



**Department of Economic Security  
 Division of Developmental Disabilities (DDD)  
 District West Independent Oversight Committee (IOC)  
 Public Meeting Minutes**

**Meeting was conducted by Virtual format Only due to COVID-19 concerns**

**November 24<sup>th</sup>, 2020**

**5:30 pm – 7:30 pm**

<b>Call to Order</b>	De Freeman
<b>Start Time</b>	5:38 pm
<b>Facilitator</b>	De Freedman
<b>Liaison &amp; Note taker</b>	Jeffrey Yamamoto
<b>Attendees</b>	<p><b>IOC Members Present by Phone:</b> Pat Thundercloud, Julie Heineking, Brad Doyle, Pamela Grady, Laurene Zemis, Bernadine Henderson, Diedra (De) Freedman,</p> <p><b>IOC Members Absent:</b> Cynthia Macluskie,</p> <p><b>Division of Developmental Disabilities (DDD) Staff:</b> Jeffrey Yamamoto (DDD IOC Liaison) Michelle Pollard (NCI coordinator)</p> <p><b>Arizona Department of Administration (ADOA) by phone:</b> Larry Allen</p> <p><b>Health Plan IOC liaisons by the phone:</b> Sophie Stevenson - United Health Care, Janet Holtz- Mercy Care Liaison</p> <p><b>Public-</b> none</p>
<b>Agenda Topics</b>	Call to Order, Welcome and Introductions, Call to Public, ADOA update, Healthcare liaisons update, Quarterly Meeting update, Discussion on Behavior Plans, COVID-19 rapid response and End of Year meetings. IOC liaison update with DDD Staff update, Review and possible action on membership, Discussion and review of Incident Reports (IRs) and Behavior Plans (BP).

**Call to Order**

**De Freedman**

<b>Discussion</b>	<p><b>De Freedman</b> called meeting to order at 5:38 PM</p> <p><b>Meeting was conducted by Virtual format Only due to COVID-19 concerns</b></p>
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**Welcome and Introductions**

**Committee**

<b>Discussion</b>	<p>The <b>Independent Oversight Committee (IOC)</b> members introduced themselves. Diedra (De) Freedman, Laurene Zemis, Bernadine Henderson, Julie Heineking, Brad Doyle, Pat Thundercloud,</p> <p><b>Division of Developmental Disabilities (DDD) Staff:</b> Jeffrey Yamamoto (DDD IOC Liaison) Ryk Scott (DDD Quality Improvement) Michelle Pollard (National Core Institute (NCI) coordinator)</p> <p><b>Health Plan IOC liaisons by the phone:</b> Sophie Legaspi and Ryan Lang-United Health Care, Summer Kamal - Mercy Care Liaisons</p>
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**Call to Public**

**De Freedman**

<b>Discussion</b>	<b>De Freedman:</b> Announced for Call to the public. There was no public.
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**ADOA Liaison Update**

**Larry Allen**

<b>Discussion</b>	<p><b>Larry Allen:</b> Said that he did not have any real updates for the committee. He brought up that the Annual Report will be due soon and typically the committee has until November to write it and get it to ADOA. He extended the report due to the extreme year we have had with COVID-19 and is asking for the report in December.</p> <p><b>Jeffrey Yamamoto</b> asked that ADOA and Larry look at reissuing IOC ID badges which are due to expire in 2021. He said he would look into it.</p>
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**Health Plan Update**

**Sophie, Janet**

<b>Discussion</b>	<p><b>Sophie Stevenson with United Health Care Community Plan (UHCCP):</b> Began that she did not have many updates. Augmentative Communications device approval process will fall into the hands of both health care groups starting in 2021.</p> <p><b>Janet Holtz with Mercy Care:</b> Added Mercy care continues to keep helping with assigned case managers to aid the members with COVID-19.</p> <p><b>De Freedman</b> asked that if the Health Plans had any idea for a rapid response team for the testing for COVID-19. With the vaccine coming, she would like the Health Care teams add the DDD members to the vaccine deliveries with first round of treatments.</p> <p><b>Sophie Stevenson and Janet Holtz</b> said she would send it up to their executive managements.</p> <p><b>Janet Holtz</b> told the committee that the Scottsdale Physicians Group is available to go to the residence for testing.</p>
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	<b>Michelle Pollard</b> had no new information, but NCI will be doing new survey and sending out invitations via internet.
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**Quarterly IOC meeting Update**

**De Freedman**

<b>Discussion</b>	<p><b>Jeffrey Yamamoto</b> began the topic by including some note he had taken while De was unable to participate. He mentioned that all of the information was available to the committee via the IOC.AZ.GOV. website. He related that the COVID-19 stats were given by the Assistant Director of DDD.</p> <p><b>De Freedman:</b> When she was able to join, discussed the resignation letter for Cynthia McKinnon from District North. She wants to go on the record to join in on the sentiments of Cynthia where the IOC input was valued and listened to and responded by DDD. She asked the committee to agree with this statement. She asked for comments and agreement to these sentiments. Bernadine agrees with De. She asked for it to be added to the January minutes.</p> <p><b>Jeffrey Yamamoto</b> was asked by the committee (Pat Thundercloud and Bernadine Henderson) on the number of COVID cases from the Day Treatment programs for Adults (DTA). He said the numbers were not broken down to that level. They only go down to own home and congregate settings.</p>
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**Behavior Plans and PRC**

**Bernadine Henderson**

<b>Discussion</b>	<p><b>Bernadine Henderson:</b> Recommended that the committee receive the Behavior Plans (BPs) prior to the meetings. The PRC chair is making available the BPs on a Google Drive. She also would like to have the committee be responsible to try to read the BPs and review them. Bernadine knows that the committee roster is not up to date and would like to have it updated for contacts.</p> <p><b>De Freedman:</b> Responded that she has asked for this to happen for a while. Final summary is that the PRC have available to all of the committee members the BPs as soon as available to be reviewed and possibly commented on before the actual PRC meeting. If the IOC cannot make the meeting, then the comments should suffice of any concern for the BP.</p> <p><b>Jeffrey Yamamoto:</b> Agreed to email the PRC chair and assistant to update the IOC roster and make possible the login to the Google Drive they are housed. He would also invite both the PRC chair and Mary DeCarlo to the next meeting.</p>
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**DDD Staff and IOC Liaison update**

**Jeffrey Yamamoto**

<b>Discussion</b>	<b>Jeffrey Yamamoto:</b> The electronic IRs will be beta tested in December by the District East IOC and that District West will still see their IRs come by mail.
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**Jeffrey Yamamoto:** asked about if the committee wanted to have a year ending meeting in December. The IOC has voted to not hold the December meeting. Meeting for Jan 26<sup>th</sup> meeting.  
**De Freedman** asked for motion to not have the December 2020 meeting.  
**Pat Thundercloud** motioned to not have a December meeting  
**Bernadine Henderson** seconded the motion  
 All present members voted "yea" and no member voted "nay"  
 There will not be a December meeting.  
**Jeffrey Yamamoto** informed the committee about the Town Hall on Dec 3<sup>rd</sup> at 6:00pm  
**De Freedman** asked if DDD Town Hall is recorded. She asked it should be if not.

**Discussion, Review of Incident Reports (IRs) & Behavior Plan (BP)**

**De Freedman**

<b>Discussion</b>	<p>Quality Improvement (QI) Ryk was available to take questions.  <b>De Freedman</b> asked about the Liberty Contract.  <b>Ryk Scott</b> Commented that he has not gotten a response for this question.  <b>Pat Thundercloud</b> asked about IR 21217970 which had a mis-dosage for a prescription.  <b>Ryk Scott</b> confirmed that the dosage was wrong and that it was corrected.  <b>De Freedman</b> asked for bubble packs for all members.  <b>Ryk Scott</b> confirmed he would investigate the use of bubble packs.</p> <p>Incident Reports:        August IRs Total <u>  806  </u> Open <u>  73  </u> Closed <u> 733 </u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">Type</th> <th style="text-align: center;">Open</th> <th style="text-align: center;">Closed</th> </tr> </thead> <tbody> <tr><td>Accidental Injury</td><td style="text-align: center;">5</td><td style="text-align: center;">52</td></tr> <tr><td>Client Missing</td><td style="text-align: center;">9</td><td style="text-align: center;">14</td></tr> <tr><td>Deaths</td><td style="text-align: center;">4</td><td style="text-align: center;">8</td></tr> <tr><td>Emergency Measures</td><td style="text-align: center;">3</td><td style="text-align: center;">26</td></tr> <tr><td>Human Rights</td><td style="text-align: center;">3</td><td style="text-align: center;">12</td></tr> <tr><td>Legal</td><td style="text-align: center;">2</td><td style="text-align: center;">3</td></tr> <tr><td>Medication Errors</td><td style="text-align: center;">19</td><td style="text-align: center;">77</td></tr> <tr><td>Neglect – Potential &amp; Imminent</td><td style="text-align: center;">4</td><td style="text-align: center;">42</td></tr> <tr><td>Other Abuse – Sexual, Verbal &amp; Emotional</td><td style="text-align: center;">7</td><td style="text-align: center;">7</td></tr> <tr><td>Other – Behavior</td><td style="text-align: center;">6</td><td style="text-align: center;">226</td></tr> <tr><td>Other Injury Unknown – Hospitalization</td><td style="text-align: center;">3</td><td style="text-align: center;">238</td></tr> <tr><td>Physical Abuse</td><td style="text-align: center;">6</td><td style="text-align: center;">15</td></tr> <tr><td>Property Damage</td><td style="text-align: center;">1</td><td style="text-align: center;">3</td></tr> <tr><td>Suicide</td><td style="text-align: center;">1</td><td style="text-align: center;">10</td></tr> </tbody> </table>	Type	Open	Closed	Accidental Injury	5	52	Client Missing	9	14	Deaths	4	8	Emergency Measures	3	26	Human Rights	3	12	Legal	2	3	Medication Errors	19	77	Neglect – Potential & Imminent	4	42	Other Abuse – Sexual, Verbal & Emotional	7	7	Other – Behavior	6	226	Other Injury Unknown – Hospitalization	3	238	Physical Abuse	6	15	Property Damage	1	3	Suicide	1	10
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	<b>TOTALS</b>	73	733
<p>All 73 of the "Open" IRs will be sent to attending members to their residence. Number of Questions for QA: will forward to Ryk Scott Number of Behavior Plans turned in by IOC Members: 0 Number of New Behavior Plans given by PRC: 0</p>			

**Adjournment of meeting**

**De Freedman**

<b>Conclusion</b>	<b>De Freedman</b> adjourned meeting <b>at 7:00 pm</b> , the next meeting will be held on January 26 <sup>th</sup> , 2020 at 5:30pm by Google Meets Teleconference
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