: asked if these members are getting enough support and are they (the agencies) really qualified to handle tougher members.

Marlene Riggs: advised that the agencies are usually surprised. They weren't aware how difficult some members can be.

Member Employment Discussion

Eva Hamant: advised that she was present at the recent conference of people concerned with the care of members. She advised that in March 2022, there will not be a center-based employment



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

(sheltered workshops or CBE) for new vocational rehab members. Members will have to go into a Pre-ETS program starting at high school age. She advised the committee that Pre-ETS was a series of trainings and workshops to assist members become ready for competitive employment. She advised that the members allowed into a sheltered workshop will have a more difficult time getting into the program. She noted that all existing sheltered workshop members will be grandfathered. She added that the Arc organization lobbied for DD members to all be paid minimum wage in 2013. She added that the agencies (DDD vendors) were not happy with this. She advised that there was a waiver that they could fill out to pay sub-minimum wage salaries. She advised that there is a national organization (APSE) that is trying to get people with disabilities into competitive employment. She noted that the Governor has a program called Employment First that works to get competitive employment jobs for the disabled. She advised that she doesn't believe in sub-minimum wage pay. She advised that in 2022, the whole system will have an uprising. She also noted that she isn't aware of the progress of the waiver (noted above).

Carol McNulty: asked if this will disqualify individuals from long-term care. She noted that this will disqualify so many people.

Lisa Witt: asked who will be responsible for the services?

Michelle Pollard: advised that the Office of Individual and Family Affairs (OIFA) will be handling all employment concerns as well as housing and other programs within DDD. She advised the committee that if this is a topic that they are interested in that she will bring them information from Business Operations and other sources.

Eric Houghtalin: advised that he read a recent article suggesting that Congress might be looking at an increase of the maximum amount members may have in savings from \$2,000 to as much as \$10,000 individually. He advised that he is unaware of the status of the discussion at the time of the meeting.

Karen Van Epps: added that it looks like Vocational Rehab is in charge of this and that they aren't that great. She noted that the pressure needs to be placed on the schools.

Michelle Pollard: noted that competitive employment is difficult to oversee and track. She noted that this is where the change stems from and that the schools and DDD need to develop a path that is parallel to allow members to grow.

Linda Mecham: asked if this program is for all DD members or just for those qualified to work.

Michelle Pollard: advised that this is still being discussed at the national level and that the states will have to decide how that looks for each of them individually.

Lisa Witt: noted that this only applies to people that are working at sub-minimum wage.

Carol McNulty: asked who would be providing transportation to and from work.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

Karen Van Epps: added that this topic is much larger than they have time for at this meeting.

Linda Mecham: asked how HCBS (Home and Community Based Services) fit into this discussion.

Michelle Pollard: noted that these services are not lost due to the member making more money. She added that we (DDD) wants to ensure that members are still getting the assistance that they would need. She noted that all employment is member driven (based on the members' needs).

Eva Hamant: noted that the DD members in high school will not be going into a sheltered workshop. She advised that when PRC members are in the committees that they should be looking at if they are still in high school. She advised committee members to ask what the schools are doing for the members.

Karen Van Epps: advised that there's nothing that can be done if they aren't.

Eva Hamant: advised that if they make recommendations that they (the schools) have to do something about it.

Linda Mecham: countered that the schools don't have to do anything.

Karen Van Epps: advised that there are too many issues to discuss today.

Quality Improvement Discussion

David Blount: introduced **Bobbie Ellerston** and gave the committee his new title (Quality Improvement Field Administrator).

Bobbie Ellerston: announced that she had been with the state for 2-months and was a nurse for more than 40-years. She advised that she had been a quality consultant for the last 15-years. She praised DES/DDD teams. She noted that Quality had to be rebuilt again.

Karen Van Epps: advised that the reason for the need to rebuild was the attempt to privatize the organization (then Quality Assurance).

Bobbie Ellerston: added that Quality needs to grow more and that they have hired a Quality Manager, Helen Villa (uncertain of spelling) to report to her. She advised that there are auditor positions that need to be filled. She advises that she will try to get done with changes by the end of the year. She noted that they are working on the deliverables to the Arizona Health Care Cost Containment System (AHCCCS).

Karen Van Epps: asked what deliverables means.

Bobbie Ellerston: advised that deliverables in this case was requests from some auditing deficiencies. She advised that she loves going out to the ICFs (Intermediate Care Facilities) and



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

working with the providers (vendors). She advised that she will be working with the providers and not working against them. She advised that she has fielded several provider calls and emails. She advised that she would like to return after the new year to provide updates.

Karen Van Epps: advised that the committee reads incident reports and tries to get answers. She called for better resolutions to incident reports.

Carol McNulty: asked **Bobbie Ellerston** if there was anything in the works to keep investigations in house versus going out to Adult Protective Service (APS) or Child Protective Services (CPS).

Karen Van Epps: advised that would take legislation. She also noted that there should be a verified result in addition to substantiated and non-substantiated.

Linda Mecham: advised that there is some work being done to introduce non-substantiated but verified.

Karen Van Epps: advised that the elderly should be worried as well about the only 2% substantiated.

Eva Hamant: advised that Leah Gibbs told the DC IOC that they would be the committee over the ICFs.

Linda Mecham: advised that was per AHCCCS.

Eva Hamant: added that they are supposed to visit the ICFs at least once a year. She asked **Bobbie Ellerston** if they still needed to visit the ICFs.

Bobbie Ellerston: advised that Quality does go out to the ICFs (monitoring unit), group homes, and to private residences where services are provided.

Karen Van Epps: advised that monitoring is nothing more than just a check off.

Bobbie Ellerston: stated that it was a little more than that now. She acknowledged that they still would like to do more.

Committee Member: advised that the group homes are able to determine when they are going to be monitored. She asked if there was any way to stop them from finding out.

Linda Mecham: asked how the homes find out.

Bobbie Ellerston: advised that when one group home owned by a company gets done, they call the others to give them notice to expect monitoring. She advised that they don't schedule. She advised



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

that DDD wants to get to a point that they are consistent and that they don't know when it will happen. She added that they also do random health and safety checks throughout the year as well.

David Blount: advised that the process is taking some time in training people and that they are going to begin sending teams to one or two homes owned by one agency and move to another group of homes to help keep the process unpredictable.

Karen Van Epps: asked about what Quality will do with adult development homes.

David Blount: advised that they are trying to do a better job monitoring paperwork.

Bobbie Ellerston: advised that adult homes were crossing into private homes and they are working on how to address that. She noted that she wants to work on keeping Support Coordinators with the same members.

Karen Van Epps: wished her well with that goal. She advised that support coordination should be allowed to do more in support of the members.

Bobbie Ellerston: advised that **Chris Deere's** former role was filled by **Chris Willis**. She added that the Division needs to be more proactive and not reactive.

David Blount: advised that he is working on AHCCCS deliverable and that phase one should be complete by this Wednesday. He will be continuing on with phase two. He and his team have been going out to ICFs. He also noted that **Bobbie Ellerston** is looking at forming a night team to visit facilities during the off hours. He noted attempts to increase communication between groups (e.g., monitoring and support coordination) to help with issues. Quality and APS are trying to collaborate with each other to improve outcomes. He advised that they are getting a lot closer to an agreement with APS than when he started.

Bobbie Ellerston: offered the committee her work cell phone number.

Karen Van Epps: added that **Cheryl Lovell**, the new Assistant Director over DDD, called her last week and followed up with her about a member issue that she is working on with customer service.

Bobbie Ellerston: advised that the members of the IOC can call her anytime regarding issues.

David Blount: shared his work number with the committee. He also added that the new Quality Improvement Manager for District Central, **James Maio**, is an asset to the team.

Karen Van Epps: advised that she was happy with his service. She also advised that the committee would be happy to work with QI to take care of issues if called upon. She noted that they (the DC IOC) were a seasoned group of people that have been together a long time and advised that the committee in Sierra Vista fell out due to issues with the Division.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

Eric Houghtalin: advised that both Sierra Vista (District South) and Flagstaff (District North) were now both very young committees with mostly newer members.

Linda Mecham: added that she was concerned that statewide was canceled.

Eric Houghtalin: advised that there were no agenda items sent and his Supervisor canceled the meeting due to a lack of content. He asked if the current group home monitoring was in a window (usually a couple of months).

Bobbie Ellerston: advised that this was the current model. She advised that she is working with monitoring to increase the number of employees working in the field. She advised that they are also monitoring day programs.

Karen Van Epps: advised that monitoring that if they find something that isn't a contract issue, they can't do anything about it.

Bobbie Ellerston: advised that they can still act without it being a contract issue.

Lisa Witt: added that it needs to be on a less predictable schedule.

Marlene Riggs: added that she notes that monitoring is mostly a paper review and less about the members themselves. She added that they are looking in the middle of the day when the members are out.

Carol McNulty: added that the papers mean nothing to her. She's more concerned with the quality of care given to members. She advised that she has been mostly happy.

Bobbie Ellerston: stated that on one visit to a group home that she actually complemented the staff because of their interaction.

Linda Mecham: added that they might consider changing the hours to times that would allow homes to be monitored when the members are present.

David Blount: added that they are trying to identify more systemic issues as well.

Heidi Reid-Champigny: asked about the caregiver pay-scales. She asked if that was still in process.

Eva Hamant: gave details about pay raises.

Linda Mecham: stated that when they met with **Cheryl Lovell** and **Debra Wertzberger**, they noted that they would be tracking the pay to direct care staff.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

Michelle Pollard: advised that there was a requirement for agencies to fill out a form so that they can get Q4 funding and that they could utilize this survey to get the information that they are looking for.

Lisa Witt: advised that the agencies are only paid for the time that the members are in the program and not for time when the member is out sick or otherwise at home. She noted that since the last raise about two-years ago the direct care staff has had little turnover.

Carol McNulty: added that it doesn't make sense as there are other overhead costs.

Karen Van Epps: added that agencies would like to be able to send staff to hospitals when members go but they can't because AHCCCS is already paying the hospital for their staff. She added that the agencies don't want 1:1 cases because of the cost of keeping the staff member.

Linda Mecham: added that if the 1:1 is paid out at \$20.00 per hour and the regular 4:1 staffing is paid at \$8.00 hour the 4:1 is making the agency \$32.00 per hour while the 1:1 is making the agency \$20.00 per hour. The staff paid at the same rate will make the agency \$12.00 more per hour and they don't have to keep the 4:1 staff if the 1:1 doesn't show up one day (these amounts are for example only and have not been verified).

Eric Houghtalin: advised **Bobbie Ellerston** and **David Blount** that if they want to attend any of the IOC meetings that they can either contact **Jeffrey Yamamoto** or him. He also noted that the call-in information is always the same on each of the IOCs statewide.

Supported Decision Making

Eva Hamant: advised that there is a possible limited guardianship for members. She advised that there are needs for members without guardianship could be met with a group (team) approach. She noted that somebody from the committee said that the Division was moving toward a supported decision-making framework. She mentioned that John Meyer from Arc presented at the conference.

Karen Van Epps: asked how a team would be established. She also asked if it would be the Division's responsibility to find these team members.

Michelle Pollard: advised the committee of the This is Our Life program offered by the Division. She noted that the planning document will have the notes needed to help determine the support needs and how to direct the members in supported decision making. She acknowledged that there would be outliers that would have to be addressed individually.

Karen Van Epps: noted some of the annual report issues with the planning document (what works, working with me, etc.) that need to be reworked. She also noted that the planning document has issues with spacing that cause the text to shrink when the text amounts are increased.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

Linda Mecham: advised that Chris Deere instructed her that the planning document spacing issues couldn't be resolved and that the support coordination teams have been instructed to use an extra page and add it to the document for additional text needs. She advised that SCs aren't aware that they can do this.

Michelle Pollard: asked if the form was digital.

Linda Mecham: advised that it was digital.

Michelle Pollard: advised that this could be resolved by the IT department.

Marlene Riggs: stated that DDD management was aware of the issues, that they are working on the problem, and told support coordination to use extra pages until they can get it resolved.

Karen Van Epps: noted that the planning document was formerly called the Cholla Project.

Doctors and Health for Persons with Intellectual Disabilities

Eva Hamant: discussed the healthcare support for DD members with ID. She advised that some members are not getting their medical needs taken care of because of the disability (inability to communicate with the health team needs).

Michelle Pollard: stated that the dual diagnosed members (both DD qualifying diagnosis as well as behavioral diagnosis).

Lisa Witt: noted that people need to be aware of antecedents of the members that could be a communication of pain or illness.

Marlene Riggs: stated that the inability to communicate is an issue. She also advised that somebody without a guardian unconscious in the hospital are at the mercy of doctors. She noted that they might have differing opinions about what quality of life is compared to what they members might think. She noted that dismissing the issue because of lack of communication is a problem. She noted that the interaction between specialists will be helpful.

Eva Hamant: advised that she emailed the speaker and that he replied with an article about pain. She advised that she will bring it to the next meeting.

Eduarda Yates: asked if everybody that goes to the hospital should have an advanced directive.

Karen Van Epps: advised that a Firefighter that she spoke with told her that advanced directives should be posted on the ice box within the group homes.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

Marlene Riggs: added that an advanced directive is not necessarily a do not resuscitate but rather a directive for care.

Karen Van Epps: asked who would be involved with supported decision-making.

Call to the Public

Laurie Ganzermiller: announced that they will be hosting Lunch and Learns throughout the month. She advised that they will be speaking about any topics of interest including the integration. She also noted that there are committees and other groups if people are interested in participating. She gave her contact information to the committee. She will be sending **Eric Houghtalin** flyers to send out to the committee.

Committee Member Report

There were no reports from the committee members.

Discussion, Review, & Possible Action on Committee Membership

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

Linda Mecham motioned to move into executive session.

Debbie Stapley 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 12:33pm.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 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 **789** closed and **143** open for a total of **932** 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	28	171
Deaths	7	3
Emergency Measures	5	46
Human Rights	7	5
Legal	8	0
Medication Errors	2	95
Missing	17	13
Neglect – Potential & Imminent	12	18
Other Abuse – Sexual, Verbal, and Emotional	13	9
Other	22	405
Physical Abuse	11	7
Property Damage	4	1
Suicide	7	16
TOTALS	143	789

IRs were equally divided among the members in attendance as they chose to take them. There was some discussion of individual incident reports among member and DDD staff in the executive session.

Linda Mecham motioned to adjourn the meeting.

Eva Hamant seconded the motion.

There was no discussion.

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

The meeting ended at 12:51pm.



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes
Monday, October 28, 2019 – 10:00 AM to 1:00 PM**

Adjournment

The next District Central IOC meeting will be held on November 25, 2019 at 10:00 am.

(The meeting ended at 2:30 pm)