



**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**

**September 22<sup>nd</sup>, 2020**

**5:30 pm – 7:30 pm**

<b>Call to Order</b>	Pat Thundercloud
<b>Start Time</b>	5:47 pm
<b>Facilitator</b>	Pat Thundercloud
<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</p> <p><b>IOC Members Absent:</b> Cynthia Macluskie, Bernadine Henderson, Diedra (De) Freedman,</p> <p><b>Division of Developmental Disabilities (DDD) Staff:</b> Jeffrey Yamamoto (DDD IOC Liaison) Delorah Grant (DDD Quality Improvement), Mary DeCarlo (Program Review Committee (PRC), Suzanne Arnold (Behavioral Health Administrator)</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 Legaspi and Ryan Lang-United Health Care, Summer Kamal- Mercy Care Liaisons</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, Discussion with PRC and Quality, 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**

**Pat Thundercloud**

<b>Discussion</b>	<p><b>Pat Thundercloud</b> called meeting to order at 5:47 PM</p> <p><b>Meeting was conducted by Virtual format Only due to COVID-19 concerns</b></p>
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**Committee**

**Welcome and Introductions**

<b>Discussion</b>	<p>The <b>Independent Oversight Committee (IOC)</b> members introduced themselves. Diedra (De) Freedman, Cynthia Macluskie, Bernadine Henderson, Julie Heineking, Brad Doyle, Pat Thundercloud,</p> <p><b>Division of Developmental Disabilities (DDD) Staff:</b> Jeffrey Yamamoto (DDD IOC Liaison) Mary DeCarlo (Program Review Committee (PRC), Suzanne Arnold (Behavioral Health Administrator) Ryk Scott (DDD Quality Improvement)</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**

**Pat Thundercloud**

<b>Discussion</b>	<b>Pat Thundercloud:</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 did bring up the matter that he and ADOA are trying to bring the IR system to a digital format. This is not progressing as AHCCCS is not going to allow the access into their servers. DDD will need to address this on their own. Larry also 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>
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**Health Plan Update**

**Sophie, Summer**

<b>Discussion</b>	<p><b>Sophie Legaspi with United Health Care Community Plan (UHCCP):</b> Began that she did not have much updates.</p> <p><b>Summer Kamal 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>Jeffrey Yamamoto</b> asked for De Freedman about the "medically necessary" criteria used by DDD and AHCCCS to qualify Augmentative communications devices is going to be the same with the health plans. Both health plans did not have the ability to answer this at this time. Getting closer to the January change will probably publish something on the criteria. <b>Brad Doyle</b> asked about the call center at United Health Services not working correctly and about "dental behavior management".</p>
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	He said that he wanted assurance that the use of "dental behavior management" was available to all members, like his son was afforded this service, after time explaining to UHCCCS. He also wanted Sophie to take to her management the frustration of their call center not able to answer questions or get him directed to the right person.
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**Discussion with PRC, Quality, and Behavioral Health**

**Mary, Susanne, Ryk**

<b>Discussion</b>	<p><b>Mary DeCarlo:</b> Began by introducing herself to the committee. She is a Board-Certified Behavior Analyst (BCBA) and has been for DDD in the field of behavior health since October last year.</p> <p><b>Susanne Arnold:</b> Introduced herself to the committee as a psychologist who has been working since 1999 in the field mostly on the provider side as a clinical director. Just recently joined DDD. She commented that Mary would answer the questions and that she would interject when necessary.</p> <p><b>Jeffrey Yamamoto</b> asked the committee if they wish to have all of the questions answered and then comment or comment for every question. The later was chosen. He began to ask the questions that Bernadine Henderson had forwarded to the committee and liaison. The first question was what guidelines the PRC are held to. <b>Mary DeCarlo</b> commented that the Article 9 is the basis for the foundation of the PRC. The PRC chairs are not clinicians but do have informed knowledge. <b>Brad Doyle</b> asked about the consistency of the Behavior Plans (BPs) being written. Some are really good, and some are not as good. Mary said that the PRC is aware of the inconsistencies and are helping train the writer of the BPs. With the new integration DDD is now promoting the use of Behavior Health in conjunction with the members Behavior Plan (BP). Hopefully, the BPs are written better with the training going on. <b>Pat Thundercloud</b> added that the trainings need to be at a level that the not so well-educated providers/staff can understand. <b>Jeffrey Yamamoto</b> asked about if the Support Coordinators (SCs) know about the trainings and behavior programs that are offered. Mary said SCs are aware of the trainings and that there are also "complex care teams" in place to help the SC with questions and help with members services. They have quarterly trainings for the SC supervisory staff to make sure that the information is in the office. <b>Michelle Pollard</b> mentioned that she has taken some of the SC trainings and that the information is out there for the SC. <b>Pat Thundercloud</b> mentioned that there is a lot of support Coordinators turn over and that the new ones do not always understand what they can offer and what is required in a BP. Many times, the BPs are not fill out completely and the SC needs to be aware the document needs all the information and where to get that information, but they do not. <b>Brad Doyle</b> asked if Functional Behavior Assessments (FBA) being done now because of the integration and can they be requested. The were not readily available before the integration. Mary commented that they do provide FBA now upon request and need. <b>Jeffrey Yamamoto</b> asked who the leads in</p>
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the SC structure and is who would be the “go to” person. Susanne replied it would be the Assistant Program Manager (APM) or the District Program Manager (DPM). **Jeffrey Yamamoto** asked the second question which was, what is the follow up procedure with BPs when vendors don’t provide all the information needed to write a complete BP. Mary said that if there are specific problems those are addressed as they happen with Quality Improvement for Incident Reports (IRs), knowing that they can be reviewed at anytime for health and safety. Ryk was asked about vendors not providing data and what were the consequences. Ryk said that Quality Improvement (QI) would request the information. If it continues the provider will be sent to “corrective actions” for possible loss of contract. **Jeffrey Yamamoto** asked for De Freedman if QI was working with Liberty consulting yet. **Ryk Scott** answered he cannot answer as he is not in the talks with Liberty. Delorah Grant would be the one who could answer that but she did not make the meeting. He asked if there were any questions. There were not any questions.

**DDD Staff and IOC Liaison update**

**Jeffrey Yamamoto**

<b>Discussion</b>	<p><b>Jeffrey Yamamoto:</b> Stated that his Co-worker who has the other District IOC’s put in his resignation and that Jeffrey will now have all 6 IOC meetings. There is a Quarterly IOC meeting set for October 14<sup>th</sup> at 10:00am if any member wants to attend, they are welcome. The electronic IRs will be put on hold until the DDD can utilize a server. The topic of the letter to the Governor will be tabled until the next meeting as <b>De Freedman</b> is not present to discuss. This was her topic.</p>
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**Discussion, Review of Incident Reports (IRs) & Behavior Plan (BP)**

**De Freedman**

<b>Discussion</b>	<p>Quality Improvement (QI) Ryk was available to take questions. There were no questions for him.</p> <p>Incident Reports:        July IRs Total _816 _____ Open _139 _____ Closed __677</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: left;">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;">9</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;">4</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;">4</td> </tr> <tr> <td>Medication Errors</td> <td style="text-align: center;">35</td> <td style="text-align: center;">58</td> </tr> <tr> <td>Neglect – Potential &amp; Imminent</td> <td style="text-align: center;">13</td> <td style="text-align: center;">34</td> </tr> </tbody> </table>	Type	Open	Closed	Accidental Injury	5	52	Client Missing	9	14	Deaths	4	9	Emergency Measures	3	26	Human Rights	4	12	Legal	2	4	Medication Errors	35	58	Neglect – Potential & Imminent	13	34
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	Other Abuse – Sexual, Verbal & Emotional	9	5
	Other – Behavior	20	200
	Other Injury Unknown – Hospitalization	21	241
	Physical Abuse	8	13
	Property Damage	2	2
	Suicide	4	7
	<b>TOTALS</b>	139	677

All xxx 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

**Adjournment of meeting**

**De Freedman**

<b>Conclusion</b>	<b>De Freedman</b> adjourned meeting <b>at 7:06 pm</b> , the next meeting will be held on October 27 <sup>th</sup> , 2020 at 5:30pm by Teleconference
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