



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

Meeting was conducted by Conference Call Only due to COVID-19 concerns

April 28th, 2020

5:30 pm – 7:30 pm

Call to Order	De Freedman
Start Time	5:10pm
Facilitator	De Freedman
Liaison & Note taker	Jeffrey Yamamoto
Attendees	<p>IOC Members Present by Phone: Diedra (De) Freedman, Julie Heineking, Laurene Zemis, Cynthia Macluskie, Bernadine Henderson, Pamela Grady</p> <p>IOC Members Absent: Julie Heineking, Pat Thundercloud, Brad Doyle</p> <p>Division of Developmental Disabilities (DDD) Staff: Jeffrey Yamamoto (DDD IOC Liaison) Ryk Scott (DDD Quality Improvement)</p> <p>Arizona Department of Administration (ADOA) by phone: Larry Allen</p> <p>Health Plan IOC liaisons by the phone: Sophie Legaspi- United Health Care, Vera Kramarchuk- Mercy Care Liaison</p>
Agenda Topics	<p>Call to Order, Welcome and Introductions, Call to Public, ADOA update, Call to Order, Welcome and Introductions, Call to public, ADOA liaison update, Healthcare liaisons update, Quarterly Statewide IOC meeting update, COVID-19 discussions, Shortages of basic supplies and Personnel Protective Equipment (PPE) for Direct Care Workers (DCW), Shortages of Direct Care Workers (DCW) and training, Connections with community resources and social media, Better support/communications with Support Coordination (phone lists), What has transitioned to Telehealth, 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).</p>

Call to Order

De Freedman

Discussion	<p>De Freedman called meeting to order at 5:10 PM by Jeffrey Yamamoto Meeting was conducted by Conference Call Only due to COVID-19 concerns</p>
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Welcome and Introductions

Committee

Discussion	<p>The Independent Oversight Committee (IOC) members introduced themselves. Diedra (De) Freedman, Laurene Zemis, Cynthia Macluskie, Bernadine Henderson, Pamela Grady</p> <p>Division of Developmental Disabilities (DDD) Staff: Jeffrey Yamamoto (DDD IOC Liaison) Ryk Scott (DDD Quality Improvement)</p> <p>Health Plan IOC liaisons by the phone: Sophie Legaspi- United Health Care, Vera Kramarchuk- Mercy Care Liaison</p>
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Call to Public

De Freedman

Discussion	<p>De Freedman had Jeffrey Yamamoto: Announced for Call to the public, there was no Public present on the call</p>
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ADOA Liaison Update

Larry Allen

Discussion	<p>Larry Allen: Stated that ADOA is being utilized throughout the state. He's been assigned to the ensure the Governors Executive Orders are followed by ADOA and its responsible agencies. The Governor announced the mass COVID-19 testing at the Arizona Fair grounds for antibody test will be available this weekend. Larry informed the committee that they can get more information at AZhealth.gov\testingblitz. De Freedman asked if there are any accommodations for those in the DDD community? Larry answered that he did not know but the website might indicate whether there is or isn't. De Freedman asked if there would be any accommodations for Skilled Nursing Facilities (SNF) or other Intermediate Care Facilities. (ICF)? Larry answered to refer to the DDD COVID-19 website. Bernadine Henderson asked if the test were to detect COVID-19 or the antibodies testing. The answer is the antibodies testing is the one available. Ryk Scott added that anyone can call the "211"- COVID19 hotline to get some of the answers to the questions. Larry found the number to have a scheduled appointment time for the mass testing at 1-844-549-1851. De Freedman commented that only last week the DDD direct care workers (DCW) have finally been put on the list for PPE that can receive them through the County Health Depts. She's worried that the DCW are being forgotten with any supply chain logistics. She said Mercy Care had provided DDD with supply chain for PPE but is worried for any other supply chain problems. Larry commented that he would investigate it.</p>
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Health Plan Update

Sophie, Vera

Discussion	<p>Vera Kramarchuk: Responded she did not have any updates from Mercy Care.</p> <p>Sophie Legaspi with UHCCP: Began that there was not much to report more than what she has commented at the quarterly meeting. UHC has been following the CDC, AHCCCS and AZ Dept of Health guidelines for COVID-19. UHC has been doing member outreach and contacting their members. They have been providing communications to their members on COVID-19 concerns and FAQs. The AHCCCS website has a FAQ which is updated constantly. At the Quarterly IOC Statewide meeting, UHC answered questions posed by the chairs. She gave the UHC DDD mailbox address for any questions to be asked to UHC, please send to the mailbox.</p> <p>Cynthia Macluskie informed UHC that she has heard that the members have been having problems with Applied Behavior Analysis (ABA) therapies and that the denial is coming after their appeals date. Also, that the language and criteria in the denial letter is offensive to some parents of children with autism. Sophie replied that she will send the information about the language in the denial letter to her leadership. The timing of denial and appeals, she said that she would work with Cynthia offline from the IOC meeting on specifics. Cynthia is a member of an advocacy council for UHC and this will be worked through that channel. De Freedman asked if there has been more contact with Health Plan DDD liaisons since COVID-19. Sophie replied that she doesn't have any knowledge of any increase in the volume. De commented that those members she has been referring to the Health Plan Liaisons to have not contacted her again. This is a positive for the issues that they may have had have been resolved.</p>
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Quarterly Statewide Update

De Freedman

Discussion	<p>De Freedman: commented that the Quarterly meetings. She missed the first part of the meeting. She did participate in the discussion with the Assistant Director Zane Garcia-Ramadan. She recapped the topics he went over were with the PPE supplies and the DCW being included with the essential workers needing PPE devices. The communications of the Support Coordination information and their supervisor. With regards to the short supplies for the group homes, he said they were being funded more money to get their necessary supplies. This was not a solution to the problem if there isn't supplies available. DDD should create or have supply chains set up for providers in cases of emergencies. She reported to the Assistant Director that this is not good optics for DDD from her communities of member families. De asked Jeffrey Yamamoto if that was all. He replied that she summed it up OK. He mentioned that the minutes and discussions from the Health Plans were sent to the committee by email the prior day.</p>
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COVID-19 Discussions

De Freedman

Discussion	<p>Jeffrey Yamamoto: Began to summarize the COVID-19 discussions from the Quarterly meeting which De wanted to bring up again in this meeting.</p> <p>Shortages of basic supplies and Personnel Protective Equipment (PPE) for Direct Care Workers (DCW) – Mercy Care did share their PPE supply chain with DDD for some equipment and donated PPE to DDD. The masks donated were allocated to the group homes.</p> <p>Shortages of Direct Care Workers (DCW) and training- De asked if Pam Grady through the community colleges can help with directions to have them to get field experience in the social services by being a DCW. Pam Grady said she would find out through her job services if they can help promote the DCW.</p> <p>Connections with community resources and social media- To work with IOC members to gather community resources for planning for emergencies. Let's be better prepared for the next emergency. Bernadine commented that everyone is unprepared for these crises. Cynthia has said that Autism Society has some videos on what to do during the pandemics. She says that these can be viewed later for emergencies. De asked if the health care OIFA can work to come up with some of the resources that can be offered. Health plan liaisons said they would investigate it. De asked if she should send a letter from the IOC asking what the IOC can do for the health plans. Both liaisons said that she could. Cynthia remarked that the providers could be poled for what they did during the pandemic to make it better for the members. Cynthia asked about concerns with COVID-19 positive members in hospital settings and if parent/someone can be with them. De answered that there are liaisons from the health plans that can be utilized if hospital restrictions are placed on the members.</p> <p>Better support/communications with Support Coordination (phone lists)- This has been completed by DDD and was recommended by the IOC. It was confirmed by some members that they had received calls from their Support coordinators to ensure this happened.</p> <p>What has transitioned to Telehealth- Occupational and Physical Therapies (OT/PT), Speech therapies, some habilitations. Hours have been increased in respite and habilitation. ABA has been included. Attendant care can also now be allowed by non-residential family members during the stay at home orders.</p>
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Discussion Over-Resource report

Pat Thundercloud

Discussion	<p>Pat Thundercloud: Was not present and this topic will be held over until the next meeting.</p>
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Discussion Public Fiduciary

Pat Thundercloud

Discussion	<p>Pat Thundercloud: Was not present and this topic will be held over until the next meeting.</p>
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DDD Staff and IOC Liaison update

Jeffrey Yamamoto

Discussion	<p>Jeffrey Yamamoto: Responded that ALL the Office of Individuals and Family Affairs (OIFA) employees are working remotely except for Leah Gibbs (the administrator). The IOC meetings will be conducted by teleconference until DDD deems face to face meetings can occur. The minutes to the Quarterly IOC Statewide meeting are posted to the IOC.AZ.Gov site. As is all the IOC meeting minutes since Aug 2018.</p>
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Discussion, Review of Incident Reports (IRs) & Behavior Plan (BP)

De Freedman

Discussion	<p>Jeffrey Yamamoto introduced Quality Improvement (QI) Ryk Scott. He answered some questions from the committee. De Freedman asked if it's true that QI is only investigating health and safety concerns? Ryk answered that there still are investigations going on by Quality. That investigations are going on anytime there is a concern for health and safety, just as they have in the past. De Freedman asked even during COVID-19? Ryk answered yes. She also asked if Liberty still being asked to do the training for Quality Investigation. He is unaware if anything has progressed with Liberty. De Freedman asked if Quality Improvement is acting on its own systemic improvements. This was brought up when Bobbie Ellerston informed the committee a couple of months prior that new internal improvements where in the works for Quality. Ryk commented that there are more improvements in District West. There are 5 more nurses and more in-depth investigations. Cynthia Macluskie is finding two trends of late in the IRs. One is the increase number of "head banging" among the members with autism and second the lack of communications tools being used in the homes with non-verbal members. Ryk suggest this be brought up to the Dept of Health Services and the DDD network department. The Support Coordinators should be being advised on the issues. Cynthia Macluskie has issues with the fact that providers look at "head banging" as just an undesired behavior and not trained to look for the root cause. Ryk informs Cynthia that the providers are reporting the incidents and working with the members. If the members need follow up with their primary care physician (PCP) then they will take them. Quality is to investigate the incidents and Support Coordination works with the individual on their daily plans. The responsible party for follow up is the members team. De Freedman asked if "silo-ing" is still a problem with support coordination and Quality Improvement. Ryk answered that the communications are better between the two agencies. But there are still a lot of new coordinators who are still learning their jobs.</p>
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	Incident Reports: March IRs Total __965__ Open __120__ Closed __845__		
	Type	Open	Closed
	Accidental Injury	8	107
	Client Missing	7	14
	Deaths	4	12
	Emergency Measures	1	19
	Human Rights	6	11
	Legal	1	3
	Medication Errors	33	71
	Neglect – Potential & Imminent	21	44
	Other Abuse – Sexual, Verbal & Emotional	1	7
	Other – Behavior	11	341
	Other Injury Unknown – Hospitalization	18	202
	Physical Abuse	7	13
	Property Damage	1	4
	Suicide	1	4
	TOTALS	120	845
<p>All 120 of the “Open” IRs were 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

Conclusion	De Freedman adjourned meeting at 7:02pm , the next meeting will be held on May 26 th , 2020 at 5:30pm by Teleconference
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