



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
July 23rd, 2019
5:30 pm – 7:30 pm

Call to Order	De Freedman
Start Time	5:42pm
Facilitator	De Freedman
Liaison & Note taker	Jeffrey Yamamoto
Attendees	<p>IOC Members Present: Diedra (De) Freedman, Brad Doyle, Bernadine Henderson, Julie Heineking</p> <p>IOC Members Absent: Michelle Lagas, Jennifer McNeill, Laurene Zemis, Pat Thundercloud</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: Pam Grady, Cynthia Macluskie (potential members)</p>
Agenda Topics	Call to Order, Welcome and Introductions, Call to Public, ADOA update, Discuss Electronic Verification Vouchers, Discuss and write letter concerning Quality Assurance response, Discuss and write letter concerning DDD IOC policy change, Quarterly statewide update, IOC liaison 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 5:42pm
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Welcome and Introductions

Committee

Discussion	<p>The Independent Oversight Committee (IOC) members introduced themselves.</p> <p>De Freedman- Chair, Brad Doyle-member, Bernadine Henderson-member, Julie Heineking- member</p> <p>Jeffrey Yamamoto introduced himself as Division of Developmental Disabilities (DDD) IOC liaison,</p> <p>Pam Grady, Cynthia Macluskie (potential members) introduced themselves and gave their backgrounds.</p>
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Call to Public

De Freedman

Discussion	<p>De Freedman: Made call to public.</p> <p>Pam Grady: Introduced herself as the Manager of Disability Resources and Services for Estrella Mountain Community College. She has been advocating for 18 years and is originally from Illinois.</p> <p>Cynthia Macluskie: Introduced herself as a parent of a 21-year-old previous member of DDD. She has served on many committees and currently help people with Medicaid/ Medicare advocacy. She is the Vice-president of the Autism Society of Greater Phoenix.</p>
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ADOA Liaison Update

ADOA

Discussion	<p>No member of Arizona Department of Administration (ADOA) called in</p>
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Discuss Electronic Verification Vouchers (EVV)

Committee

Discussion	<p>Brad Doyle: Began by saying that he has been doing a lot of research on this matter. The Electronic Visit Verification (EVV) System was tested in Ohio with disastrous results in their rollout. There is finger pointing in why the system is not working correctly. Arizona is now thinking of doing a similar rollout of Ohio with the GPS rollout. This has not been rolled out yet. The regulation governing the EVV only needs to record the time in/out of the employee doing service, location if not at home and the address of where the service took place. The Ohio rollout failed due to the lack of preparing the vendors and family on the process. The Request for Proposal (RFP) has been picked up by Sandata, but now there is no</p>
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	<p>information coming out to the public due to restrictions while in negotiations. The rollout according to the website is to go live in October. Cynthia Macluskie Informed the members that she heard it was going live in January. There would be 5 ways that families can choose to report their time. Other than GPS and land-line phone calls, no other ways of reporting were discussed.</p> <p>Brad Doyle: Commented that the State of Arizona has no information available to find out the ways to complete the EVV process on their website. Some other problems which can pop up are the privacy issues of why the anyone needs to track the location by GPS and where is that information going to be stored.</p> <p>Cynthia Macluskie: Commented that better record keeping can help in the case of fraudulent billing on behalf of the provider.</p> <p>Brad Doyle: Said that is why the EVV will have options in in both the GPS or paper version the member or guardian must approve the billable hours before it is sent to the agency to be paid. This whole program is still in flux.</p>
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Discussion and letter on Quality Assurance Response

De Freedman

Discussion	<p>De Freedman: These letters will be combined to formulate one letter with the IOC's concerns.</p>
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Discussion and letter on DDD IOC Policy

De Freedman

Discussion	<p>De Freedman: Commented on the lack of response from the email she sent out to Sean Price. At the May meeting the committee elected to write a letter outlining the concerns the District West IOC had with some of issues they see with DDD.</p> <ul style="list-style-type: none">• Some areas of concerns are funding of direct care workers and support coordinators.• Difficulty of working with the District West District Program Manager.• Verification of concerns listed by IOC getting to the support coordinators or member's facilities and attendants.• Lack of training for support coordinators to support their members• Address incidents sent to Sean Price and recent call by member to the chair for District West. <p>Due to lack of time it was suggested to give the committee's proxy to De to write the letter and send it on their behalf. The committee would receive a copy prior to sending to make edits if necessary.</p>
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	<p>De Freedman: Asked for a motion for the committee members to give their proxy to De so she can write a letter with the IOC's concerns and send it to the Governor, ADOA and Director Traylor from the District West IOC. Additionally, to include other executive members in DDD.</p> <ul style="list-style-type: none">• Brad Doyle: Made motion give their proxy to De so she can write a letter with the IOC's concerns and send it to the Governor, ADOA and Director Traylor from the District West IOC.• Bernadine Henderson: Seconded the motion to give their proxy to De so she can write a letter with the IOC's concerns and send it to the Governor, ADOA and Director Traylor from the District West IOC.• Vote was taken and there were 4 "yay" and No "nay", All members approved (De Freedman, Brad Doyle, Bernadine Henderson, Julie Heineking).• Motion passed to give their proxy to De so she can write a letter with the IOC's concerns and send it to the Governor, ADOA and Director Traylor from the District West IOC.
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Quarterly Statewide meeting update

De Freedman

Discussion	<p>Jeffrey Yamamoto: Handed out the hard copy of the DDD IOC Quarterly statewide minutes.</p> <p>De Freedman: Began with there was supposed to be a presentation by Dr. Cody Conklin over the Quality Management overview, she did not present. De informed the committee that Dr. Conklin said that she was not invited to the meeting. De would like the presentation to be added to the minutes of the Quarterly Statewide minutes.</p> <p>Jeffrey Yamamoto: Said he would try to get the PowerPoint presentation added but would have to get informed by ADOA on how to do it if it can be done on the site.</p> <p>De Freedman and Brad Doyle: Talked about the changes to PRC behavior plans, but according to District West PRC chair there is no changes to the Behavior plans. No review of the possible changes to Article 9 on the DDD public opinion page because it hasn't been posted. You can still file reports about violations with Americans Disability Act at state level. For excess funds for the eligibility for DDD ALTC (AZ long term care) services the members should open an AZ ABLE (Achieving a Better Life Experience) account. It's easy and you do not need to explain each purchase. It auto records the transactions. Brad voiced concerns that the ease of the opening the ABLE account isn't known to him. He will explore opening one for his son. The other problem with the excess funds for members is that some members have only public fiduciary and support coordinators watching their funds and they may not be proactive in keeping their member clients below the \$2000 limit threshold. Support coordinators need to do their job correctly. De received a call from a member reporting that the support coordinator hasn't followed up with her</p>
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	glasses being ordered. It's been 6 months. De asked her to report it to Customer Service as a Quality of Care (QOC) concern. Jeffrey Yamamoto: Replied also that De should also give her Richard Kautz number as the chief advocate.
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IOC liaison update

Jeffrey Yamamoto

Discussion	Jeffrey Yamamoto: Commented that most of the information was already discussed. June's Metadata was passed out to members. De Freedman: Asked about how many Incarcerations there were in District West and the Division. Jeffrey Yamamoto: Informed he didn't know but her he would find out for her from the new Justice Liaison for DDD, Desi Preciado. He informed the committee that Barbi Diel-Rouen has move to a different position.
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Discussion, Review and possible action of membership

De Freedman

Discussion	De Freedman: Asked for a motion for voting in the potential members Cynthia Macluskie and Pam Grady . <ul style="list-style-type: none"> • Brad Doyle: Made motion to accept Cynthia Macluskie as a member of District West IOC. Also made motion to make Pam Grady a member of District West IOC. • Bernadine Henderson: Seconded the motion to accept Cynthia Macluskie as a member of District West IOC. Also made motion to make Pam Grady a member of District West IOC. • Vote was taken for each potential member and there were 4 "yay" and No "nay" for both potential members, all present members approved (De Freedman, Brad Doyle, Bernadine Henderson, Julie Heineking). • Motion passed to accept Cynthia Macluskie as a member of District West IOC and to make Pam Grady a member of District West IOC.
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Discussion, review of Incident Reports and Behavior Plans

De Freedman

Discussion	Jeffrey Yamamoto: Quality Assurance (QA) Ryk Scott called in at 6:48pm to answer questions. There were none. IRs Total __1055__ Closed __914__ Open __141__
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Type	Open	Closed
Accidental Injury	22	121
Deaths	1	1
Emergency Measures	3	33
Human Rights	5	7
Legal	3	4
Medication Errors	19	70
Missing	8	9
Neglect – Potential & Imminent	9	26
Other Abuse – Sexual, Verbal & Emotional	3	2
Other – Behavior	52	633
Other Injury Unknown – Hospitalization	0	0
Physical Abuse	10	6
Property Damage	5	1
Suicide	1	1
TOTALS	141	914

Only “Open IRs” were equally divided and distributed. Total- 141 open
 Number of Questions for QA: No questions for QAS Ryk Scott
 Number of Behavior Plans turned in by IOC Members: 28 signed disposition sheets,
 27 “no action or w/comments “and 1 “violates”
 Number of New Behavior Plans given by PRC: 87.

Adjournment of meeting

De Freedman

Conclusion	De Freedman adjourned meeting at 8:04pm , the next meeting will be held on August 27 th , 2019 at 5:30pm at the Peoria Office location.
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