



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

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

July 28th, 2020

5:30 pm – 7:30 pm

Call to Order	De Freedman
Start Time	5:38 pm
Facilitator	De Freedman
Liaison & Note taker	Jeffrey Yamamoto
Attendees	<p>IOC Members Present by Phone: Diedra (De) Freedman, Cynthia Macluskie, Bernadine Henderson, Pamela Grady, Pat Thundercloud,</p> <p>IOC Members Absent: Julie Heineking, Brad Doyle, Laurene Zemis</p> <p>Division of Developmental Disabilities (DDD) Staff: Jeffrey Yamamoto (DDD IOC Liaison) Ryk Scott (DDD Quality Improvement) Michelle Pollard (National Core Indicator (NCI) liaison)</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, Summer Kamal/ Janet Holtz- Mercy Care Liaisons</p>
Agenda Topics	Call to Order, Welcome and Introductions, Call to Public, ADOA update, Healthcare liaisons update, Discuss Quarterly meeting, discuss Over-Resource report, Discuss Annual report, Pub fid report, discuss Letter to Governor, 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

Discussion	De Freedman called meeting to order at 5:38 PM by Jeffrey Yamamoto Meeting was conducted by Conference Call Only due to COVID-19 concerns
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Welcome and Introductions

Committee

Discussion	<p>The Independent Oversight Committee (IOC) members introduced themselves. Diedra (De) Freedman, Cynthia Macluskie, Bernadine Henderson, Pamela Grady, Pat Thundercloud,</p> <p>Division of Developmental Disabilities (DDD) Staff: Jeffrey Yamamoto (DDD IOC Liaison) Ryk Scott (DDD Quality Improvement) Michelle Pollard (National Core Indicator (NCI) liaison)</p> <p>Health Plan IOC liaisons by the phone: Sophie Legaspi- United Health Care, Janet Holtz, Summer Kamal- Mercy Care Liaisons</p>
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Call to Public

De Freedman

Discussion	<p>De Freedman: 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: Said that he did not have any real updates for the committee. Jeffrey Yamamoto did bring up the matter that he and ADOA are trying to bring the IR system to a digital format. This is where the committee members can log into a secure server and review only the IRs that they have been given permissions to review. This would keep the committee up on current redactions and save on the printing and labor costs associated with printing the Incident reports monthly for the committee.</p>
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Health Plan Update

Sophie, Summer, Janet

Discussion	<p>Sophie Legaspi with United Health Care Community Plan (UHCCP): Began that she did not have much updates. She is reporting that UHCCP is still providing member outreach during the COVID-19 crisis.</p> <p>Summer Kamal/Janet Holtz with Mercy Care: Added Mercy care continues to keep helping with assigned case managers to aid the members with COVID-19.</p> <p>De Freedman- asked if the health plans have seen an increase in problems especially concerning ADA (Americans with Disability Act). Both liaisons replied that they have not.</p>
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Quarterly IOC Update

De Freedman

Discussion	<p>De Freedman: Began saying that on July 16th there was a Quarterly IOC meeting with the chairs. She said not much information was given that you could not already get from the DDD website concerning COVID 19. The Assistant Director Zane Ramadan was on the call and updated the chairs on DDD activities. Jeffrey Yamamoto said that he had sent the minutes of the meeting to all the members. They acknowledge that they had received it. De Freedman asked Zane if DDD had a quick response team for COVID positive cases? He answered they did not. She also asked if there was COVID testing being done at the residences for members? He replied that would be up to the provider to set up. She asked if there were any questions on the Quarterly Meeting. There were none.</p>
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Discussion Over-Resource report

Pat Thundercloud

Discussion	<p>Pat Thundercloud: Was concerned that during her time working with the Program Review Committee (PRC) that she was reminded that some members can become victims of embezzlement. She was wondering if DDD monitors the over resource report and the public fiduciary's (pub fid) over resource report. Are the members spending down their accounts in an appropriate way? Is the Pub Fid also monitoring the accounts and how are they doing the spend down of the members? Jeffrey Yamamoto help answer that question by stating that the benefits coordinator for DDD receives and monitors the report either monthly or weekly? He will find out for the IOC. De freedman suggests that the benefits coordinator be invited to the next meeting. Jeffrey agreed he would invite her.</p>
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Discussion Public Fiduciary

Pat Thundercloud

Discussion	<p>Pat Thundercloud: This topic was included in the "Discussion Over resource report" above.</p>
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Discussion on Letter to Governor

De Freedman

Discussion	<p>De Freedman would like to write a letter to the Governor's office on behalf of the IOC declaring that human rights always outweigh the rights of the business interests and the use of the Hacienda example was wrong. This topic will be brought up for the September meeting to give time due to the COVID-19 crisis.</p>
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DDD Staff and IOC Liaison update

Jeffrey Yamamoto

Discussion	Jeffrey Yamamoto: The IOC meetings will be conducted by teleconference until DDD determines that it is in the best interest to have face to face meetings again.
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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. Ryk was available to take questions. Bernadine Henderson asked if the questions asked were forwarded from Quality. Ryk said he sent to Jeffrey and the liaison said he would forward them to the committee. Questions were asked on the handover of Quality to Liberty. It is unknown if Liberty is making changes to the Incident Reporting system. Bernadine Henderson brought up the question of the Day Treatment Programs for Adults (DTA) do not appear to be following the members goals and documenting their achievements. She is finding this out through PRC and the behavior plans she is reviewing. De Freedman asked if Nicolette Fidel could be requested to attend meeting and go over why the DTAs are having problems following behavior plan goals and what is the solution to having them do so.</p> <p>Incident Reports: April IRs Total <u>772</u> Open <u>172</u> Closed <u>600</u></p> <table border="1"> <thead> <tr> <th>Type</th> <th>Open</th> <th>Closed</th> </tr> </thead> <tbody> <tr><td>Accidental Injury</td><td>9</td><td>59</td></tr> <tr><td>Client Missing</td><td>9</td><td>6</td></tr> <tr><td>Deaths</td><td>2</td><td>9</td></tr> <tr><td>Emergency Measures</td><td>1</td><td>32</td></tr> <tr><td>Human Rights</td><td>3</td><td>6</td></tr> <tr><td>Legal</td><td>8</td><td>2</td></tr> <tr><td>Medication Errors</td><td>35</td><td>67</td></tr> <tr><td>Neglect – Potential & Imminent</td><td>14</td><td>29</td></tr> <tr><td>Other Abuse – Sexual, Verbal & Emotional</td><td>2</td><td>7</td></tr> <tr><td>Other – Behavior</td><td>6</td><td>210</td></tr> <tr><td>Other Injury Unknown – Hospitalization</td><td>68</td><td>154</td></tr> <tr><td>Physical Abuse</td><td>10</td><td>10</td></tr> <tr><td>Property Damage</td><td>3</td><td>2</td></tr> <tr><td>Suicide</td><td>2</td><td>7</td></tr> <tr><td>TOTALS</td><td>172</td><td>600</td></tr> </tbody> </table> <p>All 172 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</p>	Type	Open	Closed	Accidental Injury	9	59	Client Missing	9	6	Deaths	2	9	Emergency Measures	1	32	Human Rights	3	6	Legal	8	2	Medication Errors	35	67	Neglect – Potential & Imminent	14	29	Other Abuse – Sexual, Verbal & Emotional	2	7	Other – Behavior	6	210	Other Injury Unknown – Hospitalization	68	154	Physical Abuse	10	10	Property Damage	3	2	Suicide	2	7	TOTALS	172	600
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	Number of New Behavior Plans given by PRC: 0
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Adjournment of meeting

De Freedman

Conclusion	Jeffrey Yamamoto for De Freedman adjourned meeting at 6:54 pm , the next meeting will be held on Aug 25th, 2020 at 5:30pm by Teleconference
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