



**Department of Economic Security**  
**Division of Developmental Disabilities**  
**District West Independent Oversight Committee (IOC)**  
**Public Meeting Minutes**  
**8990 W Peoria Ave, Peoria AZ 85345**  
**1<sup>st</sup> floor Southwest Conference room**  
**February 25<sup>th</sup>, 2020**  
**5:30 pm – 7:30 pm**

<b>Call to Order</b>	De Freedman
<b>Start Time</b>	5:40pm
<b>Facilitator</b>	De Freedman
<b>Liaison &amp; Note taker</b>	Jeffrey Yamamoto <b>**** <i>The audio recorder for this meeting had technical problems and stopped working at 26 minutes into the meeting **** Minutes after that point were from notes taken by Jeffrey Yamamoto.</i></b>
<b>Attendees</b>	<p><b>IOC Members Present:</b> Diedra (De) Freedman, Julie Heineking, Laurene Zemis, Cynthia Macluskie, Pat Thundercloud</p> <p><b>IOC Members Absent:</b> Brad Doyle, Bernadine Henderson, Pamela Grady</p> <p><b>Division of Developmental Disabilities (DDD) Staff:</b> Jeffrey Yamamoto (DDD IOC Liaison) Nicolette Fidel (DDD Deputy Assistant Director)</p> <p><b>Arizona Department of Administration (ADOA):</b> None</p> <p><b>On the phone:</b> Ryk Scott (DDD Quality Improvement) (on the phone)</p> <p><b>Public:</b> (On the phone) Sophie Legaspi- United Health Care, Vera Kramarchuk- Mercy Care Liaison</p>
<b>Agenda Topics</b>	Call to Order, Welcome and Introductions, Call to Public, ADOA update, DDD Deputy assistant Director Nicolette Fidel, discuss Over-Resource report, Discuss Annual report, Pub fid report. 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>	De Freedman called meeting to order at 5:40 PM
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**Welcome and Introductions**

**Committee**

<b>Discussion</b>	<p>The <b>Independent Oversight Committee</b> (IOC) members introduced themselves. Diedra (De) Freedman, Julie Heineking, Laurene Zemis, Cynthia Macluskie, Pat Thundercloud</p> <p><b>Division of Developmental Disabilities (DDD) Staff:</b> Jeffrey Yamamoto (DDD IOC Liaison) Nicolette Fidel (DDD Deputy Assistant Director)</p>
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**Call to Public**

**Committee**

<b>Discussion</b>	<p><b>De Freedman:</b> Announced for Call to the public, <b>Sophie Legaspi</b> from United Health Care Liaison- thanked the committee and said she had no updates or news for the committee. <b>Vera Kramarchuk</b> Mercy Care Liaison- Also thanked the committee and said she had nothing to add. <b>De Freedman:</b> Asked to put them on as a part of agenda. Jeffrey OK'd it. <b>De Freedman:</b> added that the Office of Individual and Family Affairs (OIFA) and National Core indicator (NCI) be included into the agenda as DDD staff. To have full representation for the committee.</p>
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**ADOA Liaison Update**

**Veronica Peralta**

<b>Discussion</b>	<p><b>ADOA:</b> Not present for this meeting <b>Jeffrey Yamamoto:</b> Commented that ADOA had posted their IOC manual and that it covers all 4 agency IOCs. <b>De Freedman:</b> Clarified that should a visit be necessary the committee could ask Richard Kautz as the DDD Chief Advocate to see if a visit could be arranged. <b>Jeffrey Yamamoto:</b> Confirmed they could utilize him, but Quality Improvement (QI) would be the first line of an investigation into homes that may be lacking for the member. Concerns for members should be directed to the Customer Service Call Center and generate an Incident Report (IR). They can be anonymous or not in this reporting. The committee receives Top 30 Report on group homes by incident types and months in their metadata packet. <b>Nicolette Fidel:</b> Added that the Division is also posting a group home scores for public viewing on the DDD website.</p>
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**DDD Deputy Assistant Director**

**Nicolette Fidel**

<b>Discussion</b>	<p><b>Nicolette Fidel:</b> Began by introducing herself. She reported that she is the Deputy Assistant Director over Network Operations. She wanted to answer some questions concerning the therapy</p>
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and respite pilots which has recently been initiated. These two pilot programs which were performed in the state. A letter was sent out which was supposed to explain the program but was not well written and confused many parents. One of the two pilots were the use of a "screening tool" (tool) in which the support coordinators (SC) and team would utilize for helping determine if an individual should be sent to be evaluated for DDD and Arizona Long Term Care (ALTC) and a "Plan of Care" modeled after Medicare. Creating a flexible working document to take care of therapy services. Being more streamlined when initial is completed.

**Cynthia McCluskie:** Asked about the "screening tool" and what type of questions are on it. She stated that DDD families have told her that it seems that the tool is being used to deny the recommendation for evaluations. She would like a copy of the tool to see what the wording reflects. She also commented on the fact that SC were not trained to make evaluation decisions and is outside their scope of responsibility.

**Nicolette Fidel:** Explained that the tool was being used to help the see if an individual meets the basic criteria to be evaluated. The SC were not making the decision to send or not send an individual for evaluation. She said that she would send her a copy of the tool so Cynthia can review it. She said that the pilot families and SC found it useful and that it will be used more widely.

**\*\*\*Audio Recorder failed from this point. The remainder of the minutes were the general questions and basic answers given by both the committee and Nicolette Fidel.**

**Members of Committee questions and comments:** Throughout this section of the meeting the members asked about is the SC being properly trained for this tool? What is the makeup of the team? Does the tool have questions which have feeding therapies included? Also, questions were asked about SC knowledge of the hours available for families for therapies. Including Occupational Therapy (OT) Physical Therapy (PT) and Speech (SP) as well as Habilitation and Respite. Comments on some SC are giving wrong information or restrictions on hours the members can receive and utilize. The committee would like clarification on the Augmented Communications (Aug Com) problems and denials of units. Comment made that families are feeling that DDD is not doing the right thing and DDD is hiding a larger agenda to dismiss benefits from families. Trust is being broken with the families and should be a big concern for the Division.

**Nicolette Fidel responses:** Responded to most of the above questions. With the clarification on the Aug Com devices this is not her area, but she assures that the Division is aware of the problems with this matter and is working on it. With a response for who makes up the team for the screening tool it would be the same team as the Individual Support Plan (ISP), including the member, SC, providers, and responsible parties and anyone they invite. She mentioned that feeding therapy questions would be in the OT/PT portion on the tool. She informed that the hours for OT/PT/SP could be utilized by the member or responsible party at anytime with the provider agreeing. Respite hours could be added weekly as an emergency if the provider is willing to provide the additional emergency hours.



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	She answered the question about the trust being broken, that the Division does not have a hidden agenda to deny coverage and that its job is still to provide for the members for whatever is in the best interest of the member. She is doing everything in her power to try to make it right for the members that DDD serves. She did inform the committee that she will send out a copy of the screening tool.
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**Discussion Over-Resource report**

**Pat Thundercloud**

<b>Discussion</b>	<b>De Freedman:</b> Will discuss the next meeting.
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**Discussion Annual Report**

**Jeffrey Yamamoto**

<b>Discussion</b>	<b>De Freedman:</b> Will discuss the next meeting.
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**Discussion Public Fiduciary**

**Pat Thundercloud**

<b>Discussion</b>	<b>De Freedman:</b> Will discuss the next meeting
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**DDD Staff and IOC Liaison update**

**Jeffrey Yamamoto**

<b>Discussion</b>	<p><b>Jeffrey Yamamoto:</b> Informed the committee that the metadata spread sheets in their handouts cover the top 30 individual group homes and their IRs.</p> <p><b>Cynthia McCluskie:</b> asked if it's proprietary</p> <p><b>Jeffrey Yamamoto:</b> Said it was and only to be used in the IOC.</p> <p><b>Jeffrey Yamamoto:</b> Will send out or remind D.A.D. Fidel of the Screening tool to be sent out.</p> <p><b>Jeffrey Yamamoto:</b> Will add to agenda the "Health Care Plans Update"</p> <p><b>Jeffrey Yamamoto:</b> Will find out how long De Freedman has been Chair and Pat been Vice-Chair.</p>
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**Discussion, Review of Incident Reports (IRs) & Behavior Plan (BP)**

**De Freedman**

<b>Discussion</b>	<b>Jeffrey Yamamoto:</b> Quality Improvement (QI) Ryk Scott called in but was not needed for answers due to the length of time with the Deputy Assistant Director Q/A time. Any questions will be forwarded to IOC liaison for QI to answer for the next meeting.
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	Incident Reports:		
	January IRs Total <u>  939  </u> Open <u>  116  </u> Closed <u>  823  </u>		
	<b>Type</b>	<b>Open</b>	<b>Closed</b>
	Accidental Injury	15	104
	Client Missing	5	13
	Deaths	0	3
	Emergency Measures	3	24
	Human Rights	5	11
	Legal	6	2
	Medication Errors	21	74
	Neglect – Potential & Imminent	16	24
	Other Abuse – Sexual, Verbal & Emotional	5	4
	Other – Behavior	7	295
	Other Injury Unknown – Hospitalization	19	240
	Physical Abuse	13	13
	Property Damage	1	6
	Suicide	0	10
<b>TOTALS</b>	<b>116</b>	<b>823</b>	
<p>All 116 of the “Open” IRs were distributed to attending members during this meeting  Number of Questions for QA: 0 – Ryk Scott was available by phone.  Number of Behavior Plans turned in by IOC Members: No signed disposition sheets,  0 “no action w/comments” and 0 “violates”  Number of New Behavior Plans given by PRC: 35 and given to the members.</p>			

**Adjournment of meeting**

**De Freedman**

<b>Conclusion</b>	<b>De Freedman</b> adjourned meeting <b>at 7:28</b> , the next meeting will be held on March 24 <sup>th</sup> , 2020 at 5:30pm at the Peoria Office location.
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