



**Department of Economic Security**  
**Division of Developmental Disabilities**  
**District West Independent Oversight Committee (IOC)**  
**Public Meeting Minutes**  
**8990 W Peoria Ave, Peoria AZ 85345**  
**1<sup>st</sup> floor Southwest Conference room**  
**January 28<sup>th</sup>, 2020**  
**5:30 pm – 7:30 pm**

<b>Call to Order</b>	De Freedman
<b>Start Time</b>	5:35pm
<b>Facilitator</b>	De Freedman
<b>Liaison &amp; Note taker</b>	Jeffrey Yamamoto
<b>Attendees</b>	<p><b>IOC Members Present:</b> Diedra (De) Freedman, Brad Doyle (phone), Bernadine Henderson, Julie Heineking, Laurene Zemis, Pamela Grady, Cynthia Macluskie</p> <p><b>IOC Members Absent:</b> Pat Thundercloud</p> <p><b>Division of Developmental Disabilities (DDD) Staff:</b> Jeffrey Yamamoto (DDD IOC Liaison) Leah Gibbs (DDD Office of Individual and Family Affairs (OIFA) Administrator) Barb Picone (DDD Program Manager) Richard Kautz (DDD Chief Advocate) Barbara Crawford (DDD District West Program Manager) Bobbie Ellerston (DDD Chief Quality Officer), Jane Bender (DDD Quality Supervisor), David Blount (DDD Quality Program Coordinator)</p> <p><b>Arizona Department of Administration (ADOA):</b> Veronica Peralta (phone)</p> <p><b>On the phone:</b> Brad Doyle-member, Veronica Peralta-ADOA</p> <p><b>Public:</b> Sophie Legaspi – United Health Care Liaison</p>
<b>Agenda Topics</b>	Call to Order, Welcome and Introductions, Call to Public, ADOA update, discuss Over-Resource report, Discuss Annual report, Statewide quarterly meeting update. Office of Individual and Family Affairs (OIFA) administrator update, District West PM update. 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**

<b>Discussion</b>	De Freedman called meeting to order at 5:35 PM
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**Welcome and Introductions**

**Committee**

<b>Discussion</b>	<p>The <b>Independent Oversight Committee (IOC)</b> members introduced themselves. Diedra (De) Freedman, Brad Doyle, Bernadine Henderson, Julie Heineking, Laurene Zemis, Cynthia Macluskie, Pamela Grady</p> <p><b>Division of Developmental Disabilities (DDD) Staff:</b> Jeffrey Yamamoto (DDD IOC Liaison) Leah Gibbs (DDD Office of Individual and Family Affairs (OIFA) Administrator) Barb Picone (DDD Program Manager) Richard Kautz (DDD Chief Advocate) Barbara Crawford (DDD District West Program Manager) Bobbie Ellerston (DDD Chief Quality Officer) Jane Bender (DDD Quality Supervisor), David Blount (DDD Quality Program Coordinator) ADOA- Veronica Peralta introduced herself.</p>
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**Call to Public**

**Committee**

<b>Discussion</b>	<p><b>De Freedman:</b> Announced for Call to the public, <b>Sophie Legaspi:</b> She didn't have any updates but did briefly go over her role and position with United Health Care. She is the United Health Care IOC liaison and she will be attending DDD IOC meetings to assist in any questions that the committee may have about the health care network. <b>De Freedman:</b> Informed Sophie that there may be questions asked about Behavioral Health and making sure all members have all the necessary benefits that are allow to them by the health plans.</p>
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**ADOA Liaison Update**

**Veronica Peralta**

<b>Discussion</b>	<p><b>Veronica Peralta:</b> Started by stating that the Abuse Task Force Meeting with the chairs, noted that they said they wanted to collaborate with each other. Larry is coordinating a statewide meeting for later. <b>De Freedman:</b> Asked if the members as well as the chairs be invited. <b>Veronica Peralta:</b> Said she would send that request to Larry Allen and she could answer that now. She informed the committee that the ADOA IOC brochure is online and printed and can be distributed. Brochures were passed out to committee members. Request brochures from ADOA. She also commented that the IOC manual is ready for the public and will be posted to the IOC.AZ.Gov site. When asked by <b>De Freedman</b> about the annual report, she commented that the annual report is not on the website yet but shortly will be. They are waiting on one more IOC to get their report to them. Then they will send to the appropriate people and then post them.</p>
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**DDD Chief Quality Officer update**

**Bobbie Ellerston**

<b>Discussion</b>	<p><b>Bobbie Ellerston:</b> Began by introducing herself. She expressed that there have been a lot of changes to Quality lately. Two concerns involve the short staff and where is Quality going and that Quality is in a communication silo. They do not talk to other areas like support coordination. She is rebuilding the Quality Team. She is looking into the Quality processes and how they can communicate better.</p> <p><b>Bobbie Ellerston:</b> Stated that Quality is going to be centralizing the incident reporting process and will eventually be in align with AHCCCS.</p> <p><b>De Freedman:</b> Asked Bobbie about the concerns that the level of substantiation is too high with Adult Protective Services (APS) and that DDD still needs to investigate lower unsubstantiated claims. Many of these falls into the "Social Determinants of Health" violations or Human Rights Violations and not necessarily Neglect and Abuse. She wanted to know if these are being investigated.</p> <p><b>Bobbie Ellerston:</b> She assured the committee that there were still investigations going on for the health and safety of the members. Sometime inspecting more than once a day until Quality is satisfied with the results.</p> <p><b>Bobbie Ellerston:</b> Said that Quality is looking to bring part of the process online for health and safety.</p> <p><b>De Freedman:</b> Is Quality going to be working with Sherri Wince and National Core Indicator (NCI) to help ensure that health and safety checks are hitting the core indicators needed for Social Determinants of Health.</p> <p><b>Bobbie Ellerston:</b> Indicated that she would check with Sherri and that the Executive Leadership Team (ELT) knows about the health and safety checks and are updated weekly.</p> <p><b>De Freedman:</b> Asked about the number of incident reports that reflect that the member "lies" a lot and is unreliable for interviews and how this may make a prejudice for the Quality investigator.</p> <p><b>Bobbie Ellerston:</b> Some new training programs are being developed to help with support coordinators and staff to write up their reports.</p> <p><b>De Freedman:</b> Asked if Quality is having any hand in the redesign of APS. Maybe have a DDD rep be involved in the interview of the member when a DDD member is questioned.</p> <p><b>Bobbie Ellerston:</b> Replied that it could be with training and that they would need to be properly trained in forensic interviewing of the disabled. DDD is not presently working on this.</p> <p><b>De Freedman:</b> Asked who is looking out for the rights of the members in DDD.</p> <p><b>David Blount:</b> Said Quality is also looking out for the members and when responding to IRs they can visit and monitor multiple times. Quality can also refer to an internal unit for Fraud, Waste and Abuse for those matters of possible financial exploitation. Explained that the process can be slow unfortunately.</p> <p><b>Leah Gibbs:</b> Added that through the Center for Disability Law, they have a branch that looks at guardianship and Representative payees to make sure</p>
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	<p>that they are keeping the best interest of the member first. Concerns can be brought directly to them.</p> <p><b>De Freedman:</b> Or send it to the OIFA. She mentioned that they already had someone from the Public Fiduciary office come in and tell them about their controls.</p> <p><b>Cynthia Macluskie:</b> She is concerned that all cases that APS investigates are also being investigated by DDD.</p> <p><b>David Blount:</b> He answered "yes" they do.</p> <p><b>Cynthia Macluskie:</b> Asked if a parent puts a member into a home, if the parent can ask for well check on the member.</p> <p><b>DDD Staff:</b> All said "yes" they can ask any time for concerns.</p> <p><b>Leah Gibbs:</b> Said to always let the support coordinator know so an IR can be made of the concern.</p> <p><b>Cynthia Macluskie:</b> Asked about where to file a Quality of Care (QOC) report because the number keeps changing.</p> <p><b>David Blount:</b> Said he would get the committee that information.</p> <p><b>De Freedman:</b> Informed the DDD Staff that District West wanted to be the model IOC and wondered what the IOC can do for DDD to help with policies.</p> <p><b>David Blount:</b> Gave out his work contact information.</p> <p><b>Bobbie Ellerston:</b> Announced she needed to leave.</p>
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**Discussion Over-Resource report**

**De Freedman**

<b>Discussion</b>	<p><b>Jeffrey Yamamoto:</b> Started by stating that this topic was suggested by member Pat Thundercloud and probably should be tabled until the next meeting when she can address her concerns with the committee and discussions can follow.</p> <p><b>De Freedman:</b> Agreed to table this until the next month's meeting.</p>
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**Discussion Annual Report**

**Jeffrey Yamamoto**

<b>Discussion</b>	<p><b>Jeffrey Yamamoto:</b> Informed the committee that Pat had wanted the Annual report sent out to the committee and if they wanted to discuss anything on the different committees report they would be able to.</p> <p><b>Jeffrey Yamamoto:</b> Asked if all the members had received the emailed version of the annual report. They all agreed that they had.</p>
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**Quarterly IOC meeting Update**

**De Freedman**

<b>Discussion</b>	<p><b>De Freedman:</b> Informed the committee about the fact that Assistant Director Zane Ramadan call into the meeting and asked us about the committee's concerns and informed her that Barbara Crawford would come to this meeting.</p>
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	<p><b>Jeffrey Yamamoto:</b> Read the topics from the minutes and De did not have much to inform the committee. Discussion of Nancy Barto was brought up.</p> <p><b>De Freedman:</b> Informed the committee that if they had any legislative concerns to direct them to Karen Van Epps. She can talk with Rep. Nancy Barto, and Cynthia Macluskie is also a constituent to Nancy Barto.</p> <p><b>Cynthia Macluskie:</b> Wanted to bring up the use of “supportive decision making” and works well in lieu of full guardianship. Person-centered approach is being brought up to the legislature by Greater Phoenix Autism Society.</p> <p><b>Richard Kautz:</b> Informed the committee that he has brought up the fact that the committee would like some more information added to the IRs. Some of these were precursors and antecedents. There has been a ticket to IT to put this into the IRs. He will follow up with this ticket again.</p> <p><b>De Freedman:</b> Commented that the IRs and Behavior Plans (BPs) are a specific and can be used like case studies to find systemic problems. Her concerns are also that if a complaint is made to customer service that there is no knowing that a follow-up is happening to the complaint. Having Customer Service Center offer a reference number would be great if later the person with the complaint could find out if it had been followed up with.</p> <p><b>Leah Gibbs:</b> Said that the use of a reference number for the person complaining would be a good thing and she would bring this idea to the Customer Service Center.</p>
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**OIFA administrator update**

**Leah Gibbs**

<b>Discussion</b>	<p><b>Leah Gibbs:</b> Began with passing out her business card and informing the committee about her position with the Office of Individual and Family Affairs (OIFA). She started off with her history with DDD. She explained OIFA has been put into place by the Oct 31<sup>st</sup> integrated health plan program and that the OIFA is responsible to assist the members and families to navigate both the children’s and adult acute and behavioral health systems. OIFA is also the help advocate for member rights in the systems. She then began to list the units which the OIFA oversees.</p> <p><u>Customer Service Center</u>- For complaints and follow ups within 90 days.</p> <p><u>Department of Child Safety</u> (DCS) liaison- to coordinate DCS and DDD members in the foster care system. Ensuring follow up into adulthood.</p> <p><u>Bachelors/Masters intern program for social work</u>- Paid interns to continue with the Division after graduation.</p> <p><u>Tribal Liaison</u>- Coordinates the 22 tribes of AZ with DDD for the members who are both. Ensuring that they are not forgotten in the system. Building cooperative relationships to reach all members with possible benefits.</p> <p><u>Community Engagement Team</u>- Who goes out to community events to promote education and deliver information about DDD and the health plans.</p>
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	<p><u><i>Criminal Justice Liaison</i></u> – To provide oversight of the incarcerated members and make sure they are protected while incarcerated and covered and informed outside of their incarceration.</p> <p><u><i>Affordable Housing</i></u>- Collaborate with the Housing Authority to maintain and offer affordable housing to the members who qualify. DDD currently has 101 units available with wait lists and some vouchers.</p> <p><u><i>Chief Advocate, Interstate Compact and Supervisor over the IOC liaisons</i></u>- Richard Kautz oversees the IOC liaisons and is the DDD advocate for members with difficulties dealing with DDD.</p> <p><u><i>DDD IOC liaisons</i></u>- Administratively support the Independent Oversight Committee.</p> <p><u><i>Provider Relations</i></u>- Provides support to the agencies and providers in billing.</p> <p><u><i>Communications Team</i></u>- Provides communications and information both internally and externally of DDD, this also include the Public Information Officer.</p> <p><b>Leah Gibbs:</b> Stated that to partner with the IOC, she is going to have a rollout of training for family members and members on Recognizing and Reporting Maltreatment and Abuse soon and would like the IOC members to help her with this training.</p> <p><u><i>For additional information about the OIFA please go online to DDD and see the unit information.</i></u></p>
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**District Program Manager update**

**Barbara Crawford**

<b>Discussion</b>	<p><b>Barbara Crawford:</b> Commented that she needed to leave when it became 7:35pm.</p> <p><b>De Freedman:</b> Asked before she left if she would come back the following meeting.</p> <p><b>Barbara Crawford:</b> Said she would have to check her calendar.</p> <p><b>Barbara Crawford:</b> Informed the committee that the Program Review Committee (PRC) is now being run from the Central office Behavioral Health unit and no longer the District Program Manager (DPM). She had hired a new Area Program Manager (APM) in Avondale. She was going to introduce Jane Bender as the new Quality Supervisor and that District West currently have 10,215 members. District West is still growing.</p> <p><b>De Freedman:</b> The frustration from the committee is that reading IRs is that they can't tell if support coordination is adding notes or following up with actions because Quality tells the IOC that they do not communicate with support coordination. How do we break down silos in the Quality and Support coordination?</p> <p><b>Barbara Crawford:</b> She explained that better communications is already beginning and that they do communicate daily. The silos are breaking down.</p> <p><b>De Freedman:</b> The IOCs just want to know that the loop is closed in the concerns that the IOC bring up to Quality. They want to know that Support Coordination is also doing the IOC recommendations or follow up. Quality cannot answer this unless Support Coordination notes it.</p>
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**Leah Gibbs:** Asked if the Committee had anyone inform them on the Quality of Care Process.  
**De Freedman:** Responded that Bobbie Ellerston is reworking the program. So, they will wait. She informed the committee that only Quality of Care (QOC) unit has access to Quality of Care complaints.  
**Leah Gibbs:** Responded that unfortunately there is no way to check on the follow up going back to the original reporter.  
**Jeffrey Yamamoto:** Said he would invite Barbara to the next scheduled meeting in February.

**DDD Staff and IOC Liaison update**

**Jeffrey Yamamoto**

**Discussion** **Jeffrey Yamamoto:** Informed the committee on the 4 months of redacted IRs they have. Also, to review their packets and to please do their volunteer time sheets. There are the 57 Behavior Plans.  
**De Freedman:** Saying that she will be inviting Mary DeCarlo (Head of PRC) to the probably the April meeting to discuss the Behavior Plans and PRC.  
**Jeffrey Yamamoto:** There is a flyer with calendar for the next town halls from DDD.

**Discussion, Review of Incident Reports (IRs) & Behavior Plan (BP)**

**De Freedman**

**Discussion** **Jeffrey Yamamoto:** Quality Improvement (QI) Delorah Grant informed the liaison that unfortunately they could not make it for the meeting due to personal matters which made it impossible. There were 4 months of IRs to review and the committee only took the opened IRs from the 4 months. The closed IRs were left for secure disposal.  
 December IRs Total 1068 Open 110 Closed 958

Type	Open	Closed
Accidental Injury	10	108
Deaths	2	4
Emergency Measures	3	28
Human Rights	5	6
Legal	3	26
Medication Errors	14	180
Missing	7	10
Neglect – Potential & Imminent	13	73
Other Abuse – Sexual, Verbal & Emotional	1	11
Other – Behavior	26	242
Other Injury Unknown – Hospitalization	15	223
Physical Abuse	6	33



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	Property Damage	2	11
	Suicide	3	3
	<b>TOTALS</b>	110	958

All 110 of the "Open" IRs were distributed during this meeting plus the prior 3 months of "open" IRs.  
Number of Questions for QA: none  
Number of Behavior Plans turned in by IOC Members: 42 signed disposition sheets, 2 "no action w/comments" and 0 "violates"  
Number of New Behavior Plans given by PRC: 57 and given to the members.

**Adjournment of meeting**

**De Freedman**

<b>Conclusion</b>	<b>De Freedman</b> adjourned meeting <b>at 8:07pm</b> , the next meeting will be held on February 25 <sup>th</sup> , 2020 at 5:30pm at the Peoria Office location.
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