



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
Sept 24th, 2019
5:30 pm – 7:30 pm

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| Call to Order | De Freedman |
| Start Time | 5:40pm |
| Facilitator | De Freedman |
| Liaison & Note taker | Jeffrey Yamamoto |
| Attendees | <p>IOC Members Present: Diedra (De) Freedman, Brad Doyle, Bernadine Henderson, Julie Heineking, Laurene Zemis, Pat Thundercloud, Cynthia Macluskie, Pamela Grady</p> <p>IOC Members Absent: Michelle Lagas, Jennifer McNeill,</p> <p>Division of Developmental Disabilities (DDD) Staff: Jeffrey Yamamoto (DDD IOC Liaison) Delorah Grant (Quality Assurance Manager- QAM), Maria Hernandez (Adult Protective Service – APS)</p> <p>Arizona Department of Administration (ADOA): Larry Allen (phone)</p> <p>On the phone: None</p> <p>Public: None</p> |
| Agenda Topics | Call to Order, Welcome and Introductions, Quality Assurance presentation & Q/A, Adult Protective Service Assurance presentation & Q/A, Call to Public, ADOA update, Discuss and write letter concerning DDD IOC policy change, 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

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| Discussion | De Freedman called meeting to order at 5:40pm |
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Welcome and Introductions

Committee

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| Discussion | <p>The Independent Oversight Committee (IOC) members introduced themselves. Diedra (De) Freedman, Brad Doyle, Bernadine Henderson, Julie Heineking, Laurene Zemis, Pat Thundercloud, Cynthia Macluskie, Pamela Grady</p> <p>Jeffrey Yamamoto introduced himself as Division of Developmental Disabilities (DDD) IOC liaison, Delorah Grant (Quality Assurance Manager-QAM), Maria Hernandez (Adult Protective Service – APS) introduce themselves</p> <p>ADOA- Larry Allen introduced themselves.</p> |
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Quality Assurance/Improvement

Delorah Grant

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| Discussion | <p>Delorah Grant: Started stating that there would be no IR bought this month due to a maintenance issue at their Surprise office. They were informed to evacuate the office and leave everything until Sept 30th. There has been a name change from Quality Assurance (QA) to Quality Improvement (QI) recently. Doing more clinical work and the nursing staff in QI is getting more involved in the researching of the incidents.</p> <p>Delorah: Agreed to answer questions from committee.</p> <p>Questions and Answers time (Questions from Committee members, Answers are being provided by Delorah Grant): Q:Are the home visits announced? A:Some are and some not depending on the reason for the visit. Q:What is being check? A:Overall health and safety including enough food and the correct nutritious foods. Q:Are there levels of criteria? A:Yes Level 1=24hours, Level 2=48hours, Level 3=72hours to respond. Q:Where can reporting be done? A:On DDD website, 24-hour phone number to DDD or directly to West QI. Q:Can you give us the contact number for the District West QI number? A:Yes. Q:How many District West (DW) staff can go out to do the investigations? A:9 staff that can investigate. Q:How many Incident need to investigate per week? A:Around 20-30. Q:How many agencies are in District West? A:Several hundreds. Q:Is there a backlog of Health and Safety (H&S) investigations now? A:No, all are done. Q:Is there coordination between Adult protective Service (APS), Depart of Child Safety (DCS) and QI for allegations reporting? A:QI only will do the H&S and will not interfere in the investigation by the other agencies. Q:How do the people know who to contact in case of alleged abuse? A:The Support Coordinators should guide the caller. Q:Why don't some families call to report possible abuse? Is it because of retaliation? A:Yes, it can be.</p> <p>Pat Thundercloud: brought up a specific incident for her son and she fear that retaliation has occurred with her and a transportation person.</p> <p>Q:Can an alleged perpetrator/ employee of an agency hop from agency to agency if they quit and move before substantiation's are made? A: If someone is under investigation and is found substantiated, then they lose their ability to work for DDD. There is no computer tracking of employees</p> |
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| | so QI must be vigilant. Hopefully soon there may be some way to track in the system. Q: How often do substantiated claims get to Contract to be actionable? A: Depends on severity of situation. |
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Adult Protective Services (APS)

Maria Hernandez

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| Discussion | <p>Maria Hernandez: Began with introductions of what Adult Protective Services (APS) is about. APS auto elevates all sexual abuse allegations to priority 1 level. One of the biggest changes is in neglect, that there does not need to be a pattern of neglect to it can be labelled as neglect from a single event. Most of the APS reports are "self-neglect" reports which are not substantiated as neglect. There are 2 specialized units for APS; exploitation unit and DDD/Arizona State Hospital (ASH) unit. Banking industry are mandatory reporters.</p> <p>De Freedman: Asked if the rate of substantiation is still close to 2%.</p> <p>Maria Hernandez: Agreed that it is around there closer to 4-5% but they are looking to improve. Other factors that bring down the % include "Self-neglect" which show as the majority of reports. Many reports are also unable to get enough data to make an accurate determination. Vulnerable adults need to be vulnerable at the time of the incident.</p> <p>De Freedman: Asked about the incident brought up before of a member consenting to sex with a provider. Why it was not substantiated.</p> <p>Maria: Could not answer it unless she had the case to read.</p> <p>Brad Doyle: Asked if he would be able to call APS to report if he knows if someone is hopping from agency to agency before a determination on their open case is made.</p> <p>Maria: Replied that he should call if there is a concern.</p> <p>Brad: Asked if APS would investigate if a member complained that he was not receiving funds he was entitled to by this representative payee.</p> <p>Maria: Answered Yes and investigate as fraud and check the monetary flow.</p> |
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Call to Public

Committee

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| Discussion | De Freedman: Announced for Call to the public, no public were in attendance. |
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ADOA Liaison Update

Larry Allen

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| Discussion | Larry Allen: Informed the committee on the IOC manual from ADOA for all the IOCs is still available for comment on the IOC website. It comes down from website on 9/27/19 and will reviewed and signed off by the ADOA Director. The manual has a new look and shortened from original. News bulletin are still being sent out to all the committees and they are |
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| | looking for good news stories. De volunteered to send out a story about "One Step Beyond" and their community involvement program to Larry. |
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Discussion and letter to Assistant Director Cheryl Lovell

De Freedman

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| Discussion | <p>De Freedman: Asked if everyone had received the draft letter to Assistant Director Lovell that she had written. All agreed they had received it. She then directed everyone to get it out of their packets. She then opened the floor up to comments of the committee members.</p> <p>Bernadine Henderson: mentioned that she felt the letter was a little strong.</p> <p>De Freedman: pointed out that the letter could be tailored a little softer, but the points need to be made in a very serious tone.</p> <p>Bernadine: agreed after being reminded of the events which perpetrated the writing of the letter.</p> <p>Pat Thundercloud: Added that other District Program Managers (DPM) in the past had been involved with the IOCs and doesn't understand why Barbara Crawford isn't attending the meetings now.</p> <p>Cynthia Macluskie: Added to keep the tone of the letter after the discussion on the absence of the DPM.</p> <p>Brad Doyle: Added that he agrees to keep the tone of the letter the same due to the length of time that the DPM has not been attending.</p> <p>De: Reminded the committee of the responsibility of the IOC to advise the DPM. It's hard when the DPM doesn't communicate with the IOC.</p> <p>The Committee: Discussed the grammar and verbiage of the letter including to add Delorah Grant attendance in today's meeting, Re-inviting Barbara Crawford and inviting Ida Gibson (Area Program Manager).</p> <p>De: Asked Jeffrey for the correct names spelling, titles and email of the DDD staff to send the letter to. He said he would provide her that information.</p> <p>Pat: Asked Jeffrey about the Annual report and he said he would supply the numbers they asked for and the annual report is due on Nov 1st.</p> |
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Voting on letter to the Assistant Director

De Freedman

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| Discussion | <p>De Freedman: Motion to approve the changes of the letter just discussed and to send the letter out to the Assistant Director Lovell from the District West IOC.</p> <ul style="list-style-type: none">• De Freedman: motion to approve the changes of the letter just discussed and to send the letter out to the Assistant Director Lovell from the District West IOC. |
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| | <ul style="list-style-type: none"> • Brad Doyle: Seconded motion to approve the changes of the letter just discussed and to send the letter out to the Assistant Director Lovell from the District West IOC. • Vote was taken for the motion to approve the changes of the letter just discussed and to send the letter out to the Assistant Director Lovell from the District West IOC. There were 8 “yay” and No “nay” for the potential member, all present members approved (De Freedman, Brad Doyle, Bernadine Henderson, Julie Heineking, Laurene Zemis, Pat Thundercloud, Cynthia Macluskie, Pamela Grady). • Motion passed to send edited letter to Assistant Director Lovell. |
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IOC liaison update

Jeffrey Yamamoto

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| Discussion | <p>Jeffrey Yamamoto: Commented on the second packet he handed out that contained metadata for the previous month, to please read and sign the confidentiality form, a spreadsheet showing the dates of all DDD IOC meetings for the rest of the year, acronyms of DDD, comments on a returned behavior plan from Program Review Committee (PRC), the incarceration report for August and finally the transition escalation procedure and contacts for Mercy Care and United Health Care.</p> <p>Cynthia Macluskie: Asks if we can invite the Justice Liaison to the next meeting.</p> <p>Jeffrey: Commented that he would invite Desire Preciado to the October meeting.</p> |
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Discussion, review of Incident Reports (IRs) & Behavior Plan (BP)

De Freedman

| Discussion | <p>Jeffrey Yamamoto: Quality Assurance (QA) Delorah Grant informed the committee that there was a maintenance issue in the Surprise office, and she is unable to provide the last two months of IRs. Here are the totals for August.</p> <p>IRs Total <u> 974 </u> Closed <u> 805 </u> Open <u> 168 </u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">Type</th> <th>Open</th> <th>Closed</th> </tr> </thead> <tbody> <tr> <td>Accidental Injury</td> <td align="center">27</td> <td align="center">115</td> </tr> <tr> <td>Deaths</td> <td align="center">2</td> <td align="center">5</td> </tr> <tr> <td>Emergency Measures</td> <td align="center">8</td> <td align="center">32</td> </tr> <tr> <td>Human Rights</td> <td align="center">11</td> <td align="center">6</td> </tr> <tr> <td>Legal</td> <td align="center">5</td> <td align="center">15</td> </tr> <tr> <td>Medication Errors</td> <td align="center">11</td> <td align="center">78</td> </tr> </tbody> </table> | Type | Open | Closed | Accidental Injury | 27 | 115 | Deaths | 2 | 5 | Emergency Measures | 8 | 32 | Human Rights | 11 | 6 | Legal | 5 | 15 | Medication Errors | 11 | 78 |
|--------------------|--|--------|------|--------|-------------------|----|-----|--------|---|---|--------------------|---|----|--------------|----|---|-------|---|----|-------------------|----|----|
| Type | Open | Closed | | | | | | | | | | | | | | | | | | | | |
| Accidental Injury | 27 | 115 | | | | | | | | | | | | | | | | | | | | |
| Deaths | 2 | 5 | | | | | | | | | | | | | | | | | | | | |
| Emergency Measures | 8 | 32 | | | | | | | | | | | | | | | | | | | | |
| Human Rights | 11 | 6 | | | | | | | | | | | | | | | | | | | | |
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| Medication Errors | 11 | 78 | | | | | | | | | | | | | | | | | | | | |



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| | Missing | 9 | 10 |
| | Neglect – Potential & Imminent | 18 | 19 |
| | Other Abuse – Sexual, Verbal & Emotional | 3 | 6 |
| | Other – Behavior | 66 | 492 |
| | Other Injury Unknown – Hospitalization | 0 | 0 |
| | Physical Abuse | 6 | 13 |
| | Property Damage | 0 | 7 |
| | Suicide | 2 | 7 |
| | TOTALS | 168 | 805 |
| | <p>There were no IRs or BPs brought due to a maintenance issue in the Surprise Office. No IRs were distributed during this meeting. Number of Questions for QA: None Number of Behavior Plans turned in by IOC Members: 66 signed disposition sheets, 29 “no action w/comments “and zero “violates” Number of New Behavior Plans given by PRC: None.</p> | | |

Adjournment of meeting

De Freedman

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| Conclusion | De Freedman adjourned meeting at 8:23pm , the next meeting will be held on October 22 nd , 2019 at 5:30pm at the Peoria Office location. |
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