



**Division of Developmental Disabilities
District Central Independent Oversight Committee
Meeting Minutes & Actionable Items
Monday, January 28, 2019 – 10:00 AM to 1:45 PM**

Call to Order

Meeting called to order by Committee Chairperson, Karen Van Epps.

Date: 1/28/2019 - Time: 10:20 AM

Address: 4400 N Central Ave, Ste 900, Phoenix, AZ 85012

Welcome and Introductions

(0 min & 50 sec on the recording)

Attendance in Person: **Eva Hamant, Linda Mecham, Karen Van Epps, Lisa Witt, Heidi Reid, Eduarda Yates, Marline Riggs, Carol McNulty**

Attendance by Phone: None

Absent: None

Public in Attendance: **Sherry Howard Wilhelmi**

ADOA: None Present

DDD: **Eric Houghtalin**

Approval of Minutes from November 2018 meeting

(1 min & 25 sec on the recording)

The committee members discussed the public and executive minutes for the November meeting (there was no December meeting).

Motion was made to approve the minutes with one error fixed by DDD Liaison. Motion: **Linda Mecham** - Second: **Heidi Reid**

Yes: Unanimous – No: None – Abstaining: None

Motion Carried/ Minutes approved with one error to be fixed prior to posting to the public site.

- Actionable Item: **Eric Houghtalin** will correct the error in the meeting minutes and forward to ADOA to be posted publicly.

ADOA and DDD Updates

(6 min & 18 sec on the recording)

Eric Houghtalin advised that ADOA had passed no updates to forward to the committee as of the time of the meeting. He also advised that there were some changes to the way that volunteer timecards were being entered.



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Karen Van Epps advised that members of the committee that attend Program Review Committee (PRC) meetings already filled out timecards for that time.

Eric Houghtalin told the committee to disregard the time already reported and only add non-PRC volunteer hours to the timecard.

Eric Houghtalin advised the committee that ADOA is issuing new ID badges for committee members and that he would be taking photos of members present at the meeting to forward for that purpose. He asked if the committee members wanted to have the badges mailed or hold them until the next meeting. The committee chose to wait until the next meeting.

Karen Van Epps reviewed the ADOA contribution to the statewide meeting. These topics included: the creation of a statewide manual for Independent Oversight Committees (DDD and other Divisions), ADOA will create an IOC website, Recorded Minutes Action Items, and Administrative templates will be on the website.

Committee Members Advised that Independent Oversight Committee (IOC) should also mention that it was formerly Human Rights Committee (HRC).

Eric Houghtalin explained how the committee meeting notes & actionable items worked.

- Actionable Items: **Eric Houghtalin** will email the committee members that were not present to ask them to forward a photograph for ID badges, **Eric Houghtalin** was asked to inquire with ADOA about having them add a redirect from DDD and ADOA sites to the new IOC site, **Eric Houghtalin** will request that ADOA review the recording to understand the concerns of the District Central IOC members, the committee asked **Eric Houghtalin** to invite ADOA to attend the next District Central IOC Meeting on February 25, 2019, and the committee requested that ADOA send a decisionmaker to the next meeting and asked **Eric Houghtalin** to inquire with ADOA.

Subcommittee Report

(20 min & 18 sec on the recording)

Karen Van Epps advised that she is still investigating the issue, but that she received a call from **Dr. "Charlie" Greene**, DDD Assistant Director, advising her that Quality Assurance is going to be no longer under the state. She advised that there is a request for proposal (RFP) out for a contract to act as a third party. **Karen Van Epps** advised that less than 2% of incident reports are substantiated. The rest are not unless DDD can take them (offenders) to court and win.

Linda Mecham advised that she will visit **Sherry Klein**, DES Deputy Inspector General, about the policy. She asked if the language needed to change.

Karen Van Epps advised that DDD should employ an investigator rather than use Adult Protective Services (APS).



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It was noted, by the committee, that DDD has no investigative authority.

Discussion of the Burial Plan

(29min & 32 sec on the recording)

Karen Van Epps advised that she was present at a PRC meeting for a member in an Adult Development Home (ADH). She advised that the member was paying over \$100 a month for his burial plans. She asked the Support Coordinator (SC) about the burial plan. The SC confirmed that there was a plan and that the plan was set up by the same agent that had been discussed in past IOC meetings. She advised that the entire policy amount was paid in full and that the member was still paying monthly payments.

Linda Mecham advised that the committee should follow up with the Department of Insurance to report the agent in question. **Karen Van Epps** advised that she would reach out to **James** (didn't have last name) or have him call **Linda Mecham**. She also advised that she would be willing to write an article for those wanting to buy a burial plan to be published in the DDD Newsletter that would include what questions to ask, what to watch out for, frequently asked questions, and other helpful information.

Eva Hamant suggested that new support coordinators be given a list of approved companies to give to families/members.

Linda Mecham suggested putting out an article in the newsletter prior to sending a list to support coordinators. She also, later, pointed out that DDD cannot put out names of companies that are not approved DDD vendors.

Motion: "**Linda** will write a letter to DDD on behalf of the DC IOC requesting the names and policy information, including a copy of the policy, for those Members who have Burial Plans which are or have been paid for through DDD Client Funds."

The rationale cited was that the District Central IOC to review in the Executive Session, the Assignment of policy; review the policy to ensure that the Member has not overpaid the original amount of the policy; to encourage update to policy to include a Statement of Goods and Services, if not included.

Motion: **Linda Mecham** - Second: **Heidi Reid**

Yes: Unanimous – No: None – Abstaining: None

Motion approved and carried

Article 9 Discussion

(33 min & 22 sec on the recording)

Karen Van Epps advised that she has emailed to ask for the new Article 9 update once it becomes available.



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Lisa Witt asked about stable members on long-term psychotropic medication. She also asked about the relationship between the Individual Service Plan (ISP) and the behavioral supports.

Karen Van Epps advised that once Article 9 is updated, it must have a public review. She also advised that she will get copies out to the committee as soon as she receives them from DDD.

No motion made on the topic.

- Actionable Items: The committee asked **Eric Houghtalin** for a copy of the updated Article 9 as soon as it is available, and **Eric Houghtalin** will add Article 9 Update to February District Central IOC meeting per the request of **Karen Van Epps**.

Discussion of Meeting Minutes Posting

(45 min & 0 sec on the recording)

Eva Hamant advised that the District Central IOC needs to have written minutes to aid the committee to follow up with quarterly summaries and annual report. She also advised that the committee was told that both written, and audio minutes would be available in the future by **Chris Klemich**.

Karen Van Epps advised that it is required to make meeting minutes available for public inspection within 72 hours of the meeting. She advised that the committee wants written minutes. Advised that Nancy Bartow, State Representative, would be contacted by the committee.

Marline Riggs advised that she needs written minutes to satisfy the requirements of evidence that they are following the rules of DHS and CMS. The committee advised that DHS and CMS will not take audio minutes.

The committee summarized that the current standard doesn't make them happy and doesn't meet legal standards.

Call to the Public

(1 hr, 54 min & 45 sec on the recording)

Linda Mecham would like to add a committee member report of less than 5 minutes for each meeting.

Linda Mecham related an incident that involved her son that was lacking antecedents and precursors. She advised that the committee should be proactive when reviewing IRs to ensure that the antecedents and precursors are present. She acknowledged the places on the IRs to collect that information should be written but notes that information is frequently missing.



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Carol McNulty related how difficult it was for her to find answers about members' earnings and how it affects social security payments to the member. She asked if the committee was aware of any workshop (training) that is available to members, parents, and/or guardians that could help them understand the processes. She will bring more information to the next meeting.

Marlene Riggs advised that members can get workshops if they are with Client Funds. She also advised that Client Funds reports to Social Security. She also noted that some providers know what to do and some do not. She advocated for educating the providers to ensure that accounts are managed correctly (including reporting). She advised that if the payee needs information that the provider should be able to answer them.

Lisa Witt noted that the organizations are going to be delivering the paychecks, but not advice how to file quarterly taxes. She advised that the individual must find out on their own what the individual requirements are in terms of reporting.

Carol McNulty noted that the problem is that the guardian doesn't know what they don't know. She advised that the SCs and providers should have the information to help the guardians that are both collecting money from the government and working.

Heidi Reid advised that the Hacienda organization is not being transparent about anything since the recent public event. She believes that they are working on the problems but is concerned that they are not meeting with parents/guardians. She advised that she would like the opportunity to observe/participate in a visible position as an IOC member and relative of a member in their care and report back to the committee her findings.

Karen Van Epps recommended that she try to qualify as a parent representative. She advised that she would not be able to serve on a board as an IOC member. She advised that it would be best to contact management and request to serve as a family member.

Sherry Howard Wilhelmi (potential new member) introduced herself and advised that she was on the committee several years ago (when it was still known as Human Right Committee).

- Actionable Items: **Eric Houghtalin** will add Committee Member Report to all future meeting agendas per the request of the committee. Each member will be given no more than five minutes to give personal reports and request adding agenda items for future meetings. **Eric Houghtalin** will add Incident Reports with Little to No Precursor or antecedents Discussion to the February agenda per the committee request, **Eric Houghtalin** will add Social Security – Guardian and Member Workshops Discussion to the February meeting agenda, **Eric Houghtalin** will inquire about the workshops that DDD may be aware of and will share that information with the committee by the next IOC meeting, and **Eric Houghtalin** will inquire with his supervisor to see if he knows a way for **Heidi Reid** to help participate with the Hacienda organization.



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Motion was made to go into executive session at about 1:10PM.

Motion: **Eva Hamant** - Second: **Linda Mecham**

Yes: Unanimous – No: None – Abstaining: None

Motion approved and carried

Discussion, Review, & Possible Action on Committee Membership

(End of public meeting at 2 hr, 41 min & 32 sec on the recording) – About 1:01PM

The committee was made aware of the three current candidates for committee membership.

The committee advised that they will vote on **Sherry Howard Wilhelmi** in the February meeting.

The other potential candidates will be contacted to come to the next meeting.

Incident Reports and Behavior Plans

The committee was delivered a total of 847 incident reports to review. This includes 747 closed and 100 open reports as indicated in the chart below.

Type	Open	Closed
Accidental Injury	8	138
Deaths	3	3
Emergency Measures	4	46
Human Rights	3	7
Legal	4	10
Medication Errors	1	89
Missing	17	24
Neglect – Potential & Imminent	23	22
Other Abuse – Sexual, Verbal, and Emotional	11	9
Other – Behavior	14	362
Other Injury Unknown – Hospitalization	0	4
Physical Abuse	7	11
Property Damage	3	6
Suicide	2	16
TOTALS	100	747

IRs were equally divided among the members in attendance.



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Number of Questions for QAM: None at this meeting. Members communicate directly with Quality Area Manager.

Number of Behavior Plans turned in by IOC Members: None noted.

Number of Behavior Plans received by PRC: None. The members communicate with the PRC Chairperson during the Behavior Treatment Plan (BTP) meetings.

Members discussed the Request for Proposal (RFP) that will place all Quality Assurance duties in the care of a private company.

Adjournment: Karen Van Epps adjourned the meeting at about 1:40 PM

The next District Central IOC meeting will be held on February 25, 2019 at 10:00 AM