



Department of Economic Security
Division of Developmental Disabilities
District West Independent Oversight Committee (IOC)
Public Meeting Minutes
8990 W Peoria Ave, Peoria AZ 85345
1st floor Southwest Conference room
April 23rd, 2019
5:30 pm – 7:30 pm

Call to Order	De Freedman
Start Time	5:50pm
Facilitator	De Freedman
Liaison & Note taker	Jeffrey Yamamoto
Attendees	<p>IOC Members Present: Diedra (De) Freedman, Pat Thundercloud, Brad Doyle, Bernadine Henderson, Laurene Zemis</p> <p>IOC Members Absent: Michelle Lagas, Jennifer McNeill, Julie Heineking</p> <p>Division of Developmental Disabilities (DDD) Staff: Jeffrey Yamamoto (DDD IOC Liaison)</p> <p>Arizona Department of Administration (ADOA): None</p> <p>On the phone: Ryk Scott (Quality Assurance Supervisor)</p> <p>Public: Andrew Thundercloud (DDD member)</p>
Agenda Topics	Call to Order, Welcome and Introductions, Call to Public, Presentation by Barbara Crawford, Discussion and writing of IOC guidelines, Update of Statewide meeting, IOC/ADOA 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 5:50pm
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Welcome and Introductions

Committee

Discussion	<p>The Independent Oversight Committee (IOC) members introduced themselves.</p> <p>De Freedman- Chair, Pat Thundercloud –Vice Chair, Brad Doyle-member, Bernadine Henderson-member, Laurene Zemis- member</p> <p>Jeffrey Yamamoto introduced himself as Division of Developmental Disabilities (DDD) IOC liaison,</p> <p>Arizona Department of Administration (ADOA) -None</p>
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Call to Public

De Freedman

Discussion	<p>De Freedman: Made call to public. Andrew Thundercloud did not have anything to comment on.</p>
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Barbara Crawford Presentation

Jeffrey Yamamoto

Discussion	<p>Jeffrey Yamamoto: Informed the committee that Barbara Crawford will not be attending the meeting and she had asked her Supervisor Chris Deere to answer the questions that were sent to her.</p> <p>Jeffrey Yamamoto: Began reading the questions and the answers from Chris Deere. After the first 2 questions and answers De Freedman informed Jeffrey that the committee members could read the rest of the answers themselves and did not need to read the questions and answers into the record.</p> <p>The questions and answers are listed below. The answers are italicized and edited for the public portion.</p> <p>What is the support coordinator vacancy rate? What % of positions are not filled? How does this affect the DDD members? <i>...we have roughly a 16% vacancy rate. This impacts members in a variety of ways. Support coordinators must carry many more cases than we would otherwise like them to have, thus impacting the time they have to spend on each of their members as they must spread that time out over more people.</i></p> <p>How is Quality Assurance (QA) notifying the Support coordinators (SC) of the recommendation from the Independent Oversight Committee (IOC) on an Incident Report (IR)? <i>I cannot answer this, this needs to be referred to QA.</i></p>
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	<p>To clarify question from email before. When the IOC identifies a potential human rights violation and the recommendation is made through QA is to have a support coordinator (SC) check/visit/ monitor a member for the purpose to identify/confirm or deny/ and report if the possible human rights violation is occurring or has occurred, does anyone review the reporting results from the SC or is it just filed? Who is made aware of the results? <i>This needs to be referred to QA.</i></p> <p>Who is accountable for following up with the SC on these inquiries? Is there any follow up from their supervisor/APM/DPM for the recommended action for the SC? <i>This needs to be referred to QA. Any task given to a support coordinator has oversight provided by their management chain.</i></p> <p>What training do the support coordinators have to be able to guide family through the chain of command so that if there is a question or problem the family or individual feels supported even if the answer is not what they want to hear. <i>I am uncertain what this is asking. Support Coordination knows who is in their chain of command as well as the number to the customer service center.</i></p> <p>What training do SCs receive on the programs available to the DDD members? Is there a resource guidebook to help SCs to identify programs available for the DDD Member? <i>SCs receive training in SC101 related to all services available to members. There is not a comprehensive training or resource guidebook for other programs outside of DDD available to members.</i></p> <p>Why doesn't the PRC insist on either member or someone representing on the behalf of the member be present during Plan review? Sometimes only representation is the agency and author of the plan (no one representing on the behalf of the member) <i>There is no rule that indicates that the ADH or CDH provider or even GH staff need to be present in PRC.</i></p> <p>Jeffrey Yamamoto: Informed the committee members that he forwarded the question for Quality Assurance (QA) to QA but got the response back that the person who would be able to answer the questions is on annual leave and will be back on Monday.</p>
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Discussion and vote on Guidelines

Committee

Discussion	<p>Laurene Zemis: Gave detailed grammar corrections to the existing draft guidelines. Also suggested the change from "Committee" to "IOC District West" The Committee agreed with the changes and corrections.</p> <p>De Freedman: Asked for a vote to accept the Guidelines with the corrected grammar and change of "Committee" to "IOC District West".</p>
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	<p>Pat Thundercloud: Made the motion to vote to approve the Guidelines with the changes given by the committee member Laurene Zemis.</p> <p>Brad Doyle: Seconded the motion.</p> <p>A Vote was taken, and all were in favor, there were 5 "ayes" with zero "Nays"</p> <p>Committee: To accept the Guidelines with the corrected grammar and name change.</p>
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Update on Statewide Meeting

De Freedman

Discussion	<p>De Freedman: Asked Pat Thundercloud if she wanted to do the presentation. Pat Declined so De presented.</p> <p>De Freedman: Informed the committee members that Richard Kautz is the Chief Advocate for DDD. The committee can utilize him to help in individualized cases they believe need someone to advocate for them.</p> <p>De Freedman: Informed the committee that Article 9 is still not final and is still being possibly changed.</p> <p>De Freedman: Asked during the Statewide what the results of the proposed HCBS rules and there doesn't seem to be an answer.</p> <p>Brad Doyle: Commented that it sounds great but there is no way that the agencies can keep up with the freedoms for the members. This becomes a regulatory mess with the rights and keeping the member safe. He also commented that the proposal is still in public comment. He told Pat he would send out the link for the public comments.</p> <p>De Freedman: Informed the committee that Quality Assurance (QA) is no longer being dissolved. The Request for Proposal (RFP) had not gotten any bids and the QA will continue with DDD. The unfortunate thing is they had lost a lot of good people and now have to train new employees on QA. She asked who is in charge of the Quality Assurance Unit?</p> <p>Jeffrey Yamamoto: Commented he would find out for the committee.</p>
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IOC/ ADOA Update

Jeffrey Yamamoto

Discussion	<p>Jeffrey Yamamoto: Commented that all of the updates were given in the update from the Statewide Meeting and he didn't have anything to add.</p>
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Discussion, Review and possible action of membership

De Freedman

Discussion	<p>De Freedman: Asked Jeffrey if there were any members lined up.</p>
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Jeffrey Yamamoto: Replied that only the one person she had recommended from the Autism Society. She has not returned email or phone call.
Pat Thundercloud: Asked if there is an AARP in the west valley. She was thinking to solicit the IOC there.
De Freedman: Commented that there is a statewide but not smaller community
Jeffrey Yamamoto: Added that there are some senior centers in Peoria and Glendale which may be a good spot to advertise for the committee

Discussion, review of Incident Reports and Behavior Plans

De Freedman

Discussion **Jeffrey Yamamoto:** Quality Assurance Ryk Scott called in at 6:51pm to answer questions from their IRs sent to him by the liaison. There was a sent spreadsheet on the IRs brought up from previous meeting.
De Freedman : Asked Ryk about his preference for calling in. If the beginning of the meeting or the ends of the meeting.
Ryk Scott: Answered that the beginning of the meeting would be better.
Jeffrey Yamamoto: He would change the future the agendas to reflect the earlier portion for QA.

IRs Total 1122 Closed 992 Open 130

Type	Open	Closed
Accidental Injury	20	144
Deaths	1	5
Emergency Measures	3	44
Human Rights	6	4
Legal	2	8
Medication Errors	30	53
Missing	7	7
Neglect – Potential & Imminent	11	27
Other Abuse – Sexual, Verbal & Emotional	2	4
Other – Behavior	6	684
Other Injury Unknown – Hospitalization	31	0
Physical Abuse	9	5
Property Damage	2	2
Suicide	0	5
TOTALS	130	992

Only “Open IRs” were equally divided and distributed. Total- 130 open
 Number of Questions for QAM: Six to be forwarded to QAS



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	<p>Number of Behavior Plans turned in by IOC Members: 55 signed disposition sheets, 53 "no action or w/comments" and two "violates" Number of New Behavior Plans given by PRC: Zero.</p> <p>Bernadine Henderson: Brought up that Behavior Plans (BPs) that she read some that were not well written with good goals. Goals should reflect a change in precursors, antecedents and coping skills and not focused in post behavior.</p> <p>De Freedman: The new HCBS rules may address these concerns. She gave Bernadine more information about the HCBS and the committee which is in charge of the project.</p>
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Adjournment of meeting

De Freedman

Conclusion	De Freedman adjourned meeting at 7:37pm , the next meeting will be held on May 28 th , 2019 at 5:30pm at the Peoria Office location.
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