



**Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee (IOC)
Meeting Minutes
Monday, September 28, 2020 – 10:00 AM**

Call to Order

The meeting called to order by Committee Chairperson, **Karen Van Epps** on September 28, 2020 at 10:06 am.

This meeting was held electronically due to the Covid-19 pandemic restrictions.

Welcome and Introductions

Attendance by Video:

- **Karen Van Epps**
- **Eva Hamant**
- **Carol McNulty**
- **Sheri Wilhelmi**
- **Eduarda Yates**
- **Lisa Witt**

Attendance by Phone:

- **Linda Mecham**

Members Absent:

- **Mandy Harmon**
- **Heidi Reid-Champigny**
- **Andrea Potosky**
- **Debbie Stapley**

Public in Attendance:

- **Sophie Legaspi** (United Healthcare)
- **Vera Kramarchuk** (Mercy Care)

ADOA:

- **Larry Allen** (video)

Division of Developmental Disabilities:

- **Jeffrey Yamamoto** (DDD IOC Liaison)
 - **Patricia Sandino** (DDD PRC)
 - **Marlene Riggs** (non-voting IOC member)
 - **Michelle Pollard** (NCI Coordinator)
 - **Leah Gibbs** (Office of Individual and Family Affairs Administrator)
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Call to the Public

Mercy Care and United Health Care representatives offered no public comment at the meeting during this agenda item.

ADOA Updates

ADOA – Larry Allen: Advised the committee on year end annual reports are due in November and will cover the fiscal time period from July 1st, 2019-June 30th, 2020. There will be overlap for this year's report from last year's report.

Eva Hamant asked if the report would cover the April 2019 discussion of Restitution and the letter the committee wrote during the open public opinion of the policy.

Karen Van Epps said that she had included the first half of the year 2019 on the annual report submitted early this year. Karen said the restitution concern should be on the report but also asked to be sent the July 2019 to June 2020 minutes and annual report to help write the annual report. **Jeffrey Yamamoto** agreed to send the reports this week.

Leah Gibbs was asked if she knew if the Restitution policy was finalized. She did not know at that time; she did look up the policy while on the line and forwarded the DDD final policy on Restitution to the liaison Jeffrey to send out to the committee. She read the highlights directly from the policy about Restitution.

Carol McNulty asked who has oversight of the Restitution policy. **Leash Gibbs** answered that the Policy committee has the oversight and recommended that if the committee wanted to make some changes that would be that committee they would want to ask. The Program Review Committee (PRC) is the other committee that the IOC could write with their concerns. Mary DeCarlo is in charge of that committee.

Larry Allen also stated that he and Jeffrey were still working on the electronic access to the Incident Reports (IRs) and they got stalled by Arizona Health Care Cost and Containment Systems (AHCCCS) from using their servers. The Division (DDD) will need to work on their own to get the IR's into an electronic platform for the IOCs to access.

DDD Updates

DDD – Jeffrey Yamamoto: Informed the committee that there were numerous DDD personal in the meeting and introduced Patricia Sandino from PRC to start.

Patricia Sandino informed the committee that she had been away for some time and she has now returned to working with District Central IOC. She updated the committee that PRC had reviewed 420 Behavior Plans (BPs). There is a new AHCCCS Planning document, this document has some minor issues, but they are currently working on resolving them. PRC is working under Mary DeCarlo and the Behavior Health team to become more consistent with all of the Districts in how the approach BPs. PRC is always looking for IOC volunteers to review with PRC.

Eva Hamant asked Patricia about the new directions on the BP to not allow coping skills in the BPs. This was brought up because the District North PRC chair was running the District Central PRC while Patricia was out. According to Eva, the DN PRC chair was adamant that coping skills and relaxation skills was no longer a goal for



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the BP. Patricia was not aware of any changes which exclude those skills. She will investigate it for the next meeting.

Marlene Riggs asked Patricia to investigate the “Reconvene” statement in the BPs. Knowing when the BP needs to be revised if the BP is not working. Patricia stated she will bring it up on the PRC next huddle.

Eva Hamant asked about the “new training” being required for PRC. This was brought up by the DN PRC chair and they wanted to know if there was any new training for the PRC volunteers. Patricia stated that there have not been any updates for training that she knows. **Karen Van Epps** said she had asked Tim Payne (DDD Trainer) and there is no new training for the PRC. Patricia said she will follow up with this and get back to the committee.

Jeffrey Yamamoto introduced Leah Gibbs to give her update.

Leah Gibbs informed the committee that every other Thursday DDD has a Virtual Town Hall and that the public is welcome to participate. She will send out the link for the DDD Town Hall after Karen mentioned she had lost the link. Some of the topics include working with vendors for congregate setting visitation guidance and flexibilities for the emergency payments for providers.

Eva Hamant asked about Day Treatment Programs for Adults (DTAs) being opened. Leah answered that some are open, and some have closed during COVID -19. There is no DDD policy to close DTAs, it is up to the providers as long as they follow the guidelines. Leah will follow up with some of the DTAs mentioned by the committee as being closed.

Karen Van Epps asked about CPES program and that transition to closing. Leah stated that all the members will be transitioned before the designated time.

Linda Mecham asked Leah about Electronic Visit Verification (EVV) and if the transition is going to happen on time. Leah responded that AHCCCS has control over that program but DDD is working diligently to make sure that vendors are training to make the transition happen easily.

Karen Van Epps asked about the lack of technology support in the rural areas of Arizona for EVV. Leah responded by stating that AHCCCS is aware of the lack of supports and technology in the farthest rural areas, but they have not informed DDD of their solution to this population. She will follow up with this for the committee. **Karen Van Epps** asked about language barriers by providers and if this is being addressed in training. Leah responded with it is up to the provider to ensure that the staff understanding is maintained. That the expectation is that there is not any communication problem from the provider staff on working with members or technology.

Michell Pollard was asked if she had any updates from National Core Indicator (NCI). She said she will be looking to do some virtual surveying to members for their data at some point for the year. No other updates.

Jeffrey Yamamoto stated that his co-worker Eric is no longer working with DDD and he will be taking on the District Central IOC meetings. He informed the committee of the Quarterly DDD IOC meeting happening on October 14th at 10:00am. All are welcome as it will be virtual. Reminder of the Annual report due to ADOA and DDD. Finally, Jeffrey asked about holiday meetings being held. **Karen Van Epps** stated that October and November do not seem to be close to any of the holiday so they will not be an issue and the committee does not meet in December. Jeffrey acknowledged the information from Karen and will continue the meetings until December.

Leash Gibbs responded to a general call for any other updates or concerns anyone had. She said that the number one concern lately for DDD was the remote learning and in person learning from the schools for the DDD members.



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Working with the Dept of Education and AHCCCS, DDD is now allowing for attendant care and nursing care to provide paid care during remote school hours. This is to help the student member to stay focus and attentive during learning when there is no parent /guardian available. This is specific to the current COVID-19 situation only. This information has been widely distributed in the DDD networks and DDD social media. The only persons not available to be paid during active school hours are parents and primary caregivers.

Incident Report Redaction Discussion

Karen Van Epps informed the committee on conversations she had with Representative Barto on the redaction of Incident Reports (IRs). Rep. Barto is very interested in making sure the IOCs get the needed information to have oversight over the Division. Karen mentioned that DDD is still redacting IRs and that she believes that this does not need to be happening since the IOC are privy the reports and have signed confidentiality agreements. She also believes that this is a waste of time and resources for DDD. She does not always receive the IRs in a timely manner and the redaction process could be a cause of that delay. She would like to discuss this with DDD, maybe during the Quarterly IOC meeting next month. **Linda Mecham** agreed with Karen on those points with the Representative.

Incident Report Investigation Discussion

Karen Van Epps informed the committee about having DDD investigate their own Incident Reports (IRs). She states that there would be a need for a legislative change for DDD to begin investigating their own abuse and neglect incidents. In the past, she states IR could be investigated by DDD but recently with Adult Protective Services (APS) any abuse and neglect incidents take a long time to be closed and finalized. APS investigations do not seem to come back in a timely manner. Karen also mentioned to the Representative Barto that a stronger oversight is needed for the IOC to create positive changes for members.

Carol McNulty asked to have this topic added to the annual report. It is important to the members to have timely investigation and conclusions.

Karen Van Epps stated that Representative Barto is interested in any stories that the DDD member population has to help guide DDD and that their stories would be used to support to her position for legislative changes.

Adjournment to Executive Session

Carol McNulty motioned to adjourn the meeting and reconvene into Executive Session.

Eva Hamant seconded the motion.

There was no discussion.

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

The meeting went into Executive session at 11:42 am and ended at 11:52 am.



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The meeting was reconvened at 11:52 am and the public meeting was adjourned at 11:53am

The next District Central IOC meeting will be held on October 26, 2020 at 10:00 am.

(The meeting ended at 11:53 am)